

## Troubleshooting



### **DANGER**

Danger of fatal electric shock

- ▶ Never open and repair the device yourself
- ▶ Never replace damaged mains connection cables yourself
- ▶ Contact customer service

### Malfunctions during operation

Malfunction	Cause	Fault clearance
No function	Mains plug is not connected to power outlet	Connect the mains plug. If the power outlet is located inside the casing, contact customer service
	Power switch is OFF	Switch on the power switch
	Defective fuse on electrical distributor	Replace the fuse on the electrical distributor
	User detection IR window on upper housing section is dirty	Clean the IR window with a soft cloth
	Software error	Switch the power switch off for 30 s and then back on again
	Power supply is interrupted	Have the power supply checked by a skilled person
Shower water temperature is too low	Heating element is not switched on	Set the <water heater function> to ON on the control panel
	Warm-up time too short when heating element is in economy mode	Set the <water heater function> to ON on the control panel
	Software error	Switch the power switch off and back on again after 30 s
Shower spray is too weak or no water is spraying out at all	Spray intensity is set too low	Increase the spray intensity
	Spray nozzle clogged or blocked with limescale	Clean or replace the spray nozzle
Spray arm does not retract	Power supply is interrupted	Restore the power supply. The spray arm will retract automatically
	Shower toilet is defective	Switch off the shower toilet and contact customer service

<b>Malfunction</b>	<b>Cause</b>	<b>Fault clearance</b>
Lowering function not working	Hydraulics are defective	Contact customer service
	Left and right hinges are not closed	Close hinges fully
Water is continuously dripping into WC ceramic appliance	Flush valve system is leaky	Contact customer service
Water is dripping onto the floor	There is a leak	Switch off the shower toilet. Cut off the water supply and pull out the mains plug. If the power outlet and the water supply valve are located inside the casing, contact customer service
Red LED on control panel flashes	A safety device has switched off the shower toilet for a short period	Switch the power switch off and back on again after 30 s