

Trouble Shooting

XCQQ

Type	Trouble	Causes	Remedy
LED night light (blue light)	LED night light keep blinking, water does not warm.	<ul style="list-style-type: none"> •The water's not full in bidet before power on. •Power outage. 	Please unplug the bidet and turn off the water valve. Turn on the water valve first, wait 3-5 minutes, then plug it and do not operate any functions. The blue light will stop blinking in 1 minute and the warm water function will return to normal.
Spray	The bidet does not spray water after pressing the cleaning button, but can spray water by pressing the kids button.	Seat not sensing any objects, kids function does not need to sense the object.	Use the palm of your hand or a damp towel(Recommended) to cover the seat sensing area during trial operation.
Spray	Spray nozzle do not oscillate for cleaning.	Only pressed the cleaning button once.	Pressing the cleaning button twice will oscillate cleaning.
Spray	Delayed response to spraying when using the bidet after installation.	When using the bidet for the first time after installation, the spray will be delayed by 5~10 seconds more than normal.	This is normal, not a malfunction.
Spray	Water runs from the bidet when I sit down.	When you stand up from the toilet seat, water will flow into the bowl at the spray cover. This can also happen before or after spraying. This is the unit's self-cleaning process for the nozzles and water pressure regulation, not a malfunction.	This is normal, not a malfunction.
Water temperature	Some cold water before spraying warm water.	Inlet water too cold due to the low temperatures in winter.	Close the water supply valve appropriately to reduce the water flow, and set the water temperature to a high temperature and wait for more than 30 seconds before use.
Water pressure	Water pressure decreases and the inside of the filter is yellow and mouldy.	Filter clogging.	It is recommended to change the filter once every 3-6 months, depending on the water quality.
Water pressure	Water pressure decreases.	Nozzle clogging.	Brush the nozzle lightly with a toothbrush.
Seat	The seat doesn't feel warm to the touch and the screen flashes ECO.	In ECO mode the seat will only start heating when it senses the object.	Switching off ECO mode.
Remote controls	The remote control has power but does not respond when pressed.	Remote control not paired with bidet.	<ul style="list-style-type: none"> •Method 1: Press and hold the side knob for 5 seconds until you hear a beep and the screen starts flashing, press any button on the remote control and then hear the beeping sound, indicating successful pairing. •Method 2: Long press the remote control Stop buttons and Wash Woman at the same time in the boot state and then hear the beeping sound, indicating successful pairing.
Beep	How do I turn off the beeping sound?	/	<ul style="list-style-type: none"> •Side panel: Under the state of power on, long press the rear cleaning button for 5 seconds to hear the beep sound, it means the beeper is successfully turned off. •Remote control model: Long press the hip wash button for about 5 seconds to hear a beep, which means the beeper is successfully switched off.
Temperature display	How do I switch between Fahrenheit/Celsius?	/	Press and hold the water temperature button for 3-5 seconds to toggle.
UV light	There has been no UV light to sterilize the toilet lid when it is closed.	UV sterilization may have been turned off by mistake.	Long press the stop button on the remote control or side operation panel to turn on or off the UV sterilization function.