

VELANTOCOMFORT+

INSTALLATION GUIDE

gallaria

VELANTO COMFORT+

VT1100

BTW Suite

Rear Inlet and Bottom Inlet



WER: 4 Star

Size: Projection 700 x 375 x 870mm

Water inlet: rear inlet and bottom inlet

Waste: See separate sheet for the range of outlet options.

Flush: WMK 4.5/3 litres per flush nominal

Seat: Lots bidet seat

Colour: White

Pan fixing: Floor fixing kit included

Compliance: AS11712.1 AS1172.2

WELS license 0016

WMKA30025 watermark

All sizes are nominal
As with all vitreous china products
variations occur. Each individual piece
should be checked for size.

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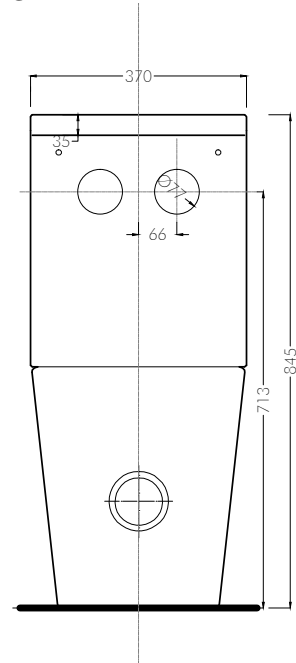
gallaria.com.au

P. 1300 961 239

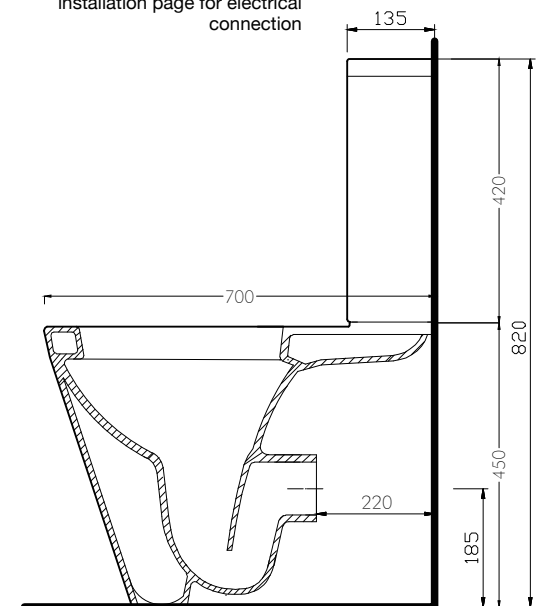
E. info@gallaria.com.au

The **VELANTO** suite is all vitreous china. Providing an easy to clean and durable sparkling finish

Universal Left and Right Bottom Inlet
(Refer to the detailed installation pages for more details)



Comes with LO105 seat, please refer to the detailed seat cover installation page for electrical connection



Installation & trap connection options

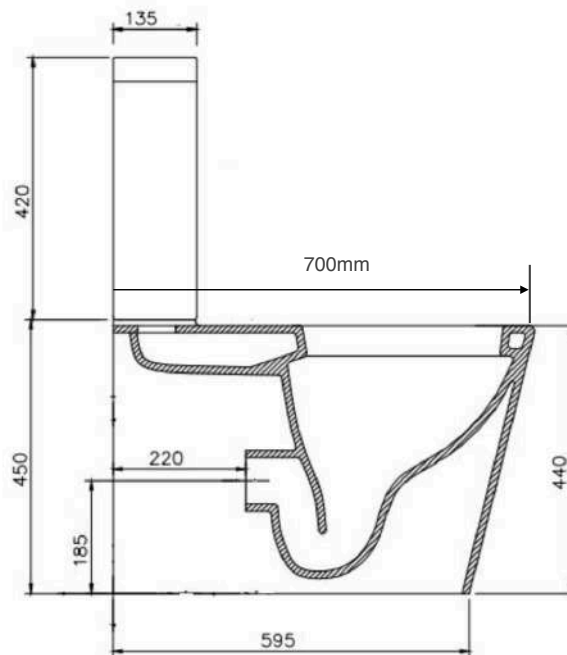
All installation and rectifications should be carried out by a license plumber

- Unpack the pan from the inner pack.
 - Turn the pan upside down on poly foam packing. This will allow you to "dry-run" the set out and see where to cut the connector if required.
 - Most important - the plastic connector must have 30-22mm penetration into the vitreous china pan trap outlet. Add this dimension before cutting the plastic connector.
 - Next the wall brace screw thread (where used) may have to be cut to length so that the flange can be screwed to the wall. This flange must be attached to the wall to provide a firm fixing of the plastic trap when the pan is pushed into final position. Failure to have a firm mounting for the plastic trap on assembly may result in a leaking connection.
 - Use Hydroseal grease or detergent on the connector seal for assembly.
 - The pan needs to be levelled and fixed securely.
 - The top limit of water supply pressure is 600kPa (AS3500) for increased life cycle and less water hammer.
- Check supply pressure as it may need reducing.
- Dimensions may vary for individual product and drainage layout. Variation may apply specifically to pan spigot outlet.

See below for a range of trap options.

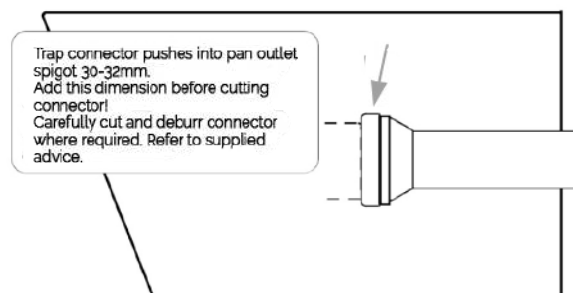
VELLANTOCOMFORT+

INTELLIGENT BIDET SEAT

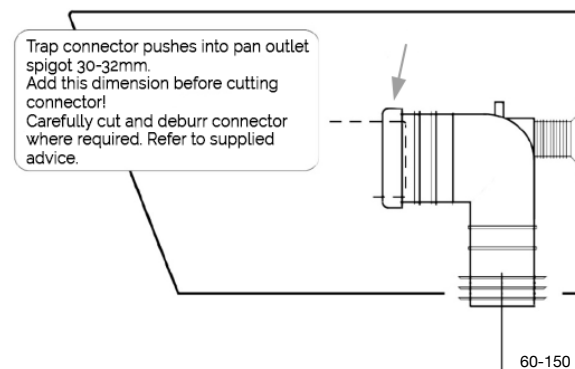


Wall outlet

Using standard 20mm offset pan collar for 100mm pipe

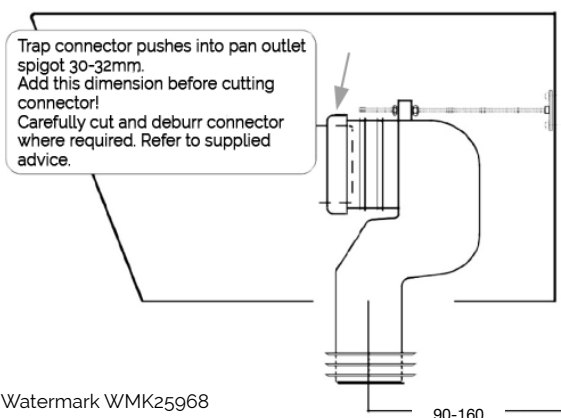


Recommended standard floor outlet set-out 60-150mm



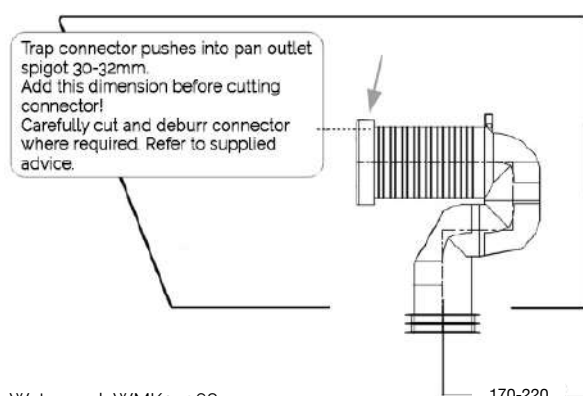
Watermark WMK25968
Connector kit XLDFB02 Supplied as standard

90-160mm floor outlet set-out



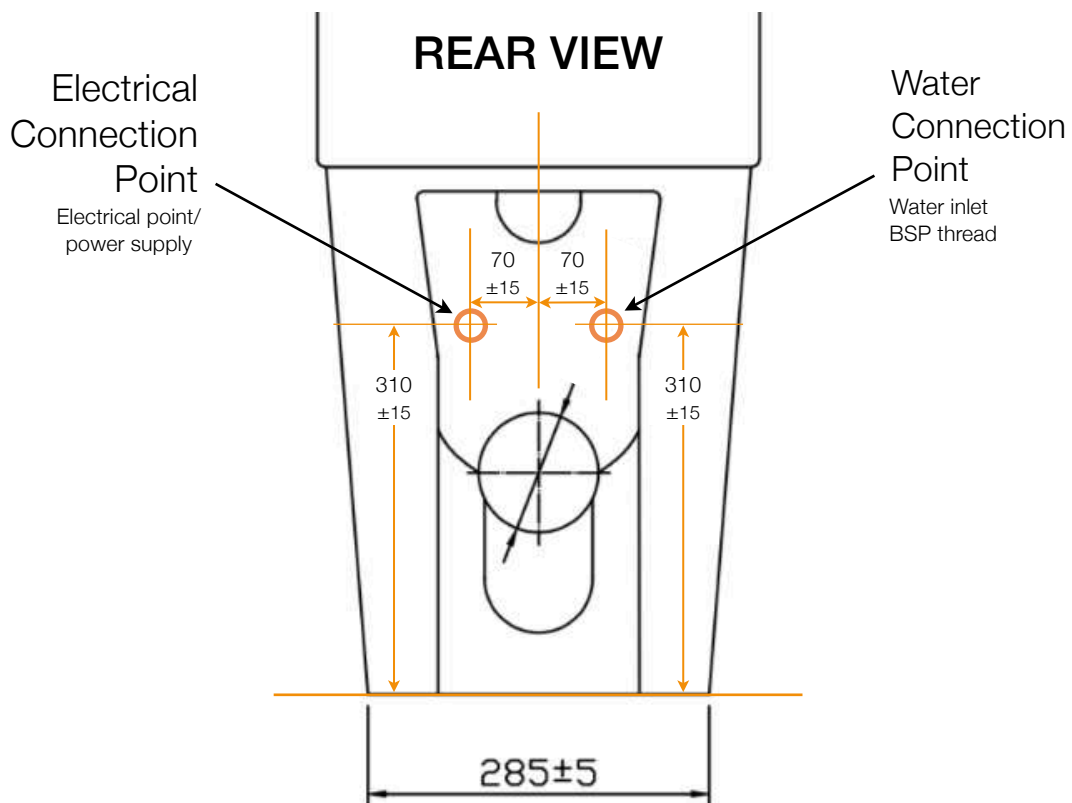
Watermark WMK25968
Connector kit XLDFB09

XLDFB QP floor outlet 170-220mm



Watermark WMK25968
Connector kit XLDFB QP

WATER &
ELECTRICAL
CONNECTION
DETAILS



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USER MANUAL

LOTO BIDET SEAT

Safety notes

Read the safety instructions carefully before use so as to properly use the product. Note the following warnings relevant to the safety.



Warning



Prohibition



Compulsory observance



Note

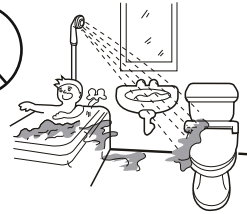
Failure to operate pursuant to the above-mentioned warning signs may result in injury or life-threatening risk.

People (including children) who are deficient in body, perception, intellectual capacity, or experience and common sense (including children) are cognized. Limited ability and/or lack of knowledge necessary to use the device without supervision. In addition to, they were given custody or guidance on the use of the product by those responsible for their safety. Without the The child of the tube shall not use the equipment alone, and ensure that children cannot play with instruments.



Avoid water splashing on the product.

- May result in fire or electric shock.



Grounding

Check if the 3-pole grounding structure is grounded.

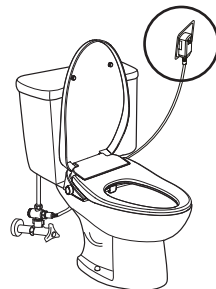
- 3-pole grounding structure must be grounded, or otherwise the product failure or electricity leakage will occur.



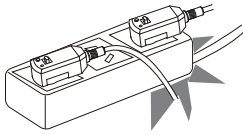
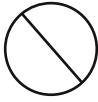
Compulsory observance

Please observe the following when replacing the power cord:

- If the power cord is damaged, contact the retail store or nearby customer service center.
- Only the manufacturers' sales representatives and authorized technicians can replace the power cord.

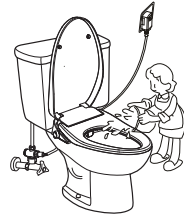
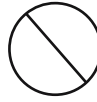


Safety notes



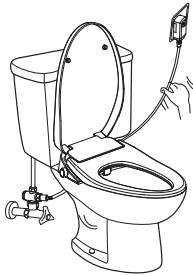
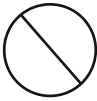
Only suitable for the power in technical specification; It is strictly prohibited to use excessive loads on the same socket.

- May result in overheating or fire.



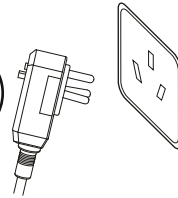
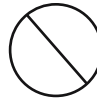
Ensure that the water, cleaning agent or urine does not wet the power plug.

- May result in fire or electric shock.



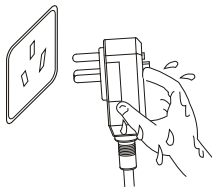
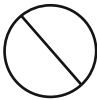
Do not pull the power plug/ power cord at will.

- May result in fire or electric shock.



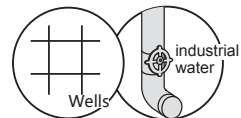
Do not use a loose socket.

- May result in fire or electric shock.



Do not plug/ pull the power plug when the hand is wet.

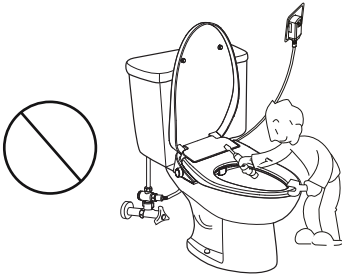
- May result in electric shock.



Do not connect to the substandard water pipe.

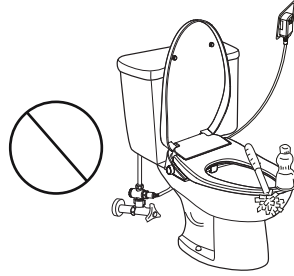
- May result in skin infections or product damage.

Safety notes



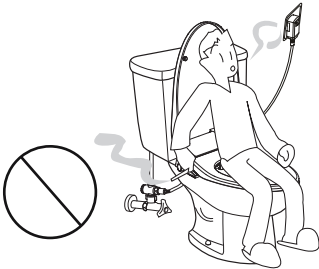
Do not disassemble, repair and modify products by without authorization.

- May result in fire or electric shock.



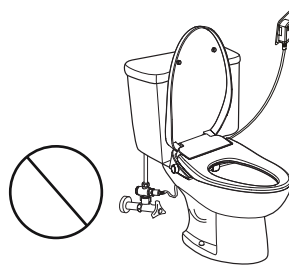
Please unplug the power supply when cleaning the product.

- May result in electric shock.



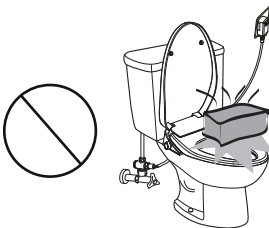
Please don't keep the lighted cigarette or other combustion items near the product

- May result in fire.



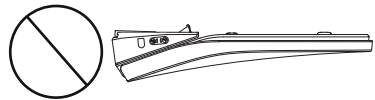
Do not bend or twist the water supply hose.

- May result in water leakage.



Do not place heavy objects on the toilet seat or the toilet cover

- May result product damage.



Do not invert product.

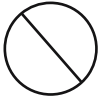
- May result in product damage.



Please clean with the diluted kitchen cleaning agent and do not use the following items:
Benzene, paint thinner, detergent powder, nylon brush, etc.

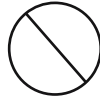
- May result in product damage.

Use precautions



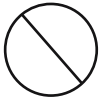
Do not place this product in direct sunlight.

- It may cause product discoloration and failure of seat heating function.



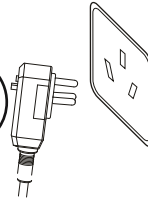
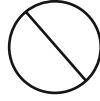
The room temperature of toilet shall be above 0°C.

- Otherwise, it is possible to freeze the product. Use warm air and other methods to improve the temperature in the toilet.



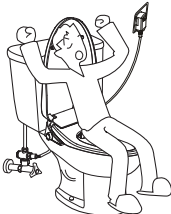
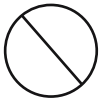
Do not shower urine on the bidet body and nozzle.

- May result in blockage.



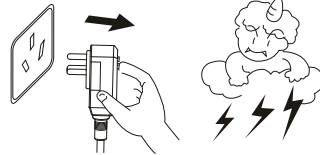
Please not use substandard power supply.

- May cause product failure.



Do not lean against the toilet lid when in use

- May cause damage to the toilet lid.



Pull off the power plug when lightning strikes.

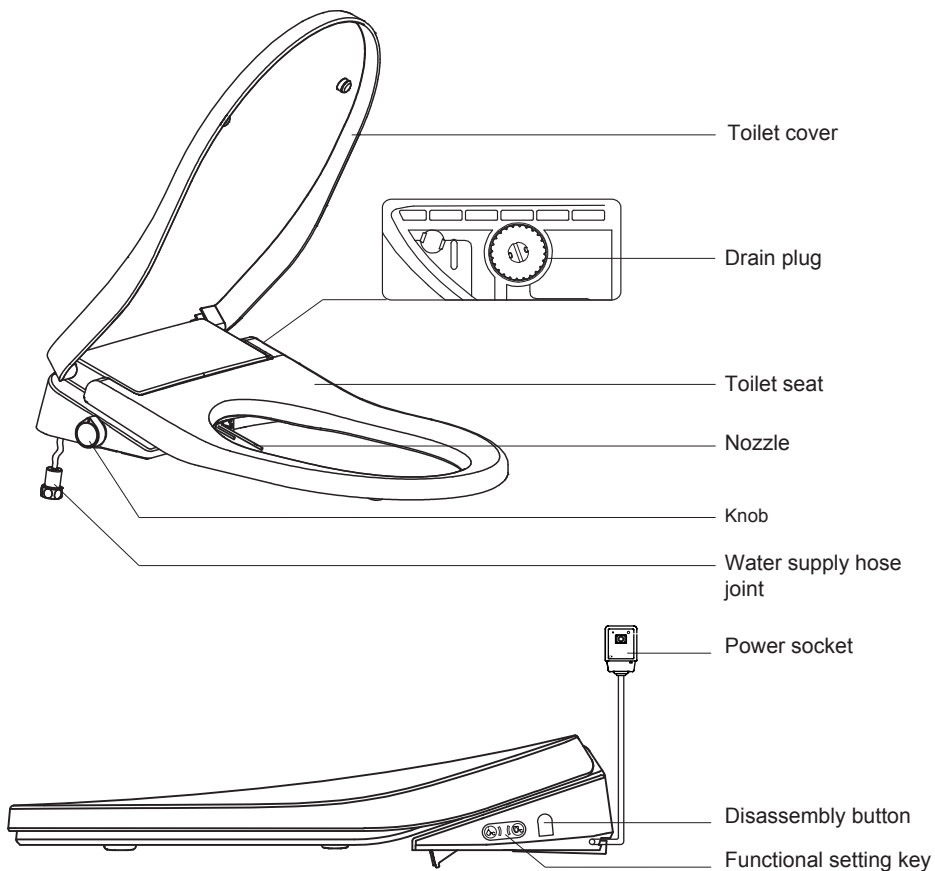
- May result in product failure or damage.



When not in use for a long time, drain the stored water and pull the plug.

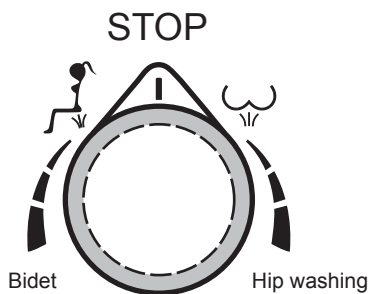
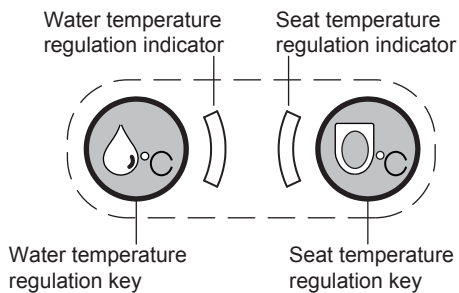
- Otherwise, water pollution and skin infections may be caused.

Product description



Functional setting key

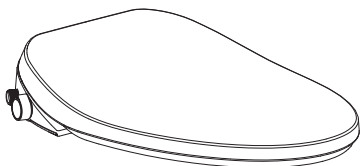
Knob



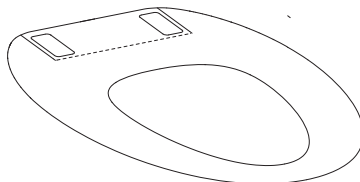
Component description

Note: There are two installation methods for this product. Please choose one methods according to the actual situation

1. Cover plate



2. Installation template



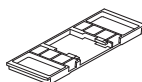
3. Fixation part



Connecting bolt (2)



Adjustment sheet (2)



Fixing plate (1)

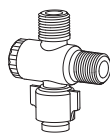


Expansion bolt(2)
(up lock)



Nut (2)
(down lock)

4. T-junction

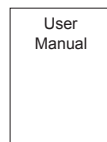


5. Water inlet hose



Filter screen

6. User manual

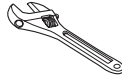


Installation steps

• Installation tools



Cross screwdriver



Monkey wrench

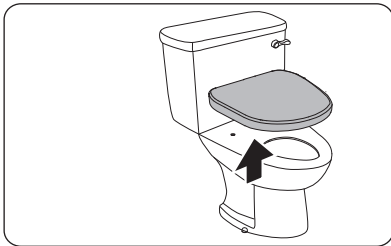


Barrel and rag

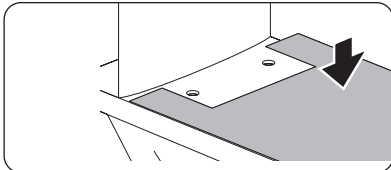
• Installation precautions

1. Water pressure range: 0.1-0.75MPa, please follow the instructions.
2. Corner valves shall be located close to the location where this product is installed and disassembled.

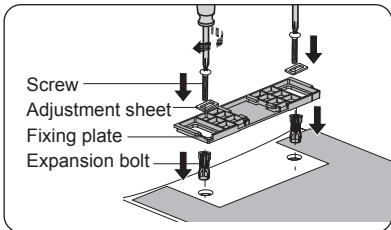
• Installation Procedure



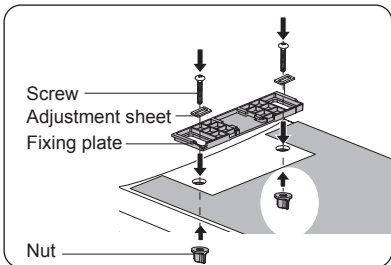
1. Remove the old cover plate. Loosen the nut connecting and move out the cover.



2. Place the installation template. Place the mounting template on the ceramic as shown. Align it with the rim of toilet.



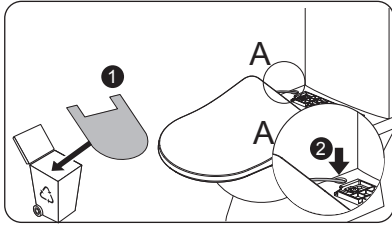
- 3A. Install fixing plate (up locking)
 - (1) Place the stainless steel adjusting sheet in the mounting groove, align the expansion bolt hole, and tighten screw with screw driver.
 - (2) Insert the expansion bolt into the ceramic hole, and place the fixing plate in the notch part of installation template.



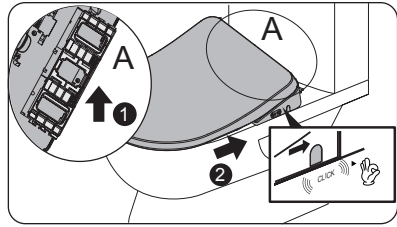
- 3B. Install fixing plate (down locking)
 - (1) Place the fixing plate in the notch part of mounting template.
 - (2) Place the stainless steel adjusting sheet in the mounting groove, align the circular hole on the ceramic and place in the screw, and lock the plastic nut and screw from the inside of the ceramic.

Note: You can choose installation mode 3A or 3B depending on the actual situation.

Installation steps



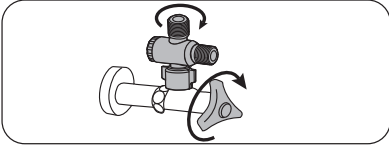
4. The installation template is disposable and recyclable. Please do not throw it away after installation. Then insert the inlet hose into the ceramic hole.



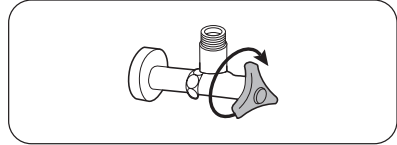
5. Slightly push the electronic cover plate into the fixing plate in the specified direction until the "click" sound is heard, indicating that the cover plate has been installed in place.

• Connect water pipes

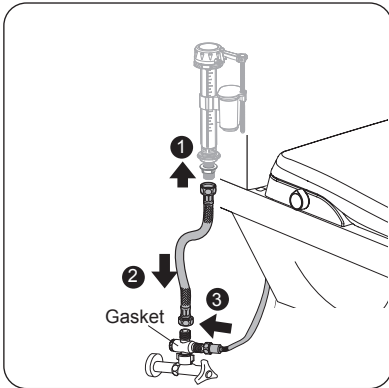
Note: 1. Please use the new hose assembly attached to the product. The old hose assembly cannot be reused.
2. There are two methods of pipe connecting.



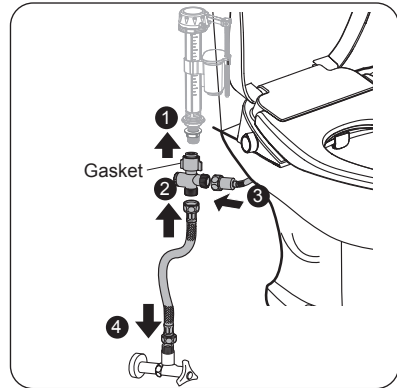
1A. Close the angle valve and remove the water supply hose connected to the water tank. The three-way joint is connected to the angle valve and ensure that the rubber sealing ring is loaded in.



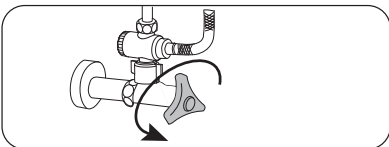
1B. Turn off the water supply.



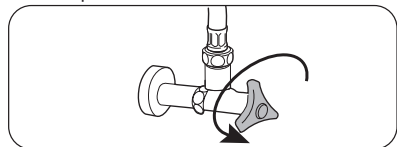
2A. After the filter and rubber gasket on both ends of the water inlet hose, connect the three-way joint with the cover plate.




2B. According to the chart, after the filter and rubber gasket on both ends of the water inlet hose, connect the three-way joint with the cover plate.



3A. Open angle valve to check for water leakage.



3B. Open angle valve to check for water leakage.

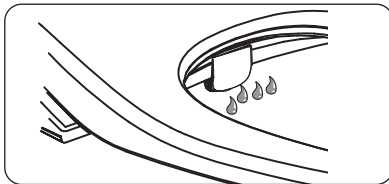
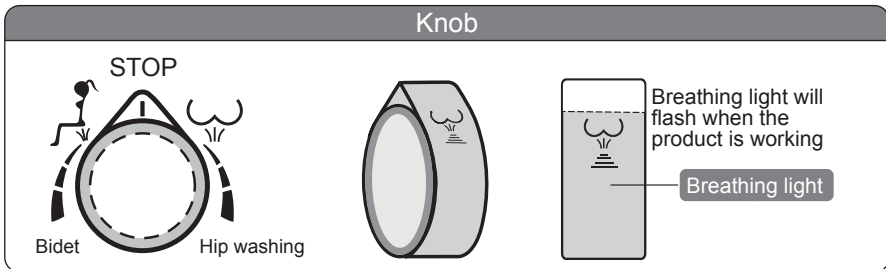
-  Prohibition
1. It is strictly prohibited to move the product from the toilet cover, otherwise easy to cause mechanical failure.
 2. It is strictly prohibited to connect hot water above 40°C and cold water that may lead to icing.

The knob instructions

• Standby mode

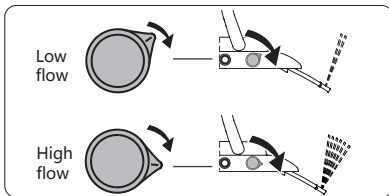
1. Make sure the plug is dry before power supply is connected.
2. After the power supply is connected, the toilet will self-check, and the “bl” indicates that the self-check is completed and the toilet can be used normally. At this time, the knob lamp and the night light are always on.
3. Water temperature adjustment is enabled, and by default at low gear position: about 35°C.
4. Seat temperature regulation is enabled, and by default at low gear position: about 33°C.
5. After the power supply is connected, the knob light and night light are constantly on, and the power is about 1 kWh/ month without enabling seat temperature heating.

• Functions of knob



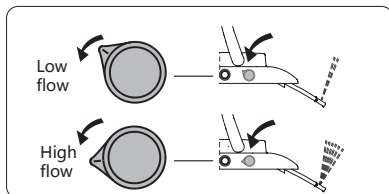
Self-cleaning function

- After the human body is seated, the nozzle is automatically closed after 5 seconds of self-cleaning.
- After the rinsing is completed, the nozzle is automatically closed after 2 seconds of self-cleaning.



Hip cleaning function (hip wash)

- The knob is rotated by the vertical gear in the specified direction (clockwise).
- After cold water is discharged at the front end 5 seconds, the hip cleaning nozzle extends and water is sprayed for cleaning.
- The flow varies with the rotation of knob.



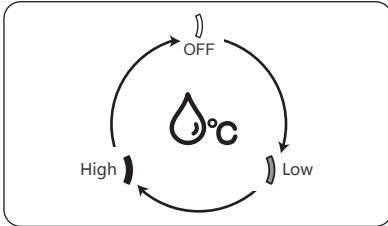
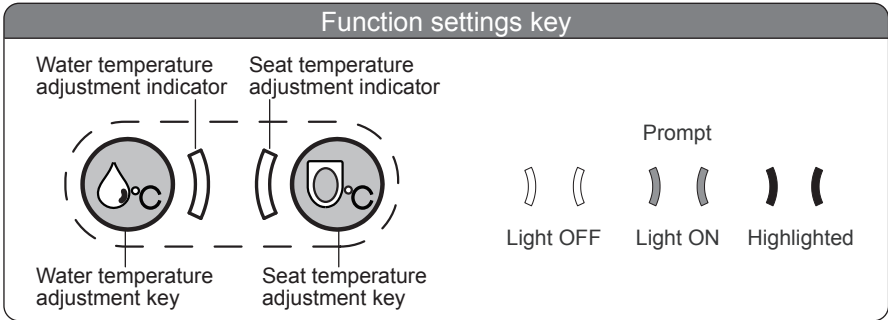
Lower body cleaning function (bidet washing)

- The knob is rotated by the vertical gear in the specified direction anticlockwise.
- After cold water is discharged at the front end 5 seconds, the lower body cleaning nozzle extends and water is sprayed for cleaning.
- The flow varies with the rotation of knob.

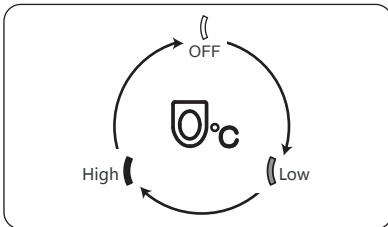
Note: When the hip/ bidet cleaning function is used, please enable the maximum flow. If the washing force is too large, adjust the amount of water through the knob, and reduce the washing force.

Functional setting

- Functional setting instructions



- Repeatedly press “ °C” will switch over water temperature in the sequence indicated in the left figure.
- When you turn off the water temperature you will heard two seconds "bi";When you switchover there will be one second "bi".
- Water temperature low gear: about 35°C. Water temperature high gear: about 38°C.



- Repeatedly press “ °C” will switch over water temperature in the sequence indicated in the left figure.
- When you turn off the water temperature you will heard two seconds "bi";When you switchover there will be one second "bi".
- Seat temperature low gear: about 33°C. Seat temperature high gear: about 37°C.

- Protection functions:

- 1.Low temperature scalding protection function: 5min after the body is seated, the product will be under low temperature scalding protection mode with temperature of about 29°C.
- 2.Alarm function: when the body is not seated and the knob is not timely closed, the product will give an alarm.
- 3.Water temperature protection function
 - (1)When the water temperature exceeds 43°C during use, the flushing water will be turned off, and the product automatically switch to self-cleaning mode.
 - (2)After the water temperature returns to normal, the flushing can be continued.

Note: After the rinse is over, turn the knob to the neutral stop position to prevent splashing.

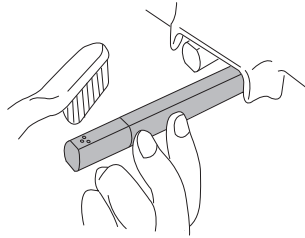
- Normal use during power failure

The water temperature and seat temperature cannot be adjusted when the power supply for product is cut off, but the flushing with normal temperature can be used normally.

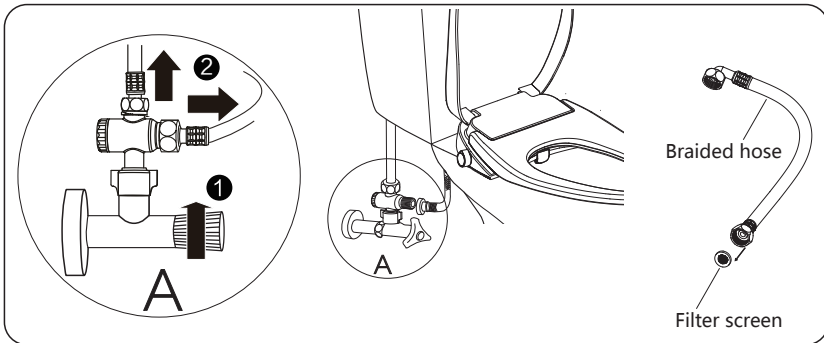
Cleaning and maintenance

• Manual cleaning of spray tube

- Gently pull out the nozzle and dip the neutral detergent with a soft cloth, sponge or small brush.
- Gently support the nozzle, wipe the spray tube and nozzle.



• Clean filter screen



i Tips:

- Make sure that the corner valve close and the power off before you clean the filter screen ;
- Clean the filter screen when the water flow is less than normal hours.
- During cleaning process, the product must be thoroughly separated from the water inlet hose ;
- Reinstall the filter screen in reverse order after cleaning.

• Product surface cleaning

⚠ Note: Please cut off power supply before cleaning.

- Wipe the product surface with a sponge or soft cloth dampened with room temperature water or a neutral detergent.
- Lift the upper cover and the seat ring when cleaning other parts with cleaning agents.
- Do not put cover on before the cleaning agent in the ceramic toilet is completely washed, otherwise the surface may be corroded by the evaporation of cleaning agent.

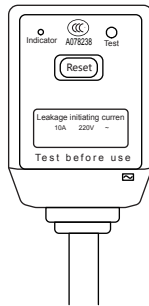
Cleaning and maintenance

• Leakage protector

Check the leakage protector regularly, at least once a month
Inspection method:

- Press leakage protector Reset, the indicator light is on, and the power supply is on.
- Press the "Test" key of leakage protector, the indicator light is off, and the power supply is disconnected.
- When the operation is completed, the corresponding error indication information appears, stop using the product, contact the local supplier or call the service hotline to replace the leakage protector.
- Please ensure that the leakage protector indicator light is always on when the product is operating.
- If the leakage protector is already installed in the line, check it in the manner described above.

► Schematic diagram of leakage protector:



• Product maintenance in winter

Keeping the proper water temperature to prevent the water in the toilet and the water pipe from being frozen.

Stop using the product and close the corner valve when the ambient temperature is below 0 °C.

• Not use in a long time

When this product is not used for a long time, drain the water in the product and cut off the power supply:

- Pull out the power plug or press the "Test" key of leakage protector.
- Close angle valve and stop the water inlet.
- Remove water inlet hose from the angle valve to the toilet end, and empty the water in the water inlet hose.
- Close the upper cover, press and hold the removal button by hand, move the electronic seat cover from the front, and then complete the removal.
- Place the cover in a cool and dry place when not in use for a long time.

Faults and solutions

• Common fault diagnosis

When you think it is a fault, try some of the following processing methods. If the product is still not working properly, contact your local repair center or call the service hotline.

Check power supply 1.If power supply is under normal state. 2.If leakage protector trips	Check water supply 1.If water supply is under normal state. 2.If corner valve is closed.
If the following occurs, cut off the power supply immediately.	
The buzzer continues to beep	The leakage protector trips frequently

⚠ Note: When water leakage occurs, close the angle valve while cut off the power supply.

• Water leakage analysis

Phenomenon	Possible cause	Solution
Base gap leakage	Pressure maintaining valve is damaged	Cut off the power supply, close the angle valve and contact the after-sales department for replacement.
Flushing module leakage	Knob is not reset to OFF position	Reset knob to OFF
	Control valve is failed	Cut off the power supply, close the angle valve and contact the after-sales department for replacement.

• Analysis of seat heating failure

Phenomenon	Possible cause	Solution
Seat temperature is not sufficient	Seat temperature is set at low gear	Adjust seat temperature to higher gear.
Seat temperature is too high	Seat temperature is set at high gear	Adjust seat temperature to lower gear.
Temperature is too low when just contact with seat	Not enable seat heating function	Enable seat heating function in advance.
No seat heating function	Seat heating coil in poor contact.	Cut off power supply, contact the after-sales department for replacement.

• Flushing failure analysis

Phenomenon	Possible cause	Solution
Spray tube extends too slowly	Cool water should be released from front end before flushing.	It is normal, and provides normal flushing about 5s later.
Insufficient water amount	Knob is not completely turned on.	Increase knob regulating angle.
Insufficient water temperature	Water temperature is set at low gear.	Adjust water temperature to higher gear.
Too low water temperature	Water temperature is set at low est gear.	Adjust water temperature to higher gear.
	Automatic protection for over-high temperature	Restart water temperature adjustment.
Waters flow out when seated	Self-cleaning function is enabled.	It is normal, and automatically stop water flow about 5s later.
Water is not heated Breathing light not flash	The flowmeter is abnormal	Cut off power supply, contact the after-sales department for replacement.

• Night light analysis

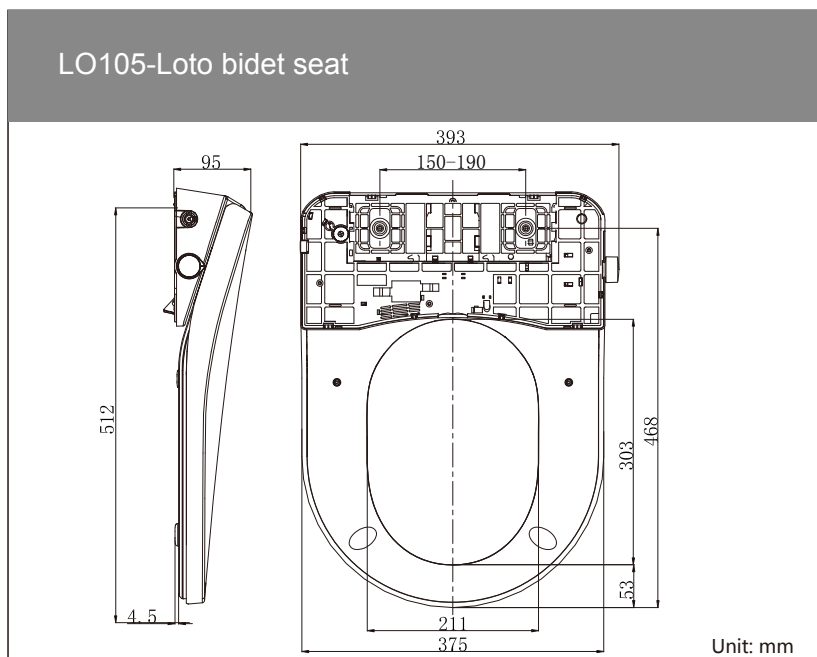
Phenomenon	Possible cause
Night light is not ON.	Power cord of night light shows poor contact
	Night light is damaged
Knob light is not ON	Power cord of knob light shows poor contact

Fault and solution, product dimension drawing

• Alarm function

Phenomenon	Possible cause	Solution
Buzzer continuously beeps	Knob switch is not reset to OFF state when away from seat	Reset knob to OFF state.
Leakage protector sometimes trips.	Electricity leakage beyond normal value	Cut off power supply, stop using product, contact the after-sales department for replacement.

• Product dimension drawing



OUR WARRANTY

RETAIL PURCHASE & INSTALLATIONS

Within these terms of our product warranty, Gallaria Bathware advises that the product is guaranteed to be free of material and production faults or components failure for:

TOILETS / WCs / BASINS / BATHS / BOTTLE TRAPS / P&W			
PRODUCT	PERIOD OF WARRANTY	START DATE	PROOF OF PURCHASE REQUIRED?
Vitreous China Toilets & Bidets	Ten Years (10)	From date of purchase	Yes
Vitreous China Basins	Five Years (5)		
Baths	Five Years (5)		
In wall cistern	Five Years (5)		
Toilet Seats	One Year (1)		
Bottle Traps	One Year (1)		
Plug & Wastes (P&W)	One Year (1)		
Valves & Components	One Year (1)		

Gallaria will at its discretion, provide labour for a period of one (1 year) after the date of purchase. Proof of purchase is required.

The product must be installed by a licensed plumber and it is the responsibility of the licensed installer to inspect for damage prior to installation.

No claims for damage/error/unsuitability will be considered after installation. Fabricators and joiners must check all basins before installation for damage from handling or dimensional variation in manufacture. All undermount basins should also be removable.

The warranty covers only the original purchase.

Warranty is void if abrasive cleaners are used. It is recommended that a soft micro fibre cloth and mild detergent or warm water be used.

The Gallaria warranty does not extend to any consequential loss, damage, misuse, neglect, modification or incorrect installation. Deliberate vandalism is not covered under warranty.

The Gallaria warranty cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a product failure. You are also entitled to have the product replaced if the product fails to be of acceptable quality. Reinstallation may not be included. For information on consumer law www.consumerlaw.gov.au

OUR WARRANTY

RETAIL PURCHASE & INSTALLATIONS

TOILETS / WCs / BASINS / BATHS / BOTTLE TRAPS / P&W

Gallaria will at its discretion:

- (I) Repair or replace all or part of the product.
- (II) Refund the purchase price to the retailer where the product was originally purchased.
- (III) Refuse the claim if it deems damage to be from a non-manufacturing nature.

The following is not covered by our warranty:

- Damage due to incorrect installation
- Damage due to an accident
- Damage due to secondary transit or handling or on site after installation
- Improper care and cleaning
- Alterations to original product
- Inappropriate use and/or abuse of item/vandalism
- Failure to use or maintain items in accordance with the manufacturer's recommendations
- If the product is not installed by a licensed plumber all warranties are void

Water Inlet/outlet valves warranty:

- All Gallaria Inlet Valves (Concealed Cisterns & BTW Suites) are warranted to perform under water pressures up to **500Kpa**. Anything above 500Kpa immediately voids warranty.
- For all service calls regarding Inlet Valve failure (where water continues to fill the cistern and runoff into the toilet pan), a water pressure test **must** be performed - on site - by the Gallaria service technician.
- If the water pressure is below 500Kpa, the valve will be replaced free of charge (if it was purchased within the warranty term, i.e. 12 months. Proof of purchase must be provided).
- If the water pressure is above 500 Kpa, the valve will not be replaced **until** payment is received by credit card over the phone (whilst a Gallaria technician is on site).

AFTER SALES & SERVICE

1. Gallaria Bathware will provide supportive after sales and service or replacement of any product which, as a man made item, may develop a production issue with the material component. However, the function and installation are the responsibility of a licensed plumber. The licensed installer should issue a Certificate of Compliance to whom monies were paid.

2. If you have a functional problem with your product(s), which is not related to the material and product - you should contact the licensed installer in the first instance.

3. If you still require onsite service, our licensed service man can attend on a fee for service basis, check and advise and make any minor adjustments. We encourage their call and their opinion will be considered and acted upon.

4. If your installer fails to return and you still require on-site attendance for minor adjustments or to check the product, a service fee will apply - payable to the licensed service plumber.

5. Gallaria Bathware provides adequate installer recommendations. All relevant product is Watermarked and WELS Rated for compliance.

6. All dimensions are nominal.