

Troubleshooting



DANGER

Danger of fatal electric shock

- ▶ Never open and repair the device yourself
- ▶ Never replace damaged mains connection cables yourself
- ▶ Contact customer service

Malfunctions during operation

Malfunction	Cause	Fault clearance
No function	Mains plug is not connected to power outlet	Connect the mains plug
	Defective fuse on electrical distributor	Replace the fuse on the electrical distributor
	Fuse in mains connection cable is defective	Disconnect the mains plug and contact customer service
	Power supply is interrupted	Have the power supply checked by a skilled person
Shower water temperature is too low	Heating element is not switched on	Switch on the <water heater function>
Shower spray is too weak or no water is spraying out at all	Spray intensity is set too low	Increase the spray intensity
	Spray nozzle clogged or blocked with limescale	Clean or replace the spray nozzle
	Basket filter is clogged or blocked with limescale	Clean or replace the basket filter
Spray arm does not retract	Power supply is interrupted	Restore the power supply. The spray arm will retract automatically
	Enhancement solution is defective	Switch off the enhancement solution and contact customer service
Lowering function not working	Hydraulics are defective	Contact customer service
Water runs out of the overflow on the left next to the spray arm		Disconnect the mains plug, close the angle stop valve, and contact customer service
WC seat rocks	Compensation pad is missing	Mount new compensation pads
	"Standard" compensation pads are mounted	Replace "standard" compensation pads with "elevated" compensation pads

Malfunction	Cause	Fault clearance
LED flashes red: once every 2 s	Temperature sensor is defective	Contact customer service
LED flashes red: twice every 2 s	Angle stop valve is closed	Open the angle stop valve
	Basket filter is clogged or blocked with limescale	Clean or replace the basket filter
LED flashes red: three times every 2 s	Spray arm is blocked	Check the opening of the spray arm Check the nozzle position, push the nozzle on correctly Contact customer service
LED flashes red: four times every 2 s	Water is warmer than 45 °C. Thermal cut-out has triggered	Contact customer service
LED flashes red: five times every 2 s	Water pump no longer working properly or defective	Contact customer service