

Argent Evoke Smart Toilet Operation Manual



**INSTALLER – PLEASE LEAVE THIS MANUAL
FOR HOMEOWNER**

The following instructions
apply to the below models:
SWF100 & SBTW200

 **Argent**
Villeroy & Boch Group

**ATTENTION! Please read all safety and usage
information before use.**

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Important Safety Guidelines

IMPORTANT: Please read all instructions carefully before using this product.

DANGER

- ① This product contains electronic circuits. **Do not allow the body or power plug to come into contact with water or cleaning products, as this could result in electrical shock or fire.**
- ② **Do not disassemble, repair, or attempt to reassemble this product yourself.** Doing so could lead to electrical shock or fire.

WARNING

- ① The power socket must be properly grounded for safe use.
- ② Unplug the product during long periods of non-use to avoid malfunction, electrical shock, or fire.
- ③ **Do not use the product if the power cord is damaged or incompatible with the socket.**
- ④ **Do not step or sit on the operating parts or the seat lid.**
- ⑤ Avoid leaning or sitting heavily against the seat lid.

NOTICE

- ① Set the seat temperature to low if sitting for an extended period to prevent discomfort or injury.
- ② Use only mild detergent for cleaning. Avoid harsh chemicals or insecticides.
- ③ Always supervise children and people who need assistance when using this product.

Safety Precautions

Please read this manual and use the toilet correctly. The precautions listed here are important to safely use and maintain your toilet properly.

WARNING!

Do Not Immerse in Water. Do not splash water or detergent on the toilet body or power adapter.

- It may cause fire or electric shock
- It may cause cracks or damage to the bidet body

This is an electrical product, so do not install in areas where it can get wet or affected by high humidity. When using in the bathroom please install a bathroom fan or vent to ensure adequate circulation in the bathroom.

ATTENTION! Please read all safety and usage information before use.

Usage Warnings

Prohibited for use in wet areas: Do not install this unit in continuously wet use areas such as the shower. It can cause fire or electrical shock.

Do not disassemble. Do not dismantle, repair or modify.

Do not use. If the unit fails, cease use. Do not pull out the plug. Do close the water inlet angle valve and stop the water inlet in the following cases:

- Bidet is leaking.
- The cistern has cracked.
- The base has cracked.
- You notice abnormal sounds or abnormal odours are present.
- The toilet is clogged.
- The unit is smoking or is abnormally hot.

Do not use water sources other than potable tap water/drinking water.

Attention!

Prolonged usage could result in burns. When using for extended periods, adjust the temperature of the bidet to a low temperature or turn off.

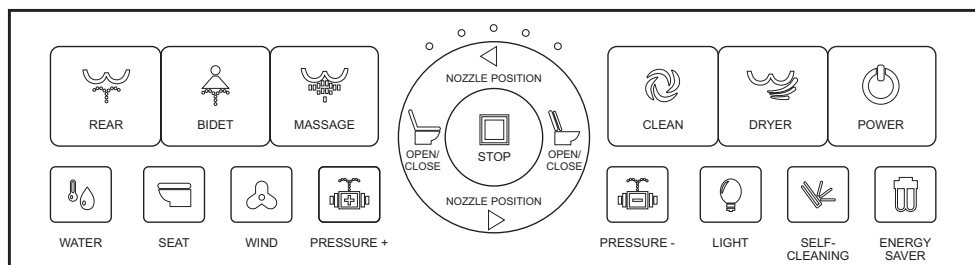
Note: Children or people who require assistance may be unable to adjust the temperature by themselves. In an accessible household ensure that the temperature of the bidet is always set to “normal” and adjust the warm air temperature state to “low”. Do not use while impaired, under the influence, or with extreme fatigue to reduce the chance of burns due to excessive heat.

Attention!

Do not sit or climb on closed lid. Excess weight can damage the lid and will void warranty.

Seat Functions

Remote Control Instructions



Ambient: ○ ○ ○ ○ ○ **Level 1:** ● ○ ○ ○ ○ **Level 2:** ● ● ● ○ ○ **Level 3:** ● ● ● ● ●



Water

The water temperature can be adjusted from 4 presets. Ambient (room temperature), Level 1 (approximately 34C), Level 2 (approximately 37C), Level 3 (approximately 40C).



Seat

The seat temperature can be adjusted from 3 presets. Ambient (room temperature), Level 1 (approximately 34C), Level 2 (approximately 37C), Level 3 (approximately 40C).



Wind

The dryer air temperature can be adjusted from 3 presets. Ambient (room temperature), Level 1 (approximately 34C), Level 2 (approximately 37C), Level 3 (approximately 40C).



Rear

Press while seated for a comfortable rear cleansing spray. Wash will stop automatically after two minutes, press again to alternate between massage or normal rear cleansing.

Note: Wand will do a hygiene rinse as it moves into position prior to selected cleansing spray.



Bidet Cleansing

Press while seated for a comfortable front cleansing intimate spray. Wash will stop automatically after two minutes, press again to alternate between massage or normal bidet cleansing.

Note: Wand will do a hygiene rinse as it moves into position prior to selected cleansing spray.



Massage

Use for a pulsating wand spray.



Pressure +

Increases the water pressure for tailored comfort. It can be set to “soft”, “medium”, “strong” or “strongest”.



Pressure -

Decreases the water pressure for tailored comfort. It can be set to “soft”, “medium”, “strong” or “strongest”.



Clean

This function is not available on this model.



Dryer

Press this button to start drying while you are seated. Warm air will cease after 3 minutes.



Light

Turn the nightlight “on” or “off”.



Self Cleaning

Press to extend the wand for cleaning the bidet on command. This action does not require user to be seated.



Power

Press this button to turn the power “on” or “off”.



Energy Saver

Turn ambient light from side knob and smart display off.

Wand Position <

While user is seated, press to adjust the height down on the rear or front spray. While seat cover is closed, press to activate manual UV clean operation.

Seat

Press to “open” or “close” the seat automatically. If seat and seat cover are closed, this action will open both.

Stop

Press to stop other functions during their operation.

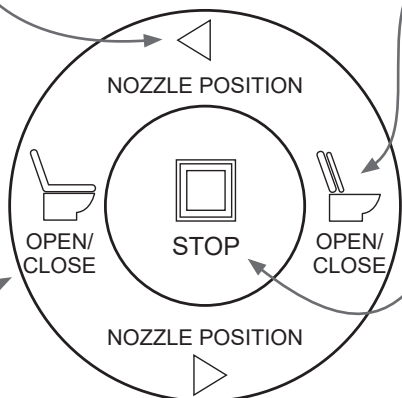
NOTE – If a cleansing spray was selected, wand will perform a hygiene rinse prior to returning.

Wand Position >

Press to adjust the height up on the rear or front spray.

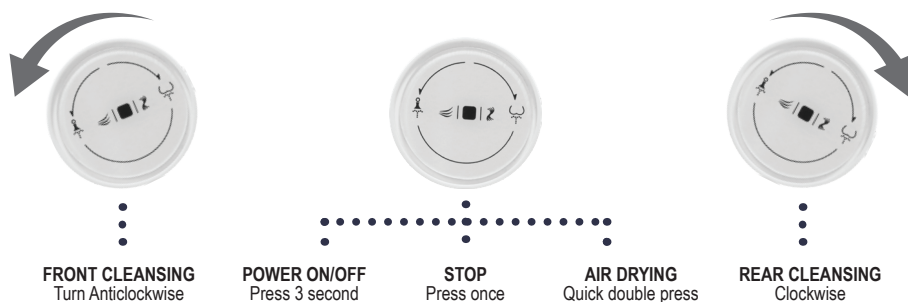
Cover

Press to “open” or “close” the seat cover automatically. If seat and seat cover are open, this action will close both.



Side Knob Instructions

General Knob Functions:



Power On/Off: Long press knob for 3 seconds.

Rear Cleansing: Turn the knob to the right.

Bidet Cleansing: Turn the knob to the left.

Air Drying: Quickly press the knob twice while sitting.

For Bidet Cleansing Massage, turn the knob once to the left. Turning the knob left again will start the front cleansing massage function.

For Rear Cleansing Massage, turn the knob once to the right. Turning the knob to the right again will start the rear cleansing massage function.

Stop: Press the knob once to stop all functions.

Toggle Confirmation Beep:

To toggle the confirmation beep “OFF” or “ON”:

1. Turn power off using the remote or the knob
2. Press “Bidet” Button on remote control
3. Turn power back on using the remote or the knob
4. Press “Light” button on remote control to ascertain that beep has been silenced/turned on.

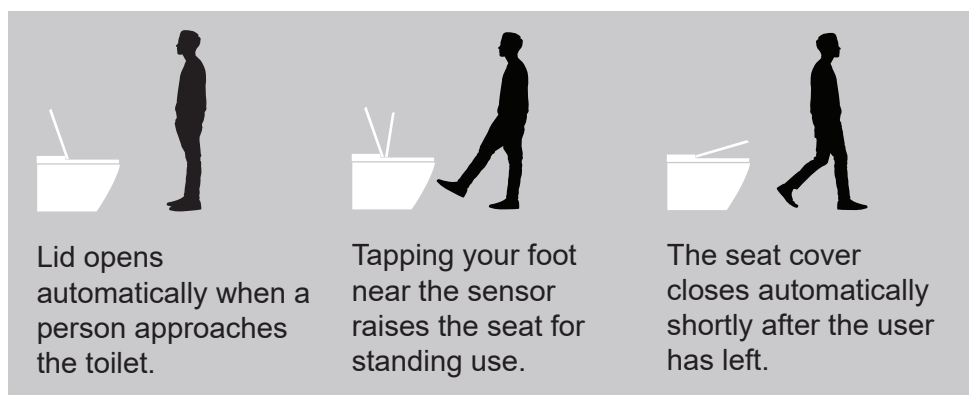
Toggle Foot Sensor Activation:

To change the foot sensor, cover option on/off: Press the open cover and rear wash buttons at the same time to select the foot sensor cover opening option. One tone indicates that the cover function is turned off, two tones indicate the cover function is turned on.

Note: if confirmation beep turned off, remote center light will flash twice for action confirmation.

Lid/Seat Sensor Operation

- 1. Fully Automatic Opening:** When the cover/seat is closed, it is motion activated from about 10cm away. (This function is only available on the fully automatic model).
- 2. Foot Sensor Seat Opening:** Use the foot sensor on the right-hand side to open the seat from 10cm away.
- 3. Foot Sensor Closing:** After flushing, use the foot sensor to close the seat.
- 4. Fully Automatic Closing:** After using, if no motion is sensed, the cover will automatically close after 90 seconds.



Attention! There is a beep in between steps 2 & 3 and a short delay. This beep alerts to a function not available to Australian models. If beep confirmation is turned off, no beep will signal, and foot may require activation to continue seat close function.

After seat cover closes spray wand will come out will come out for the UV clean operation for approximately 15 secs.

Seat Open Positioning Adjustment

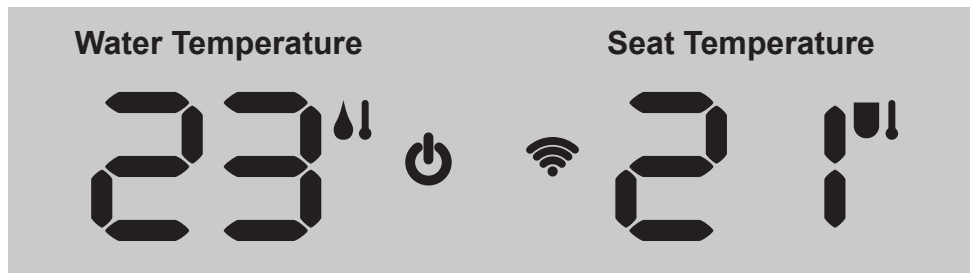
1. Ensure seat is on and powered.
2. Seat & seat lid is in closed position.
3. Ensure remote is positioned on the seat near the display screen.
4. Press the power button on remote, followed by the top nozzle position button within 2 secs.
5. This should put a set of different numbers on the display screen that represents the seat (Number on the right) and lid setting (Number on the left).
6. Press the top nozzle button to cycle through the different positions for the seat lid. Recommended for the Back to Wall is 2, for the Wall Faced is 3.
7. Press the bottom nozzle position button to cycle through the different positions for the seat. Recommended for the Back to Wall is 4, for the Wall Faced is 5. These can be adjusted to suit different installs and customer preferences.

Auto Seat Open Sensitivity Adjustment

1. Ensure seat is on and powered.
2. Seat & seat lid is in closed position.
3. Ensure remote is positioned on the seat near the display screen.
4. Press the power button on remote, followed by the left seat lid open button within 2 secs.
5. This should put a U & a number on the display screen that represents the sensitivity.
6. Press the top nozzle button to increase the sensitivity of the approach sensor.
7. Press the bottom nozzle button to decrease the sensitivity of the approach sensor.
8. Press power button to turn seat back on and return to normal operation.

Smart Display

Note: Smart display only available when “Energy Saver” is off.



Smart display will display water and seat temperatures of the Evoke Smart seat. The temperature shown will either be ambient temperature (as shown above), or the Level 1, Level 2, Level 3 fixed temperatures as per remote function page.

Attention!

Smart display also assists in highlighting some common faults producing an error code on either the water, or seat temperature display. For list of codes and their relevant fixes, please see faults on page 18.

Check Before Use

Before using a smart toilet for the first time, be sure to check the following:

- As professional installation is required, check to make sure toilet circuit is in the “on” position.
- Wipe down bidet seat and ceramics with a soft and damp microfibre cloth and dry.
- Ensure batteries are installed correctly on the remote.
- Check bidet responds to power “on” and “off”.

Cleaning and Maintenance

Care & Cleaning

Incorrect care and maintenance of your product may void your product warranty.

Care of Ceramics

With daily care, your Argent ceramics will shine for many years. For the daily cleaning of your ceramics, we recommend using a soft, non-abrasive sponge or cloth. If you wish to use a cleaning agent, it is best to use a standard, general-purpose one.

You can use all standard cleaning agents. Argent ceramics are resistant to all acids and alkalis typically used in the home (as well as cosmetic and medical products containing solvents, alcohol and acetone).

Please do not use any aggressive cleaning agents that are harmful to the environment. As with all ceramic surfaces, Argent ceramics will also be damaged by the regular use of scouring creams and powders, highly concentrated drain cleaning chemicals, special tap/metal cleaning agents or bleaching agents containing chlorine.

Microfibre cloths are suitable for Argent ceramics.

Tip: Dampen microfibre cloths before use.

Cleaning tip for very stubborn dirt: Leave bathroom or limescale cleaning agents to act overnight. Gels and foam cleaning agents are particularly suitable as they adhere well to slanting surfaces or place a cloth soaked in cleaning agent over the dirt. Ensure caustic cleaning agents do not come in contact with tapware, toilets seats or finished surfaces.

Care of Toilet Seats

To maintain your toilet seat, clean it with gentle pH-neutral soap and warm water using a soft cloth. Avoid acidic, abrasive, or chlorine-based cleaners to prevent discolouration. If contact occurs with aggressive cleaners, rinse immediately with water and dry the seat with a soft cloth.

Remote Control Battery Replacement

When the battery power is low, the remote-control indicator light will fade or go out.

To replace the battery:

Open back cover of remote. Insert 2 AAA batteries. Dispose of old batteries as per local recommendations.

Connect Remote Control: *Replacement remotes will require connection to the toilet.*

While seat not in use (body sensor not activated), rotate side knob forward (rear wash) and hold for approximately 3 secs until smart display flashes and a beep is heard. On new remote (ensure batteries are installed) press any button. Smart display will return to normal view, with a long beep sound if connection is successful.

Note: No beeps will sound with sound confirmation off.

Common Fault Diagnosis

Please see the following if there is a fault:

Fault – Unit doesn't power on.

Causes	Fixes
1. Check switch. 2. Check power board.	1. Press and hold "Self Cleaning" and "Power" buttons on the remote control to power on immediately. 2. Try side button. 3. Flick power switch. If it still does not work, please call Argent Central support.

Fault – Water does not come out of the wand nozzle.

Causes	Fixes
1. Check there is power supply to the toilet. 2. Check water supply in cistern is turned on.	1. Call a professional plumber.

Fault – Cleansing intensity is poor.

Causes	Fixes
1. Check remote to see if cleansing pressure is adjusted to the lowest level.	1. Refer to instruction manual to adjust the pressure intensity. 2. If cleansing pressure is properly adjusted and intensity is still poor, call a professional plumber.

Fault – Remote control fails.

Causes	Fixes
1. Check if the remote control battery is low. 2. If remote has a red light show after button press, but does not activate, remote may require reconnecting to seat. 3. Some functions require user to be seated.	1. Replace the battery. 2. Please call Argent Central support.

Fault – The toilet pressure is too low to engage automatic cleansing or washing.

Causes	Fixes
1. Low household water pressure. 2. Household water pressure is fine, but cleansing is not available.	1. Check water pressure, check with local utilities. 2. Call a professional plumber.

Fault – Cover/Seat is falling too fast.

Causes	Fixes
1. Soft close feature has failed.	1. Please call Argent Central support.

Fault – The cleansing wand down when not in use.

Causes	Fixes
1. The cleansing wand does not retract.	1. Please call Argent Central support.

Fault – The seat/cover cannot be automatically open or closed.

Causes	Fixes
1. Automatic sensor function has failed.	1. Seat sensor likely has been turned off. Follow settings on page 10 to adjust. 2. Turn off the power supply to unit and turn it on again. If the automatic function is unresponsive, please call Argent Central support.

Fault – The wand is bursting out water.

Causes	Fixes
1. There is abnormal operation to the cleaning wand.	1. Turn off the power supply to unit and turn it on again. 2. If the function is still abnormal, excessive water pressure may be supplied to seat. Australian standards max operating pressure is 500kPa, have a plumber confirm water supply pressure.

Fault – The temperature of the water is too low.

Causes	Fixes
1. Check remote to see if water temperature is adjusted to the lowest level.	1. Refer to instruction manual to adjust the water temperature higher 2. Please call Argent Central support.

Fault – The temperature of the dryer is too low.

Causes	Fixes
1. Check remote to see if dryer temperature (wind) is adjusted to the lowest level.	1. Refer to instruction manual to adjust the dryer temperature higher. 2. If wind temperature is properly adjusted and intensity is still poor, please call Argent Central support.

Fault – The temperature of the seat is too low.

Causes	Fixes
1. Check remote to see if seat temperature is adjusted to the lowest level.	1. Refer to instruction manual to adjust the seat temperature higher. 2. If seat temperature is properly adjusted and intensity is still poor, please call Argent Central support.

Fault – The cleansing functions are not responding properly.

Causes	Fixes
1. Check to ensure there is nothing under the seat. 2. Please ensure you are seated over the sensor area of the seat ring. 3. Ensure that there has been no power failure whilst in use.	1. Remove object from under the seat. 2. Reposition body to ensure you are sitting on the seat sensor area. Young children may be too small to activate properly, please supervise usage. 3. Turn off power at control switch for one minute and turn on again. If no response, please call Argent Central support.

Smart Display Error Codes

Fault – Left number displays E1.

Causes	Fixes
1. Water shortage fault prompt.	1. Plumber to check water supply is properly connected and turned on. 2. Check supply hose is not kinked reducing flow. 3. If it still does not work, please call Argent Central support.

Fault – Left number displays E2.

Causes	Fixes
1. Water temperature exceeds set value.	1. Ensure hot water supply not connect to toilet seat. 2. If still not working, turn off seat and do not use functions. 3. If it still does not work, please call Argent Central support.

Fault – Left number displays E3.

Causes	Fixes
1. Water pump failure.	1. Plumber to check water supply is properly connected and turned on. 2. Check supply hose is not kinked reducing flow. 3. If it still does not work, please call Argent Central support.

Fault – Left number displays E4.

Causes	Fixes
1. No water flow detected.	1. Clean the spray rod nozzle (press the self-cleaning button on the remote control, extend the spray rod, and clean the nozzle outlet with an old toothbrush or similar tool). 2. Check if the spray rod tube is stuck. 3. Plumber to check water supply is properly connected and turned on. 4. Check supply hose is not kinked reducing flow. 5. If it still does not work, please call Argent Central support.

Fault – Left number displays E5.

Causes	Fixes
1. No water connection detected.	1. Plumber to check water supply is properly connected and turned on. 2. Check supply hose is not kinked reducing flow. 3. If it still does not work, please call Argent Central support.

Fault – Left number displays E6.

Causes	Fixes
1. No water heater detected.	1. Turn off Seat via power button on side or remote. Leave for 5 mins, then power up. 2. If error message appears after this initial reset, turn off power via isolated switch in bathroom if installed as recommended, or at circuit board. Leave for 5 mins, then power back on. 3. If it still does not work, please call Argent Central support.

Fault – Right number displays E1.

Causes	Fixes
1. Seat temperature sensor failure.	1. Turn off seat and do not use. 2. Call Argent Central support.

Fault – Right number displays E2.

Causes	Fixes
1. Seat temperature exceeds set value.	1. Turn off seat and do not use. 2. Call Argent Central support.

Fault – Right number displays E3.

Causes	Fixes
1. Seat control board malfunction.	1. Turn off seat and do not use. 2. Call Argent Central support.

Fault – Both number displays 88.

Causes	Fixes
1. Toilet has gone into remote pairing mode	1. Touch any function button on remote to finalise remote connection. 2. Refer page 15 for Remote pairing

Product Specification

Rated voltage	Alternating voltage 220-240V, 50/60HZ
Rated power	Water inlet temperature: 15°C Outlet water temperature: 40°C Water discharge: 750ml/min Power: 1300W
Cleansing	Water Outlet Rear Cleansing: About 700 ml/min Bidet Cleansing: About 700 ml/min Outlet water temperature: Ambient Room Temperature, and 34°C and 37°C Heater Power: Water inlet temperature: 15°C, Outlet water temperature: 40°C Water discharge: 750ml/min Power: 1300W Safety device: Water temperature sensor, Temperature blocking filament, Temperature controller, Leakage protector
Seat Heating	Seat temperature: Ambient Room Temperature, and 34°C and 37°C Heater power: 40W Safety device: Water temperature sensor, temperature blocking filament.

Warm Air Drying	Wind temperature: More than 30°C, less than 55°C (3 grades) Airflow >0.2m³/min Heater power: 220-240V average (The maximum is about 1300W) Safety device: Bimetallic strip. Temperature blocking filament.
Wand Massaging	The spray head can move 1.5cm forward and backward.
Spray Position	Adjustable Fore and Aft.
Water Pressure	Minimum essential water pressure: 0.06mpa, Maximum water pressure: 0.6mpa (at rest).

After-Sales Service

Argent Australia Warranty Information

Warranty information contained within this document includes:

- Australian Warranty
- How to make a warranty claim
- Warranty Conditions
- Contacts
- Warranty Periods

Australian Warranty

Argent Australia Pty Ltd ('Argent') warrants that the following products manufactured by Argent, the brands that Argent represents, and supplied in Australia by Argent or an authorised Argent supplier will be free on or after defects in materials and workmanship for the following periods (see Warranty Periods) on or after the date of purchase.

Argent will rectify free of charge for parts and labor any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the following Warranty Conditions. Labor exclusions apply to selected items.

The benefits offered by this warranty are in addition to your rights and remedies under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The warranty period for medium and high density residential dwellings will commence from the issue date of the "Certificate of Occupancy".

How To Make A Warranty Claim

To claim under this warranty:

- Visit the argent website to book a service call;

- Contact argent or the authorised argent supplier on or after whom the product was purchased ('the supplier');
- Provide proof of purchase (such as a copy of the purchase receipt) at, or prior to, the inspection of the product by argent or the supplier;
- Provide to argent or the supplier all known relevant details of the model, finish and nature of the problem to assist with the identification and rectification of any fault;
- Make an arrangement with argent or the supplier to have the product inspected at the location where the product was delivered or installed, or to have the product returned to the place of purchase for inspection by argent or the supplier, during the warranty period.
- Photo and video evidence will be required to assist in resolving your warranty claim.

Argent provides service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Argent supplier, using Argent or its nominated Service Agent. This service is conditional on being provided during normal working hours of Argent or its nominated Service Agent. Where service calls are unavailable then arrangements for repair or replacement of product will be at the discretion of Argent. Argent reserve the right to request return of faulty products for inspection. Argent reserves the sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

Warranty Conditions

Costs

Argent will bear any expenses incurred for claims under this warranty, excluding:

- Any costs incurred by argent or its nominated service agent (including the cost of any service call) due to you incorrectly identifying the product or nature of the problem or being absent for a mutually agreed appointment;
- Any and all travel costs and expenses incurred or charged by argent or its nominated service agent in connection with any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised argent supplier.

Any claim for expenses incurred in making a claim under this warranty should be sent to Argent in writing (see back page).

Exclusions

This warranty is for normal domestic and commercial use only and does not cover:

- Any defect or injury caused by or resulting on or after misuse, abuse or neglect, accidental damage, improper installation or other alterations or modifications which affect the reliability or performance of the product not attributable to a defect in materials or workmanship;
- Any defects or injury caused by or resulting on or after products installed in a way that was contrary to the manufacturer's requirements or guidelines, installation or maintenance terms, or any applicable national, state or local standards, or regulatory requirements;
- Damage to finishes by epoxies, adhesives or sealants;
- The effects of poor water quality or chemicals which will affect the longevity of the product;
- Any defects or injury caused by or resulting on or after installation of product into situations outside of the Australian standards for plumbing installation: refer as/nz 3500 i.e. 'Limiting maximum static inlet pressure of all supply lines to 500kpa to point of installation;
- Any defect or injury caused by an act, default or omission of, or any representation made by, any person other than agent or an employee or agent of agent;
- Any damage or loss to products caused during transit for service, where that transit has not been arranged by agent or one of its authorised agents;
- Installation or tiling costs incurred after the installation of products containing obvious or visible manufacturing faults;
- Any remote controls supplied with the product if it is found the remote control has been exposed to extended periods of time under water; the surface finish of any product used outdoors beyond a period of 12 months.
- This warranty applies solely to the original purchaser of the product and is non-transferable. Proof of purchase from an authorised retailer is required to validate the warranty. The benefits under this warranty cease upon the sale or transfer of the product to another individual or entity.

**For further warranty details for Argent and the brands
distributed by Argent, contact Argent Central
or visit www.argentaust.com.au**

Please direct any questions or feedback for this product to Argent Central:
support@customer-central.com.au or call 1300 364 748

The manufacturer reserves the right to make alterations without notice.



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