



BidetMate™

User's Guide

BM-1000P



120V
60Hz

This unit should be installed according to this manual. Read this manual carefully and install properly.
Do not attempt to service this unit yourself. Doing so could void your warranty.





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Safety Instructions

Important Safetyguards

When using electrical products, especially when children are present, basic safety precautions should always be followed.

Read All Instructions Before Using

- For 120V 60Hz: Power supply must be a 15 AMP GFCI outlet.
- The electrical cord must be connected to a GFCI outlet.
- The GFCI outlet should be 1ft. above the floor.
- Install only in well-ventilated areas to avoid excess humidity.
- Do not install in narrow toilet stalls or in shower stalls.
- Install only where direct contact with water is minimized.
- Do not install near any heat source.
- Avoid using extension cords if possible. Consult with a certified electrician where extension cords are necessary.

Danger!

Reduce the risk of electrocution:

- Do not use while bathing.
- 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:

- Close supervision is necessary when this product is used by, on, or near children or handicapped individuals.

- Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this product if it has a damaged cord or plug, if it is not working properly, has been dropped or damaged, or dipped into water. Return the product to a service center for examination and repair.
- Keep the cord away from heated surfaces.
- 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.
- Connect this product to a properly grounded outlet only. See grounding instructions.
- Unplug this product before filling. Fill (reservoir) with water only.

Grounding Instruction

Danger- Improper use of the grounding plug can result in a risk of electric shock.

This product has a three-prong grounding plug, which must be plugged into an outlet that is properly installed and grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. If repair or replacement of the cord or plug is necessary do not connect the grounding wire to either flat blade terminal.

The wire with insulation having an outer surface that is green or with or without yellow stripes is the grounding wire. Check with a qualified electrician or service person if the grounding instructions are not completely understood, or if in doubt, as to whether the product is properly grounded.

This product is for use on a nominal 120V circuit, and has a grounding plug that looks like the plug illustrated in sketch A in Figure 1.

A temporary adapter, which looks like the adapter illustrated in sketches B and C, may be used to connect this plug to a 2-pole receptacle as shown in sketch B if a properly grounded outlet is not available.

The temporary adapter should be used only until a properly grounded outlet (sketch A) can be installed by a qualified electrician. The green colored rigid ear, lug, or the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by the screw.

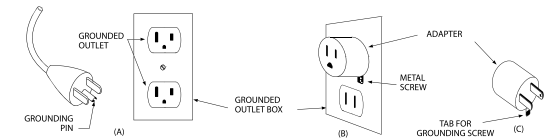
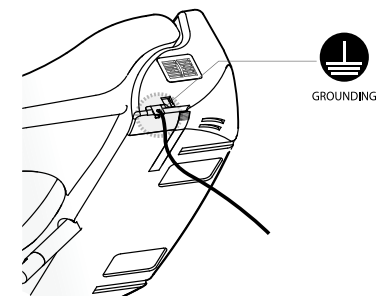
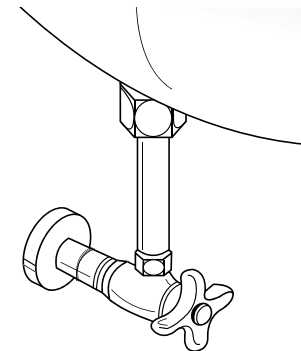


Figure 1.

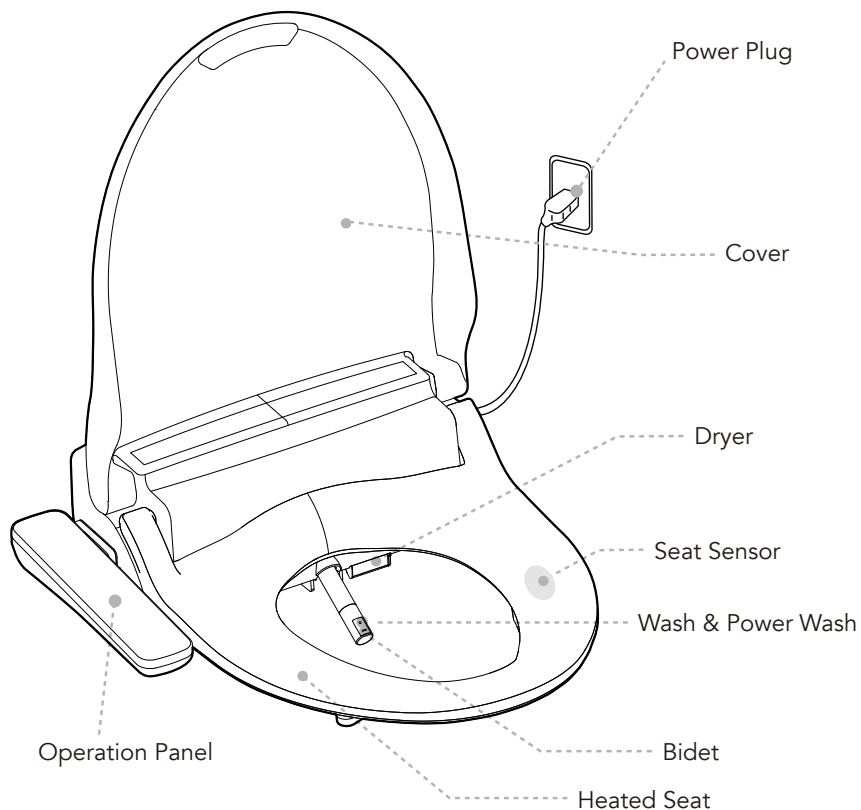
Optional Grounding Instructions



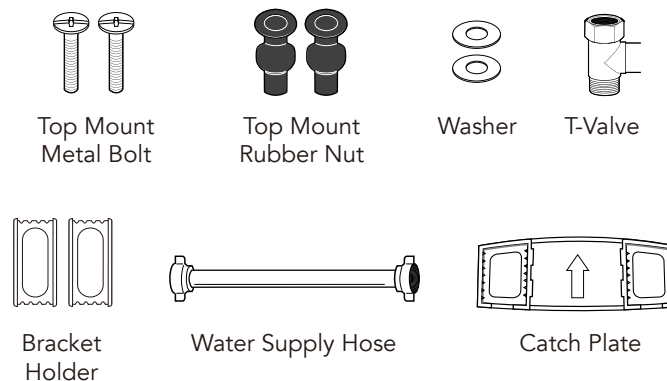
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Parts & Configuration

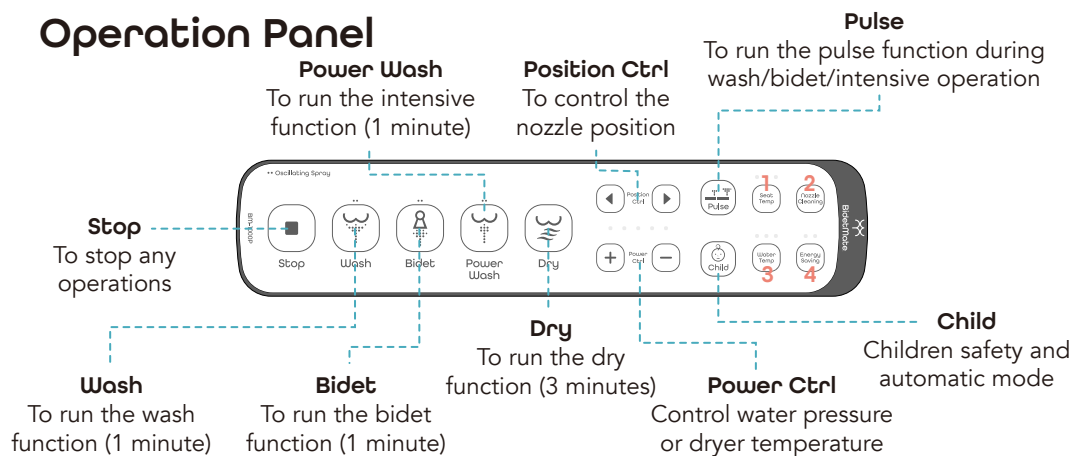
Main Body



Accessories



Operation Panel



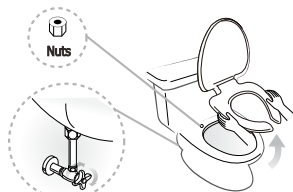
- 1. Seat Temp**
To control seat temperature (off/low/mid/high)
- 2. Nozzle Cleaning**
Select nozzle cleaning while not seated, the nozzle cleans itself 3 times. Then nozzle extends and stops for manual cleaning process.
- 3. Water Temp**
To control water temperature (off/low/mid/high)
- 4. Energy Saving**
1: Automatic Mode
2: Powerful Mode
3: Cancellation

3

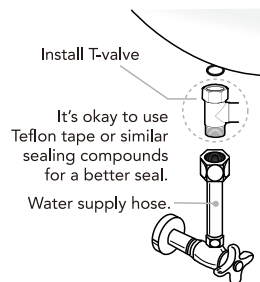
Installation & Trial Operation

1. Remove the seat from existing toilet body.

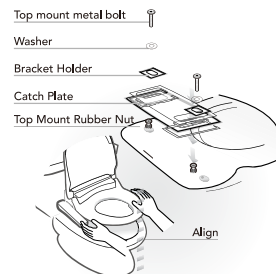
Release the nuts, and then remove the seat and cover from it. Keep the removed seat, cover and nuts in a proper place in case you need to use them again. Turn off the water.



2. Remove the water hose and then install T-valve.

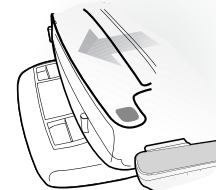


3. Fix the bracket onto the toilet first.



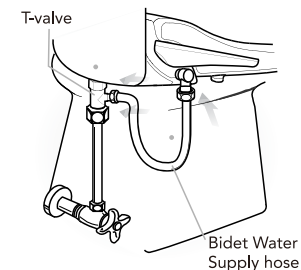
Adjust the seat and the front part of toilet back and forth so that they correspond before fastening the nuts.

4. Push the main body toward the bracket completely.

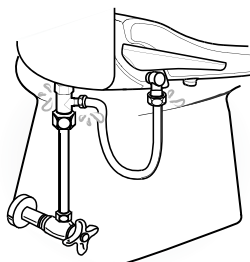


Push it back until you hear a click. When the product is not installed well, the seat may come apart.

5. After installing the T-valve, connect the hose to the bidet body and turn on the water.



6. Turn on the water and check for leaks.



7. Be sure that the nozzle comes out and retracts when powered on.

Don't plug the power cord in with wet hands. Risk of electric shock.



How to Use

1. Sit on the toilet seat

Be sure to sit on the seat sensor. If the sensor is not occupied, all functions will not operate.



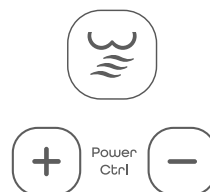
2. Wash, Bidet, Power Wash

Selected function can be used as described. When pressing the selected function again, nozzle will move back and forth to wash a wider range. Press the button once again to stop Massage function. Specialized water spray when in the Power Wash mode helps relieve constipation and fecal stasis.



3. Dry temperature control

Dryer operates for 3 minutes. Dryer temperature is adjustable by pressing power ctrl buttons. (5 levels).



4. Pulse

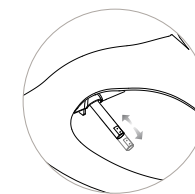
When pressing the Pulse button during the operation of Wash, Bidet, and Power wash, water pressure will repeat high and low for smooth pulsating wash. Pulse function will not operate during the operation of Sitz bath.

*See how to use section 5-13 for Sitz bath.



5. Nozzle position control

Nozzle position is adjustable. (5 levels)



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How to Use Continued

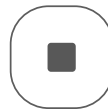
6. Water pressure control

Water pressure is adjustable. (5 levels)
If the water or screen filters become blocked, it may cause low water pressure. Regularly check the screen filter.



7. Stop

All operations will stop. When pressing the Stop button for 3 sec., the unit will be in sleep mode. Press Stop, Wash, Bidet or Power Wash to turn on. When pressing the Stop button for 5 sec. consecutively, the unit will be turned off and on automatically and initialized. All presets will be deleted.



8. Child Function

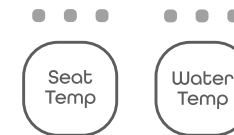
When Selecting Child function, settings* will be adjusted for children. 1 min Bidet - 30 sec Bidet oscillating - 30 sec Bidet Pulse - 2 min Dry work consecutively.



9. Seat/Water Temperature Control

Seat/Water temperature is adjustable. (4 levels) (Off - Low - Middle - High)

To reduce the chance of low temperature burns, the seat has a seat heater auto adjustment function which turns to low temperature (35 C, 95 F) when seat is occupied for more than 15 minutes consecutively. If the seat is set lower than middle level, the seat remain at off or low level.



10. Energy Saving Function

Automatic energy saving mode:

This mode will be activated by pressing the Energy Saving button until yellow LED lamp lights on. (Seat and water temperature will be kept at 32° C)

Powerful energy saving mode:

This mode will be activated by pressing the Energy Saving button until green LED lamp lights on. (Seat and water heater will be kept off)

Release of energy saving mode:

Press the Energy Saving button until LED lamp turns off.

When the unit is occupied, it adjusts to the preset temperature and it returns to the saving mode when seat is unoccupied.

If the seat and water temperature are off, they will remain off.

11. Nozzle Cleaning

When selecting Nozzle Cleaning while not seated, the nozzle cleans itself 3 times. Then nozzle extends and stops for the manual cleaning process.

Clean the nozzle with a brush and press STOP button after completion of manual cleaning. Then nozzle cleans itself 3 times and retracts.

Nozzle Cleaning will not operate if the seat sensor is activated.



12. Automatic tank draining 13. Sitz Bath

To protect water contamination, the water tank will be drained (replaced) for 2 minutes if the seat is not used for 48 consecutive hours.

This feature is deactivated from the factory. To activate this feature, press Stop and Water Temp buttons for 3 sec.

Press for more than 3 sec.



Wash or Bidet is switched to Wash Sitz Bath or Bidet Sitz Bath if Nozzle Cleaning button is selected during Wash or Bidet operation.

Water Pressure is switched to 1st level regardless of preset water pressure setting and Sitz Bath operates for 5 minutes.

LED of Nozzle Cleaning turns on during the operation of Sitz Bath.

Select the Nozzle Cleaning again to switch to normal Wash or Bidet.



14. Seat Sensor Release

The seat sensor can be activated and deactivated by pressing the Pulse button for 3 sec.

If the seat sensor is deactivated, the unit works without occupying the seat and features* cannot be controlled.

*Features

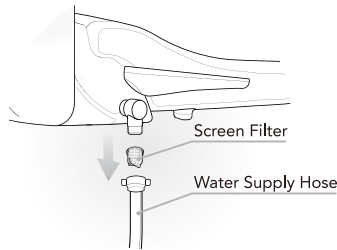
Silent mode, Nozzle cleaning.



Maintenance & Cleaning

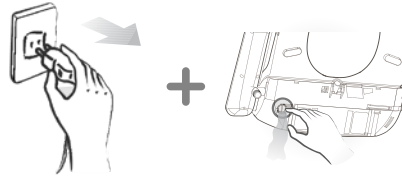
Screen Filter Cleaning

1. Close the water valve.
2. Disconnect the water supply hose. Take the screen filter out and clean it with a soft brush.
3. Return the filter after cleaning and reconnect the water supply hose.
4. Open the water valve.



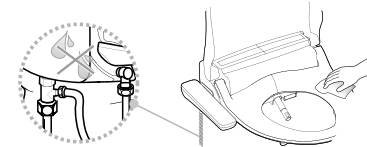
Maintenance during Winter Season

When bidet seat is not used for an extended period of time, unplug and drain the unit.



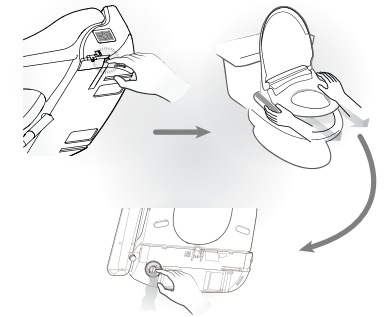
Cleaning the Unit

1. Exterior surface of unit is made of plastic, which may be damaged by abrasive scrubbers, chemicals, etc.
2. Wipe the surface with a soft damp cloth. Do not spray water directly onto the surface.
3. Clean the body after removing the power plug from the outlet. Be sure no water splashes into the power plug or outlet.
4. Be careful to not drop any chemical detergents or toilet cleaner on the water supply hose. Risk of hose damage.








Draining of Remaining Water

1. Remove the power plug from the outlet.
2. Close the water feed valve.
3. Press the lever plate and gently pull to remove the unit from the catch plate.
4. Use a coin to open the drain plug.



Settings

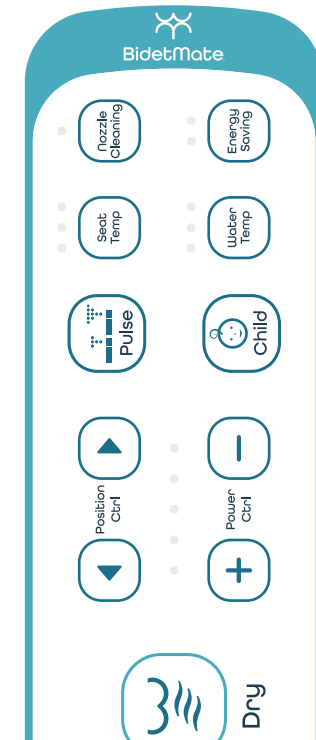
● Seat sensor 'off' status ○ Seat sensor 'on' status ● Regardless of on/off

No.	Function	Seat Status	Switch Operation	Description	Initial Status
1	Silent Mode	●	⊖ for longer than 3 sec.	To turn on/off the operating chime sound	ON
2	Factory default setting	●	■ for longer than 5 sec.	All settings will be initialized	
3	Sleep Mode	●	■ for longer than 3 sec.	The unit will be in sleep mode. Press any of    and turn on	
4	Seat Sensor Release	●	 for longer than 3 sec.	Seat sensor feature will be deactivated	OFF
5	Automatic Tank Draining	●	■ +  for longer than 3 sec.	Automatic tank draining feature will be activated	OFF

* The unit will work without sitting on the seat if the occupied seat sensor is deactivated. (Turned off)

* If the seat sensor is deactivated, some features cannot be controlled. (Silent mode on/off and nozzle cleaning)

*Above features are deactivated with 1 buzzer sound and activated with 2 buzzer sounds.





Troubleshooting

Please check the following points before requesting the repair service.

Problem	Check List
Completely out of order	<ul style="list-style-type: none">• Check if the power plug is not connected• Check for outlet failure
Water does not spray out	<ul style="list-style-type: none">• Check if the water supply is turned on• Check if the water valve is locked• Check if nozzle is blocked by foreign material• Check if connection hose is bent
Water pressure is low	<ul style="list-style-type: none">• Check if screen filter is blocked by foreign material• Check if the water pressure is set at too low of a level
Water is not warm enough	<ul style="list-style-type: none">• Check if its temperature is set at off, a low level, or economy mode
LEDs of water high, middle, and low level are blinking.	<ul style="list-style-type: none">• Check if the water is supplied properly• Power plug out and in process required after checking
Water tank is drained intermittently	<ul style="list-style-type: none">• Check if the automatic water draining feature activates

Self-Diagnosis Table

Please refer to the following table for the exact status when requesting repair service.

No.	Self Diagnosis	Indication
1	Water temp sensor is disconnected or not inserted	LEDs of water low + middle level blinking
2	Water temp sensor is short-circuited or overheated	LEDs of water high + middle level blinking
3	Seat temp sensor is disconnected or not inserted	LED of water low level blinking
4	Seat temp sensor is short-circuited or overheated	LED of water high level blinking
5	Check the water is supplied properly	LEDs of water high, middle, and low level blinking Power plug out and in process required after checking

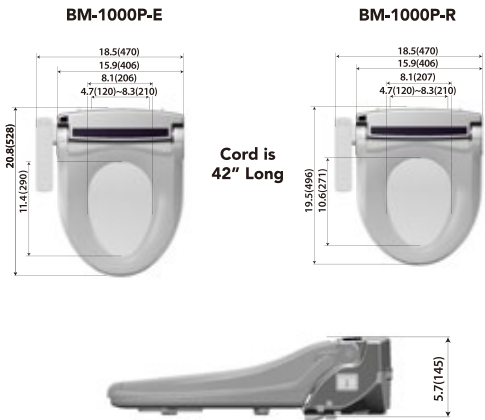


Features

Comparison Chart

Wash / Dry Features	Features	BM-1000P
	Wash	●
	Bidet	●
	Intensive	●
	Child	●
	Dry	●
Convenient / Comfortable Features	Normal/Powerful Energy Saving	●
	Oscillating / Pulsating	●
	Continuous Heated Water	●
	Heated Seat	●
	Soft Closing	●
	One Touch Release	●
Safety Features	Nozzle Cleaning	●
	Seat Sensor Overriding	●
	Low Burn Protection	●

Dimensions



Specifications

Item			BM-1000P
Rated Voltage			AC 120V, 60Hz
Max. Power Consumption			870W
Power Cord Length			1.2m
Water Feed Method			Directly connected to water pipe
Recommended Water Inlet Pressure			99~106.6 psi
Wash	Feed Volume	Wash	0.13~0.21 gal/min
		Bidet	0.13~0.18 gal/min
		Power Wash	0.13~0.18 gal/min
		Child	0.13~0.16 gal/min
	Pressure Control		5 Levels
	Temperature Control		4 Levels (Off, Low, Middle, High)
	Heater Capacity		800 W
	Safety Device		Water Level Sensor, Thermal Fuse, Bi-Metal, Temperature Sensor
Heated Seat	Temperature Control		4 Levels (Off, Low, Middle, High)
	Heater Capacity		55W
	Safety Device		Thermal Fuse, Bi-metal
Dry	Temperature Control		Room temp. ~122°F
	Heater Capacity		250W
	Safety Device		Thermal Fuse, Bi-metal
Feed Water Temp. Tolerance Range			37 ~ 95°F (recommended 54 ~ 95°F)
Usage room temp. tolerance range			37 ~ 104°F (recommended 50 ~ 95°F)
Dimension	BM-1000P-E		18.6" (472)x 20.8" (528) x 5.7" (145)
	BM-1000P-R		18.6" (472)x 19.5" (496) x 5.7" (145)
Weight Net Weight (Gross Weight)	BM-1000P-E		10.8lb (15.7)
	BM-1000P-R		10.4lb (15.4)

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1 Year Warranty

BidetMate warrants its BM-1000P Series Bidet to be free from defects in materials and workmanship during normal use when properly installed and serviced for a period of 1 year from the date of purchase. This limited warranty is extended only to the ORIGINAL PURCHASER of the smart toilet seat and is not transferable to any third party. This includes, but is not limited to, any subsequent purchaser or owner of the smart toilet seat.

BidetMate's obligations under this warranty are limited to repair, replacement, or any other appropriate adjustment, at BidetMate's option, of the smart toilet seat or parts found to be defective in normal use, provided that such products are properly installed, used and serviced in accordance with instructions.

BidetMate reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. BidetMate will not charge for labor or parts in connection with warranty repairs or replacements. BidetMate is not responsible for the cost of removal, return and/or reinstallation of the smart toilet seat.

This warranty does not apply to any of the following items:

- Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.
- Damage or loss resulting from any accident, unreasonable use, misuse, abuse, negligence, or improper care, cleaning, or maintenance of the smart toilet seat.
- Damage or loss resulting from sediments or foreign matter contained in a water system.
- Damage or loss resulting from improper installation or from installation of the smart toilet seat in a harsh and/or hazardous environment, or improper removal, repair or modification of the smart toilet seat. This includes locations where the water pressure is above local codes or standards.

- Damage or loss resulting from electrical surges or lightning strikes or other acts which are not the fault of BidetMate or which the smart toilet seat is not designed to tolerate.

- Damage or loss resulting from normal and customary wear and tear, such as gloss reduction, scratching or fading over time due to use, cleaning practices, water, or atmospheric conditions.

In order for this limited lifetime warranty to be valid, proof of purchase is required. If the product is used commercially, BidetMate warrants the product to be free from defects in materials and workmanship during normal use for 3 Months from the purchase date of the product. All other terms of this warranty shall be applicable except the duration of the warranty.

BidetMate will advise you on how to proceed in making warranty claims. To begin a warranty claim, write to BidetMate explaining the defect and include proof of purchase and your name, address and telephone number. Email is info@bidetmate.com.

