

Swash 300

MAINTENANCE

Product Storage & Use

Short term non-use: If the product will not be used for more than a few weeks, you can simply unplug it. You may also consider shutting the water supply off at the wall for extra precaution.

Long term non-use: If the product will not be used for an extended time (longer than 4 months), you should unplug the unit, shut the water supply off at the wall, and then drain the hot water heater. To drain the hot water heater, remove the drain plug on the back of the bidet seat by turning it counterclockwise by 90 degrees (so that it is vertical – figure 1) and then pulling it forwards (figure 2) so that any residual water in the tank drains out.



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 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 GFI outlet (Standard 120V GFI outlet).
- Make sure the Remote Control has fresh batteries and they are installed correctly (3 x AAA).
- 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:

TROUBLESHOOTING

Problem	Possible Causes	Possible Solutions
The bidet seat is not working	<ol style="list-style-type: none"> 1. Bidet not plugged in 2. No power to Swash 3. There is power, but nothing happens when trying to use the Swash 4. Not activating body sensor 	<ol style="list-style-type: none"> 1. Make sure the bidet is plugged in 2. Check and reset GFI, and press the power button on the side of the seat to see if it is turned off. 3. Check if the Remote control batteries are dead. Replace them if necessary 4. Adjust sitting position to fully cover the body sensor. Override the body sensor (refer to special mode operation section to unlock body seat sensor)
Product shuts off during use	<ol style="list-style-type: none"> 1. Washing time exceeded the cycle time 2. Power failure 	<ol style="list-style-type: none"> 1. Press the wash button during cycle to extend the time (see operation section for more information about wash functions) 2. Check and reset GFI outlet
Low water flow or spray pressure	<ol style="list-style-type: none"> 1. Clogged filter 2. Water supply valve not opened fully 3. Nozzles dirty 4. External bidet filter 5. Pressure settings 6. Water supply too cold or power source too low 	<ol style="list-style-type: none"> 1. Remove, clean, and reinstall mesh filter (see maintenance section) 2. Check water supply valve at wall to fully open 3. Clean nozzles (see maintenance section) 4. If you have an external bidet filter, check and replace if necessary 5. Adjust the water pressure settings on the remote. 6. Note: You cannot increase the water pressure level higher than level 2 under the following conditions: Main water supply temperature is under 50 degrees F / 10 degrees C OR if the rated power source is under 110V
Nozzles do not function properly	<ol style="list-style-type: none"> 1. Nozzles are dirty 2. Clogged filter 3. Water pressure is too low 4. External bidet filter 	<ol style="list-style-type: none"> 1. Clean nozzles (see maintenance section) 2. Remove, clean, and reinstall mesh filter (see maintenance section) 3. Check water supply valve at wall to fully open 4. If you have an external bidet filter, check and replace if necessary
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 Swash 	<ol style="list-style-type: none"> 1. Adjust sitting position to fully cover the body sensor. Override the body sensor (refer to special mode operation section to unlock body seat sensor)

TROUBLESHOOTING

Problem	Possible Causes	Possible Solutions
Seat not heated	<ol style="list-style-type: none"> 1. Seat temperature set to off 2. Resettable fuse blown 	<ol style="list-style-type: none"> 1. Make sure that the Seat temperature setting is on (Low- Blue light, Med- Pink light, High- Red light, Off- No light) 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. The fuse will automatically reset
Water (wash spray) not heated	<ol style="list-style-type: none"> 1. Water temperature set to off 2. Resettable fuse blown 3. Heated reservoir tank has run out 	<ol style="list-style-type: none"> 1. Make sure that the Water temperature setting is on (Low- Blue light, Med- Pink light, High- Red light, Off- No light) 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. The fuse will automatically reset 3. Wait approx. 2 minutes for the reservoir to heat back up to temperature.
Water flows before or after use	<ol style="list-style-type: none"> 1. Water coming from nozzles 	<ol style="list-style-type: none"> 1. The water that comes out between the nozzles 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.
Water leaks from areas other than the nozzles	<ol style="list-style-type: none"> 1. Water leaking from the T-valve 2. Water leaking from the bidet hose connection 3. Water leaking from under the seat 4. Water leaking from behind the seat 	<ol style="list-style-type: none"> 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. Make sure that the bidet hose is correctly connected and tight. Check any rubber washers and do not over tighten 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. Check the water tank plug in the back of the seat (see maintenance section under product storage and use)