

USER MANUAL

# Prime

SMART TOILET

— *Considered comfort, engineered to last.*

## WELCOME

# Considered comfort, engineered to last.

Thank you for choosing the Tresani Prime. This manual covers everyday use, cleaning and care, and answers the questions most owners ask in the first weeks. Keep it to hand — and please read the safety guidance before first use.

**Read before use**

The safety and electrical guidance applies to every installation. Your Prime is a Class 1 appliance and must be earthed.

**Installed by a professional**

Installation is covered in a separate Installation Guide and the Tresani UK Electrical Safety guidance (TS-INST-UK-001).

**Two-year warranty**

Your Prime is covered for two years. Register within 30 days at [tresani.com/pages/warranties](https://www.tresani.com/pages/warranties) to help us support you faster.

**Universal remote**

To reduce waste, every Tresani toilet ships with a universal remote. Some buttons may not apply to your model — this is normal.

## NEED HELP?

Visit [www.tresani.com](https://www.tresani.com) or submit a request with your purchase details and our after-sales team will guide you through troubleshooting and repair.

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## 01 · SAFETY INFORMATION

# Read this first.

Your Prime is a Class 1 electrical appliance. The points below protect you and your guarantee. If anything is unclear, contact us before use.

**ELECTRICAL**

This appliance must be connected to an earthed supply. It must be protected by a 30 mA RCD and installed in line with BS 7671 and Part P (or the Scottish equivalent) by a competent person.

Do not damage the power cord or plug. If the cord is damaged it must be replaced by a qualified electrician.

Never disassemble, repair or reassemble the unit.

Do not install where the unit may be splashed heavily, or in a room without adequate ventilation.

**WATER & USE**

Use only with a cold mains water supply within the stated pressure range. Do not bend or distort the inlet hose, and do not turn the unit upside down.

Only use the wash functions while seated, with the seat sensor engaged. The unit will not wash if it does not detect a user.

Keep the side keys and the foot sensor button clear of obstructions.

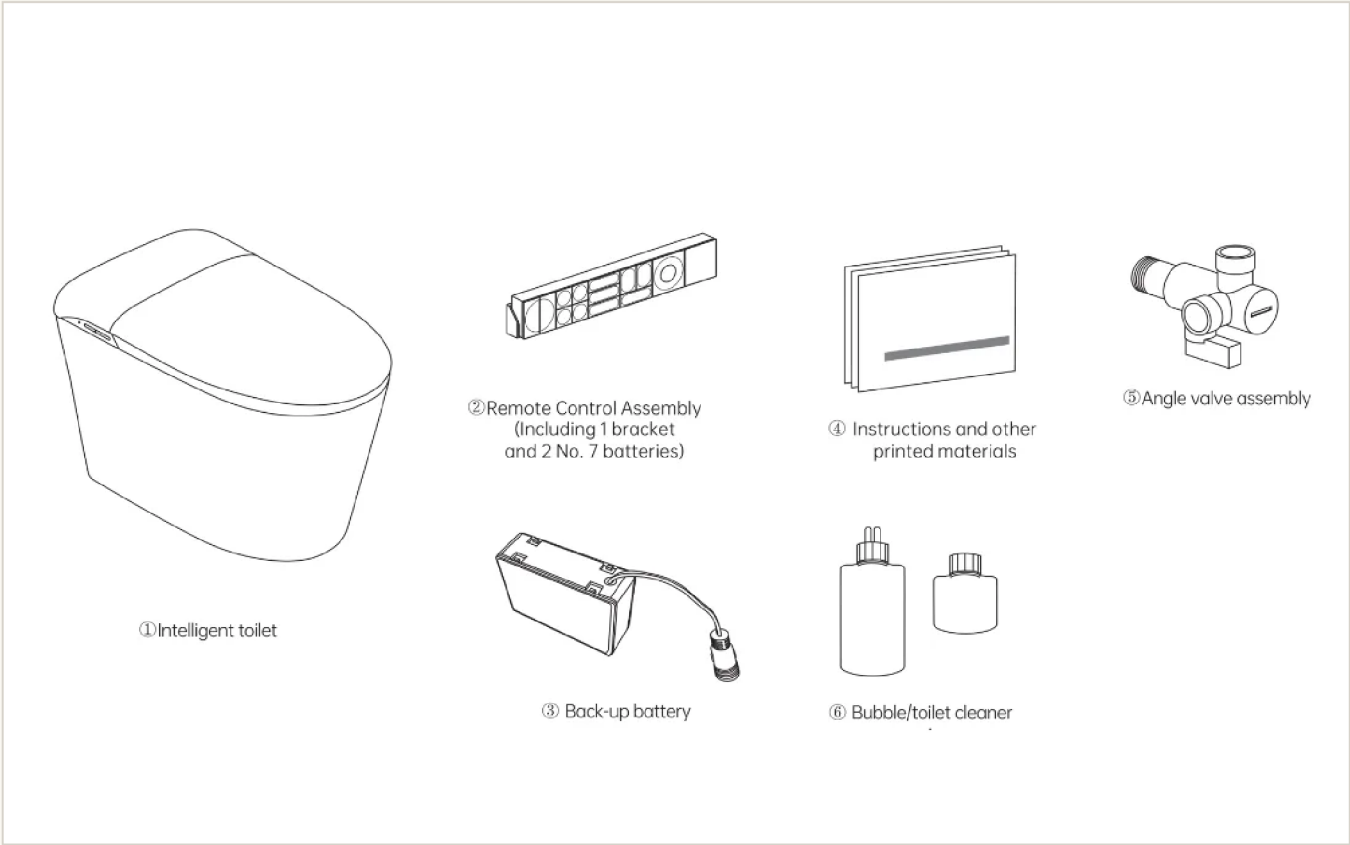
**IMPORTANT**

Tresani cannot be held responsible for loss resulting from failure to follow the safety guidance in this manual and the accompanying installation documents.

02 · IN THE BOX

# What's in the box.

Unpack on a soft, clean surface and check the contents against the list below.  
Keep the packaging until installation is complete.

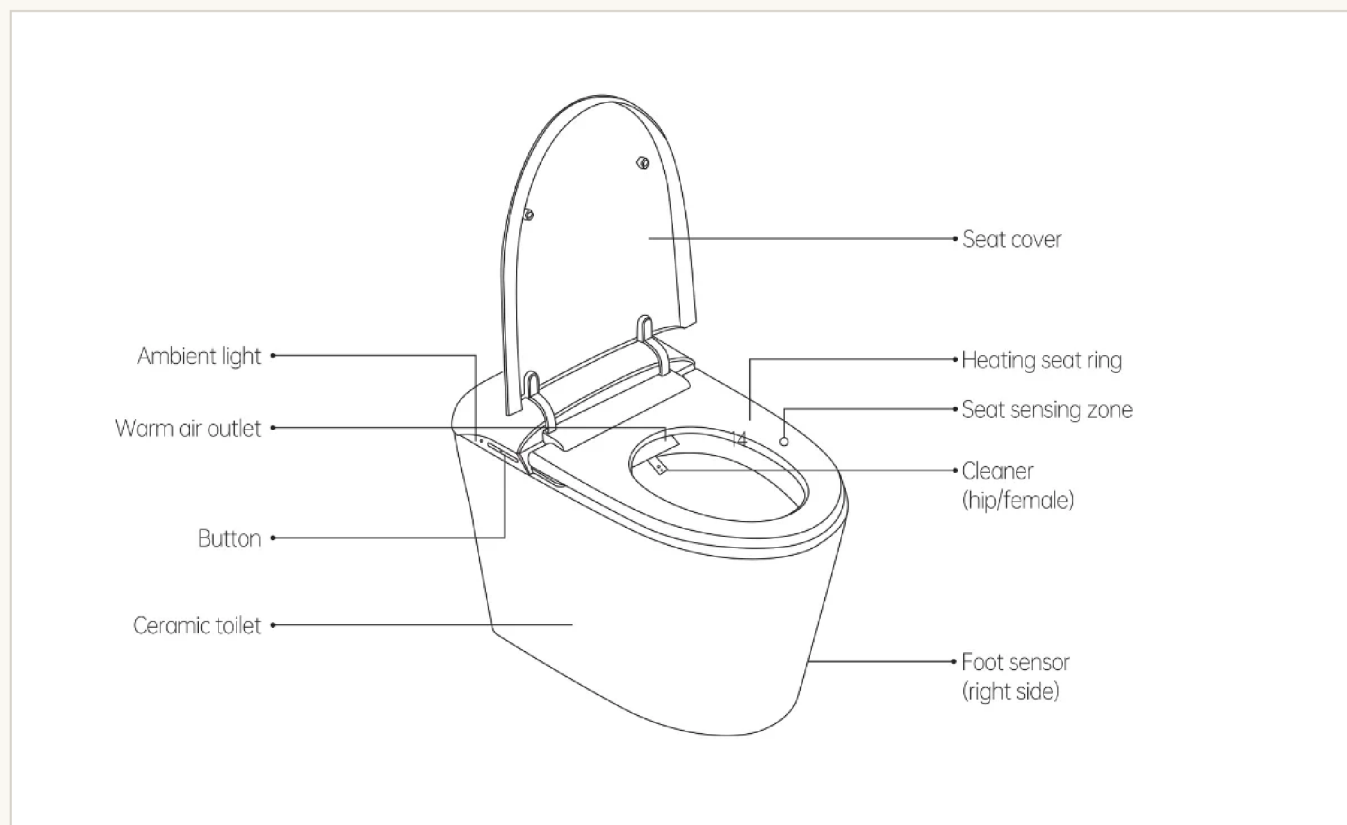


|   |                                         |   |                                                                      |
|---|-----------------------------------------|---|----------------------------------------------------------------------|
| 1 | Intelligent toilet                      | 2 | Remote control assembly (bracket + 2 × AAA)                          |
| 3 | Backup battery box (large pump / pulse) | 4 | Instructions & printed materials                                     |
| 5 | Angle valve assembly                    | 6 | Foam bubble bottle, 10 × bubble tablets & 5 × lemon fragrance sticks |

## 03 · AT A GLANCE

# Know your Prime.

A floor-standing, one-piece smart toilet. The labelled components below correspond to the diagram — from the heated seat ring and seat-sensing zone to the side keys, spray wand and foot sensor button.

**Ambient light**

A soft light line along the seat — a gentle guide at night.

**Warm air outlet**

Delivers adjustable warm-air drying after a wash.

**Seat sensing zone**

Detects when you are seated; wash and dry run only then.

**Foot sensor button**

A button at the base of the unit — press it with your foot to flush hands-free.

**Side keys**

A Flush button and a Multi function button, for quick access from the side of the unit.

**Heating seat ring**

A gently warmed, anti-bacterial seat with adjustable temperature.

**Cleaner (hip / women wash)**

The retractable, self-cleaning spray wand.

**Ceramic bowl & seat cover**

Rimless ceramic bowl with an automatic, soft-close cover.

## 04 · THE SIDE CONTROLS

# From the body.

Two keys on the side of the unit — the Flush button and the Multi function button — put the commonly-used functions within reach of the seat, useful when the remote isn't to hand. The full set of functions — temperatures, spray position, drying, bubble and the comfort settings — is set from the wireless remote, covered on the next page.

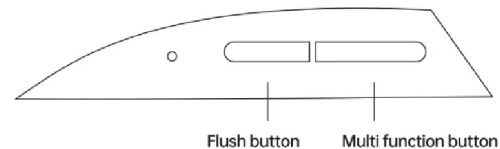
## *The side keys*

### **Flush button**

Flushes the bowl from the side of the unit.

### **Multi function button**

Runs the commonly-used functions, and re-pairs the remote if held.

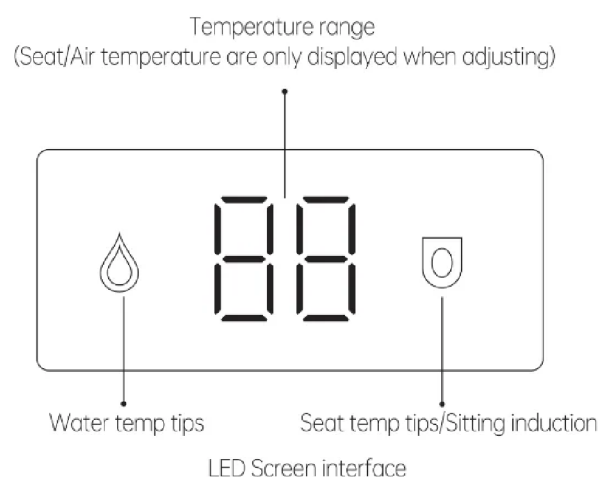


## THE DISPLAY SCREEN

The panel on top of the unit shows live status — the wash water temperature and the selected function. The seat and drying-air temperatures appear only while you are adjusting them.

### **IF THE REMOTE NEEDS RE-PAIRING**

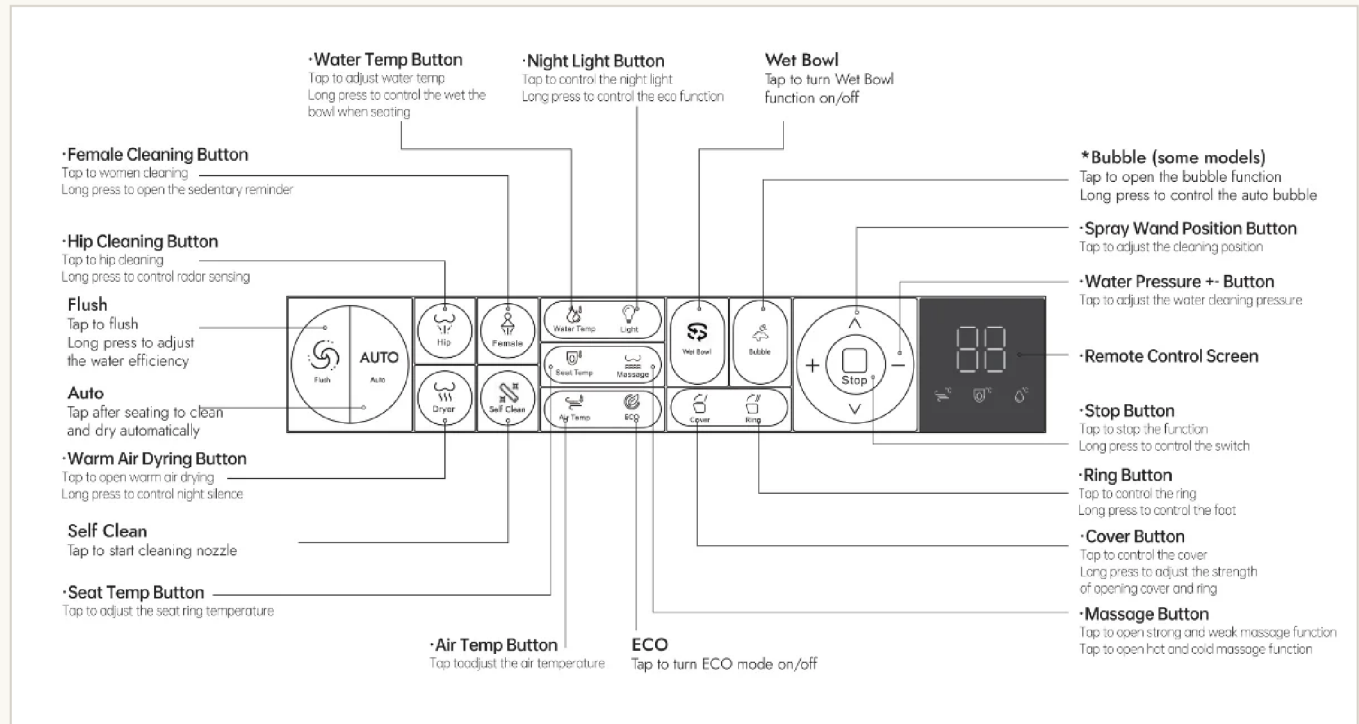
Your remote arrives already paired, so there is nothing to set up. If it ever stops responding, or you fit a replacement: within 30 seconds of powering on, press and hold the multi-function button on the side for 2 seconds until you hear a beep. The toilet is then in pairing mode — press any key on the remote to connect it.



## 05 · THE REMOTE CONTROL

# The remote, button by button.

To reduce electronic waste, every Tresani toilet ships with a universal remote; a few buttons on it may not apply to the Prime. Every button listed below is active on this model.



FRONT OF THE REMOTE CONTROL

| BUTTON             | TAP                           | LONG PRESS               |
|--------------------|-------------------------------|--------------------------|
| Hip Wash           | Rear cleanse                  | Radar auto lid open      |
| Feminine Wash      | Feminine cleanse              | —                        |
| Warm Air Dry       | Warm-air drying               | —                        |
| Auto               | Clean & dry after seating     | —                        |
| Self Clean         | Clean the spray nozzle        | —                        |
| Flush              | Flush                         | Flush adjustment mode    |
| Stop               | Stop the function             | Power off / on           |
| Water Temp         | Adjust wash temperature       | Auto bowl-wetting        |
| Seat Temp          | Adjust seat temperature       | —                        |
| Air Temp           | Adjust drying-air temperature | Auto dry on / off        |
| Spray Position     | Move nozzle forward / back    | —                        |
| Water Pressure +/- | Adjust wash pressure          | —                        |
| Bubble             | Open the bubble function      | Auto foam on seating     |
| Wet Bowl           | Wet Bowl on / off             | Auto bowl-wetting        |
| ECO                | ECO mode on / off             | —                        |
| Night Light        | Night light on / off          | —                        |
| Cover / Ring       | Open / close cover & ring     | Lid & ring opening force |

## 06 · ADVANCED SETTINGS

## Turning features on and off.

Beyond the everyday buttons, the Prime holds a set of settings you change by holding or tapping a key. The unit answers with a beep so you know which way the setting went. Point the remote at the toilet and stay within range while you make a change.

| SETTING                      | HOW TO SET IT               | CONFIRMATION                                                                                              |
|------------------------------|-----------------------------|-----------------------------------------------------------------------------------------------------------|
| Energy-saving mode           | Tap ECO                     | One long beep = on, one short beep = off. The temperature is kept at 28 °C while heating is on.           |
| Nozzle self-clean            | Tap Self Clean              | The nozzle extends and self-cleans; wipe it with a cloth. Tap Stop to end and retract.                    |
| Radar auto lid open          | Hold Hip Wash               | Two beeps = on, one beep = off. When off, the lid will not open automatically on approach.                |
| Auto foam on seating         | Hold Bubble                 | Two beeps = on, one beep = off. When off, foam is not dispensed on sitting.                               |
| Auto bowl-wetting on seating | Hold Wet Bowl or Water Temp | Two beeps = on, one beep = off. When off, the wet-bowl action does not occur on sitting.                  |
| Auto dry                     | Hold Air Temp               | One long beep = on, one short beep = off. When off, the dryer will not start automatically after washing. |

### HOLD, DON'T TAP

Where the table says hold, a tap runs the button's everyday function and a hold of roughly two seconds opens the setting behind it. If nothing beeps, the remote is out of range or the unit is powered down — hold Stop to wake it and try again.

## 06 · ADVANCED SETTINGS

# Fine adjustment.

These settings use the display on the cover, which shows the level you are setting. Tap Stop to save and exit.

| SETTING                        | HOW TO SET IT                                                     | WHAT THE DISPLAY SHOWS                                                                                         |
|--------------------------------|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| Auto-flush on leaving the seat | Hold Flush, then tap $\wedge$ / $\vee$ within 20 seconds          | 00 = off, 01 = on. Triggers about 8 seconds after seating; suppressed if you have already flushed while seated |
| Flush duration                 | Hold Flush, then tap water pressure + / - within 20 seconds       | Levels 01-04. Higher is a longer flush and more water                                                          |
| Lid & seat-ring opening force  | Hold Cover; $\wedge$ / $\vee$ sets the lid, + / - sets the ring   | A single digit, rising with force                                                                              |
| Radar distance                 | Hold Cover, release, hold Cover again, then tap $\wedge$ / $\vee$ | Two digits, rising with distance                                                                               |

## WITH THE UNIT SWITCHED OFF

Hold Stop to power the unit down, make the change, then hold Stop to power it back on.

| SETTING                           | HOW TO SET IT        | CONFIRMATION                                                                                   |
|-----------------------------------|----------------------|------------------------------------------------------------------------------------------------|
| Ambient light brightness          | Tap water pressure - | Four levels; level 1 is off                                                                    |
| Automatic lid & seat-ring closing | Tap ECO              | Long beep = on, short beep = off                                                               |
| Auto-flush as the lid closes      | Tap Self Clean       | Long beep = on, short beep = off. Suppressed if you have already flushed while the ring was up |
| UV sterilisation on lid close     | Tap Night Light      | One beep = off, two beeps = on                                                                 |

## RESTORING FACTORY SETTINGS

Tap Stop five times in quick succession — one long beep sounds and the cover display shows - -. Tap Warm Air Dry; five short beeps confirm. Tap Stop to save and exit. All settings return to their defaults.

## 07 · EVERYDAY USE

# A wash, start to finish.

## 01 Approach & be seated

The lid opens automatically as you approach. Sit fully so the seat sensor engages — wash and dry will not run otherwise.

## 02 Choose a wash

Press Hip Wash or Feminine Wash on the remote, or Auto for a full cleanse-and-dry cycle. The nozzle self-cleans, then washes for up to three minutes. The jet holds, oscillates, then returns.

## 03 Adjust the spray

During a wash you can change the water temperature, flow rate and nozzle position from the remote to find your preferred setting.

## 04 Dry

Washing is followed by warm-air drying. Adjust the air temperature to suit from the remote.

## 05 Flush

Press the foot sensor button at the base of the unit to flush hands-free, or tap Flush on the remote. The rimless bowl clears with a dual 3 L / 6 L flush.

## 06 Stand & leave

The lid closes automatically once you step away.

### THE WAND CLEANS ITSELF

Before and after every wash the spray wand rinses itself, so each cleanse begins and ends with a clean nozzle. There's a brief pause before water flows — that's the wand preparing, and there's nothing for you to do.

## 08 · COMFORT SETTINGS

# Tuned to you.

**WATER TEMPERATURE**

Tap Water Temp on the remote to cycle the wash temperature through its four settings.

**SEAT TEMPERATURE**

Tap Seat Temp on the remote to warm the seat ring to your preference.

**AIR TEMPERATURE**

Tap Air Temp to set the warm-air drying temperature.

**SPRAY WAND POSITION**

Tap Spray Position to move the nozzle forward or back to suit.

**WATER PRESSURE**

Use the pressure +/- buttons for a gentle or firmer wash.

**BUBBLE SHIELD**

Tap Bubble to coat the bowl with a foam shield; long-press for auto foam on seating.

**WET BOWL**

Tap Wet Bowl to wet the bowl before use, reducing marks and splash.

## 09 · LIGHT &amp; SOUND

# The quiet details.

## NIGHT LIGHT

Tap Night Light on the remote to cycle smart (on in the dark), always-on, and off.

## ECO MODE

Tap ECO on the remote to turn energy-saving mode on or off. One long beep = on, one short beep = off.

## SOUND

A short beep confirms each command.

## AMBIENT LIGHT

A soft line of light along the seat, giving a gentle glow in a dark room.

## BUILT-IN FRAGRANCE

A lemon fragrance stick sits inside the unit and releases a light scent in use. Replace it when the scent fades.

## ON / OFF SWITCH

To save energy, press and hold Stop on the remote to power the toilet down — all functions pause. Hold Stop again to return to normal operation.

10 · CLEANING & CARE

# Keeping it flawless.

A little routine care preserves the finish and your guarantee. Avoid abrasive cleaners and cloths throughout.

**Daily**

Wipe surfaces with a soft, lint-free cloth to remove droplets and prevent limescale marks.

**Weekly**

Clean all surfaces with a mild cleaning agent. Check and clean the nozzle.

**Monthly**

Clean the ceramic with a low-acid agent, such as heavily diluted citric acid.

**Twice a year**

Replace the inlet filter — sooner if wash flow noticeably slows.

**CLEANING THE NOZZLE**

With no one seated, press Self Clean on the remote to run the wand self-clean. The nozzle extends and sprays so you can wipe it; it retracts automatically, or press Stop.

**DO NOT**

Use abrasive cleansers, corrosive chemicals, or high-pressure sprays. Improper maintenance will void your product guarantee.

## 11 · TROUBLESHOOTING

# Common questions.

Most issues resolve in a step or two. If a problem persists, contact our team at [www.tresani.com/pages/support](http://www.tresani.com/pages/support).

| WHAT YOU SEE             | LIKELY CAUSE                                                  | WHAT TO DO                                                                                    |
|--------------------------|---------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Nothing powers on        | Power switched off, plug loose, or a power cut                | Switch on and reconnect the plug. After an outage, check again once power returns.            |
| No water from the nozzle | Not seated, angle valve closed, supply off, or nozzle blocked | Sit fully so the sensor engages; open the angle valve; wait for the supply; clean the nozzle. |
| Weak wash pressure       | Pressure set low, or the angle-valve filter is blocked        | Raise the pressure on the remote; clean the angle-valve filter; check supply pressure.        |
| Wash stops midway        | Seat sensor lost contact, or supply interrupted               | Stay seated so the sensor holds; restart the wash; recheck the water supply.                  |
| Drying not warm or stops | Air temperature set low, or sensor lost contact               | Raise the air temperature; sit fully so the sensor holds, then restart drying.                |
| Seat not warm enough     | Seat temperature set low, or eco mode active                  | Raise the seat temperature on the remote; tap ECO to exit eco mode.                           |
| Won't flush cleanly      | Waste pipe bent, or a blockage in the pipework                | Reposition the waste pipe; clear the toilet and sewage pipe.                                  |
| No automatic flush       | Automatic flushing switched off                               | Enable automatic flushing on the remote.                                                      |
| Remote not responding    | Flat batteries, or water ingress on the remote                | Replace the batteries; wipe and dry the remote, then re-pair if needed.                       |

## 12 · SPECIFICATIONS

## Full specification.

## PRODUCT

|                  |                              |
|------------------|------------------------------|
| Model            | Tresani Prime                |
| Type             | Floor-standing one-piece     |
| Dimensions WxDxH | 390 × 680 × 460 mm           |
| Net weight       | 43 kg                        |
| Rated load       | Ceramic 400 kg / seat 150 kg |
| Bowl             | Rimless siphon jet           |
| Flush volume     | 3 L / 6 L (dual flush)       |

## WARM AIR &amp; HYGIENE

|                 |                                     |
|-----------------|-------------------------------------|
| Air drying      | Ambient / 34 / 37 / 40 °C (4-speed) |
| Nozzle cleaning | Auto self-clean + manual            |
| Night light     | Smart / always-on / off             |

## REMOTE CONTROL

|           |                      |
|-----------|----------------------|
| Type      | Universal RF remote  |
| Batteries | 2 × 1.5 V AAA (LR03) |

## WASH

|                     |                                     |
|---------------------|-------------------------------------|
| Wash modes          | Rear, feminine, auto, bubble        |
| Water temperature   | Ambient / 34 / 37 / 40 °C (4-speed) |
| Wash flow           | ~0.62 L/min / ~0.67 L/min           |
| Spray wand position | Adjustable                          |
| Heating             | Instant (tankless wash heating)     |

## ELECTRICAL &amp; SUPPLY

|                 |                             |
|-----------------|-----------------------------|
| Rated voltage   | AC 220 V ~ 50 Hz            |
| Power           | 1,200 W                     |
| Water connector | G 3/8                       |
| Supply pressure | No min. (booster < 0.2 MPa) |
| Protection      | IPX4                        |

## SAFETY DEVICES

|              |                           |
|--------------|---------------------------|
| Protection   | Thermal fuses, thermostat |
| Sensing      | Level switch              |
| Supply       | 30 mA RCD, earthed        |
| Supply temp. | 5-35 °C                   |

## 13 · WARRANTY

# Your cover.

## STANDARD WARRANTY

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Your Tresani smart toilet carries a two-year warranty. During this period our authorised service team will repair or replace manufacturing defects free of charge, following troubleshooting.

## IF YOU NEED SERVICE

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Visit [tresani.com](https://tresani.com), submit a request with your purchase details, and our after-sales team will guide you through the next steps.

## REGISTRATION

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Register within 30 days at [tresani.com/pages/warranties](https://tresani.com/pages/warranties). You'll need your contact details, the model and serial number, and the date and place of purchase. Registration is optional and doesn't affect your standard cover.

## WHAT ISN'T COVERED

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Incorrect installation or misuse; fire, flood, lightning or other force-majeure; transport, dropping or impact after delivery; incorrect power supply; use outside normal household conditions; normal wear and cosmetic ageing; missing proof of purchase; and any unit modified or repaired by an unauthorised technician.

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