



BidetMate™

User's Guide

BM-2000R   120V
60Hz

This user's guide contains the product warranty certificate.
Be sure to read this user's guide carefully before use.





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Safety Instructions

Important Safetyguards

When using electrical products, especially when children are present, basic safety precautions should always be followed, including the following:

Read All Instructions Before Using

- In the case 120V 60Hz: Power supply must be a 15 AMP GFCI outlet.
- The electrical cord must be at least 4ft. long
- The electrical cord must be connected to a GFCI outlet.
- The GFCI outlet should be 1ft. above the floor.
- Install only in well-ventilated areas to avoid excess humidity.
- Do not install in narrow toilet stalls or in shower stalls.
- Install only where direct contact with water is minimized.
- Do not install near any heat source.
- Avoid using extension cords if possible. Consult with a certified electrician where extension cords are necessary.

Danger!

Reduce the risk of electrocution:

- Do not use while bathing.
- Do not place or store product where it can fall or be pulled into a tub or sink.
- Do not place in or drop into water or other liquid.
- Do not reach for a product that has fallen into water. Unplug immediately.

Warning!

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

- Close supervision is necessary when this

product is used by, on, or near children or handicapped individuals.

- Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
- Never operate this product if it has a damaged cord or plug, if it is not working properly, has been dropped or damaged, or dipped into water. Return the product to a service center for examination and repair.
- Keep the cord away from heated surfaces.
- Never use while sleeping or drowsy.
- Never drop or insert any object into any opening or hose.
- Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
- Connect this product to a properly grounded outlet only. See grounding instructions.
- Unplug this product before filling. Fill reservoir with water. Do not overfill.

Grounding Instructions

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

This product should be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This product is equipped with a cord having a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed and grounded.

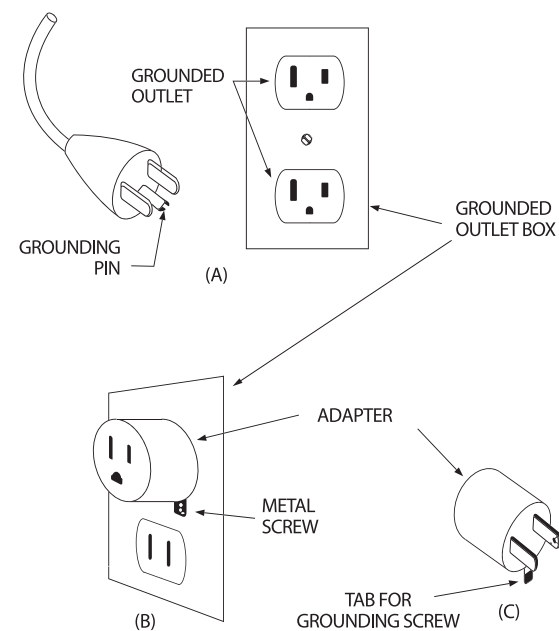
If repair or replacement of the cord or plug is necessary, do not connect the grounding wire to either flat blade terminal. The wire with insulation having an outer surface that is green with or without yellow stripes is the grounding wire. Check with a qualified electrician or serviceman if the grounding instructions are not completely understood, or if in doubt as to whether the product is properly grounded.

For a grounded, cord connected product rated 15 A or less and intended for use on a nominal 120V supply circuit. This product is for use on a nominal 120 V circuit, and has a grounding plug that looks like the plug illustrated in sketch A in Figure 1 temporary adapter, which looks like the adapter illustrated in sketches B and C, may be used to connect this plug to a 2-pole receptacle as shown in sketch B if a properly grounded outlet is not available.

The temporary adapter should be used only until a properly grounded outlet (sketch A) can be installed by a qualified electrician.

The green colored rigid ear, lug, and the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by the screw.

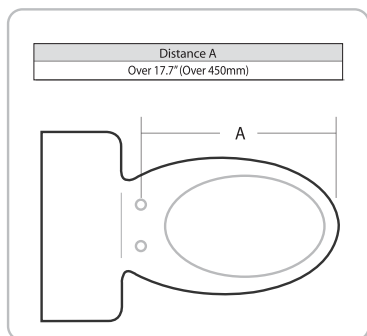
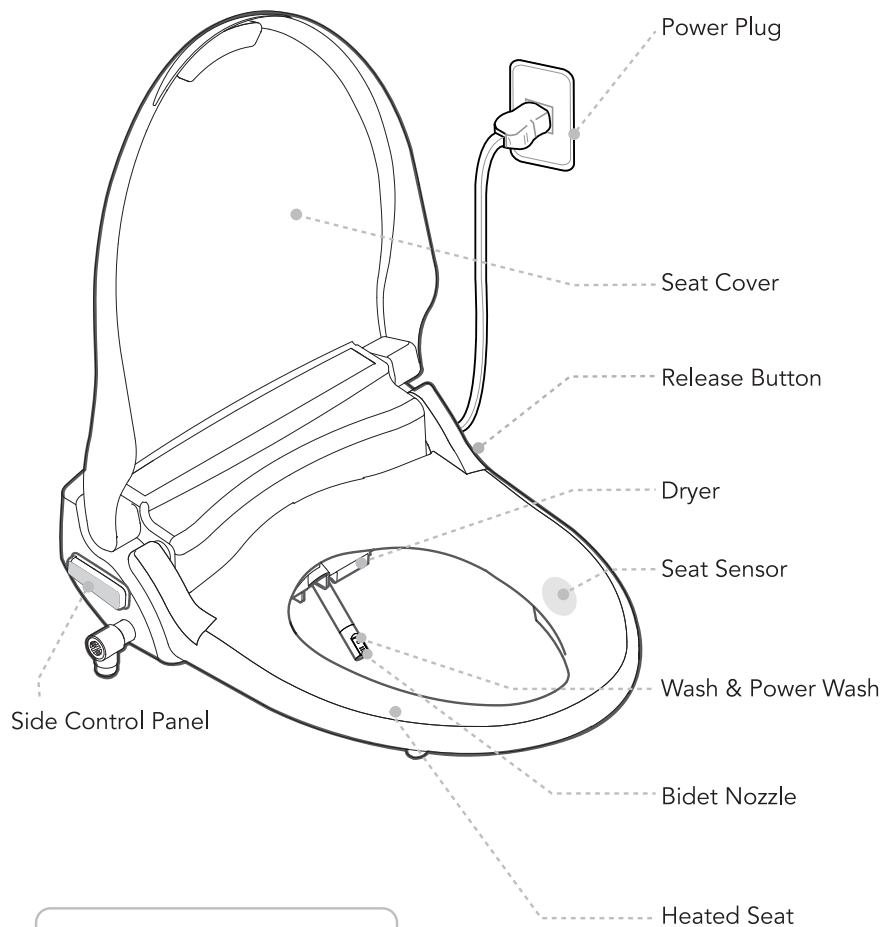
Figure 1.



2

Parts & Configuration

Main Body



Product Characteristics

1. Continuous Warm Water Supply

Enjoy continuous warm water throughout the wash cycle.



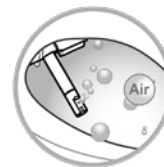
2. Power Wash

Soft but powerful water wash for added cleansing benefit.



3. Bubble Wash

Aerated water wash adds cleaning comfort.



4. Massage

Nozzle moves back and forth for massage effect.



5. Pulse

Pulsating wash repeatedly cycles from weak to strong.



6. Deodorization Function

Semi-fundamental deodorizing filter provides odor-free experience during use.



5. Energy Saving Function

Bidet is able to track use and adjust energy output to increase energy savings.



6. Child Settings

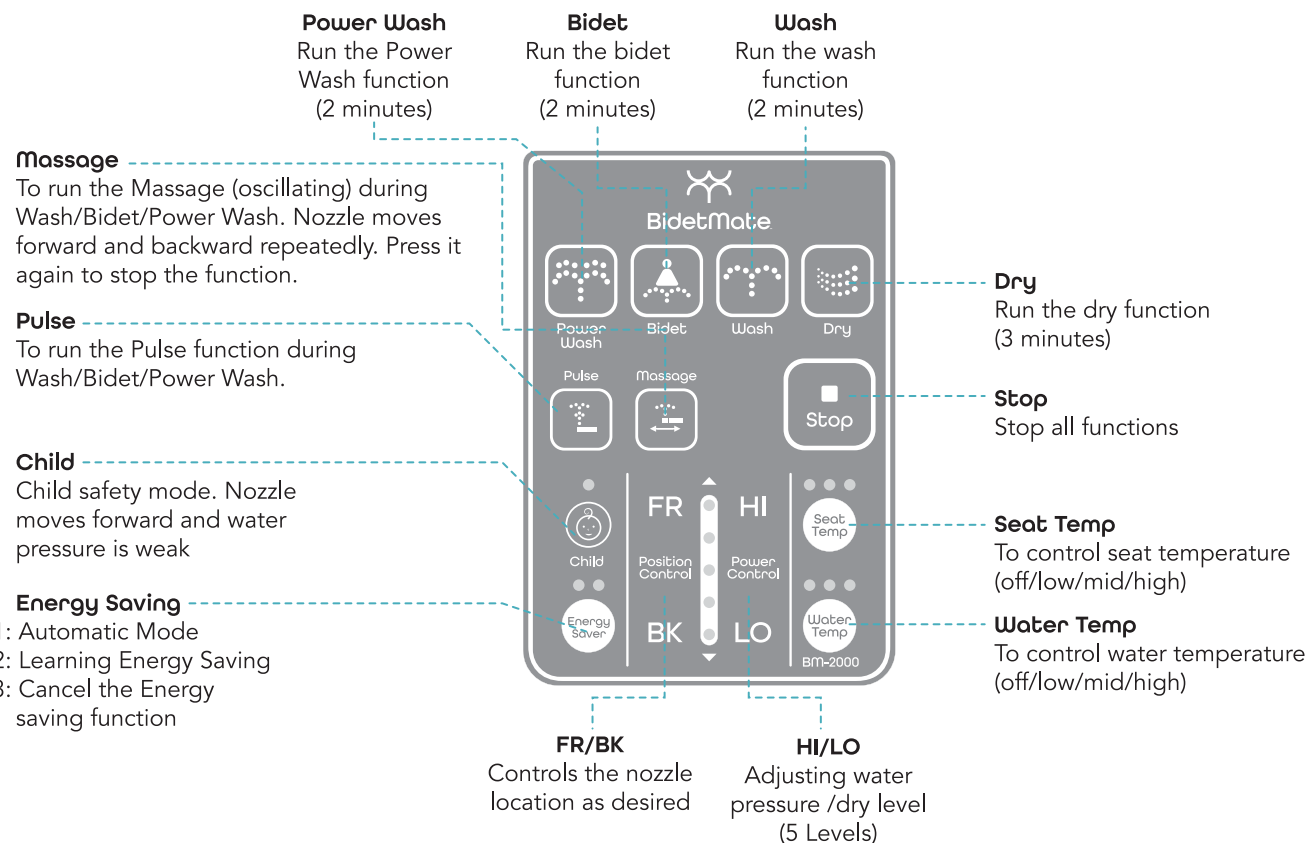
Specialized nozzle position and water pressure for children.



3

Designation of Components

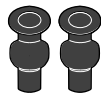
Operation Panel



Accessories



Top Mount Metal Bolt



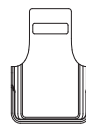
Top Mount Rubber Nut



Washer



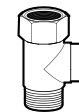
Remote Control



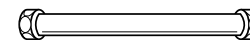
Remote Control Holder



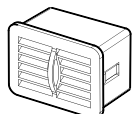
AAA size batteries (2pcs)



T-Valve



Water Feed Hose (For Bidet)



Deodorizing Cartridge



Bracket Holders



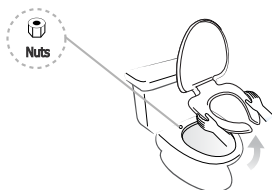
Bracket

4

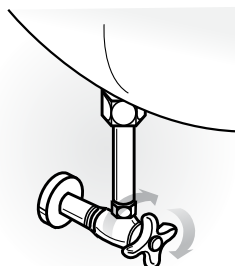
Installation

1. Remove the seat from existing toilet body.

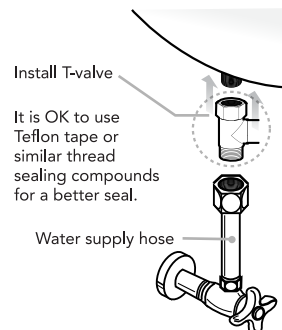
Release the nuts, and then remove the seat and cover from it. Keep the removed seat, cover and nuts in a proper place in case you need to use them again.



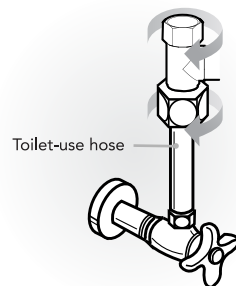
2. Close the water feed valve by turning it clockwise, and then drain the toilet water tank out.



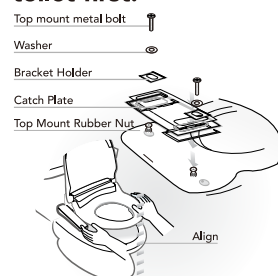
3. Remove the water feed pipe and then install T-valve.



4. Connect the toilet-use hose.

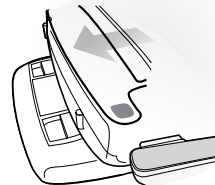


5. Fix the bracket onto the toilet first.

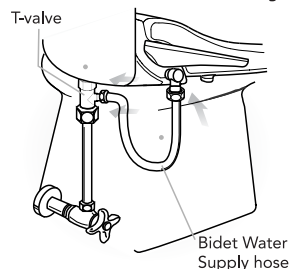


Adjust the seat and the front part of toilet back and forth so that they correspond before fastening the nuts.

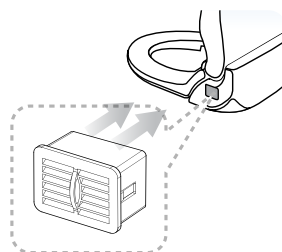
6. Push the main body toward the bracket completely.



7. After installing the filter onto the T-valve, connect the bidet-use hose to the bidet body.

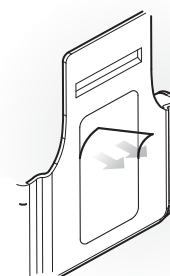


8. Insert the deodorizing cartridge into the bidet body

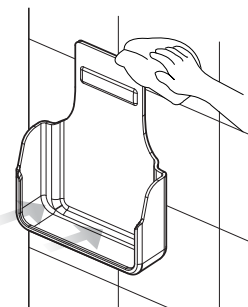


Installing Remote

1. Remove the adhesive protection to attach the remote control bracket.

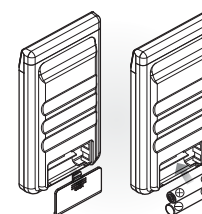


2. Clean the place thoroughly to attach the bracket.



3. Remove the back cover.

Place supplied batteries in with the correct direction. Close the back cover. Failure to install batteries correctly could cause damage or failure of the remote unit.



4. Place the remote control in the bracket in the correct direction.

When placing it, take care to hang it on the bracket completely. Failure to place it well could cause the remote control to fall down.



5. When batteries die, remote will not work and LEDs will blink.

Replace the batteries with new ones, AAA size. DO NOT use old and new batteries together. This could cause damage or failure of the remote control.



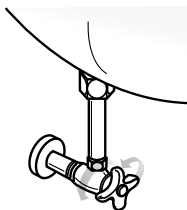
5. If unit still does not work after replacing batteries...

Unplug the unit and wait for 3 sec. Plug in again, and the unit will be ready for use. After replacing the batteries, ID of the unit will be initialized as "01" (factory initialization ID), and its ID will be equalized ID of the remote control that reaches the unit first. This ID assigning function will be needed to prevent signal interruption if more than 2 units are used at one place. In case of using only one unit, user can use the unit accordingly without setting. If you want to change the ID, please refer to "Setting the Remote Control ID"

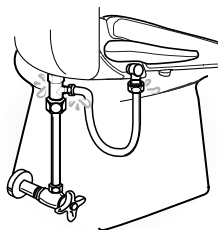
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Trial Operation

1. Open the water feed valve by turning it counter-clockwise.



2. Be sure of no leakage around the hose connection.

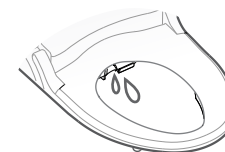


3. Be sure that the nozzle comes out and retracts when powered on.

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

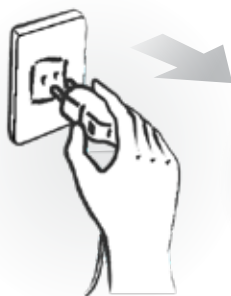


4. When the unit is powered on, water tank will be filled immediately. Check if water comes out from drain hole for 1~2 sec.



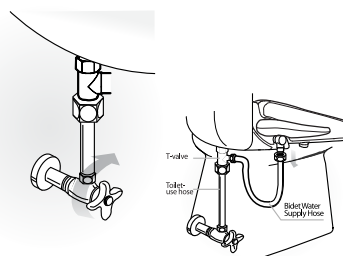
Disassembly

1. Remove the power plug from the outlet.



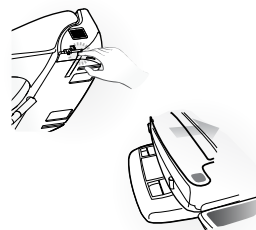
2. Close the water feed valve by turning it clockwise.

Completely drain out the toilet water tank, release the nuts at bidet body of the bidet hose, and then remove them from the main body.

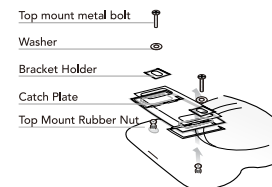


2. Press the release button on the side of bidet.

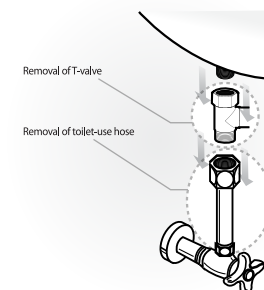
Completely drain the water from the water tank. After draining the water thoroughly, pull the main body forward, and then remove it from the toilet.



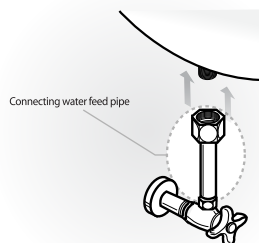
3. Unscrew the metal bolts, and remove the toilet brackets. Once removed, pull out the rubber nuts.



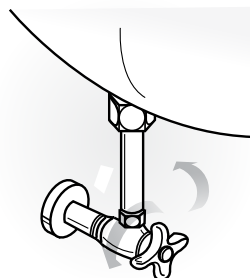
4. Remove bidet hose, toilet-use hose & T-valve.



5. Connect the water feed pipe that was removed when the bidet was installed.



6. Open the water feed valve by turning it counter-clockwise. Be sure of no leakage around the water feed connection.



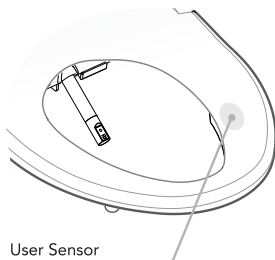
7. Attach to the toilet the seat and cover that were removed when the bidet was installed.



How to Use the Product

1. Sit on the Toilet Seat

Be sure to sit on the user sensor of seat. If the sensor is not occupied, functions will not work. Deodorizing function starts automatically.



2. Press Wash, Bidet, Power Wash Buttons.

Selected function can be used as desired. After Wash, Bidet and Power Wash, dryer works automatically. For Sitz bath, press Wash again. Sitz bath works for 5 minutes at set temperature.



3. Press the Dry Button

Hot air indicator light will turn on. Dryer works for 3 minutes. Dryer temperature is adjustable by pressing "HI" and "LO" buttons. It is recommended to wipe off the water on your bottom before operating the dry function for improving the dry effect.



4. Press the Stop Button

Any operation will stop. Press Stop for 3 sec.s to turn off unit.



5. Massage Wash

When pressing the Massage button, nozzle will move back and forth and wash a wider range. When pressing the Child button during the operation of Massage, the amount of movement can be adjusted within 5 levels.



6. Pulse Wash

When pressing Pulse button during the operation of Wash, Bidet, and Power Wash, water pressure will repeat High/Low levels for smooth pulsating wash.



7. Water Pressure Control

Pressing HI/LO button enables the control of water pressure. When any foreign material blocks the water filter, it may cause low water pressure. Check to ensure stable use.



8. Nozzle Position Control

Nozzle position can be controlled by pressing FR/BK.



9. Child Function

For child use, press the Child button first (Child light will turn on), nozzle position water pressure and seat temperature will be adjusted. Nozzle moves forward more than adult wash. Water pressure is weaker than adult wash. Seat temperature drops down to 93° F from set level.



10. Energy Saving Function

Automatic Energy Saving function

- When pressing the button once, it enters into automatic energy saving mode. (Yellow LED turns on)
- When seat is not occupied, the seat will be heated at minimum heating temperature.
- When sitting on the seat to use, it turns to the pre-designated temperature; when leaving the seat, it returns to the automatic energy saving mode.

Learning Energy Saving Function

- When pressing the button twice, it enters into the learning energy saving mode. (Green LED turns on)
- Learning energy saving enables MICOM to detect the time framed used by users and keeps the memory for the next 5 days. It releases the energy saving function 15 minutes in advance at each time frame and keeps the pre-designed temperature for an hour.
- After an hour, the unit enters the energy saving mode.

When pressing the button 3 times, the energy saving mode will be released.

*This product adopts the instant water heating method, and does not consume the electricity to operate the water heater while not used.

11. Deodorizing Function

When sitting on the seat, the deodorizing function starts automatically. Deodorizing function can be controlled by the following methods.

- While holding the Stop button, when pressing the hot water button once, deodorizing fan will rotate at slow speed during and after the usage of bidet.
- While holding the Stop button, when pressing the hot water button twice, deodorizing fan will rotate at slow speed during the usage of bidet, and at high speed when leaving the seat.
- While holding the Stop button, when pressing the hot water button 3 times, deodorizing fan will rotate at high speed during and after the usage of bidet.

After the usage of bidet, the deodorizing function will operate for 1 minute.

12. Nozzle Cleaning

While not sitting on the seat, hold the Wash button for 3 seconds, at the side of the unit (not on the remote) the nozzle will move forward at its maximum distance so that the user can clean it easily (it will return after 2 minutes). When pressing the Stop button at the side of the unit, the nozzle will return and operate a self-cleaning operation.



13. Seat Temp

When pressing the Seat Temp Control button, the temp. of seat can be controlled within the range of room temp., 93°F/100°F/107°F. If the seat temp. reaches 93°F or more, the seat temp. indicator turns Red. If not (under 91°F), it remains in Blue.



Water Temp

When pressing the Water Temp. Control button, the temperature of water can be controlled within the range of room temp., 93°F/96°F/100°F.



13. Night Light

Blue LED light provides enough brightness to see the toilet without turning on the bathroom light. Night light can be turned on and off by pressing "+" button regardless of whether or not the seat is occupied.

WARNING!

Consult your doctor before using Power Wash function in situations of anal disease/surgery.



User Settings

User setting with remote control.

● Seat sensor 'off' status ○ Seat sensor 'on' status ① Regardless of on/off

No.	Function	Seat Status	Switch Operation	Description	Initial Status																									
1	Selecting the speed of deodorizing fan		 While pressing the "Stop", press "Energy Saving for longer than 3 sec.	<table><tr><th colspan="3">Water Temp (LED)</th><th colspan="2">Speed of Deodorizing Fan</th></tr><tr><td></td><td></td><td></td><td>Seated</td><td>Unseated</td></tr><tr><td>OFF</td><td>OFF</td><td>ON</td><td>OFF</td><td>OFF</td></tr><tr><td>OFF</td><td>ON</td><td>ON</td><td>Low speed</td><td>Low speed</td></tr><tr><td>ON</td><td>ON</td><td>ON</td><td>High speed</td><td>High speed</td></tr></table>	Water Temp (LED)			Speed of Deodorizing Fan					Seated	Unseated	OFF	OFF	ON	OFF	OFF	OFF	ON	ON	Low speed	Low speed	ON	ON	ON	High speed	High speed	High speed in occupied mode. High speed in unoccupied mode
Water Temp (LED)			Speed of Deodorizing Fan																											
			Seated	Unseated																										
OFF	OFF	ON	OFF	OFF																										
OFF	ON	ON	Low speed	Low speed																										
ON	ON	ON	High speed	High speed																										
2	Remote Control ID setting		 Press "Message" for longer than 5 sec.	 ID can be chosen from 1~5. Number of blinking LED means ID number. If main unit is powered off and on again, ID of main unit will be reset as 1. Before use, synchronize the IDs of main unit and remote control. Default ID is 1																										
	Remote Control ID Change		 Change the ID by pressing "+" or "-" and press "Stop" to set the ID	ID can be chosen from 1~5. Number of blinking LED means ID number. If main unit is powered off and on again, ID of main unit will be reset as 1. Before use, synchronize the IDs of main unit and remote control. Default ID is 1																										
3	Night light setting		Press the "+" button for three seconds	Night light can be turned on and off by pressing "+" button.	Night light is turned on																									

User Instructions

Instructions and caution statements for cleaning, user maintenance, operations recommended by the manufacturer, such as lubrication or nonlubrication, and a warning to the user that any other servicing should be performed by an authorized service representative or that the product has no user serviceable parts. The manual or other literature packaged with the product shall also indicate the product is for household use.

Specific instructions for the proper method of cord storage, total product storage, and the like when the product is not in use; and for cord care while in use, such as for hand supported products, untwisting, and the like.

Extra functions with side control panel

● Seat sensor 'off' status ○ Seat sensor 'on' status ① Regardless of on/off

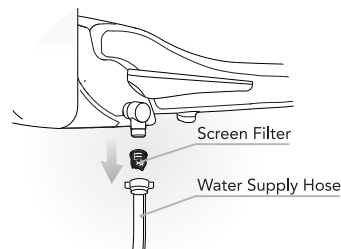
No.	Function	Seat Status	Switch Operation	Description
1	Nozzle Cleaning	●	Press "Wash" for longer than 3 sec. Press "Stop"	Nozzle will move forward for cleaning Nozzle will retract and clean itself
2	Power Off	●	Press "Stop" for 3 sec.	Press 1 of "Stop", "Wash", or "Bidet" to power on
3	Initialization	●	Press "Stop" for longer than 5 sec.	All settings will be initialized

8

Maintenance & Cleaning

Cleaning of Water Pipe Filter

1. Close the water valve by turning it clockwise.
2. Disconnect the water supply hose. Take the screen filter out and clean it with a soft brush. (e.g. toothbrush)
3. After cleaning, place it back. Then connect the water supply hose.
4. Open the water valve by turning it counter-clockwise.



Cleaning of Nozzle

1. Press the Wash button on the side panel (not the remote) for 3 sec., and then the nozzle will move forward and stop (for 2 minutes)
2. Clean the nozzle with an unused toothbrush, etc., and press the Stop button, then it will return to the original place for self cleaning.



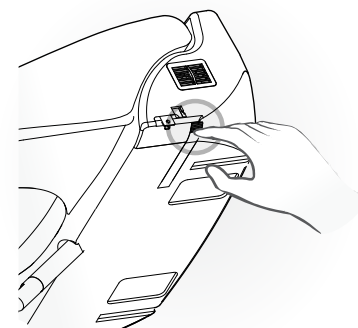
Cleaning of Bidet Body

1. Exterior surface of bidet is made of plastic material, which may be damaged by scrubber, chemicals, etc.
2. Wipe the surface with a soft wet cloth and squeeze completely. Don't let water from your bathroom shower get on the device.
3. Clean the body after removing the power plug from the outlet. Be sure no water splashes to the power plug or outlet. Don't touch the power outlet with wet hands. Risk of electric shock.



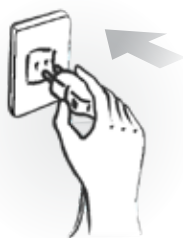
Draining of Hot Water Tank

1. Remove the power plug from the outlet.
2. Close the water feed valve by turning it clockwise.
3. Press the release button on the side of main body.



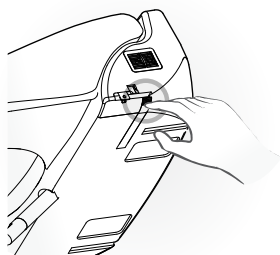
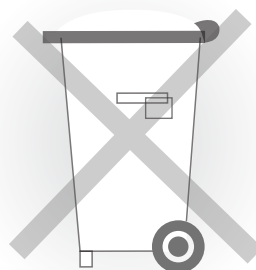
Maintenance During Winter Season

When bidet seat is not used for an extended period of time, either; Leave unit plugged in and turned on OR unplugged and drain the unit.



Do Not Throw Away

We are committed to protect the environment. Please help us by disposing of this product in a responsible way when it reaches the end of its service life, to prevent certain substances contained in electric and electronic products from harming public health or the environment. The symbol means that the products may not be thrown away with other household waste: at the end of its service life, it may be taken at no charge to you to the waste collection centers provided for the purpose by the authorities in your country. It may be taken to the distributor from whom you purchase a new product that is equivalent to or that performs the same functions as this product. This later option may not be available in some countries.



Repair & Specifications

Before Requesting Repair

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

Error/Issue	What to Check
Completely out of operation	- Check if the power plug is not connected - Check for power failure
Water does not spray out	- Check if the water supply is suspended - Check if the water feed valve is locked - Check if the nozzle is blocked by foreign material - Check if connection hose is bent
Water pressure is low	- Check if water pipe filter is blocked by foreign material - Check if the water pressure is set at too low a level
Water is not warm enough	Check if its temperature is set at 'Off' or 'Low'
Seat is not warm enough	Check if its temperature is set at 'Off' or 'Low'

Self-Diagnosis Table

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

No.	Self Diagnosis	Indications
1	Air pump motor disconnected or not inserted	Wash, Bidet, Power Wash, are out of operation
2	Air pump motor short-circuited	LEDs of water Med & High level blinking simultaneously
3	Deodorizing motor: Check the cycle of rotation at low speed	Buzzer sounds. Abnormal condition is differently indicated by symptoms
4	Stoppage of motor due to the over-current of deodorization motor	
5	Heat stops in case of low speed rotation of drying motor	
6	Heater and drying motor simultaneously stop in case of the over-current of drying motor	

Specifications

Item			BM-2000R
Rated Voltage			AC 120V, 60Hz
Max. Power Consumption			1270W
Power Cord Length			4ft.
Water Feed Method			Directly connected to water pipe
Recommended Water Inlet Pressure			99~106.6 psi
Wash	Feed Volume	Wash	0.16 gal/min
		Bidet	0.16 gal/min
		Power Wash	0.13 gal/min
	Pressure Control		5 Levels
	Temperature Control		Room temp.~100°F
	Heater Capacity		1200 W
	Safety Device		Temp. Fuse, Thermo Switch
	Heated Seat	Temperature Control	
Heater Capacity		55W	
Safety Device		Temp. Fuse	
Dry	Temperature Control		Room temp. ~122°F
	Heater Capacity		250W
	Safety Device		Temp Fuse, Bi-metal
Deodorization			Catalytic Deodorization
Dimension			16" x 20.8"x5.7"
Weight, Net Weight (Gross Weight)			10.6lb (17.3)



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Features

Comparison Chart

Wash / Dry Features	Features	BM-2000P
	Wash	●
	Bidet	●
	Power Wash	●
	Dry	●
	Deodorization	●
	Bubble Wash	●
	Continuous Warm Water Supply	●
Convenient / Comfortable Features	Automatic Energy Saving	●
	Learning Energy Saving	●
	Massage	●
	Pulse	●
	Remote control unit	●
	Warm Seat	●
	Soft Closing Lid & Seat	●
	Detachable Main Body	●
	Child	●

Dimensions





1 Year Warranty

BidetMate warrants its BM-2000R Series Bidet to be free from defects in materials and workmanship during normal use when properly installed and serviced for a period of 1 year from the date of purchase. This limited warranty is extended only to the ORIGINAL PURCHASER of the smart toilet seat and is not transferable to any third party. This includes, but is not limited to, any subsequent purchaser or owner of the smart toilet seat.

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

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

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

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

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

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

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

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

