

MULTICLEAN M4 / IN-WASH

A804053S0R

A804054S09

USER MANUAL

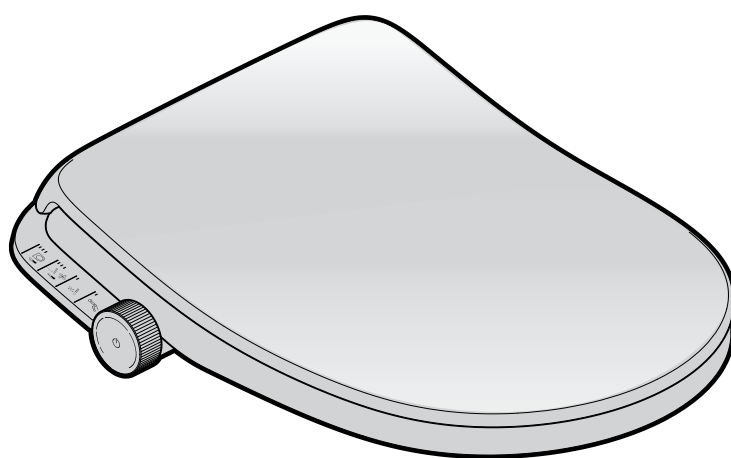
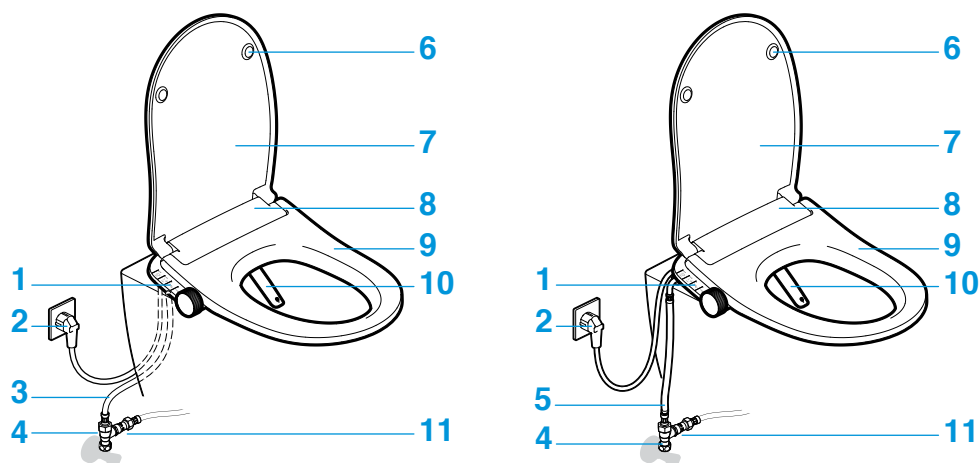


Fig. 1

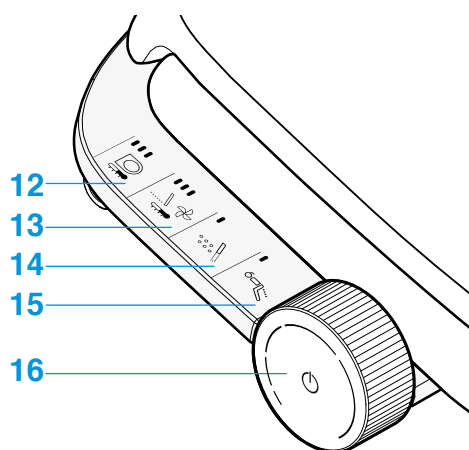
With hidden connection

With exposed connection

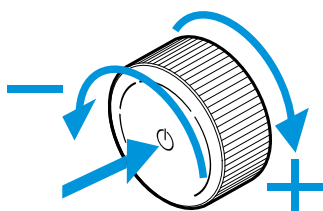


- | | |
|----|--------------------------------|
| 1 | Side control |
| 2 | Power cable MC4 |
| 3 | Flex Hose 3/8" - 1/2" |
| 4 | T-valve G1/2 - G1/2F G1/2 |
| 5 | Flex Hose 3/8" - 1/2" L550 MC4 |
| 6 | Lid buffers |
| 7 | Lid with soft closing |
| 8 | Body housing |
| 9 | Seat |
| 10 | Nozzle |
| 11 | Dual check valve G1/2 - G1/2 |

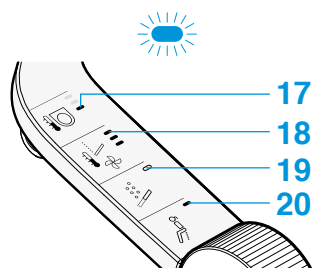
Fig. 2



Knob control



LED indicators



12 Heater seat temperature

13 Water / Dryer temperature

14 Oscillating wash

15 Front wash

16 Rear wash, Dryer, Stop, Water pressure, Nozzle position,
Product ON/OFF, Air speed

17 Decrease level

18 Increase level

19 OFF

20 ON

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1. SAFETY

1.1 WARNING - PRECAUTIONS

Please read this manual carefully before using the product, and keep it at hand for future reference.

A negligence or an incorrect use of the product can lead to serious injuries.

The product is not suitable to be used by individuals (including children) with physical, sensory or mental disabilities or who lack the experience or knowledge to use it, unless, for their own safety, they are monitored by a responsible person or they receive instructions on how to use it.

Make sure that children do not play with the device.

When using electric devices, basic safety measures should always be followed; make sure you take into account the following:

1.1.1 GENERAL WARNINGS

REGARDING THE PACKAGING:

- The packaging of the product is not a toy.
- Do not allow children to play with the plastic bags or with the packaging material as they may present a risk of suffocation or injuries. Keep therefore the material in a safe place or get rid of it following the environmental rules.

REGARDING THE ANAL AND PERINEAL CLEANING:

- Do not use the device beyond the time established in each cycle. If you do it, you may be altering your body's natural balance.
- Individuals undergoing medical treatment or therapy in these specific areas should consult with their physician before using this type of product.

REGARDING THE SEAT AND COVER:

- Soft-close seat and cover.
- The dampers in the seat and cover provide a slow and silent closure. Do not press any of these two parts with your hand as you might damage the operation of the damper.

1.1.2 INSTALLATION PRECAUTIONS

This product should only be installed by qualified staff and with the provided components. Please check the installation manual in order to obtain more information on the electrical and water connections.

Make sure you fulfil the following precautions regarding the hydraulic installation:

- Always connect the product to the domestic cold water mains.
- When installing the water filter, make sure it is tightened adequately and in its correct position.
- The pressure of the water supply of this device should be within the range of 150-500Kpa.
- Make sure you fulfil the following precautions regarding the electrical installation:
- Do not handle the socket with wet hands: To remove the plug from the power outlet, do not pull the cable, always pull the plug.
- Always unplug the power cable before handling the product.
- Always use the specified supply voltage (220-240V, AC 50/60 Hz). The product should have an earth connection. It is necessary to install a circuit breaker to the product.
- Do not use a poor or defective electrical connection.
- Place the socket correctly. It should be properly connected to the power outlet, firmly and completely.
- Remove the dust from the power outlet.
- Do not bend or squeeze the connecting tube or the power cable; and keep the cable away from humid, hot or sharp surfaces.
- Do not install the product in wheeled vehicles or boats.
- Ignoring these precautions may cause fire, electric shock, short-circuit or damages to the device.
- If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

To confirm that the installation is correct:

- Check that the vitreous china piece is installed according to the provided installation manual.
- Check that the shut-off valve is open.
- Check that the power supply is connected to the product.

When the product is connected to the power supply, the lights blink and a beep may be heard.

The nozzle moves outwards and inwards.

The lights switch off and the product remains in a Stand-by mode, ready to be used.

1.1.3 PRECAUTIONS FOR USE

These precautions are important for a safe use. Make sure you follow them and use the product properly.

The product is a WC that has been designed for the cleaning of the anal and perineal areas. It has been designed mainly for private use. Its use is restricted to enclosed spaces. Any other use will not be deemed in accordance with its purpose and Roca will not accept any responsibility for the consequences that might arise from an improper use.

Should there be an operational failure, please check the Problem resolution chart (see section 5).

To lean back when you are sitting on the product will facilitate the adjustment of the nozzle and will reduce possible splashing.

Do not urinate or splash water or cleaning agents on the main body or the mains plug.

If you do it, you may cause a fire, electric shock, heat or a short-circuit and you may cause stains or a malfunction.

Do not ever obstruct any opening in the product, nor should you drop or insert any objects in them. Keep the air inlet free of lint.

Do not place any open flames, candles, cigarretes or similar items over the product and do not drop flammable items or cigarretes near or inside the product.

Do not step on the product.

Avoid forcing the seat or the cover.

Please do not bend, pull or twist the power cable, nor should you place heavy objects on it.

Do not leave towels or tissues on the heated seat. This could affect its thermal behaviour.

If there is a water leak, always close the shut-off valve.

Do not use a booster seat for children or adults if you are going to use the product.

1.1.4 MAINTENANCE PRECAUTIONS

Stop the product if you are not going to use it for a long period of time.

Do not disassemble or repair the product; please contact Technical Assistance in case of breakdown. Any repairs should be carried out by authorised staff, using original spare parts and accessories.

When you use cleaning agents to clean the WC, clean it and remove it in 3 minutes, leaving the seat and cover always open.

Clean any remains of detergent from the WC bowl. (If the vapour from a WC cleanser enters the main unit, it may cause a malfunction).

1.2 ENVIRONMENTAL CONDITIONS

The room temperature should not be below 4°C or over 40°C.

When the room temperature drops below 4°C, avoid damages due to freezing; frozen water pipes could break the product and the pipes, resulting in a water leak; regulate the room temperature to prevent the pipes and hoses from freezing during the cold months.

2. INTRODUCTION

2.1 PRODUCT PARTS

This product incorporates the electronic device ref. A804054S.. with side connection and heated seat; or A80453S.. with hidden connection and heated seat.

2.2 OPERATION AND SETTINGS VIA THE APP

Certain functions, such as programming the night light or programming the heated seat, are only accessible through the APP.

To download it, visit the Roca website, your device's app store and download the application Roca Connect.



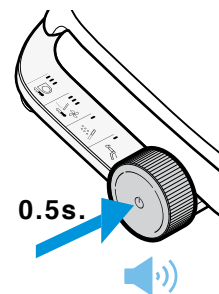
3. FUNCTIONING

3.1.1. REAR WASH

Briefly press the knob control button 0.5 seconds on the right side to activate the rear shower. A beep will be heard when the function is activated. Press the knob control button again to stop the rear shower.

Wash function will be stopped in 2 min automatically.

This time can be configured through the Roca Connect APP.



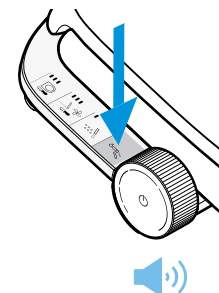
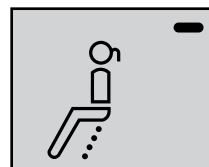
3.1.2 FRONT WASH

Press the front wash button to activate the front washer.

Press the knob control button to stop washer function.

Wash function will be stopped in 2 min automatically.

This time can be configured through the Roca Connect APP.

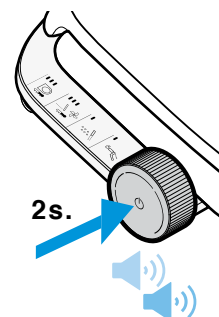


Alternatively, the function can also be activated by pressing the control button on the right side panel for 2 seconds, 2 beeps will be heard upon reaching 2 seconds and releasing will activate the function.

Press again to stop the function.

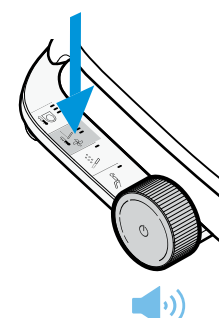
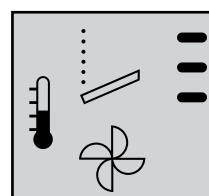
Wash function will be stopped in 2 min automatically.

This time can be configured through the Roca Connect APP.



3.1.3 WATER TEMPERATURE ADJUSTMENT

Press water and dryer temperature button to adjust the level. There are 3 temperatura levels.

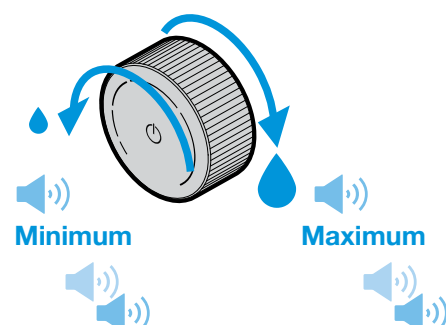


3.1.4 WATER VOLUME ADJUSTMENT

While you are using the rear wash or front wash functions, turn the knob control button forward to increase the water flow.

Turn the knob control button back to reduce the water flow.

When maximum and minimum level is reached, a double beep will sound.



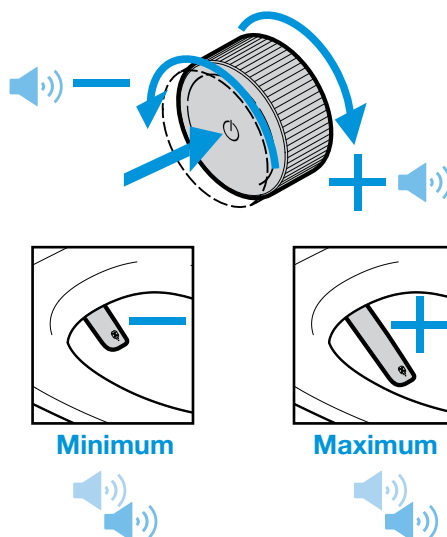
3.1.5 NOZZLE POSITION ADJUSTMENT

While you are using front washer or rear washer functions, press and turn the knob control button forward simultaneously to move the shower jet forwards.

Press and turn the knob control button back simultaneously to move the shower jet back.

Each position forward or back, a beep will be heard.

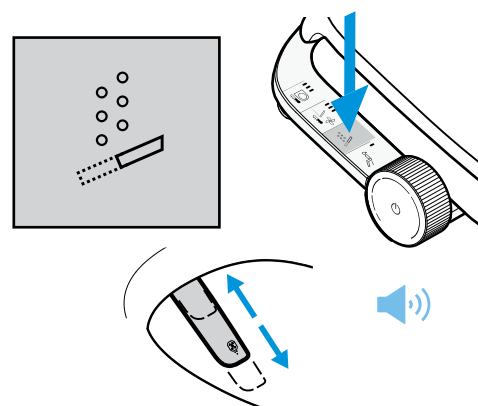
When maximum or minimum position is reached a double beep will be heard.



3.1.6 OSCILLATING WASH

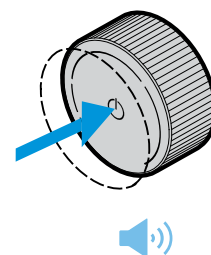
After activating the rear or front washing function, press the oscillating wash button to activate or deactivate oscillating wash.

When activating the oscillating cleaning function, the nozzle will be moved back and front for widening the cleaning range.



3.1.7 STOP WASH FUNCTION

To stop wash function, press the knob control button.

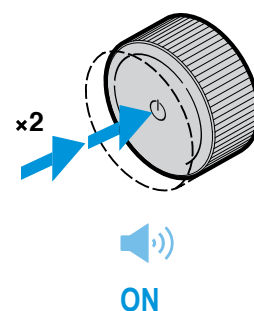


3.2 DRYER FUNCTION

Press the knob control button twice, to start the dryer function.

The drying function will stop automatically after 5 minutes. This time can be configured through the Roca Connect APP.

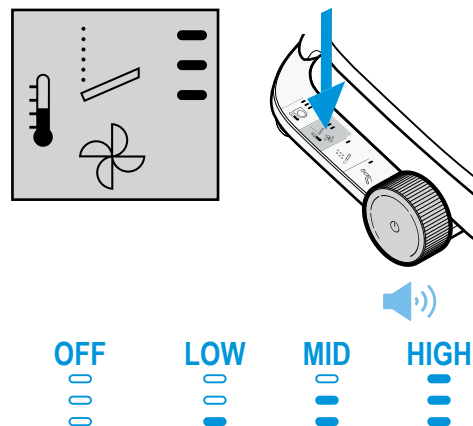
The drying function can be configured to activate automatically after the washing time through the Roca Connect APP.



3.2.1 DRYER TEMPERATURE

Press to activate dryer, press again to adjustment the dryer temperature.

There are 3 temperature levels.



3.2.2 AIR SPEED

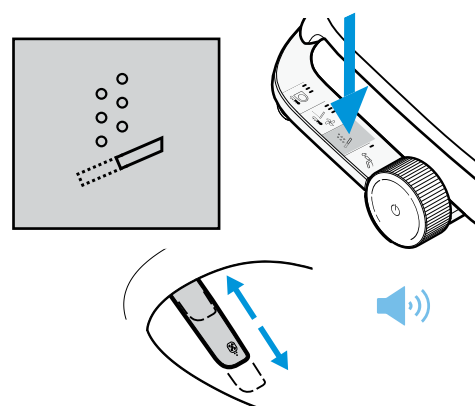
While dryer function is used, turn the knob control button forwards to increase the air speed.

Turn the knob control button back to reduce the air speed.



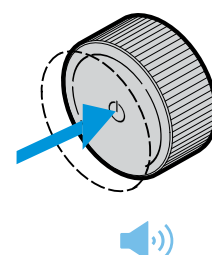
3.2.3 OSCILATING DRYER FUNCTION

While dryer function is activated , press the oscilating washer button on the right side panel to activate or deactivate that function.



3.2.4 STOP DRYER FUNCTION

To stop drying function, press the knob control button.

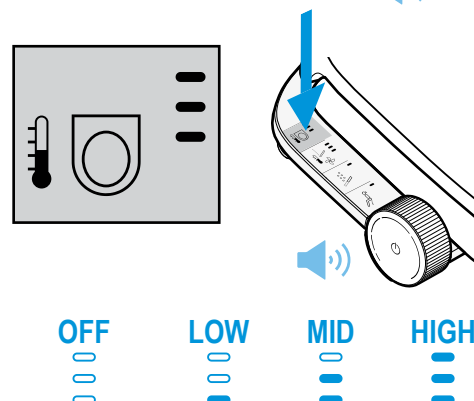


3.3 SEAT HEATER

Press to activated, press again to adjustment the seat heater temperature.

There are 3 temperature levels.

The activation of the heated seat can be programmed to be activated in certain time ranges using the Roca Connect APP.



It will take a few minutes to heat the seat. The setting of desired temperature will be saved and locked in memory.
Heated seat scheduled mode can only be set or deactivated by the APP.

3.4 PRODUCT SETTING ADJUSTMENT

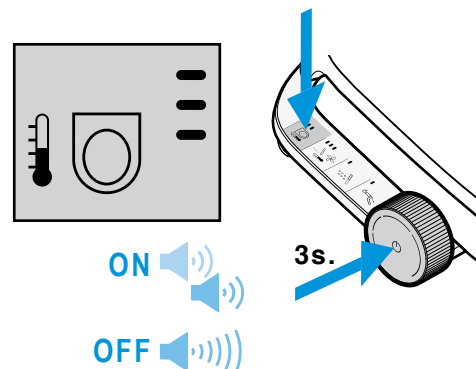
3.4.1 NIGHT LIGHT

Press the knob control button and the seat heater button simultaneously for consecutive 3 seconds to activate or deactivate the function.

Night light ON: LED display green light and double acoustic signal.

Night light OFF: LED display blue light and long acoustic signal.

The activation of the night light can be programmed for activating the light in the desired time range using the Roca Connect APP.



Note: lights are on during "night" (8 hours) regardless of user detection (radar status), but if there is a light schedule set by the app, then it is applied the time ranges set by the app.

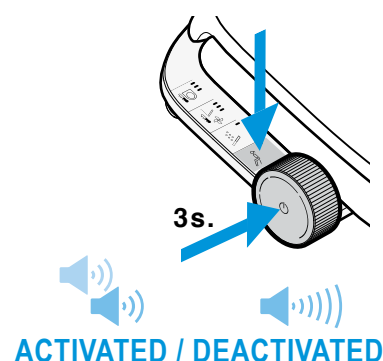
3.4.2 SILENT MODE

By default, the device emits acoustic signals when activating or stopping the functions.

Press knob control button and front wash button for consecutive 3 seconds, to disable the acoustic signals. Repeat the procedure to re-enable the acoustic signals.

Silent mode ON: LED display green light and double acoustic signal.

Silent mode OFF: LED display blue light and long acoustic signal.



3.4.3 DEFAULT FACTORY

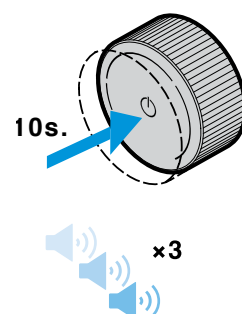
Reset function will recover the default factory settings to the product.

Press the knob control button continued for 10 seconds.

The device remains in off mode (Stand-by) and must be activated again (see next section).

DEFAULT SETTINGS

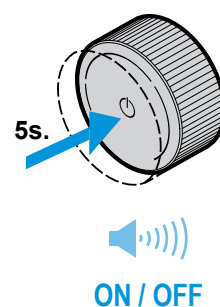
Water temperature	Level 2
Seat temperature	Level 0
Rear wash pressure	Level 3
Front wash pressure	Level 3
Dryer pressure	Level 2
Nozzle position (Rear, Front)	Level 3
Night light	OFF
Silent mode	OFF
Oscillating wash	OFF



3.5 TURNING OFF (STAND-BY)/RESET OF THE PRODUCT

To switch off the Multicelan M4 product, press the knob control button for 5 seconds until to hear long beep.

To reactivate the product, press the knob control button for 2 seconds.



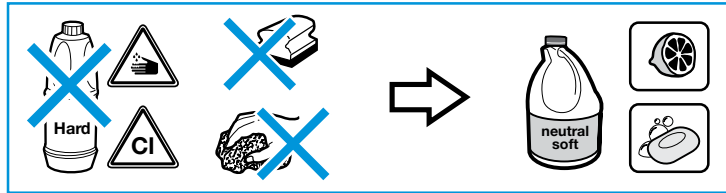
When turning the equipment ON / OFF, it will emit a long beep.

4. CLEANING AND MAINTENANCE

4.1 GENERAL CLEANING

CLEANING OF THE DEVICE

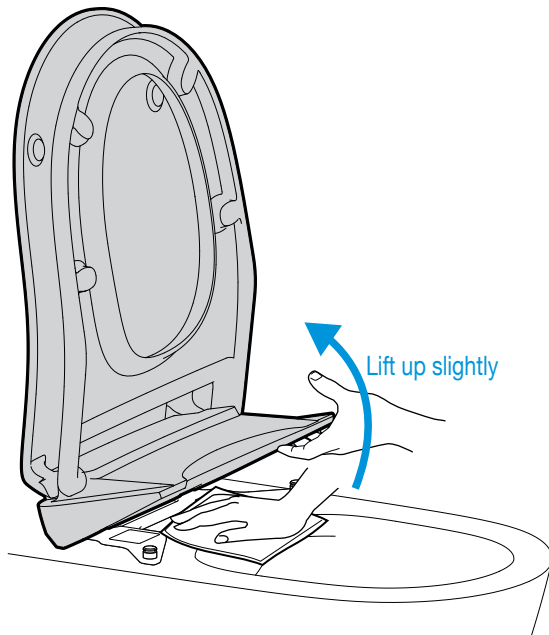
Clean the outside of the device with care using a wet cloth or a sponge.



IMPORTANT:

- Do not use aggressive products such as bleaches or ammonia. Use only neutral products.
- Do not push or pull the nozzle manually. To remove it, see section 4.2
- Do not spray the water or the air outlets with water or cleaning agents that may enter inside the product.

4.1.1 CLEANING BETWEEN THE PORCELAIN AND THE PRODUCT SURFACE



The product is fixed by a clip and some magnets. It can be disassembled from the magnet fixation if you pull up the device, but keeping the clip bracket fixation. Doing that, it is possible to clean the toilet surface under the e-bidet device.

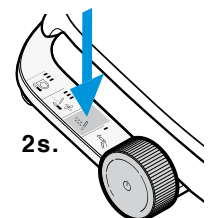


Do not completely remove the seat from the toilet. Take not to turn the seat over as this could result in damage to the seat.

4.1.2 CLEANING MODE

Press oscillating wash button for 2 seconds, nozzle reaches out automatically and a green light turns on. To reach the nozzle in, press the knob button control 5 seconds. If you do not press it, in 5 min the nozzle reaches in automatically.

When the nozzle reaches in, a deep nozzle auto clean process is executed automatically with water.



Do not use aggressive products to clean. Use only neutral products for cleaning.

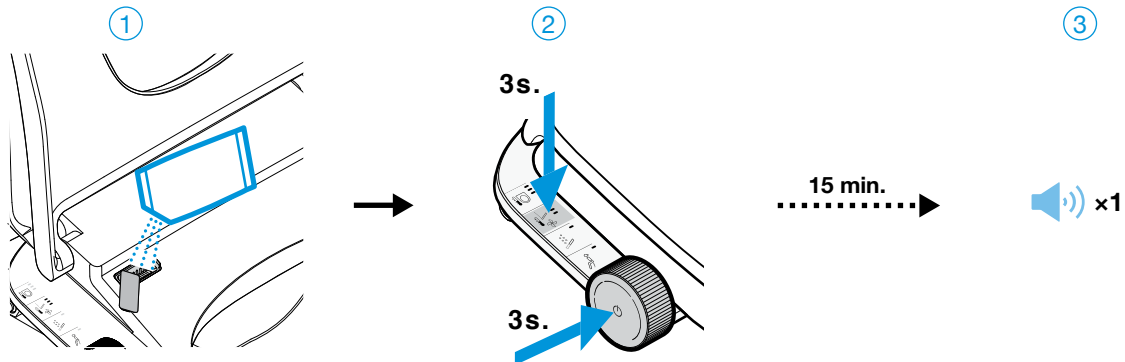
Do not pull or push the nozzle manually.

It is forbidden to take out nozzle by hand directly.

During cleaning mode, the side keyboard stops working so that the equipment can be cleaned without unwanted activations.

4.2 DESCALING MODE

Descaling process will reduce or eliminate limescale deposits inside water path (hoses, water tank, instant heater and nozzle tip). It is needed that the user adds some quantity of descaling agent (descaling powder) through the hole in the main body case.



1. Open the lid and the descaler cover from the main body case of the device.
2. Pour powder agent.
3. Press knob button and water temperature button at the same time about 2 seconds or longer to activation descaling process. The device will display blinking yellow light and it will make 2 short beeps.
4. The whole descaling process takes approximately 15 min. When it is finished the device will make 1 long beep signal to indicate the process is end.

Note:

DESCALING AGENT [A805072002](#) not included in the product and must be purchased separately.

During this process, no function should work.

Please use one of the following descaling agents (A805072002) at specified concentration. (Failure to do so may cause damage)

5. TROUBLESHOOTING

SYMPTOM	POSSIBLE CAUSE	SOLUTION
The product does not respond to the side panel.	The device is turned off.	Press the Knob button for 5 seconds. (Reactivate from stand-by).
	The product is unplugged or disconnected. No power supply.	Connect the device to the mains.
	There are no electrical power supply.	Check whether there are power supply 220- 240V~, 50Hz signal with another product (such as hairdryer).
	Internal product failure	*
The washing pressure is low or little water comes out	Water pressure is low	Adjust water pressure (see 3.1.4)
	The nozzle tip is calcified.	Descalcify the tip of the nozzle and reset the product (see 3.5). *
The lights blink once every 5 seconds. Error (E1) on APP. No water income.	Not enough water is entering on the tank.	Verify there is water supply from the mains and reset the product (see 3.5).
	The flexible hose is pinched or bent.	Straighten the hose or replace it in case it is damage.
	There is a general supply failure.	Verify there is water supply from the mains and reset the product (see 3.5) *
	Internal product failure	*
	Water pressure is low	Adjust water pressure (see 3.1.4)
The lights blink twice every 5 seconds. Error (E2) on APP. Water pump issue or calcified nozzle tip.	The nozzle tip is calcified.	Descalcify the tip of the nozzle and reset the product (see 3.5).
	Internal product failure	*
The lights blink 3 times every 5 seconds. Error (E3) on APP. Water level sensor or water pump failure.	Possible calcification of the device	Descalcify the device (see 4.3) and reset the product (see 3.5).
	Internal product failure	*
The lights blink 4 times every 5 seconds. Error (E4) on APP. The water overheat.	The temperature sensor or some component of the water heating system is damaged.	*
	The nozzle tip is calcified.	Descalcify the tip of the nozzle and reset the product (see 3.5).
	Water inlet temperature excessively high	Check that cold water enters the equipment
The lights blink 5 times every 5 seconds. Error (E5) on APP. The seat heater is not working (A804053S01 and A804054S01 only).	The current on seat heating circuit is too high (>25W).	*
	The current on seat heating circuit is too low (<5W).	*
	The seat temperature set to off.	Check seat heater temperature adjustment (see 3.3) or reset heated seat temperature.
The lights blink 6 times every 5 seconds. Error (E6) on APP. The water is not heating up.	Water temperature sensor or some internal heating component are damage.	*
	The water temperature setting is off. Or badly adjusted	Check water temperature adjustment (see 3.1.3) or reset heated water temperature.
The lights blink 7 times every 5 seconds. Error (E7) on APP. The water temperature sensor error.	Water temperature sensor is damage.	*
The lights blink 8 times every 5 seconds. Error (E8) on APP. The air dryer is not heating up, air fan issue or air temp sensor issue.	The air temperature setting is off. Or badly adjusted	Check dryer temperature adjustment (see 3.2.1) or reset heated dryer temperature.
	Internal components like the temperature air sensor or the fan are damage	*

SYMPTOM	POSSIBLE CAUSE	SOLUTION
The washing function does not work or fails to spray.	User not properly seated.	Adjust the nozzle position (see 3.1.5).
The device shuts off while it is in use in wash mode.	The wash time has exceeded the set time	Repeat cleaning function.
	There are a power failure.	Check power cord or unplug and plug the cord. Reset the product (see 3.5).
The device shuts off while it is in use in dry mode.	The dry time has exceeded the set time	Reactivate the drying function.
The nozzle do not function properly.	The nozzle head is dirty.	Clean the nozzle head (see 4.1.2).
	There is a general supply failure.	Verify there is water supply from the mains and reset the product (see 3.5)
The nozzle does not move back.	The power supply has been cut.	Restore the main power. The nozzle goes back automatically.
	The engine of the nozzle has lost its position.	Reset the product (see 3.5).*
	Internal components or mechanisms do not work correctly	*
The device moves when sitting down.	The rear bracket of the product are not tight enough.	Tighten the rear bracket.
Water comes out through the nozzle door and the function is not activated.	Excessive water level in the internal tank due to a failure of some internal component of the equipment	*
The knob does not work	Internal connection or internal components failure	*
The side panel buttons do not work	Internal connection or internal components failure	*
Courtesy LED light does not activate when the user is placed	The function is deactivated from the APP	Activate the function again
	The LED light does not work	*
	Possible failure in the presence radar	
	Internal product failure	
The APP does not find the device	Possible outdated of the APP	Update the APP in the Apple APP Store or Google play
	Possible lack of bluetooth signal	Located in a max. distance of 2m from the toilet
	Possible poor connection with the internal electronic system of the device	*
Certain functions do not work from the APP (for example: Get ready, software update, etc.)	Lack of Wifi signal in the installation area	Check Wifi signal in the installation area and improve the signal
	Absence of Wifi in the installation area	Continue with the installation in Bluetooth mode (access to data is required on the mobile device where the APP is launched is required)
	The device has not been connected to Wi-Fi	Connect the device to the Wi-Fi following the instructions of the APP
	Possible outdated of the APP	Update the APP in the Apple APP Store or Google play
* Should the problem persist, please call the Technical Assistance.		

6. TECHNICAL FEATURES

Model		A804053S0R, A804054S09
Supply voltage		220-240V~, 50/60Hz
Rated power		1650W
Front and rear cleaning	Tap water pressure (connect to cold water)	150-500Kpa
	Rear spray volume	0.3-0.8 l/min
	Front spray volume	0.3-0.8 l/min
	Maximum heater capacity	1600W
	Heating system	Instant water heating
	Water temperature	Off / 35°C ~ 39°C (3 Levels)
	Safety device	Thermal fuse
Dryer	Warm dryer temperature	Room temperature /40~60°C (4 Levels)
	Maximum heater capacity	350W
	Air dryer speed	0.2m ³ /min
	Safety device	Thermal fuse
Seat	Heated seat surface temperature	Off / 35°C~39°C (3 Levels)
	Heater capacity	40W
	Safety device	Thermal fuse
Night light (LED)		•
Power saving – heated seat		•
Length of power cord		1,2 M
Product size		L500 x W391 x H91mm
Product net weight		~4,8kg±0,2
Product gross weight		~6,4kg±0,2
IP Rating		IPX4

7. DISPOSAL OF ELECTRIC AND ELECTRONIC PRODUCTS



NOTE: This symbol and recycling system is only applicable in the European Union. It does NOT apply to the rest of the world.

At ROCA we are committed to protecting the environment. Please help us by discarding this product at the end of its life-cycle in a responsible manner, to prevent that certain substances contained in electrical or electronic equipment may cause harm to human health and the environment.

The crossed-out wheeled bin symbol, shown above and on the product, means that it should not be discarded with other household waste. At the end of the product's life-cycle, it must be delivered to the corresponding collection facilities enabled by the authorities in your country or to the supplier from which you purchase a product of equivalent type or that fulfills the same functions as the previous equipment. This last option may not be available in some countries, so please check with the authorities in your country about the collection systems available and the collection facility closest to your home.

This way, you can cooperate with the protection of the environment through the reuse and recycling of waste electrical and electronic equipment. On the contrary, administrative responsibilities can be derived for you in case of non-compliance with the rules for the delivery of the waste of this product.

Batteries shall be previously removed and discarded separately in suitable recycling containers.



Roca Sanitario, S.A.
Avda. Diagonal, 513
08029 Barcelona
SPAIN
www.roca.com

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