



# DXV AT200®LS SpaLet®

## TROUBLESHOOTING GUIDE

### No operation

1. Is the power plug inserted properly into the outlet?
2. Is the power outlet a GFCI AC 110V/120V? Pg. 5 in manual.
  - a. Is the outlet hot? Check power by plugging in a different item, such as a blow dryer.
3. Is the person seated while trying to operate? The seat sensor must be covered to operate. Pg. 15
4. Is the angle stop fully opened? Pg. 46 in manual.

### Remote Control Operation cannot be performed

1. Is the power on the remote turned on? Pg. 48 in manual
2. Are the batteries working? Pgs. 5 & 48 in manual
  - a. Do they need to be replaced? Batteries should be changed annually or as needed.
  - b. Did replacing batteries correct the issue?
  - c. Are you getting an error message on the LED screen
3. Is a remote control other than the supplied one is being used. When a replacement remote is used it needs to be registered to the SpaLet, see pg. 49 in user manual. (The remote control is not registered correctly.)

### The Spray Nozzle Does Not Come Out

1. Is the angle stop fully opened? Pg. 46 in manual.
2. Is the person seated while trying to operate?
3. Is the filter clogged? The filter is in the angle stop. Pg. 47 in manual.

### The Nozzle Comes Out, but the Shower is Weak

1. Is the angle stop fully opened? Pg. 46 in manual.
2. Is the filter clogged? The filter is in the angle stop. Pg. 47 in manual.
3. Is the spray strength set appropriately? Use the + & - on remote to adjust strength.

### The Nozzle Comes Out, but the Shower Does Not Come Out

1. Is the angle stop fully opened? Pg. 46 in manual.
2. Is the person seated while trying to operate? The seat sensor must be covered to operate. Pg. 15
3. Is the filter clogged? The filter is in the angle stop. Pg. 47 in manual.

### The Spray Position is Inappropriate or Does Not Hit the Right Spot

1. Has the position been adjusted by pressing the V & Λ arrows on the remote? Pg 15. in manual
  - a. Depending on how the user sits on the seat, the nozzle position will hit different areas. If the customer only sits half way on the seat then the right area may not be reached. It is best if they adjust their sitting position to fit within the reach of the nozzle.

### The Water Spray is Too Cold or Too Hot

1. Water temperature settings are adjusted through the control panel on the remote control? Pg 15. in manual



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### **The Seat / Seat Lid Does Not Slow Down**

1. Has the performance changed over time; did it slow close at some point?
  - a. If the seat performance has changed over time, then the slow close feature may need to be replaced.
  - b. If the performance has not changed, is there anything restricting the use of the seat such as a seat cover? Remove any items restricting functionality from the seat.

### **The Seat Does Not Get Warm**

1. Seat temperature adjustments can be made through the remote control? Pg. 27 in Manual
  - a. **Note:** if the customer sits on the toilet for longer than 1 hour the seat heating element will automatically turn off. Pg. 57 in manual.
2. Is the power save mode turned on? Pg. 23 In manual.
  - a. 1 touch power save: 8 hr. power save where the seat powers down for 8 hrs. but will turn on once a user uses the product. (The seat will turn on throughout the 8 hrs. as it is being used)

### **The Seat is too hot**

1. Seat temperature adjustments can be made through the remote control? Pg. 27 in Manual

### **The Seat Does Not Open/Close When the [Auto Open-Close] Button is Pressed**

1. Auto Open/Close seat adjustments can be changed through the control panel on the remote. Pg. 20 in manual.
2. Is there anything restricting the use of the seat such as a seat cover? Remove any items restricting functionality from the seat.

### **The Seat / Seat Lid Does Not Open Automatically**

1. Is the auto seat / lid open and close function turned on? Adjust the setting through the control panel on the remote. Pg. 20 in manual.
2. Is there anything restricting the use of the seat such as a seat cover? Remove any items restricting functionality from the seat.
3. Is the room temperature above 30°C / 86°F? This may interfere with the functionality of the seat. (See service manual for details)

### **The Seat / Seat Lid Does Not Close Automatically**

1. Is the auto seat / lid open and close function turned on? Have the customer adjust the setting through the control panel on the remote. Pg. 20 in manual.
2. Are there any obstructions in the room that may cause false detection of the body sensor i.e. light/windows? Pgs. 20 & 53 in manual.
3. Is there anything restricting the use of the seat such as a seat cover? Remove any items restricting functionality from the seat.



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### **Warm Air Does Not Come Out**

1. Is the user seated while trying to operate? The seat sensor must be covered for functions to operate. Pg 52 in manual.
2. Air temperature adjustments can be made through the remote control panel. Pg. 18

### **Warm Air is hot**

1. Air temperature adjustments can be made through the remote control panel. Pg. 18

### **The Night Light Internal (White) Does Not Illuminate**

1. Is the room temperature above 30°C / 86°F? (see service manual for details)
2. Is the blue light turned on? Adjustments can be made through the remote control panel. Pgs. 22 & 26

### **The Night Light Internal (Blue) Does Not Illuminate**

1. Is the blue light setting set to "ON"? Pg. 24 in manual.
2. Is the plasma cluster ion (toilet bowl) setting set to "ON". Pg. 24 in manual

### **Plasma cluster Ion (Toilet Bowl) Does Not Operate.**

1. Is the blue light setting set to "ON"? Pg. 24 in manual.
2. Is the auto seat / lid open and close function turned ON? Pg. 20 in manual.
3. Is the plasma cluster ion (toilet bowl) setting set to "ON"? Pg. 24 in manual.
4. Is the seat lid closed?
5. Does the charcoal odor absorption filter need cleaned? Pg. 42 in manual.

### **Does not deodorize**

1. Is the person seated while trying to operate? Recall, the seat sensor must be covered to operate. Pg. 15 in manual.
2. Does the charcoal odor absorption filter need cleaned? Pg. 42 in manual.

### **The Toilet Bowl Does Not Rinse Well**

1. Is the angle stop fully opened? Pg. 46 in manual.
2. Is the filter clogged? The filter is in the angle stop. Pg. 47 in manual.
3. Adjustments to the pre-wash (premist) function can be made through the remote control. Pg. 22 in manual

### **Toilet Flushing Water Does Not Come Out**

1. Is the angle stop fully opened? Pg. 46 in manual.
2. Is the filter clogged? The filter is in the angle stop. Pg. 47 in manual.
3. Is the power LED indicator on the manual flush button flashing? If so how many flashes?