

■ GEBERIT



GEBERIT AQUACLEAN MERA COMFORT

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.
Flashes blue-red	► If [Descal device now?] is displayed on the remote control: descale the device. → See Descaling the device.
Lights up green	The ceramic honeycomb filter must be replaced. → See "Replacing the ceramic honeycomb filter", page 48.
Flashes red	A malfunction message is pending. ► If [Error message] is displayed on the remote control: contact customer service.
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 33.

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:



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.	► Switch off the device. → See "Switching off the device", page 16. ► Wait 30 seconds. ► Switch on the device. → See "Switching on the device", page 15.
2	Step 1 has been carried out. The shower toilet continues to demonstrate a fault or still does not work as normal.	► Test the status LED on the lateral control panel. → See Status LED on the lateral control panel.
3	Steps 1 and 2 have been carried out. The shower toilet continues to demonstrate a fault or still does not work as normal.	► 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.
4	Steps 1 to 3 have been carried out. The shower toilet continues to demonstrate a fault or still does not work as normal.	► 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 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
The status LED flashes red.	Malfunction described in error message has occurred	<ul style="list-style-type: none"> ▶ Note the number of the error message on the display of the remote control and inform customer service.
The WC lid touches the wall.	WC lid set incorrectly	<ul style="list-style-type: none"> ▶ Set the opening angle of the WC lid so that it does not touch the wall. → See "Care and maintenance main menu", page 29. <p>Result</p> <ul style="list-style-type: none"> ✓ The device initialises again after switching on.
The WC lid lifts slowly and remains in the vertical position.	Design cover set incorrectly	<ul style="list-style-type: none"> ▶ Check the position of the design cover. ▶ Switch off the shower toilet at the power switch for 30 seconds.
Odour neutralisation is weak or ineffective.	Ceramic honeycomb filter dirty	<ul style="list-style-type: none"> ▶ See "Replacing the ceramic honeycomb filter", page 48.
The spray arm or dryer arm is not functioning correctly.	Malfunction has occurred	<ul style="list-style-type: none"> ▶ Switch off the shower toilet at the power switch for 30 seconds. <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 Descaling the device.
When using the shower function, the shower toilet no longer reaches the usual temperature.	Shower toilet dirty	<ul style="list-style-type: none"> ▶ See Descaling the device. ▶ Switch off the shower toilet at the power switch for 30 seconds. <p>Result</p> <ul style="list-style-type: none"> ✓ The device initialises again after switching on.

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.

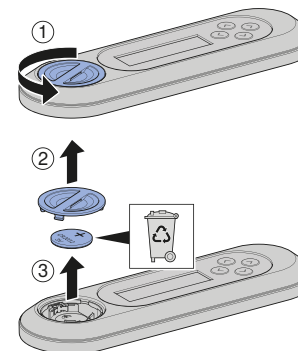
Step	Description of problem	Fault clearance
1	The shower toilet can only be operated using the lateral control panel and not using the remote control.	<ul style="list-style-type: none"> ▶ Re-assign the remote control. → See "Re-assigning the remote control", page 47 Result ✓ The display shows [Pairing ok].
2	The remote control is unable to control the shower toilet. The remote control has been re-assigned.	<ul style="list-style-type: none"> ▶ Replace battery (type CR2032). → See Replace the remote control battery ▶ Re-assign the remote control. → See "Re-assigning the remote control", page 47
3	The battery has been replaced and the remote control has been re-assigned. The remote control display still remains unresponsive when buttons are pushed.	<ul style="list-style-type: none"> ▶ Contact customer service. Result ✓ Remote control is defective.

Replacing the remote control battery

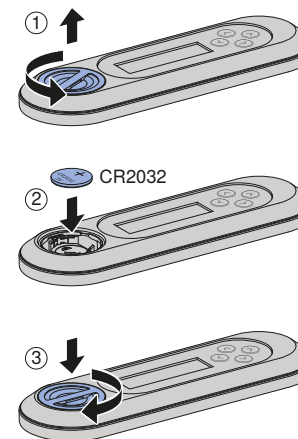
Prerequisite

- 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.



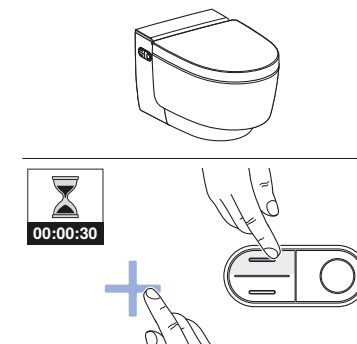
2 Insert a new CR2032 battery.



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.

The WC lid cannot be inserted

The closing mechanism of the lid lifter was activated, although the WC lid was not installed.

1 Press the <Shower> button on the remote control to reset the hinge position.

2 Insert the WC lid vertically.

3 Press the <Shower> button once again on the remote control to close the WC lid.

Replacing the ceramic honeycomb filter



CAUTION

Possible health hazard
 Impurities in the filter could lead to contamination of the breathing air.

- Replace the filter annually.



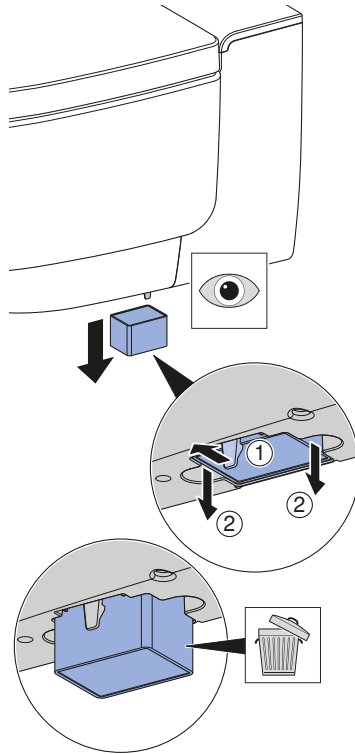
The ceramic honeycomb filter is located on the bottom right side of the device. It is fastened with a catch spring.

Prerequisite

- The status LED on the control panel lights up green.
- At the push of a button, the display shows [Replace filter] on the rear side of the remote control.

1

Bend the catch spring gently to the side to unfasten the ceramic honeycomb filter. At the same time, remove the used filter from the bracket.



NOTES

NOTES
