

TROUBLESHOOTING

If the bidet appears to be operating abnormally, please review the troubleshooting tips before calling the Brondell Service Center as most issues are easily resolved with a few simple steps. If you are unable to resolve the issue after checking the following items, please call the Service Center at 888-542-3355, Mon–Fri, 9am–5pm PST, or email us at support@brondell.com.

Check before continuing:

- Make sure the Swash is connected to power and that the outlet is working properly.
- Make sure you check & test the reset button on the GFCI outlet (Standard 120V GFCI outlet).
- Make sure main water supply valve is open.
- Make sure the seat is not in Eco Mode.
- Confirm there are no leaks from hoses or water supply.
- Make sure Mesh Filter is clean and free of build up or debris (see maintenance section).

After checking items above, refer to the following troubleshooting chart for additional solutions.

Problem	Possible Cause(s)	Solution(s)
The bidet seat is not working	<ol style="list-style-type: none"> 1. Bidet not plugged in 2. No power to Swash 3. The incoming water is too hot 4. Not activating Seat Sensor 	<ol style="list-style-type: none"> 1. Make sure the bidet is plugged in. 2. Check and reset GFCI outlet. 3. Ensure that the bidet seat is connected to the cold water supply. 4a. Adjust sitting position to fully cover the Seat Sensor. 4b. Override the Seat Sensor.
Product shuts off during use	<ol style="list-style-type: none"> 1. Washing time exceeded the cycle time 2. Power failure 3. Water supply too hot 	<ol style="list-style-type: none"> 1. The wash cycles run for two minutes. Press the wash button after the wash has finished to continue the wash cycle. 2. Check and reset GFCI outlet. 3. Ensure that the Swash is connected to the cold water supply only.
Low water flow or spray pressure	<ol style="list-style-type: none"> 1. Clogged filter 2. Water supply valve not opened fully 3. Nozzle dirty 4. External bidet filter 5. Pressure settings 	<ol style="list-style-type: none"> 1. Remove, clean, and reinstall mesh filter (see maintenance section). 2. Check that the water supply valve at wall is fully open. 3. Clean nozzle (see maintenance section). 4. If you have an external bidet filter, check and replace if necessary. 5. Increase the water pressure settings.

Problem	Possible Cause(s)	Solution(s)
Nozzle does not function properly	<ol style="list-style-type: none"> 1. Nozzle is dirty 2. Clogged filter 3. Water pressure is too low 4. External bidet filter 	<ol style="list-style-type: none"> 1. Clean nozzle (see Page 22). 2. Remove, clean, and reinstall mesh filter (see Page 23). 3. Check water supply valve at wall is fully open. 4. If you have an external bidet filter, check and replace if necessary.
Water Temperature is low	<ol style="list-style-type: none"> 1. Water comes out cold 2. Water comes out lukewarm 3. Water starts out hot but decreased in temperature 	<ol style="list-style-type: none"> 1. The Water temperature level is turned off or set to "LOW". Adjust temperature on control panel. 2. Turn off Eco Mode. 3. Warm water can be used for about 40 seconds at the "MEDIUM" setting. Stop all wash functions to allow the heater to warm the water.
Seat is not heated	<ol style="list-style-type: none"> 1. Seat temperature set to off 	<ol style="list-style-type: none"> 1. Make sure that the Seat temperature setting is on.
Bidet wash feature does not work or fails to spray	<ol style="list-style-type: none"> 1. Body sensor does not detect that you are sitting on the Swash 	<ol style="list-style-type: none"> 1a. Adjust sitting position to fully cover the Body Sensor (see Page 8). 1b. Override the body sensor – refer to Special Mode Operation section on Page 20 to unlock the body Seat Sensor.
Water (wash spray) not heated	<ol style="list-style-type: none"> 1. Water temperature set to off 2. Resettable fuse blown 	<ol style="list-style-type: none"> 1. Make sure that the Water temperature setting is on. 2. The bimetal resettable fuse may blow if the temperature exceeds over the normal level. The bidet will not work and show an error message until the bidet cools down.
Water flows before or after use	<ol style="list-style-type: none"> 1. Water coming from nozzle 	<ol style="list-style-type: none"> 1a. The water that comes out between the nozzle before or after a wash cycle is the self-clean cycle and is not a malfunction. 1b. Residual water may drip into the bowl for several seconds after a wash cycle or self-clean cycle, and is not a malfunction.

TROUBLESHOOTING (cont.)

Problem	Possible Cause(s)	Solution(s)
Water leaks from areas other than the nozzle	1. Water leaking from the T-valve	1. Make sure that the rubber gasket is inserted correctly into the T-valve (flat side down with lip pointing up towards the toilet tank connection) and firmly tighten the connector.
	2. Water leaking from the bidet hose connection	2. Make sure that the bidet hose is correctly connected and tight. Check any rubber washers and do not over tighten.
	3. Water leaking from under the seat	3. Check if there is anything between the mesh filter and bidet. Remove, clean, and reinstall mesh filter. Check if the filter is damaged (see maintenance section).
	4. Water leaking from behind the seat	4. Check the water tank plug in the back of the seat (see maintenance section under product storage and use).