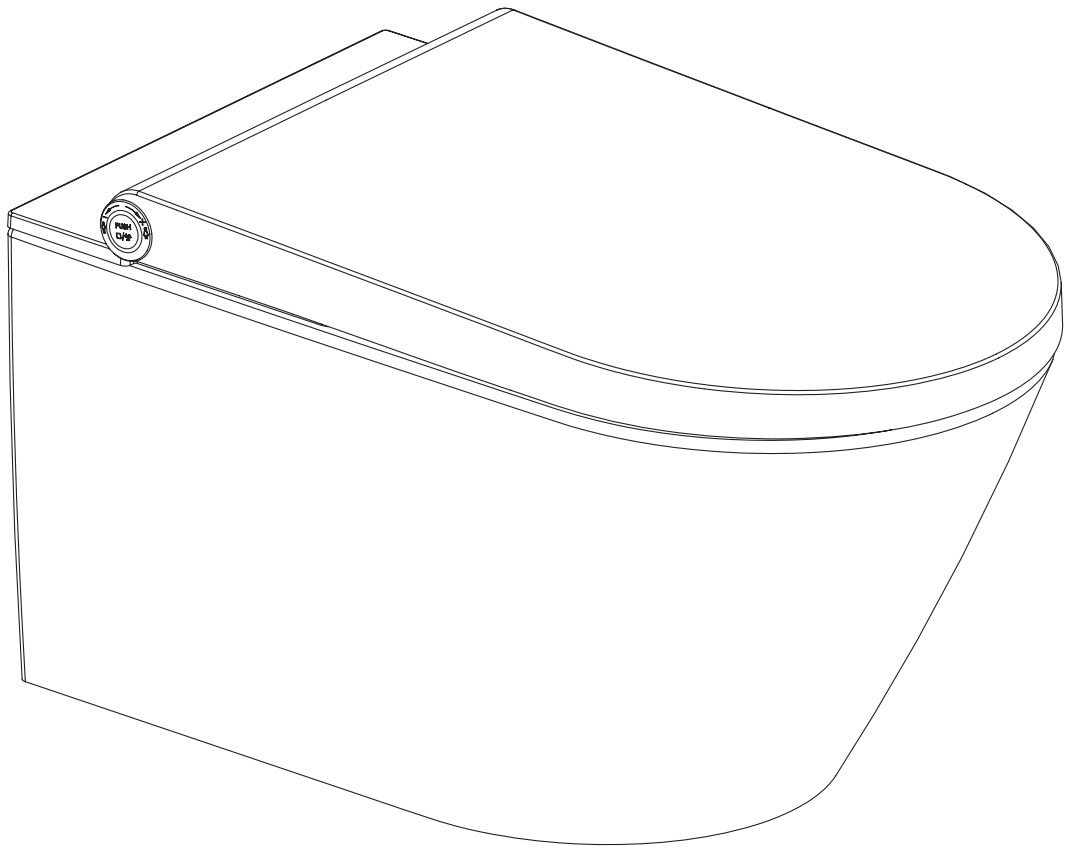


Neion Intelligent Toilet

Operating Manual



ARCISAN

What is covered within this manual

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Explanation of symbols

General warnings

Installation precautions

Precautions for use

2. Technical Specifications

3. Technical Drawings

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7. Draining the tank

8. One-on-one setting

9. Replacing the batteries

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Safety Precautions

Please read this manual carefully before using the product and keep it for future reference. Negligence or incorrect use of this product can lead to serious injury.

The Neion intelligent toilet should not be used by individuals (including children) who lack the experience or knowledge to use it, unless they are monitored by a responsible person or receive instructions on how to use it for their own safety. Children should not play with the device.

When using electronic devices, basic safety measures should be followed. Please see more specifics listed below.

Explanation of Symbols



Refers to a potentially dangerous situation that may result in serious injury or death.



Refers to a potentially dangerous situation that may cause injury or property loss.



Refers to DO NOT perform actions.



Refers to adhere to the rules.



The supplier shall not be liable for any loss arising from the failure to comply with the following regulations.

1. This equipment is "I" type electrical appliance, it must be connected to the earth system.
2. This equipment is an electric appliance and should not be installed in a place where it can easily be splashed with water or exposed to high temperatures. Please install an exhaust fan or ventilation opening within the area to ensure adequate ventilation.
3. If the supply cord is damaged, it must be replaced by the manufacturer, service agent, or similarly qualified person in order to avoid hazards.

Installation Precautions

This product should only be installed by a qualified person and with provided components. Check the installation manual for more installation particulars.



MUST BE ADHERED

Follow the below precautions prior to installation:

1. Always connect the Neion Intelligent toilet to domestic cold water mains.
2. Rain water and gray water is not suitable to operate the Neion Intelligent toilet. This should only be operated with normal drinking water.
3. When installing the water filter, ensure it is installed in its correct position and tightened.

Precautions for use

These precautions are important for safe use. Make sure you follow them and use the product for its intended use.

The Neion Intelligent toilet has been designed for cleaning the anal and perineal areas. Any other use will not be deemed in accordance with its purpose and Streamline will not accept any responsibility for the consequences that may arise from improper use.

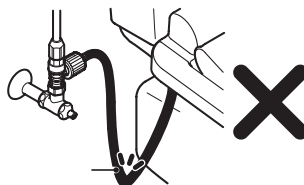
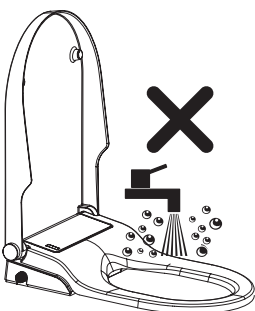
Be cautious using the device beyond the time established for each cycle. You may alter your bodies natural balance.

Should there be an operation failure, please check the Troubleshooting chart for resolutions.



DO NOT

1. Do not insert or remove power plug with wet hands due to risk of electric shock.
2. Do not damage the power cord and plug due to risk of electric shock, short-circuit and fire.
3. Do not use a poor or defective electrical connection due to risk of electric shock and fire.
4. The power supply must be in accordance with Australian regulations, due to risk of damage to the product and fire.
5. Do not stand on the product.
6. Do not disassemble, repair or reassemble the product due to risk of electric shock and fire.
7. Do not obstruct any openings in the product or insert anything into in them.
8. Do not place an open flame or cigarette near the product due to risk of fire.
9. Make sure you do not splash water, detergents or urine on the product and power plug due to risk of electric shock, damage to product and fire.
10. Do not turn product upside down.
11. Do not bend or distort the inlet hose due to risk of water leakage.
12. Avoid forcing the seat and cover down.
13. Do not use a booster seat for children or adults if you intend to use the washing functions.

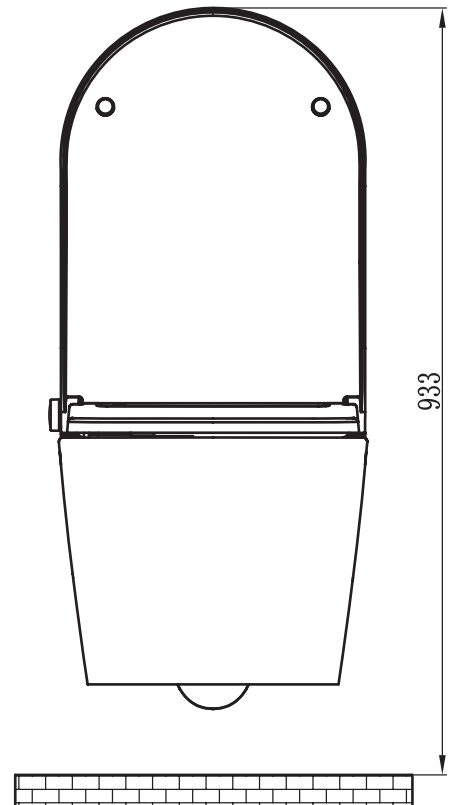
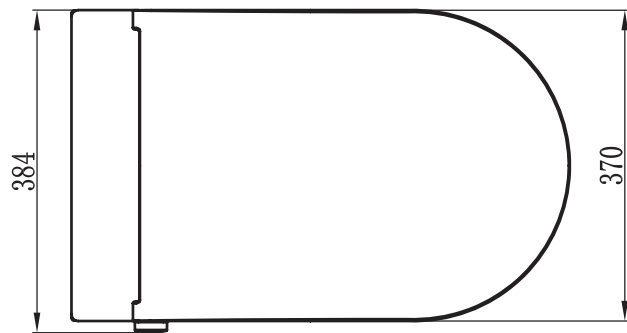
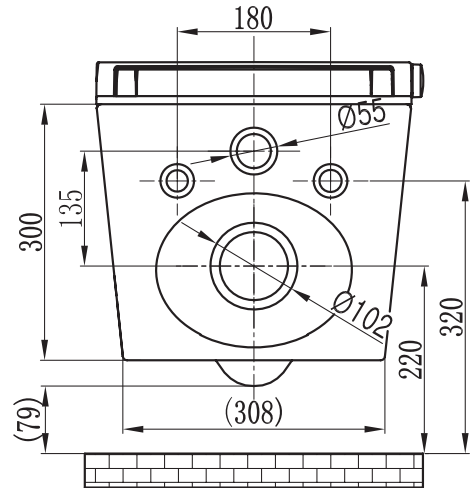
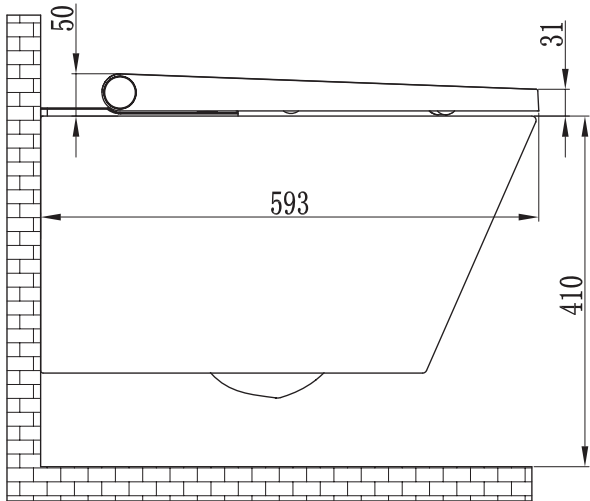


Technical Specifications

Model		NE043250 NE043260	NE041250 NE041260
Wash	Rear wash	•	•
	Female wash	•	•
	Oscillating Spray	•	•
	Pulsating Spray	•	•
	Oscillating and Pulsating spray	•	•
	Adjustable water temperature	5 options (default 3rd)	
	Adjustable flow rate	5 options (default 3rd)	
	Adjustable Spray Position	5 options (default 5th)	
Warm Air	Air Drying	•	•
	Adjustable dryer temperature	5 options (default 3rd)	
Hygiene	Deodoriser	•	•
	Self cleaning nozzle	•	•
	Manually cleaning nozzle	•	•
	User mode	2 users	
	Night light	•	•
	Soft closing seat and cover	•	•
	Body knob	•	•
	Remote control	•	•
	Rimless toilet	•	•
	Installation of the toilet	Wall hung	Pedestal
	Water supply connector	G 3/8	
	Rated Voltage	AC220-240V, 50-60HZ	
	Power	950W	
	Length of power cord	1.8m	
	Water supply pressure	0.07 - 0.75MPa (0.7 - 7.5 bar)	
	Water supply temperature	4 - 35C	
	Ambient temperature	4 - 40C	
	Waterproof rating	IPX4	
Wash device	Flow rate	350 - 650mL/min	
	Water temperature	31 - 39C	
	Wash cycle time	3 minutes	
	Heating model	Tank	
	Maximum heating power	1200W	
	Safety device	Thermal cutoff fuses / liquid level switch / thermostat	
	Backflow prevention	Air gap	
Dry device	Maximum speed of air	5m/S	
	Maximum dryer power	280W	
	Dry cycle time	3 minutes	
	Warm air temperature	35 - 50C	
	Safety device	Thermal cutoff fuses / thermostat	
Deodorization	Deodoriser method	Diatom	-
	Deodoriser cycle time	15 minutes	
Remote control	Frequency range	2460MHz	
	Maximum RF Output Power	-10dBm	
	Type of batteries	1.5V LR03 AAA	
	Number of batteries	2	
	Net weight	32kg	35kg
	Dimensions	593 x 370 x 380mm	593 x 370 x 460mm

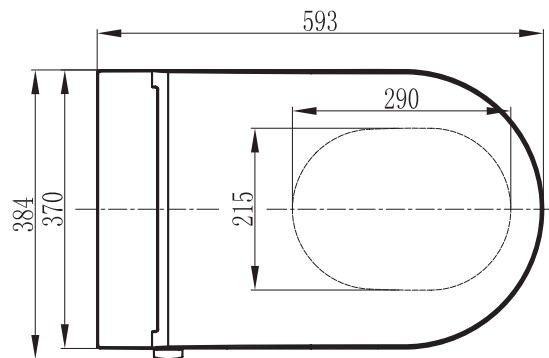
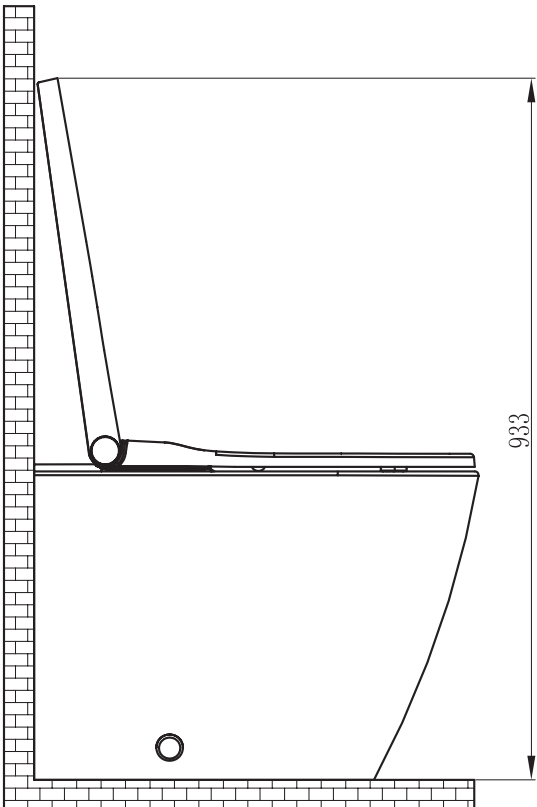
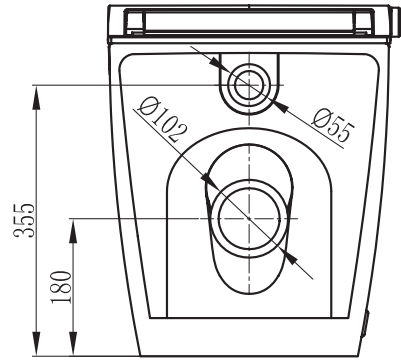
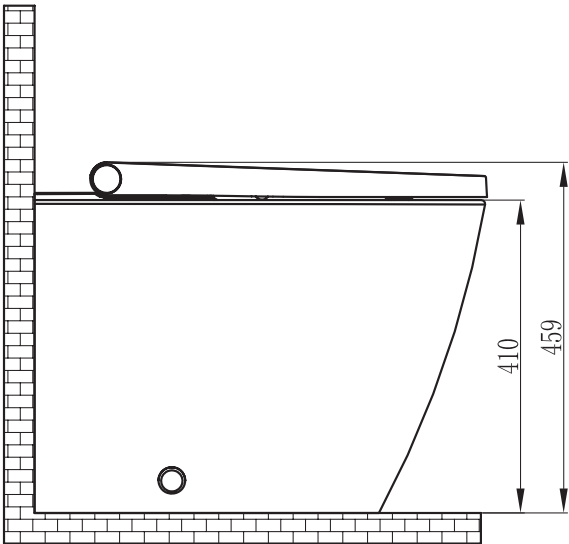
Technical drawing

NE043250



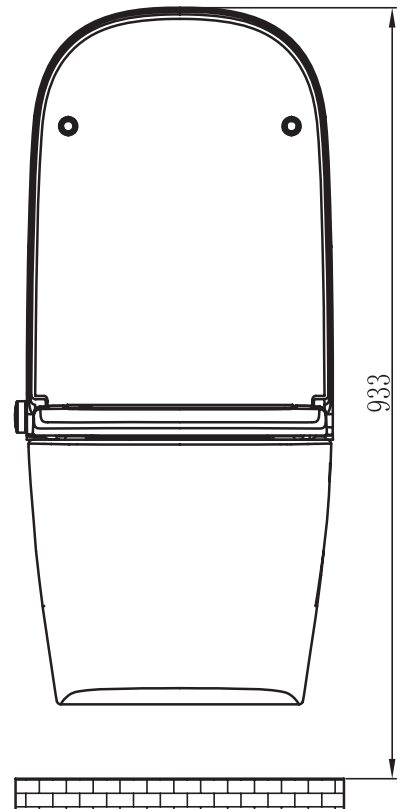
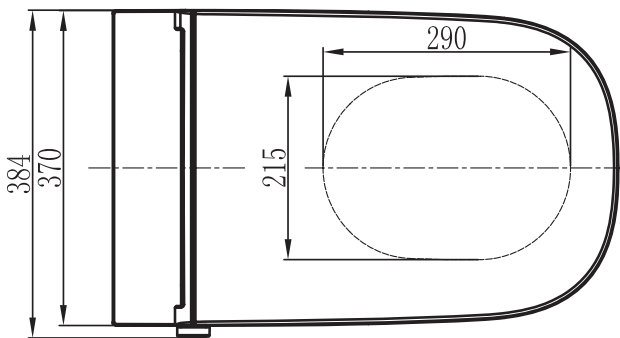
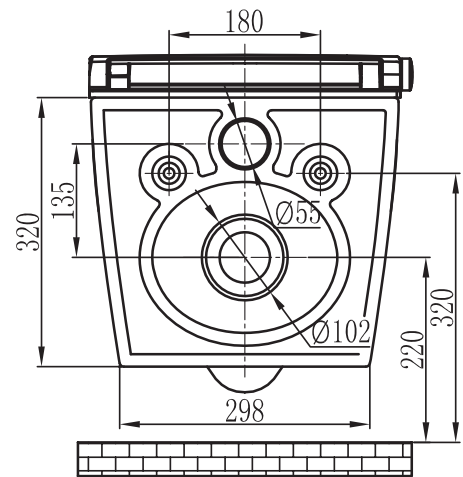
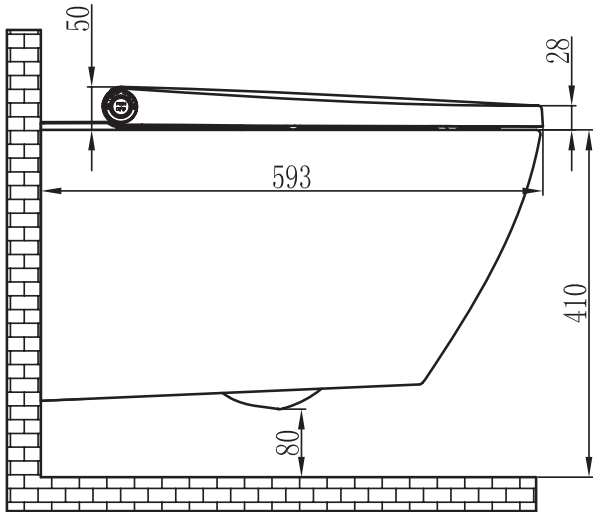
Technical drawing

NE041250



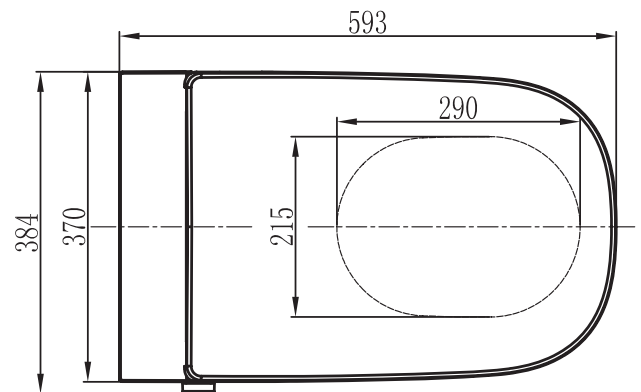
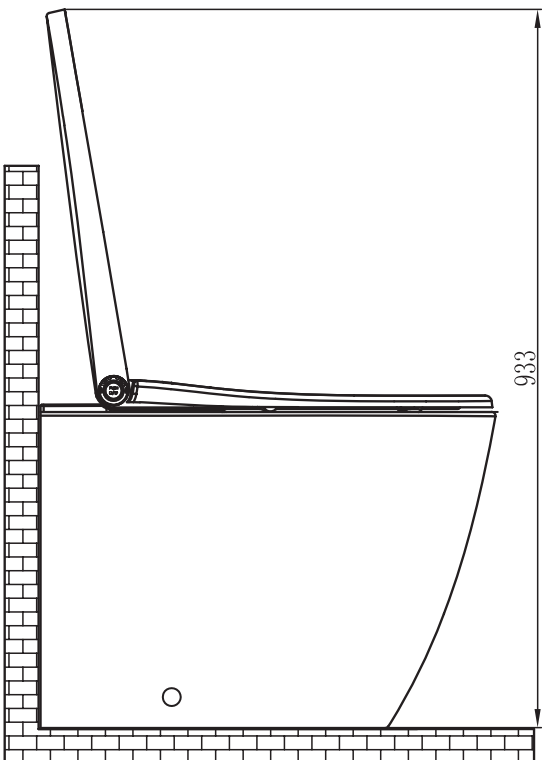
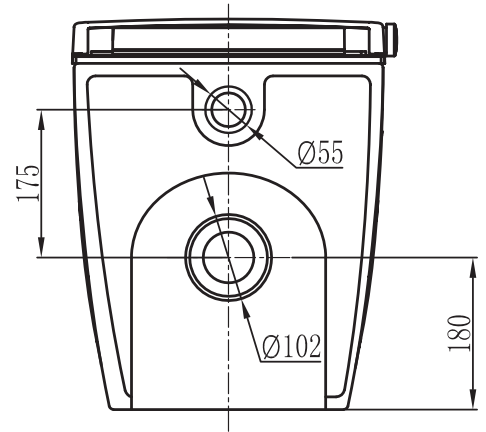
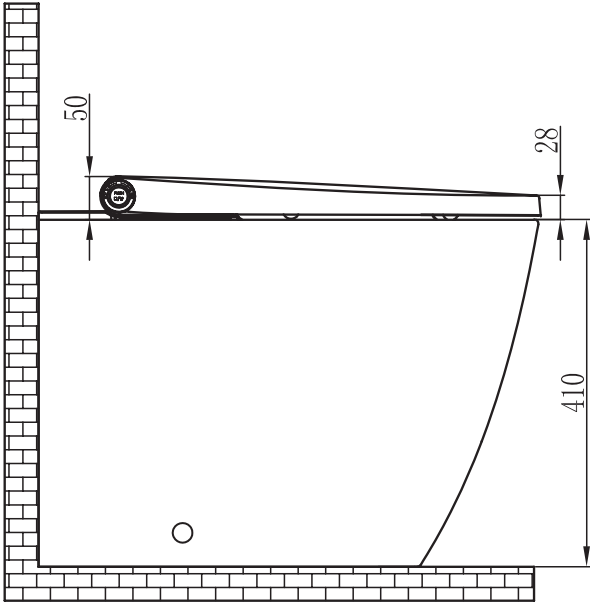
Technical drawing

NEO43260



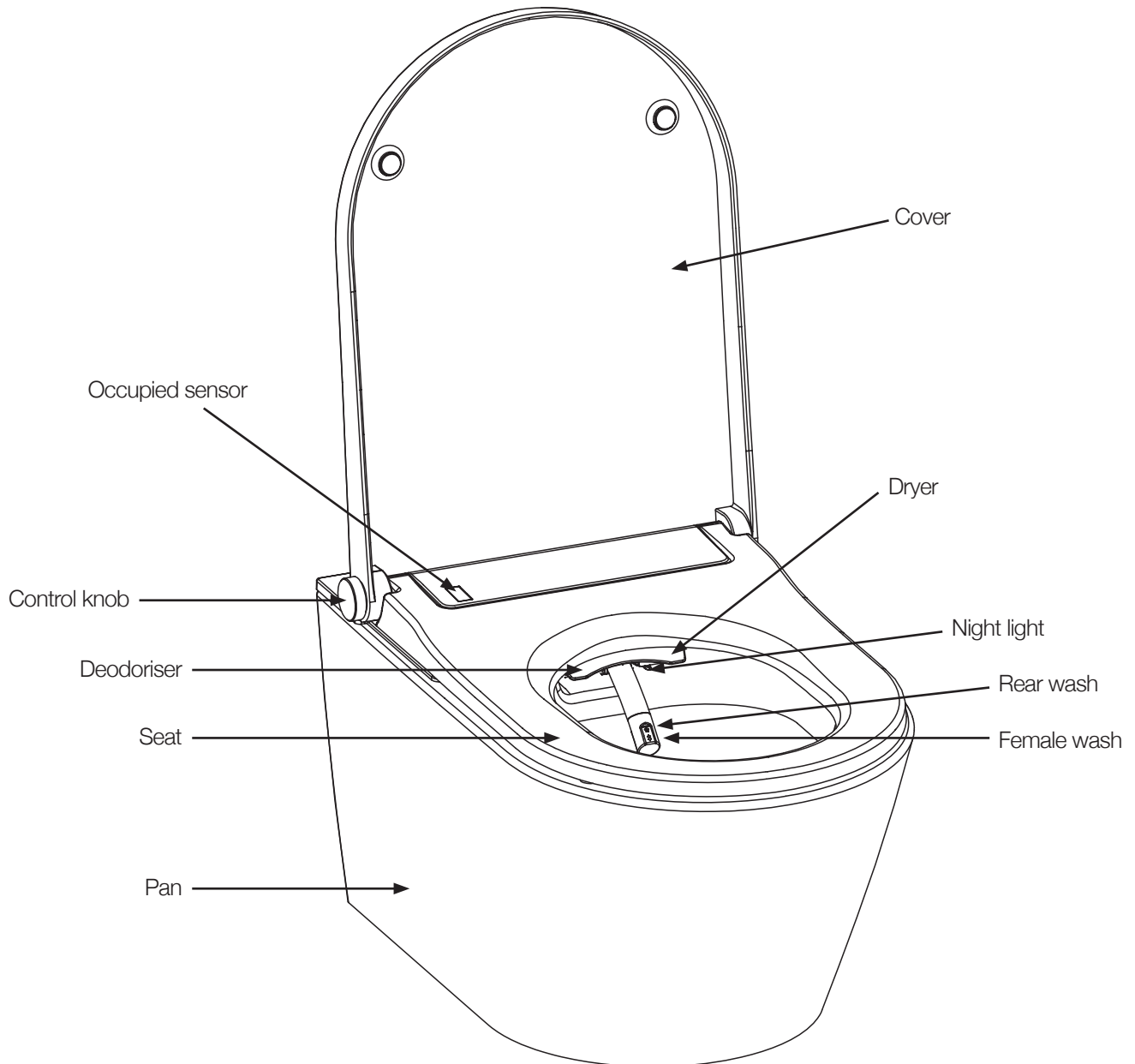
Technical drawing

NE041260



Product overview

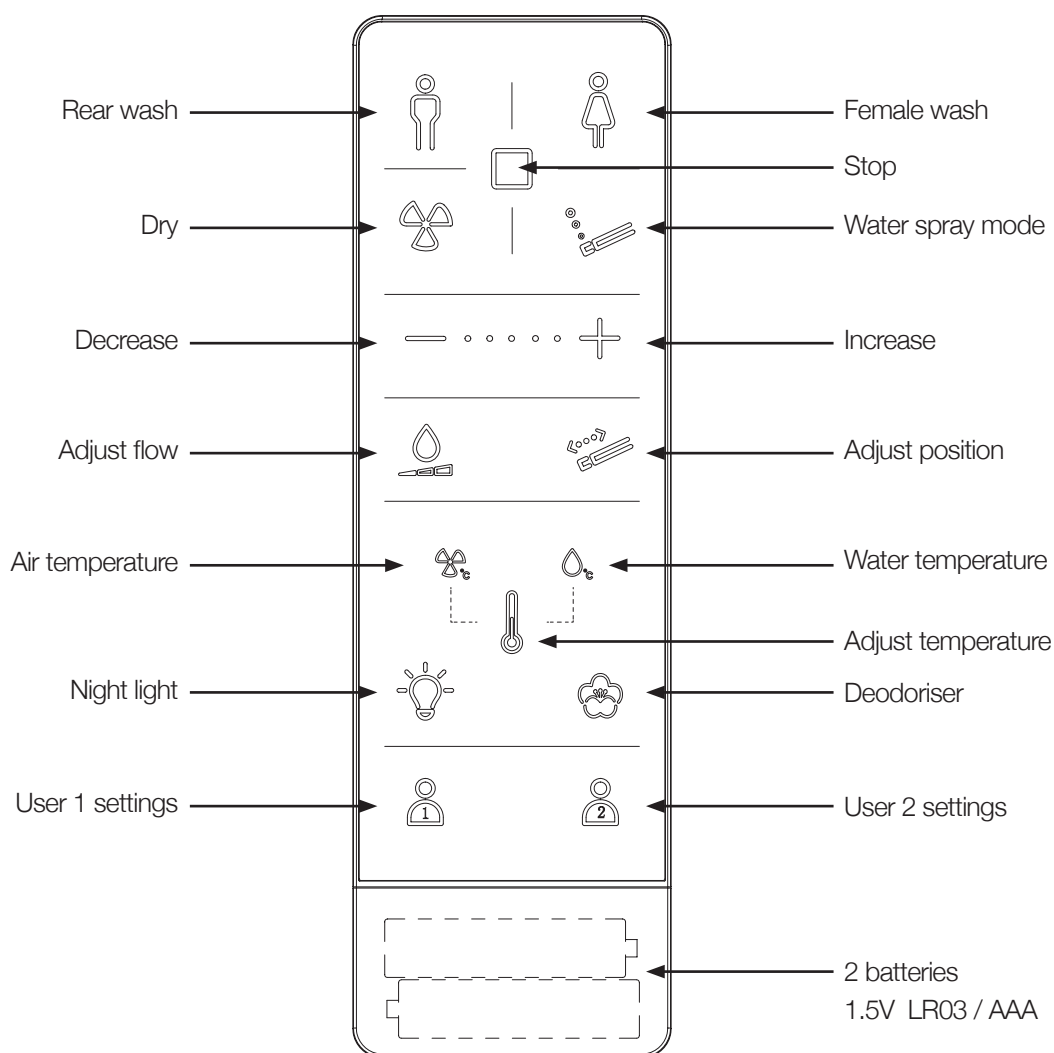
Pan + seat



This picture is for reference only.

Product overview

Remote



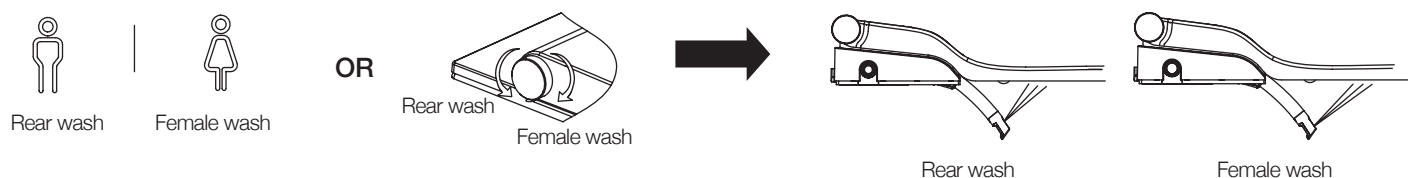
1. Before using, please install two batteries (1.5V LR03 / AAA)
2. The above remote control operations are only available for the model with the remote control
3. Version of software 1.0 (the software updates will not be notified. Please follow the actual remote control).

Operations guide

Rear wash / female wash

1. Be seated.

Press the required “wash” button on the remote to start the wash. It will automatically stop after 3 minutes. You can stop the washing function before 3 minutes by pressing the “stop” button.



OR

You can operate by rotating the control knob on the seat. Rotate the knob in a clockwise direction to activate “female wash” and the anticlockwise direction to activate the “rear wash”.

It will automatically stop after 3 minutes and start to dry. You can stop the washing function before 3 minutes by pressing in the control knob on the seat.

NOTE: During the rear and female wash cycle, the wand will wash at a fixed position for approximately 10 seconds and then continue as a movable wash for about 18 seconds. It will move back to the original fixed position for the remainder of the wash cycle.

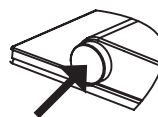
Drying function

1. Be seated.

Press the “dry” button on the remote to control to start the drying function. It will stop after 3 minutes.



OR



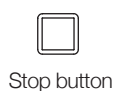
OR

Be seated. If it is not following a wash cycle, you can start the function by pushing the control knob on the seat. It will stop drying after 3 minutes.

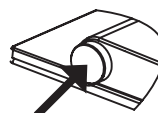
Stop operation

Whilst in the process of rear washing, female washing or drying.

Press the “stop” button on the remote to control to stop the washing or drying function.



OR



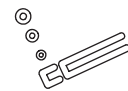
OR

Press in the control knob on the seat to stop the washing or drying function.

Water spray mode

To be used during rear or female washing.

Repeatedly press the “*water spray mode*” button on the remote until you choose your desired spray mode.



Oscillating: when one indicator light is on	— •	+
Pulsating: when two indicator lights are on	— • •	+
Oscillating + pulsating: when three indicator lights are on	— • • •	+

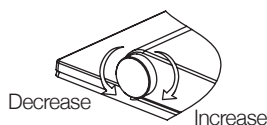
Adjusting water flow rate

To be used during rear or female washing.

Press the “*adjust flow*” button on the remote control, then press the ‘decrease’ or ‘increase’ button to adjust the flow rate.



OR



OR

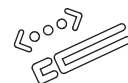
You can operate by rotating the control knob on the seat. The flow rate will increase in the clockwise direction and decrease in the anticlockwise direction.

Adjusting the nozzle position

To be used during rear or female washing.

Default position: 5th

Press the “*adjust position*” button on the remote, then press the ‘decrease’ or ‘increase’ button to adjust the nozzle position forward or backward.



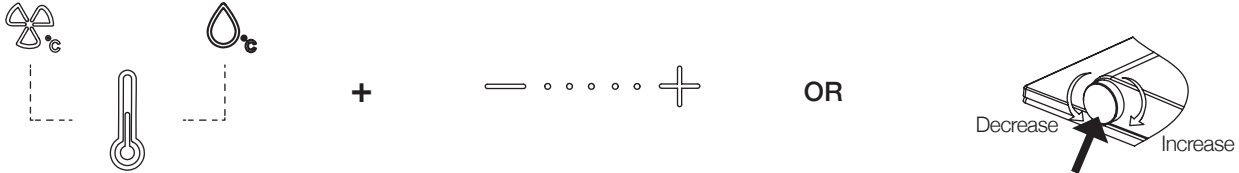
Operations guide

Continued

Adjusting water temperature

To be used during rear or female washing.

Repeatedly press the “*adjust temperature*” button on the remote control until the water temperature icon is illuminated, then press ‘increase’ or ‘decrease’ button to adjust the water temperature.



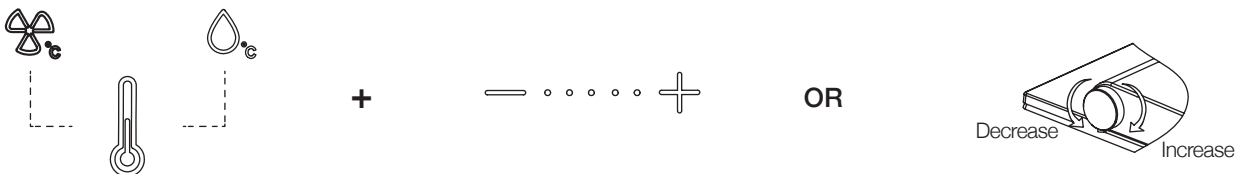
OR

Press and hold in the control knob and rotate it at the same time. The water temperature will ‘increase’ by turning the control knob clockwise and ‘decrease’ by turning it anticlockwise.

Adjusting air temperature

To be used during drying mode.

Repeatedly press the “*adjust temperature*” button on the remote control until the air temperature icon is illuminated, then press ‘increase’ or ‘decrease’ button to adjust the air temperature.



OR

You can operate by rotating the control knob on the seat. The air temperature will ‘increase’ by turning the control knob clockwise and ‘decrease’ by turning it anticlockwise.

Deodoriser setting




Smart mode for deodorisation is on by default. It turns on when the user sits down and it turns off one minute after the user has left the seat.

If washing or drying mode hasn't been enable after 15 minutes of being seated, deodorisation mode will automatically turn off.

Repeatedly press the ‘*deodorise*’ button on the remote to turn on and off the deodorisation setting.



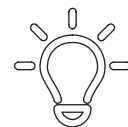
Off mode: when one indicator light is on   

Smart mode: when two indicator lights are on   

Light setting

Night light mode is 'always on' by default.

Repeatedly press the "night light" button on the remote control to choose the different mode.



Off mode: when one indicator light is on — • +

Always on: when two indicator lights are on — • • +

Smart mode: when three indicator lights are on — • • • +

OR

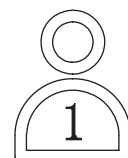
You can operate by rotating the control knob on the seat. Open the cover and the seat, then rotate the knob in the anticlockwise direction. The night light will cycle through the different modes; off, always on and smart mode.

NOTE: Smart mode means that the night light will light up in a dark environment and the light will turn off in a bright environment.

User setting

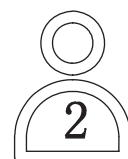
1. Saving user settings

Adjust water flow rate, temperature and nozzle position to desired levels. Press and hold either 'User 1' or 'User 2' button on the remote control for 3 seconds to save the settings to the user button.



2. Retrieve the user settings

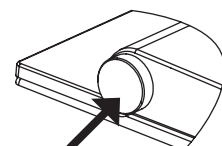
Before washing or drying, press the desired user button on the remote control, then operate the washing and drying functions. The flow rate, water temperature, nozzle position and air temperature will be the same as the saved settings.



Power standby mode

To be complete with the seat and cover closed.

Press and hold the control knob on the seat for more than 6 seconds, the seat will go into power standby mode.



Press and hold the control knob on the seat for more than 6 seconds to restart the seat.

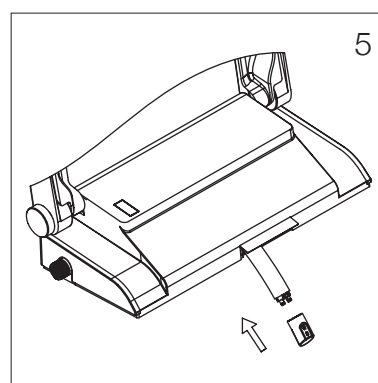
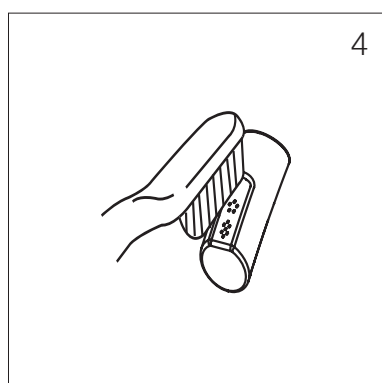
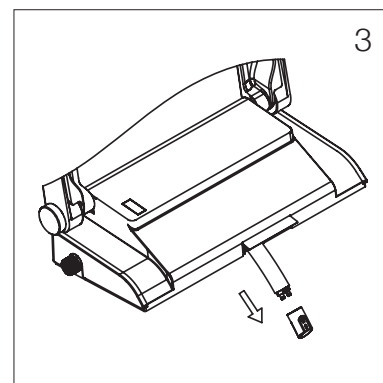
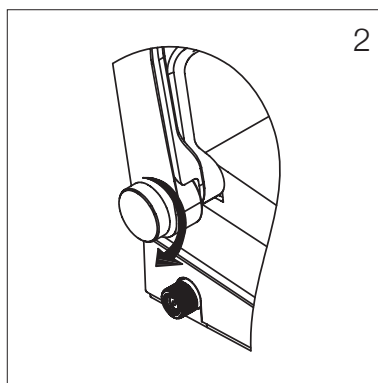
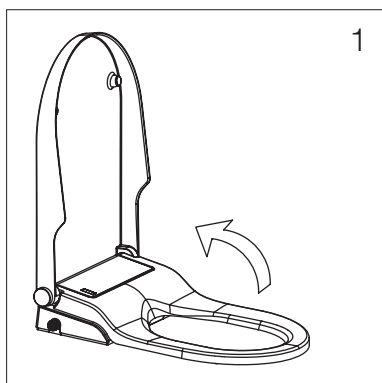
Cleaning guide

Nozzle cleaning

The nozzle will be automatically cleaned before and after washing functions.

Manual nozzle cleaning

Lift open the cover and seat then rotate the control knob in a clockwise direction. The nozzle will extend out to be cleaned. The nozzle will automatically retract after 5 minutes or after pressing the 'stop' button on the remote control.



NOTICE

Self-clean the tank

If the unit has not been used for more than 72 hours, the next time the user initiates washing mode, the unit will start its self-cleaning mode (lasting approximately 3 minutes). All buttons and functions are suspended during self-cleaning and will return to normal after the clean has been completed.

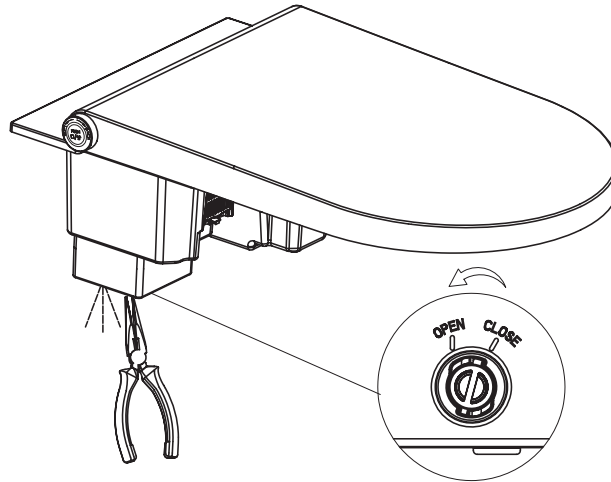
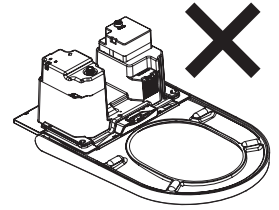
Drain the water tank



DANGER

Water and power **MUST BE** turned off before disassembling the Neion bidet.

DO NOT invert or tilt the unit until the water tank has completely drained.

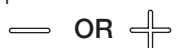
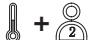
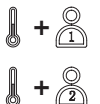


1. Using pliers, grasp the plug and turn to the 'open' position and pull out. The unit will start to drain.
2. After completion of the drainage, re-insert the plug and turn to 'close'.

One-on-one setting

Follow the below steps if you intend or have installed more than one Neion bidet in the same area. This will ensure the remote control will only operate the specified bidet.

1. Open both the cover and seat without sitting. Set the night light to 'off' model (see Light settings).
2. On the remote press the "stop" and "adjust temperature" buttons together and continue to hold down until you hear a beep from the product. The indicator lights '- & +' will also be on.
3. Release the 'stop' button BUT keep holding down the "adjust temperature" button.
4. Press "USER 1" and then "USER 2" buttons (in that order) and then release the "adjust temperature" button. At this time, the lighted indicator is the current ID code of the product.
5. Use the '- or +' buttons to switch between different product ID codes, the corresponding indicator will light up. There are 10 different ID codes in total, ensure you choose a different ID code for each bidet. Each bidet is set on the first ID code by default.



Replacing the batteries



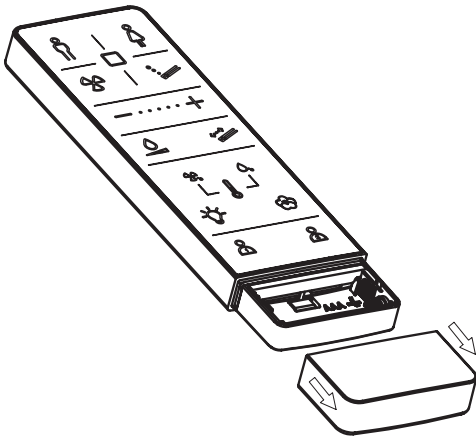
The remote control requires x2 batteries (type 1.5V LR03 / AAA)



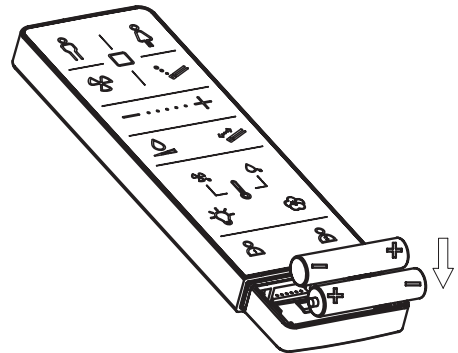
NOTICE

1. Non-rechargeable batteries are not to be re-charged.
2. Rechargeable batteries must be removed from the remote control before being charged.
3. Do not install a mix of new and old batteries in the remote.
4. Ensure you install the batteries with the correct polarity.
5. Flat batteries are to be removed from the remote control and safely disposed of.
6. If the bidet is to be store or unused for a long period of time, the batteries should be removed.
7. The supply terminals are not to be short-circuited.

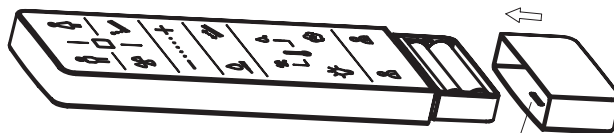
1



2



3



NOTICE

This side down

Trouble shooting

Problem	Potential cause	Suggested action
The bidet does not work	The power supply might not be on	Please check and turn power on.
	The water supply might not be on	Please check and turn on water valve.
	Maybe not in the seated state	Ensure you are sitting in the seat, try adjusting sitting position.
The nozzle retracts suddenly	The wash cycle is 3 minutes in total. The bidet will stop washing in 2 minutes, then the nozzle will retract	This is a normal function. Please re-press the "wash" button to start the wash again.
	There may be a problem with the water supply	Please check and turn on water valve.
	The seat sensor detected the user had left the seat	Please adjust your sitting position.
Low water flow rate	The water flow rate may be set to a low flow rate	Increase the flow rate as per "adjusting water flow rate" in operating instructions.
	The water pressure may be too low	Please check that your water pressure meets the minimum pressure requirements (greater than .07Mpa)
Low water temperature	The water temperature may be set too low	Increase the water temperature as per "adjusting temperature" in operating instructions.
The nozzle comes out slowly	When you start the washing function, the nozzle will clean itself before coming out.	This is normal.
Low dryer / air temperature	The dryer / air temperature may be set too low	Increase the air temperature as per "adjusting temperature" in operating instructions.
Night light is not working	The environment may be too bright	When the night light is set to smart mode, the night light will not work in a bright environment.
	The night mode function made be off	Check and turn on night light function by following the instructions "light settings" in operating instructions.
Night light is always on	The environment may be dark	When the night light is set to smart mode, the night light will always be on in a bright environment.
	Something may be covering the control knob	Clean any obstructions around the control knob.
	The night light may be set to 'always on' mode	Adjust the night light mode as per "light setting" in the operating instructions.
The nozzle goes back automatically during manual cleaning	The nozzle retracts after 5 minutes	This is normal.
	The stop button has been accidentally pressed	The manual cleaning will be stopped if the stop button is pressed on the remote or the control knob.
	The seat detected someone was seated	Do not pull down the seat during manual cleaning.
The light flashes twice and unit constantly beeps	The water temperature may be too high.	Please shut off the electrical power and water supply. Stop using the product and contact your local distributor.
The light around the control knob keeps flashing	There may be something wrong with the product.	Check the electrical power and water supply are on and at appropriate levels. Turn off the power for 1 minute and then restart the product. If the product is still not functioning properly, please contact your local distributor.



NOTICE

Ensure you dispose of any electrical appliances correctly. Contact your local government for information regarding collection systems in your area.

If electrical appliances are incorrectly disposed of in landfills, hazardous materials can leak into the environment and get into the food chain, damaging your health and well-being.



ARCISAN



Model: NE043250, NE043260,
NE041250 & NE041260
Power: 220-240VAC, 50Hz, 950W
Water Pressure: 0.07 - 0.75MPa
Waterproof Rating: IPX4
Max seat weight: 160kg



ARCISAN

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