

■ GEBERIT



GEBERIT AQUACLEAN MERA CLASSIC

---

# ENGINEER, WARNING LIGHTS AND TROUBLESHOOT GUIDE

---

## Status LED on the lateral control panel

The status LED on the lateral control panel informs you of the current device status. The current condition of the device is therefore visible.

Status LED	Description
Does not light up	Heating element is switched off/economy mode is active.
Lights up blue	The heating element is switched on.
Flashes blue	The device initialises after switching on.
Lights up green	The ceramic honeycomb filter must be replaced. → See "Replacing the ceramic honeycomb filter", page 45.
Flashes red	A malfunction message is pending. ▶ If [Error message] is displayed on the remote control: contact customer service.
Flashes blue-red	The device must be descaled. → See "Descaling the device", page 37.
Lights up orange	The device is now descaling. It is not possible to use the shower toilet for the duration of the descaling procedure.
Flashes orange	Water replacement is being carried out. → See "Automatic water replacement", page 32.

## Geberit AquaClean app

The following shower toilet functions can be executed via the Geberit AquaClean app:

- Remotely controlling the Geberit AquaClean shower toilet.
- Displaying and adjusting the settings.

The Geberit AquaClean app offers the following additional benefits:

- Saving your personal settings on your smartphone.
- Support for care and maintenance of the device.
- Easy registration of your Geberit AquaClean shower toilet.
- Availability of user manuals.
- Availability of functionality videos.
- Availability of service and contact information.

The Geberit AquaClean app is available free of charge for Android and iOS smartphones in the respective App Store.

Android:



iOS:



**i** The range of functions offered by the Geberit AquaClean app may vary from country to country.

## 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"> <li>▶ Switch off the device. → See "Switching off the device", page 16.</li> <li>▶ Wait 30 seconds.</li> <li>▶ Switch on the device. → See "Switching on the device", page 15.</li> </ul>
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"> <li>▶ Test the status LED on the lateral control panel. → See "Status LED on the lateral control panel", page 14.</li> </ul>
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"> <li>▶ 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 41 and "Other functional errors", page 42.</li> </ul>
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"> <li>▶ Contact customer service.</li> </ul>

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

## 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 and dryer arm must be fully retracted. You start the toilet flush as usual by pressing the buttons on the cistern.



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"> <li>▶ Replace the ceramic honeycomb filter.</li> <li>→ See "Replacing the ceramic honeycomb filter", page 45.</li> </ul>
The spray arm or dryer arm is not functioning correctly.	Malfunction has occurred	<ul style="list-style-type: none"> <li>▶ Switch off the device.</li> <li>→ See "Switching off the device", page 16.</li> <li>▶ Wait 30 seconds.</li> <li>▶ Switch on the device.</li> <li>→ See "Switching on the device", page 15.</li> </ul> <p><b>Result</b></p> <ul style="list-style-type: none"> <li>✓ The device initialises again after switching on.</li> </ul>
The cleaning effect of the shower has weakened.	Spray nozzles clogged or defective	<ul style="list-style-type: none"> <li>▶ Clean or replace the spray nozzles.</li> <li>→ See "Descaling the device", page 37.</li> </ul>
When using the shower function, the shower toilet no longer reaches the usual temperature.	Shower toilet dirty	<ul style="list-style-type: none"> <li>▶ Descale the device.</li> <li>→ See "Descaling the device", page 37.</li> <li>▶ Switch off the device.</li> <li>→ See "Switching off the device", page 16.</li> <li>▶ Wait 30 seconds.</li> <li>▶ Switch on the device.</li> <li>→ See "Switching on the device", page 15.</li> </ul> <p><b>Result</b></p> <ul style="list-style-type: none"> <li>✓ The device initialises again after switching on.</li> </ul>

## The remote control is without function

The following table will help you with troubleshooting if:

- the remote control is not functioning,
- the remote control is unable to control the shower toilet.

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

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

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

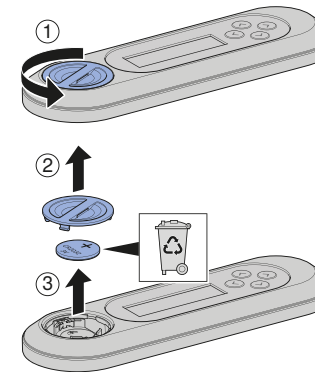
Description of problem	Cause	Fault clearance
The remote control display still remains unresponsive when buttons are pushed.	Pairing unsuccessful	<ul style="list-style-type: none"> <li>▶ Re-assign the remote control. → See "Re-assigning the remote control", page 44.</li> </ul> <b>Result</b> ✓ The display shows [Pairing ok].
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"> <li>▶ Replace battery (type CR2032). → See "Replacing the remote control battery", page 44.</li> </ul>
	Pairing unsuccessful	<ul style="list-style-type: none"> <li>▶ Re-assign the remote control. → See "Re-assigning the remote control", page 44.</li> </ul>
The battery has been replaced and the remote control has been re-assigned. The remote control display still remains unresponsive when buttons are pushed.	Remote control defective	<ul style="list-style-type: none"> <li>▶ Contact customer service.</li> </ul>

## Replacing the remote control battery

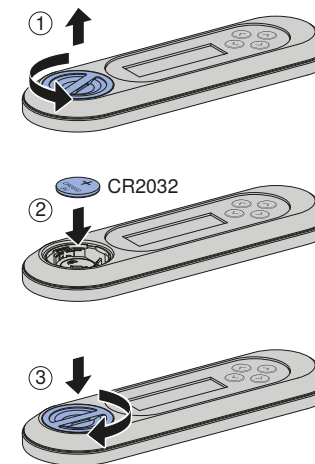
### Prerequisite

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

**1** Remove the used battery. Dispose of the used battery appropriately.



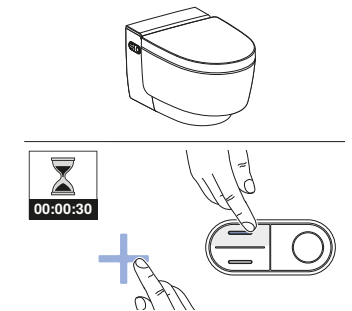
**2** Insert a new CR2032 battery.



## Re-assigning the remote control

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

▶ Press the <+> button on the remote control and the <up> button on the lateral control panel for approx. 30 seconds until [Pairing ok] appears on the display.



### Result

✓ The shower toilet can be controlled by remote control.





