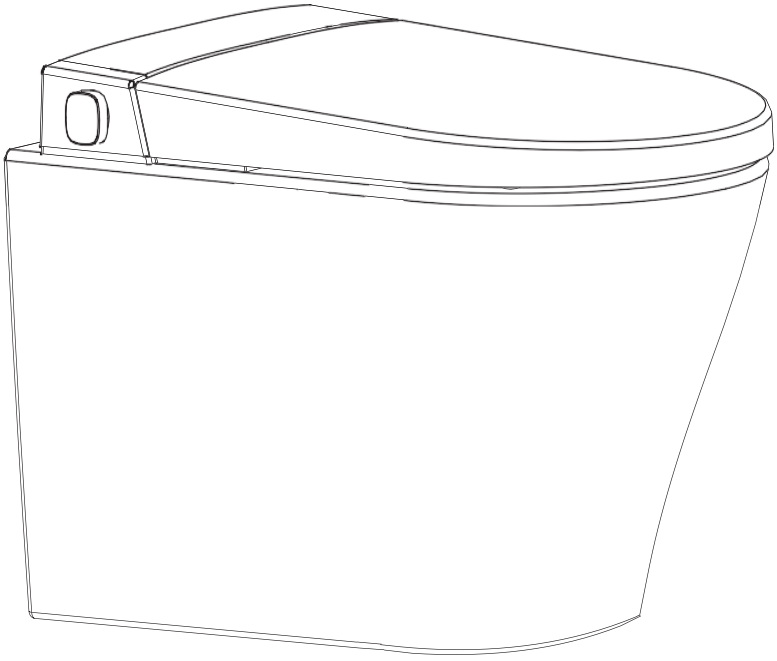
USER MANUAL

Thank you for choosing Better Bathrooms.
Please read this manual before installing your product
and keep for future reference.

better bathrooms

WALL MOUNTED INTELLIGENT TOILET



PURWHTE451

- REMOTE CONTROL
- IPX4 INGRESS PROTECTION
- REAR AND FRONT WASH

2026.2.4

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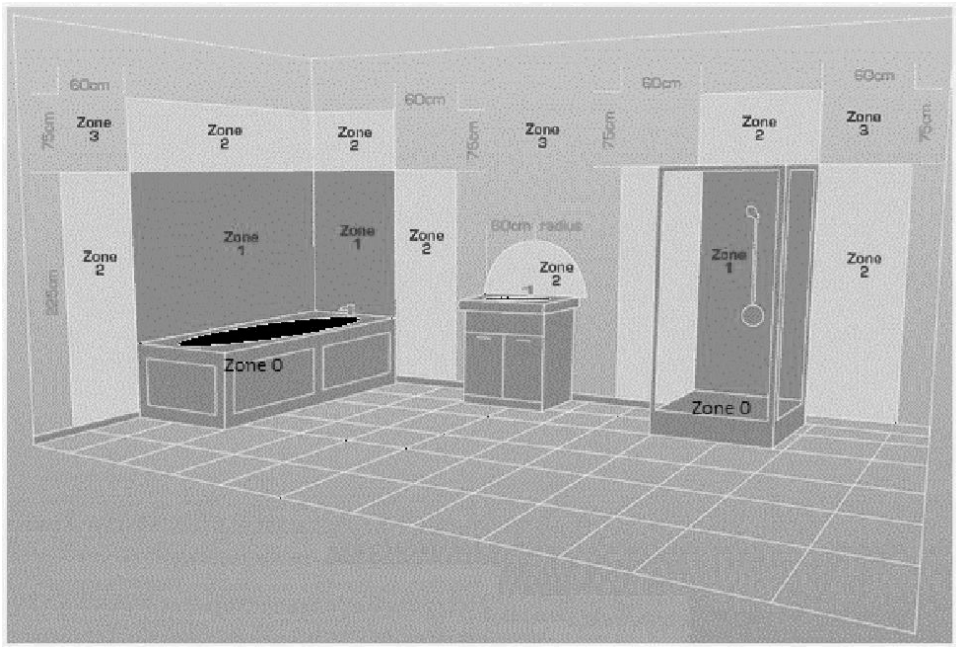
SAFETY INFORMATION

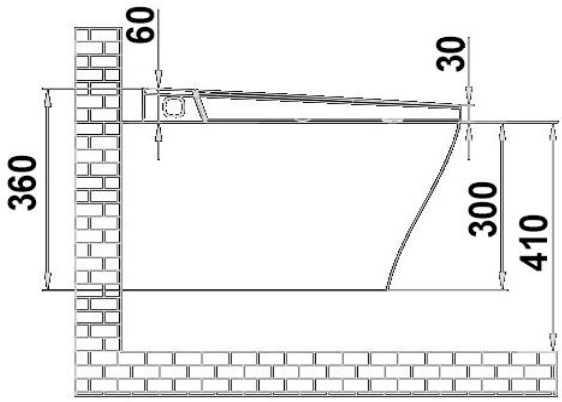
- This manual must be read and fully understood before installing or using the appliance.
- This product must not be operated without a connected water supply.
- Installation must be in accordance with all relevant local regulations applicable at the time of installation.
- It must be installed by a qualified professional to in accordance with BS 7671.
- If electrical work is carried out within the bathroom which involves addition or alteration of existing circuits, it may be notifiable to your local building control department (Part P). If unsure, professional advice should be sought.
- The toilet must be fitted in accordance with the Water Supply (Water Fittings) Regulations and Water Supply (Water Fittings) (Scotland) Byelaws.
- If the power cable or RCD are damaged in any way, the power must be disconnected until the part is replaced. Contact the retailer or manufacturer.
- The toilet must be fitted in a well-ventilated bathroom.
- The toilet must not be sprayed with liquid, or placed in a position it is likely to be sprayed.
- The toilet must not be installed in a location where it may be subject to high temperatures.
- The toilet must be stored in an upright position before installation.
- Do not over bend or kink the water supply hose as this could cause leaks
- Only use this product for its intended use. Only use attachments recommended by the manufacturer.
- Do not use this product in an outdoor environment.
- This appliance can be used by children below 3 years but require constant observation by an adult in the immediate proximity of the child. This appliance can be used by children aged from 3 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved. Children shall not play with the appliance.
- Cleaning and user maintenance shall not be made by children without supervision.
- Do not climb or stand on the toilet.
- If the product is not working properly, disconnect from the mains and close the water supply valve immediately before contacting the supplier or a qualified professional.
- This is a Class I electrical appliance and must be correctly earthed. Make sure the earth cable is connected first during the electrical connection.
- In case of any damage to the supply cable, you must arrange for a certified and qualified electrician to replace the cable for you.
- This appliance is designed for fixed connection to the power supply. Connecting this appliance to the power supply must be performed by a qualified and authorised electrician.
- Incorrect repairs are dangerous. Repairs must only be carried out by trained and qualified engineers.
- The Supplier and Manufacturer are not responsible for any injury and/or damage caused by incorrect installation, maintenance or operation of the product.
- Do not force the soft close toilet seat down as this may damage the mechanism.
- A defective appliance may cause electric shock. Never switch on a defective appliance. The power must be disconnected before seeking assistance.
- This product is IPX4 rated, and so no part of the installation is allowed to be within bathroom Zones 0 or 1. Installation is permitted within Zone 2 and outside of the bathroom zones as long as it is not in a position where it is likely to be sprayed with water.

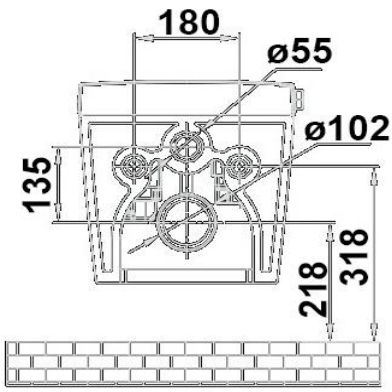
BATHROOM ZONES

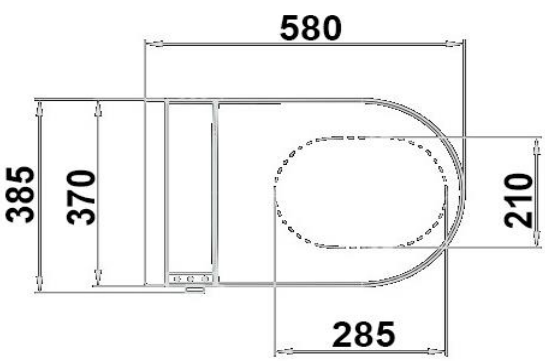


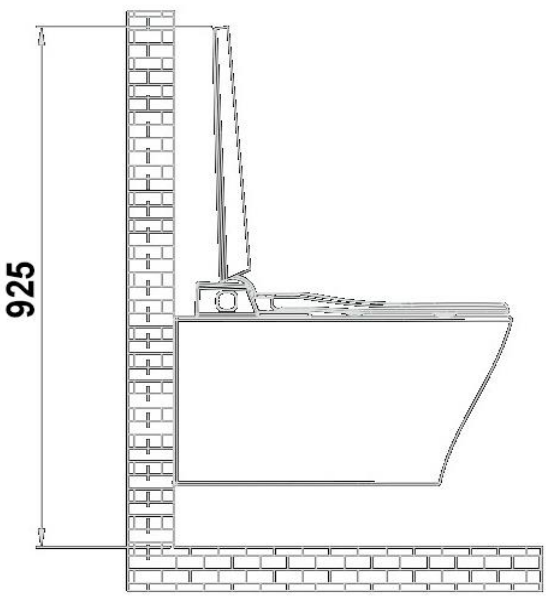
Zone 0:	The interior of the bathtub or shower basin.
Zone 1:	The area around the bathtub or shower basin up to a height of 2.25m above the floor
Zone 2:	The area stretching to 0.6m outside the bath or shower and above the bath or shower if over 2.25m

INSTALLATION DIAGRAMS - PURWHTE451

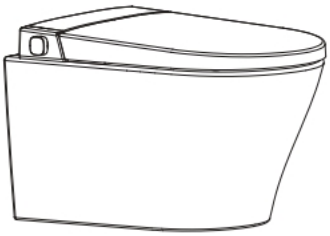








PARTS LIST

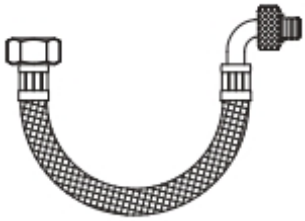


Toilet

Remote
(Batteries not included)

Remote Control Holder

Electrical Cable Coupler

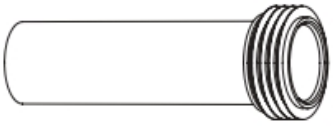


G1/2"-3/3/8"
Flexi Hose

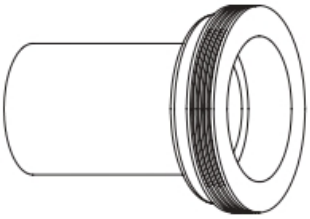
Flow Limiter

Stop Valve

Filter



Flush Pipe and Seal

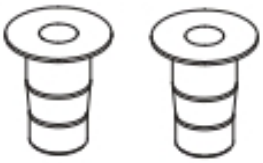


Waste Pipe and Seal

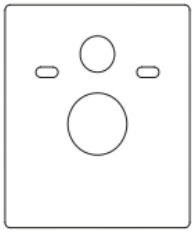
Wall Fixing Rods

Wall Fixing Nuts

Wall Fixing Washers



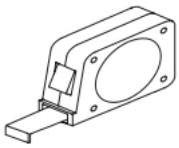
Side Fixing Bolt Sleeve



Wall Cushion

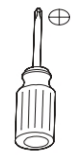
NOTE: Screws and plugs supplied are for masonry only, for any other structure a suitable plug and screw must be used.

TOOLS REQUIRED

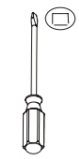


Tape Measure

Pencil



Philips Screwdriver



Flat Head Screwdriver

Knife

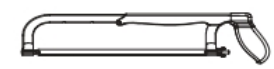
File

Adjustable Wrench

Wire Stripper

Electric drill

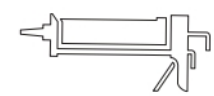
6mm Diameter drilling bit



Hacksaw

Ruler

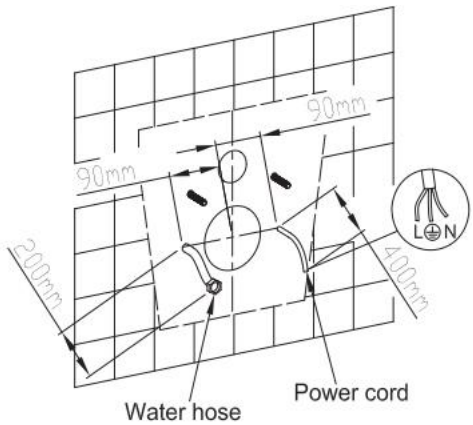
Levelling instrument



Sealant

NOTICE!
The pictures of the instruction are for reference only. Please subject to the actual product.

BEFORE INSTALLATION



Recommended
installation area

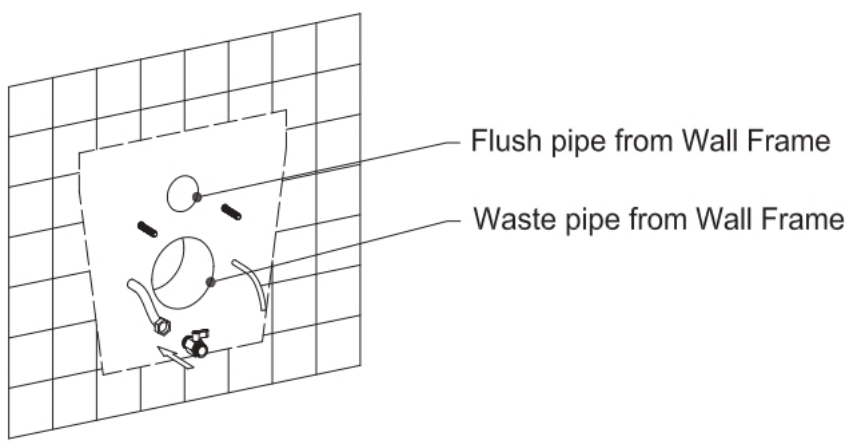
IMPORTANT!
Before commencing installation, the water and electrical supplies should be turned OFF.

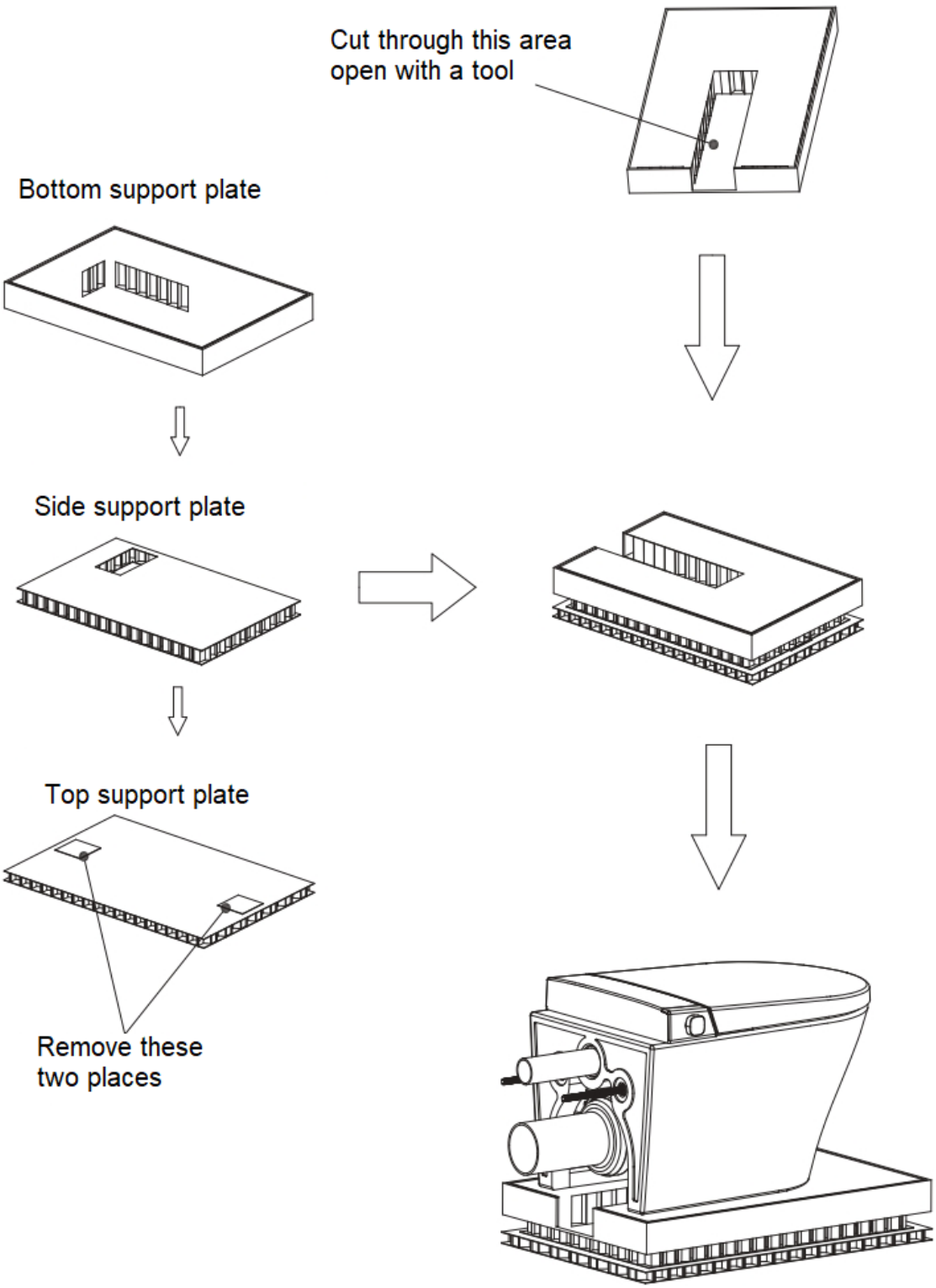
Please note that while a Flush Pipe and Waste Pipe are supplied with your floor-mounted back-to-wall toilet, these may not be required, depending on the cistern to which the toilet is being connected and the position of the soil stack.

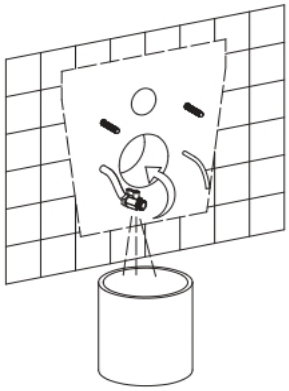
Before attempting installation, ensure that you have all the required tools and fittings for a successful installation.

Prepare the wall with the wall frame fitted, tiled/finished with access holes prepared for the flush pipe and waste pipe.

Prepare the water supply pipe with a 1/2" female connector and electrical 3 core cable (which should be connected to a 13-amp fuse spur or isolation switch outside the bathroom) as per below, allowing for 200mm of the water supply pipe and 400mm of electrical cable to extend beyond the surface against which the toilet will sit, to allow connection to the toilet unit.




Cut through this area
open with a tool
Bottom support plate
Side support plate
Top support plate
Remove these
two places



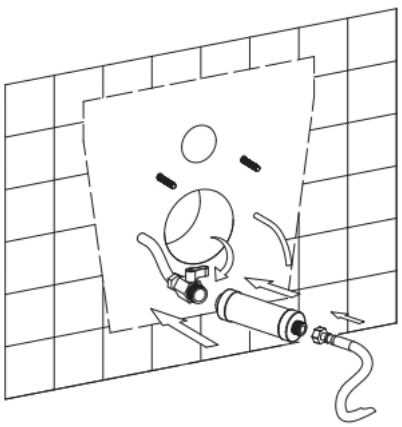
Connect the stop valve to the pipe end, ensuring it fits an adequate seal and tighten it using a spanner.

Once connected and fully tightened, place a bucket under the stop valve, open the stop valve and flush the pipe for at least 10 seconds to remove any debris in the system.

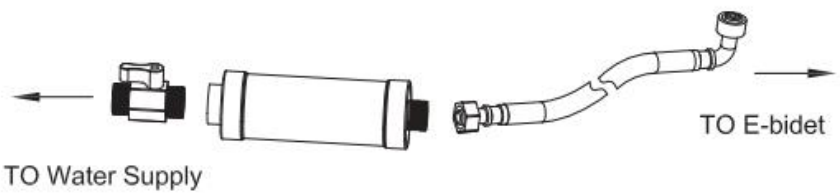
Once flushed through, turn the stop valve to the closed position.

Connect the 1/2" female threaded end of the Filter to the Stop Valve, ensuring it fits the seal provided, and tighten.

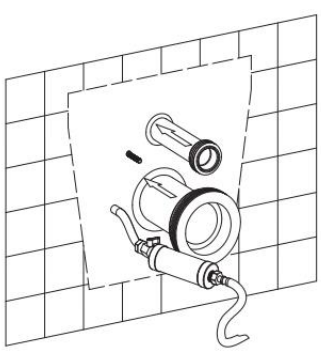
Connect the 1/2”-3/8” Flexi Pipe to the Filter, ensuring it fits the seal provided. Tighten using a spanner, but do not overtighten, as this could crack the plastic body of the Filter.

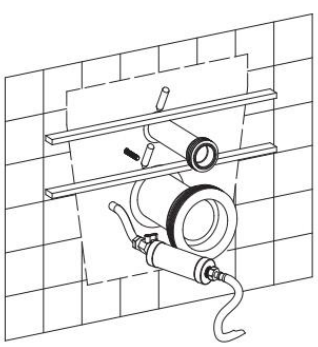


FILTER INSTALLATION

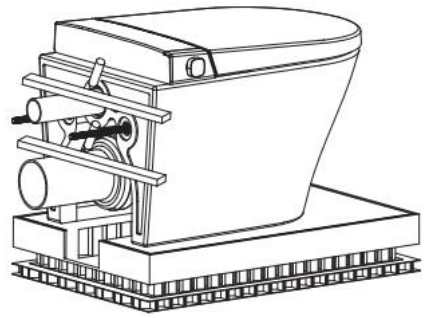


The required water supply pressure is 0.7-7.5 Bar as stated in the instruction manual. Check the water supply when connecting the filter.
To meet the 0.7 bar water supply, there should be 1.5L (3 bottles of water, 500ml) within 60 seconds. Please note that this is after the filter is installed. If this is not met, water flow must be increased.
Push the flush pipe and waste pipe supplied into the wall frame, ensuring these are level and aligned.
Using a ruler, draw a line on the flush and waste pipe, which meets the wall surface.



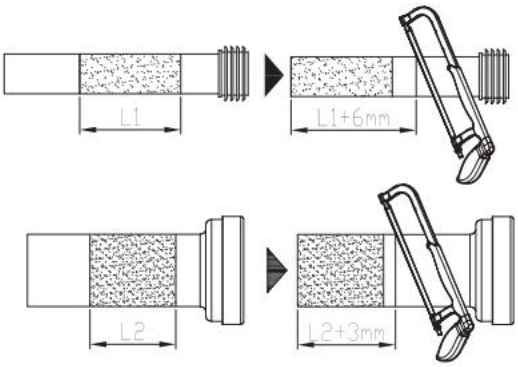


INSTALLATION INSTRUCTIONS



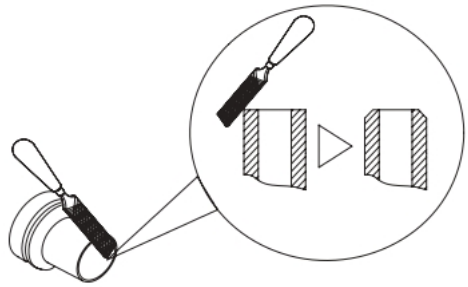
Remove the pipes from the wall and push them fully onto and into the back of the toilet pan. Using a ruler, mark a line level with the back of the pan.

Remove the flush pipe and measure and measure the distance between the two marks, this will be dimension L1.

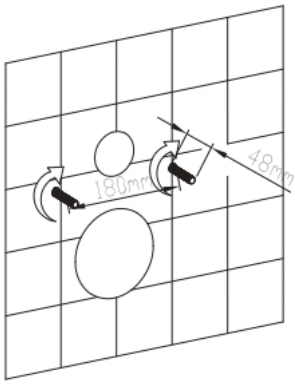


From the end of the flush pipe, measure dimension L1 and then add 6mm, cut at this point, as shown below.

Carry out the same process for the waste pipe, but only add 3mm and cut at this point, as shown below.

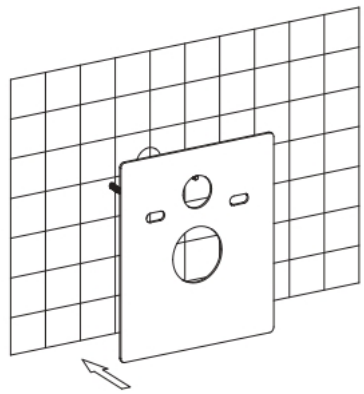


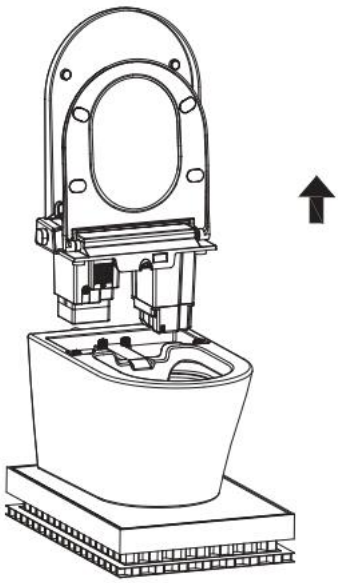
Once cut, using a file, smooth off the pies internally and create a chamfer on the external edge, as shown below.



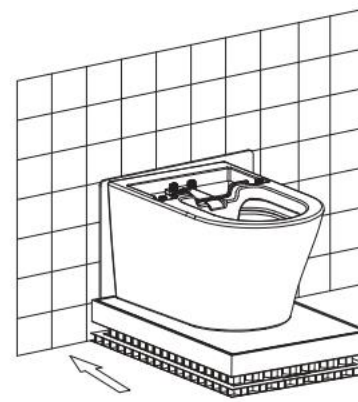
The threaded bolts should be attached to the frame and screwed inwards until 48mm of thread is left exposed, as shown below.

Place the toilet cushion against the wall over the threaded bolts and pipe holes.

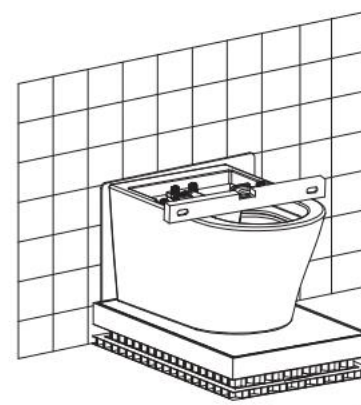




Pull the seat from the toilet pan (do not turn this upside down).

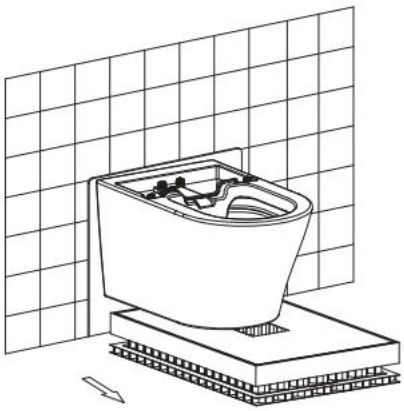


Push the toilet base into position against the wall, ensuring that the waste and flush pipes to the rear engage to create a full seal, and the holes in the back of the pan sit over the threaded bolts on the frame.

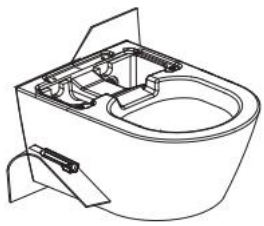


Push the threaded bolt sleeves over the threaded bolts and into the hole in the pan to prevent the metal of the bolt damaged the ceramic, during use.

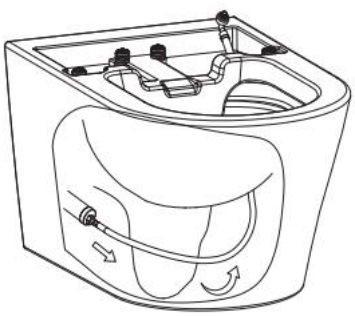
Place the washer onto the threaded bolt, then fit the nut and tighten until the pan is secure.



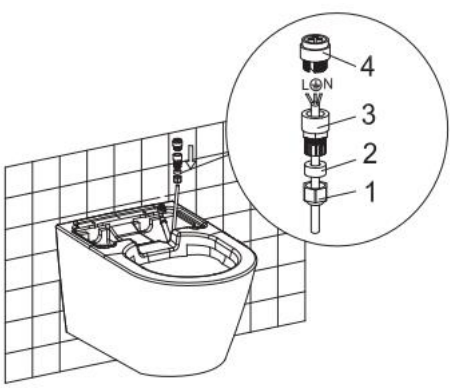
Slide out the support box from underneath the toilet pan only when the pan is secured.



Trim the cushion which is exposed around the edge of the toilet pan by using a sharp knife.



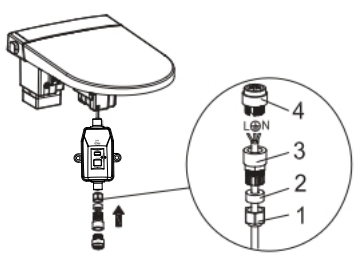
Assemble the flex pipe under the pan, as shown in the figure.

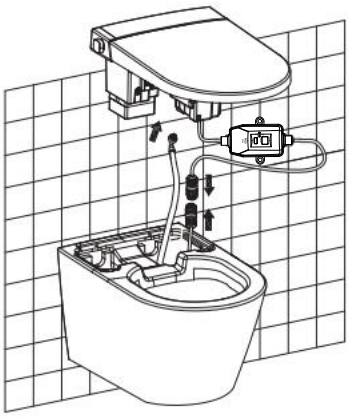


Strip the end of the household cable to expose the wires for connection to the coupler.

When stripped, tidy the ends and connect to the coupler as shown, ensuring the screws are tightened, and the wire ends are fully secured.

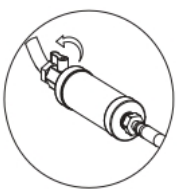
Carry out the same process for the cable attached to the toilet, then connect the coupler sections together.





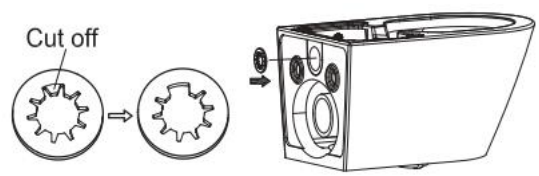
Connect the end of the water supply hose to the bidet. Please push firmly to connect the flex hose to the water inlet end, making sure the hose is fully inserted and secured, then tighten the nut.

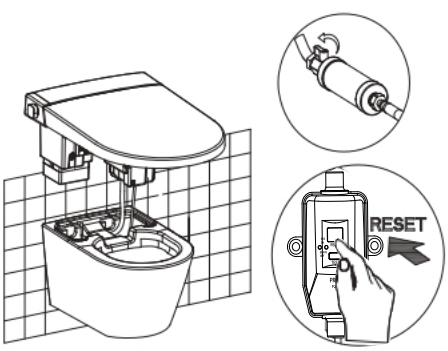
Before installing the bidet on the pan, turn on the water supply, stop valve and the electrical supply.



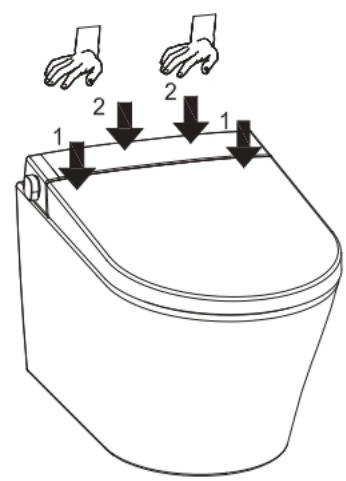
After turning on the water and electrical supply, please check all water connections for leakage and perform the RCD test as per the instructions on the back of the RCD.

If the water volume from the flushing system is too big and water splashes over the rim, a flush rate limiter is necessary. If the flush volume is too small after installing the limiter, please cut off one or more steps of the limiter.

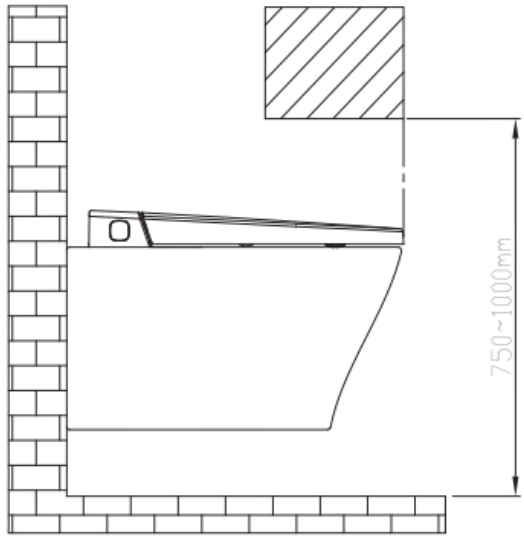


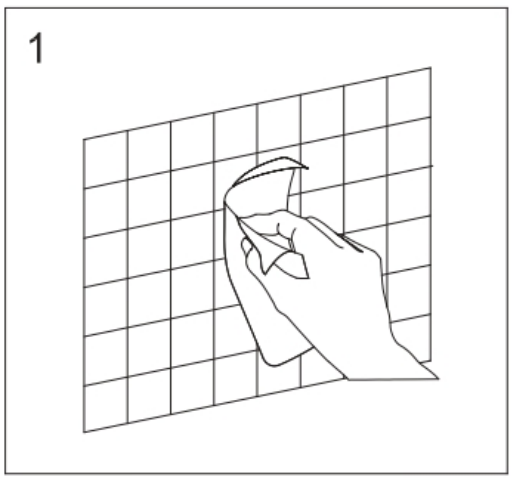


When checks are completed, no leaks are found, and the RCD test is passed, the lid assembly can be re-fitted to the pan. Fit the flex pipe and cables carefully under the pan so as not to trap the pipe or cable or cause any kinks, which will reduce water flow.



Locate the seat onto the pan. Press the front end first and then the back end, as indicated by the arrows.
Please push down in the rear part (not in the middle) to avoid seat crack.


750~1000mm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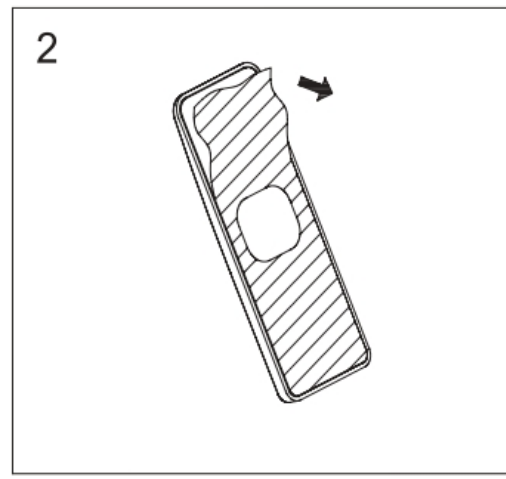
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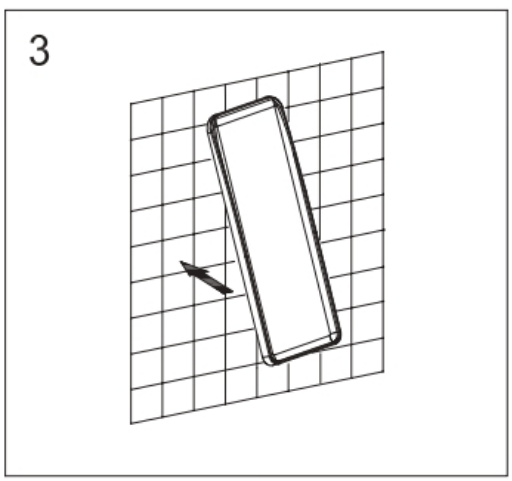
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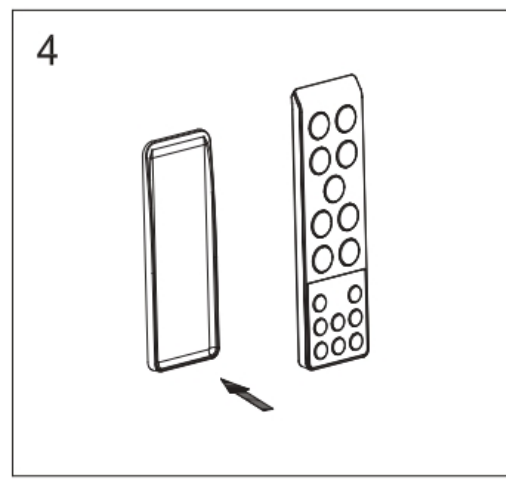
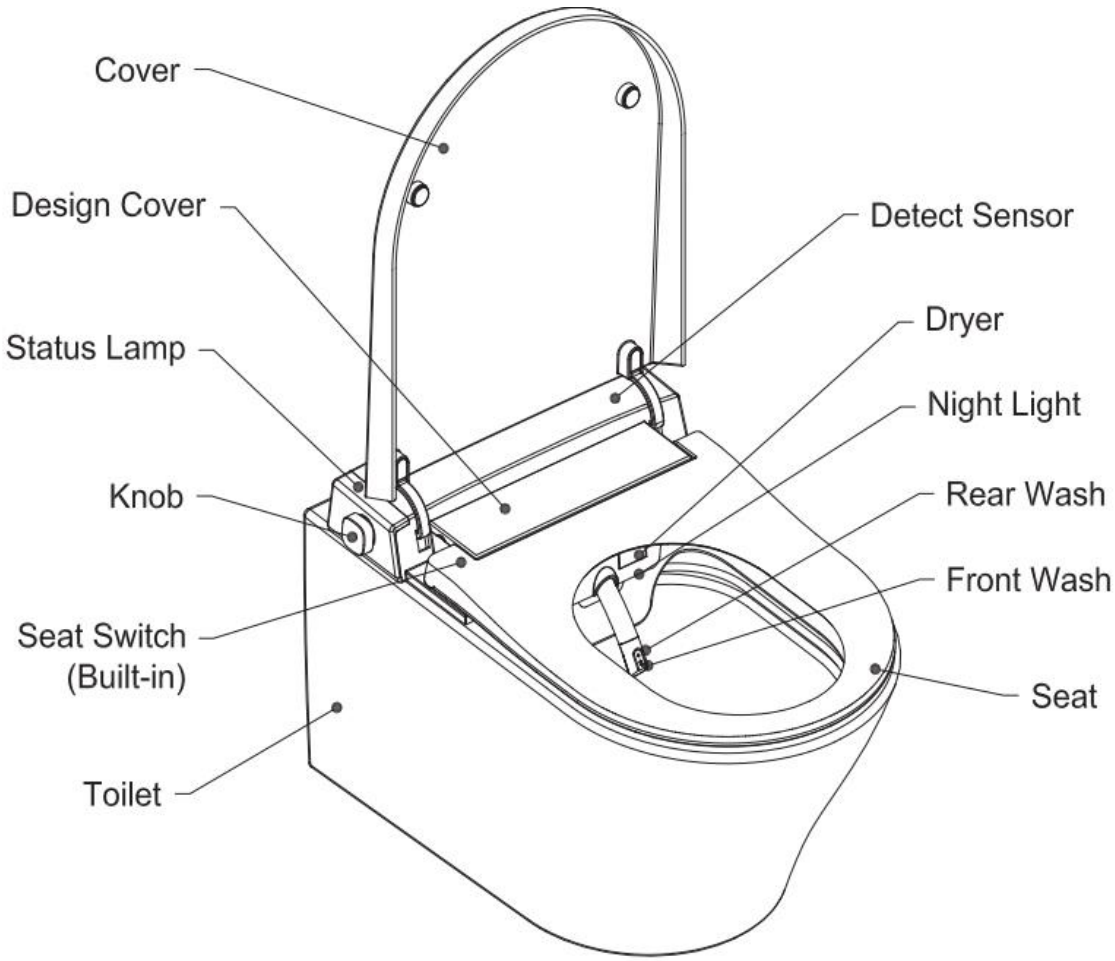
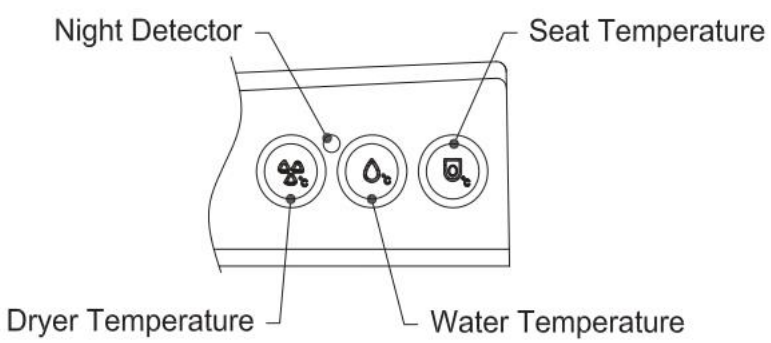

4

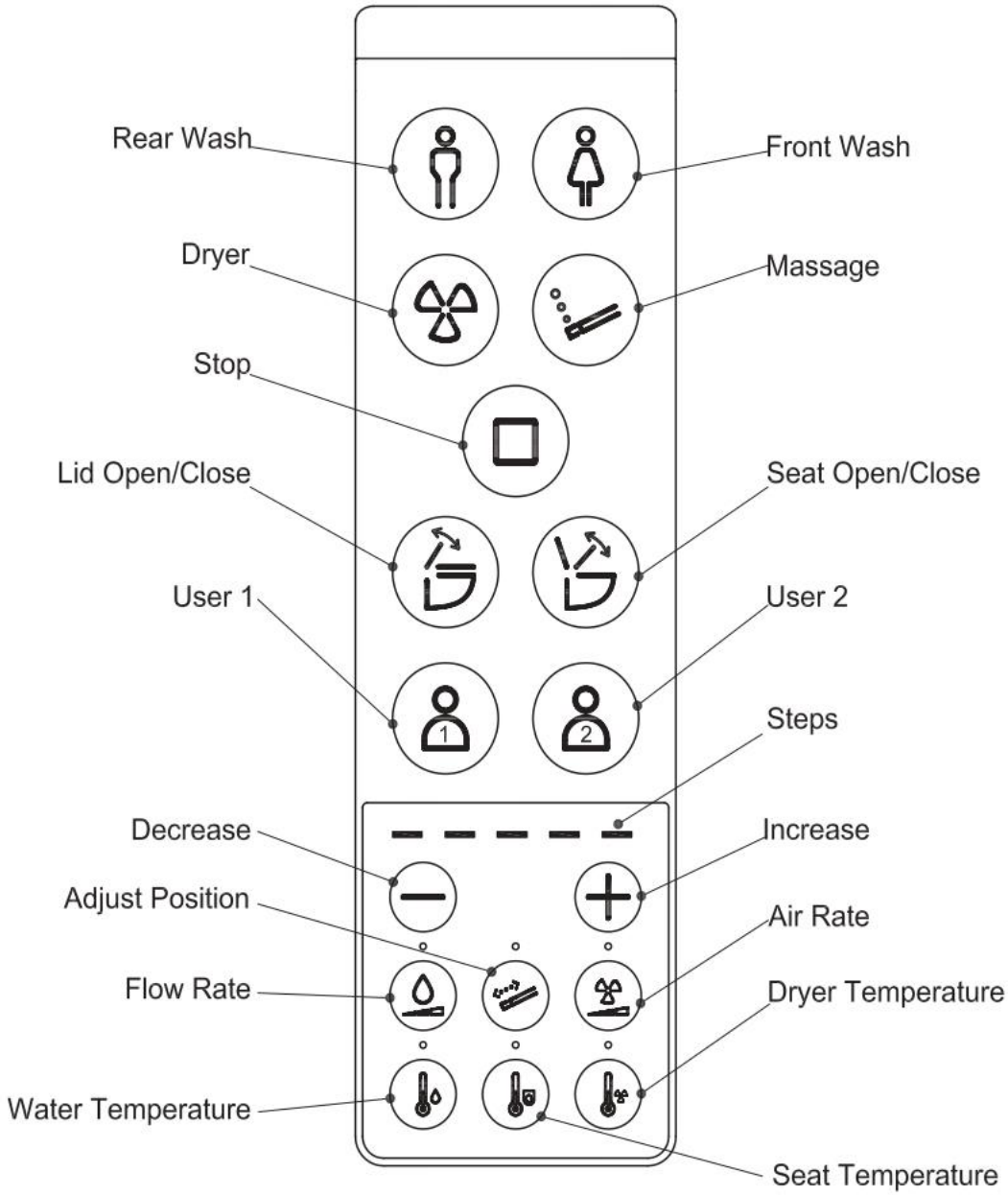
CONFIGURATION





NOTICE!
The pictures of instruction are for reference only. Please subject to the actual product.

REMOTE CONTROL



NOTICE:

1.The remote control requires two batteries. (Type 3V CR2032) Not supplied

2. The following remote-control operation is only for the model with the remote control.

TECHNICAL SPECIFICATION

Model			PURWHTE451
Wash	Rear wash		•
	Front wash		•
	Massage		•
	Adjustable water temperature		OFF/31°C/33°C/35°C/37°C/39°C
	Adjustable flow rate		5 Steps （Default 3rd)
	Average flow rate under lab condition	Rear wash	385mL/min/415mL/min/445mL/min/475mL/min/505mL/min
		Front wash	400mL/min/440mL/min/480mL/min/520mL/min/560mL/min
	Adjustable spray position		5 Steps （Default 5th)
Warm air	Air drying		•
	Adjustable air rate		5 Steps （Default 3rd)
	Adjustable dryer temperature		5 Steps （Default 3rd)
Heated Seat	Heated Seat		•
	Adjustable seat temperature		5 Steps （Default 3rd)
Hygiene	Descaling		•
	Nozzle self cleaning		•
	Nozzle manually cleaning		•
Remote Control			•
Night Light			•
Automatic Washing			•
Open Cover/Seat Automatically			•
Rimless Toilet			•
Installation of the toilet			Wall-hung
Water Supply Connector			G 3/8, G 1/2
Rated Voltage			AC220-240V , 50/60HZ
Power			1170W
Standby power rate			5.7W/h
Length Of Power Cord			1.8m
Water Supply Pressure			0.07~0.75MPa(0.7~ 7.5Bar)
Water Supply Temperature			4~35°C
Ambient Temperature			4~40°C
Protection Degree			IPX4
Wash device	Flow rate		350~650ml/min
	Water temperature		31~39°C
	Wash cycle time		3 Minutes
	Heating model		Tank
	Maximum heater power		1200W
	Safety device		Thermal Cutoff Fuses\Liquid Level Switch\Thermostat
	Backflow prevention		Air Gap of AB type
Dry device	Maximum speed of air		4m/S
	Maximum dryer power		350W
	Dry cycle time		3 Minutes
	Warm air temperature		OFF/35°C/39°C/43°C/47°C/50°C
	Safety device		Thermal Cutoff Fuses\Thermostat
Heated seat	Adjustable seat temperature		OFF/29°C-37°C
	Maximum heater power		50W
	Safety device		Temperature Sensor\Thermal Cutoff Fuses\Thermostat

Remote control	Frequency range	2400-2520 MHz
	Maximum RF output power	0 dBm
	Type of batteries	3V CR2032
	Number of batteries	Two pieces
Operating frequency range		24.05-24.25 GHz
Maximum RF power		14 dBm
Other safety device		Residual Current Devices
Net weight(ceramic pan+electric bidet)		Approx.33Kg
Overall dimension		Approx.580*370*360 mm

The manufacturer reserves the right to change above specifications at any time without notice and without incurring obligations.

Please follow the real if it is different from the nominal in shape, color and accessories.

FUNCTION INTRODUCTION

NOTICE:
The manual is suitable for a full-function model. If the model you bought didn't include some functions, please ignore the corresponding operations.

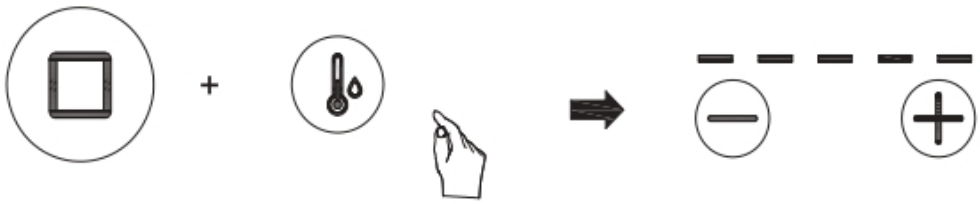
Initialisation

•After the power supply is connected, please wait for about 2-3 minutes to initialize the bidet and don't operate during this period.

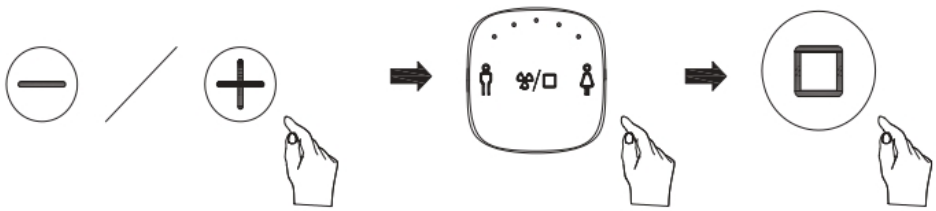
Remote Control Pairing Setting

If installing several shower toilets in the same area, if you want each remote control to control the specified shower toilet, please set as following steps.

1. In the status of unseated, press and hold both "Stop" and "Water Temperature" on the remote control until all five LED lights are on, then release the pressing.



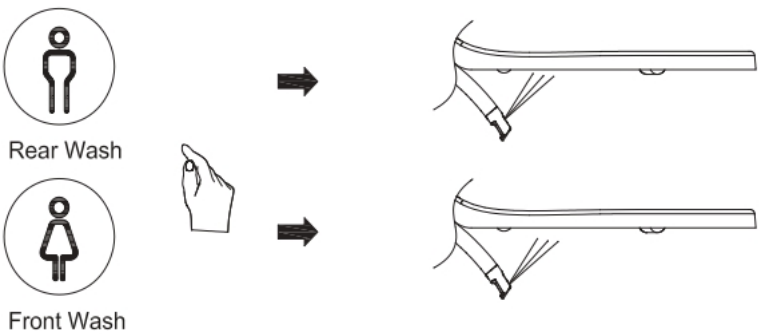
2. Press "+" and "-" to choose different code for each shower toilet. When there is a "beep" sound from the bidet, it means remote control matches the bidet. Press "Stop/Dry" button on the bidet, then press "Stop" on the remote control. When long "beep" sound heard, the setting is finished.



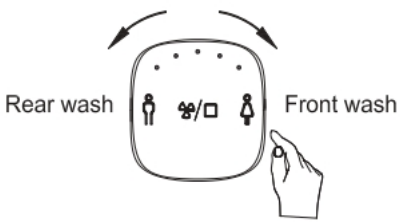
Wash Operation

- Be seated
- Before the wash spray commences, a clean operation will take place and water will run from under the nozzle for a few seconds, then extends and spraying for the wash will commence.

Press the "Wash" button on the remote control then it starts to wash. It will automatically stop after 3 minutes or you can stop washing by pressing the "Stop" button.



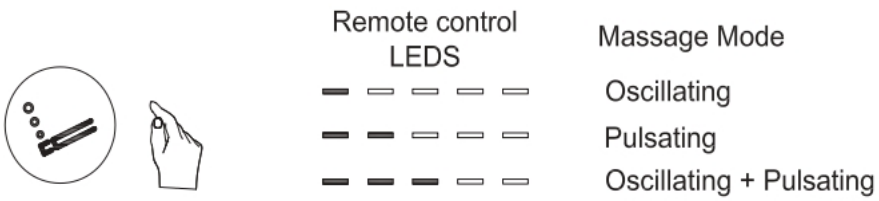
Or you can operate by rotating the knob. Rotate the knob in the clockwise direction to activate "Front wash" and the anticlockwise direction for "Rear wash".



Note: While Rear wash or Front wash, it will wash at the fixed position for about 10 seconds, and movable wash for about 18 seconds, then regain to the fixed position until to the end.

Massage Operation

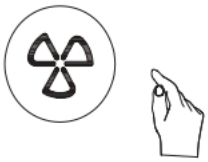
- In the process of Rear or Front washing.
  Press the "Massage" button on the remote control until you chose your desired spray mode.



Dry Operation

- Be seated

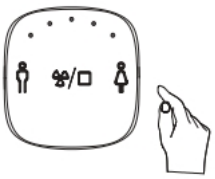
Press the "Dry" button on the remote control to start drying. It will automatically stop after 3 minutes or you can stop drying by pressing the "Stop" button.



OR

- Be seated
- It is not in the process of Rear or Front washing.

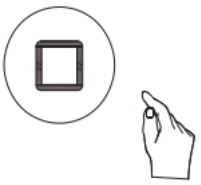
Press the knob then it starts to dry. It will stop drying after 3 minutes or press it again to stop the function.



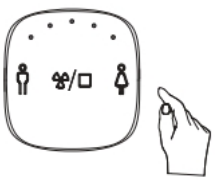
Stop Operation

•In the process of Rear washing, Front washing or drying.

Press the "Stop" button on the remote control it will stop washing or drying.

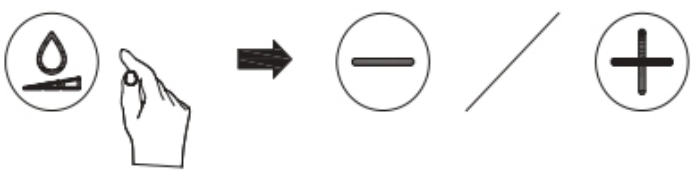


OR
Press the knob it will stop washing or drying.

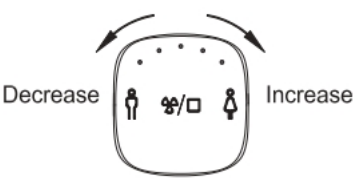


Adjusting water flow

•In the process of Rear or Front washing.
Press the "Adjust flow" button on the remote control, then press the "Decrease" or "Increase" button to adjust the flow rate.



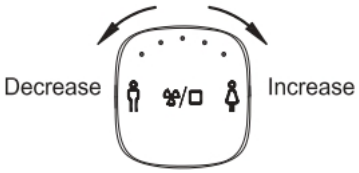
OR
You can operate by rotating the knob. The flow rate will increase in the clockwise direction and decrease in the anticlockwise direction.



Adjusting air flow

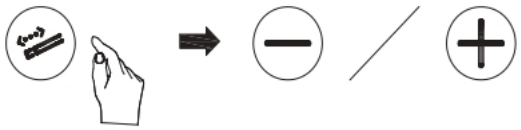
- In the process of drying.
  Press the "Adjust flow" button on the remote control, then press the "Decrease" or "Increase" button to adjust the air rate.

OR
You can operate by rotating the knob. The flow rate will increase in the clockwise direction and decrease in the anticlockwise direction.



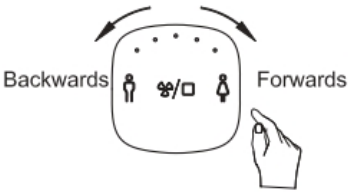
Adjusting the nozzle position

- In the process of Rear or Front washing.
- By default, in the 5th position.
  Press the "Adjust position" button on the remote control, then press the "Decrease" or "Increase"



button to adjust the nozzle position forward or backward.

OR
Press and hold the knob and rotate it. The nozzle position will be forwards in the clockwise direction and be backwards in the anticlockwise direction.

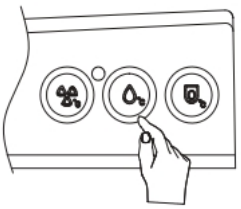


Adjusting water temperature

- In the process of Rear or Front washing.
  Press the "Adjust temperature" button on the remote control, then press the "Decrease" or "Increase" button to adjust the water temperature.

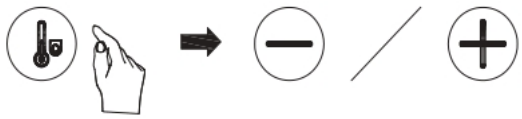
OR

Press the" "button on the side button. Room temperature(no light on) /low temperature(blue) / medium temperature(purple) / high temperature(red)

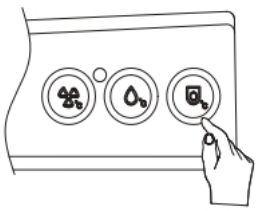


Adjusting seat temperature

Press the "Adjust temperature" button on the remote control, then press the "Decrease" or "Increase" button to adjust the seat temperature.



OR



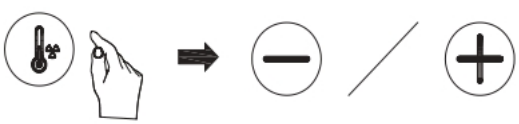
Press the " " button on the side button. Room temperature(no light on) / low temperature(blue) / medium temperature (purple) /high temperature(red)

It will take about 3 minutes to reach the setting seat temperature.

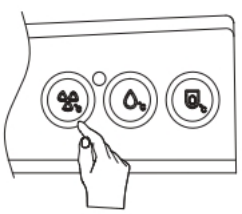
Overheating prevention setting:
When the user sits down for more than 10 minutes, to prevent overheating from the seat, the seat temperature will be kept at the lowest level.

Adjusting air temperature

- In the process of drying.
  Press the "Adjust temperature" button on the remote control, then press the "Decrease" or "Increase" button to adjust the air temperature.



OR



Press the" " button on the side button. Room temperature(no light on) / low temperature(blue) / medium temperature(purple) / high temperature(red).

Lid/Seat Open or Close

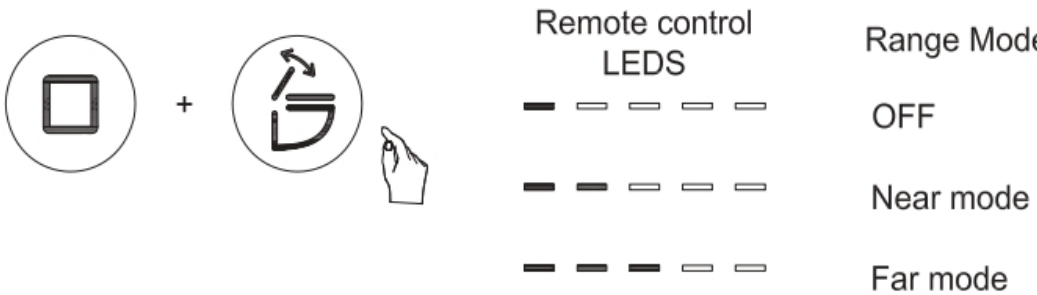
Press the "Lid open/close" button on the remote control to open or close the lid, press the "Seat open/close" button to open or close the seat.

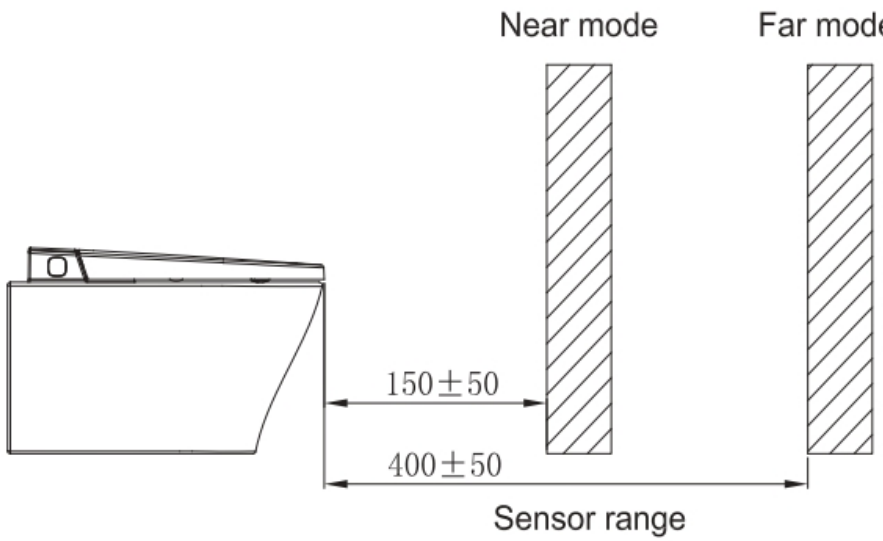
Notes: When seated, this function on the remote control will not respond.

Auto lid opening/closing

Press and hold "Stop" and press "Lid open/close" on the remote control to adjust the different modes of the cover automatic open/close.

- Far mode is set by default.
  Status light on the remote control will indicate current status:
  One light indicates the automatic open/close for the seat is off, two lights indicates near mode and three lights indicates far mode.
  Check no objects are located on top of the lid before the open/close function is used.





For the lid automatic open/close function, the lid will open automatically when the sensor detects person moving within the sensor range; the lid will close automatically after about 60 seconds when the sensor does not detect a person moving within the sensor range.

NOTES:

1. If the user moves slowly, the mode of the automatic open/close for the lid should be set to the near mode. So that the product can more easily sense the user's proximity. If there is still no response, please open or close the lid with the remote control or by hands.

2. The function of auto lid opening/closing works only when "Setting of lid opening/closing "in remote controller is "On".

3. When there is an object moving around the toilet (such as opening and closing doors or fluttering curtain), it may cause the lid to automatically open. (If it is often opened by mistake due to the bathroom environment, the automatic open/close mode can be turned off with remote control).

4. It is forbidden to open or close the cover/seat forcibly. It is forbidden to open or close the cover and seat ring manually in reverse during the operation of the auto close/open function, otherwise it will cause product failure.

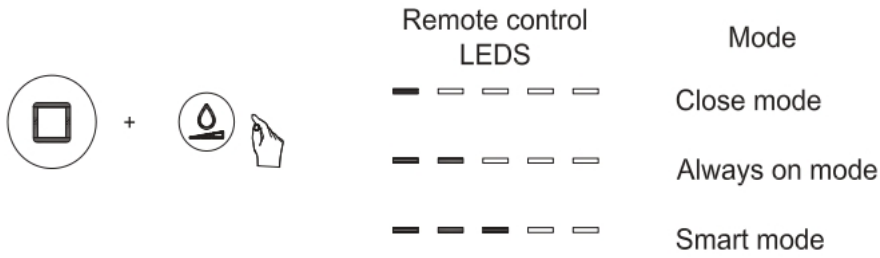
Manual mode

Users can open or close the lid and seat directly by hands. When user intends to open or close the lid and seat under normal condition, the lid/seat will open or close automatically against the trend of motion. User will not need to use force. Once being stopped by any obstacle during motion, the lid or seat will stop moving automatically.

Notes: During automatic open/close of lid and seat, do not use large force when opening/closing the lid or seat.

Light Setting

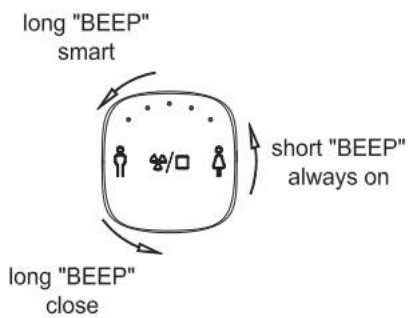
- Smart mode for the night light by default.
  Press and hold "Stop" and repeatedly press "Adjust Flow" on the remote control to change modes



OR

Open the lid and seat, do no sit, then rotate the knob in the anticlockwise direction. The night will change to the different modes just as "close", "always on", "smart".

Situation:
If the current night light mode is always on.
Rotate the knob in the anticlockwise direction for the first time. You will hear a long BEEP and the night light mode is smart.
Rotate the knob in the anticlockwise direction for the second time. You will hear a long BEEP and the night light mode is close.
Rotate the knob in the anticlockwise direction for the third time. You will hear a short BEEP and the night light mode is always on.



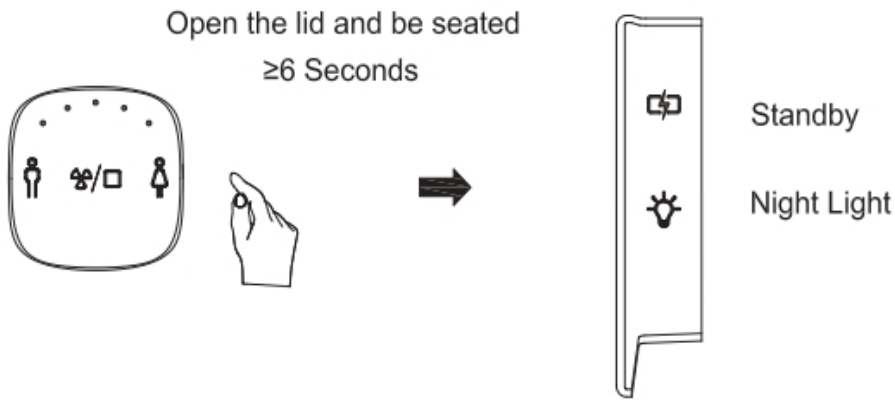
Note: The "smart" mode refers that the night light will light up in a dark environment and light off in a bright environment, if the room is too bright the light will not come on.

Status Lamp Setting

- Always on by default

Open the lid and be seated, without washing and drying, Press and hold the knob for 6S. The status lamp will be off. It will light up again when pressing the knob for 6S.

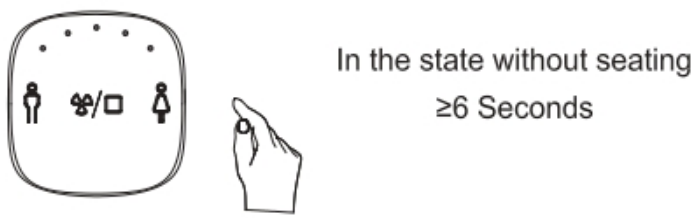
NOTE: When the standby/night light function is turned on, the corresponding status light on the bidet will be on.



Power Standby Setting

- In the state without seating

Press and hold the knob for more than 6 seconds, it will go into power standby mode. Press again the knob for more than 6 seconds to restart it.



Self-cleaning the tank

- Not used for more than 72 hours, when the user operates the washing, it will open the self-cleaning for about 3 minutes. All the buttons are invalid during the self-cleaning and it will return to normal after the self-cleaning.

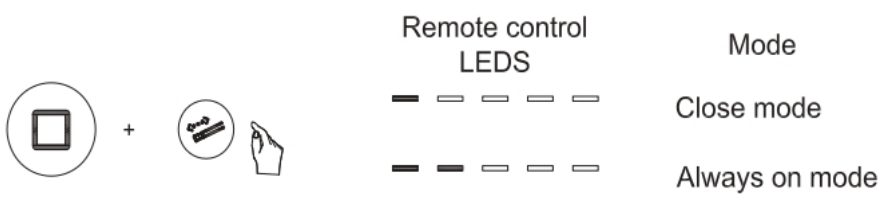
User Setting

1. Save the user setting
   After adjusting the settings of water flow rate, temperature and nozzle position, Press and hold the " User 1" or" User 2" button on the remote control for more than 3 seconds to save the settings to "User 1" or " User 2 ".

2. Retrieve the user settings
   Before washing or drying press the "User 1" or " User 2" button on the remote control, then operate washing or drying. The flow rate, water temperature, nozzle position, and air temperature will be the same as saved.

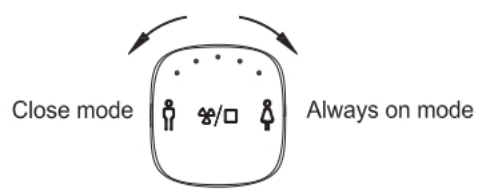
Sound Setting

- The sound is on by default. There is a BEEP when the bidet has received commands or signals.
  Press and hold "Stop" and repeatedly press "Adjust Position" on the remote control to change modes.



OR

Open the lid and seat. Keep pressing the knob then rotate it. The sound is on in the clockwise direction and off in the anticlockwise direction.



Power Saving Mode

The product includes intelligent power saving mode and timed power saving mode.
Intelligent power saving mode: The product will detect the unused state, in this stage the seat temperature will maintain the lowest level.

Timed power saving mode: Set unused time range (6 or 9 hours), in which the seat will not be heated. The bidet will exit the mode automatically after 6 or 9 hours.

Intelligent+ Timed power saving mode: If the two modes are set at the same time, the smart power saving mode could work even not in the timed power saving period.

Press and hold "Seat Temperature" and repeatedly press "Increase" on the remote control to change modes.

Remote control LEDS	Mode
▭ ▭ ▭ ▭ ▭	OFF
▬ ▭ ▭ ▭ ▭	Time:6H
▬ ▬ ▭ ▭ ▭	Time:9H
▬ ▬ ▬ ▭ ▭	Intelligent
▬ ▬ ▬ ▬ ▭	Intelligent +Time:6H
▬ ▬ ▬ ▬ ▬	Intelligent +Time:9H

Note: In power-saving mode, when detect a person in use, the seat will automatically heat to the set temperature.

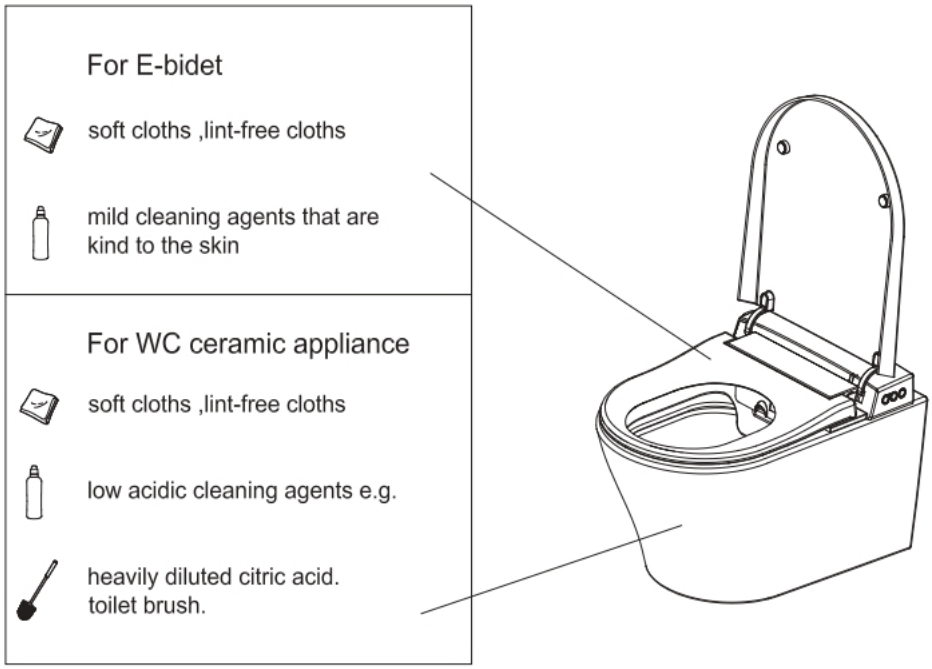
PRODUCT MAINTENANCE

Care and cleaning

- General care and cleaning recommendations.

Maintaining interval	Maintaining activity
Daily	Remove water drops with a soft, lint-free cloth to avoid limescale stains.
Weekly	Clean all surfaces and corners. Clean the spray nozzle if required. See "Nozzle cleaning".
Monthly	Clean the WC ceramic appliance with a low acidic cleaning agent.
Every half year	Replace the filter if required.
Every year	Descal the device. See "Descaling the device".

- Cleaning agents and tools.



Do not use the cleaning agents of strong acid and alkali.
To clean the E-bidet, do not use a hard brush, e.g., toilet brush and nylon brush.
To clean the ceramic appliance ,do not use a metal brush.

Forbidden Damage to the device from aggressive descaling agent.

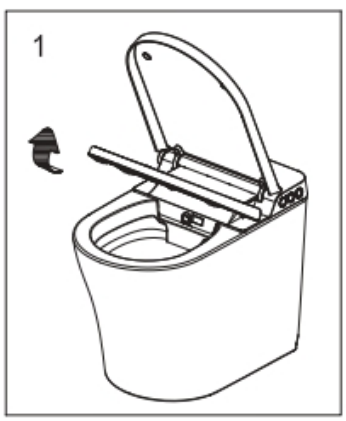
Nozzle cleaning

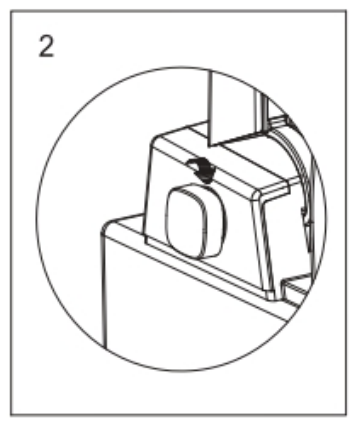
- Automatic: The nozzle will be automatically cleaned before washing and after washing.

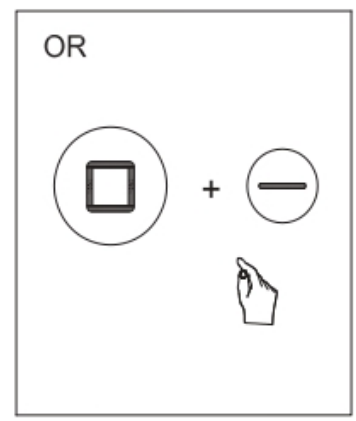
Manual: The operation of manual cleaning is as follows:

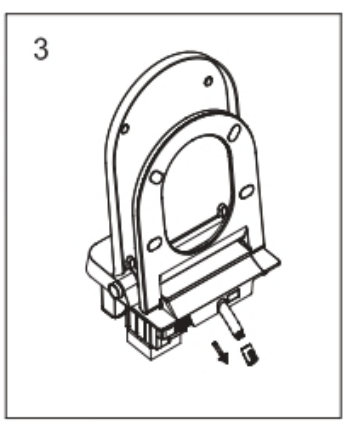
Open the lid and seat then rotate the knob in the clockwise direction. Or press and hold "Stop" and repeatedly press "Decrease" on the remote control.

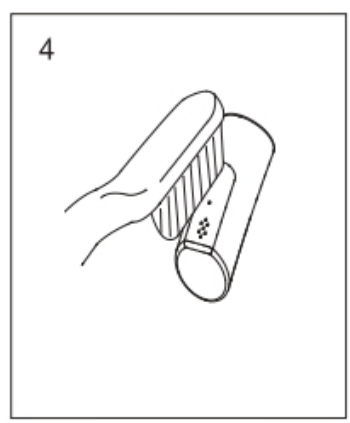
Then the nozzle will extend with cleaning water. It will return after 5 minutes or press the "stop" button.

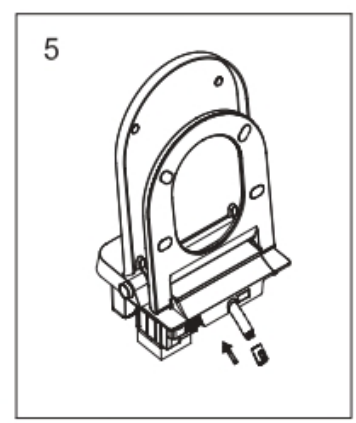










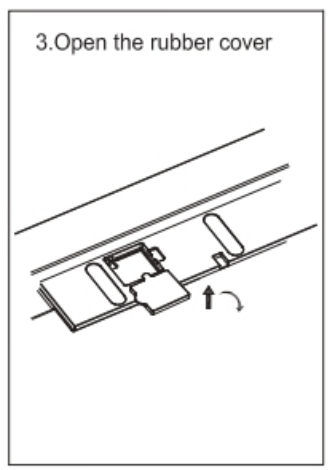


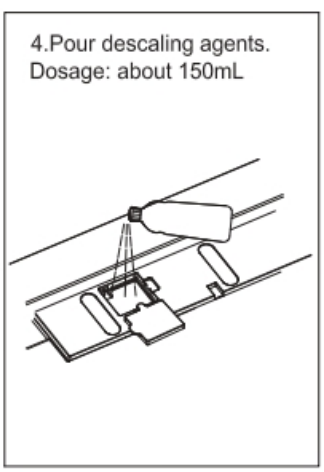
Descaling the device

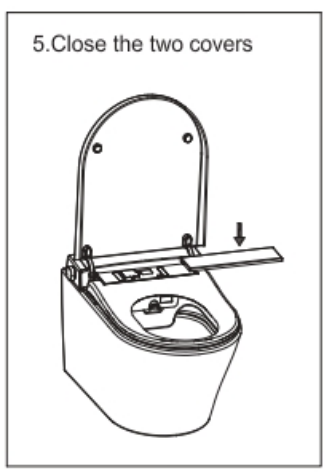
- You will need to descale the device at least once a year, or more often depending on the number of shower cycles and the water quality.
- During the descaling procedure, you can continue to use the toilet without the shower functions.
- The descaling process will last for 30 minutes. During the process, the **LED**
- light will keep flashing blue and the bidet will make a sound. After descaling, the LED light will return to its original state.
- Do not use descaling agents which can foam.

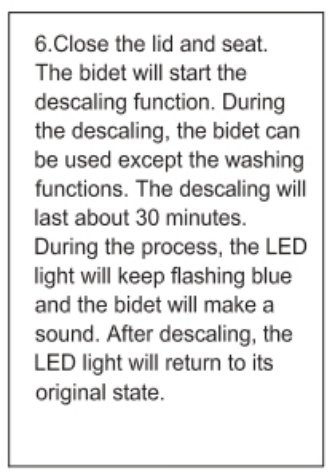
NOTICE

Damage to human body and the device from aggressive descaling agents.





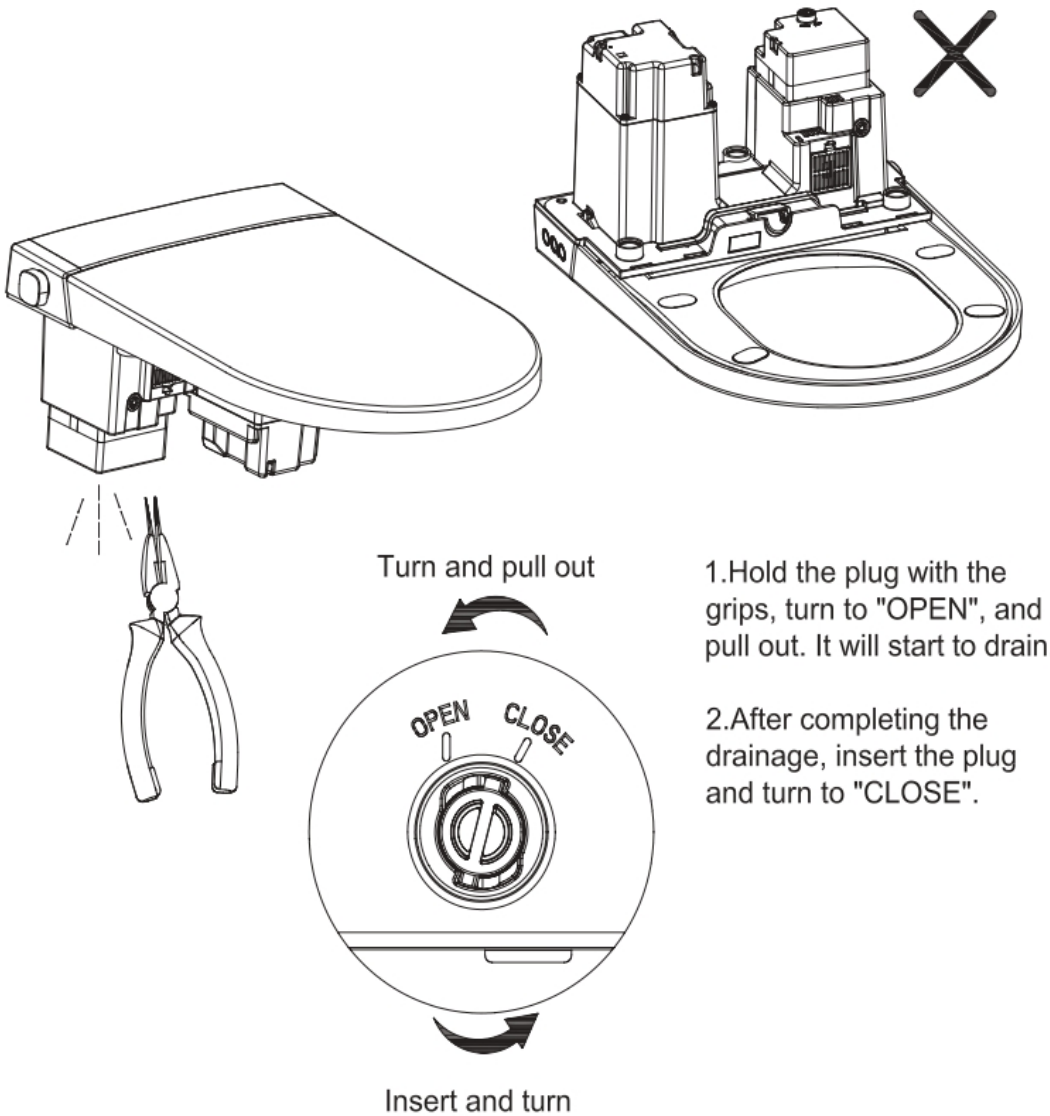




Drain the water tank

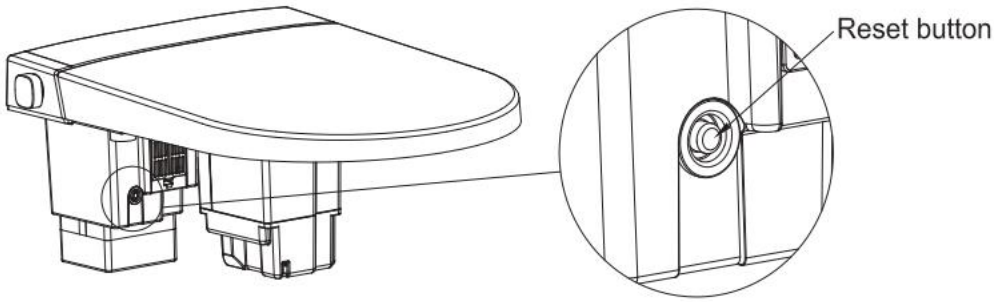
DANGER

- The water and power must be cut before you disassemble the E-Bidet.
- Do not invert or tilt it before you finish draining the water tank.
- Once re-fitted ensure to turn on the water supply and allow the tank to fill before operating any washing functions.



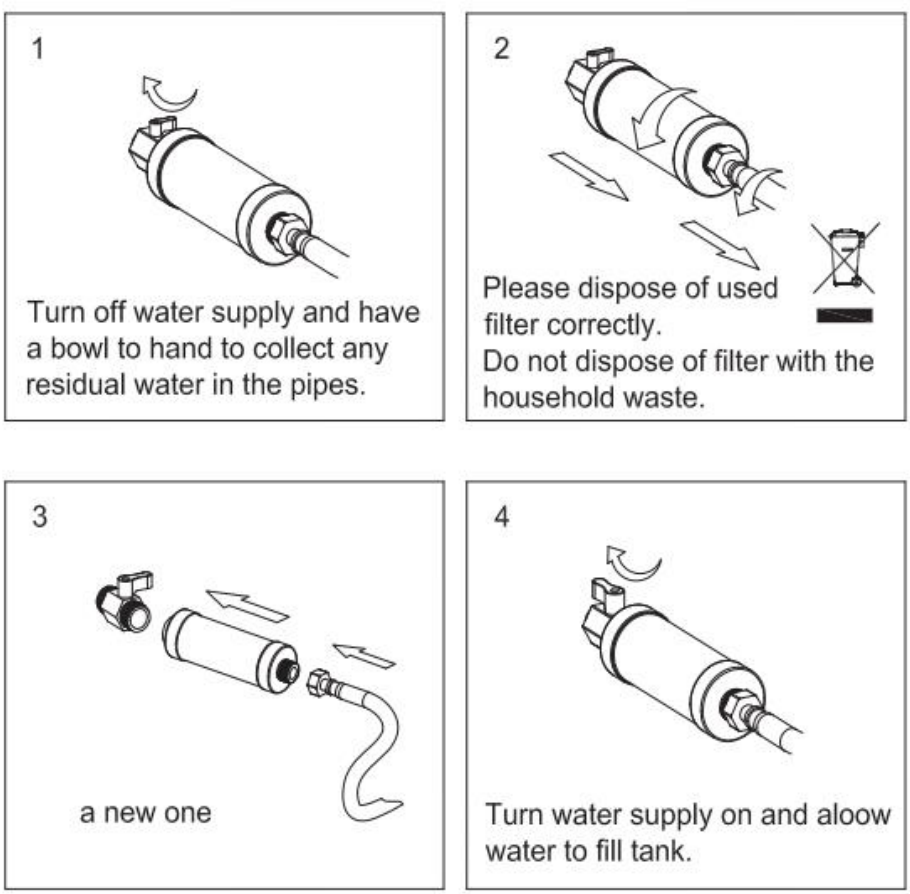
Resetting the thermostat

•If the appliance needs to be reset (see troubleshooting) press the side reset button.



Replacing the filter

- The filter has a service life of approximately 6 months depending on the type of water used. The filter should be replaced when the wash flow pressure is low.

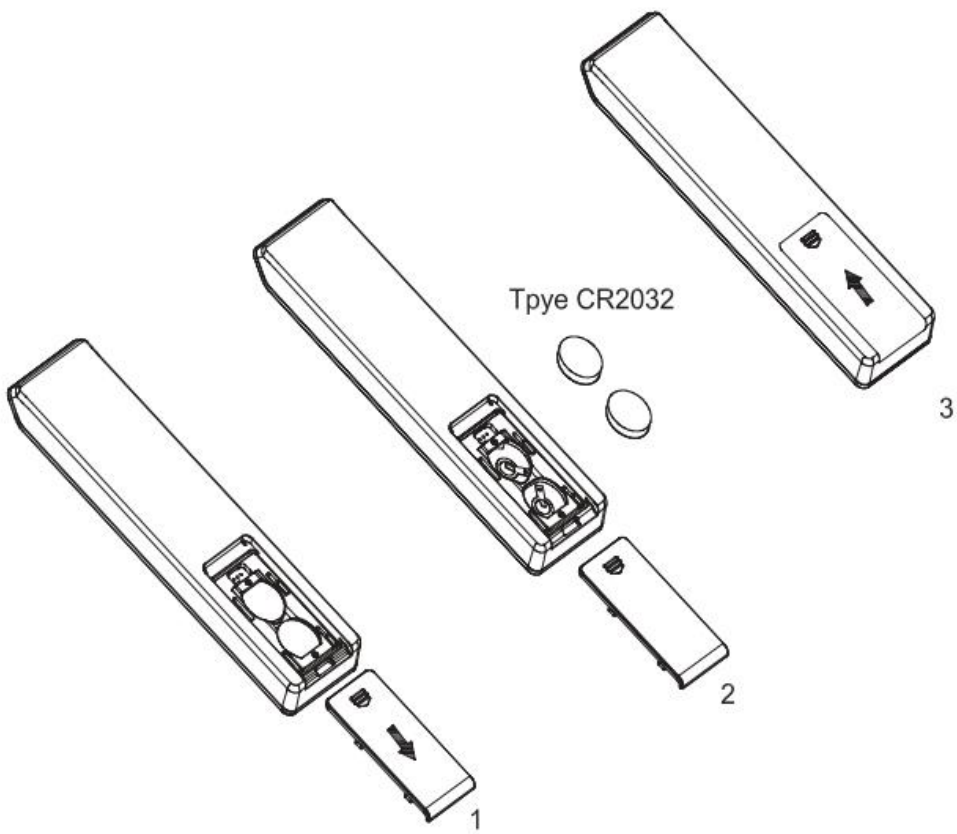


Replacing the batteries

The remote control requires two batteries (type 3V CR2032).
•When the user lights flash continuously, please replace the batteries in time.

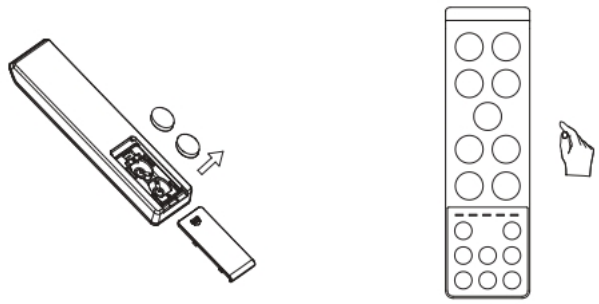
NOTICE

1. Non-rechargeable batteries are not to be recharged.
2. Rechargeable batteries are to be removed from the appliance before being charged.
3. Different types of batteries or new and used batteries are not to be mixed.
4. Batteries are to be inserted with the correct polarity.
5. The exhausted batteries are to be removed from the appliance and safely disposed of
6. If the appliance is to be stored unused for a long period, the batteries should be removed.
7. The supply terminals are not to be short-circuited.

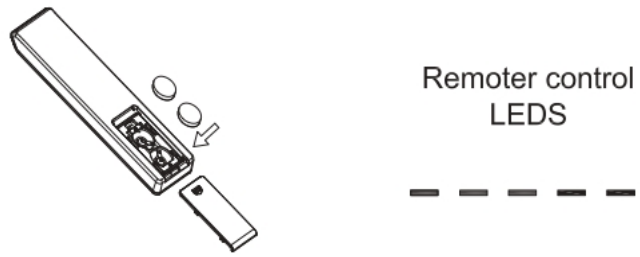


Factory data reset

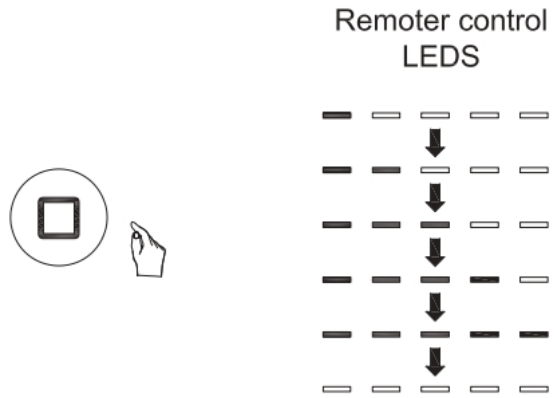
1. Take out the battery and press any button to consume the remaining power of the remote control.



2. Reinstall the battery. After the battery be installed, all 5 indicator lights of the remote control will be on.



3. Press "stop" button of the remote control until indicator lights up and then off successively.



4. There is "beep" sound from the bidet, which means complete factory data resetting process.

- Batteries cannot be inverted.
- Please complete the operation within 15s after reinstalling the battery, during the process press any button of the remote control to exit "factory reset".

NOTICE

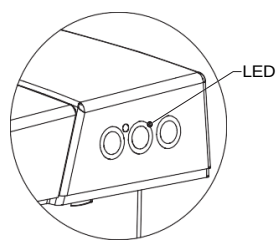
TROUBLESHOOTING

Problem	Potential cause	Suggested action
The Washing function not working	1.The power supply may not be opened.	Please turn on the power.
	2.The water supply may not be opened.	Please open the inlet water valve, or check if there is a water outage.
	3.The filter may be blocked.	Please replace a new filter. It has a service life of approx.6 months.
	4.Maybe not in the seating state.	Please sit on the seat and adjust sitting position.
	5.Maybe the lid is closed.	Please open the lid and sit on the seat.
	6.Maybe it is not used for more than 72 hours.	Not used for more than 72 hours, when the user operates the washing, it will open the self-cleaning for about 3 minutes. All the buttons are invalid during the self-cleaning and it will return to normal after the self-cleaning.
The nozzle goes back suddenly	1.The washing cycle is 3 minutes. The nozzle will stop spraying after 3 minutes, and then go back.	This is normal, Re-press the "Wash" button if further washing is required.
	2.There may be some problems of water supply.	Please check if there is a water outage.
	3.Maybe User not properly seated.	Please adjust your sitting position.
	4.Maybe the lid is closed.	Do not put down the lid when it is washing.
Low water flow rate	1.Water setting on low flow.	Please increase the flow rate as per "adjusting water flow rate" of operating instructions. (See page 22)
	2.The water supply pressure may be too low.	Check and ensure the water supply pressure is 2:Q.07(dynamic pressure)Mpa.
	3.The filter may be blocked.	Please replace a new filter. (See page 35)
	4.The nozzle may be blocked.	Please replace a new nozzle. (See page 32)
Low water temperature	1.The water temperature may be set at low grades.	Please set the water temperature at high as per "adjusting temperature" of operating instructions. (See page 21)
	2.Maybe the temperature of water supply is too low.	Please set the water temperature at high grade as per "adjusting temperature", or decrease the flow rate as per ""adjusting water flow rate" of operating instructions. (See page 20 and 21)
	3.Thermostat needs to be reset.	Reset thermostat.
The nozzle comes out slowly	When start washing function, the nozzle will be self-cleaning before coming out.	This is normal
The water flows out but the nozzle do not come out	1.When start washing function, the nozzle will be self-cleaning before coming out. When the washing is over, also have this feature.	This is normal
	2.Maybe it is not used for more than 72 hours.	This is normal. Not used for more than 72 hours, when the user operates the washing, it will open the self-cleaning for about 3 minutes.
The dryer can not work	1.Power supply may not be on.	Please turn on the power.
	2.Maybe not in the seating state.	Please sit on the seat and adjust sitting position.
	3.Maybe the lid is closed.	Please open the lid and sit on the seat.
	4.Maybe it is not used for more than 72 hours.	Not used for more than 72 hours, when the user operates the washing, it will open the self-cleaning for about 3 minutes. All the buttons are invalid during the self-cleaning and it will return to normal after the self-cleaning.
Low air temperature	1.The air temperature may be set at low grades.	Please set the air temperature at high as per "adjusting temperature" of operating instructions. (See page 24)
	2.The air heater is faulty.	Please contact local distributor.
Night light is always *off*	1.Maybe in the bright environment.	When the night light is set at smart mode. The night light will not work when in the bright environment.
	2.The night light function may be closed.	Please open the night light function and adjust the night light mode as per "Light Setting" of operating instructions. (See page 27)
Night light is always on	1.Maybe in the dark environment.	When the night light is set at smart mode, the night light will be always on when in the dark environment.
	2.Something may be covered around the knob.	Remove obstructions.
	3.The night light may be set at always on mode.	Please adjust the night light mode as per "Light Setting" of operating instructions. (See page 27)
The nozzle goes back automatically when manual cleaning	1.The nozzle goes back after washing 5 minutes.	This is normal.
	2.Maybe press the "stop" button.	The manual cleaning will be stopped if press the knob or press the "stop" button on the remote control.
	3.Maybe the seated sensor detects that the seat is closing.	Please do not put down the seat during the manual cleaning.
The remote control is not functioning	1.Maybe there are not batteries in the remote control.	Please install the correct batteries in the remote control. (See page 36)
	2.Maybe the battery power is too low.	When the battery power is too low the LED of grade will flash. Please replace the battery. (See page 36)
	3.Maybe the code of the bidet and remote control is not the same.	Please set the code of the remote control to the correct one. (See page 20)
There are BEEP sounds when the bidet is working	There is a short BEEP when you are sitting down, and a long BEEP when you leave. Also, there is a short BEEP when the bidet has received commands.	This is normal. You can turn off the sound. (See page 29)
The bidet cannot work normally	Maybe there is something abnormal	Please shut off the power and turn on after 1 minute. If the bidet still cannot work, please contact local distributor.
The light around the knob flash twice with constantly BEEP	The washer water temperature from the seat may be too high, due to a blockage in the water supply pipes or filter, reducing the water fill into the tank.	Please Turn off the power supply and water supply, check for blockages and then restart the product one minute later. If the product still does not work, stop using the product and contact a local distributor.
The light around the knob keep flashing	There may be something wrong with the product	Please check if the electric power and water supply are normal, cut off the power and restart the product. If the bidet still cannot work, please contact local distributor.
Cover/seat can't open/ close properly	Bug of software	Please reset factory data, as per instruction on page 37.

LED Fault Indication

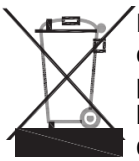
Fault Indication	Fault
LED: 1 flash NO Beep	1.Heating element switch faulty
LED: 2 flash Continuous Beep	2.outlet water temperature above 45 °C Continuous Beeping until temperature drops to 45 °C
LED: 3 flash Continuous Beep	3.Dryer temperature above 55 °C Continuous Beeping until temperature drops to 45 °C
LED: 4 flash Continuous Beep	4.Seat temperature above 55 °C Continuous Beeping until temperature drops to 45 °C
LED: 5 flash NO Beep	5.Level sensor failure or no water in tank
LED: 6 flash NO Beep	6.Tank refill too slow
LED: 7 flash NO Beep	7.Tank drain too slow
LED: 8 flash NO Beep	8.Water outlet thermistor faulty
LED: 8 flash NO Beep	9.Dryer thermistor faulty
LED: 8 flash NO Beep	10.Seat thermistor faulty
LED: 9 flash **NO** Beep	11.Communication faulty

Fault lighting on LED panel - Illuminated red and flashes approximately once per second
Normal lighting on LED panel - Illuminated purple/ blue/ red flashes then remains on for 20 seconds and repeats



If you should encounter an issue with operation/function of your product please contact BID Customer Service.
To assist in the resolution, we will require your Serial number, a video of the issue, including operation of the remote or dial, position of the seat, video of the side control and sound to indicate any beeps which occur, this will give a full picture of the operation to help determine the best resolution or guidance.

WEEE SUPPORT



Recycling facilities are now available for all customers at which you can deposit your old electrical products. Customers will be able to take any old electrical equipment to participating sites run by their local councils. Please remember that this equipment will be further handled during the recycling process, so please be considerate when depositing your equipment. Please contact the local council for details of your local household waste recycling centers.

At the time of printing the product contains no substances listed within Annex XIV of the Reach Regulations (EC) 1907/2006. In accordance with Article 59 of the same regulation the following substances are contained within the product at permitted levels: Lead & Cadmium.

As a responsible manufacturer the regulations are monitored to ensure continued compliance. Further information can be provided upon request.

UK SUPPORT

Call: 0871 244 0935

Office hours: 9AM - 5PM Monday to Friday

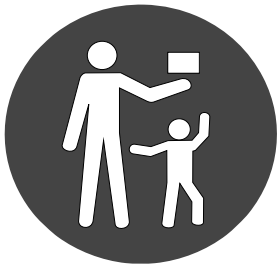
www.BetterBathrooms.com

Unit 2A, Trident Business Park,

Neptune way, Leeds Road,

Huddersfield, HD2 1UA

BATTERY WARNINGS

	BATTERY WARNING	
	KEEP OUT OF REACH OF CHILDREN Swallowing can lead to chemical burns, perforation of soft tissue, and death. Severe burns can occur within 2 hours of ingestion. Seek medical attention immediately.	

If the battery compartment (if applicable) does not close securely, stop using the product and keep it away from children.

If you think batteries might have been swallowed, or placed inside any part of the body, seek immediate medical attention

THERE MAY BE NO OBVIOUS SYMPTOMS OF BATTERY INGESTION

Unfortunately, it is not obvious when a button or coin battery is stuck in a child's oesophagus (food pipe). There are no specific symptoms associated with this. The child might:

- Cough, gag or drool a lot;
- Appear to have a stomach upset or a virus;
- Be sick;
- Point to their throat or stomach;
- Have a pain in their abdomen, chest or throat;
- Be tired or lethargic;
- Be quieter or more clingy than usual or otherwise "not themselves";
- Lose their appetite or have a reduced appetite; and
- Not want to eat solid food / be unable to eat solid food.

These sorts of symptoms vary or fluctuate, with the pain increasing and then subsiding.

A specific symptom to button and coin battery ingestion is vomiting fresh (bright red) blood. If the child does this seek immediate medical help.

The lack of clear symptoms is why it is important to be vigilant with "flat" or spare button or coin batteries in the home and the products that contain them.

EU DECLARATION OF CONFORMITY

Company Name:	Buy It Direct	Buy It Direct
Postal Address:	Trident Business Park Leeds Road	The Black Church St Mary's Place Dublin 7
Postcode:	HD21UA	
Telephone Number:	0330 390 3062	01 255 2070
E-mail Address:	Compliance@BuyltDirect.co.uk	

This declaration of conformity is issued under our sole responsibility and belongs to the following product:

Type of Product: Intelligent Toilet
Model Number: PURWHTE451

Brand: Better Bathrooms
Object of Declaration: PURWHTE451 Intelligent Toilet

The object of the declaration described above is in conformity with the relevant Union harmonisation legislation:
Radio equipment Directive 2014/53/EU RoHS 2011/65/EU

Relevant harmonised standards used or other technical specifications in relation to which conformity is declared:

RED	EN 60335-1:2012+A15	EN 62233:2008
	EN 60335-2-84:2021+A11	
	EN 55014-1:2021	EN 61000-3-2:2019+A1
	EN 55014-2:2021	EN 61000-3-3:2013+A2
	EN 301 489-1 V2.2.3:2019	EN 301 489-3 V2.1.1:2019
	EN 55032:2015	EN 300 440 V2.1.1:2017
RoHS	Inc Amendment 2015/863	

Authorised Signature

Richard Leach
Compliance and Quality Manager

21st March 2025

UK DECLARATION OF CONFORMITY

Company Name: Postal Address:	Buy It Direct Trident Business Park, Leeds Road,
Postcode	HD21UA
Telephone Number	0871 620 1057
E-mail Address	Compliance@BuyltDirect.co.uk

This declaration of conformity is issued under our sole responsibility and belongs to the following product:

Type of Product:	Intelligent Toilet
Model Number:	PURWHTE451
Brand:	Better Bathrooms
Object of Declaration:	PURWHTE451 Intelligent Toilet

The object of the declaration described above is in conformity with the relevant designated standards:
The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012
The Radio Equipment Regulations 2017

Relevant harmonised standards used or other technical specifications in relation to which conformity is declared:

RED	EN 60335-1:2012+A15	EN 62233:2008
	EN 60335-2-84:2021+A11	
	EN 55014-1:2021	EN 61000-3-2:2019+A1
	EN 55014-2:2021	EN 61000-3-3:2013+A2
	EN 301 489-1 V2.2.3:2019	EN 301 489-3 V2.1.1:2019
	EN 55032:2015	EN 300 440 V2.1.1:2017
RoHS	Inc Amendment 2015/863	

Authorised Signature

Richard Leach
Compliance and Quality Manager
21st March 2025

DECLARATION OF PERFORMANCE

DOP BB-34-24911/26880

UKCA
Company Name: Buy It Direct
Postal Address: Unit 2A, Trident Business Park, Neptune Way, Leeds Road, Huddersfield
Postcode: HD2 1UA

CE
Company Name: Buy It Direct
Postal Address: The Black Church, St Mary's Place
Postcode: Dublin 7

E-mail Address Compliance@BuyItDirect.co.uk

This declaration of performance is issued under our sole responsibility and belongs to the following product:

Type of product:	Intelligent toilet
Model Number:	PURWHTE451
Brand:	Better Bathrooms
Object of Declaration	PURWHTE451 Intelligent Toilet

The object of the declaration described above is in conformity with the relevant Union harmonisation legislation:

We hereby declare that the products named above have been designed, are produced and have been tested to comply with:

Union Harmonisation Legislation and relevant harmonised standards Regulation (EU) 2024/3110
Designated standards and relevant UK Statutory Instruments and Regulation Construction Products (Amendment) Regulations 2022 - SI 2022/712
BS EN997:2012+A1:2015

Personal Hygiene
AVCP System 4

Essential Characteristics	
CL 1 -6A – Class 1 product/ Flushing cistern	PASS
WL – Water Tightness / Leak Tightness	PASS
BP – Back Flow Prevention	PASS
CA - Cleanability	PASS
LR – Load Resistance	PASS
DA – Durability	PASS

Craig Watson

Technical Manager

17th September 2025

V20250708E