



GEBERIT AQUACLEAN SELA

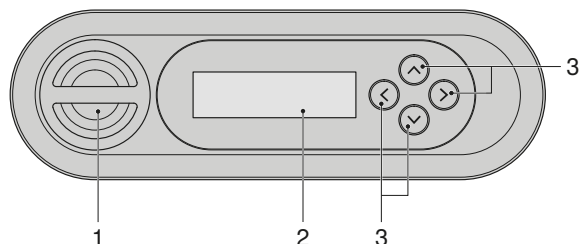
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# ENGINEER, WARNING LIGHTS AND TROUBLESHOOT GUIDE

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## Rear side of the remote control

You can access system settings and additional functions from the rear side of the remote control.



- 1 Battery compartment
- 2 LCD display
- 3 <up>/<down>, <left>/<right> arrow keys

**i** The remote control has a battery life of several years. The battery can be replaced if the remote control fails.

## Status LED on the orientation light

The LED on the orientation light informs you of the current device status. The current condition of the device is therefore visible.

LED	Description
Flashes blue	The device initialises after switching on.
Flashes blue/red	The device must be descaled. → See "Descaling the device", page 31
Flashes red	A malfunction message is pending. ▶ If [Error message] is displayed on the remote control/ smartphone: contact customer service.
Flashes orange	<ul style="list-style-type: none"> <li>• The device is now descaling. It is not possible to use the shower toilet for the duration of the descaling procedure.</li> <li>• Water replacement is being carried out. → See "Automatic water replacement", page 28</li> </ul>

## 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 the device on and off", page 13.</li> <li>▶ Wait 30 seconds.</li> <li>▶ Switch on the device. → See "Switching the device on and off", page 13.</li> </ul>
2	Step 1 has been carried out. The shower toilet continues to demonstrate a fault or still does not work as normal.	▶ Check the status LED on the orientation light. → See "Status LED on the orientation light", page 11.
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 not functioning", page 34 and "Other functional errors", page 36.
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 not functioning

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.

**i** 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 buttons on the cistern.

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

Step	Description of problem	Fault clearance
1	The shower toilet and the status LED are without function.	<ul style="list-style-type: none"> <li>▶ Switch the device off and on again. → See Switching the device on and off</li> </ul> <b>Result</b> ✓ The device re-initialises.
2	The fuse or residual-current device in the electrical distributor trips once.	<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> <b>Result</b> ✓ The device initialises again after switching on. Using the device does not trip any fuses or residual-current devices.
3	The fuse or residual-current device in the electrical distributor trips repeatedly when the device is used.	<ul style="list-style-type: none"> <li>▶ Disconnect the mains plug (if available).</li> <li>▶ Replace or reset the fuse or residual-current device in the electrical distributor.</li> <li>▶ Contact customer service.</li> </ul> <b>Result</b> ✓ The device is defective.
4	The product has an unknown technical defect.	<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.

**i** 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 buttons on the cistern.

**i** 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"> <li>▶ Note the number of the error message on the display of the remote control and inform customer service.</li> </ul>
The spray arm is not functioning correctly.	Malfunction has occurred	<ul style="list-style-type: none"> <li>▶ Switch off the shower toilet at the power switch for 30 seconds.</li> <li>▶ Switch on the shower toilet at the power switch.</li> </ul> <b>Result</b> ✓ 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"> <li>▶ Clean or replace the spray nozzles.</li> <li>▶ → See "Descaling the device", page 31.</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>▶ → See "Descaling the device", page 31.</li> <li>▶ Switch off the shower toilet at the power switch for 30 seconds.</li> </ul> <b>Result</b> ✓ The device initialises again after switching on.

## The remote control is not functioning

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.

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

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

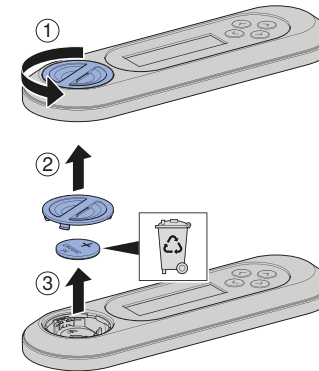
Step	Description of problem	Fault clearance
1	The remote control display shows [no connection] when buttons are pressed.	<ul style="list-style-type: none"> <li>▶ Re-assign the remote control. → See Re-assigning the remote control.</li> </ul> <p><b>Result</b> ✓ The display shows [Pairing ok].</p>
2	The remote control is unable to control the shower toilet. The remote control has been re-assigned.	<ul style="list-style-type: none"> <li>▶ Replace battery (type CR2032). → "Replacing the remote control battery", page 38.</li> <li>▶ Re-assign the remote control. → See Re-assigning the remote control.</li> </ul>
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"> <li>▶ Contact customer service.</li> </ul> <p><b>Result</b> ✓ Remote control is defective.</p>

## Replacing the remote control battery

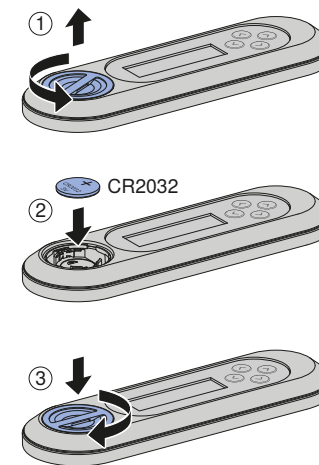
### Prerequisite

- 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.



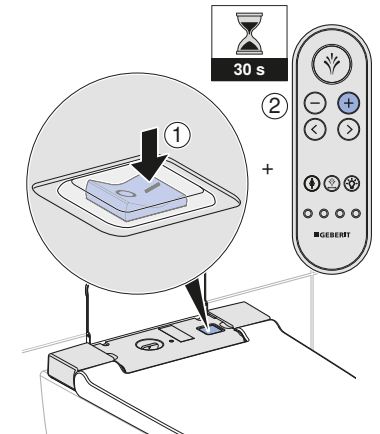
## Re-assigning the remote control

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

### Prerequisite

- The device is switched off.

▶ Switch the device on and press the <+> button on the remote control for approx. 30 seconds until [Pairing ok] appears on the display.



### Result

✓ The shower toilet can be controlled by remote control.

## NOTES

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