



HAVEN 2000

HV2000E | HV2000R



TABLE OF CONTENTS

Important Safeguards	3 - 4
Product Diagram	5
Parts & Hardware	6
Before Installation	7
Installation	8 - 10
Water Connection.....	11 - 14
Operation	15 - 16
Cleaning & Maintenance	17 - 20
Troubleshooting.....	21
Specifications.....	22
Warranty	23

PLEASE OBSERVE THE FOLLOWING PRECAUTIONS AND INSTRUCTIONS BEFORE INSTALLATION AND USE.

DANGER - To reduce the risk of electrocution:

Do not place or store product where it can fall or be pulled into a tub or sink.

Do not place in or drop into water or other liquid.

Do not reach for a product that has fallen into water. Unplug immediately.

WARNING - To reduce the risk of burns, electrocution, fire, or injury to persons:

- This product must be connected to a GFCI receptacle (wall outlet). Do not connect the power cord if it is damaged or broken. Do not plug the product into a loose electric outlet.

It is recommended to operate this product on a separate circuit. Sharing a circuit could cause the breaker to trip or lights to flicker.

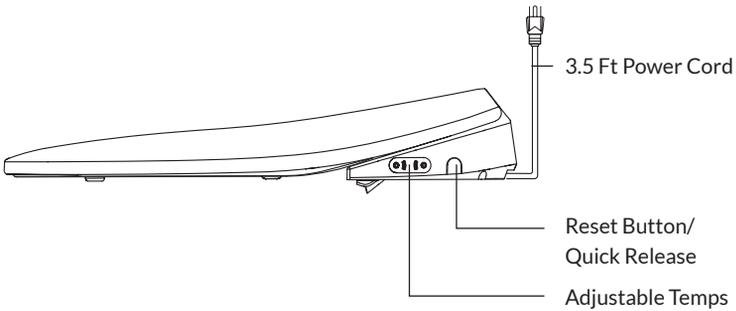
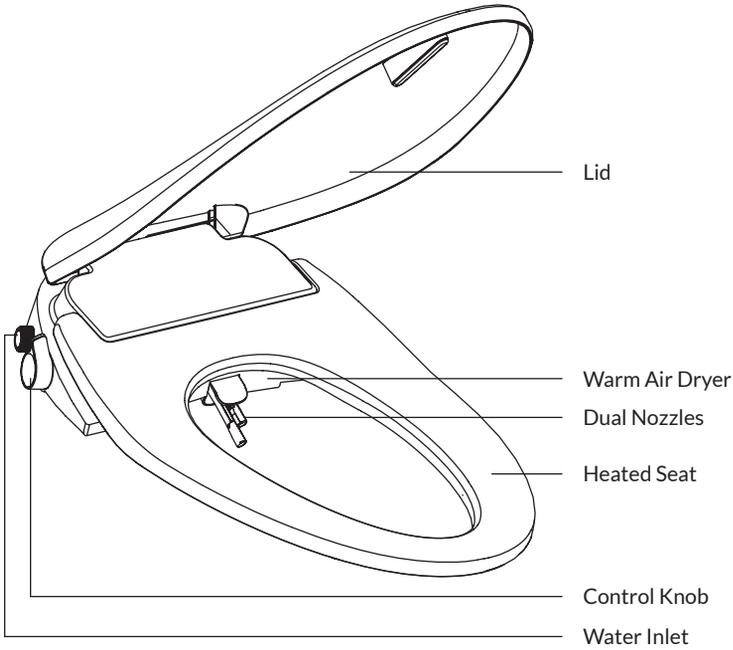
Consult a qualified electrician or service person if you are not sure whether the unit is properly grounded.

- Do not open this product for repair without authorization from the manufacturer. Only qualified service personnel should service this product. Do not use accessories not recommended by the manufacturer.
- Connect this product to a potable cold water supply line.
- Close supervision is necessary when this product is used by children, elderly, or adults with sensitive skin. A low temperature burn may occur when the skin has been in contact with an object at relatively low temperature for an extended period of time.
- If using any chemical toilet bowl cleaner, be sure to wipe up any spills that splash onto the bidet. Do not use benzene or any acid chemical detergent, as they can cause discoloration. Only neutral detergents are permitted.

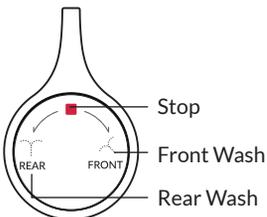
IMPORTANT SAFEGUARDS (cont.)

- Do not plug in the power cord before connecting the water supply hose.
- Install in an area with adequate ventilation to avoid high levels of humidity which can damage the electronic components.
- Do not touch the power cord with wet hands or reach for a product that has fallen into water. Unplug immediately.
- Unplug the bidet seat when cleaning or detaching from the toilet bowl. Do not plug in until plumbing work has been completed.
- Keep the power cord away from heated surfaces to prevent a fire hazard. Keep any flammable materials away from this product at all times.
- Never block the air openings of the product or place it on a soft surface, such as a bed or couch, where the air openings may be blocked. Keep the air openings free of lint, hair, and the like.
- Never use while sleeping or drowsy.
- Never drop or insert any object into any opening or hose.
- Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.

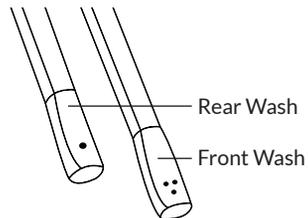
SAVE THESE INSTRUCTIONS



Control Knob



Dual Nozzles

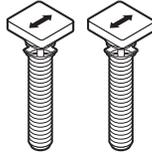


PARTS & HARDWARE

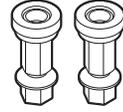


T-Valve

*Cone washer inside



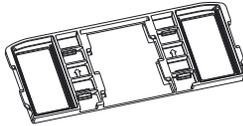
Stay-Tite® Bolts (2)



Stay-Tite® Nuts (2)



Mounting Brackets



Mounting Plate



Bidet Hose

RECOMMENDED INSTALLATION TOOL



5/8" Wrench

BEFORE INSTALLATION



Be sure that all parts are on hand before proceeding with the installation.

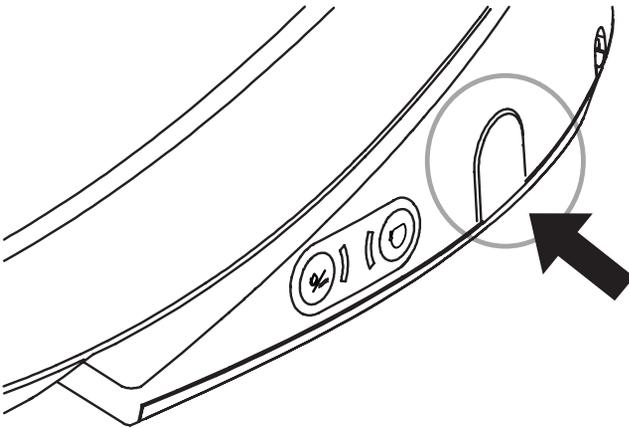
Residual moisture in the bidet at purchase ensures that your product was tested at the factory with pure water to meet the highest quality standards and performance.

Check the line that connects the toilet tank to the water shut off valve. If it's a rigid line, you may need to purchase a flexible one to replace it before installation. The length of the hose and the size of the connections will vary.

Water pressure limit is 10 - 110 PSI. Please use as instructed depending on your water shutoff and toilet tank connections. Water shutoff valve should be near installed product.

Please read installation instructions carefully.

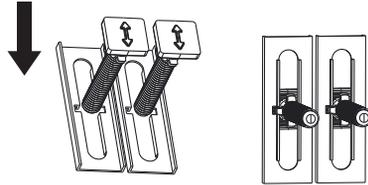
AFTER UNPACKING, PRESS AND HOLD THE RESET BUTTON FOR 2 SECONDS.



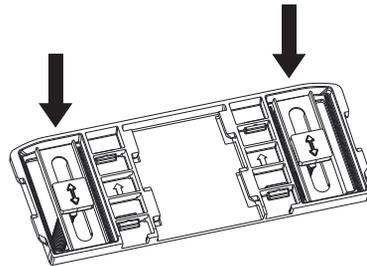
INSTALLATION

INSTALLATION

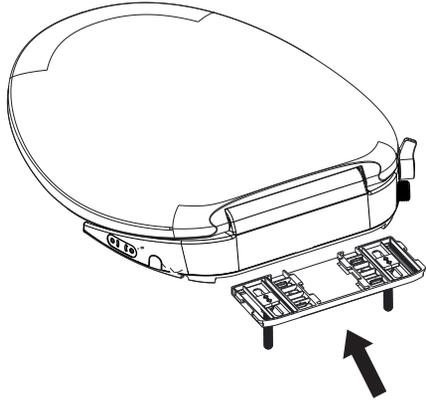
1. Insert bolts into metal mounting brackets, aligning the teeth on the bolt with the slots in the mounting bracket.



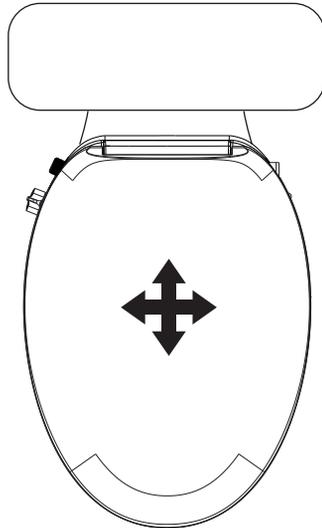
2. Insert bolt with brackets into mounting plate.



- 3. Slide mounting plate with bolts into seat until it clicks.

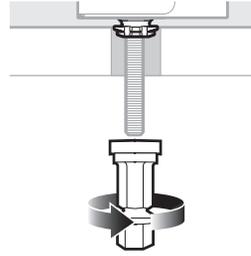


- 4. Place bidet seat on bowl, adjusting seat front-to-back and side-to-side for proper fit.

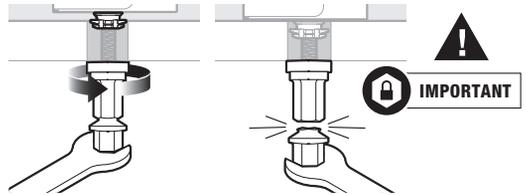


INSTALLATION (cont.)

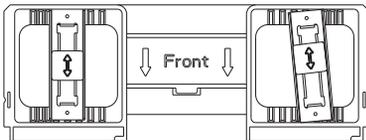
- 5. Lightly finger tighten Stay-Tite® nuts to the under side of the bowl. Adjust seat if needed.



- 6. Holding seat centered on bowl, tighten the Stay-Tite® nut until lower portions SNAP OFF to prevent over-tightening and will NEVER LOOSEN.

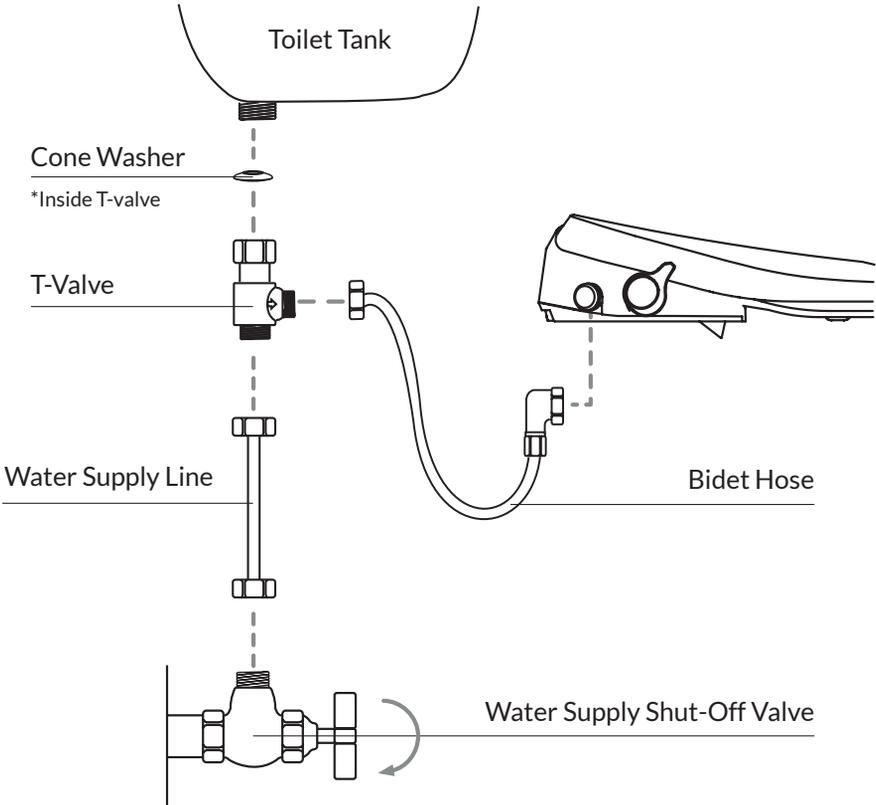


On thinner toilets, nuts can be further tightened if seat does not feel secure after snapping off the nuts.



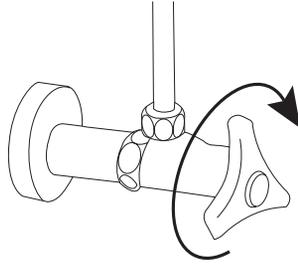
NOTE: Slight distortion of the bracket may occur due to the strong clamping force of Stay-Tite®. If bracket slightly shifts during tightening, this will not affect the firm hold of the seat in place.

WATER CONNECTION

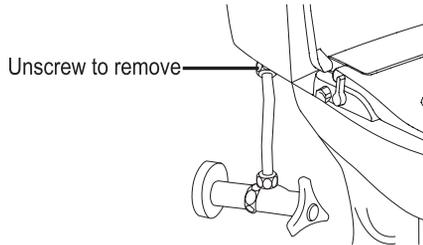


WATER CONNECTION (cont.)

1. Close water supply valve. Flush toilet until toilet tank is empty.

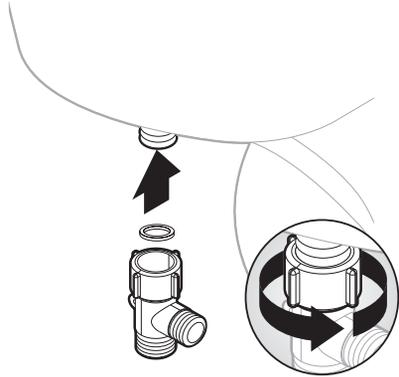


2. Place towel below tank to catch dripping water. Disconnect existing water supply line from toilet tank.

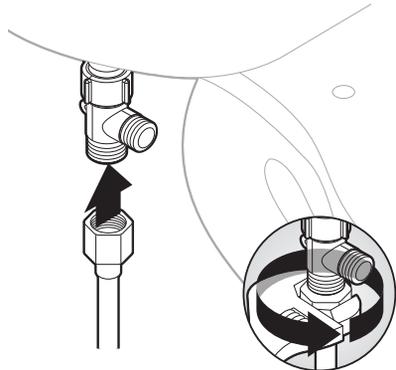


3. Ensuring rubber gasket is properly seated on top of T-valve. Attach T-valve to toilet TANK water supply fitting. Do not hold fill valve inside tank.

**IMPORTANT: T-VALVE
INSTALLS AT THE BOTTOM
OF TOILET TANK, NOT AT
THE WALL.**

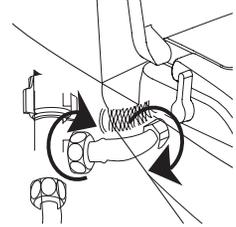
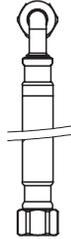


4. Connect water supply line coming from the wall to bottom of T-valve. Connect cold water supply only. If your water supply line is rigid, you may need to replace with a flexible hose line.

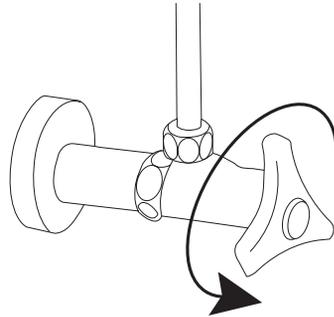


WATER CONNECTION (cont.)

5. Connect bidet hose directly to T-valve. Connect other end of bidet hose to seat's metal inlet, making sure it's firmly connected. Do not sharply bend or twist hose.



6. Slowly turn on water supply.

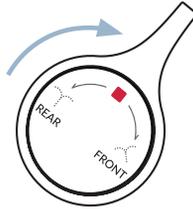


7. Wipe hoses and connectors thoroughly with a towel and carefully observe for any leaks on all connections for at least 10 minutes.

Gently tighten connections until leakage stops. If any leaks continue, turn off water supply and check older hoses for damaged or improperly seated gaskets. Plumber's tape may be used on connections to seal.

This product includes a built-in seat sensor to avoid any accidental sprays while powered. Skin contact is required to activate any wash functions while powered.

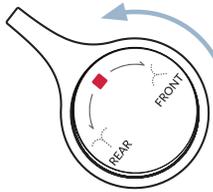
FRONT WASH



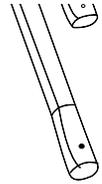
Adjust water pressure by rotating the control knob forward



REAR WASH



Adjust water pressure by rotating the control knob backward



TURBO WASH



Press control knob button **once** while a wash is active to activate a Turbo spray with increased water pressure.

PULSE WASH



Press control knob button a **second** time while a wash is active to activate a pulse spray that alternates water pressure to assist in stimulating bowel movements.

STANDARD WASH



Press the control knob a **third** time while a wash is active to switch back to a standard wash.

SELF-CLEANING



This product includes a self-cleaning function that rinses the nozzles for 5 seconds before each use.

WARM AIR DRYER



While seated and not using a wash function, press the control knob button once to activate the warm air dryer. Press again to stop. The dryer will automatically stop after 4 minutes.

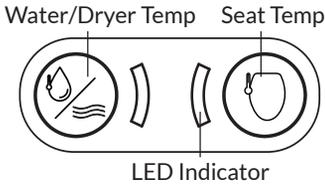
OPERATION (cont.)

NIGHT LIGHT  While not seated, long press control knob button to switch between night light settings.

- Mode 1 - Knob light on, bowl light off
- Mode 2 - Knob light off, bowl light on
- Mode 3 - Knob light off, bowl light off

BACKSIDE BACKUP  During a power outage, wash functions can still be used with ambient water temperature and pressure (if water pressure is still present).

SIDE CONTROL BUTTONS



WATER TEMP  During a wash cycle, press the “Water/Dry” button repeatedly to adjust water temperature.

DRYER TEMP  During a dry cycle, press “Water/Dry” button repeatedly to adjust the dryer temperature.

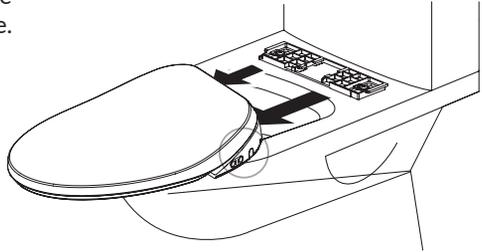
SEAT TEMP  Press “Seat Temp” button repeatedly to adjust heated seat.

SAFETY FEATURES

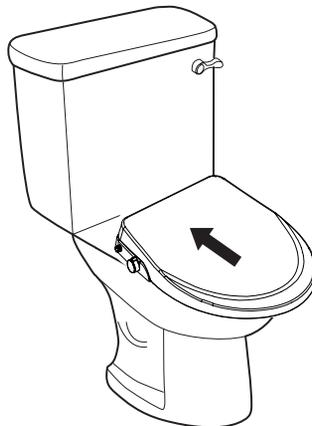
- If the knob is not fully switched off after a wash, the unit will beep and will not allow wash functions to be activated.
- When the water temp exceeds 109°F, it will not allow wash functions to be activated. Unplug and replug the power cord to reset unit and resume operation.
- Seat Temperature Protection - After 5 minutes of occupying the seat, the seat temp will automatically switch to ~84°F.

EASY-CLEAN® REMOVAL & CLEANING

Close cover. Push and hold seat release button, pulling seat forward to remove. Clean only with mild cleaners using a soft, damp cloth, & towel dry.



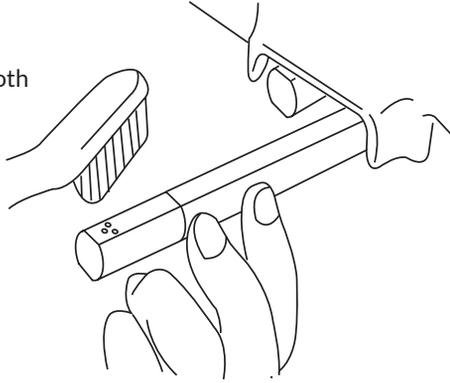
After cleaning, slide closed seat back onto the mounting plate to reinstall.



CLEANING & MAINTENANCE (cont.)

CLEAN SPRAY NOZZLES

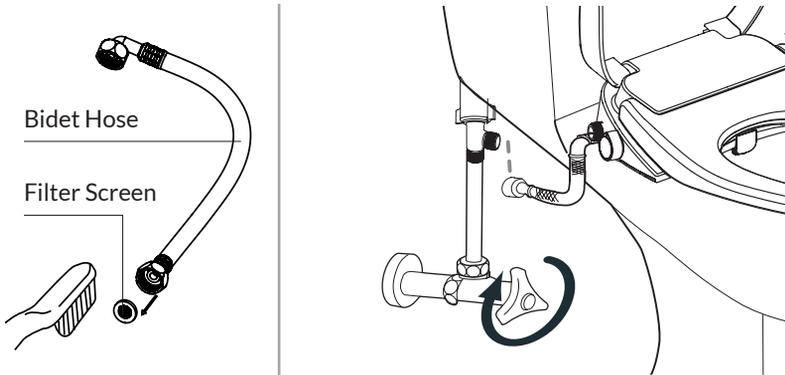
Pull out nozzle softly and use a smooth cloth, sponge or soft toothbrush to clean nozzle.



USE DURING POWER FAILURE

During a power outage, it is not possible to adjust the water and seat temperature. However, you can still use the bidet functions with ambient water if you have water pressure. Private wells will not maintain water pressure without power.

FILTER CLEANING



This product will not operate properly if the filter screen is clogged. Please clean the screen regularly.

1. Unplug power cord.
2. Close water shut-off valve.
3. Unscrew bidet hose from bidet seat.
4. Clean filter screen with a small brush.
5. Re-connect bidet hose.
6. Open water shut-off valve.
7. Plug power cord into GFCI outlet.

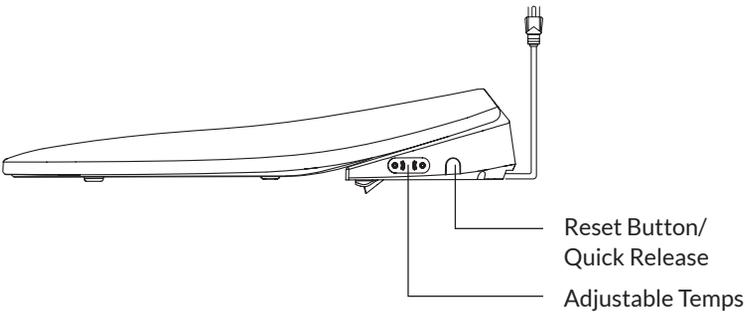
CLEANING & MAINTENANCE (cont.)

PERIODS OF NON-USE

If you do not intend to use this product for an extended period of time, drain the water from the bidet seat

Before draining, unplug the power cord and wait 30 minutes until the unit has cooled down. Do not insert your finger into the drain hole.

1. Disconnect power plug.
2. Close water shut-off valve.
3. Press drain button until the water is completely drained.
4. Open the water shut-off valve to resume usage.



Problem	Cause	Solution
Water does not spray	Bidet hose has blockage	Inspect and reattach bidet hose
	Shut-off valve is closed	Open the shut-off valve
Water is leaking (while not occupied)	Knob is not completely turned to "Stop"	Turn the control knob to "stop"
Nozzle is not extending	The nozzle is in a self-clean cycle	Wait a few seconds
	Not in contact with seat sensor	Occupy the seat before using
	Water temp malfunction	Unplug and replug the power cord
Nozzle is not extending & toilet bowl is filling up	Bidet hose blockage	Clean the filter screen inside water inlet and check hose for kinks
Low water pressure	Filter screen is blocked	Clean filter screen inside water inlet
No warm water	Product is not connected to a power supply	Plug in the power cord
	Product needs to be reset	Unplug unit, press and hold reset button for 2 seconds, and plug unit back in
Heated seat is not working	Function is turned off	Turn on and adjust the temp
Seat temp drops during wash function	Low-temp burn prevention is turned on	After a wash cycle, the seat temp will slowly rise
Night light does not turn on	Night/knob light malfunction	Unplug and replug power cord
Knob light does not turn on		
Knob is not working	Not in contact with seat sensor	Occupy the seat before using
	Dryer is not working	Press the knob after cleaning
	Dryer malfunction	Contact customer support

SPECIFICATIONS

Specifications		HAVEN 2000
Power Rating		120Vac, 60Hz, 1050W
Water Inlet Pressure		0.1~ 0.74MPa (0.4 ~ 7.5 kgf/cm)
Power Cord		3.5 feet
Wash Device	Water Amount Regulation	Stepless regulation
	Water Temperature Regulation	~95/100°F /OFF
	Heating Method	Instant heating
	Protective Device	Anti-siphon valve + anti-backflow valve
	Safety Device	Double thermostat
Heated Seat	Surface Temperature	~91.4/98.6 /OFF
	Heater Power	50 W
	Safety Device	Thermostat & fuse
Others	Air Temperature	~ 91.4-109.4°F
	Heating Wire Power	180W
	Safety Device	Thermostat & fuse
	Seat Temperature Protection	Yes

Bemis warrants that this product will be free of defects in material, workmanship, and title for a period of two (2) years from the date of original purchase.

If you provide written notice of a defect to Bemis within the applicable warranty period and provide adequate documentation or evidence that establishes a Product defect to Bemis's satisfaction, your sole remedy is the repair, replacement, or refund of the Product's purchase price (less shipping, if applicable), at Bemis's option.

Bemis may, at its option, require the return of any Product for inspection and testing before honoring any defect claim. This Limited Warranty excludes component parts not specified by Bemis, and excludes costs related to shipping and labor, including removal, disposal, repair, or replacement of the defective Product and installation of replacement Product (if applicable). Products returned for a refund must be in original packaging and in saleable condition, and may be subject to a restocking fee. Discontinued colors or models, and custom or specially ordered Products cannot be returned for a refund.

This Limited Warranty is void if: (a) the Product has not been installed, used, or maintained according to any applicable written materials, including written instructions, specifications, packaging, and manuals; (b) the Product is not used for the intended application, or (c) the Product has been modified or repaired without Bemis's express written permission.

THIS LIMITED WARRANTY IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BEMIS EXPRESSLY DISCLAIMS LIABILITY FOR SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL OR INCIDENTAL DAMAGES ASSOCIATED WITH THE PRODUCT, INCLUDING LOST PROFITS OR BUSINESS INTERRUPTIONS. BEMIS'S LIABILITY UNDER THESE TERMS AND CONDITIONS SHALL NOT EXCEED THE PURCHASE PRICE OF THE PRODUCTS.

Please see [BemisMfg.com/terms-and-conditions](https://www.BemisMfg.com/terms-and-conditions) for complete warranty terms.

Thank you
for your Bemis® bidet
seat purchase!



Bemis Manufacturing Co.
Sheboygan Falls, Wisconsin U.S.A.

888.722.6488 | Corp@BemisMfg.com
ToiletSeats.com

012624