ZENMO

USER GUIDE

Zenmo IQ Compact smart toilet.



Please read this guide before use and keep it for future reference.

ADDRESS
42 Castro Way, Derrimut VIC 3026

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(03) 8390 6300

EMAIL
sales@zenmo.com.au

WEBSITE
www.zenmo.com.au

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Welcome to Zenmo IQ Compa

Thank you for choosing the Zenmo IQ Compact smart toilet. This guide explains how to use and look after your toilet. Please read it before use and keep it for future reference.

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WARRANTY, REPAIR AND SERVICE QUERIES: SERVICE@ZENMO.COM.AU

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SAFETY, 1 OF 3

Safety precautions.

Please read these cautions and warnings carefully and use the toilet correctly. Follow all precautions and warnings for your safety. An enclosed fuse is used, to prevent the danger of the fuse being reset arbitrarily.

WHAT THE SYMBOLS MEAN



WARNING
Misoperation could result in death or serious injury.



CAUTION
Misoperation may result in injury or physical damage.



REQUIRED
The action must be followed.



PROHIBITED
The action is prohibited.

WARNING



DO NOT DISASSEMBLE
Never disassemble, repair or modify the toilet. This could cause fire or electric shock, or cause the product to not work correctly.



DO NOT WET
Do not wet the main unit or the mains plug with water or cleaning fluid. Doing so could cause fire or electric shock.



FLAMMABLE
Do not bring burning materials near the toilet. Doing so could cause fire.



EARTHING
Confirm that the earth wire has been installed properly. If it is not, electric leakage or electric shock could occur. If the earth wire has not been installed, ask the installer to fit it.



WET HANDS
Do not remove the mains plug with wet hands. This could cause fire or electric shock.

SAFETY, 2 OF 3

Do not use a faulty toilet.

Do not continue to use a toilet that is broken or malfunctioning. In any of the following situations, unplug the mains plug and close the water shut-off valve to stop the water supply.

- Water is leaking from the plumbing or the main unit
- The toilet has a crack or a break
- Smoke is coming from the toilet
- The toilet is unusually hot

CONTINUED USE OF A FAULTY TOILET COULD CAUSE FIRE, ELECTRIC SHOCK OR FLOODING

PROHIBITED

USE ONLY TAP WATER OR POTABLE WELL WATER

Use only tap water or potable well water (groundwater). Other water could cause skin inflammation or other problems.

DO NOT CLIMB ON THE TOILET

Do not climb on the seat, the lid or any other part of the main unit, and do not put heavy objects on it. The toilet could break, causing injury or flooding.

DO NOT BLOCK THE AIR OPENINGS

Do not block the air openings with fingers or other objects, and do not touch them with your hands or cover them. This could cause burns or electric shock.

DO NOT BEND OR CRUSH THE HOSE

Do not bend or crush the water supply hose. This could cause a water leak, or low or no water pressure.

SAFETY, 3 OF 3

Installation and use.

REQUIRED

01	This is electronic equipment. Do not place it where it might be splashed or otherwise become wet. In a bathroom, install a ventilation fan or ventilation opening so the bathroom has enough airflow.
02	Install the plug at least 1m away from the water inlet, and keep it away from any bathtub.
03	Use a 220 to 240V AC, 50Hz power supply.
04	The toilet is equipped with an earth wire. Confirm that the plug and the earth wire have been installed properly.
05	In a bathroom with a bathtub and a toilet, seal the contact area of the plug and socket with silicone to stop water or moisture getting in.
06	This toilet is not to be used by anyone with reduced physical, sensory or mental abilities, or who lacks experience or knowledge, unless a person responsible for their safety supervises or instructs them.
07	Supervise children who are not familiar with basic operation.

FAILURE TO FOLLOW REQUIRED ITEMS 01 TO 03 MAY RESULT IN FIRE OR ELECTRIC SHOCK

SEAT HEATER

The seat heater could cause skin discomfort with prolonged use at high temperatures. When seated for a long time, set the seat heater to off.

STOP VALVE

Tighten the stop valve thoroughly, or water could leak. If a leak occurs, close the water shut-off valve to stop the water supply. Turn the handle clockwise to close the angle valve.

FROST

Keep the indoor temperature above 5°C. Freezing could damage the water supply plumbing and the inside of the toilet, and result in a leak.

PRECAUTIONS FOR USE

Precautions for use.

Please follow these instructions when using the toilet.



CLEANING

Wipe the main unit, seat and lid with a soft wet cloth. Use diluted (pH neutral) kitchen detergent. Do not use toilet cleaner, household cleaner (pH acidic or alkaline), benzine, paint thinner or cleanser powders. They can damage the plastic or cause cracks, which could lead to injury.



DIRECT SUNLIGHT

Do not expose the toilet to direct sunlight. It could cause changes in colour or cracks, and a malfunction of the remote control.



URINATING ON THE UNIT

Avoid urinating on the main unit. This can cause a malfunction.



SENSORS

Do not cover the seat sensor or the signal area of the remote control. This could cause the toilet to function incorrectly.



LONG PERIODS OF NON-USE

Disconnect the mains plug when the toilet will not be used for a long time.



THUNDERSTORMS

Disconnect the mains plug during thunderstorms. This could cause the toilet to function incorrectly.

IN THE BOX

What is in the box.

After opening the packaging, please check that the following items are in the box.

MAIN ITEMS

01	Ceramic pan with smart seat
02	Pan connector
03	Smart accessories box
04	This user guide

SMART ACCESSORIES BOX

Remote control and wall bracket (batteries included)	Foam bottle (200ml)
Air freshener bottle (deodoriser, 50ml)	Water inlet valve
Stop valve	Three way valve
Water hose	Power supply box
Electrical coupling	

OPTIONAL ITEMS

Backup battery box. Before use, you will need to supply and install 10 alkaline AA batteries.

Drain pipe.

CHECK ALL PARTS THOROUGHLY BEFORE INSTALLING. TAKE EXTRA CARE WHEN TRANSPORTING AND HANDLING.

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REMOTE CONTROL

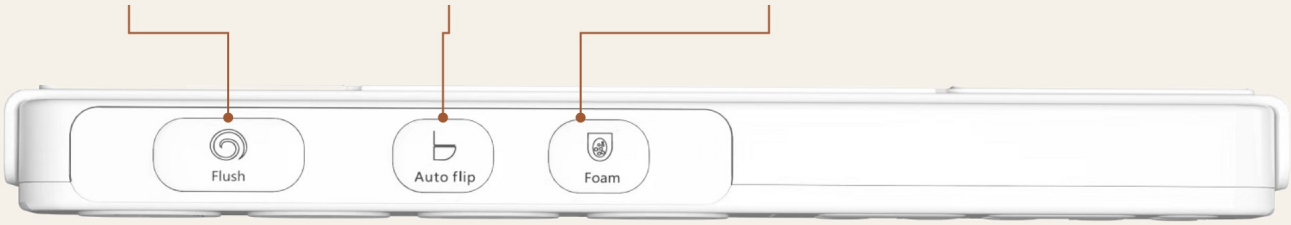
Your remote, explained.

FLUSH CONTROLS

FLUSH
Flushes the toilet

AUTO FLIP
Lid and seat open and close automatically

FOAM
Coats the bowl with foam before use

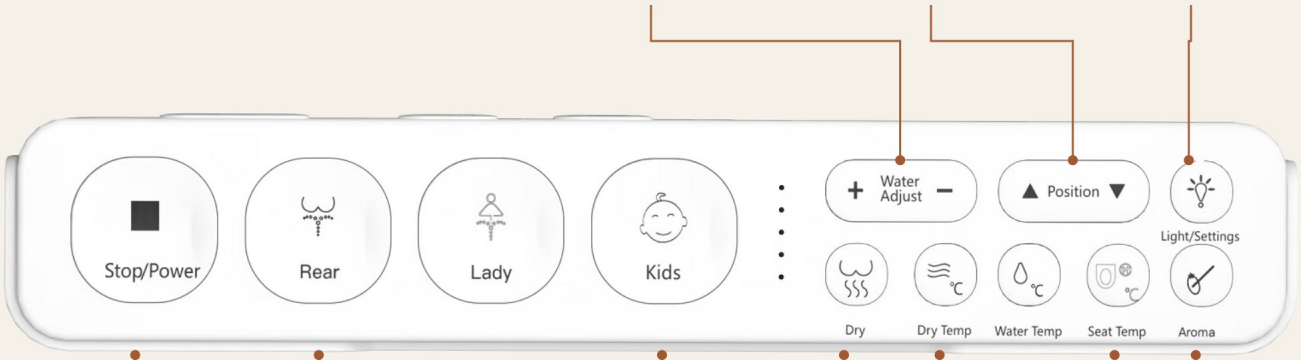


WASH AND COMFORT CONTROLS

WATER ADJUST
Increase or decrease the water pressure

POSITION
Move the nozzle forward or back

LIGHT / SETTINGS
Night light and settings



STOP / POWER
Stops the current function. Turns the power on or off

REAR, LADY, KIDS
Rear wash, lady front wash and a gentler kids wash

DRY
Warm air dryer

DRY TEMP, WATER TEMP, SEAT TEMP
Dryer, wash water and heated seat temperature

AROMA
Releases a fragrance into the bowl

LONG PRESS SHORTCUTS

FLUSH Auto flush on or off	AUTO FLIP Auto lid and seat on or off	FOAM Auto foam on or off
DRY Nozzle cleaning	SEAT TEMP Power saving mode	LIGHT/SETTINGS Factory reset

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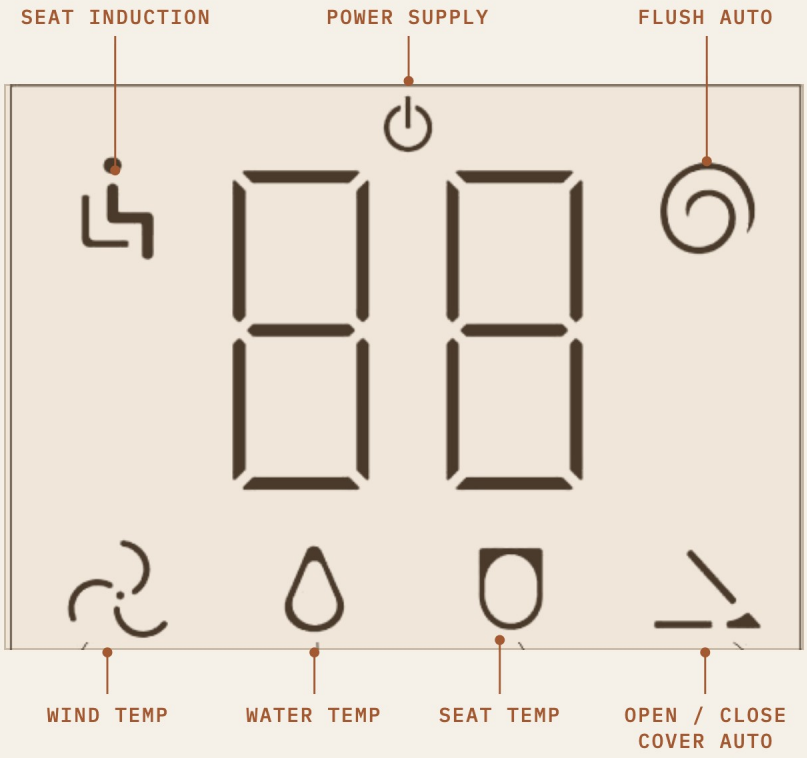
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DISPLAY AND SIDE DIAL

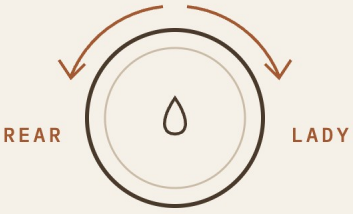
Display and side dial.

MAIN UNIT DISPLAY



01	Temperature level. When the toilet is switched on, the set temperature is displayed.
02	Air temperature icon. When lit, the display shows the air temperature setting level.
03	Seat temperature icon. When lit, the display shows the seat temperature.
04	Water temperature icon. When lit, the display shows the water temperature setting.

BUILT-IN DIAL



01	Press the dial once for a standard flush. Hold it to stop, and hold it for six seconds to enter standby mode.
02	When seated, turn the dial clockwise (or press Lady) for the one-key lady wash. Turn it counterclockwise (or press Rear) for the one-key rear wash.
03	Press the dial to stop the current function, such as rear wash, lady wash or drying.

BEFORE USE

Before you start.

REMOTE CONTROL BATTERIES

STEP 01	STEP 02	STEP 03	STEP 04
Lift the remote	**Open the cover**	**Fit batteries**	**Close the cover**
Remove the remote control from its bracket. Lift it upward, holding the ends of the remote.	Open the battery cover on the back of the remote control.	Install 2 AAA batteries as shown by the icon.	Close the battery cover.

Use two new batteries of the same size (AAA), to prevent the batteries rupturing or leaking.

Remove the batteries when the remote is not used for a long time.

Settings such as temperature, power saving and auto flush may be cancelled after the batteries are replaced. Please set them again.

PAIRING A REPLACEMENT REMOTE

STEP 01	STEP 02	STEP 03
Start pairing	**Power on**	**Test**
With the toilet powered off, press and hold the remote until its light blinks, then release. Press the Kids button.	Turn on the toilet. The remote and seat pair automatically. A beep sounds when pairing is successful.	When the toilet display is active, test the temperature controls to confirm the pairing.

MAINS POWER



Plug in

Make sure the mains plug is plugged into a socket. Turn the power off before repairing the toilet.

LID, SEAT AND SENSORS

Lid, seat and sensors.

AUTO OPEN AND CLOSE LID (OPTIONAL)

The lid opens automatically when a person enters the sensor range, and closes automatically when the person leaves. Hold the Auto flip button for a few seconds to turn auto open and close on or off.

SENSOR DISTANCE

Hold the Rear button to enter the setting. The display shows 51 for the near distance (60 to 80cm from the foot sensor) or 52 for the far distance (1m). Press Position to change it.

REMOTE LID AND SEAT

Press Auto flip once to open or close the lid. With the lid open, press it again to raise the seat. With both open, press it again to close the seat and lid.

FOOT SENSOR (OPTIONAL)

Touch the foot sensor position with your foot and the seat lifts automatically. Touch it again with the seat lifted to flush. Touch it again after flushing to close the seat and lid.

FOAM SHIELD (OPTIONAL)

Hold Foam to turn auto foam on or off, and the toilet beeps. With auto foam on, the toilet foams once when a person sits, and does not repeat within 20 seconds. Press Foam once for a single manual foam.

NIGHT LIGHT

Press the Light button once to turn on the ambient night light, and press it again to turn it off. A light sensor can also switch the night light on automatically, according to the strength of the ambient light.

FOAM: USE ONLY THE FOAM LIQUID SUPPLIED WITH YOUR TOILET. DETERGENT, SHOWER GEL, SHAMPOO AND NON-ORIGINAL FOAM LIQUID CAN VOID YOUR WARRANTY.

FLUSH AND WASH

Flushing and washing.

FLUSH

01	Remote flush. Press Flush on the remote control once.
02	Side dial. Press the dial once to flush.
03	Auto flush. When you stand up, the toilet flushes once automatically. Hold Flush on the remote to turn auto flush on or off.
04	Foot sensor flush. With the seat and lid raised, move your foot at the foot sensor to flush once. The seat and lid close automatically after a short delay.
05	One-touch cleaning. 10 seconds of regular cleaning, 20 seconds of oscillating cleaning and 60 seconds of regular cleaning, then an automatic rinse and 3 minutes of drying.

WASH

STEP 01

Rear wash

Sit on the seat so the sensor detects you. Press Rear, or turn the side dial counterclockwise. Press again to select oscillating wash.

STEP 02

Lady wash

A soft water flow suited to women. Press Lady, or turn the side dial clockwise. Press twice to select oscillating wash.

STEP 03

Kids wash

Press Kids. Water pressure and temperature are set to low levels automatically and cannot be adjusted, to protect children's sensitive skin.

WHILE WASHING

STEP 01

Water Adjust

Press + or - to change the water pressure.

STEP 02

Position

Press to move the nozzle forward or back. There are 4 wash positions.

STEP 03

Water Temp

Press to change the water temperature.

STEP 04

Stop/Power

Press to end the wash.

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TEMPERATURE AND DRYING

Temperature and drying.

WASH WATER TEMPERATURE

Press Water Temp to change the temperature of the rear or lady wash water. The display shows the temperature as you change it, and the LED indicators on the remote light to match. There are four settings.

WATER TEMP	ROOM	>	34°C	>	37°C	>	40°C

SEAT TEMPERATURE

Press Seat Temp to change the seat temperature. There are four settings. To turn the seat heater off, set it to room temperature. Take care to avoid scalding.

SEAT TEMP	ROOM	>	34°C	>	37°C	>	40°C

WARM AIR DRYING

Press Dry to start warm air drying. Drying stops automatically after 3 minutes, or you can stop it sooner by pressing Stop/Power. Press Dry Temp to change the air temperature. There are four settings.

DRY TEMP	ROOM	>	38°C	>	45°C	>	55°C

When a function is on, its icon lights on the display.

To flush before drying, hold Stop/Power to enter the settings, then press Dry Temp.

MORE FUNCTIONS

More functions.

NOZZLE CLEANING

Hold the Dry button to start the nozzle cleaning function. The self-cleaning cycle takes 2 minutes and can be repeated if necessary.

WASH TIME

During a rear or lady wash, hold Water Adjust to set the wash time. The default is 90 seconds. You can set it from 1 to 4 minutes, and the toilet remembers it.

ANTI LOW-TEMPERATURE SCALD

After 3 minutes of use with the seat heater on, the temperature drops automatically to 30°C to reduce the risk of scalding. It returns to your setting after you leave the seat.

MOISTENING

After you sit, the toilet flushes a small amount of water to wet the ceramic wall, which helps prevent dirt sticking. This feature is on by default.

AIR FRESHENER

The spray comes from the right side of the toilet. A refill funnel and one bottle of aromatherapy or deodoriser are supplied. For auto spray, hold Stop/Power to enter the setting, press Aroma, then press Stop/Power to end the setting. For manual spray, press Aroma once. Ask your retailer or contact Zenmo about refills.

UV STERILISATION (OPTIONAL)

After the lid is opened and the toilet has flushed, the UV lamp switches on automatically once the lid is closed, by hand or automatically, and runs a sterilising cycle. It stops automatically when the lid is opened.

ENERGY SAVING STANDBY

After 3 consecutive days without use, the toilet enters power saving. After 4 consecutive days, it enters standby. Press any key on the dial or the remote to exit either mode.

VOICE CONTROL (OPTIONAL)

Voice control.

This function lets you operate the toilet by voice. Say the wake word, then the command you want.

WAKE WORD Hi Smart

VOICE COMMANDS

LID AND SEAT	Turn on Lid · Turn off Lid · Turn on Seat · Turn off Seat
LIGHTING	Turn on Lighting · Turn off Lighting
ENERGY SAVING	Turn on energy saving · Turn off energy saving
FLUSH AND FOAM	Start flushing · Toilet flushing · Turn on Bubble
WASH	Rear Wash · Female Wash · Stop Wash
WARM AIR	Turn on Warm Air · Turn off Warm Air · Stop Warm Air
WATER FLOW	Rise Flow · Decrease Flow
TEMPERATURE	Cool seat temperature · Rise Air Temperature · Decrease Air Temperature · Rise Water Temperature · Decrease Water Temperature
NOZZLE POSITION	Position Forward · Position Backward
RADIO AND VOLUME	Turn on radio · Turn off radio · Turn up voice · Turn down voice
SPEECH RECOGNITION	Open speech recognition · Close speech recognition

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CLEANING AND CARE

Cleaning and care.

MAIN UNIT

01	Unplug the power plug from the socket before cleaning, so the plug does not come into contact with water.
02	Wipe the surface of the main unit with a soft cloth moistened with water.
03	For stubborn stains, use a soft cloth dampened with neutral kitchen detergent.
04	This is an electronic product. Take care to stop water entering it.
05	Keep the sensor area of the touch base clean. A dirty sensor area may cause functions to operate incorrectly, or not at all.

CERAMIC PARTS

Pour neutral toilet cleaner onto a soft brush or sponge and wash with tap water.

- Do not use detergents or sanitisers that contain scented or acidic solvents.
- Do not use brushes containing abrasive materials.

NOZZLE

01	Hold Dry (when the toilet is on but not in use) to start the nozzle cleaning function. The nozzle extends forward and cleaning water flows from it. The cycle takes 2 minutes and can be repeated.
02	While the nozzle is extended, clean it with a soft bristle brush or toothbrush.
03	Do not pull or push the nozzle, or it may be damaged or stop working correctly.

SEASONAL CARE AND STORAGE

Seasonal care and storage.

FREEZING

In the cold season, the toilet may be damaged by internal freezing. To prevent freezing, leave the power on and set both the seat temperature and the water temperature to the highest setting.

IF THE HOSE FREEZES

If the water inlet hose freezes and no spray water comes out, thaw it slowly by warming the hose with a cloth soaked in warm water. You can also turn on a heater to warm the room.

CONDENSATION

Differences in temperature and humidity between the room and the surface of the ceramic and main unit can cause condensation. Ventilate the room well. When condensation occurs, wipe it off with a cloth.

WHEN NOT IN USE FOR A LONG TIME

To prevent water pollution and freezing, drain the water from the toilet, turn off the power and take the batteries out of the remote control.

STEP 01

Drain the tank

Shut off the water inlet valve, stop the water supply, and flush once to empty the water tank.

STEP 02

Unplug

Unplug the power supply from the socket.

STEP 03

Drain the hose

Remove the water inlet hose from the water inlet valve, drain the water from the hose, and fit it back.

TO USE AGAIN: OPEN THE WATER INLET VALVE, PLUG THE POWER PLUG INTO THE SOCKET AND TURN ON THE TOILET

TROUBLESHOOTING, 1 OF 3

Before you request repairs.

Please read this section before requesting repairs. If you still cannot solve the problem, email service@zenmo.com.au.

REMOVE THE MAINS PLUG BEFORE ANY REPAIR

If the power cord is damaged, it must be replaced by the manufacturer, an after-sales service centre or a qualified serviceperson, to avoid a safety hazard.

Use the new hose set supplied with the toilet. Do not reuse an old hose set.

If a water leak occurs, close the water shut-off valve to stop the water supply.

POWER SUPPLY

TROUBLE	LIKELY CAUSE	WHAT TO DO
Toilet does not work	Has there been a power outage? Is the main power supply turned on?	If there is a power cut, wait for mains power to return.

REAR, LADY AND KIDS WASH

TROUBLE	LIKELY CAUSE	WHAT TO DO
No water coming out of the wash	No rinse water. The water supply is not instant.	Wait for the water to come.
	Is the water valve closed?	Turn on the water valve.
	Is the sensing area not being touched?	Sit correctly on the seat.
Decrease in wash water pressure	Is the set water pressure weak?	Press Water Adjust (+) on the remote to turn up the water pressure.
	Is the nozzle or filter clogged?	Clean the nozzle or filter.
The water is not warm enough	Is the warm water setting off, or the set temperature too low?	Press Water Temp on the remote to adjust the water temperature.
Water stops during cleaning	Rear, lady and kids washes stop automatically after about 90 seconds.	Press the button again.
	The body may not be touching the touch sensor.	Check the sensing position of the touch base.
	At the start of cleaning, the nozzle discharges the cold water in the pipe first.	This is not a malfunction.

TROUBLESHOOTING, 2 OF 3

Troubleshooting, continued.

SEAT AND SENSORS

TROUBLE	LIKELY CAUSE	WHAT TO DO
Cleaning starts when no one is seated	Has the seat been splashed with water, or is there a wet towel on it?	Wipe off the water with a dry towel and move the wet towel away.
The seat is cold	Is the seat temperature setting low or off?	Press Seat Temp on the remote.
	Is it in energy saving status?	Wait for 1 minute after being seated.
The seat temperature becomes lower	To prevent low-temperature burns, the seat temperature is lowered automatically after 3 minutes.	This is not a failure. The set temperature resumes on the next use.

FLUSHING AND POWER SAVING

TROUBLE	LIKELY CAUSE	WHAT TO DO
Auto flush does not work	Is auto flush turned off? When it is off, the icon is not lit on the remote.	Hold Flush to turn auto flush on.
Not working after a few days of non-use	Is the power cord unplugged, or has there been a power outage? The toilet goes into standby after 4 days of non-use.	Restore power and press any key to resume.

REMOTE CONTROL

TROUBLE	LIKELY CAUSE	WHAT TO DO
Remote control functions incorrectly	Are the batteries running out of power?	Change the batteries.
	Is the battery polarity reversed?	Install the batteries correctly.
	Does the seat sensor not detect a human body?	Use the remote after sitting correctly.
Remote flush functions incorrectly	Are the batteries running out of power?	Change the batteries.
	Is the flush button being pressed continuously?	Wait 30 seconds after each press.
	Does the seat sensor not detect a human body?	Sit correctly and try again.

TROUBLESHOOTING, 3 OF 3

Troubleshooting, continued.

FOAM

TROUBLE	LIKELY CAUSE	WHAT TO DO
Fails to foam, or foam is coarse	The foam liquid may be running out.	Replace with new foam liquid.

WARM AIR DRYING

TROUBLE	LIKELY CAUSE	WHAT TO DO
The warm air is not warm enough	The drying temperature is set low.	Press Dry Temp on the remote to adjust the temperature.
Drying stops partway, or does not work	Drying stops automatically after 3 minutes.	Press Dry again.
	Your sitting position may have moved and turned off the seat sensor.	Check the seat ring and your sitting position.
	The seat sensor does not detect a human body.	Check the seat ring and your sitting position.

OTHER PROBLEMS

TROUBLE	LIKELY CAUSE	WHAT TO DO
The water comes up slowly in the tank	Is the water shut-off valve fully open?	Fully open the valve.
	Is the water filter in the drain valve blocked?	Clean the filter.
No water comes out	Is the water cut off?	Fully open the valve and wait for water.
Water is leaking from the plumbing connections	Is a plumbing connection nut loose?	Use a monkey wrench or similar tool to tighten the loose part more.

STILL NEED HELP? EMAIL SERVICE@ZENMO.COM.AU OR CALL (03) 8390 6300

SPECIFICATIONS

Product specifications.

ZENMO IQ COMPACT, PRODUCT

MODEL	ZENMO IQ Compact, two piece smart toilet
SIZE	678 x 395 x 480mm
FLUSH	Rimless tornado flush
WELS	4 star, 3.5L average (4.5L / 3.1L)
WELS REG NO	L45918
WATERMARK	WMK26997
TRAP	S-trap 125 to 230mm, P-trap 180mm
WATER INLET	Right hand bottom (recommended)
POWER SUPPLY POSITION	Left hand bottom (recommended)
BACKFLOW	Valve supplied, AS2845.1. Built-in air gap, AS2845.2

ELECTRICAL, WATER AND PERFORMANCE

RATED POWER	220 to 240V AC, 50Hz
RATED POWER CONSUMPTION	1210W (inlet water 15°C, outlet water temperature, rear wash flow and seat heater at the highest level)
MAXIMUM POWER CONSUMPTION	About 1650W (inlet water 5°C, outlet water temperature, rear wash flow and seat heater at the highest level)
POWER CORD LENGTH	1.5m
WASH FLOW (AT 0.2MPa)	Rear wash max 0.65 L/min, front wash max 0.7 L/min, child wash max 0.41 L/min
WATER TEMPERATURE	34 to 40°C, instant heating
WARM SEAT	Surface temperature 34 to 40°C, heating power 250W
WARM AIR DRYING	38 to 55°C, heating power 250W
SAFETY DEVICES	Water heater and seat: temperature fuse and temperature sensor. Dryer: temperature fuse and thermostat
CLEANING WATER FLOW	The cleaning function stops if the water flow is under 250ml/min
WATERPROOF LEVEL	IPX4
AMBIENT TEMPERATURE	5 to 40°C
WATER PRESSURE	No limit, built-in water tank