

## NEOREST 550 Installation Instructions

- Read the guide carefully and follow it strictly for a proper installation.

### Safety Precautions

Strictly follow the safety warnings and cautions

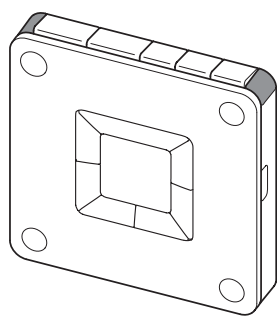
Warning		Warning		Caution	
<p><b>Warning</b></p> <p>Improper use or installation of this product may result in death or severe injury.</p>	<p><b>Caution</b></p> <p>Improper use or installation of this product may result in injury or property damage.</p>	<p><b>Keep dry</b></p> <p>Do not install the product in a room where the humidity can exceed 90% RH (Fire or electric shock may occur.)</p>	<p><b>Prohibited!</b></p> <p>Only use specified power supply (AC 120V) (It may cause electric shock or fire.)</p> <p>When the power plug/cord is broken, or the outlet becomes loose, do not use them (Fire or electric shock may occur.)</p> <p>Do not use water other than tap water, portable water or well water (underground water) (It may cause skin irritation.)</p>	<p><b>Prohibited!</b></p> <p>Do not pull up on the product with excessive force by holding the seat or lid (Injury may occur if the seat or lid is suddenly unhinged.)</p> <p>Do not bend or twist the water supply hose (Leakage may result.)</p> <p>Do not remove the water filter while the water shutoff valve is open (Water will shoot out.)</p>	<p><b>Mandatory</b></p> <p>Strictly follow these instructions for installation (Improper installation may cause leakage, electric shock or fire.)</p> <p>The water supply filter shall be installed firmly (Leakage may occur.)</p>
		<p><b>Mandatory</b></p> <p>Power plug shall be inserted firmly into the outlet (Fire or electric shock may occur.)</p>			
<p>Meanings and symbols</p> <p><b>Prohibited</b> You must not do</p> <p><b>Mandatory</b> You must do</p>					

### Before Installation

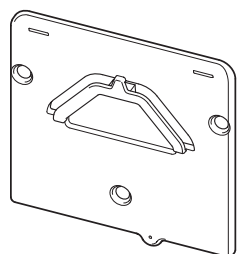
1. Do not apply power or supply water to the unit until the installation process is complete.
2. Do not grasp the connection hose when mounting the Top unit onto the bowl.
3. The power voltage is 120V/60Hz. The rated energy consumption is 1284W. Use wiring and electrical outlet appropriate for this level of power.
4. The power cord is 3ft. (1m) in length. The electrical outlet should be located on the wall, within reach of the power plug.
5. Use a water supply pressure of 10PSI (0.07MPa) to 109PSI (0.75MPa) static.
6. The water temperature range should be 32~95°F (0 ~ 35°C).
7. Only use the flexible connecting hose provided in this kit.

### Parts Identification

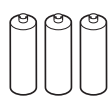
#### Remote control



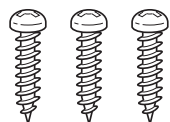
Remote control



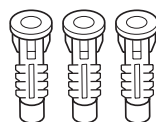
Remote control hanger



Batteries (AA X 3)

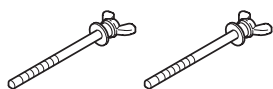


Screws (3 pieces)



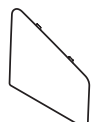
Anchor hook (3 pieces)

#### Washlet fastener

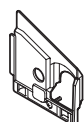


Installation bolt (2 pieces)

#### Face cover



Face cover



Dust cover (with screws)

#### Strainer



Strainer



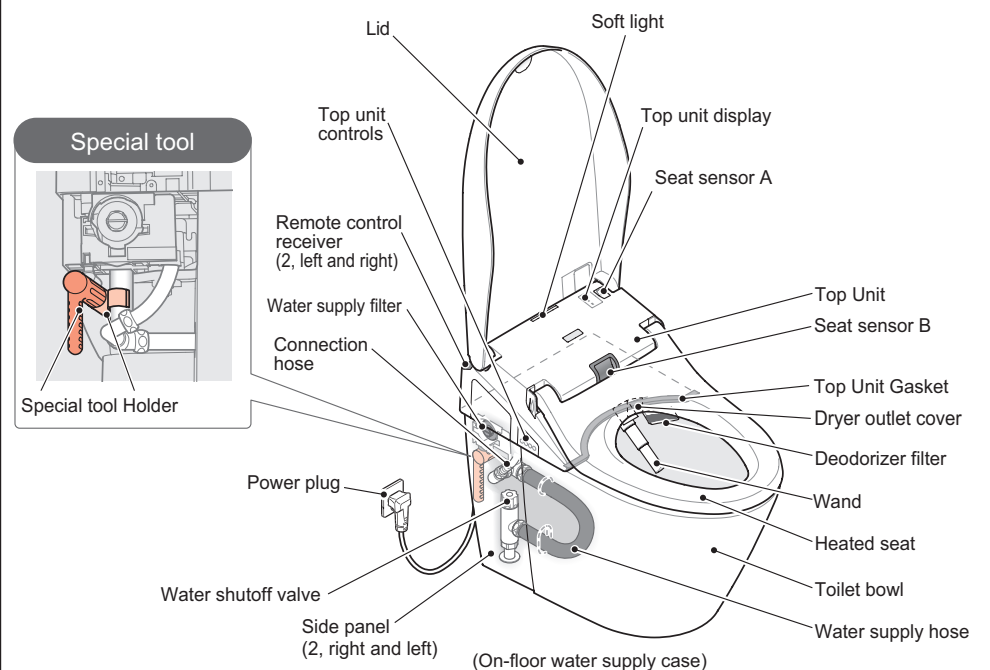
Strainer Installation Instructions

#### Literature

Instruction manual  
Installation Instructions (this)  
How to Use Sheet  
Questionnaire  
Hook  
Toilet bowl label



### Parts and Features



#### The installation order is as follows

Please follow the instructions and install the NEOREST correctly. For details, see **Installation method**

- 1 Place the top unit on the toilet bowl  
*\*Do not attach yet*
  - 2 Connect the hose with the water diverter  
*\*Do not open the water shutoff valve*
  - 3 Connect the flush valve terminals
  - 4 Attach the top unit to the bowl
  - 5 Check the power plug
  - 6 Install the remote control
- Test functionality and check for leakage
- Install the side panel

### ⚠ Caution

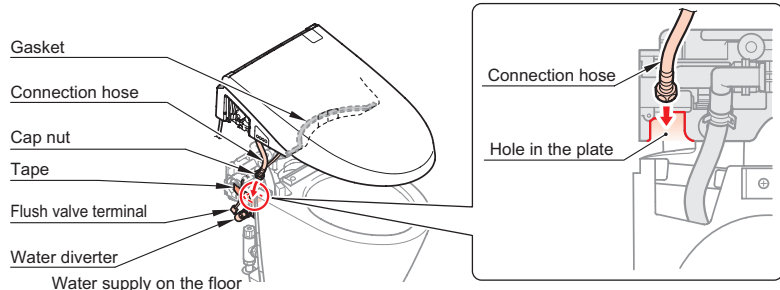
- Do not turn the manual flush knob before the hose is connected. Otherwise, water will spray.
- When inserting the connection hose through the hole in the plate, be careful to not fold it. Otherwise, leakage will occur.

## Installation method

### 1 Place the top unit on the toilet bowl

- Caution**
- Connect the hose before completely placing the top unit on the bowl. Otherwise it will be difficult to connect the hose.
  - During installation, be careful not to drop the seat and lid while holding the product.

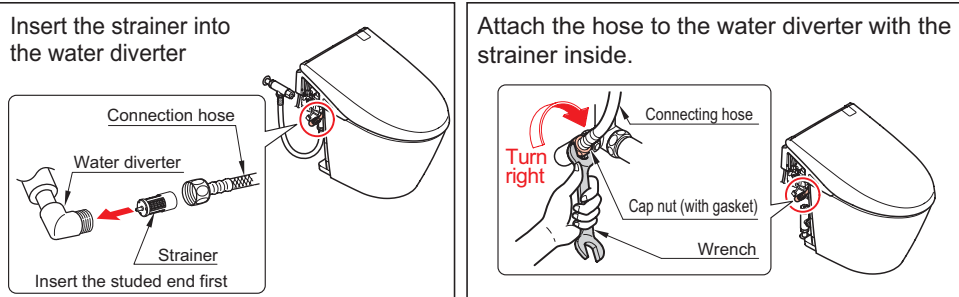
- 1 Insert the connection hose through the hole in the plate
  - \* Confirm that the flush valve terminal is not connected
- 2 The top unit shall be parallel to the toilet bowl and installed vertically
  - \* This is to prevent the gasket from swelling.



### 2 Connect the hose with the water diverter

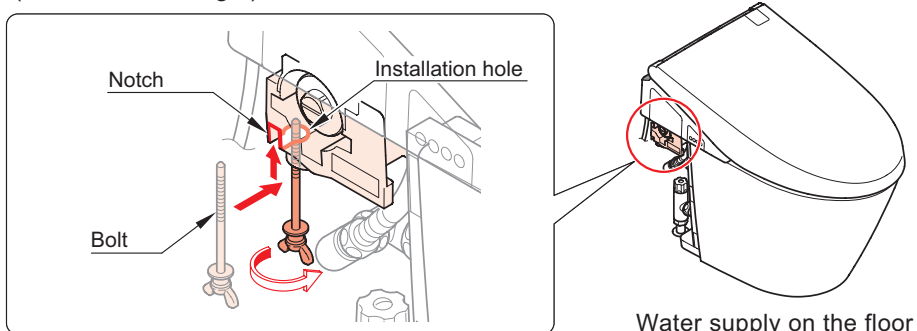
\* When connecting the hose, please install the strainer.

- 1 Remove the strainer from its packaging
- 2 Insert the strainer in the water diverter. Use a wrench to fasten the cap nut
  - \* Confirm that the gasket is installed properly. Otherwise water leakage will occur.
  - \* Confirm that the hose is connected firmly and stably.



### 4 Attach the top unit to the bowl

- 1 Attach the top unit to the bowl
  - 1 Open the seat and lid to prevent damage and facilitate installation.
  - 2 Insert the bolt through the notch into the installation hole (2 bolts, left and right)



- 3 Fasten the bolt and confirm it is firmly and stably situated on the toilet bowl.

### 5 Check the power plug

- Caution**
- When the power plug is initially inserted and the lid is stopped by an obstacle in an in-between position while opening, it will return to that in-between position the next 3 times it opens. Remove the obstacle, detach the plug and re-insert it. Then push the "Lid open" switch on the remote control.
  - Soft light flashes for 10 seconds to a minute after the power plug is inserted. During this time the seat sensor A is calibrating. Only after this calibrating period will the lid open automatically when a person approaches to the NEOREST.
  - Deodorizing function starts working as soon as the power plug is inserted.

- 1 Insert the power plug into a 120V (60Hz) outlet
  - Confirm the wand is initialized by extending and retracting it. The dryer outlet will always open and close before the wand extends.

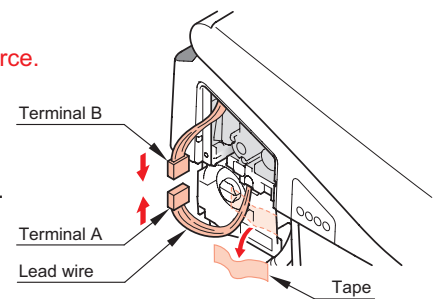
### 3 Connect the flush valve terminals

#### 1 Connect the flush valve terminals

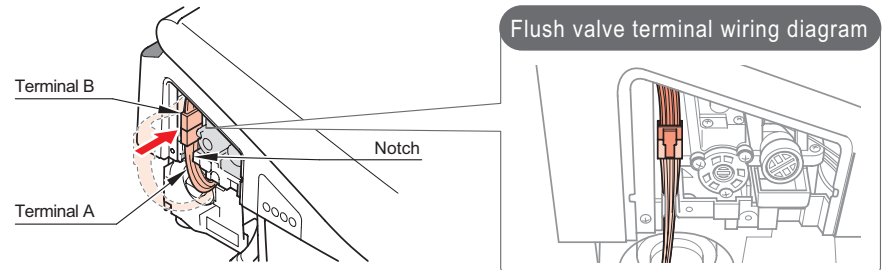
- \* Do not pull on the terminal with excessive force.

  - 1 Remove the tape from terminal A
  - 2 Connect terminal B to terminal A. Do not use excessive force.

  - \* Confirm that the terminals are firmly connected.

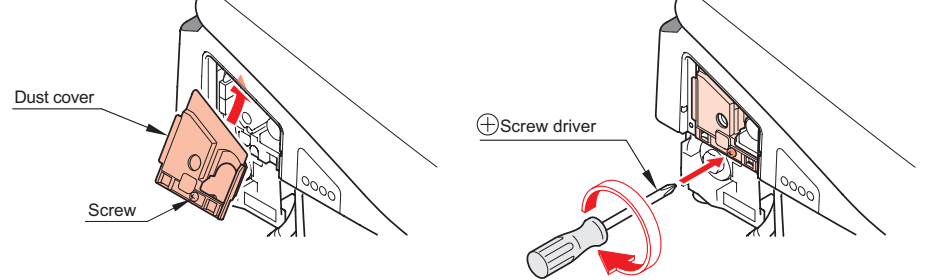


- 3 Push the terminals into the top unit
- 4 Push the terminal A's lead wire into the notch

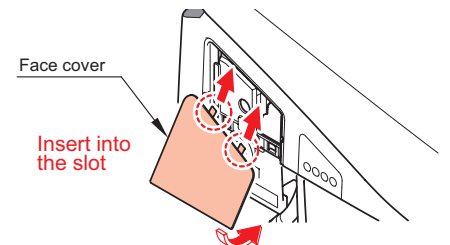


#### 2 Install the face cover

- 1 Insert the dust cover from the bottom at an oblique angle and fix it in place with a screw



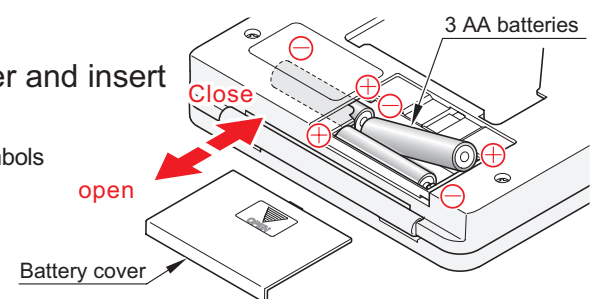
- 2 Install the face cover



### 6 Install the remote control

#### 1 Open the battery cover and insert batteries

- \* ⊕ ⊖ Notice the polarity symbols



#### 2 Determine the remote control mounting position

[Determine a position that allows easy user operation]

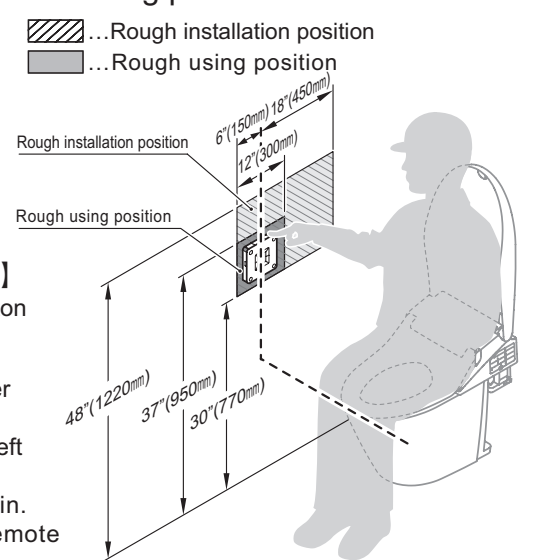
- Set down and try using the remote from a mounting position.

\* The performance of the remote control signal receiver depends on the room space, walls and material.

[Test the reception of remote control signal]

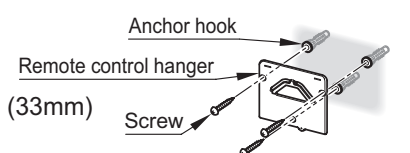
- Push the wand cleaning ON/OFF button to test wand's extending/retracting functionality.
- If the wand does not respond, try other positions within the rough installation position shown in the diagram to the left or try the opposite wall.

\* Be sure the remote is at least 2-3/4in. (70mm) from the floor so that the remote cover can be freely opened.



#### 3 Install the remote control hanger with screws

- Drill 3 holes on the wall for installation.
- If the wall is made plaster or tile, drill 6, 1-1/4in. (33mm) deep holes and install the remote control with anchor hooks.

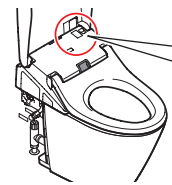


#### 4 Place the remote control on remote control hanger

## Functionality Test

- Confirm that the POWER light on the top unit display is ON before conducting the test.  
If POWER light is OFF, the NEOREST will not react to commands even if the power plug has been inserted.

\* Do NOT turn OFF the power before delivering the product to the customer.



### Top unit display

- Confirm that the POWER light has turned on

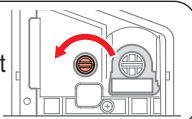


## 1 Check for leakage

- Confirm that there is no leakage near the pipe connections once the water shutoff valve is opened.
- Confirm that there is no leakage near the pipe connections in the top unit.
- \* If there is leakage, rework the connection to stop it.

### Top unit water shutoff valve

- Take off the face cover and confirm that the water shutoff valve is fully opened.



Check leakage

### Water shutoff valve

- Confirm the water shutoff valve is fully opened.



Water supply on the wall

Check leakage

Water supply on the floor

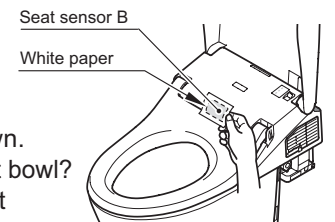
## 2 Confirm functionality

### 1 Insert the power plug

- The soft light will flash for somewhere between 10 seconds to a minute. During this time, seat sensor A is initializing and the lid auto open feature is unavailable.
- The deodorizer automatically starts working.

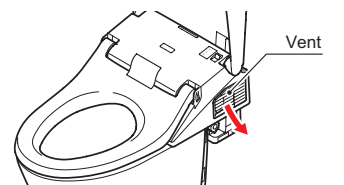
### 2 Cover seat sensor B with white paper

- Seat sensor B will detect a "person" when it is covered. The soft light will become brighter. Then water will flow out at the nozzle in several seconds. Seat sensor B does not work if the seat is not down.
- Does little water flow out around the bowl of the toilet bowl?
- \* When the sensor is covered, the lights on the top unit display may turn off.



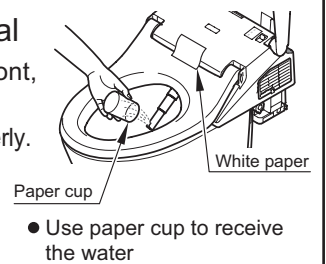
### 3 Confirm that deodorizer is functional

- Does air blow out of the vent on the right side of the top unit?



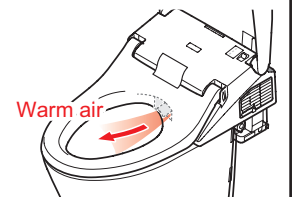
### 4 Confirm the cleansing features are functional

- Does warm water flow out of the nozzle when the front, soft, or rear cleansing button is pushed?
- \* If not, that the white paper is covering seat sensor B properly.
- Use water pressure "+/-" button to adjust water pressure. Does the pressure change?
- Do the cleansing features stop when the Stop button is pushed?



### 5 Confirm that the dryer is functional

- Push dryer button. Does warm air blow out?
- Does the dryer stop when OFF is pushed?



### 6 Confirm that the seat heater is functional

- It takes about 15min to warm the seat.

## 3 Confirm functionality (continued)

### 7 Remove the white paper from seat sensor B

- When the white paper is removed, the soft light will become darker.
- \* A little water will dribble out of the nozzle after 30s or so.
- After the wand retracts, the dryer outlet cover will open a little and then close.

### 8 Confirm the auto flush feature is functional

- With seat and lid are open, stand in front of the NEOREST bowl for 6 seconds or more and then leave. Does the auto flush executed about 3 seconds after you left the NEOREST?
- \* If the NEOREST flushes weakly, it is likely water supply pressure is too low. Follow the bowl installation instructions to check the water pressure.

### 9 Confirm the remote control seat/lid open/close feature is functional

- Push seat/lid open/close button. Does the NEOREST respond properly?

### 10 Confirm the lid auto open feature is functional

- Does the lid open automatically when you approach the NEOREST?
- \* If not, try moving your body around some more.

### 11 Confirm the remote control flush feature is functional

- \* When confirming remote control flush feature after the NEOREST has just auto flushed, wait for 10 seconds or more.
- Does the NEOREST flush when you push full/light flush button on the remote control?

### 12 Confirm the lid and seat auto close feature is functional

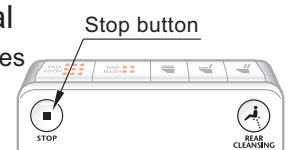
- With seat and lid are open, stand in front of the NEOREST bowl for 6 seconds or more and then leave. Does the lid and seat close automatically about 90 seconds after you left the NEOREST?

### 13 Confirm that the antifreeze mode is functional

- In antifreeze mode, the NEOREST automatically flushes and dribbles water from the wand nozzle periodically.

#### ① Push the Stop button for 10 seconds or so.

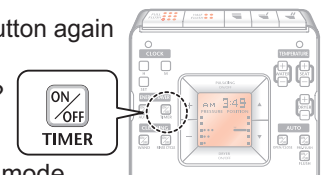
- The remote control display begin to flash.



#### ② Open the remote control cover and push the timer saver ON/OFF button

#### ③ Close the remote control cover and push the Stop button again

- Does the POWER light on top unit flash?
- Does water flow out from nozzle every 5 minutes?
- Does the NEOREST flush every 10 minutes?



#### ④ After that, repeat step 1-3 to disable the antifreeze mode

- Does the POWER light on top unit stop flashing?
- \* POWER light should be ON.

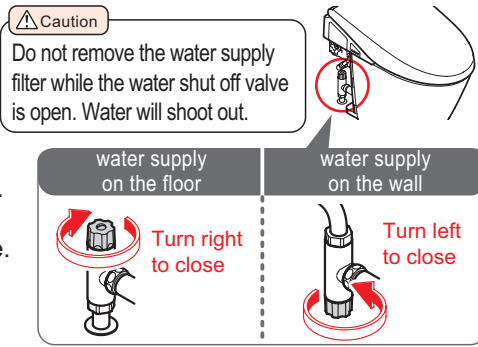
## Clean the water supply filter

- The NEOREST will not function properly when the water filter is clogged. Following these steps to clean it.

### 【Bowl】

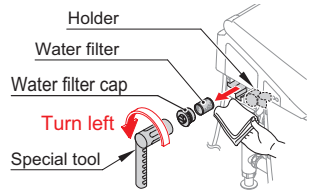
#### 1 Close the water shutoff valve

- Push wand cleaning button. The wand extends. Push the wand cleaning button again. The wand retracts. This releases the pressure in the pipe.



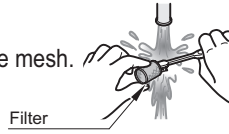
#### 2 Remove the water supply filter

- Take the special tool out if its holder.
- Remove the water filter cap with the special tool.
- Remove the water supply filter and the filter cap together.



#### 3 Clean the filter

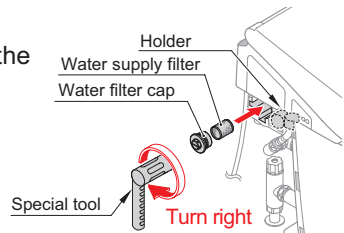
- Remove the water supply filter, wash off any dirt that is adhering to the mesh.
- \* Use a toothbrush to remove the residual dirt.
- \* Use a cotton swab to remove dirt in the water shutoff valve.



#### 4 Re-install the water supply filter

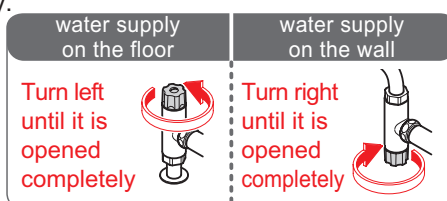
- Restore the parts to their original positions. Use the special tool to fasten the filter firmly.
- Place the special tool in its holder.

**Caution**  
Fasten the water supply filter firmly  
Otherwise water leakage can occur.



#### 5 Open the water shutoff valve and confirm there is no leakage from the water shutoff valve or pipe connections

- Open the water shutoff valve completely.
- Confirm there is no leakage from the water shutoff valve or pipe connections.



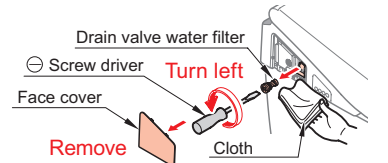
### 【Top Unit】

#### 1 Close the water shutoff valve

Refer to item 1 in "Clean the water supply filter" 【Bowl】

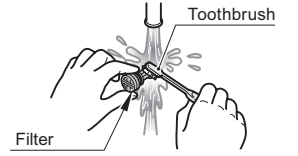
#### 2 Remove the face cover.

Loosen drain valve water filter and then remove it

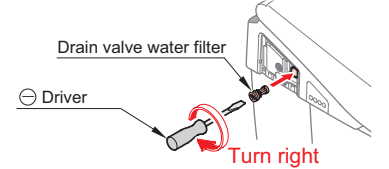


#### 3 Clean the drain valve water filter

\* Use a cotton swab to clean out the dirt inside the hole where drain valve water filter is normally installed.

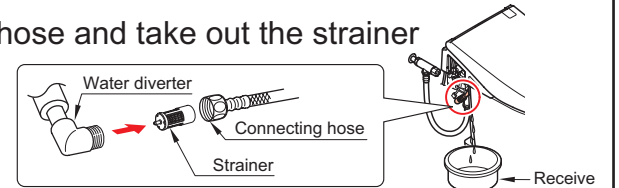


#### 4 Insert the drain valve water filter firmly



#### 5 Detach the connection hose and take out the strainer

\* Prepare a container to catch water when the hose is detached.



#### 6 Wash the dirt off of the strainer

\* Use a cotton swab to clean out the dirt inside the water diverter.

#### 7 Place the strainer back into the water diverter. Fasten the cap nut. Refer to item 2 in "Connect the hose with the water diverter"

#### 8 Open the water shutoff valve and confirm that there is no leakage near the drain valve and the cap nut (Refer to item 5 in "Clean the water supply filter" 【Bowl】 )

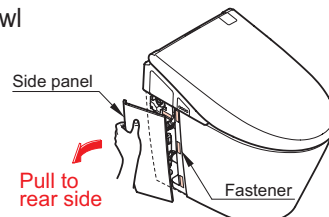
#### 9 Install the face cover

(Refer to item 2 in "Connect the flush valve terminal")

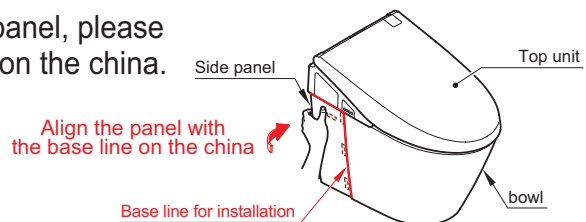
## Install/remove side panel

- Install side panels on left and right sides of the toilet bowl

#### 1 Hold the rear part of the side panel and pull in the direction shown by the arrow.



#### 2 When installing the side panel, please align it with the base line on the china.



## Notice to the plumber

- Place the special tool on the holder inside the side panel after installation.
- Inform the customer of the results of the functionality tests.  
Please explain to the customer how to use NEOREST. If the customer will no begin using the NEOREST for a long time, please unplug it.