



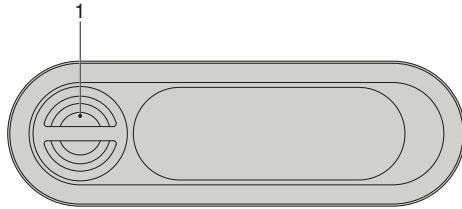
■ GEBERIT

GEBERIT AQUACLEAN TUMA COMFORT

ENGINEER, WARNING LIGHTS AND TROUBLESHOOT GUIDE

Rear side of the remote control

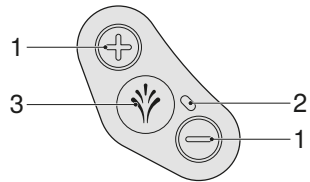
The battery compartment is located on the rear of the remote control.



1 Battery compartment

Lateral control panel

The shower toilet functions of the device can be operated from the lateral control panel.



- 1 <+>/<-> buttons: Increase or decrease the spray intensity.
- 2 Status LED
- 3 <Shower> button: Start or stop the anal shower or the Lady shower.

Troubleshooting

Troubleshooting

The table below explains what you need to do in the event of a fault:

- Carry out the steps one after the other until the device is no longer demonstrating any faults or is working as normal again.
- Be sure to follow the steps in order.

Step	Description of problem	Fault clearance
1	The shower toilet is demonstrating a fault or is not working as normal.	<ul style="list-style-type: none"> ▶ Switch off the device. → See "Switching the device on and off", page 19. ▶ Wait 30 seconds. ▶ Switch on the device. → See "Switching the device on and off", page 19.
2	Step 1 has been carried out. The shower toilet continues to demonstrate a fault or still does not work as normal.	<ul style="list-style-type: none"> ▶ Test the status LED on the lateral control panel. → See "Status LED on the lateral control panel", page 15.
3	Steps 1 and 2 have been carried out. The shower toilet continues to demonstrate a fault or still does not work as normal.	<ul style="list-style-type: none"> ▶ Check the problem descriptions in the faults table and carry out the relevant fault clearance as required. → See "The shower toilet is without function", page 44 and "Other functional errors", page 45.
4	Steps 1 to 3 have been carried out. The shower toilet continues to demonstrate a fault or still does not work as normal.	<ul style="list-style-type: none"> ▶ contact customer service.

The shower toilet is without function

The following table will help you with troubleshooting if the shower toilet is without function.



DANGER

Electric shock

Incorrect maintenance work or troubleshooting can lead to serious injury or death.

- ▶ In case of malfunctions, the device must immediately be switched off at the power switch and the customer service must be contacted.
- ▶ Only trained electrically skilled persons are permitted to perform electrical installations on the device.
- ▶ Only trained professionals are permitted to perform retrofitting on the device.



The shower toilet can be used as a normal toilet even in the event of a malfunction. The spray arm must be fully retracted. You start the toilet flush as usual by pressing the actuator buttons.

Description of problem	Cause	Fault clearance
The fuse or residual-current device in the electrical distributor trips once.	Malfunction has occurred	<ul style="list-style-type: none"> ▶ Replace or reset the fuse in the electrical distributor. ▶ Reset the residual-current device in the electrical distributor. <p>Result</p> <ul style="list-style-type: none"> ✓ The device initialises again after switching on. Using the device does not trip any fuses or residual-current devices.
The fuse or residual-current device in the electrical distributor trips repeatedly when the device is used.	Device defective	<ul style="list-style-type: none"> ▶ Replace or reset the fuse or residual-current device in the electrical distributor. ▶ Disconnect the mains plug (if available). ▶ contact customer service.
The product has an unknown technical defect.	Malfunction has occurred	<ul style="list-style-type: none"> ▶ Trip the fuse or residual-current device in the electrical distributor. ▶ Disconnect the mains plug (if available). ▶ contact customer service. ▶ Have the power supply tested by a skilled person.

Other functional errors

The following table will help you with troubleshooting if individual functions of the shower toilet have failed.



The shower toilet can be used as a normal toilet even in the event of a malfunction. The spray arm must be fully retracted. You start the toilet flush as usual by pressing the actuator buttons.



If the device is defective, switch it off using the power switch.

Description of problem	Cause	Fault clearance
Odour neutralisation is weak or ineffective.	Ceramic honeycomb filter dirty	<ul style="list-style-type: none"> ▶ Replace the ceramic honeycomb filter. → See "Replace the ceramic honeycomb filter", page 38.
The spray arm is not functioning correctly.	Malfunction has occurred	<ul style="list-style-type: none"> ▶ Switch off the device. → See "Switching the device on and off", page 19. ▶ Wait 30 seconds. ▶ Switch on the device. → See "Switching the device on and off", page 19. <p>Result</p> <ul style="list-style-type: none"> ✓ The device initialises again after switching on.
The cleaning effect of the shower has weakened.	Spray nozzles clogged or defective	<ul style="list-style-type: none"> ▶ Clean or replace the spray nozzles. → See "Clean the spray nozzle", page 37. ▶ descale the device. → See "Descale the device", page 40.
When using the shower function, the shower toilet no longer reaches the usual temperature.	Shower toilet dirty	<ul style="list-style-type: none"> ▶ descale the device. → See "Descale the device", page 40. ▶ Switch off the device. → See "Switching the device on and off", page 19. ▶ Wait 30 seconds. ▶ Switch on the device. → See "Switching the device on and off", page 19. <p>Result</p> <ul style="list-style-type: none"> ✓ The device initialises again after switching on.

Description of problem	Cause	Fault clearance
The status LED flashes red.	Malfunction has occurred	<ul style="list-style-type: none"> ▶ Switch off the device. → See "Switching the device on and off", page 19. ▶ Wait 30 seconds. ▶ Switch on the device. → See "Switching the device on and off", page 19. <p>Result</p> <ul style="list-style-type: none"> ✓ The device initialises again after switching on.
	Reinitialisation unsuccessful	<ul style="list-style-type: none"> ▶ Contact customer service.

The remote control is without function

The following table will help you with troubleshooting if:

- the remote control is without function.
- the remote control is unable to control the shower toilet.



The remote control is inactive while the Geberit AquaClean app is in use.



Should the remote control fail to function, you can use the lateral control panel instead.



If the device is defective, switch it off using the power switch.

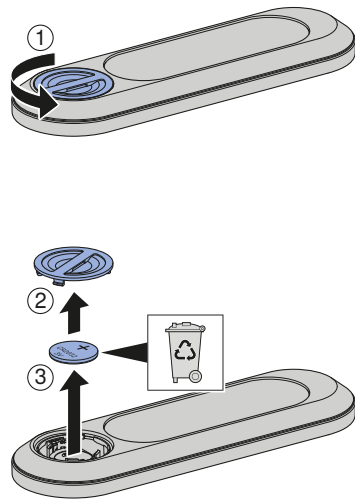
Description of problem	Cause	Fault clearance
The shower toilet can only be operated using the lateral control panel and not using the remote control.	Pairing unsuccessful	<ul style="list-style-type: none"> ▶ Re-assign the remote control. → See "Re-assign remote control", page 49 <p>Result</p> <ul style="list-style-type: none"> ✓ The device beeps (1x) and the blue LED on the lateral control panel lights up for 4 seconds.
The remote control is unable to control the shower toilet. The remote control has been re-assigned.	Batteries flat	<ul style="list-style-type: none"> ▶ Replace battery (type CR2032). → See "Replace the remote control battery", page 48
	Pairing unsuccessful	<ul style="list-style-type: none"> ▶ Re-assign the remote control. → See "Re-assign remote control", page 49
The battery has been replaced and the remote control has been re-assigned. The shower toilet can only be operated using the lateral control panel and not using the remote control.	Remote control defective	<ul style="list-style-type: none"> ▶ contact customer service.

Replace the remote control battery

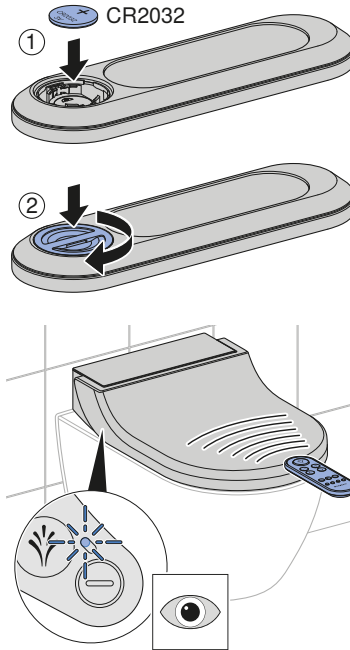
Prerequisite

- During the entire procedure, the remote control must be located in the reception range of the shower toilet.

- 1 Remove the dead battery and dispose of it appropriately.



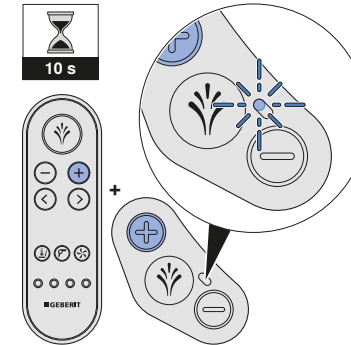
- 2 Insert a new CR2032 battery.



Re-assign remote control

- i** The device can only be operated with a single, assigned remote control.

- ▶ Press the <+> button on the remote control and the <+> button on the lateral control panel for approx. 10 seconds.



Result

- ✓ The device beeps (1x) and the blue status LED on the lateral control panel lights up for 4 seconds.
- ✓ The shower toilet can be controlled by remote control.

