

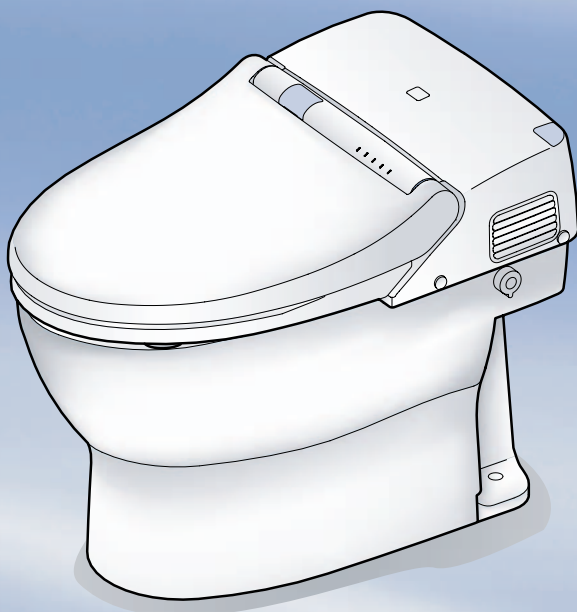
# TOTO®

## Instruction Manual

### NEOREST® 500

MS950CG

# NEOREST



\* Thank you for your recent purchase of the TOTO® Neorest®. Please read this manual carefully to ensure safe use of your product.

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# Important Safety Instructions

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

## READ ALL INSTRUCTIONS BEFORE USING



**DANGER**

To reduce the risk of electrocution:

1. Do not use while bathing.
2. Do not place or store products where it can fall or be pulled into tub or sink.
3. Do not place in or drop into water or other liquid.
4. Do not reach for a product that has fallen into water. Unplug immediately.
5. Do not wash the main unit or electrical cords with water or detergent.
6. Do not handle the electrical cord with wet hands.
7. Discontinue use of a malfunctioning product.
  - If the following occurs, disconnect the electrical cord from the wall outlet, and turn the water shut off valve to prevent the flow of water.

### Possible malfunctions:

- Water leaks from either the main unit or the water pipes.
- The product makes a strange noise or emits a strange odor.
- The product feels extremely hot.
- The product is cracked or broken.
- The product is smoking.

- Continued use of a malfunctioning product may result in fire or electrical shock or cause water damage.
8. Only use tap water or drinkable well water (ground water)
    - Use of water that is not safe for drinking may cause irritation or injury to the skin.
  9. Do not use a loose or faulty electrical outlet.
  10. This product should be used with 120V electrical current only.
    - Use of multi-prong outlet adapters with this product may result in overheating or fire.
  11. Avoid damaging the electrical cord or toilet seat cord.
    - Do not crack, bend, twist or pull the cords. Do not treat or heat the cords or place heavy objects on top of them.
    - Use of damaged electrical cords may result in a short circuit, electrical shock or fire.
  12. Improper use of heated toilet seats can result in a low-grade burn.
    - When sitting on the heated toilet seat for extended periods of time, turn the temperature setting to OFF.
    - Make sure that the temperature setting for the heated toilet seat has been set to the OFF position before being used by the following:
      - Young children, the aged or users who cannot perform appropriate setting of the temperature.
    - Sick or disabled users who do not have freedom of movement.
    - Users who are on medication that causes drowsiness.
    - Users that have consumed a great deal of alcohol or who are extremely tired and may fall asleep while using the toilet.



## DANGER

To reduce the risk of electrocution:

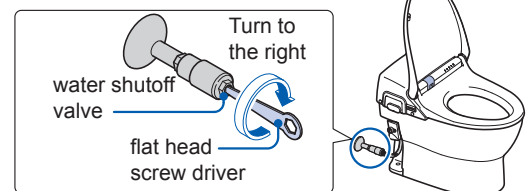
13. Periodically remove dust and dirt from the electrical plugs and make sure they are tightly plugged into the wall outlet.
  - Failure to do so may result in electrical shock or fire.
  - Pull the plug out from the outlet and wipe clean with a dry cloth.
14. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
  - Pulling on the cord may cause damage and result in electrical shock or fire.



## WARNING

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

1. Close supervision is necessary when this product is used by, on, or near children or invalids.
2. Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
3. Never operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped in water. Return the product to a service center for examination and repair.
4. Keep cord away from heated surfaces.
5. Never block the air openings of the product or place it on a soft surface, such as a bed or couch, where the air openings may be blocked. Keep the air openings free of lint, hair, and the like.
6. Never use while sleepy or drowsy.
7. Never drop or insert any object into any opening or hose.
8. Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
9. Connect this product to a properly grounded outlet only. See Grounding Instructions.
10. Reservoir should be filled with water only.
11. Do not use this product while smoking.
12. Do not stand on or place heavy objects on top of the toilet.
  - To avoid injury or damage to the toilet unit, do not stand on or place heavy objects on top of the toilet.
13. Do not bend or crush the connecting hose.
  - Bending or crushing the connecting hose may result in water leakage.
14. Use only a mild dish detergent diluted with water to clean your Neorest. Do not use the following to clean the Neorest:
  - Toilet bowl cleaner, household cleaner, benzene, paint thinner, powdered cleanser, or nylon scrubbing pads.
  - Use of any cleaning product other than diluted dish detergent may crack the plastic and cause injury to the user or may damage the hose resulting in water leakage.
15. To prevent sudden water leakage, do not remove the water filter before. Refer to Page 31 for instructions on cleaning the water filter.
16. When installing the water filter, make sure that it is securely placed in its proper position.
  - Improper positioning of the water filter may result in water leakage.
17. If water leakage should occur, always turn the water shutoff valve and then turn off the water.





## WARNING

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

18. Always use the NEOREST at a room temperature of 32°F (freezing temperature) or above to prevent frozen pipes and hoses.
  - Frozen water pipes will cause the toilet and the pipes to break resulting in water leakage. Refer to Page 36 for instructions on how to prevent frozen pipes.



## GROUNDING INSTRUCTIONS

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 electrical 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.



**DANGER** Improper use of the grounding plug can result in a risk of electric shock.

If repair or replacement of the cord or plug is necessary, do not connect the grounding wire to either flat blade terminal. The wire 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 wire instructions are not completely understood, or if in doubt as to whether the product is properly grounded.

This product is factory equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product. Do not modify the plug provided - if it will not fit in the outlet, have the proper outlet installed by a qualified electrician. If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel.

If it is necessary to use an extension cord, use only a three wire extension cord that has a three blade grounding plug, and a three-slot receptacle that will accept the plug on the product. Replace or repair a damaged cord.

Save these instructions.



# Operational Instructions

Always follow these precautions to ensure the safe use of your product.

## **Do not wipe the toilet unit or seat with a dry cloth or toilet paper.**

- Use of a dry cloth or toilet paper to wipe the toilet bowl, seat or cover will scratch the surface.

Refer to Page 27 for instructions on how to care for your NEOREST®.

## **Do not expose the NEOREST® to direct sunlight.**

- Use of the product under direct sunlight may result in discoloration of the plastic, inconsistent temperature control of the toilet seat or malfunction of the remote controller.

## **Avoid getting urine on the main unit or toilet handle as this may result in malfunction of the product.**

## **Do not cover the seat sensor, motion detection sensor or remote control transmitter.**

- Covering the sensors or remote control transmitter will prevent them from working properly.

## **Do not lean back against the lid.**

- Leaning against the lid may damage or break it.

## **To avoid electrical damage to your unit, be sure to unplug the power cord during lightening storms.**

## **Do not use the NEOREST® near radios and stereo equipment.**

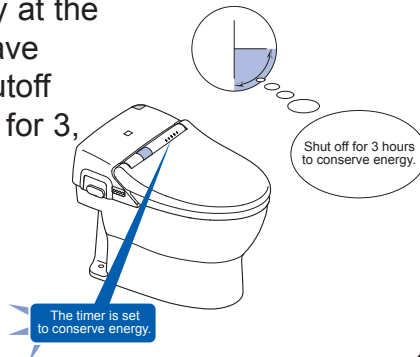
- Use of the NEOREST® near a radio, etc. will cause electrical interference.

# Tips for Using the NEOREST® 500

Protect the environment and reduce the use of water and electricity.

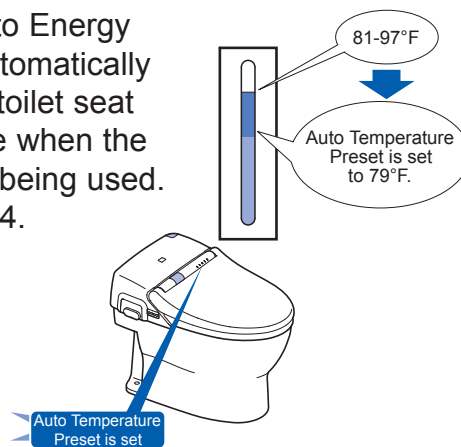
## Use the timer and save energy.

Set the timer so that it shuts off the toilet seat heater each day at the same time to save energy. The shutoff time can be set for 3, 6 and 9 hours. See page 22.



## Use the Auto Energy Saver.

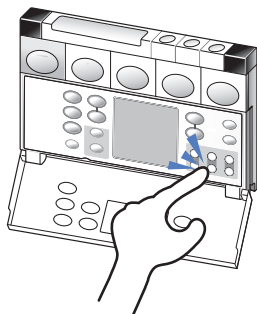
Use the Auto Energy Saver to automatically reduce the toilet seat temperature when the toilet is not being used. See page 24.



The timer and temperature preset can be used together to save even more energy!

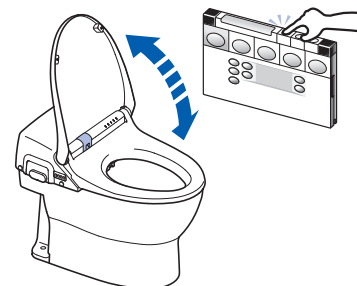
## Reduce the temperature setting to save energy.

The toilet seat temperature can be reduced to a comfortable setting to save energy. See page 15.



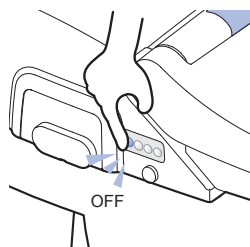
## Keep the toilet seat cover closed to keep the toilet seat warm and conserve energy.

Keeping the toilet seat cover closed will help maintain the warmth of the toilet seat.



## Turn the power switch to OFF when the Washlet is not being used over extended periods of time.

Turn the power switch off when leaving the house to conserve energy. See page 12.



# Performance Features

Washlet Functions		Page
Pulsating Rear wash	<ul style="list-style-type: none"> <li>● The Pulsating wash alternates cycles strong and soft sprays of water approximately 70 times per second for a very thorough rear wash.</li> <li>● The soft wash and Front features provide a soft, yet thorough, whirling flow of water.</li> </ul>	13
Pulsating Soft wash		
Pulsating Front Wash		
Wash position adjustment	<ul style="list-style-type: none"> <li>● The wand can be adjusted forward or backward.</li> </ul>	13
Water pressure adjustment	<ul style="list-style-type: none"> <li>● The water pressure can be adjusted to soft or strong.</li> </ul>	13
Oscillating wash	<ul style="list-style-type: none"> <li>● The Wand moves back and forth for a wide-range, thorough wash.</li> </ul>	13
Pulsating wash	<ul style="list-style-type: none"> <li>● A combination of soft/strong water pressure is used to wash.</li> </ul>	13

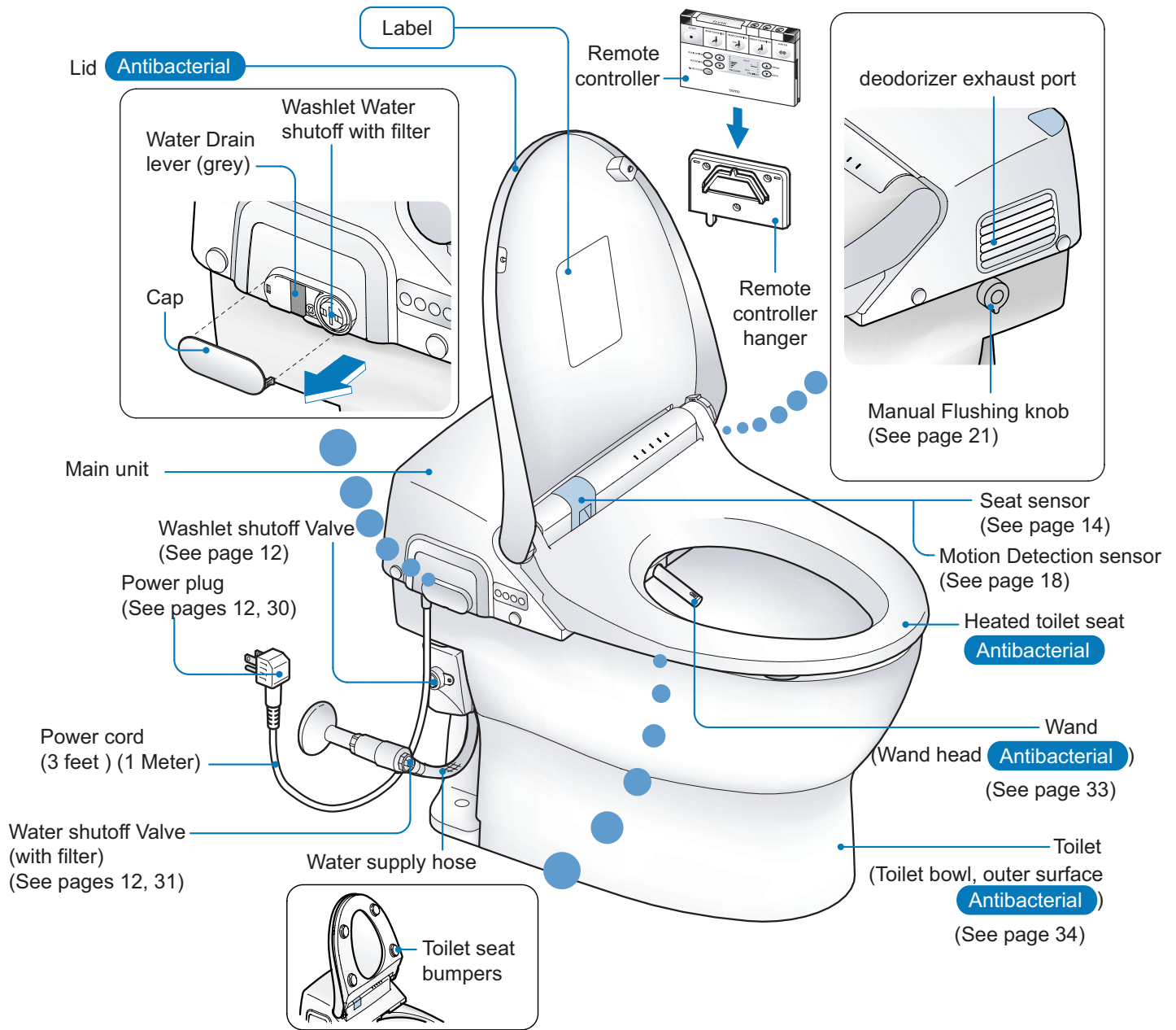
Amenities		Page
Heated toilet seat	<ul style="list-style-type: none"> <li>● Warms the toilet seat.</li> </ul>	15
Warm air drying	<ul style="list-style-type: none"> <li>● Dries wet portions with warm air.</li> </ul>	14
Temperature adjustment	<ul style="list-style-type: none"> <li>● Adjusts the temperature of the water, toilet seat and warm air dryer.</li> </ul>	15
Deodorizer	<ul style="list-style-type: none"> <li>● Removes toilet bowl odor.</li> </ul>	16
Remote controller	<ul style="list-style-type: none"> <li>● Allows for easy operation while on the toilet seat.</li> </ul>	10
Seat sensor	<ul style="list-style-type: none"> <li>● The sensor detects when someone sits on the toilet seat and activates all of the functions.</li> </ul>	14
Remote controlled toilet seat and lid	<ul style="list-style-type: none"> <li>● Raises and lowers the toilet seat and lid.</li> </ul>	17
Auto open/close	<ul style="list-style-type: none"> <li>● The sensor works as a motion detector and automatically opens/closes the lid.</li> </ul>	17, 18
Remote controlled flush	<ul style="list-style-type: none"> <li>● Flushes the toilet via remote control.</li> </ul>	19
Automatic flush	<ul style="list-style-type: none"> <li>● Automatically flushes the toilet when you get off the toilet seat.</li> </ul>	19-21

<b>Energy Saving Features</b>		<b>Page</b>
<b>Energy Saving Timer</b>	<ul style="list-style-type: none"> <li>● Conserve energy by pre-setting the timer to turn off the toilet seat heater for the same time period each day.(Can be set for 3, 6 or 9 hour periods of time).</li> </ul>	<b>22, 23</b>
<b>Auto Temperature Preset</b>	<ul style="list-style-type: none"> <li>● The unit memorizes the time of day at which the toilet is least used and automatically reduces the toilet seat temperature to conserve energy.</li> </ul>	<b>24-25</b>
<b>ON/OFF Button</b>	<ul style="list-style-type: none"> <li>● Turn the button to the OFF position to stop warming the toilet seat and conserve energy.</li> </ul>	<b>12</b>

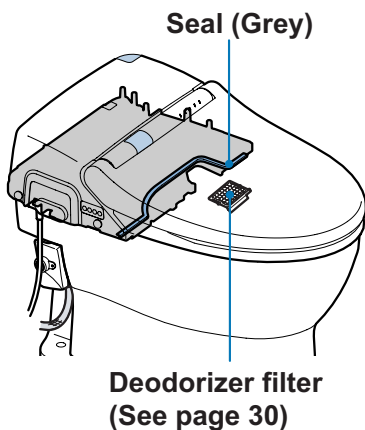
<b>Sanitary Features</b>		<b>Page</b>
<b>Removable toilet seat and lid</b>	<ul style="list-style-type: none"> <li>● The toilet seat and lid can be removed for easy cleaning.</li> </ul>	<b>28, 29</b>
<b>Self Cleaning</b>	<ul style="list-style-type: none"> <li>● The wand tip is washed before and after each use.</li> </ul>	—
<b>Wand Cleaning</b>	<ul style="list-style-type: none"> <li>● The entire wand is thoroughly washed when it is extended for use and before it is stored.</li> </ul>	—
<b>Wand cleaning button</b>	<ul style="list-style-type: none"> <li>● Used to switch off the water from the wand when cleaning it.</li> </ul>	<b>33</b>
<b>Rinse Cycle</b>	<ul style="list-style-type: none"> <li>● Discharges water inside the toilet bowl during cleaning.</li> <li>● Automatic dual mode bowl cleaning.</li> </ul>	<b>34, 35</b>
<b>Easy-to-clean toilet bowl</b>	<ul style="list-style-type: none"> <li>● “SanaGloss” finish protects the toilet bowl from staining and makes it easier to clean.</li> </ul>	—
<b>Protective seal</b>	<ul style="list-style-type: none"> <li>● The gap between the main unit and the toilet bowl is filled with a seal to prevent water entering the unit.</li> </ul>	<b>9</b>



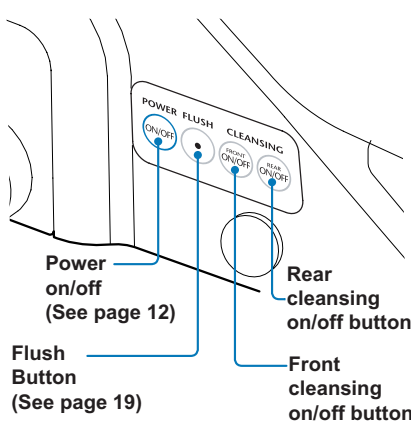
# Parts and Features



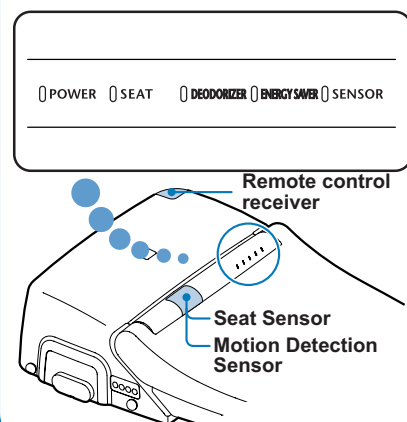
## Bottom of Main unit



## Main unit Controls



## Main unit Display



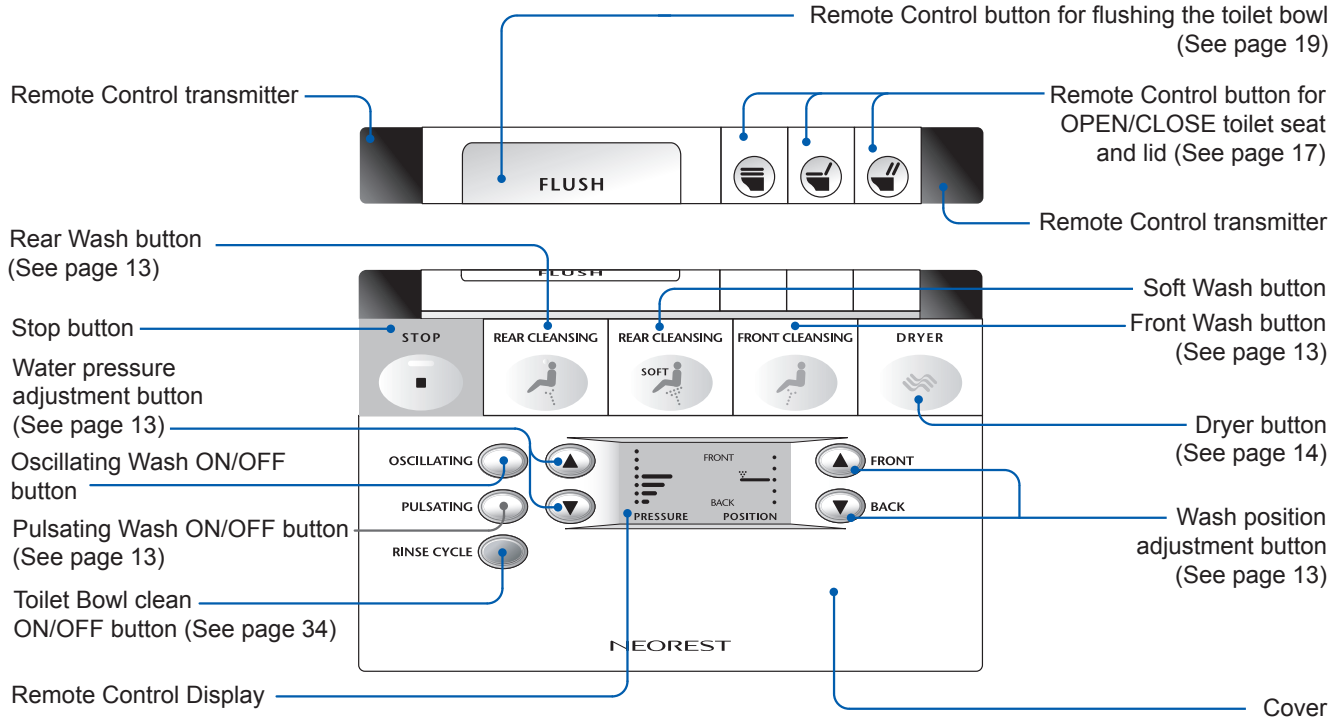
# Remote Controller

- The main control buttons have imprints for vision-impaired users.

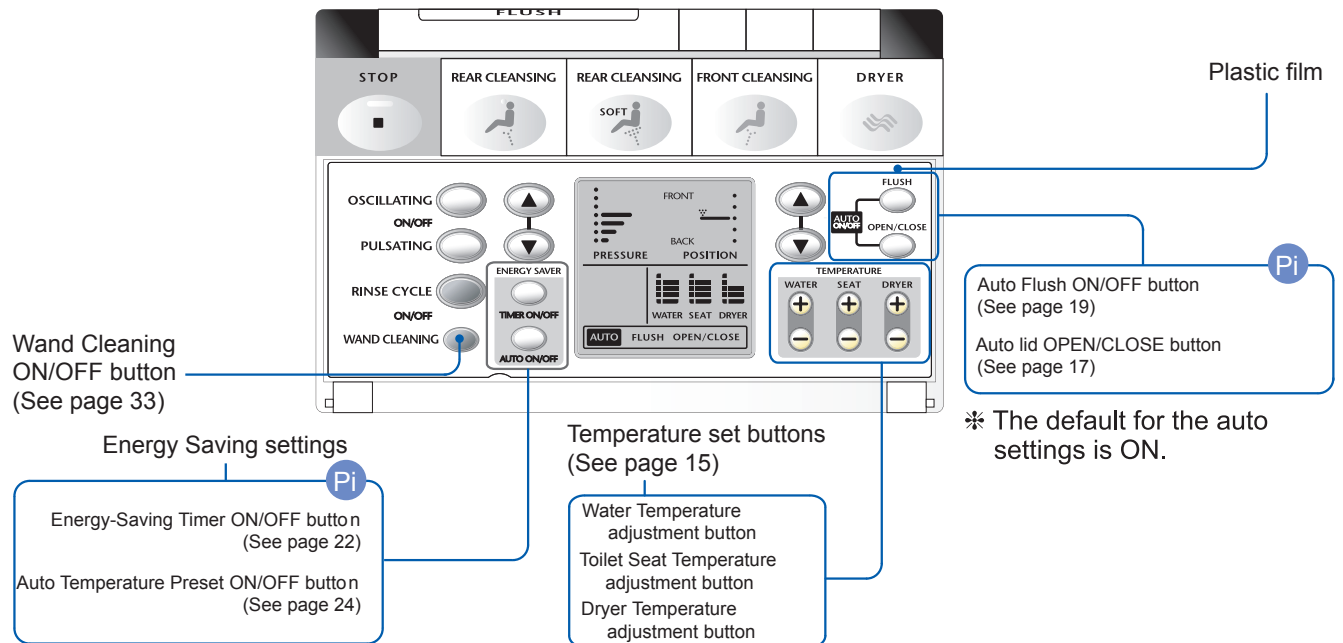
## Cover Closed

**Anti-bacterial**

The control buttons have been treated with an anti-bacterial finish.

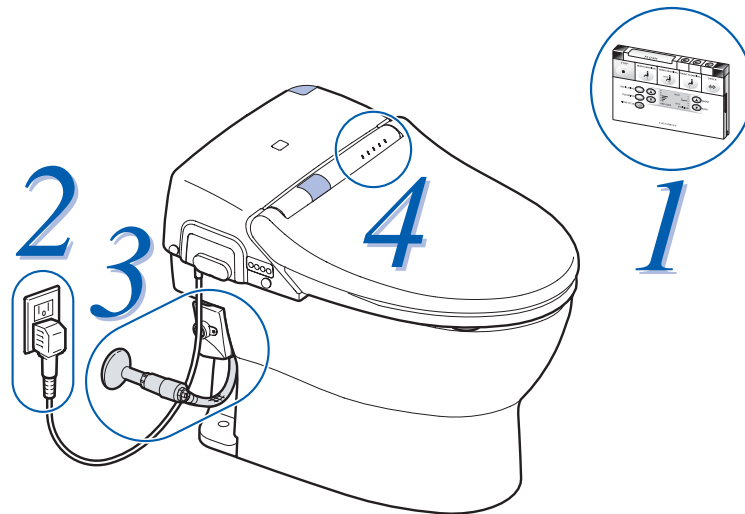


## Cover Open



**Pi** a digital "ping" will sound off while the main unit is receiving signals from the remote controller.

# Before Using the NEOREST® 500



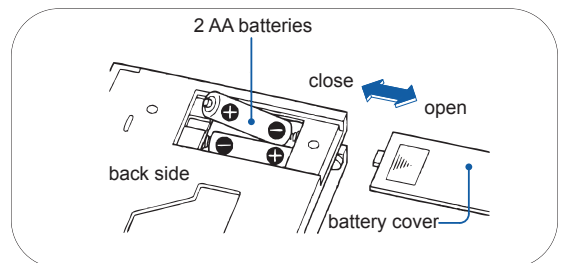
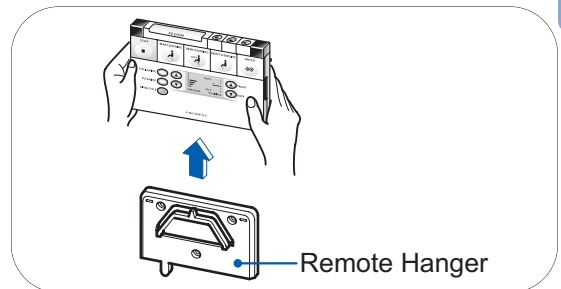
## Preparation

### 1 Insert batteries into the remote controller.

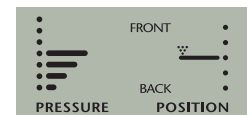
- ① Remove the remote controller from its wall hanger.
  - Grasp the remote controller at each side and pull straight up.
- ② Open the battery cover on the back of the remote controller.
- ③ Insert 2 AA batteries into the battery compartment.
- ④ Close the battery cover.

Tip 1

- If the batteries are properly inserted, the remote controller display will appear as in the figure shown at the right.



### Remote Control Display



#### Batteries

- Please be sure to observe the following to avoid having batteries burst or leak.
  - When replacing batteries, be sure to use new ones.
  - When the unit will not be used for an extended period, remove the batteries.
  - Do not use rechargeable batteries.

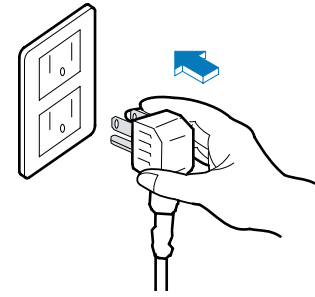
#### Tip 1

- When changing batteries or cleaning the remote, please set the **POWER ON/OFF** button on the main unit controls, to "off." This will prevent accidental operation of the toilet.
- The timed energy saving and the automatic function" settings may be lost when the batteries are changed.  
(Example: The automatic flush may switch to "on," even though it had been set to "off." In this case, please redo the settings.)

## 2 Insert the plug into the wall outlet.

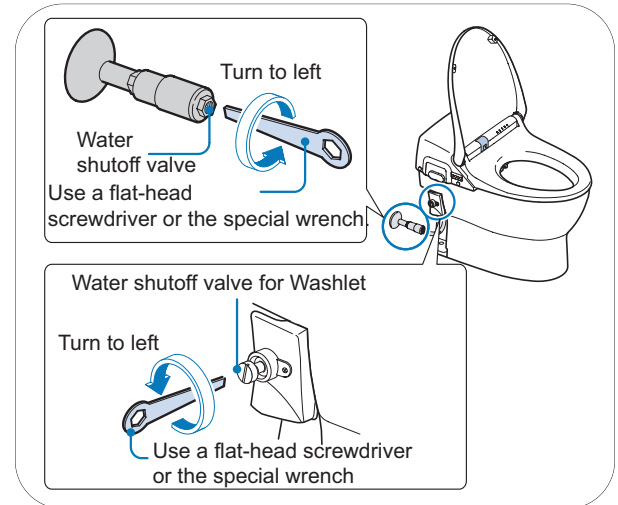
- Connect the power cord to a 120V (60 Hz) GFCI protected power outlet.

Tip  1



## 3 Open the water shutoff valve.

- Use the wrench provided or a flat head screwdriver to open the water shutoff valve.




### Checklist

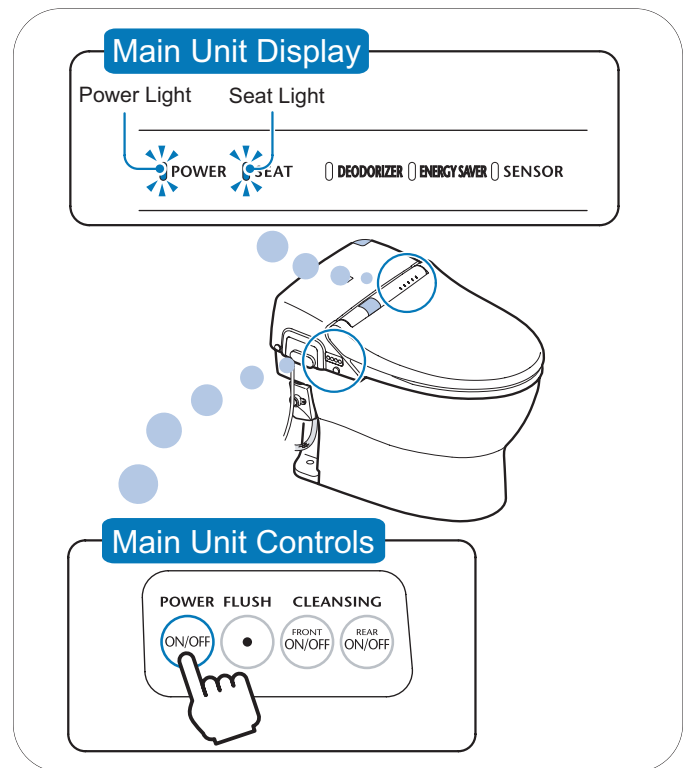
## 4 Check the Main Unit Display.

- Are the "Power" and "Seat" lights on the Main Unit Display turned on?



Tip  2

If the "Power" lamp is not on, none of the functions can be used. Please press the  on the Main Unit Controls. (The light will turn on.)



Tip  1

If the toilet lid strikes an obstacle as it opens the first time that it opens after the power plug has been inserted into an outlet, the toilet lid may stop (close) midway on subsequent openings. (It stores the initial open position.) Check to see that there are no obstacles in the way, unplug the power plug, reinsert it and then press the "open lid" button on the remote control.

Tip  2

Please refer to Page 15 "How to Adjust the Temperature" on adjusting the temperature or turning the heated seat on or off.

# How to Use the NEOREST® 500

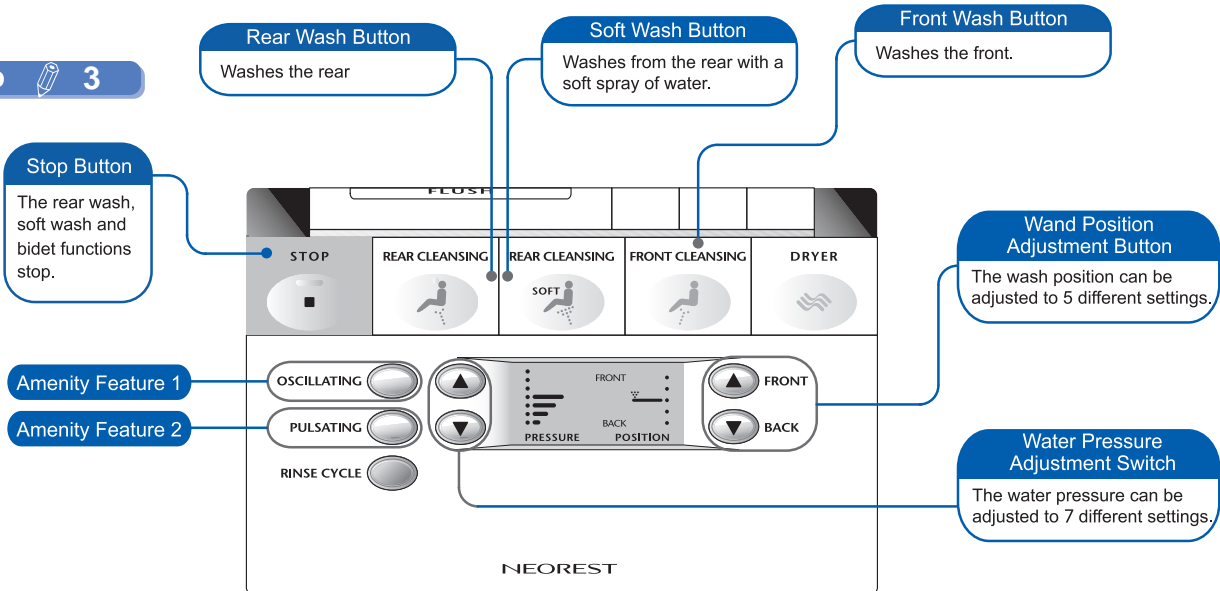
**1** When you stand at a distance of approximately 1 foot from the front of the toilet, the seat cover will automatically open.  
(Auto OPEN/CLOSE, see page 17, 18)

**2** Sit on the Seat  
Functions become available when toilet seat sensor is activated

- In preparation for wash, water is released from wand
- Deodorizer starts automatically

**3** Wash

**Tip 3**



## For Better Results:

### Amenity Feature 1: Oscillating (Move Wash)

The wand moves back and forth for a wide-range, thorough wash.



Push the desired button.



Push the "Oscillating" button to activate the Move Wash.



Push the "Oscillating" button again to turn off the "Oscillating" function.

### Amenity Feature 2: Pulsating (Massage Wash)

Alternates hard and soft water pressure.



Push the desired button.



Push the "Pulsating" button to activate the Massage Wash.

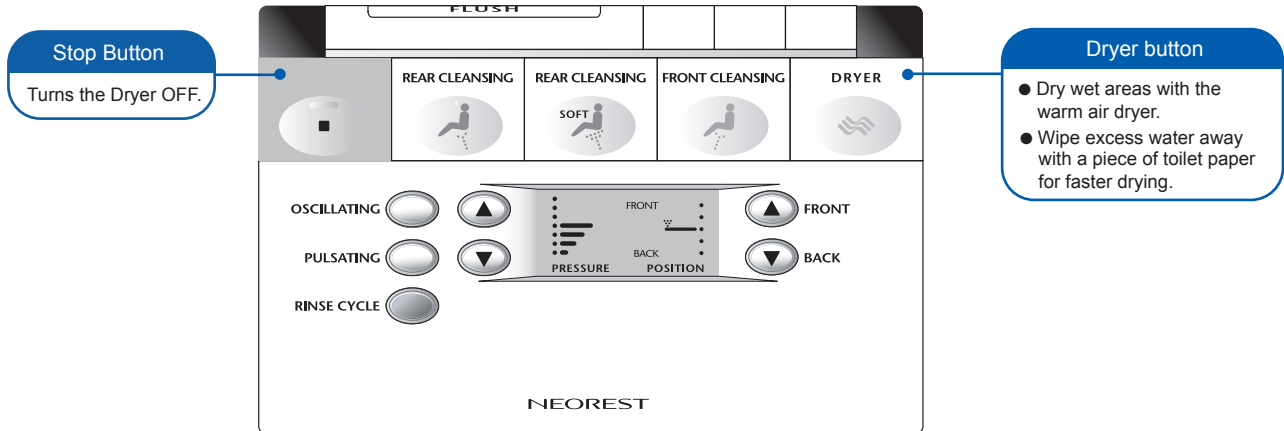


Push the "Pulsating" button again to turn off the "Pulsating" function.

**Tip 3**

Please sit down completely on the toilet seat!  
The washing position will be more comfortable.

# 4 Dryer



# 5 Stand up from the toilet

The toilet will automatically flush after 5 seconds (See page 20 for Auto flushing).  
The deodorizer will automatically shut off after 1 minute.

# 6 Move away from the toilet

Seat and lid will automatically close after 90 seconds. (See page 18 for Auto Lid Open and Close.)

## Seat Sensor

- The Seat Sensor detects when a person is seated.
- Infrared light is emitted from the Seat Sensor as shown in the diagram.
- The bathroom environment may adversely affect operation of the Seat Sensor.



(See Page 44.)

## When the batteries in the Remote Control run out.

Please press the Rear Cleansing On/Off or the Front Cleansing On/Off button on the Main Unit Controls to use the Washing feature.

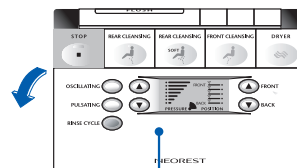


# For Best Results

## Adjusting the Temperature

- Use the remote controller to adjust the water temperature, toilet seat temperature, or dryer heat to the desired setting.

### 1 Open the Remote Controller Cover.



Cover

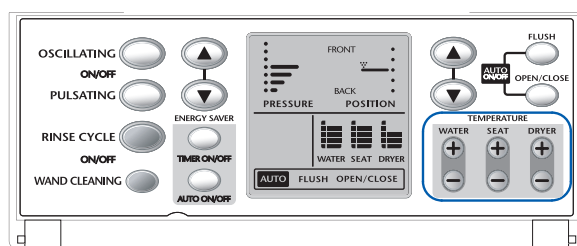
### 2 Adjust the temperature

- Adjust the temperature setting for the water and toilet seat by pushing the **+** and **-** buttons.

To turn off the temperature display, push down on the **-** button until the display goes out.

**Tip** 1

- The dryer temperature can be adjusted to 5 different settings by pushing the **+** and **-** buttons.

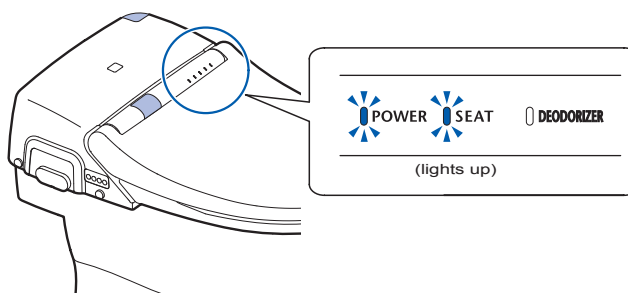


Toilet seat temperature can be adjusted.  
 (81°~104°F) (From 27° ~ 36°C)

Water temperature can be adjusted.  
 (86°~104° F) (From 30° ~ 40°C.)

Dryer heat temperature can be adjusted.  
 (5 settings)

- When the toilet seat temperature button is pushed, the "Seat" light on the main unit controls will light up.



**Tip** 1

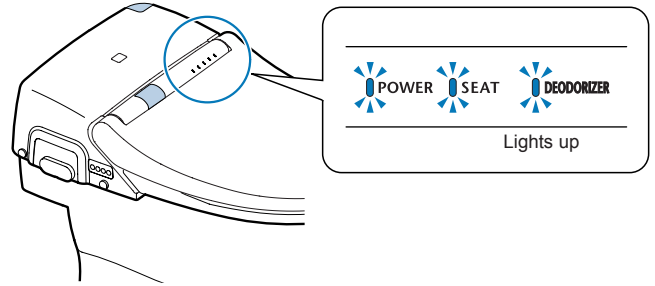
- The temperature setting indicated on the display is to be used as a guide and does not reflect the actual temperature.
- Temperature settings (water, toilet seat, and dryer) may be lost when replacing batteries. Be sure to reset the desired settings after installing new batteries.

# Deodorizing

## 1 Sit on the toilet seat

The deodorizer function automatically starts

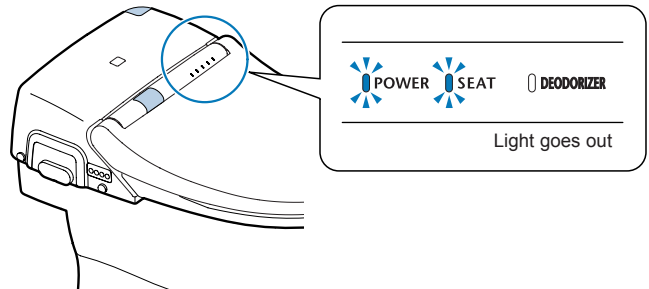
- The "DEODORIZER" light on the main unit display lights up.



## 2 Move away from the toilet seat

The deodorizer function automatically stops after 1 minute.

- The "DEODORIZER" light on the main unit display goes out.





# Opening and Closing the Toilet Seat and Lid

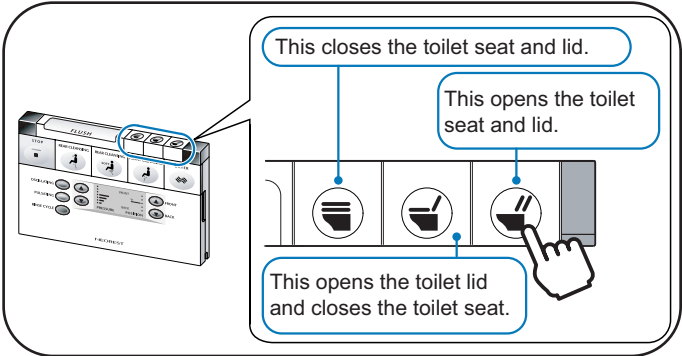


The toilet seat and lid may be opened or closed in two ways: remotely or automatically.

## How to open or close the toilet seat or lid using the Remote controller.

Tip 1

Press one of the following buttons on the remote controller.



The toilet seat and/or lid will open or close.

## How to use automatic open or close

- When someone stands in front of the toilet, the toilet lid will open automatically. The lid and seat will close automatically when stepping away from the toilet.

**check** Please make certain that "Open/Close" is displayed on the Remote Controller Display.

Operation

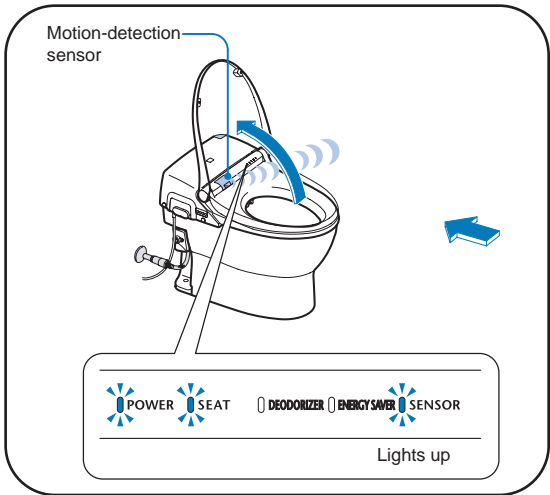
## Stand in front of the toilet

The toilet lid will open automatically.

\* If it doesn't open, step at least 1 foot (30cm) away from the toilet. It will open automatically when you return to the front of the toilet.

Tip 2

- When a person is detected, the "Sensor" light on the Main Unit Display will go on.
- When a person is detected by the motion detecting sensor, the toilet lid will open automatically.



Tip 1 During power outages or when the batteries are dead, please raise and lower the toilet seat and lid manually.

Tip 2

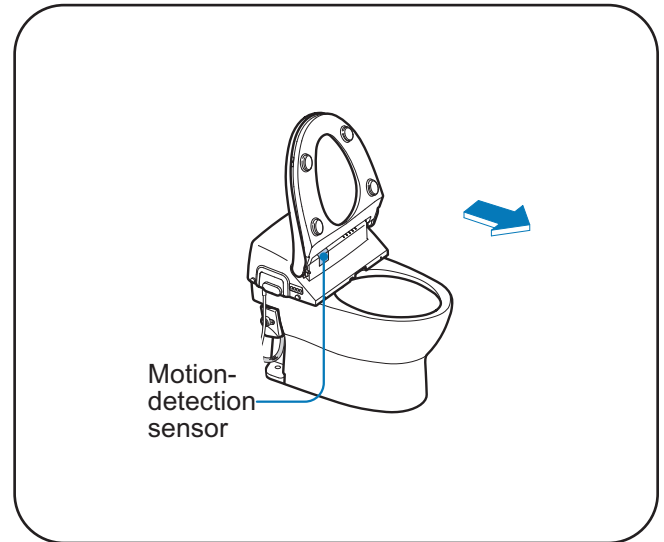
- Initially, the auto open/close is set to "on."
- If small children will be using the device, the sensor may not detect them because of where they stand in front of the toilet and their height. In such cases, please use the buttons on the Remote Control to open and close the seat and lid.

## When sitting on the toilet seat

After use, move at least 1 foot (30cm) away from the toilet.

After approximately 90 seconds, the toilet lid will close automatically.

- When it no longer detects a person, the "Sensor" light on the Main Unit Display will go off.



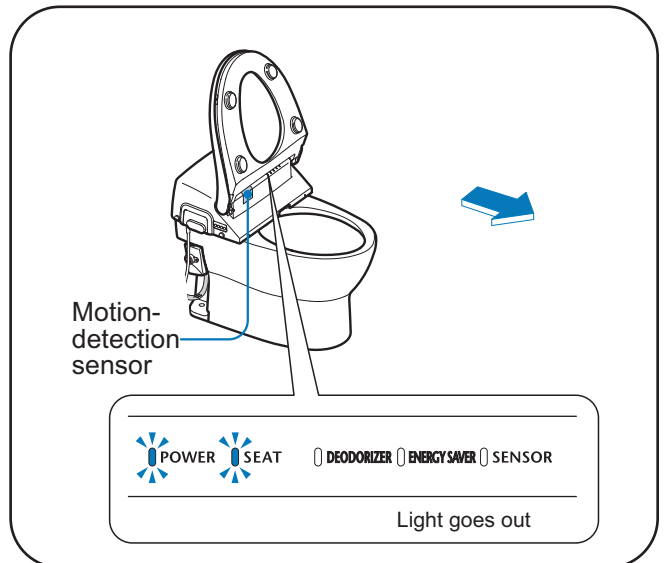
## When standing in front of the toilet

- Please open the toilet seat using the remote control.

When finished, move at least 1 foot (30cm) away from the toilet.

After approximately 90 seconds, the toilet seat and lid will close automatically.

- When it no longer detects a person, the "Sensor" light on the Main Unit Display will go off.

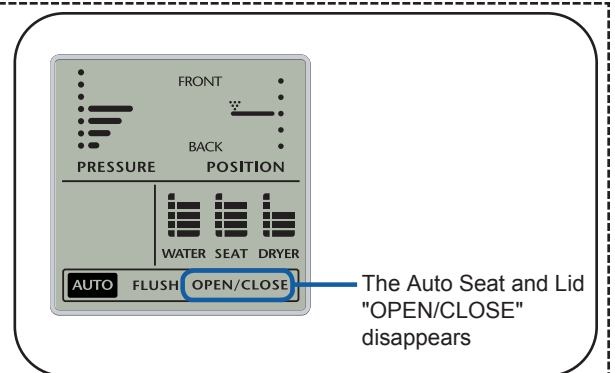


## When not using automatic open/close

Press the Auto Lid Open/Close button on the Remote Controller.

This shuts off the automatic open/close.

- "Open/Close" will go out on the Remote Control Display Module.
- Please follow the same procedure when it is to be used again.



### Motion-detection Sensor

- The Motion-detection Sensor detects when a person is standing in front of the toilet.
- Infrared light is emitted from the Motion-detecting sensor as shown in the diagram. A person is detected when he or she steps into the infrared light.



# Flushing the Toilet

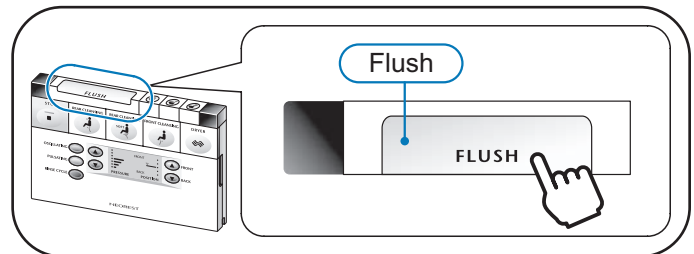
The toilet may be flushed in two ways: remotely or automatically.

## How to flush the toilet using the Remote Control.

- The toilet can be flushed by pushing the flush button on the remote controller.

**Tip** 1

### Press the following button on the remote controller.



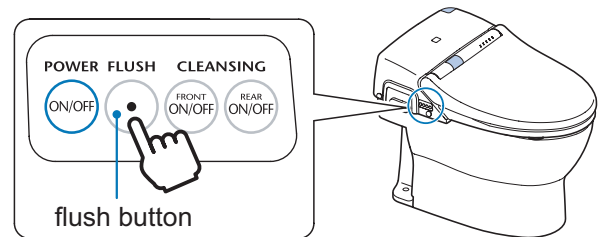
The toilet will flush.

## When the batteries in the Remote Control are dead

- Please flush the toilet by pressing the "Flush" button on the Main Unit Controls.

### Press the Flush button on the Main Unit Control

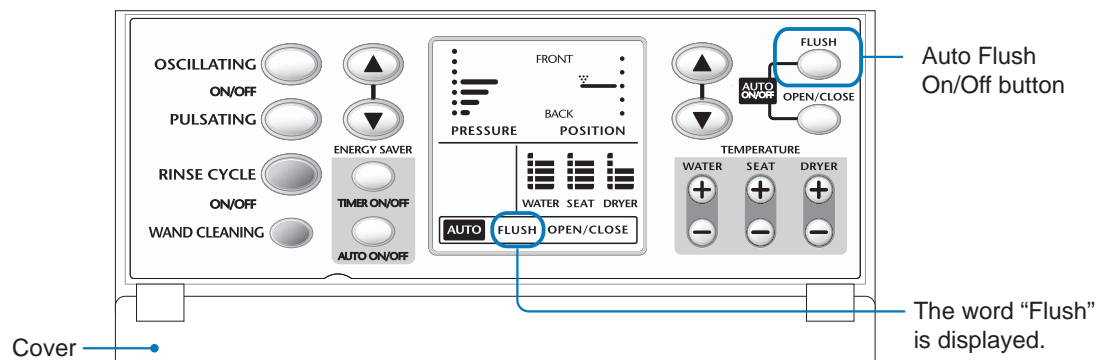
The toilet will be flushed



## How to use automatic flush

- Automatic flush works when the person steps away from the toilet. (This keeps people from forgetting to flush.)

**check** Please make certain that the Remote Control displays the word "Flush."



**Tip** 1

The toilet flush button cannot be held down continuously. Please wait approximately 10 seconds before the next flush.

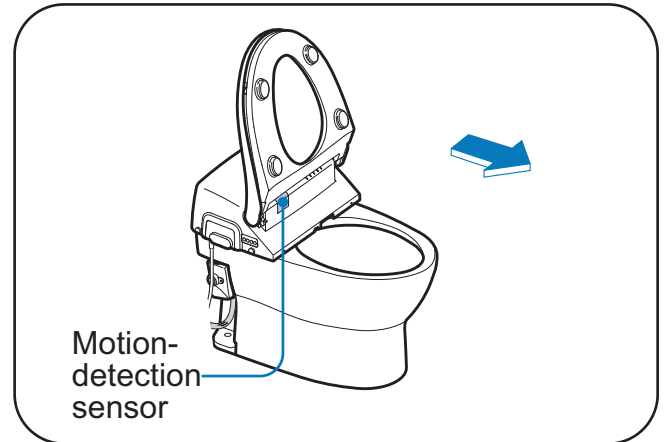
## When sitting on the toilet seat

- The toilet will not flush automatically unless the person is seated for at least 6 seconds.

### When finished, stand up from the toilet seat.

After approximately 5 seconds, the toilet flushes.

Tip  1



- Even when seated on the toilet, the sitting position or posture could cause the sensor to mis-detect and start an automatic flush.

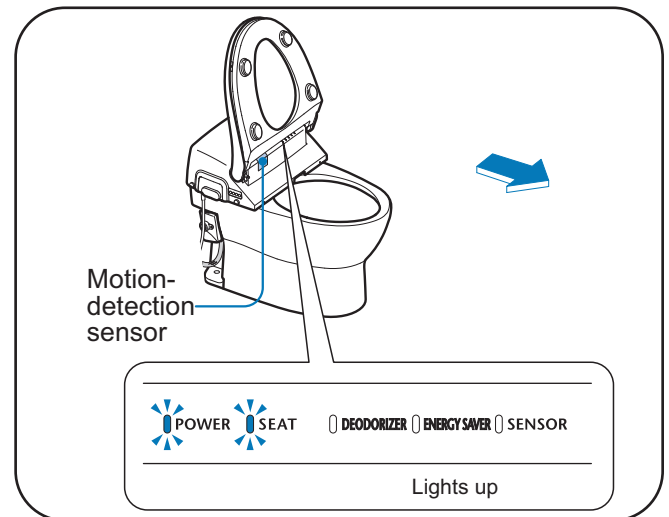
## When standing in front of the toilet

- The toilet will not flush automatically unless the person stands for at least 6 seconds in front of the Neorest.

### When finished, move at least 1 foot (30cm) away from the toilet.

After approximately 3 seconds, the toilet will do a "light flush."

Tip  2



- When the sensor no longer detects a person, the "Sensor" light on the Main Unit Display will go off.

#### Tip 1

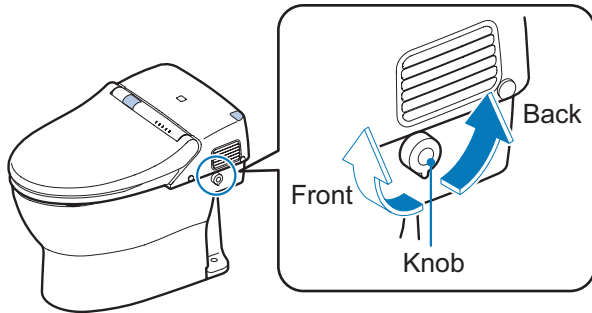
- Initially, auto flush is set to "on."
- After flushing automatically, the toilet will not flush automatically for approximately 60 seconds. Please use the Remote Controller buttons to flush the toilet.

#### Tip 2

- If small children will be using the device, the sensor may not detect them because of where they stand in front of the toilet and their height. In such cases, please use the buttons on the Remote Controller to Flush and open and close the seat and lid.
- After flushing automatically, the toilet will not flush automatically for approximately 60 seconds. Please use the Remote Controller buttons to flush the toilet.

## Flushing the toilet during power outages

- Please flush the toilet using the manual flush knob on the right side (as you face the toilet).



**1** Turn the manual flushing knob toward the back for at least 2 seconds.

The toilet will be flushed.

**2** When the water stops running, turn the knob toward the front.

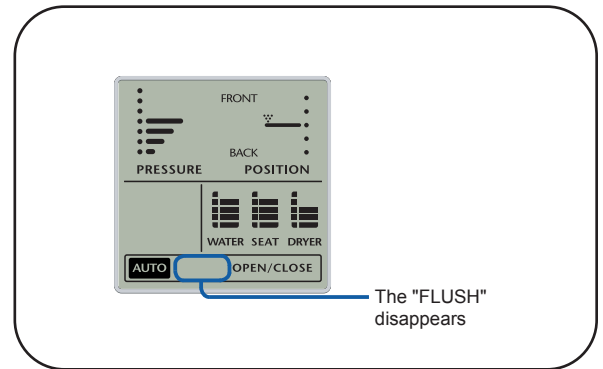
The toilet will re-fill with water.

## When not using automatic flushing

Press the Auto Flush On/Off button on the Remote Controller.

Automatic flushing will be turned off.

- Flush will disappear from the Remote Control display.
- Please follow the same procedure when it is to be used again.



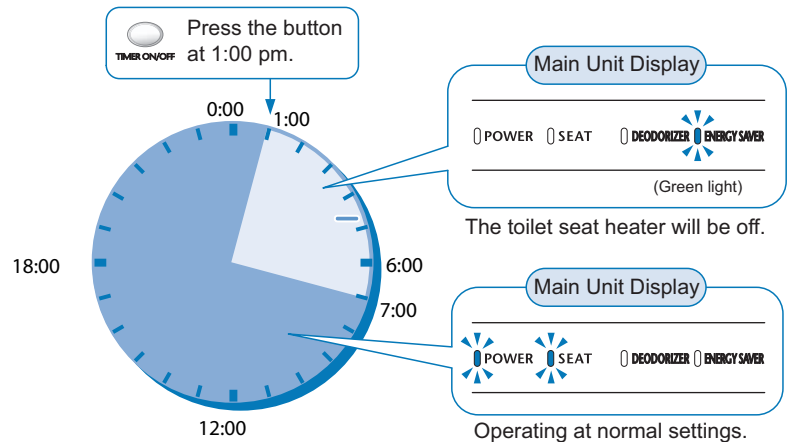
# To Conserve Energy

## Using the Energy Saver Feature - "Timer ON/OFF"

### What timer energy saving is

- Once it's set, energy saving works at that time automatically everyday. The toilet seat heater turns off during timed energy saving. The period of energy saving can be set to 3, 6 or 9 hours.

For example, saving power from 1:00 to 7:00 pm (6 hours).



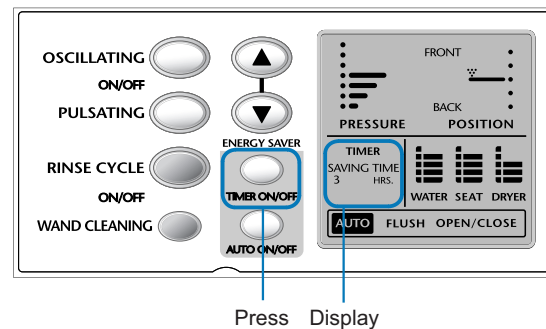
### Example: When saving power from 1:00 to 7:00 pm (6 hours)

- 1 Press the Energy Saver Timer On/Off button at the time (1:00 pm) the energy saving is to begin.

Energy saving will begin.

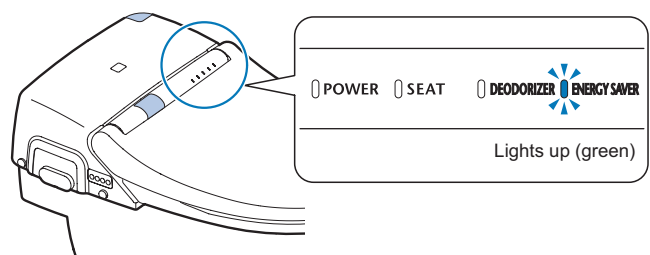
- The words "TIMER" and "SAVING TIME 3 HRS" will be displayed on the Remote Control Display.

**Tip** 1



- 2 Press the Timer On/Off button to set for 6 hours.

- During Timed Energy saving, the "Energy saving" light (green) on the Main Unit Display will be on.



**Tip** 1

The following will work, even during timed energy saving.

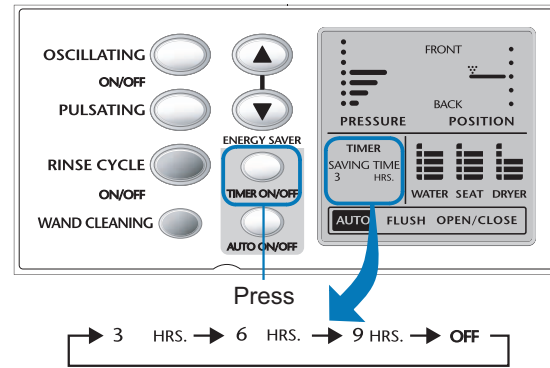
- The toilet seat heater will work while someone is seated on the toilet, even during timed energy saving.
- It will take approximately 15 minutes for the toilet seat to warm up.

## Changing the Energy saving time

### Press the Timer On/Off button

Tip  2

- Each time the button is pressed, the display changes in the following order 3 → 6 → 9 → Off (No display). Please choose the desired time for the setting.
- \* When you wish to change the energy saving time (3, 6, 9 hours), please reset the energy saving start time once again.

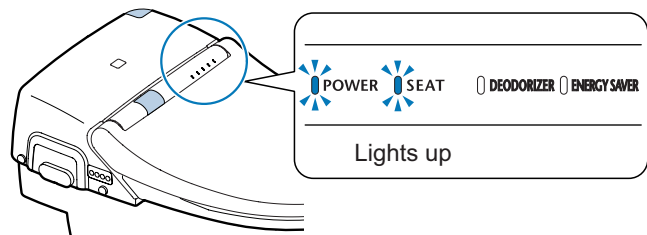
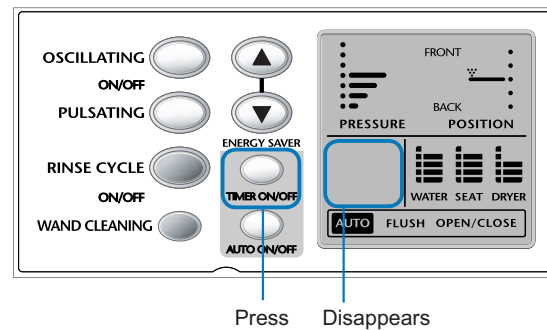


## Turning off Timed Energy saving

### Press the Timer On/Off button until the words "Timer" and "Saving Time" disappear.

Energy saving will be shut off.

- The "Power" and "Seat" lights in the Main Unit Display Module will turn on.



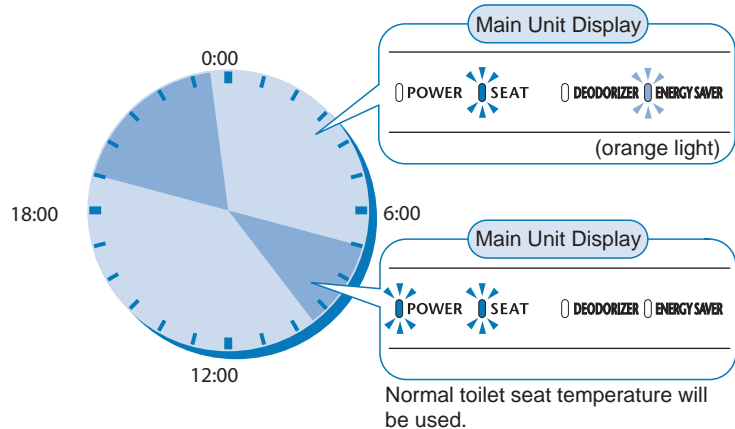
Tip  2

When you wish to change the energy saving start time, first shut off the timed energy saving and reset the new start time by pressing the Timer On/Off button.

## Using the Energy Saver - "Auto ON/OFF"

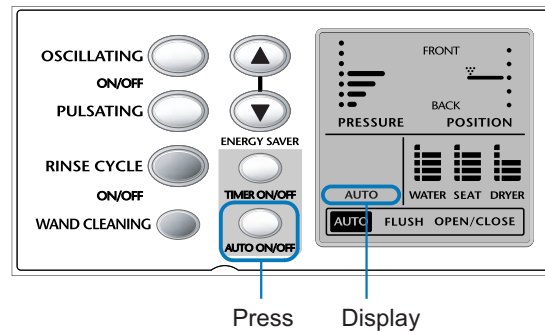
### Automatic Energy saving is,

- The Washlet will learn when times of the day the toilet is used and save power by lowering the toilet seat temperature during low-use time periods.



### Press the Energy Saver Auto On/Off button on the remote controller.

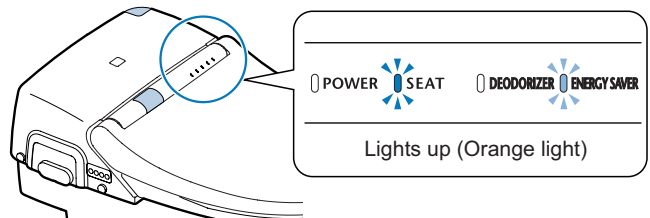
- The display module on the remote will show "Auto."



The Neorest will begin determining low use times.

Tip 1, 2

- During low-use times, the "Energy Saver" light (orange) on the Main Unit Display Module will go on.



#### Tip 1

It takes 2 ~ 3 days for the Washlet to determine low-use times. During that time, it will gradually implement energy saving.

#### Tip 2

The Neorest will work, even during Automatic Energy Saving.

- The toilet seat temperature is set to approximately 79 F (26 °C) during Automatic Energy Saving, but the toilet seat will warm up temporarily when someone is seated.

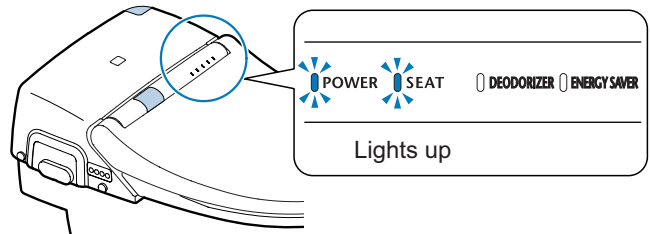
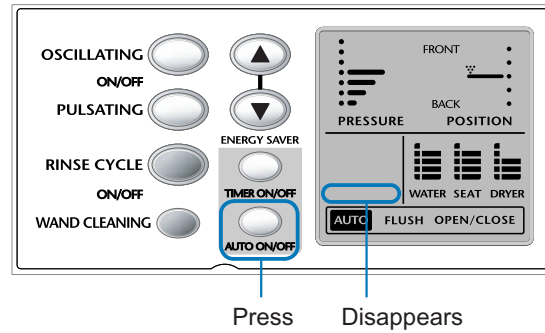


# Turning off Automatic Energy Saving

Press the Auto On/Off button.

Automatic Energy Saving will be shut off.

- The "Auto" light in the Main Unit Display will disappear.
- The "Power" light will go on in the Main Unit Display.



## When using both Timed Energy Saving and Automatic Energy Saving

- Either of the buttons may be pressed first.

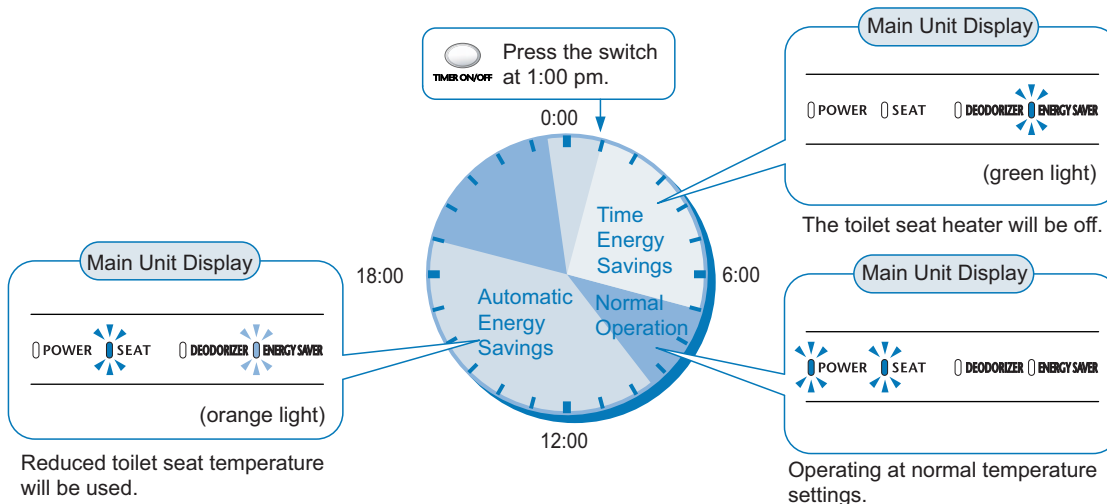
Press the Timer On/Off button on the remote at the time you wish to start Energy Saving.

- See Page 22 about Timed Energy Saving.

Press the Auto On/Off button.

- See Page 24 about Programmed Energy Saving.

### Let's look at the following Energy Saving example.



- When not using Timed Energy Saving, Automatic Energy Saving will be at work saving energy.

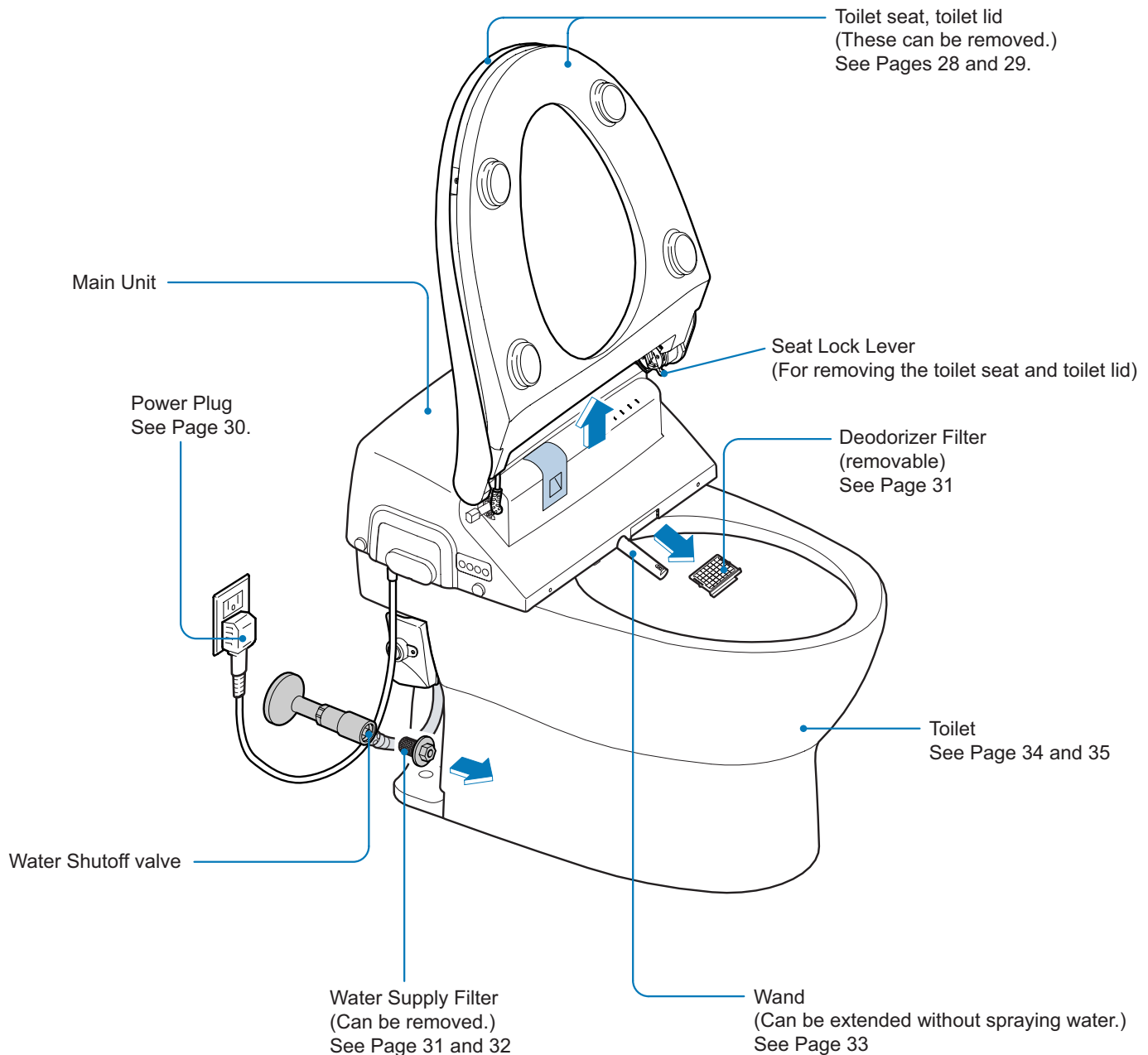
# Caring for your NEOREST® 500

## Before cleaning the NEOREST

Each component can be disassembled for a thorough cleaning.

### Caution!

Before starting please turn the Auto Flush and Auto Open/Close buttons to "Off." Otherwise, the auto flush or auto open features may function during cleaning.



## Daily Care and Maintenance

### Cleaning the Main Unit, Toilet Seat and Lid

#### Wipe with a soft, damp cloth.

- Please wipe with a soft, damp cloth that has been wrung out thoroughly.

**Tip**  1, 2

### Please note!

The toilet seat and lid are designed so that they can be easily removed and cleaned.

- If too much force is used when cleaning, the toilet seat or lid may come off. If the seat or lid comes off, please look at Page 29 before reattaching.

#### Cleaning very dirt components.

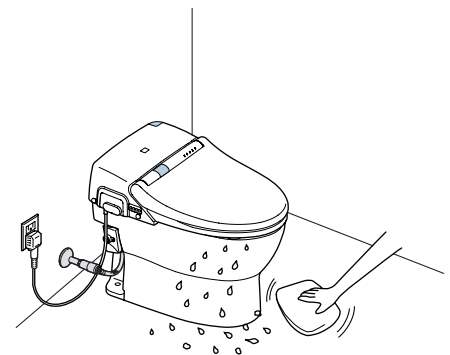
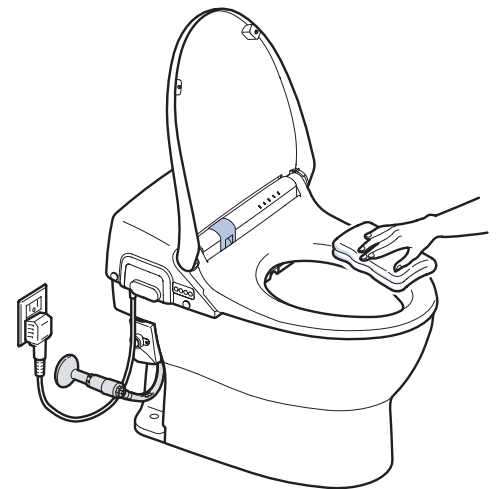
- Please use diluted dish-washing liquid (neutral Ph) on a soft cloth and wipe well.
- Afterward, please rinse with clean water.

#### If toilet bowl cleaner gets on plastic components.

- Please rinse with clean water and then wipe away the droplets with a clean cloth.

#### Floor care

- If there are drops of urine or condensation from the toilet on the floor, please wipe them up with a well-wrung rag.
- When cleaning, please be sure to wipe up all detergent or water that falls on the floor also.



#### Tip 1

- The product is made of plastic, so please do not wipe it with dry cloth or toilet paper. Doing so can scratch the surface.
- The Washlet is an electrical appliance. Please exercise sufficient care that water not get inside. Please wipe up all spills so that no detergent remains in the gap between the Main Unit and the toilet.

#### Tip 2

Please keep the Seat Sensor, Motion-detecting Sensor, Remote Controller Transmitter and Remote Controller receiver clean! If dusty or dirty, they may not function properly. (See Pages 14, 18, and 38-44.)

# Thorough Cleaning of the Product

## Cleaning the main unit, toilet seat and lid.

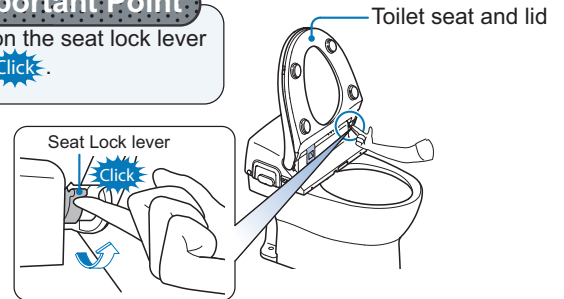
- The toilet seat and lid can be removed, allowing cleaning everywhere.

### Removing the toilet seat and lid

**1** Raise the toilet seat and lid and lift up the seat lock lever (grey) until it clicks.

**Important Point**

Lift up on the seat lock lever until it **Clicks**.



**2** Grasp the toilet seat and lid together at the base.



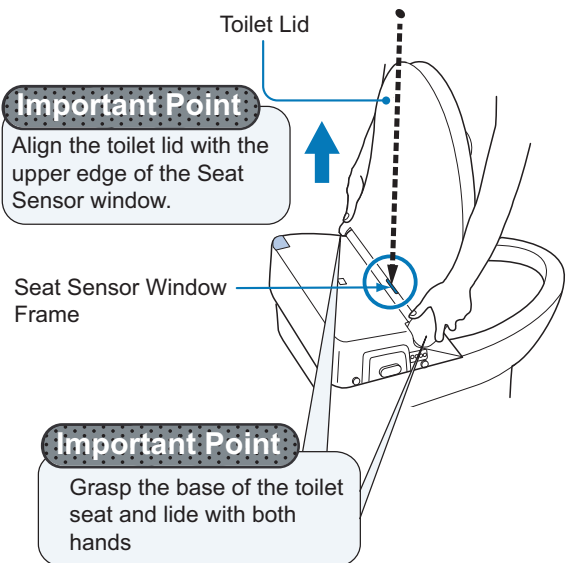
Align the toilet lid with the upper edge of the Seat Sensor window frame (black).



Pull the toilet seat and lid straight up with both hands.

**Important Point**

Align the toilet lid with the upper edge of the Seat Sensor window.



**Important Point**

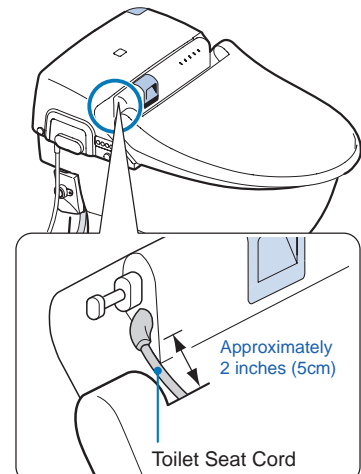
Grasp the base of the toilet seat and lid with both hands

- \* The toilet seat cord is approximately 2 inches (5 cm). Please do not pull on it with unnecessary force. (Doing so could damage the cord.)
- \* Please do not pull up at an angle or apply excessive force. (Doing so could damage the unit.)

**3** After removal, place the toilet seat and lid on top of the toilet as shown in the diagram.

**4** Clean the Main Unit, the toilet seat and lid

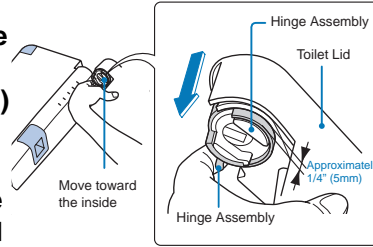
- Please clean along the same lines as shown in "Daily Care and Maintenance" on Page 27.



## The toilet lid can be removed from the toilet seat!

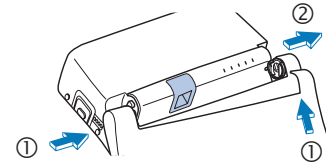
### Removal

- ① Place finger on the seat lock lever on the right side and move the hinge assembly toward the inside (approximately 1/4" (5mm))
  - ② Remove the toilet lid from the toilet seat.
- \* The seat lock lever and hinge assembly cannot be removed from the toilet seat.



### Installation!



- ① Lay the toilet lid over the toilet seat from the left.
- ② Move the hinge assembly on the right side to the outside.

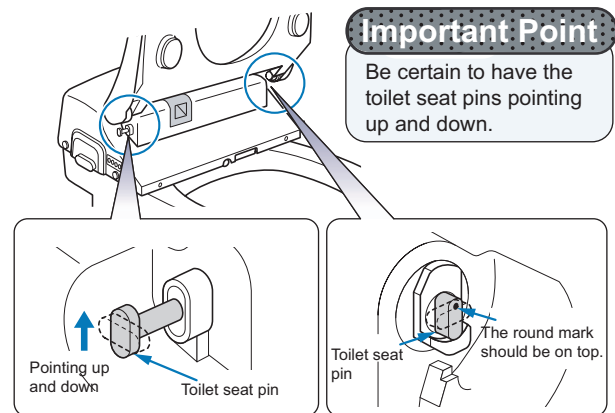


## Attaching the toilet seat and toilet lid

# 5

Make certain that the toilet seat pins are pointing up and down.

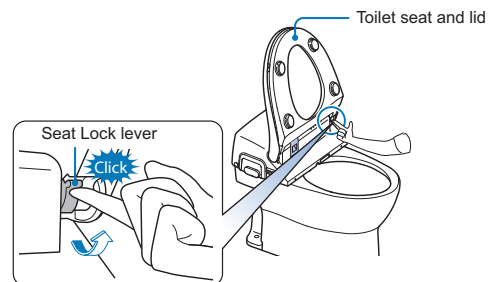
- \* When they are not pointing up and down, please press the  on the remote, wait 10 seconds and then press the  so that they will be pointing up and down.



# 6

Make certain that the seat lock lever (grey) is up.

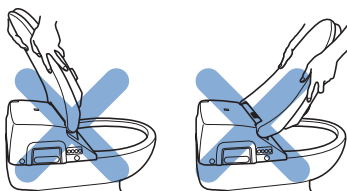
- \* If the lock lever is not all the way up, it won't be possible to attach the toilet seat and lid.



# 7

Align the toilet seat and lid with the upper edge of the Seat Sensor window frame (black) and press firmly onto the toilet seat pins.

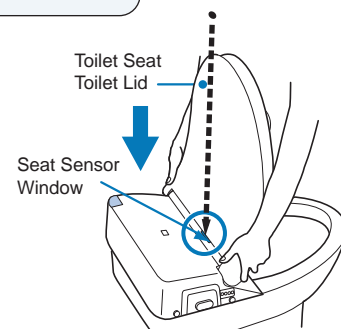
- \* Please attach them so that the blue line of the toilet seat cord is not twisted.



- \* Pushing into place at an angle can result in damage.

### Important Point

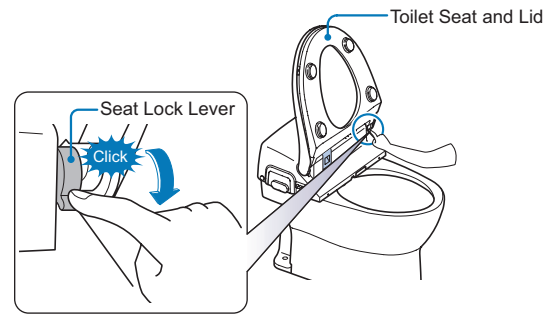
Press on the right and left sides at the same time.



# 8

**Lower the seat lock lever (grey) until it clicks into place.**

- \* If the lock lever won't go back into place, the toilet seat and lid will not be attached. Please reattach the toilet seat and lid.



## Other Care and Maintenance

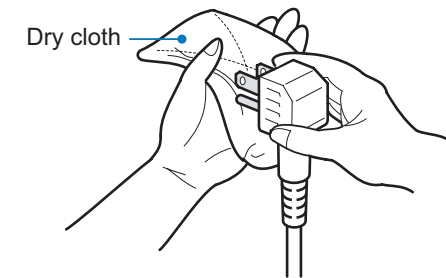
### Cleaning and inspecting the Power Plug

- Please check the power plug around once a month to make sure that it is in proper working condition.

# 1

**Remove power plug.**

- Grasp the plug (never the cord) and pull straight out.



# 2

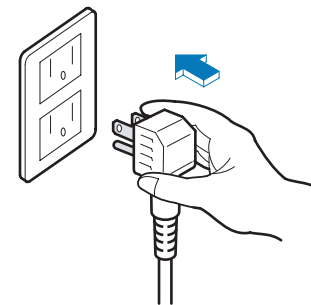
**Clean**

- Clean dust or debris from the prongs of the power plug with a dry cloth.

# 3

**Replace power plug.**

- Please insert the power plug so that the prongs are fully inserted.



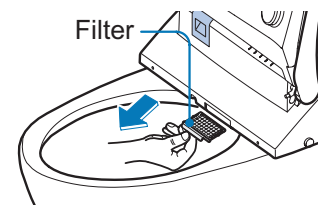
### Cleaning the deodorizer filter (About once a month.)

- If there is dust in the deodorizer filter, please clean as follows.

# 1

**Remove the deodorizer filter**

- Pull the filter (grey) forward.

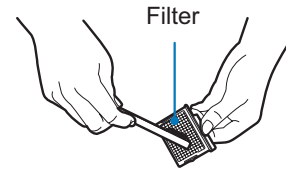


## 2

### Clean

- Clean dust or debris on the filter with a toothbrush or similar tool.

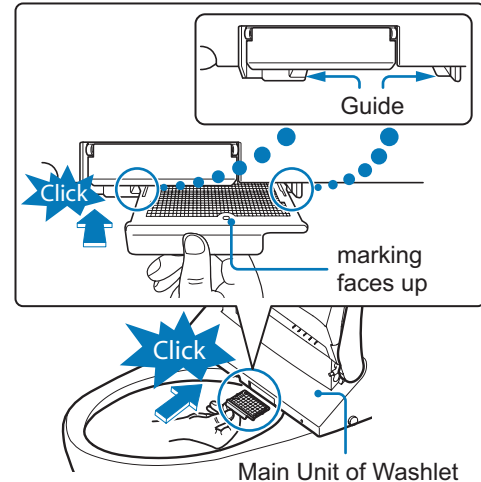
Tip  1



## 3

### Reattach deodorizer filter.

- With the mark on the deodorizer filter facing up, place the filter in the guiding grooves of the Washlet and press into place until it clicks. (The filter cannot be inserted upside down.)
- \* If the deodorizer filter is not completely inside the guiding grooves, it may fall out.
- \* Do not use the unit without a filter in place. (Doing so can cause malfunctions.)



## Cleaning the water supply filter.

- When the water pressure gets low, it's time to clean the feed water supply filter.

## 1

### Shut off the water valve and turn off the water supply.

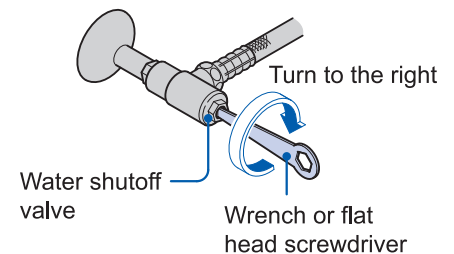
- Shut off the water valve with the wrench provided.

 **Caution!**



Prohibited

Do not remove the feed water filter with the water shutoff valve in the OPEN position



Tip  1

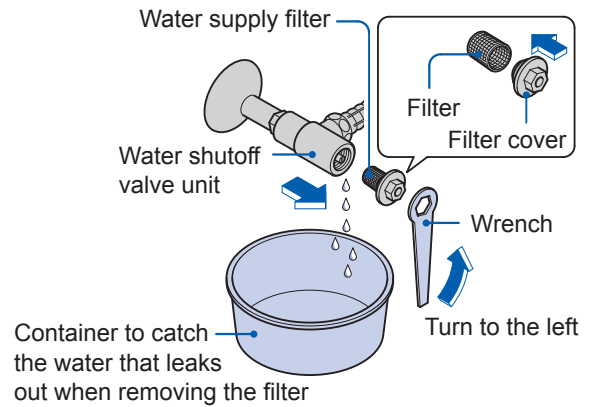
Cleaning the filter

- The filter can be cleaned using water, but please remove all moisture before reinstalling.
- If the filter is extremely dirty or blocked up, we recommend replacing it.

## 2

### Remove the water supply filter

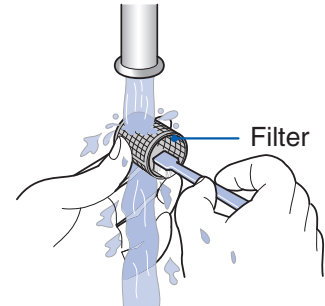
- Remove the filter cover with the wrench.
- The filter will come out with the filter cover.



## 3

### Clean the filter

- Remove the filter and clean the mesh by running it under water.
- Tip 1**
- \* Use a small brush, such as a toothbrush to remove any dirt that is lodged in the mesh.
  - \* Remove any dirt that may have deposited inside the water shutoff valve unit with a cotton swab.



## 4

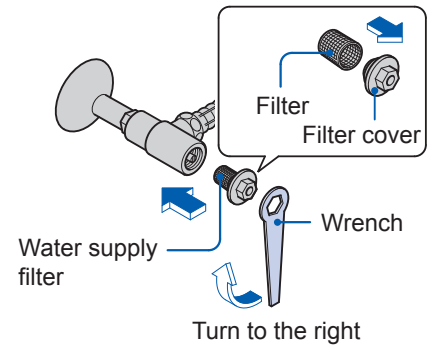
### Reinstall the water supply filter

- Reassemble the water shutoff valve unit and tighten the filter cover with the wrench

**Caution!**

Always perform the following

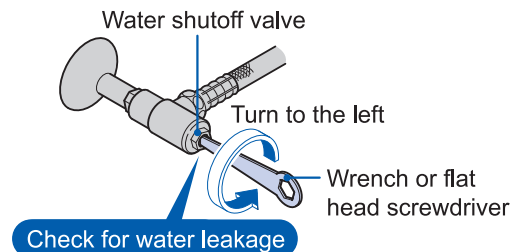
Be sure to tighten the Water supply filter securely. A loose filter may result in water leakage.



## 5

### Open the water shutoff valve

- Open the water shutoff valve with the wrench.
- Confirm that there is no water leakage from the water shutoff valve unit.



**Tip 1**

#### Cleaning the filter

- Use only plain water to clean the filter. Do not use detergent or cleaning solution.
- Do not apply force when handling the filter to avoid bending it.

If the filter becomes extremely dirty, we recommend that you replace it with a new one.



## Cleaning the wand

- The wand can be cleaned without spraying hot water.

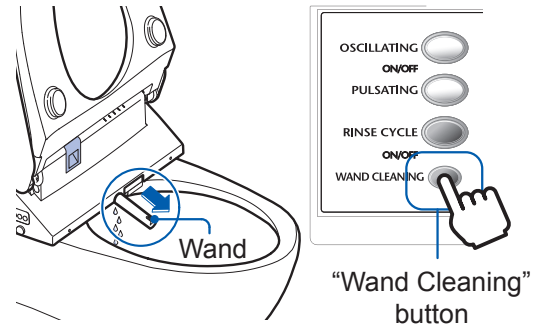
### 1 Extend the wand.

- Push the "Wand Cleaning" button on the remote controller.

**The wand comes out.**

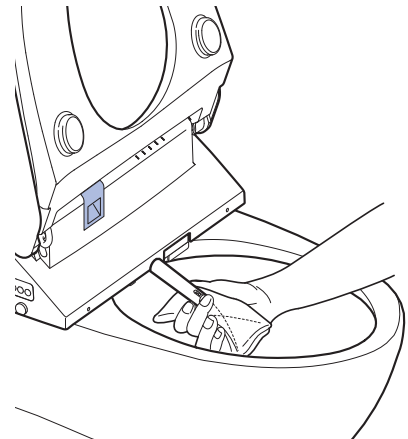
- The wand will automatically retract after 5 minutes.

Tip  2



### 2 Clean the wand.

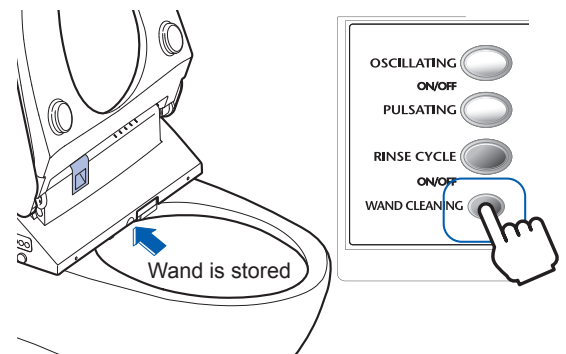
- Wipe the wand clean with a soft damp cloth.
- \* Do not apply force when pushing or pulling the wand as this may damage the mechanism.



### 3 Store the wand.

- Push the "Wand Cleaning" button again.

**The wand is stored and automatically washed**



Tip  2

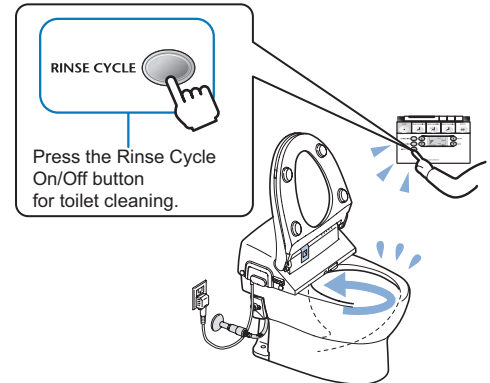
Some water will spray from the base of the wand when cleaning it

## Cleaning the toilet bowl

- The Rinse Cycle flushing switches automatically between two modes, making cleaning easy.
- \* Please be careful that toilet bowl cleansers do not get on the plastic parts.

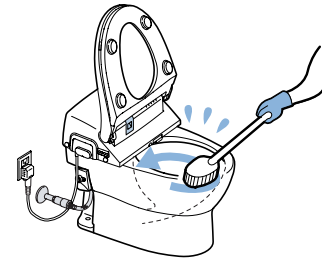
### 1 Press the Rinse Cycle button on the remote.

- Toilet bowl cleaning will begin.



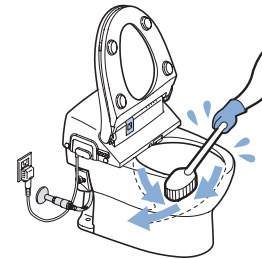
### 2 Water will flow into the toilet from the rim jet. (approximately 30 seconds)

- Please clean the toilet bowl interior.



### 3 All of the water in the toilet bowl will be flushed out and the siphon jet will run (approximately 30 seconds)

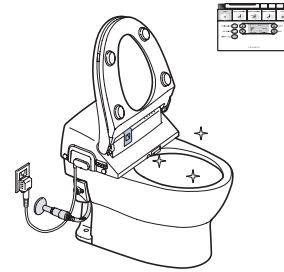
- Please clean the bottom of the toilet bowl.



# 4

Press the Rinse Cycle button on the remote.

- Toilet bowl cleaning will begin.



When you want to stop cleaning the toilet part way through,

- Please press the Rinse Cycle button once more.

The water in the toilet will be flushed out and the process will stop.

## Caution!

When using toilet cleanser to clean inside the toilet bowl, please do so before rinsing with the Rinse Cycle button.

- When using a toilet cleanser to clean inside the toilet bowl, please wash and rinse quickly (3 minutes or less) and leave the toilet seat and lid open. Additionally, please be sure to wipe up all of the detergent that remains on the toilet.

(If the gaseous elements in toilet cleansers get inside the Main Unit of the Washlet, they can cause malfunctions.)

Tip  1

Tip  1

### Cleaning the Interior Surfaces

The interior surfaces of the toilet bowl are cleaned with water during each flush, but elements in the water, dirt or stains can still adhere to the bowl, sometimes becoming difficult to remove. Please avoid letting such build-up occur. Clean the Neorest regularly.

# Preventing Damage Due to Frozen Water Pipes

**When freezing temperatures are anticipated.**

**Tip 1**

Please either heat the toilet interior or, where impossible, remove the water if the ambient temperatures are going to fall below freezing. If there is a risk of freezing, please implement the following procedure. If the unit freezes, the parts may break, resulting in leaks.

## Caution!

Before beginning the freezing prevention procedure, please turn the Auto On/Off Flush and Auto On/Off Open/Close settings to "off" and close the toilet seat and lid.

### How to Prevent Damage (Running water method)

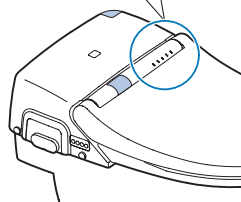
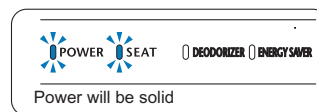
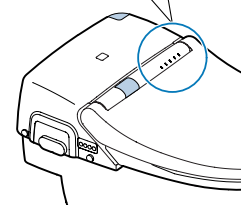
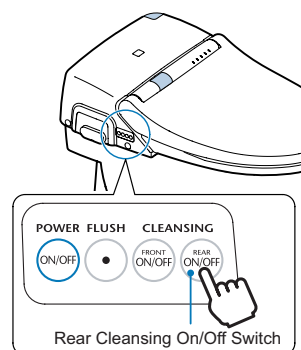
**Press the Rear Cleansing On/Off button on the Main Unit Control for at least 10 seconds.**

**This will start anti-Freeze mode.**

- The "Power" light in the Main Unit Display will switch from solid to blinking.
- Warm water will flow from the unextended nozzle every 5 minutes.
- The toilet water will flush at 10 minute intervals.

### To prevent Freezing,

- Please set the water and toilet seat temperature settings on the remote to their maximum settings.
- Please be sure to close the toilet lid.



**When turning off freeze prevention,**

**Press the Rear Cleansing On/Off button in the Main Unit Control for at least 10 seconds.**

**This will turn off the anti-freeze mode.**

- The "Power" light in the Main Unit Display will go from blinking to solid.

**Tip 1**

**When freezing temperatures are anticipated,**

Please do not use energy saving. Freezing can damage the product.

See Page 23 to stop the Timed Energy Saving. See Page 25 to stop the Automatic Energy Saving.

## When Not Using for Long Periods

When there is no danger of freezing temperatures.

### Prolonged Disuse

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Remove the power plug

### Turning the water back on after prolonged disuse

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**1** Insert the power plug into the outlet.


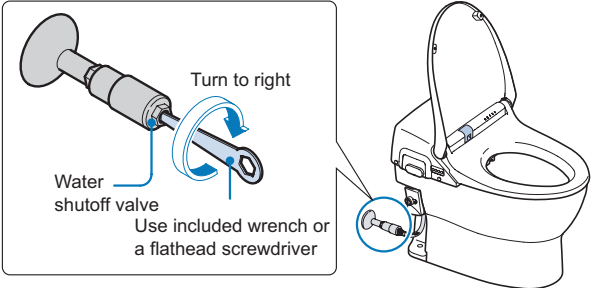
**2** Spray water out of the wand

- Cover the Seated Sensor with white paper and press the Rear Wash button on the remote. Spray water from the wand for 2 minutes.  
(Catch the sprayed water in a paper cup or similar container.)

# Troubleshooting

If you suspect a problem, please read this section and try out these troubleshooting methods. If the problem doesn't go away, please contact a representative, dealer or Toto Technical Support


Caution

 Always perform the following	<p style="color: #0070c0; font-weight: bold;">If water leak occurs, shut off the water supply at the water shutoff valve.</p>	
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■ Please check the following before calling for service.

## Performance

Problem	Possible Cause	Solution
Completely fails to operate	Is there a power outage or is the circuit breaker out?	Wait until the power is restored. Turn the circuit breaker back ON.
	Is the "Power" lights on the Main Unit Display off?	Please press the Power On/Off button on the main unit controls. See page 12.

## Rear Wash - Front wash

Problem	Possible Cause	Solution
Water will not spray.	Has water stopped flowing from the main supply?	Push the stop button and wait until the main water supply is restored.
	Are the water shutoff Valves (two places) closed?	Open up the water shutoff valve (two places) completely. See Page 12.
	Is the Seat Sensor working properly?	Refer to the "SeatSensor" Instructions on page 44
The spray water pressure is low.	Is the water pressure setting set too low?	Please press water pressure adjust button on the remote controller. See Page 15.
	Is the water supply filter blocked?	Clean the water supply filter. See page 31.
The spray water is too cold.	Is the water temperature set to "Off" or too low?	Please push the [Water + -] buttons on the remote controller. See Page 15

## Rear Wash - Front wash (Continued)

Problem	Possible Cause	Solution
The wash water stops while the unit is in use.	Approximately 5 minutes after pressing the Rear Wash, Soft Wash or Front Wash buttons, the water will turn off automatically.	Please press the pressing the Rear Wash, Soft Wash or Front Wash buttons again. See Page 13.
	Is the Seat Sensor working properly?	Refer to the Section on "Seat Sensor." See Page 44.
Water flows into the toilet for several seconds from around the wand after sitting on the toilet.	When the seat sensor is enabled, a small amount of water is discharged in preparation of use. Also, changing one's position after sitting down can turn the Seat Sensor on or off causing water to flow from around the nozzle for several seconds. This is not a malfunction.	—

## Heated Toilet Seat

Problem	Possible Cause	Solution
The toilet seat does not get warm.	Is the toilet seat temperature set to "Off" or is set too low?	Please press the [Seat + -] buttons on the remote controller. See Page 15
	Are you using Timed Energy Saving?	The heater turns on when someone is seated on the toilet and will warm in approximately 15 minutes. See Page 22
	Is the Automatic Energy Saving mode on?	The heater turns on temporarily when someone is seated on the toilet and will warm in approximately 15 minutes. See Page 24
The toilet seat goes cold after prolonged use.	The toilet seat heater will turn off automatically approximately 1 hour after sitting on the toilet,	—

## Warm Air Drying

Problem	Possible Cause	Solution
The dryer does not get warm.	Is the drying fan temperature set too low?	Please adjust the [Dryer + -] buttons on the remote controller. See Page 15
The drying fan turns off while in use.	The dryer will automatically turn off approximately 10 minutes after the [Dryer] button is pressed.	Please press the [Dryer] button again. See Page 14
	Is the Seat Sensor working properly?	Refer to the Section on "Seat Sensor." See Page 44.
The drying fan completely fails to operate.	Is the Seat Sensor working properly?	Refer to the Section on "SeatSensor." See Page 44.

## Deodorizer

Problem	Possible Cause	Solution
The deodorizer fails to operate.	Is the Seat Sensor working properly?	Refer to the Section on "Seat Sensor." See Page 44.
Sometimes, Odors are not completely eliminated.	Is the deodorizer filter blocked?	Clean the filter. See Page 30.
The deodorizer turns on by itself.	Under the following circumstances, the Seat Sensor will detect something and activates the deodorizer. This is not a malfunction <ul style="list-style-type: none"> <li>● When cleaning the toilet</li> <li>● While standing in front of the unit.</li> <li>● When manually flushing the toilet, etc.</li> </ul>	—

## Energy Saving Functions

Problem	Possible Cause	Solution
The Automatic Energy Saving doesn't work.	It may take 2 ~ 3 days for it to determine low-use periods.	—
	If the Neorest is used during the same time period around three times a week, the Energy Saving will not work at that time. The Neorest will not consider that time a low-use time.	—
Energy Saving does not work at the proper time.	In case of power failure or power cord disconnect.	It may not function normally on the day of the power outage, but should work normally starting the next day.
	Have the batteries in the remote been changed after the power cord was unplugged or a power outage? (This can turn the energy saving features off.)	Please press the "Timer ON/OFF" or the "Auto ON/OFF" buttons and reset the settings. The unit will gradually begin saving energy at the proper times. See Pages 22 ~ 24
The Energy Saving turned off.	Have the batteries in the remote been changed? (This can turn the energy saving features off.)	Please press the "Timer ON/OFF" or the "Auto ON/OFF" buttons and reset the settings. See Pages 22 ~ 24



## Auto OPEN/CLOSE

Problem	Possible Cause	Solution
<b>The toilet lid does not open/close automatically.</b>	Is the Auto Open/Close set to "Off?" (If it is set to Off, the words "AUTO Open/Close" will not be visible on the remote controller display .)	Please press the "Auto Open/Close" button on the remote and set to On. See page 17 and 18
	Is the "Sensor" light in the Main Unit Display on? Are you standing directly in front of the toilet?	Please stand directly in front of the toilet. See page 17 and 18
	Are the Seat Sensor or Motion-Detection Sensor functioning properly?	Look at the Section on "Seat Sensor." See Page 44
	Do you have a mirror, wall hanging or something decorative on the door or wall directly in front of the toilet?	Please move the item.
	Is the "Sensor" light visible in the Main Unit Display? If you are standing directly in front of the toilet, the lid will not close automatically.	Please step away from the toilet and wait for approximately 90 seconds. See Page 18
<b>The lid closes on its own.</b>	There are times when the Seated Sensor or Motion detection Sensor may not function fully, depending upon such factors as the seated posture, the standing position, the color or texture of the fabric.	Please try sitting fully on the toilet seat, changing your stance, and raising your clothing so that the sensors can detect bare skin.
	Is there something covering the Seat Sensor or the Motion detection Sensor? Is there debris, drops of water or dust obstructing them?	Please remove the clothing, debris, drops or dust.
<b>The lid stops midway (or closes) when opening.</b>	When the power cord is plugged in and the toilet lid opens for the first time, it may stop (or close) midway if it runs into anything. (It remembers the first position that it opened to.)	Confirm that there are no obstacles and unplug and replace the power cord. Then press the Lid open button on the remote controller. See Page 17.

## Automatic Flush

Problem	Possible Cause	Solution
	<p>Is the Auto Flush set to Off? (If off, the word "Flush" will not appear in the display module on the remote.)</p>	<p>Press the "Auto Flush ON/OFF" button and set the function to On. See Pages 19 ~ 21</p>
	<p>After automatically flushing once, Auto Flush will not work again for approximately 60 seconds.</p>	<p>Please use the button on the remote controller to flush it. See Page 19</p>
	<p>Are the Seated Sens or Motion-Detection Sensor functioning properly?</p>	<p>Look at the Section on "Seat Sensor." See Page 44</p>
	<p>When using toilet flush from the remote while seated on the toilet, Auto Flush will not work. Note however, that if the Seat Sensor continues to detect a person for 60 seconds or more, the Auto Flush will work.</p>	<p>—</p>
<p><b>Toilet does not automatically Flush.</b></p>	<p>&lt;When the toilet seat and lid are open&gt; Do you have a mirror, wall hanging or something decorative on the door or wall directly in front of the toilet?</p>	<p>Please move the item.</p>
	<p>&lt;When the toilet lid is open&gt; The toilet will not flush automatically unless the person is seated for at least 6 seconds.</p>	<p>Please remain seated on the toilet for at least 6 seconds before standing. See Page 20</p>
	<p>&lt;When the toilet seat and lid are open&gt; With the toilet seat and lid open, the Automatic flush function will not work if someone stands in front of the toilet for less than 6 seconds.</p>	<p>Please stand for at least 6 seconds before moving at least 1 ft (30 cm) away from the toilet. See Page 20</p>
	<p>&lt;When the toilet seat and lid are open&gt; Is the "Sensor" light in the Main Unit Display turned off? Automatic Flush will not work if you are standing right in front of the toilet.</p>	<p>Please step away from the toilet and wait 3 seconds. See Page 20</p>
	<p>There are times when the Seat Sensor or Motion-detection Sensor may not function correctly, depending upon such factors as the seated posture, the standing position, the color or texture of the fabric.</p>	<p>Please try sitting fully on the toilet seat, changing your stance, raising your clothing so that the sensors can detect bare skin.</p>
<p><b>Toilet flush goes on by itself.</b></p>	<p>&lt;When the toilet lid is open&gt; If you rise up briefly when seated on the toilet, the Seat Sensor may reset, starting the Auto Flush.</p>	<p>When using toilet flush again, please use the flush button on the remote controller. See Page 19</p>
	<p>Is there is something covering the Seat Sensor or the Motion-detection Sensor? Is there debris, drops of water or other matter obstructing them?</p>	<p>Please remove the clothing, debris, drops or other matter.</p>

## Remote Controller

Problem	Possible Cause	Solution
<b>The remote controller does not work.</b>	Do the batteries need replacing?	Please replace them with new batteries. See Page 11
	Are the batteries inserted in the correct position (+/-)?	Please insert the batteries correctly. See Page 11
	Is the remote control transmitter for the remote covered by something?	Please remove anything that might be covering them.
	Is there debris, water droplets or dust on the transmitter window on the remote?	Please remove the debris, water droplets or dust.
	Is the Seat Sensor working properly?	Look at the Section on "Seat Sensor." See Page 44
<b>The Timer Energy Saving, Auto Flush and other settings changed when the batteries in the remote were changed.</b>	Does the display on the remote dim when the buttons on the remote are pressed? If so, the batteries need replacing.	Please replace them with new batteries. See Page 11
	Changing the batteries will change the settings to their default. (Example: Auto Flush will be set to "On," even if it had been set to "Off.")	Please reset the settings.

## Remote Controlled Flush

Problem	Possible Cause	Solution
<b>Toilet flush does not function with remote</b>	Are the batteries in the remote controller worn out?	Please replace them with new batteries. See Page 11
	Have you been pressing the button continuously?	"Flush" cannot be used continuously. It takes approximately 10 seconds between flushes.
	Is there debris, water droplets or dust on the transmitter window on the remote?	Please remove the debris, water droplets or dust.

## Remote Controlled Toilet Seat and Lid

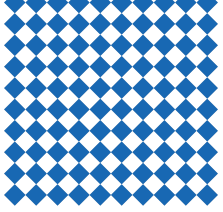
Problem	Possible Cause	Solution
<b>The toilet seat/lid do not open with the remote.</b>	Are the batteries in the remote controller worn out?	Please replace them with new batteries. See Page 11
	Is there debris, water droplets or dust on the transmitter window on the remote?	Please remove the debris, water droplets or dust.
	Are the toilet seat and toilet lid properly attached to the toilet seat pins?	Please attach them correctly. See Page 29
<b>When the lid is open, it stops (or closes) midway.</b>	When the power cord is plugged in and the toilet lid opens for the first time, it may stop (or close) midway if it runs into anything. (It remembers the first position that it opened to.)	Confirm that there are no obstacles and unplug and replace the power cord. Then press the "Lid Open" button on the remote controller. See Page 17

## Seat Sensor

Problem	Possible Cause	Solution
Pressing the buttons runs the Rear Cleansing and deodorizer runs even though no one is seated on the toilet.	Is the Seat Sensor covered by something?	Please keep the Seat Sensor uncovered. See Pages 9 and 14
	Are there debris or water droplets on the Seat Sensor?	Please remove the debris or water droplets.
The Rear Cleansing and Deodorizer or the Auto Open/Close, Auto Flush do not work even when someone is sitting on the toilet.	There are times when the Seat Sensor may not function correctly, depending upon such factors as the seated posture, the color or texture of the fabric.	Please try sitting fully on the toilet seat or raising your clothing slightly so that the sensors can detect bare skin.
	Is there clothing covering the Seat Sensor? Is there debris, drops of water or other matter obstructing them?	Please remove the clothing, debris, drops or other matter.

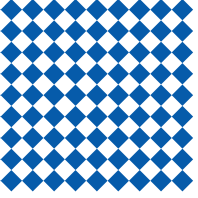
## Other

Problem	Possible Cause	Solution
The toilet does not flush properly (the "water pressure" light is flashing)	Is the water shutoff valve fully open?	Please open the water shutoff valve fully.
	Is the water supply filter on the water shutoff valve blocked?	Please clean the water supply filter. See Page 31
	Are you using water in some other place in addition to the bathroom?	—
There is no water to Flush.	Is the water shutoff valve turned off?	
	Is the supply water turned off?	Please wait until the water outage has been resolved. ●Because there is no tank, there won't be any water during a water outage.
Water sprays out of the wand, even though no one is seated.	Under the following circumstances, the Seated Sens will detect something and the deodorizer will begin. This is normal. ●When standing in front of the bowl. ●While cleaning ●When turning the manual flush knob, etc.	—
	When the bathroom becomes very cold, the Washlet Unit will empty out the water automatically to prevent freezing. It takes approximately 10 seconds to empty out the water it is not a malfunction.	—
Water leaks from the plumbing joints	Are the nuts on the connection hose loose?	Please tighten them up with a wrench.



# Specifications

Item		Contents	
Rated Power Supply		120V, 60Hz AC	
Rated Power Consumption		1281W	
Standard Power Consumption per Hour		22Wh	
Power Supply Cord Length		3 feet (1.0m)	
Flush Volume		1.6 gpf (6L), 1.2 gpf (4.5L) light flush	
Flush Type		"Cyclone" Siphon jet	
Bowl Style		Elongated	
Washlet	Wand Flow Rate	Rear	9-14.5 oz/min (0.27 ~ 0.43L/min ) (29 Psi Max)
		Soft	9-14.5 oz/min (0.27 ~ 0.43L/min ) (29 Psi Max)
		Front	9.5-14.5 oz/min (0.29 ~ 0.43L/min) (29 Psi Max)
	Water Temperature		86-104 °F (30 ~ 40 °C)
	Heater Capacity		1200W (Instantaneous)
	Safety Devices		Temperature Fuse, Bimetal sensor (auto reset), and Float Switch (prevent boil)
Dryer	Temperature		104-138 °F (40 ~ 60 °C)
	Air Volume		10.5 ft <sup>3</sup> / min (0.30m <sup>3</sup> /min)
	Heater power		350 W
	Safety Devices		Temperature Fuse
Heated Seat	Temperature		81-97 °F (27 ~ 36 °C) ( 79 °F (26 °C) for Auto Energy Saving)
	Heater Power		50W
	Safety		Temperature Fuse
Deodorizer	Catalyst		Activated Oxygen
	Air Volume		5.5 ft <sup>3</sup> /min (0.16m <sup>3</sup> /min)
Water Supply Pressure		20-80 PSI, Static (Use a minimum water supply pressure of 10 PSI (0.07 MPa) flowing)	
Water Supply Temperature		32 - 96 °F (0 ~ 35 °C)	
Allowable Temperature Range		32 - 104 °F (0 ~ 40 °C)	
Product Dimensions		Width: 16" (404mm), Depth: 25 7/8" (657mm), Height: 20 3/8" (518mm)	
Product Weight		81.4 Lbs (37kg) (Washlet Unit: 15.4 Lbs (7kg), Toilet: 66 Lbs (30kg))	



# Limited Warranty

## Three Year Limited Warranty.

1. TOTO® warrants its Neorest® brand product ("Product") to be free from defects in materials and workmanship during normal use when properly installed and serviced, for a period of three (3) years from date of purchase. This limited warranty is extended only to the ORIGINAL PURCHASER of the Product and is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. This warranty applies only to TOTO Product purchased and installed in North, Central and South America.
2. TOTO's obligations under this warranty are limited to repair, replacement or other appropriate adjustment, at TOTO's option, of the Product or parts found to be defective in normal use, provided that such Product was properly installed, used and serviced in accordance with instructions. TOTO reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. TOTO will not charge for labor or parts in connection with warranty repairs or replacements. TOTO is not responsible for the cost of removal, return and/or reinstallation of the Product.
3. This warranty does not apply to the following items:
  - a) Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.
  - b) Damage or loss resulting from any accident, unreasonable use, misuse, abuse, negligence, or improper care, cleaning, or maintenance of the Product.
  - c) Damage or loss resulting from sediments or foreign matter contained in a water system.
  - d) Damage or loss resulting from improper installation or from installation of the Product in a harsh and/or hazardous environment, or improper removal, repair or modification of the Product. This includes locations where the water pressure is above local codes or standards. (NOTE: Product model codes allow a maximum of 80 PSI. Check local codes or standards for requirements).
  - e) Damage or loss resulting from electrical surges or lightning strikes or other acts which are not the fault of TOTO or which the Product is not specified to tolerate.
  - f) 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 or water or atmospheric conditions, including but not limited to, the use of bleach, alkali, acid cleaners, dry (powder) cleaners or any other abrasive cleaners or the use of metal or nylon scrubbers.
4. If the Danger Label which has been placed over the seams on the back of the Product's top unit is broken or otherwise not intact, this limited warranty is void.
5. In order for this limited warranty to be valid, proof of purchase is required. TOTO encourages warranty registration upon purchase to create a record of Product ownership at <http://www.totousa.com>. Product registration is completely voluntary and failure to register will not diminish your limited warranty rights.
6. If the Product is used commercially or is installed outside of North, Central or South America, TOTO warrants the Product to be free from defects in materials and workmanship during normal use for one (1) year from the date of installation of the Product, and all other terms of this warranty shall be applicable except the duration of the warranty
7. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS. YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE, PROVINCE TO PROVINCE OR COUNTRY TO COUNTRY.
8. To obtain warranty repair service under this warranty, you must take the Product or deliver it prepaid to a TOTO service facility together with proof of purchase (original sales receipt) and a letter stating the problem, or contact a TOTO distributor or products service contractor, or write directly to TOTO U.S.A., INC., 1155 Southern Road, Morrow, GA 30260 (888) 295 8134 or (678) 466-1300, if outside the U.S.A. If, because of the size of the Product or nature of the defect, the Product cannot be returned to TOTO, receipt by TOTO of written notice of the defect together with proof of purchase (original sales receipt) shall constitute delivery. In such case, TOTO may choose to repair the Product at the purchaser's location or pay to transport the Product to a service facility.

WARNING! TOTO shall not be responsible or liable for any failure of, or damage to, this Product caused by either chloramines in the treatment of public water supply or cleaners containing chlorine (calcium hypochlorite). NOTE: The use of a high concentrate chlorine or chlorine related products can seriously damage the fittings. This damage can cause leakage and serious property damage.

THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY TOTO. REPAIR, REPLACEMENT OR OTHER APPROPRIATE ADJUSTMENT AS PROVIDED UNDER THIS WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO THE ORIGINAL PURCHASER. TOTO SHALL NOT BE RESPONSIBLE FOR LOSS OF THE PRODUCT OR FOR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED BY THE ORIGINAL PURCHASER, OR FOR LABOR OR OTHER COSTS DUE TO INSTALLATION OR REMOVAL, OR COSTS OF REPAIRS BY OTHERS, OR FOR ANY OTHER EXPENSE NOT SPECIFICALLY STATED ABOVE. IN NO EVENT WILL TOTO'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR USE OR FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSION MAY NOT APPLY TO YOU.

# TOTO®

1155 Southern Road  
Morrow, GA 30260  
(770) 282 8686

For your safety, be sure to inspect your Neorest 500 occasionally.

- Is the power plug abnormally hot?
- Is the power plug covered with dust?
- Is the outlet loose?
- Is your Neorest 500 operating differently than usual?

\* In case anything is abnormal, contact TOTO USA to prevent a fire or an electrical shock.