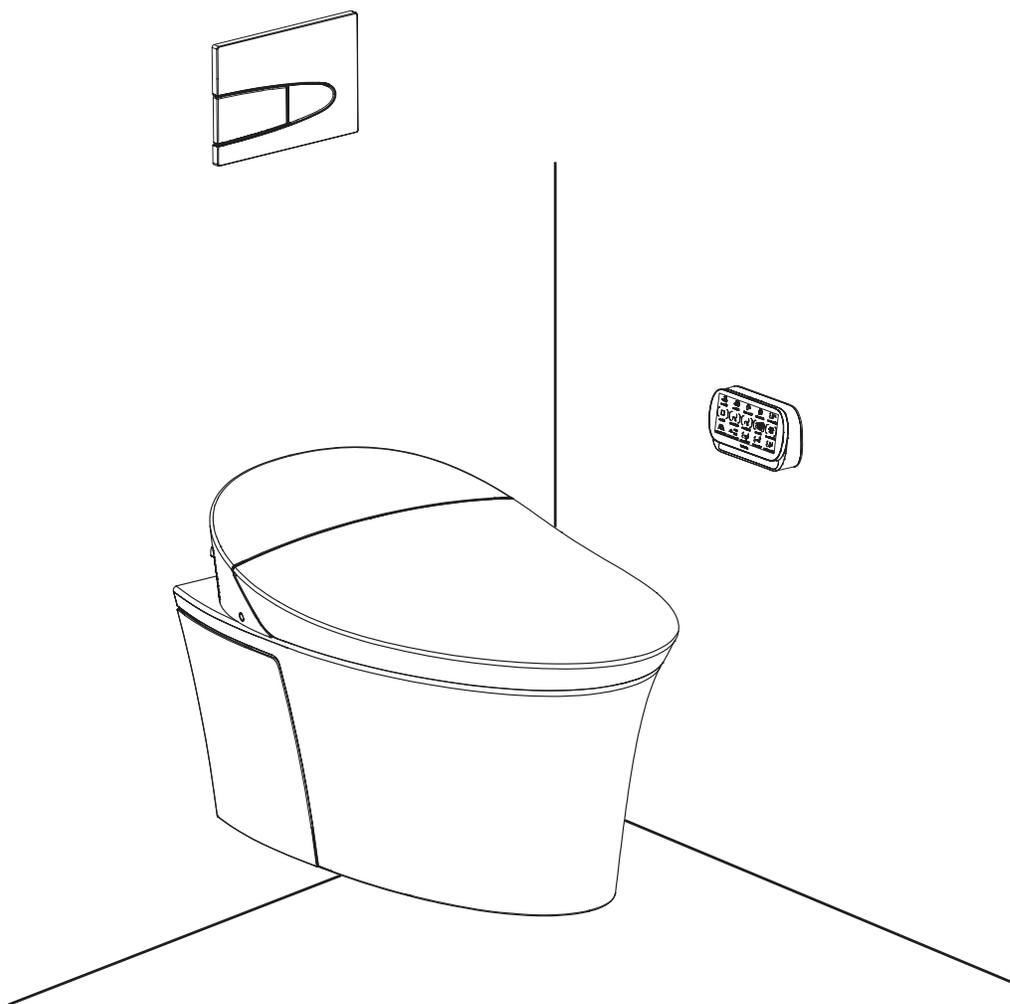


Installation Instructions



Important! This Manual is the property of the customer and must be retained with the product for maintenance and operational purposes.

Before Installation

1. Please take a time before you begin installation to review this manual in order to become familiar with tools, materials and installation methods.
2. Please follow the instructions closely to avoid making mistakes caused by improper installation. Cover and protect all components and fittings at all times during installation.
3. Flush all pipework before initial use of the WC appliance.
4. All information in this manual is based upon the latest product information available at the time of publication. Kohler reserves the right to make changes in product characteristics, packaging or availability at any time without notice.
5. Before beginning installation, please thoroughly check the WC appliance and all components to ensure there is no damage.
6. Before beginning installation, ensure there is suitable space with no interference with other bathroom fixtures. There should be ample room (at least 600mm) down each side of the pan to allow for future servicing.
7. To prevent serious damage, do not use corrosive solutions with this product (see care and cleaning information). Any damage as a result of a third party substance will void the Kohler warranty.

Warnings and Cautions

WARNING! TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, INJURY OR PRODUCT DAMAGE

1. Installation of this product must be carried out in accordance with these instructions by qualified, competent personnel. Read all instructions before commencing installation.
2. The electrical installation must comply with BS 7671 (commonly referred to as the IEE Wiring Regulations) and all relevant building regulations, or any particular regulation or practice specified by the local electricity supply company.
3. The plumbing installation must comply with all national or local water regulations and all relevant building regulations, or any particular regulation or practice specified by the local water supply company.
4. Isolate the electrical and water supplies before commencing installation.
5. The WC appliance must be earthed.
6. Means for disconnection must be incorporated within the fixed wiring in accordance with the wiring regulations.
7. 10A power supply is required.
8. We strongly recommend that a 30mA RCD is included in the electrical supply to the WC appliance.
9. **DO NOT** install the WC appliance or remote control in areas with high humidity and steam (i.e. steam rooms and sauners).
10. **DO NOT** install the WC appliance where it may be exposed to freezing conditions. Ensure that connected pipework that could become frozen is properly insulated.
11. **DO NOT** perform any unspecified modifications. When servicing only use genuine Kohler replacement parts.
12. If the WC appliance is dismantled during installation or servicing an inspection must be made to ensure all electrical connections are secure and that there are no leaks.
13. **DO NOT** continue to operate the product if a water is leaking from the WC appliance. Electrical and water connections should immediately be isolated.

14. **DO NOT** apply power to the WC appliance if it is thought to have been exposed to freezing conditions.
15. Ensure that you fully understand how to operate and maintain the WC prior to use.
16. 1mm² – 2.5mm² fixed cable should be used as the power input for the WC appliance. **DO NOT** use unfixed (loose) electrical cable to power the WC appliance.
17. Do not use cement to install the WC appliance. Thermal expansion may damage delicate components.
18. Use a clean supply of water for the WC appliance. The water should be equivalent to drinkable tap water and free from contaminants.
19. **DO NOT** supply electrical power to the WC appliance until the plumbing installation work has been completed. Failure to follow this notice may lead to product malfunction.
20. Please note, the thermal protectors may trip during storage or transportation in warm weather causing the unit not to operate. Allow the unit to cool to room temperature before installation or operation.
21. **DO NOT** operate without water. Make sure that the WC cistern is filled and the WC appliance (Pan) is primed with water.

Product Functions

- Hands-free flushing
- Manual dual- flush option
- Back flow prevention
- Preset water inlet level & flush volume
- Adjustable toilet installation height

Required Items

- Pan with faceplate 76395W-NA
- Hydro-Tower 500 in-wall tank 18647W-NA

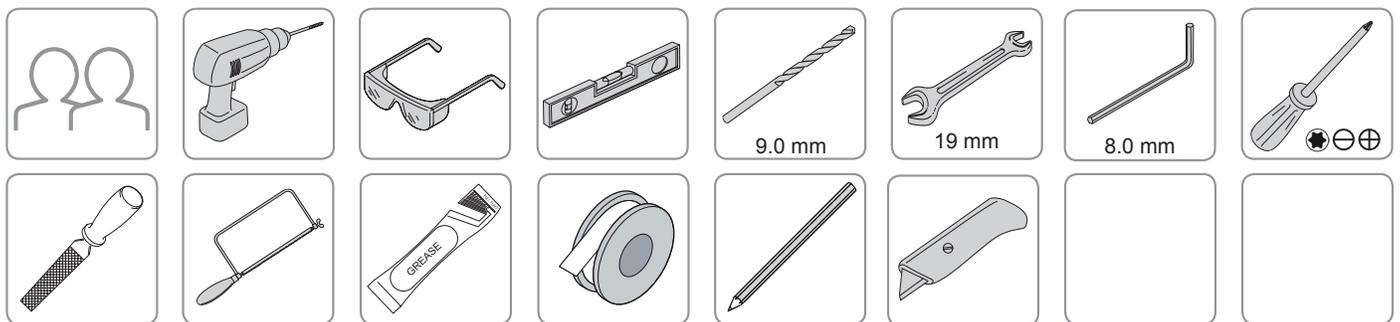
Specification

The amount of Flush	4.5L/3L
Minimum Water Supply (recommended)	70kPa (Dynamic Pressure)
Maximum Water Supply	5000kPa (Static Pressure)
Specification	50Hz 230V
Rated Power	1000W
Maximum Instant Power	1600W
Product Overall Dimension	675mm x 438mm x 545mm (Height shall be calculated from floor to top of the product)
Product Weight (exclusive in-wall tank)	About 36kg
Ambient Temperature	1 - 40°C

Customer Obligation and Care Guide

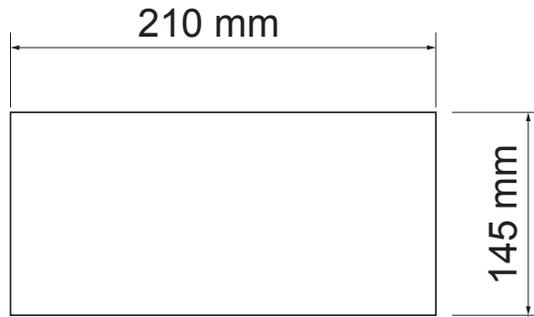
- 1. YOU MUST** keep the U bend clean from scale and free from obstructions.
- 2. DO NOT** allow bleach or any cleaner containing bleach to come into direct contact with the seat and lid.
- Avoid use of corrosive cleaners and detergents. When cleaners are used, always follow the instructions on the bottle. Any damage as a result of a third party substance will void the Kohler warranty.
- Any flush valve damage caused by chlorine (lime hypochlorite) will void the Kohler warranty.
- 5. DO NOT** dispose of non-soluble items within the WC appliance. Only the disposal of toilet paper, faecal matter and waste water is permitted. **DO NOT** dispose of foreign bodies such as condoms, cotton, wet wipes, sanitary towels, food, hair, metal, wood or plastics. Any damage caused by the aforementioned items will invalidate the Kohler Warranty.

Tools Required



Installation Template

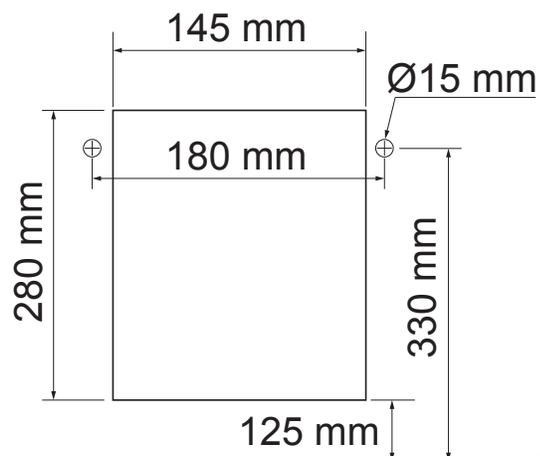
Note! This template is a guide **only**. Check your own measurements prior to cutting.



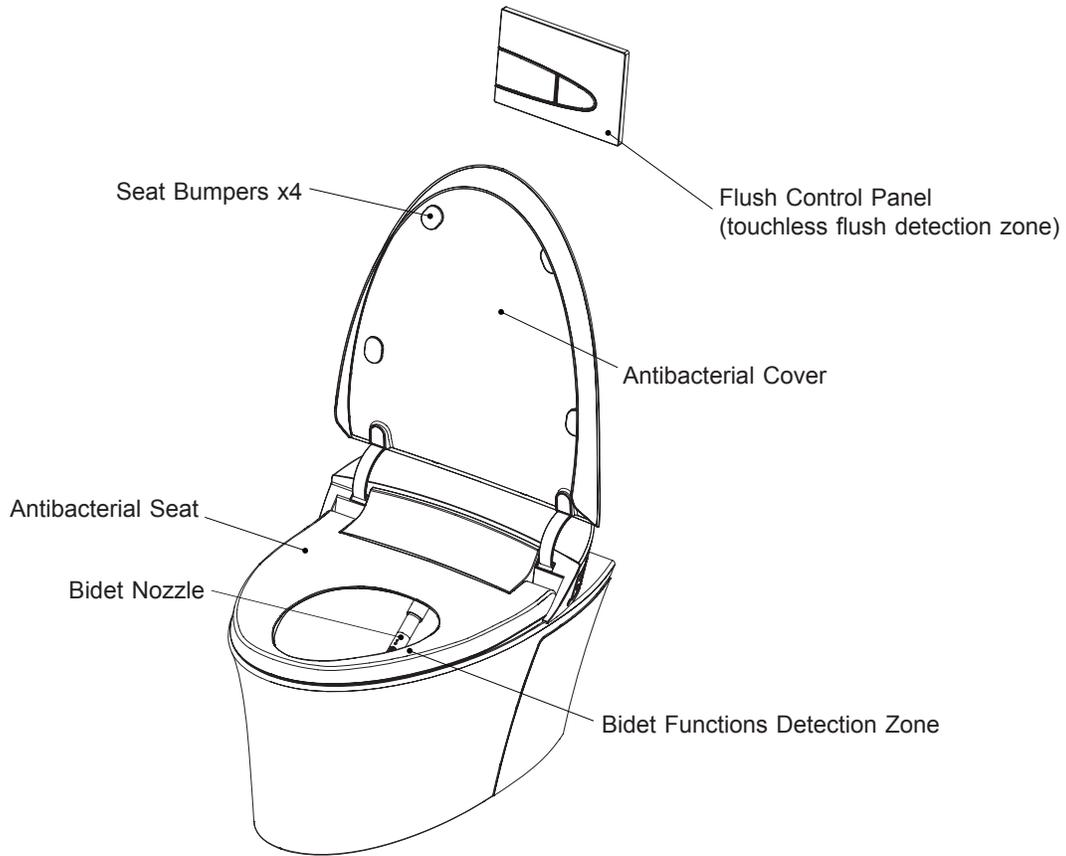
Note! Prior to installation of the back board, remove the white poly pipe section that shields the bidet hose and centre cable.

Note! Wall frame set at 1020 mm from floor to 1 M Line.

1053 mm



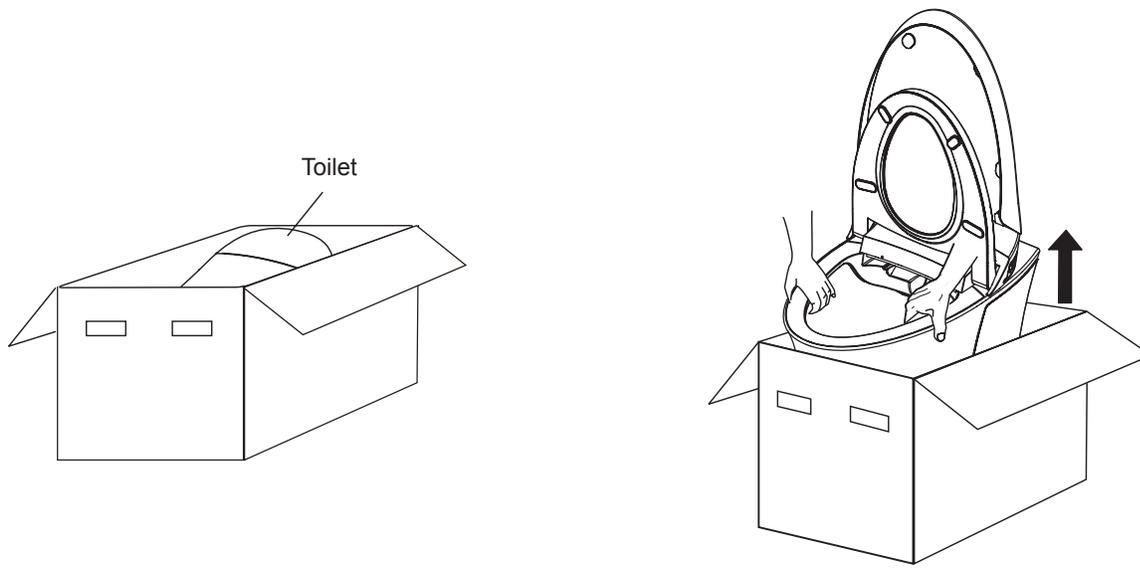
Overall Diagram



Before Installation

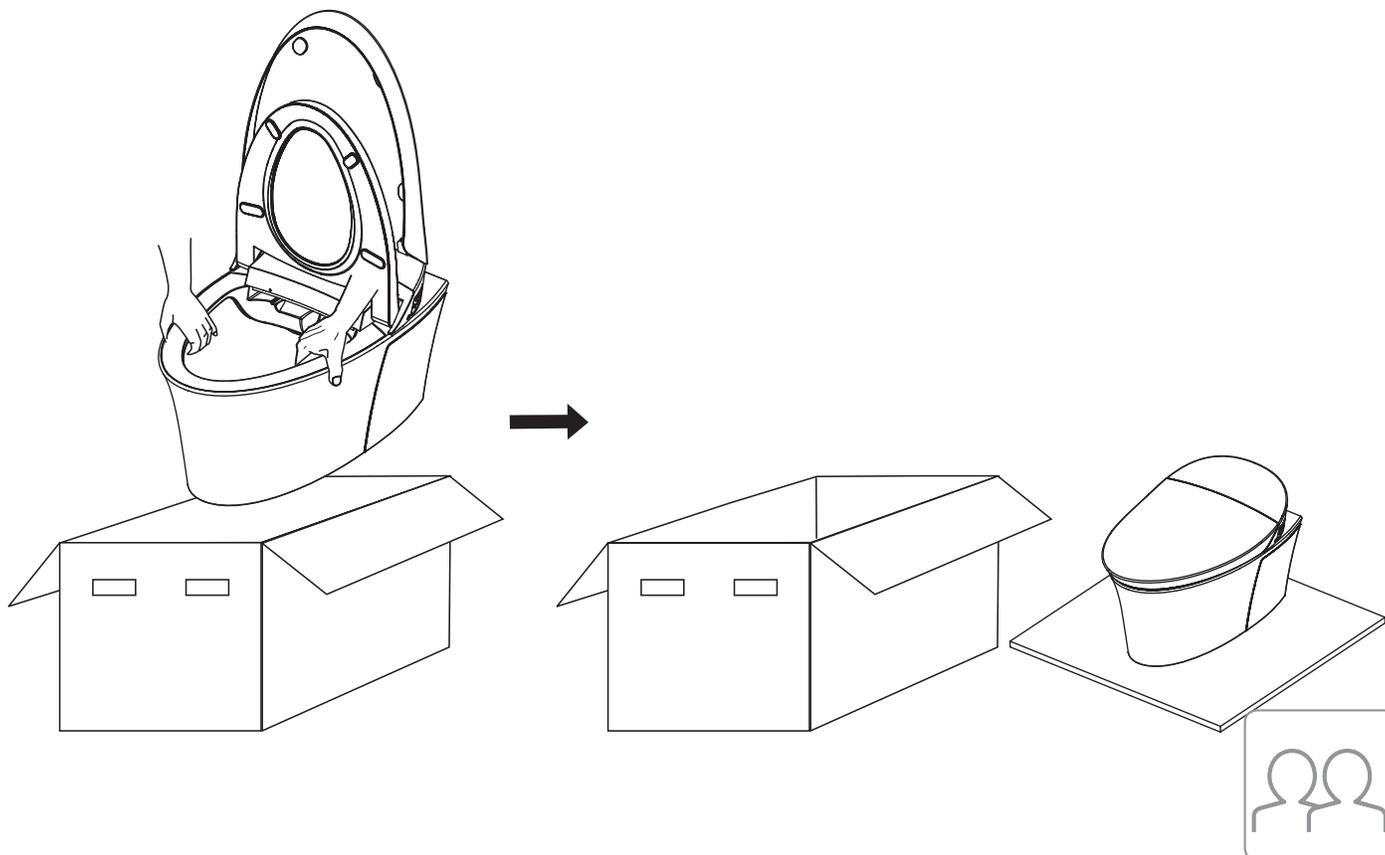
1. Hold the edge of toilet bowl and slide out from packaging box.

Caution! Risk of product damage or personal injury. When lifting up the toilet, please hold it by the rim. Product is heavy, please employ a two-person lift.



1. Place some suitable soft protective material on the floor, slide toilet out from the packing box and sit on the protective material (use packaging base form within the box).

Note! The cardboard base and some of the foam from the packaging can be used to support the pan during the installation process.



Install the Tank and Frame Assembly

Warnings for Installation

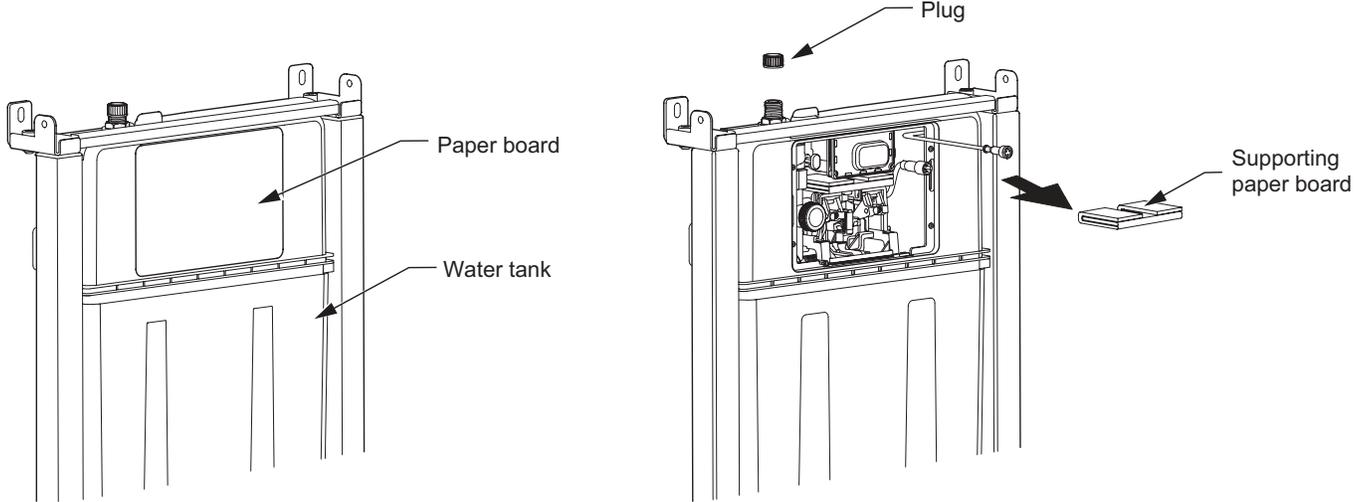
 **Warning!** Risk of electric shock. Disconnect power before servicing.

Note! The power supply and water pipe of this product is designed for a wall hung installation.

 **Warning!** Risk of electric shock. For plug-in installation/wall-mounted electrical supply: Connect only to a properly-grounded, grounding-type circuit which is protected by a Ground-Fault Circuit-Interrupter (GFCI) or Earth Leakage Circuit Breaker (ELCB).

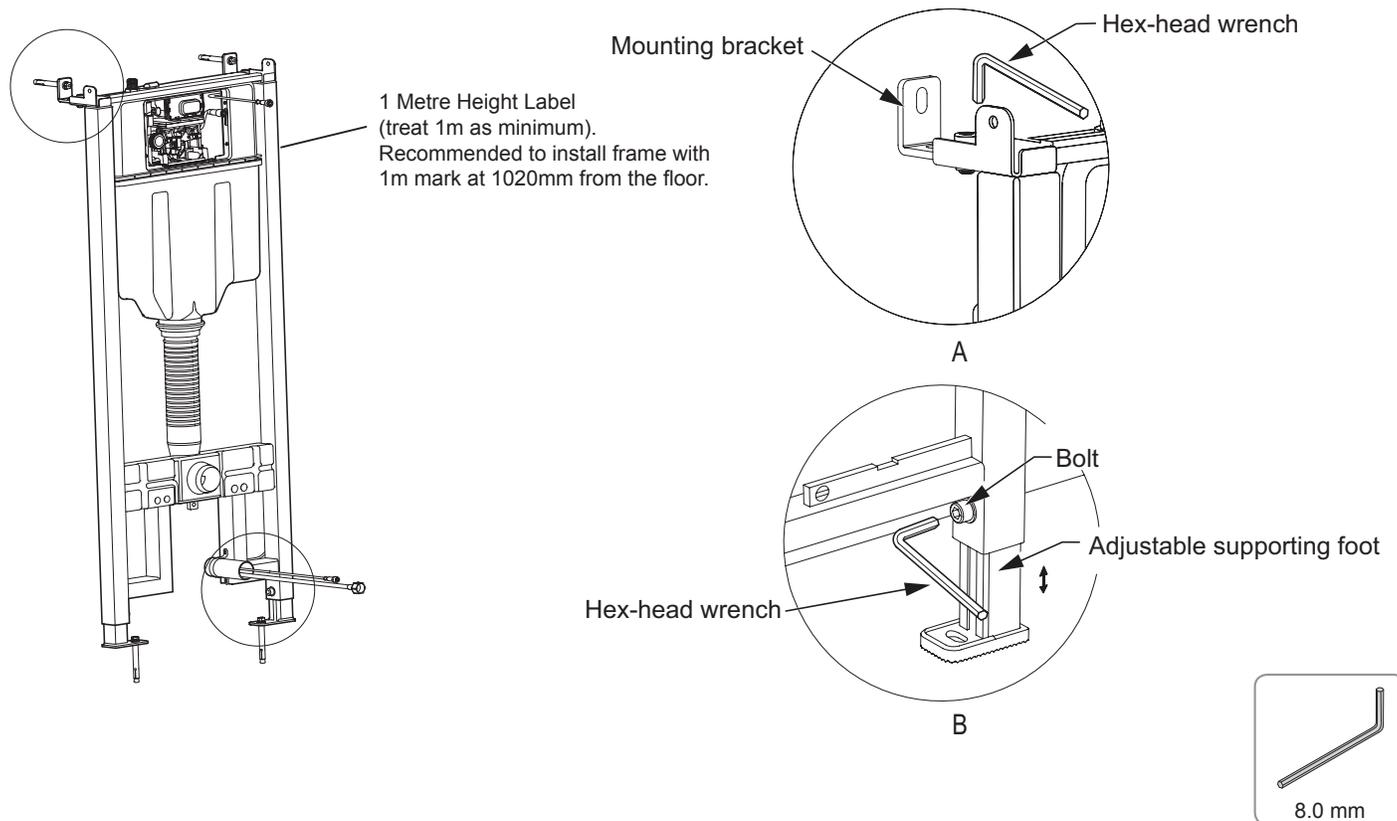
In-wall Tank Installation

1. Remove the in-wall tank from the packing box. Remove the paper board from the cistern access opening. Then remove the support paper board from under the motor assembly.

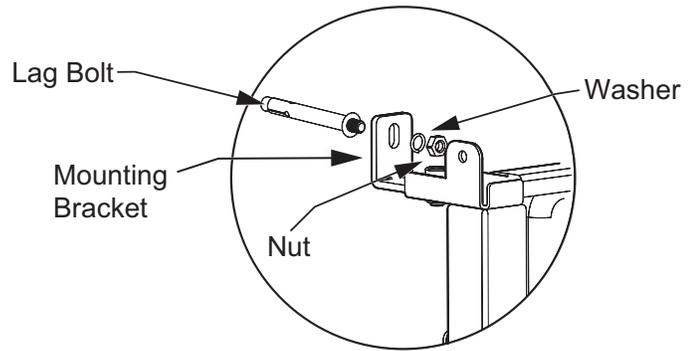
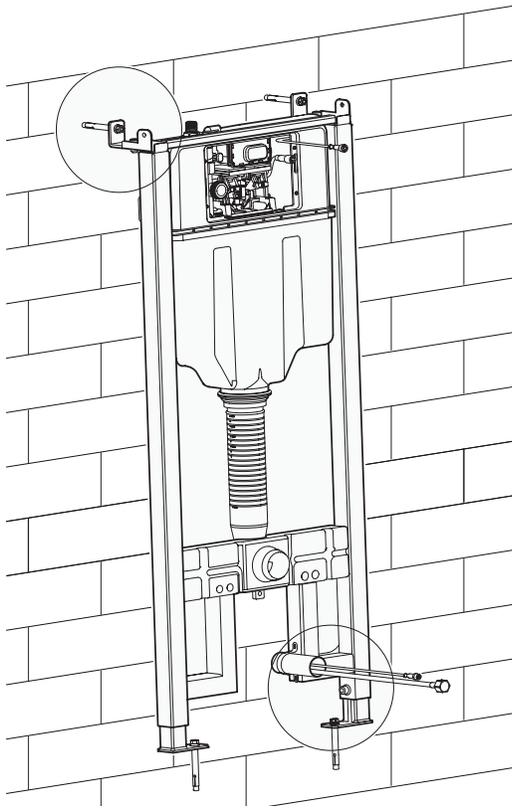


2. Adjust the supporting feet height by loosening the bolts with the hexagonal wrench (8 mm). Slide the feet up or down to attain the ideal measurement of 1020 mm from the floor to the 1 M line on the frame. Make sure that the adjustment is even by using a level, and tighten the bolts to set the height.

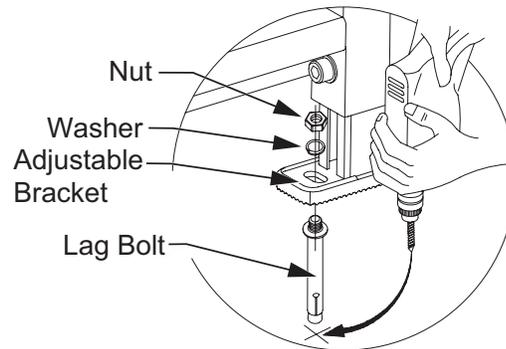
Important! Protect electronic connection point and wires from accidental damage.



3. Mark up and drill the holes as shown making sure that they are suitable for the fixing bolts provided. Insert the lag bolt anchors into the installation holes in the framework, then add the washers and tighten the nuts.



A

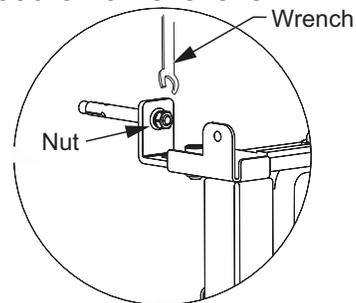
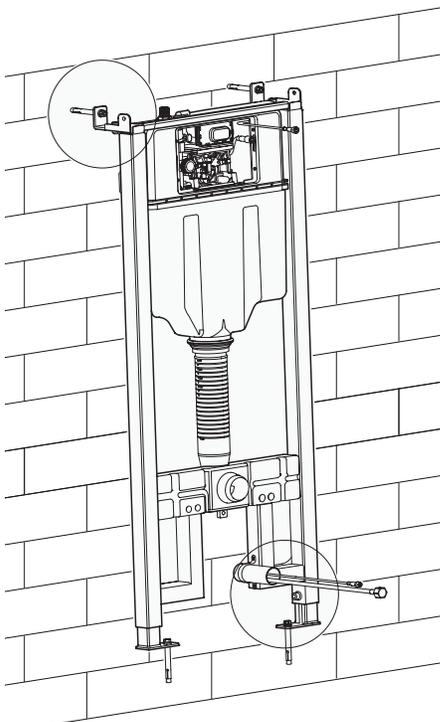


B

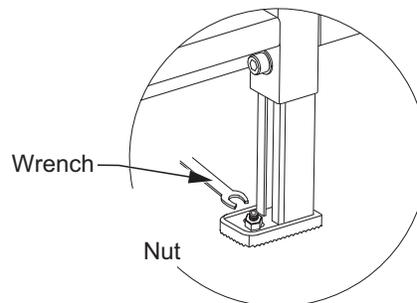


Note! Pack out the fixing points of the wall frame with timber batons to adjust the location of your waste pipe.

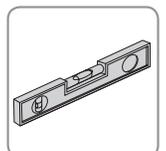
4. Tighten the nuts using a suitable spanner. Make sure that the frame is level.



A

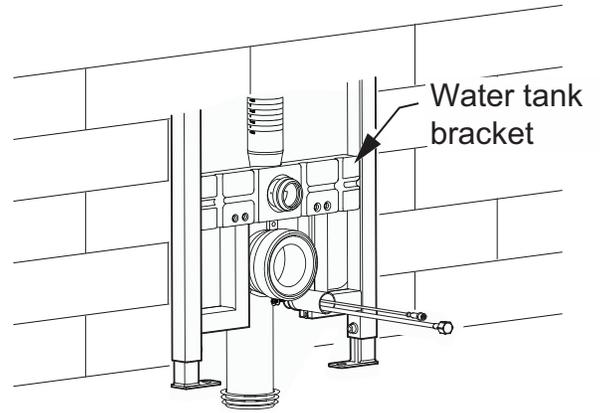
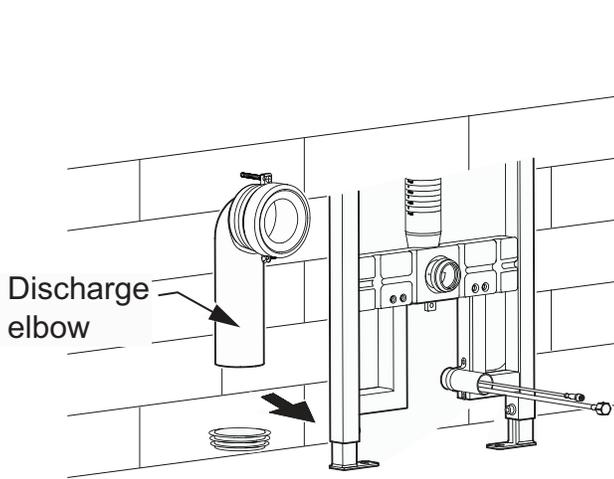


B

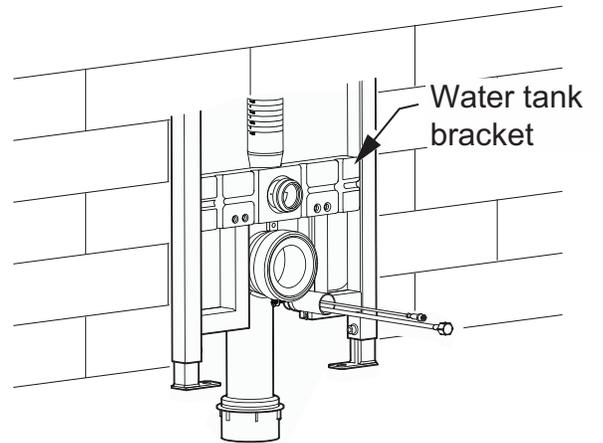
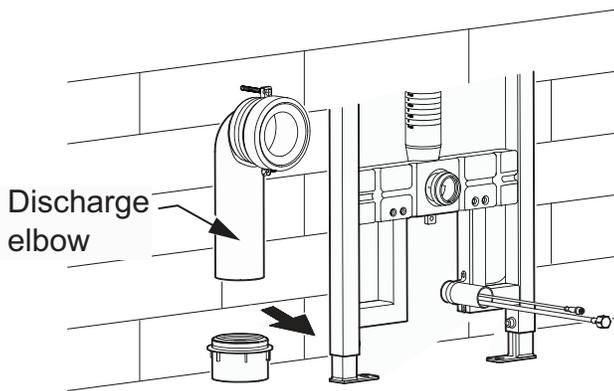


5. There are two discharge pipe installation methods dependant on your site conditions **A** and **B**, adjust the position with a screwdriver.

Finally, insert the discharge elbow lower end into the waste pipe.



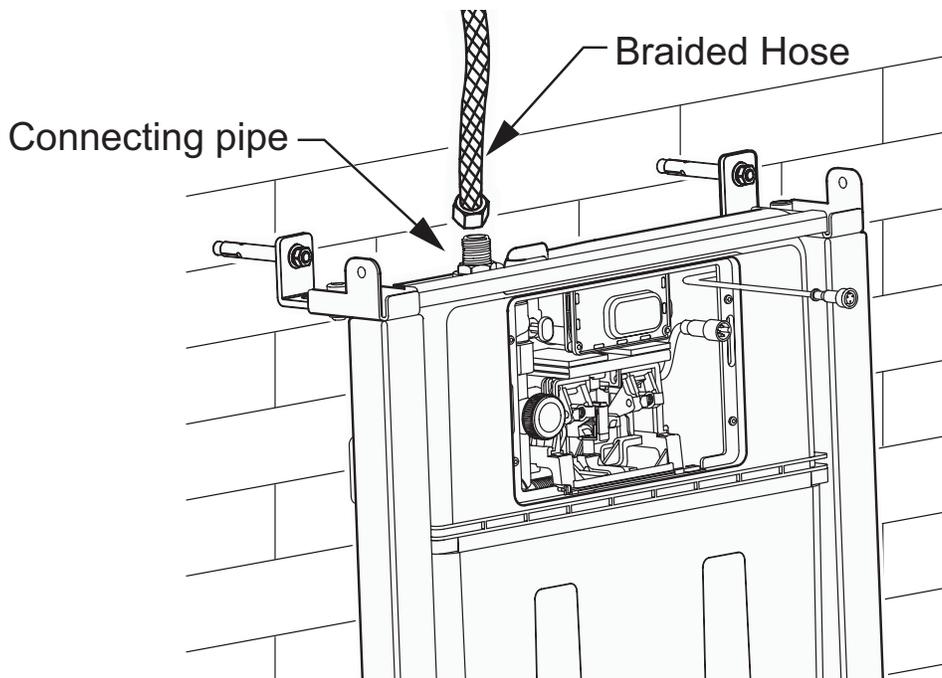
A



B



6. Connect the mains water supply to the top of the tank as shown.



Note! Make sure that the hose nut is fully tightened.

Check for leaks.

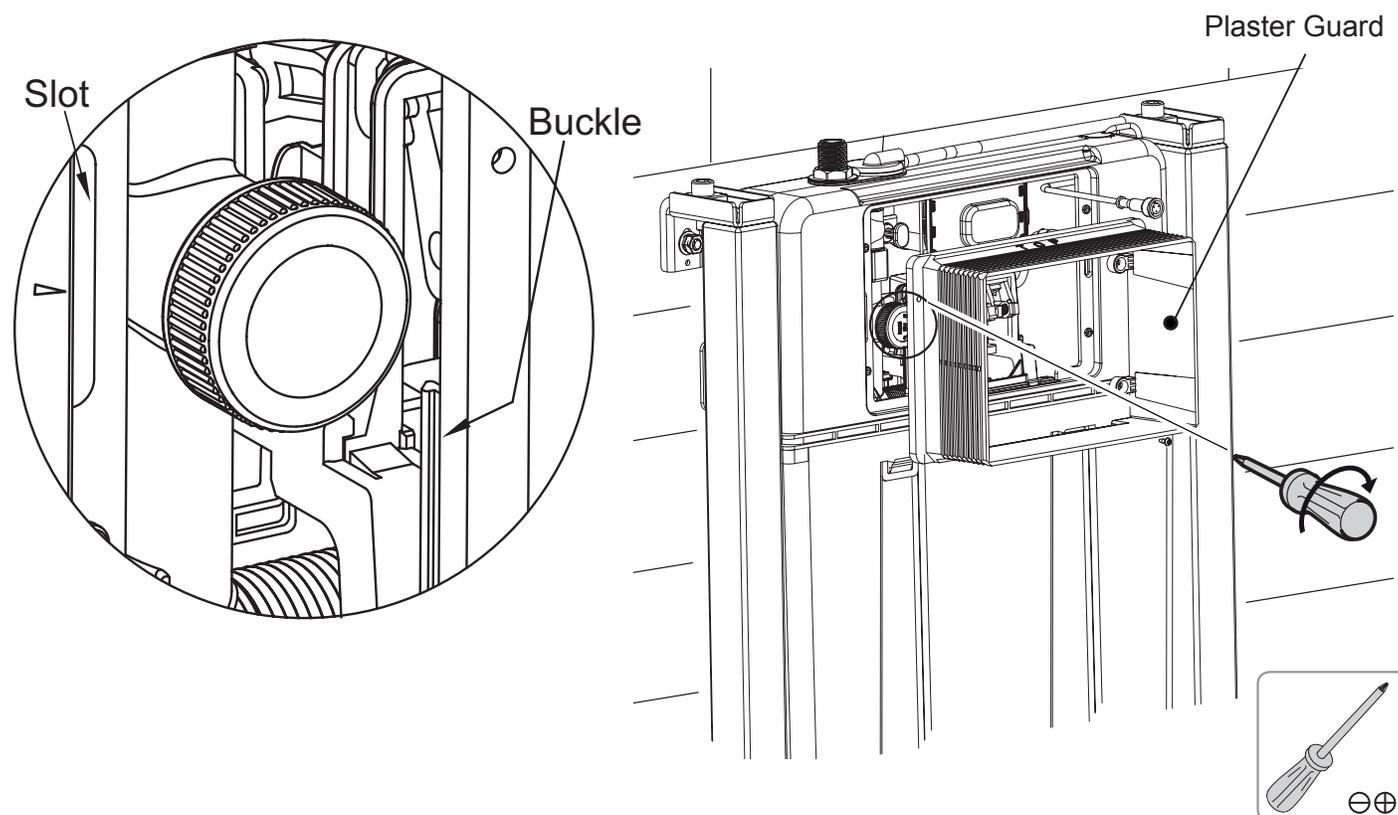
Beware! Water may come through bidet hose and flush pipe.

Once check is complete re-isolate tank from water supply.



7. Install the top plaster guard into position. Make sure that it clips into place. Tighten the screws to secure.

Note! Make sure the label "TOP" is facing upwards.



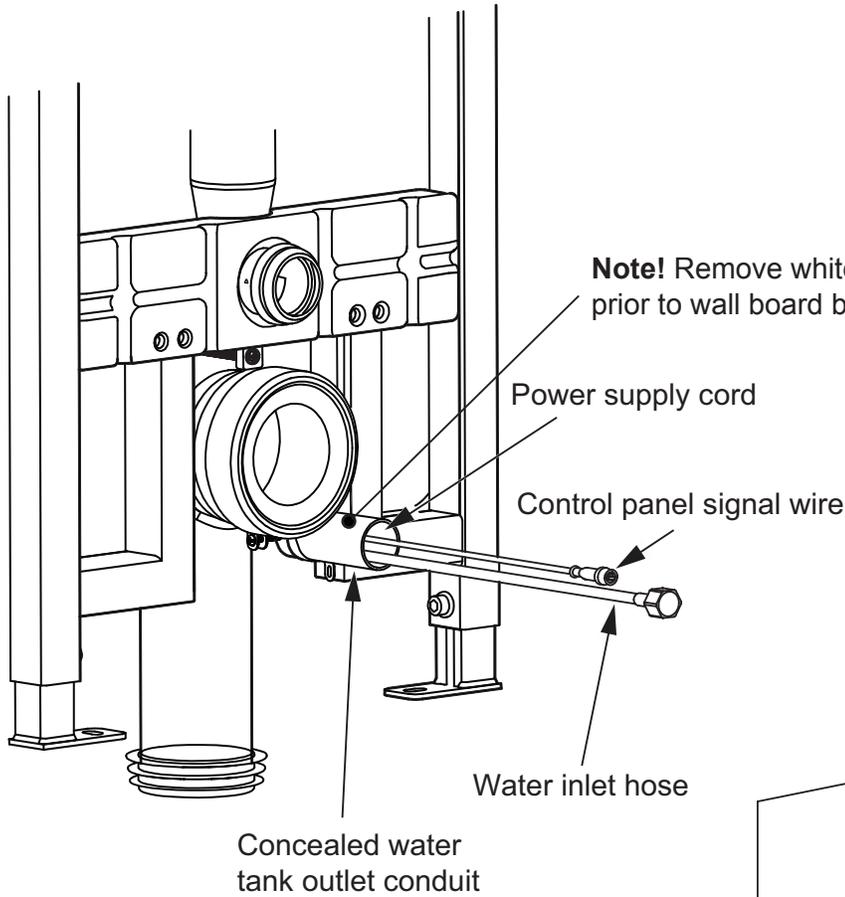
8. Use the installation template diagram (page 6) to mark the cut outs on the finished wall. Place the finished wall in position and make sure that all the required services are available.

Important! The recommended finished wall thickness should be 30 mm when tiled.

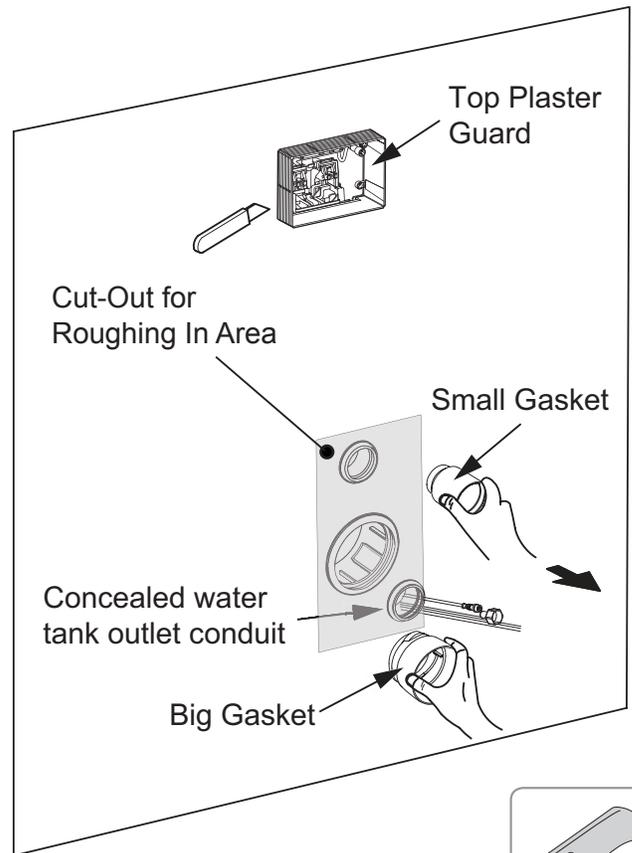
Refit the plaster guards to the discharge port and the water inlet pipe.

Cut off the excess material from the top plaster guide using a suitable knife.

Tile and finish the wall surface.

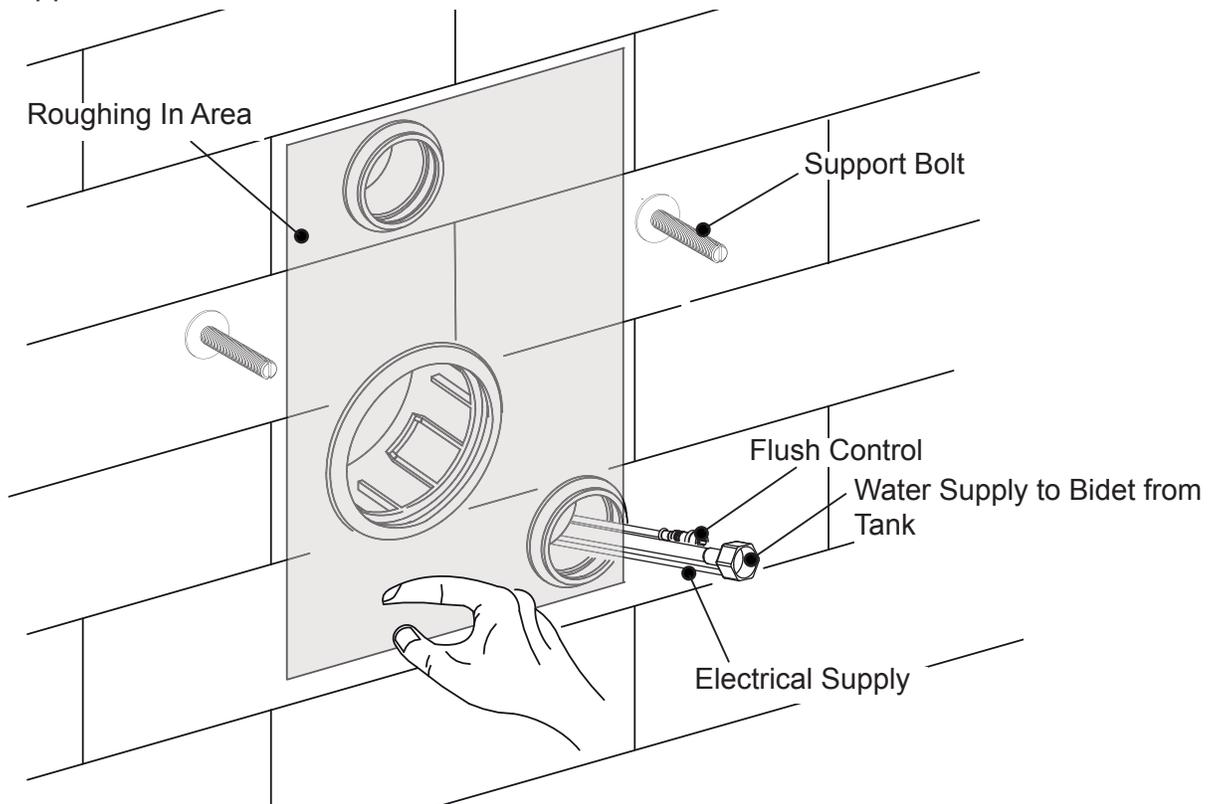


Note! Make sure that the template for roughing in is accurately followed to avoid visibility once the pan has been installed.



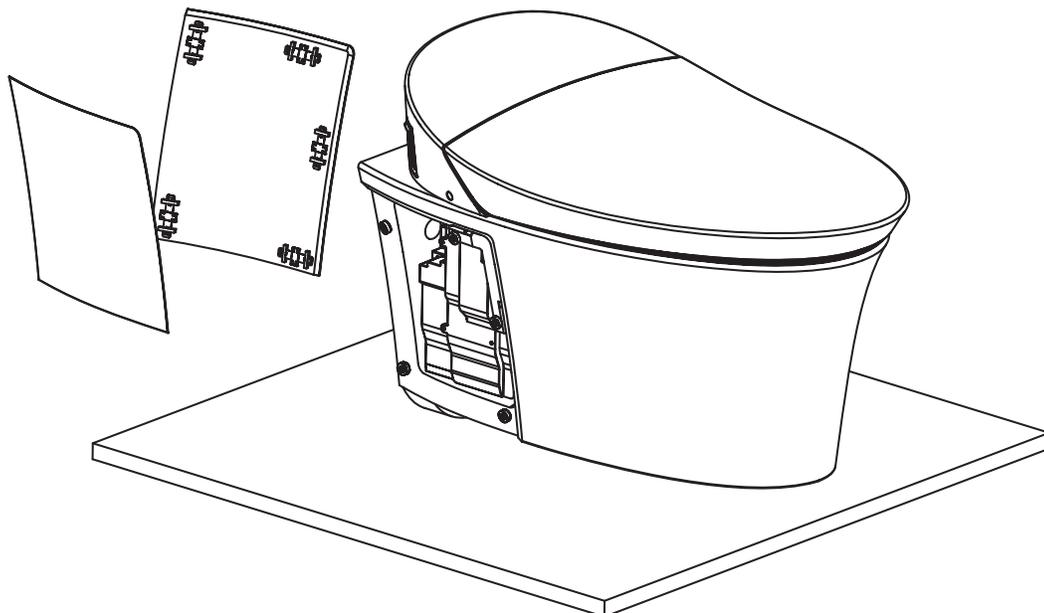
9. Remove the plaster guards from the discharge port and the water inlet pipe.

Install the support bolts and the conical washers.

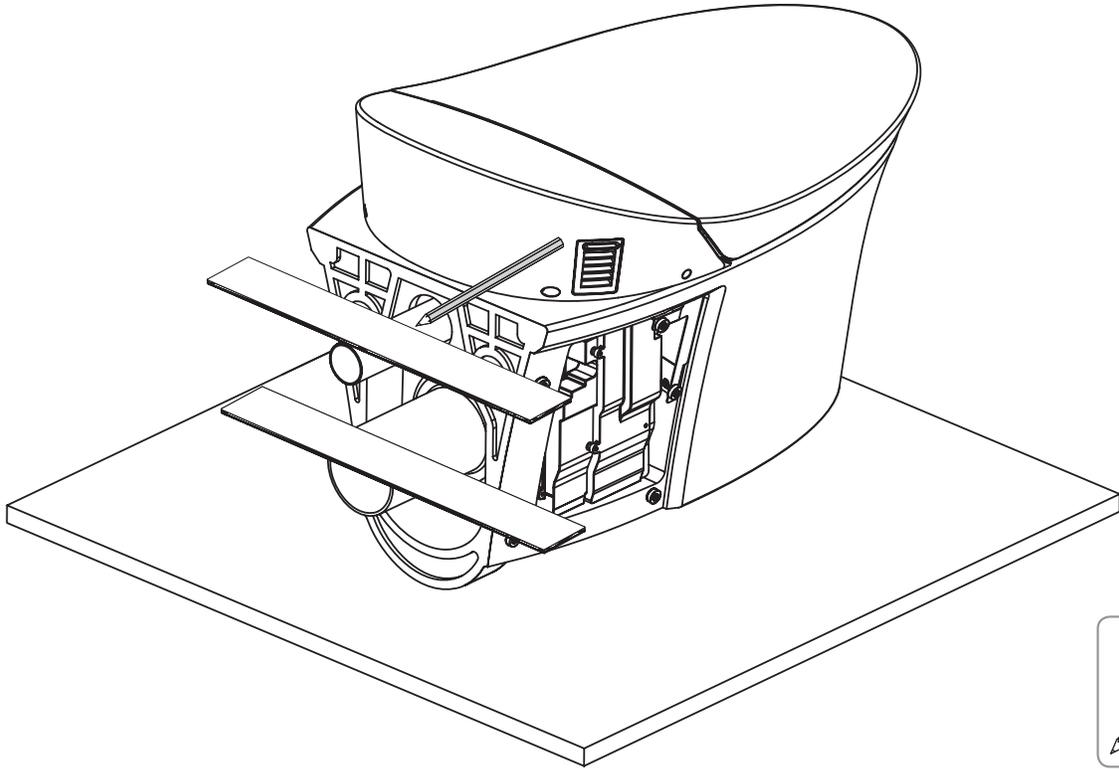


Install the Toilet

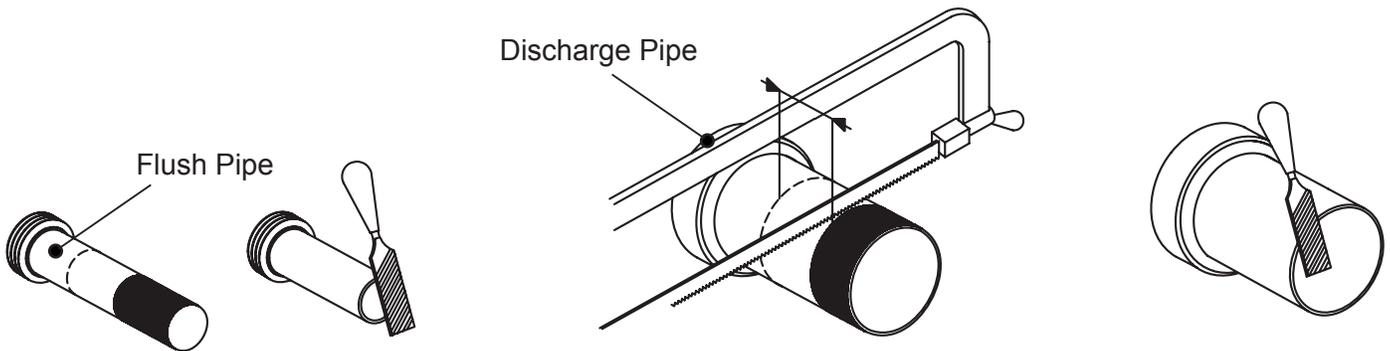
1. Remove the left and right side panels.



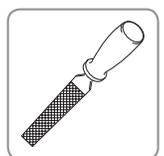
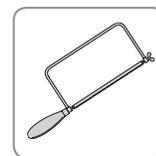
2. Install the discharge pipe and the flush pipe as shown.



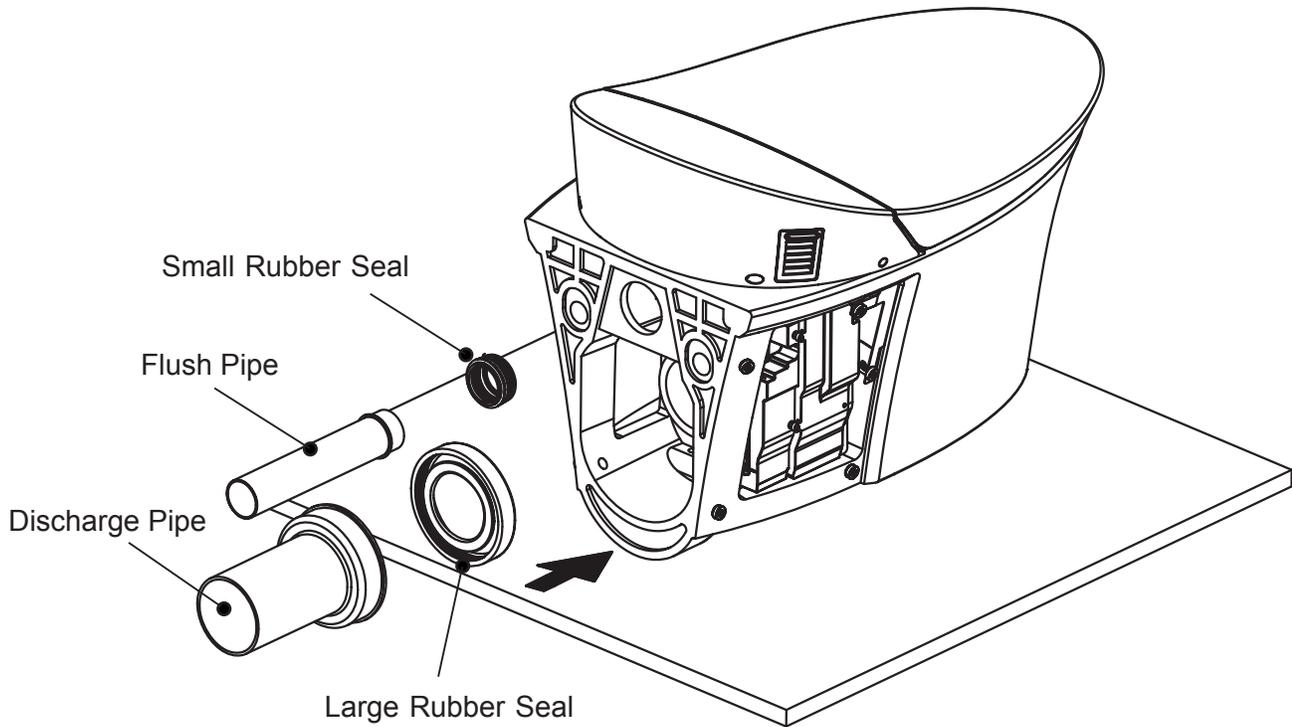
3. Mark the discharge pipe and the flush pipe to the required length. Cut off the excess and use a file to clean up the edges.



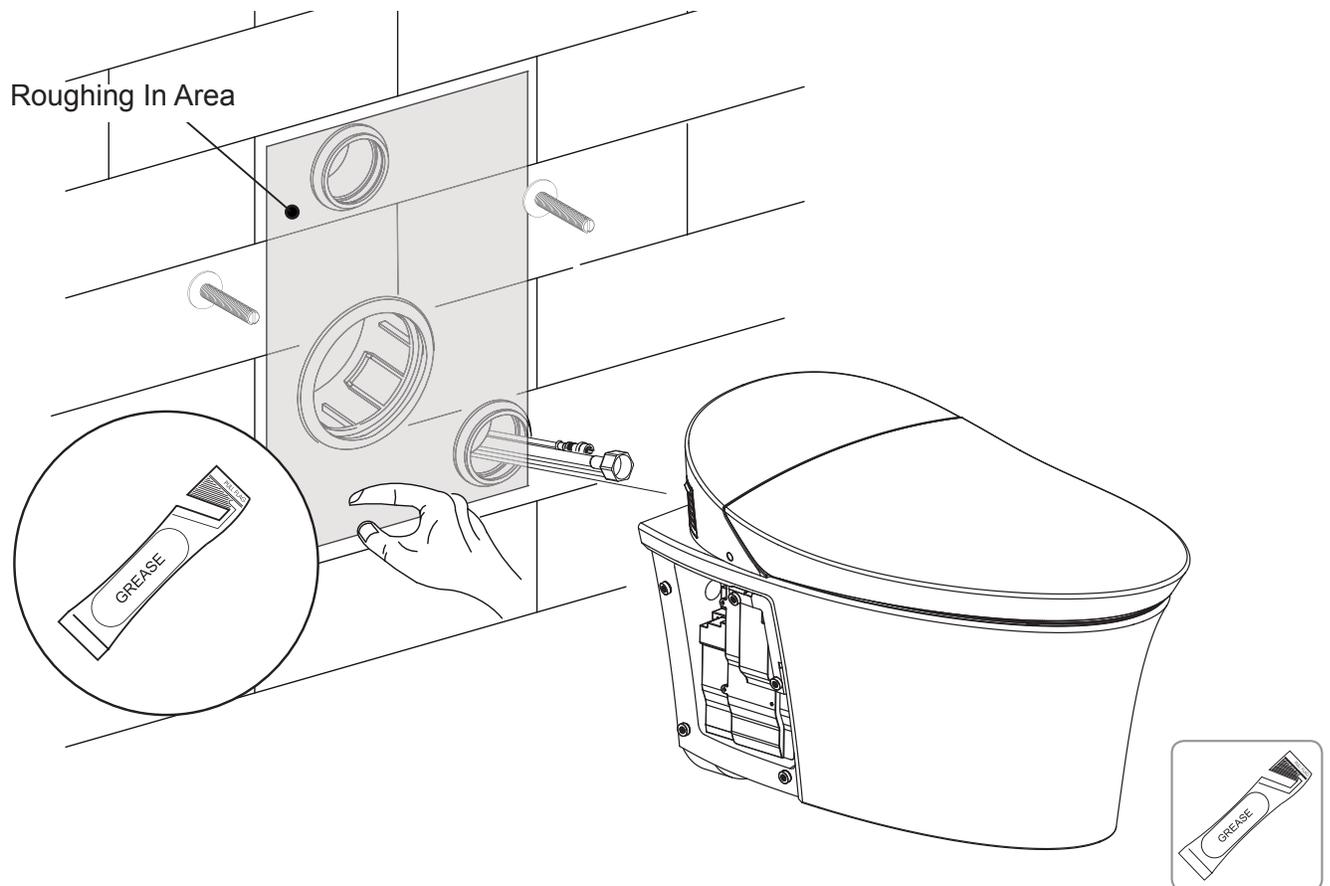
Note! Be careful not to cut the pipes too short. The pipes must fully engage into the pan and frame to ensure a good seal.



4. Place the small rubber seal on the flush pipe and place the large rubber seal on the discharge pipe. Insert the pipes into the corresponding inlets and outlets in the finished wall.



5. Apply grease to the the holes on the finished wall, for the flush pipe and the discharge pipe.



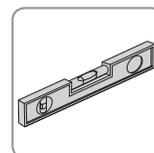
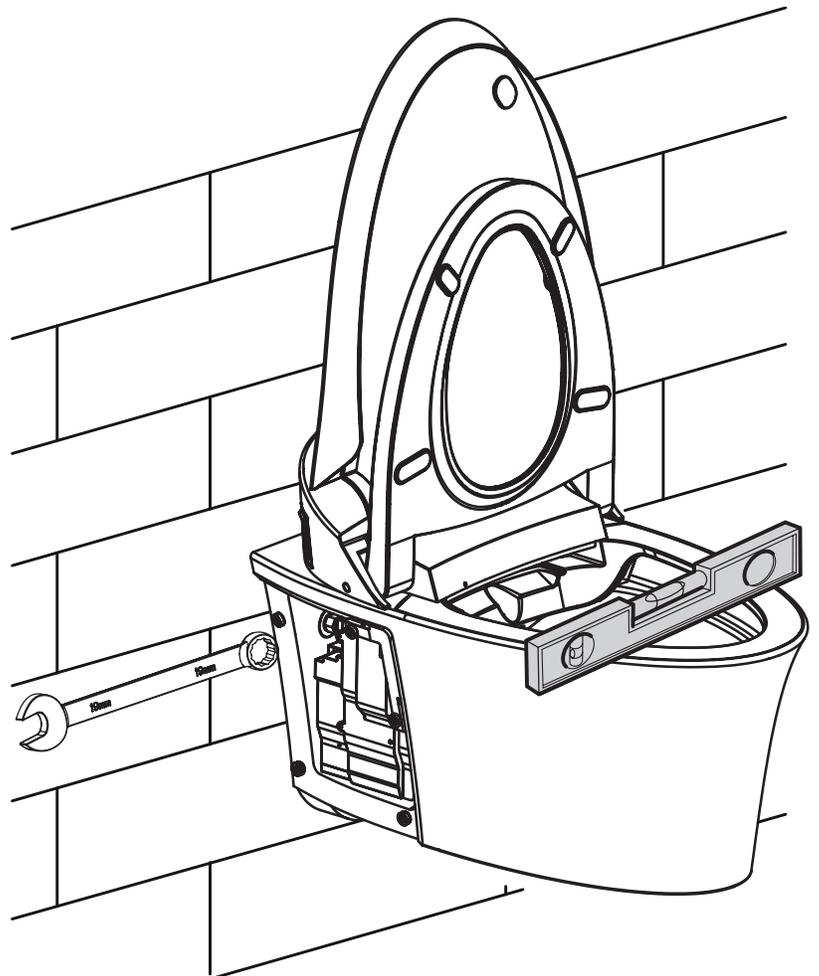
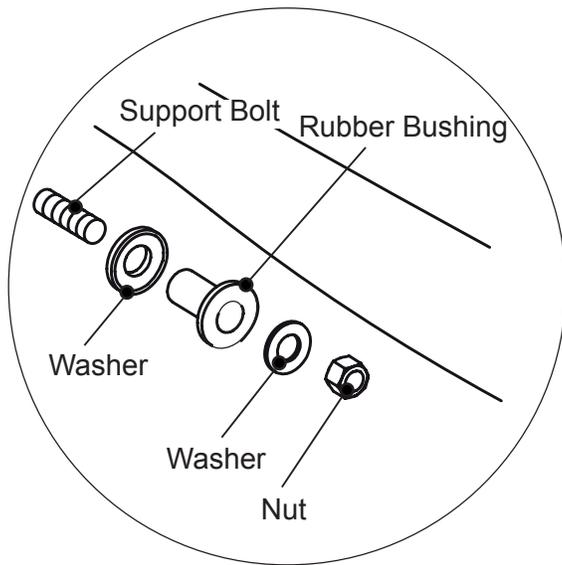
6. Lift the toilet into position over the support bolts making sure that the flush pipes and discharge pipes engage correctly.

Caution! The toilet is heavy. Two persons will be required to complete this operation.

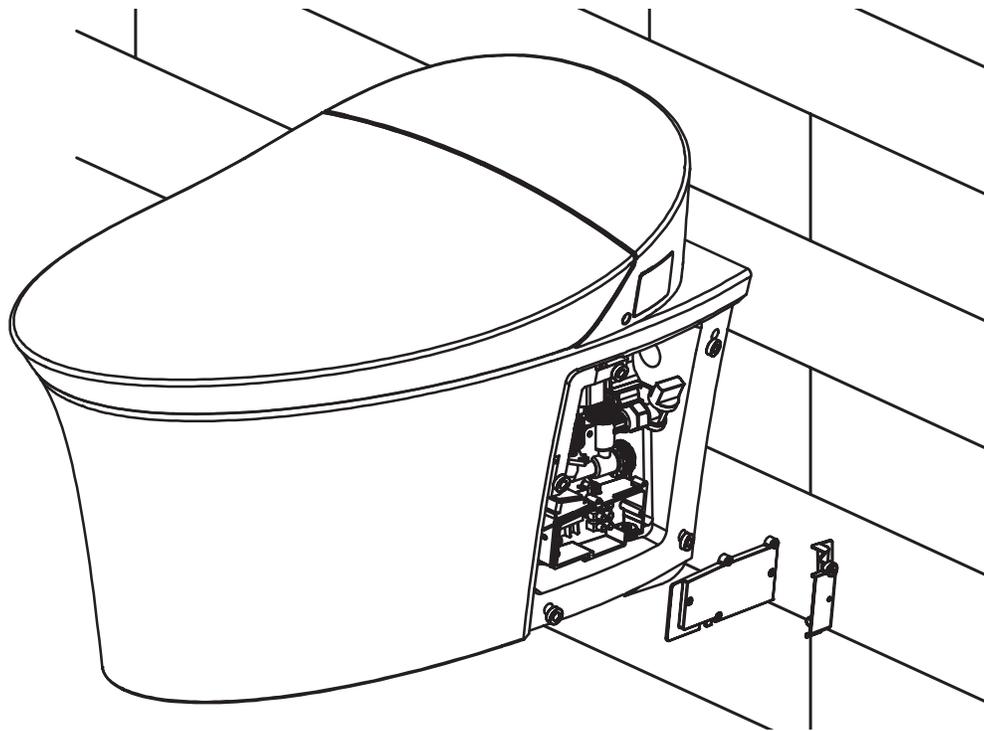
Note! A 100 mm high wooden block can be put under the toilet to aid installation.

Secure the toilet to the wall with the washers, the rubber bushings, the washers and the nuts.

Tighten the nuts (using a 19 mm spanner), making sure the toilet is level.

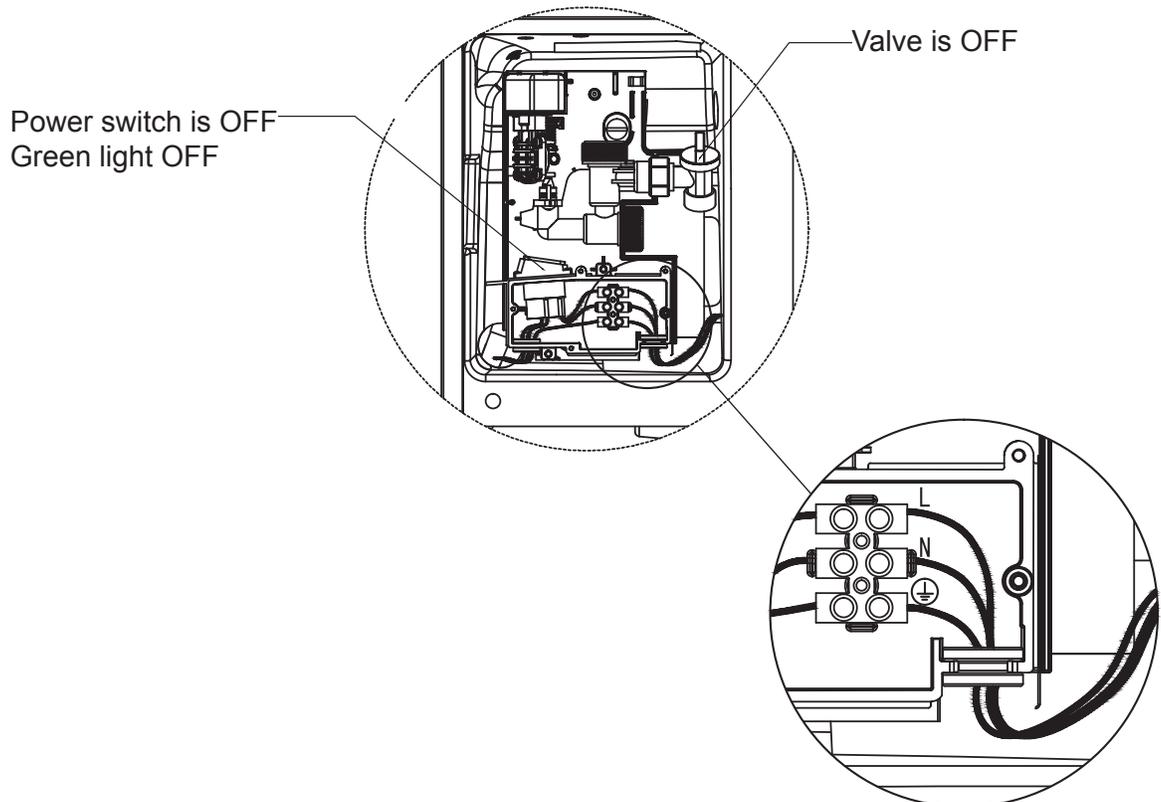


7. Remove the two screws on the Right Hand side of the toilet, then remove the power cord side panel. Remove the three screws and remove the junction box cover.



8. Pass the power cord through the rubber gasket and connect to the junction box.

Note! Wiring shall be L (Live), N (Neutral) and Earth from top to bottom.

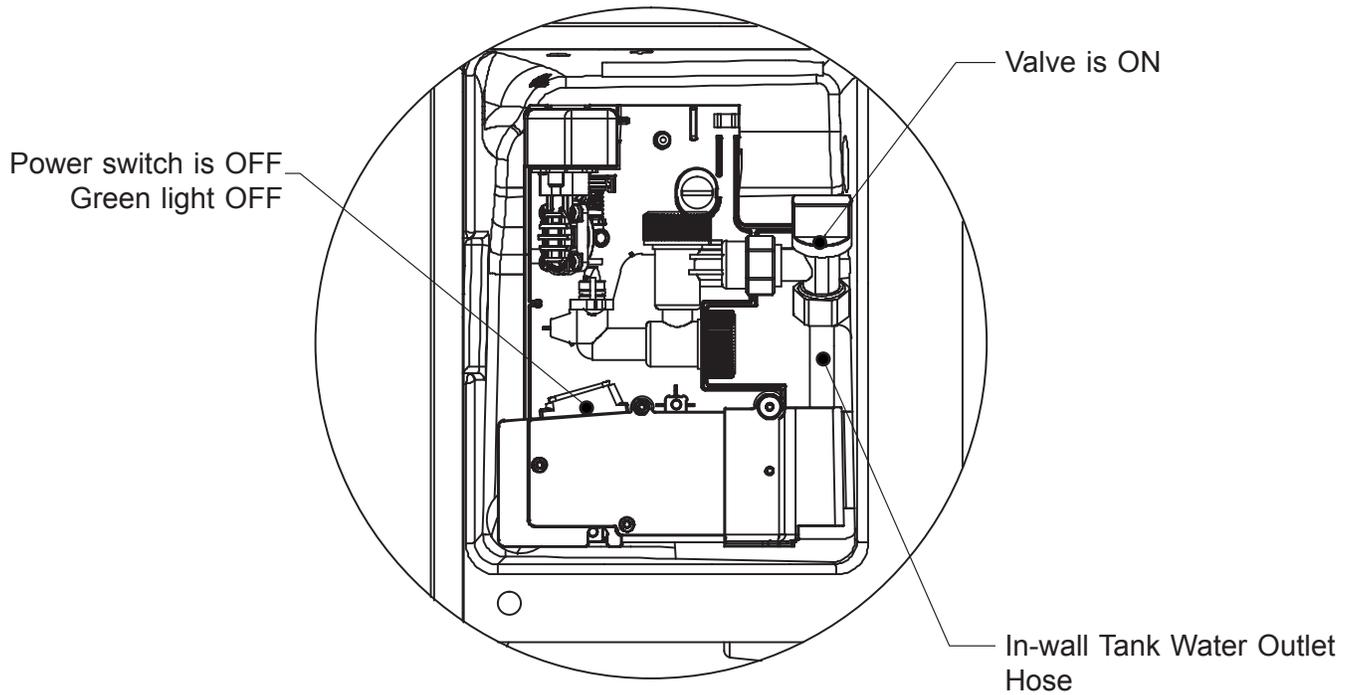


9. After completing the wiring work, re-install the junction box cover.

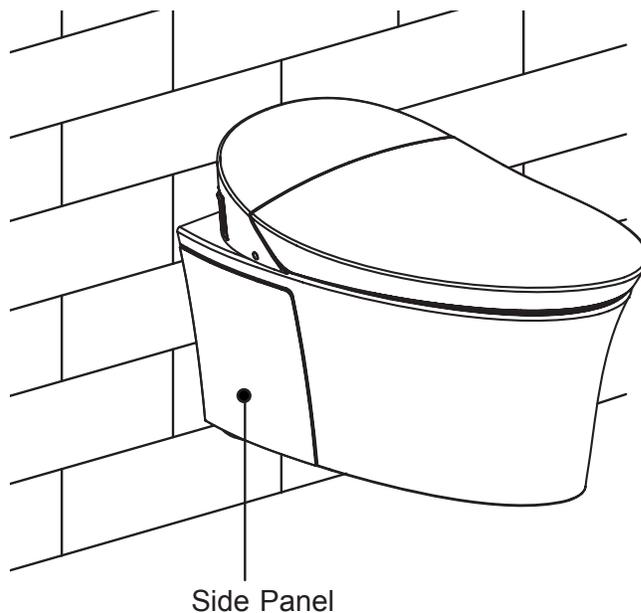
10. Ensure the in-wall tank water outlet hose connection is tightened and does not leak.

11. Turn the water inlet valve to the open position.

Note! DO NOT turn the power on at this stage.



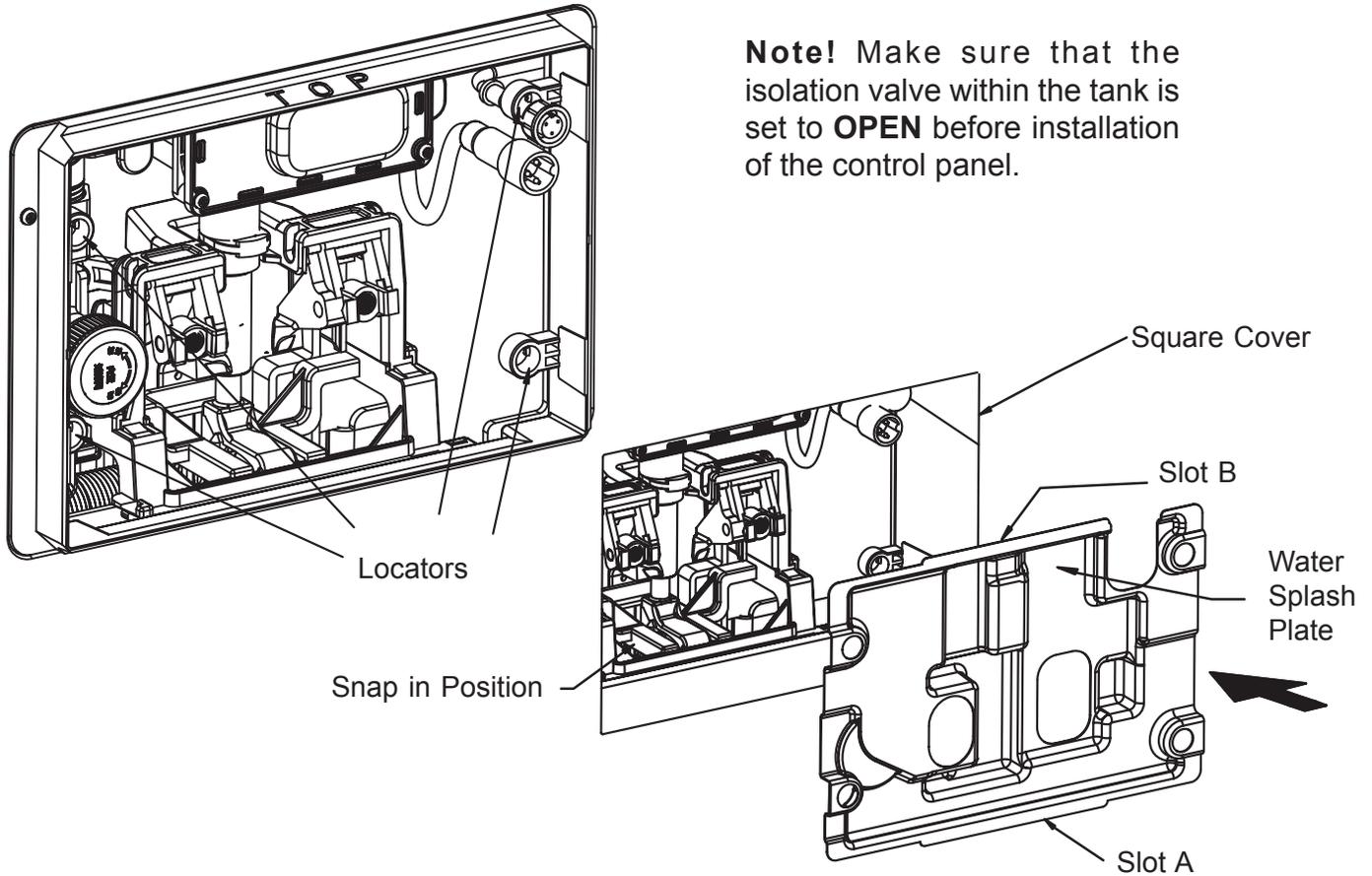
12. Install the left and right side panels.



Install the Control Panel

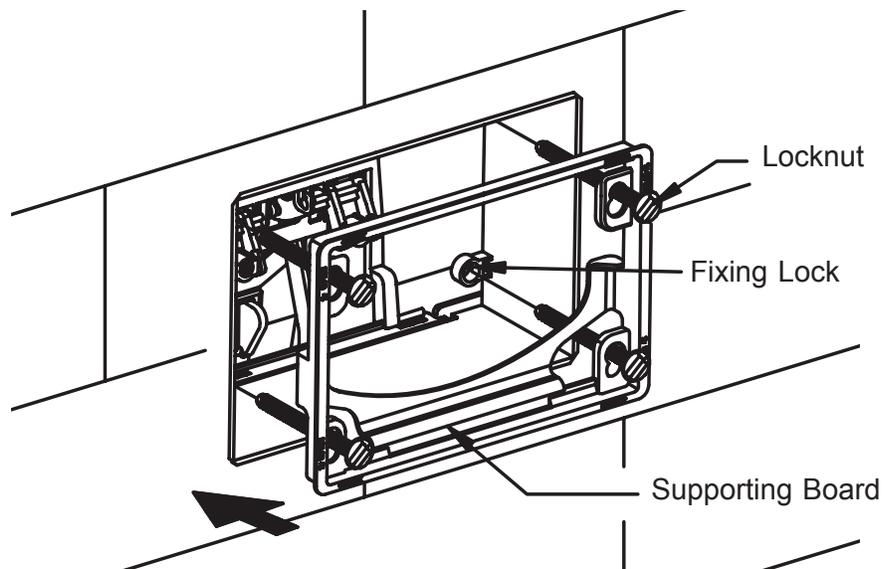
1. Slide the water splash plate (clear plastic) into the Slot A and B in the square cover.

Note! After the splash plate is installed, the locators should be under the surface.

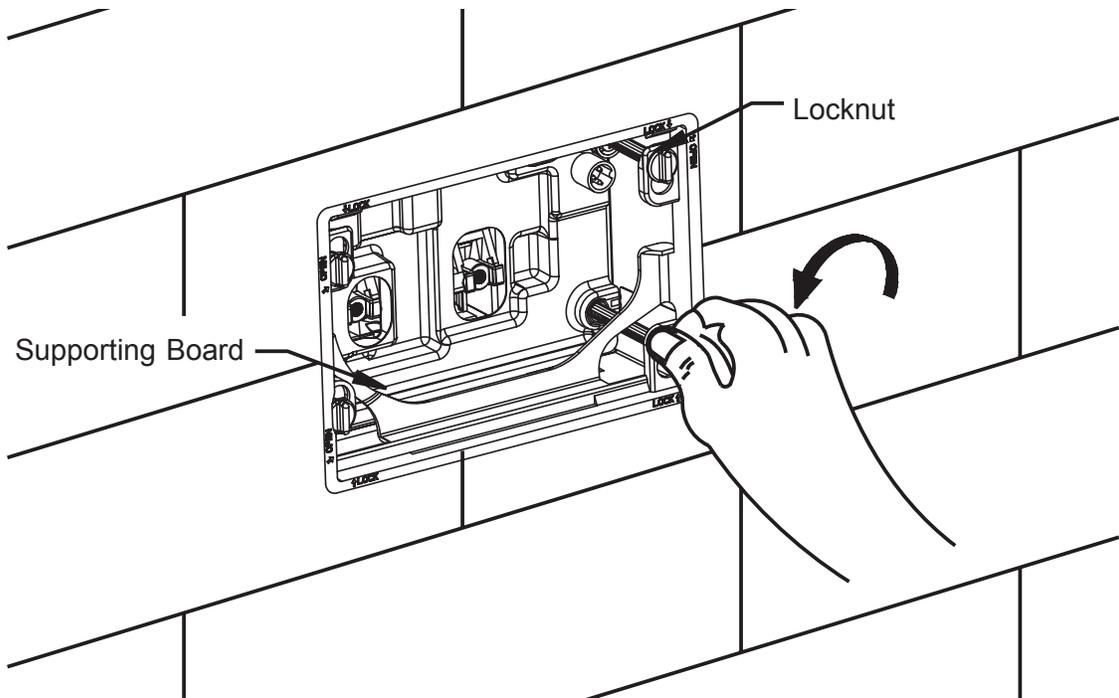


Note! Make sure that the isolation valve within the tank is set to **OPEN** before installation of the control panel.

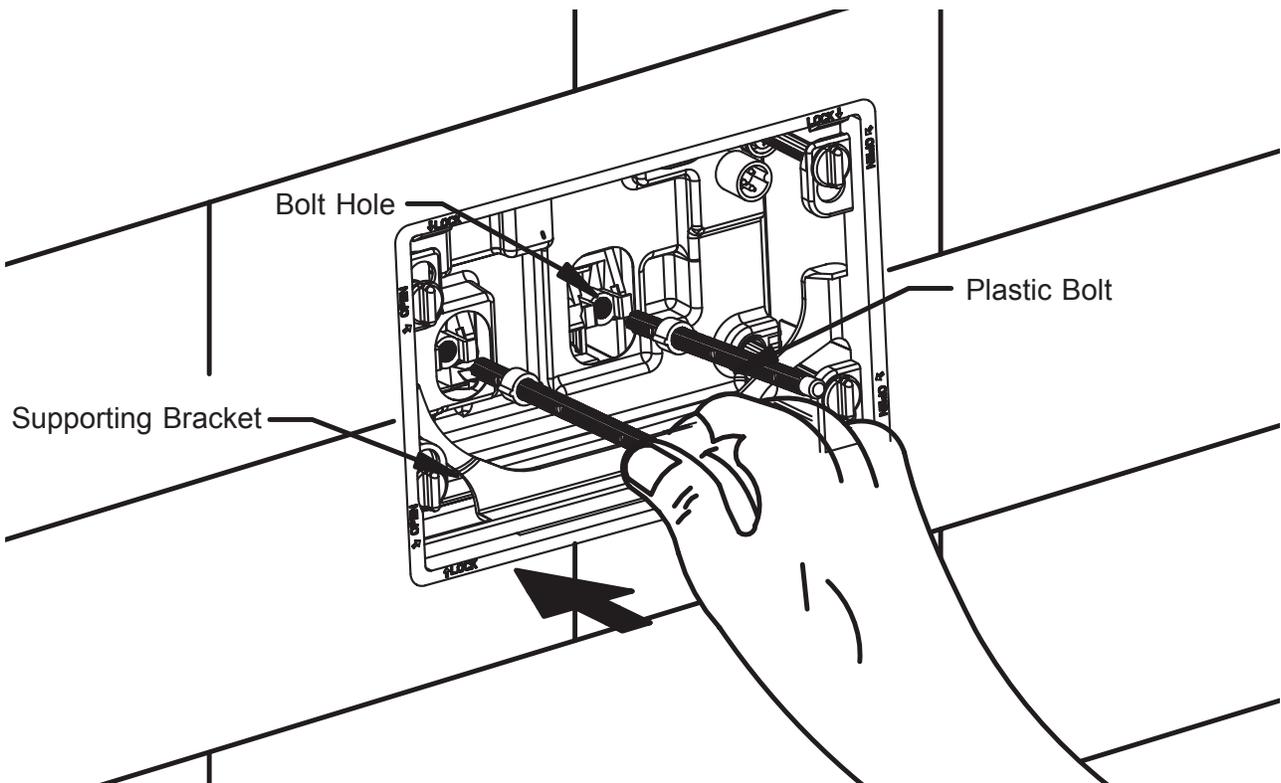
2. When locating the four locknuts on the supporting board, adjust to the **OPEN** mark, as shown.



3. Tighten the four locknuts to the **LOCK** mark after installing the supporting board.

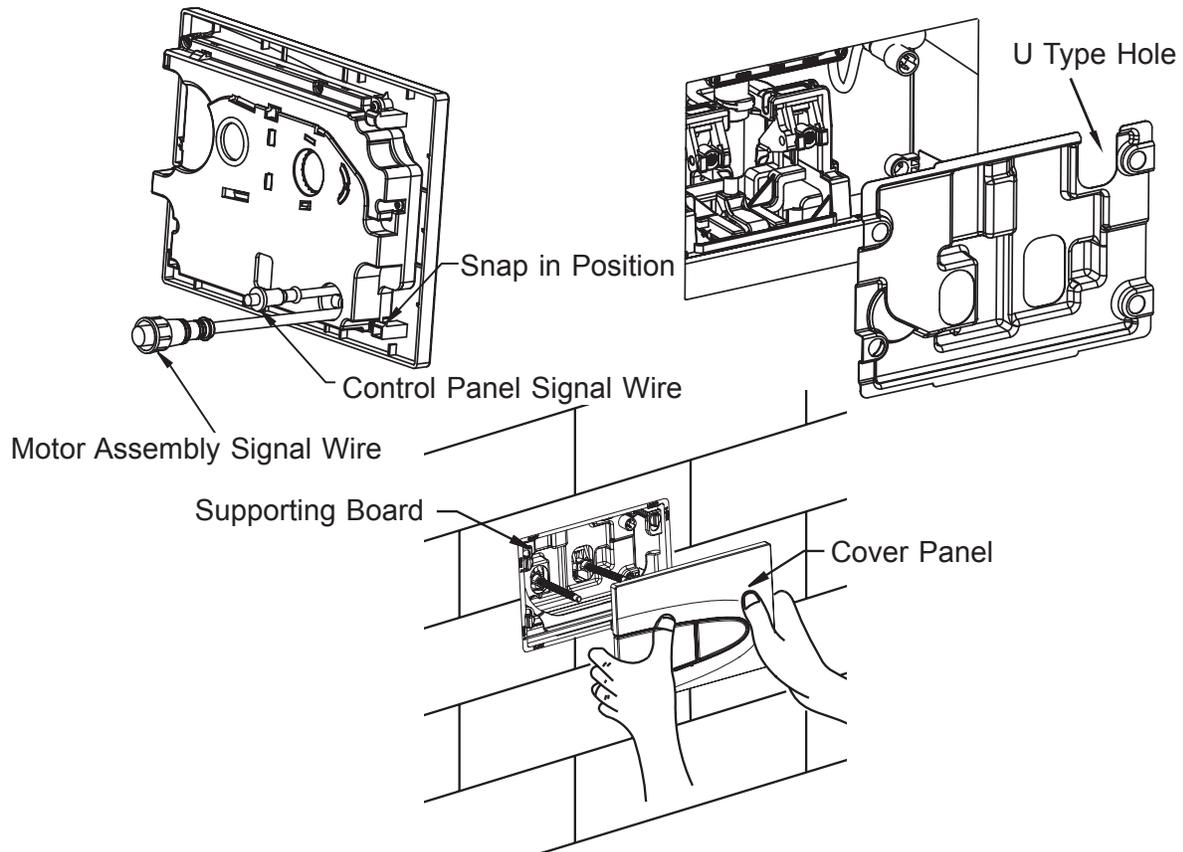


4. Screw the two plastic bolts into the bracket, as shown. Make sure that the ends of the bolts are perpendicular to the wall (level with the finished wall surface).



5. Align control panel in position, then push forward and fasten. Install motor assembly signal wire and control panel signal wire.

Note! Insert Motor assembly signal wire and control panel signal wire into the 'U' type hole on the water splash plate.

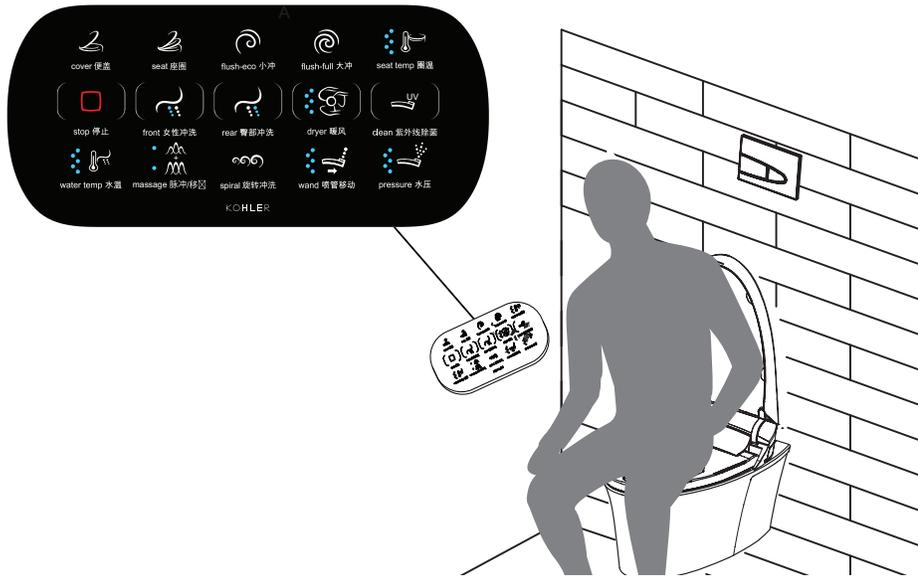


Install the Remote Control Docking Station

Note! Use suitable mounting methods for the wall construction material. Special fixings may be required for walls made of plasterboard.

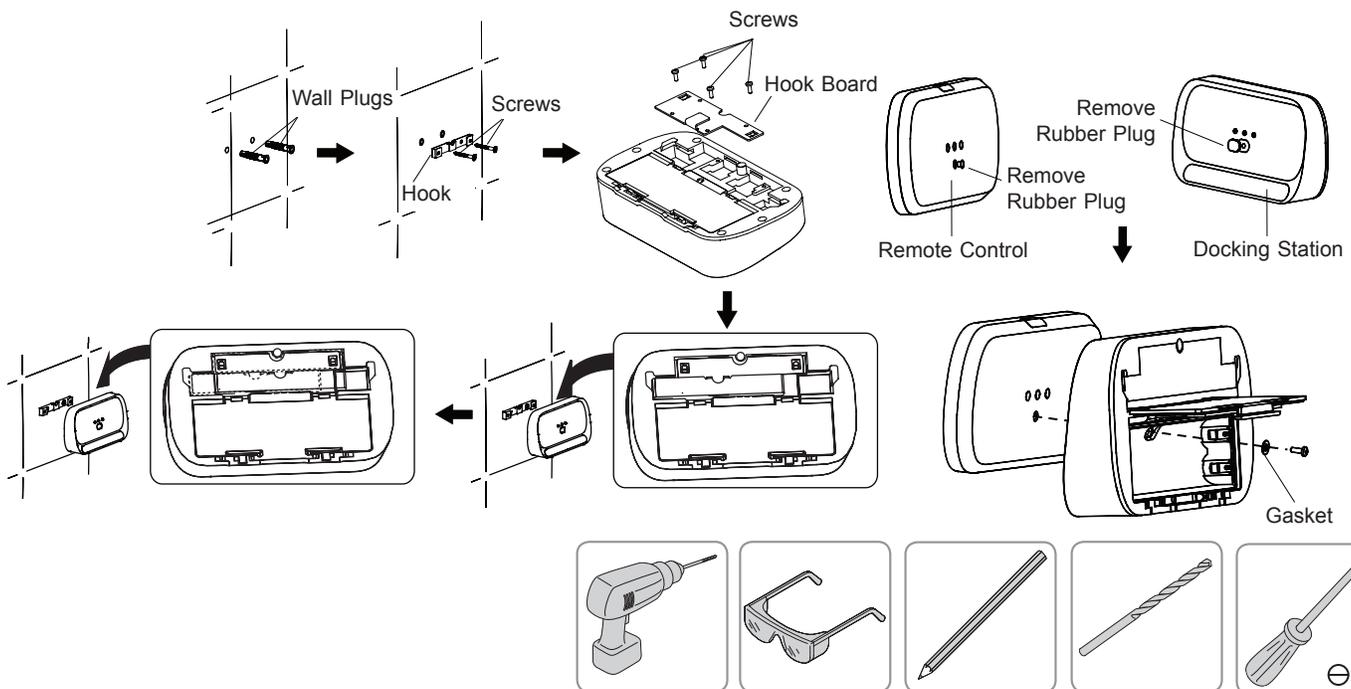
Note! Do not install this appliance in positions where it might come in contact with water.

1. Select a position for the control docking station to be installed. The position shall be easily operated by the user when seated on the toilet.
2. Based on the docking station hole positions, drill two 6mm diameter holes, 45mm deep.
3. Insert suitable wall plugs into the holes.
4. Remove the double-sided tape and place docking station over the fixing holes.
5. Fasten the docking station to the wall with the screws.
6. Place the remote control on the docking station.



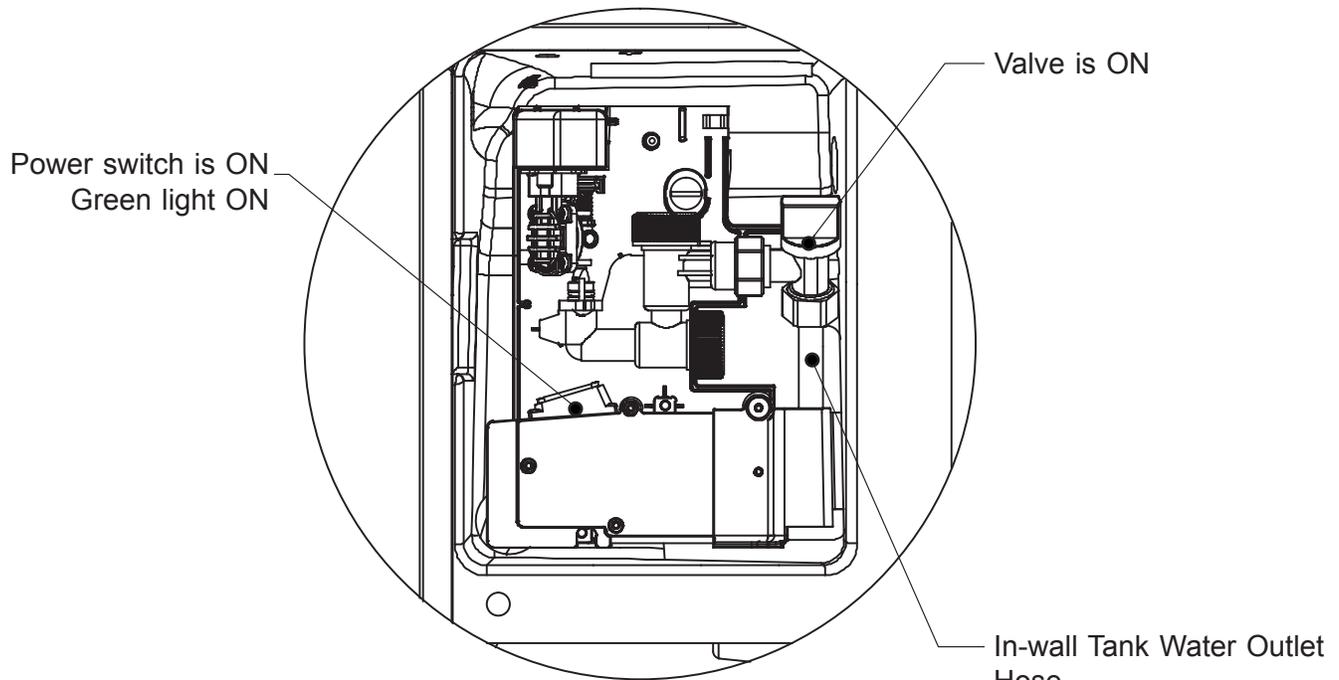
Steps of Installation

Public Anti-theft Installation



Commissioning

1. Turn on the water supply to allow the tank to fill (Water isolation valve should already be set to open).
2. Remove the RH side panel from the pan.
3. Make sure that the water isolation valve in the pan is set to open. Check for leaks.
4. Turn on the power (switch will illuminate green).



5. Re-attach the RH side panel to the pan.
6. The Veil WC is now fully installed and operational. Please refer to separate user guide.

Warning! DO NOT operate without water. Make sure that the WC cistern is filled and the WC appliance (Pan) is primed with water.

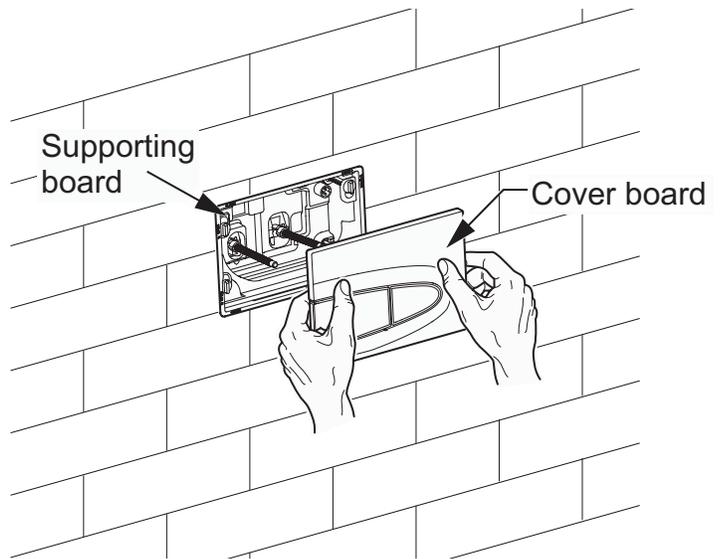
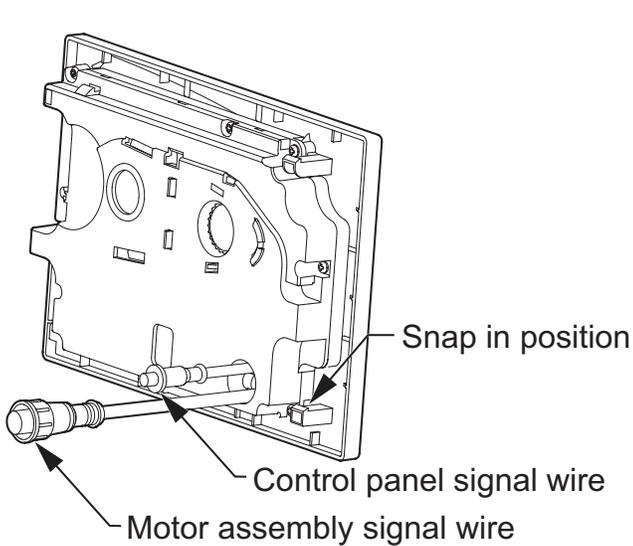
Remove and Service Discharge Valve

1. Remove the control panel as shown.

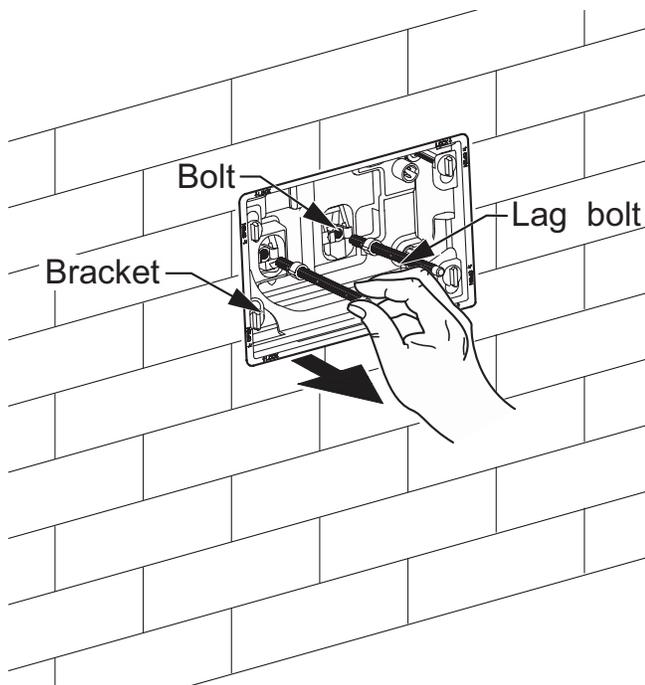
Hold the control panel bottom by both hands, push upward to open the control panel.

Note! Dismantle from the bottom up.

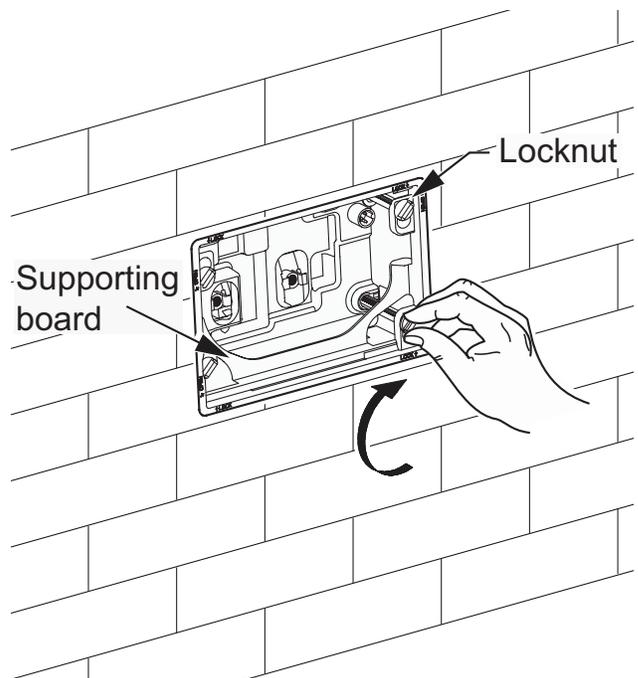
Dismantle the motor assembly signal wire and the control panel signal wire.



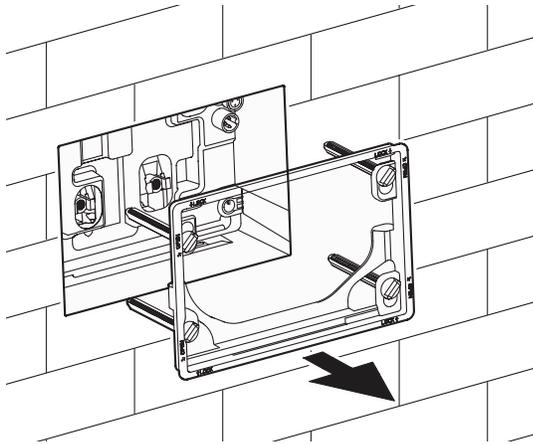
2. Unscrew the two lag bolts as shown.



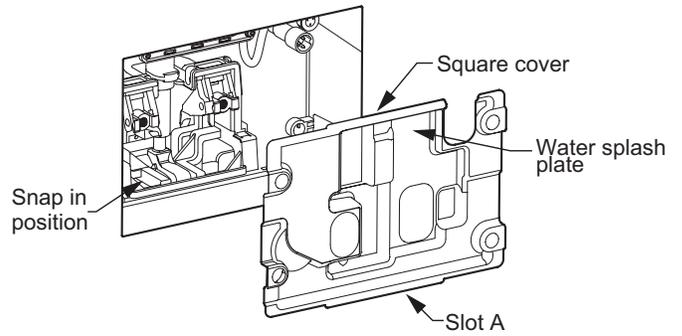
3. Make sure that all the locknuts are turned to 'OPEN' when you remove the supporting board.



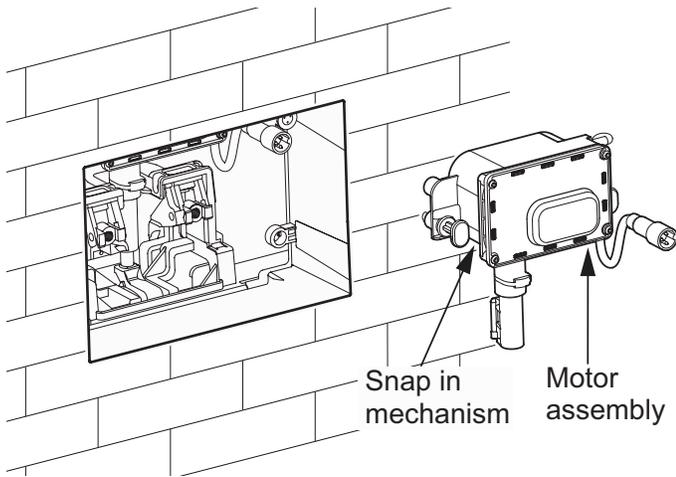
4. Remove the supporting board as shown.



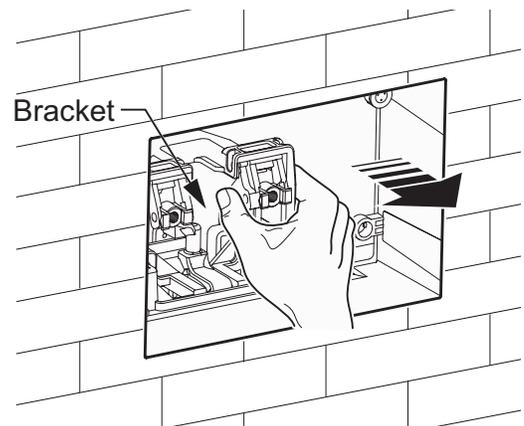
5. Remove the water splash plate.



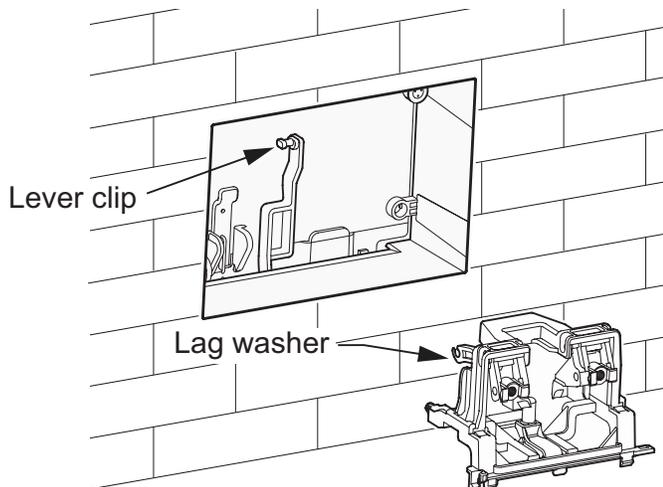
6. Dismantle the motor assembly snap-in mechanism and remove the motor assembly.



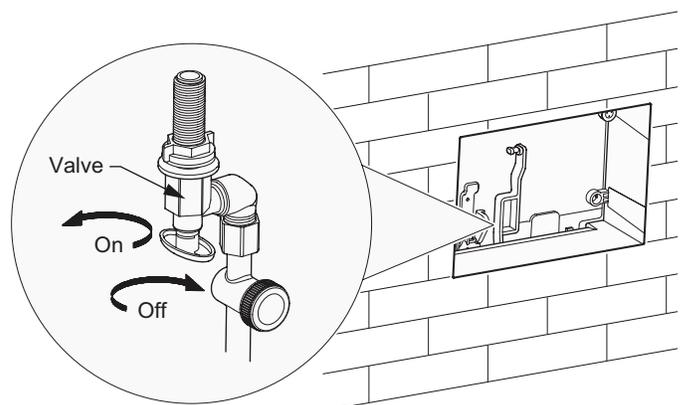
7. Hold the bracket top by hand as shown, then lift up to unlock the bracket.



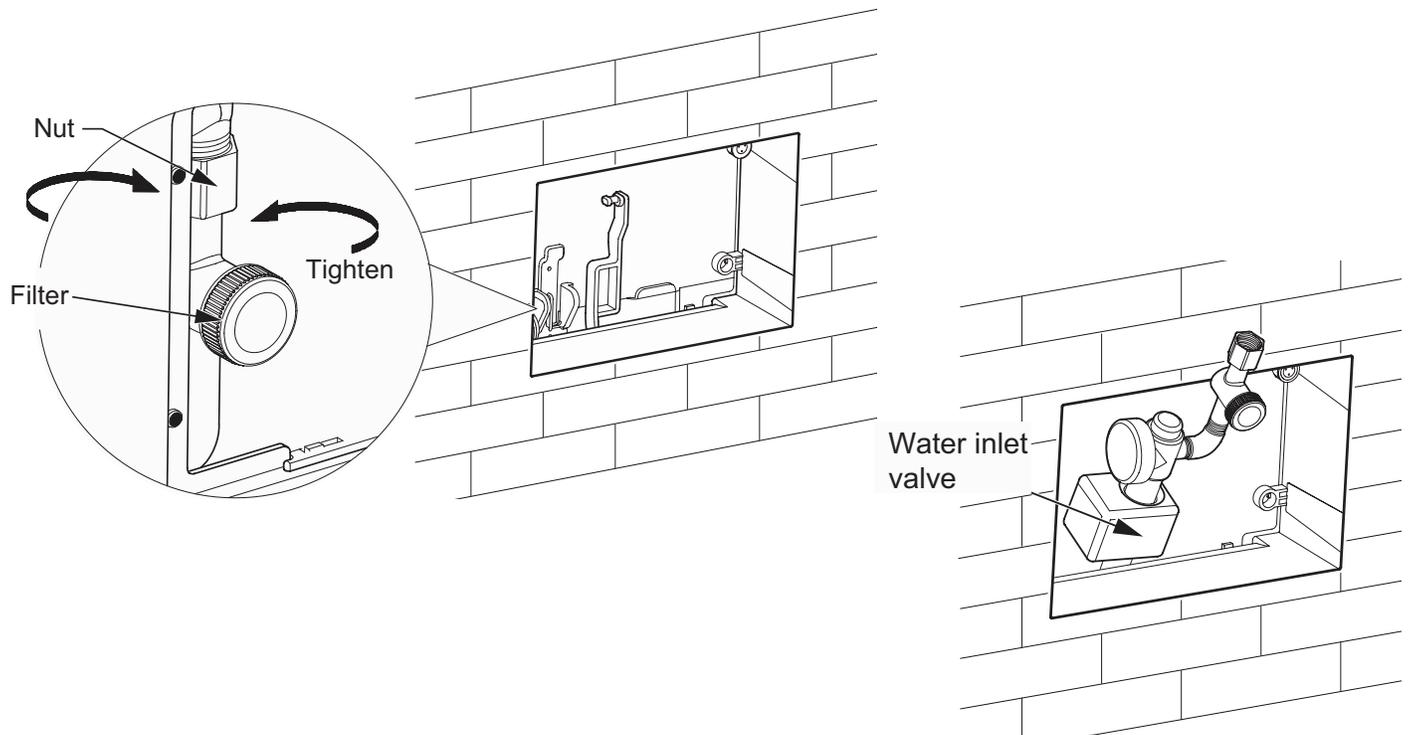
8. Take the discharge valve lever out from the lag washers on both ends as shown.



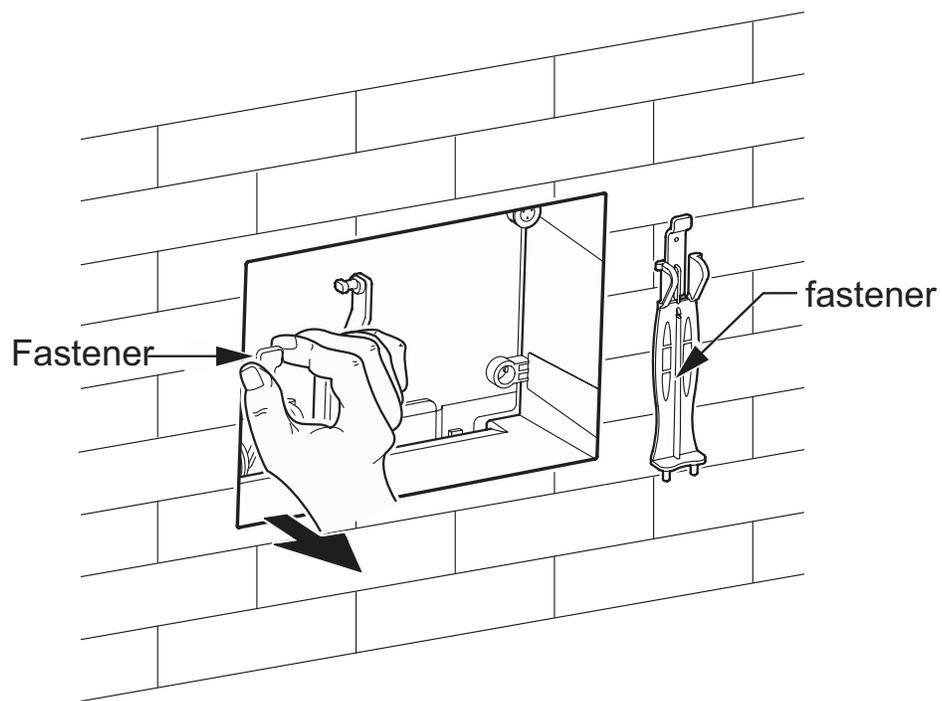
9. Open/Close the water supply. Rotate the valve switch to open/close the water supply as shown.



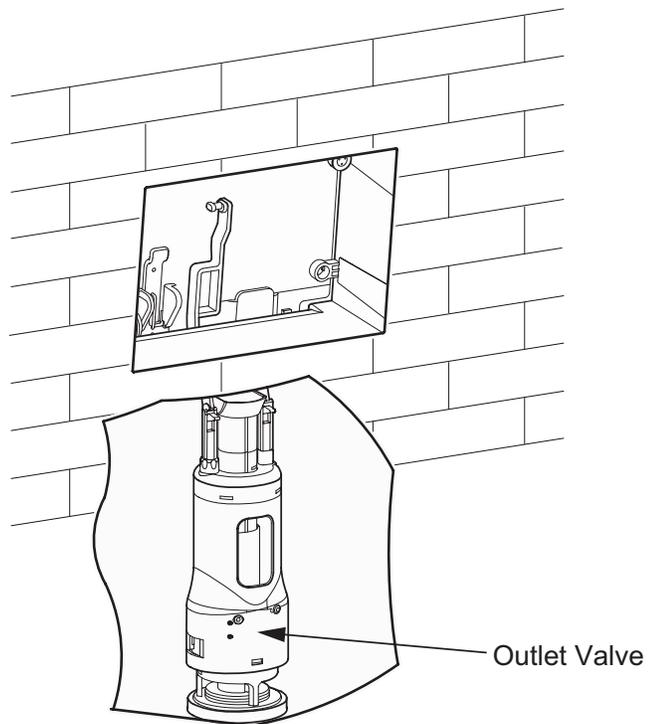
10. Loosen the filter nut as shown, then take the water inlet valve out for cleaning and adjustment.



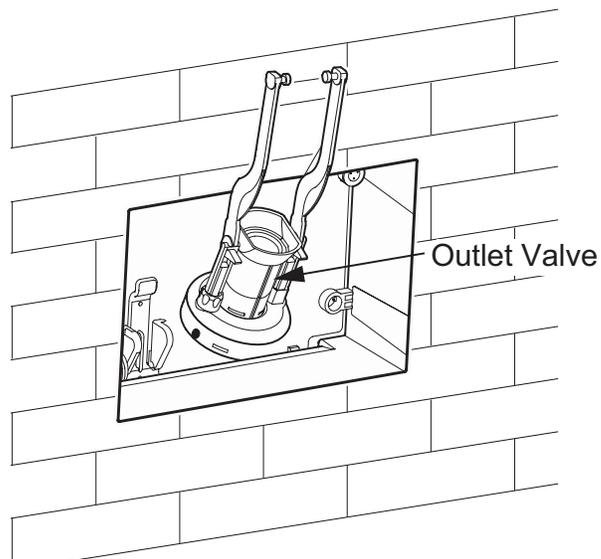
11. Hold the fastener by hand as shown, pull the top of the fastener in the direction of the arrow and remove the fastener.



13. Pull the discharge valve along in the direction of the arrow to remove.



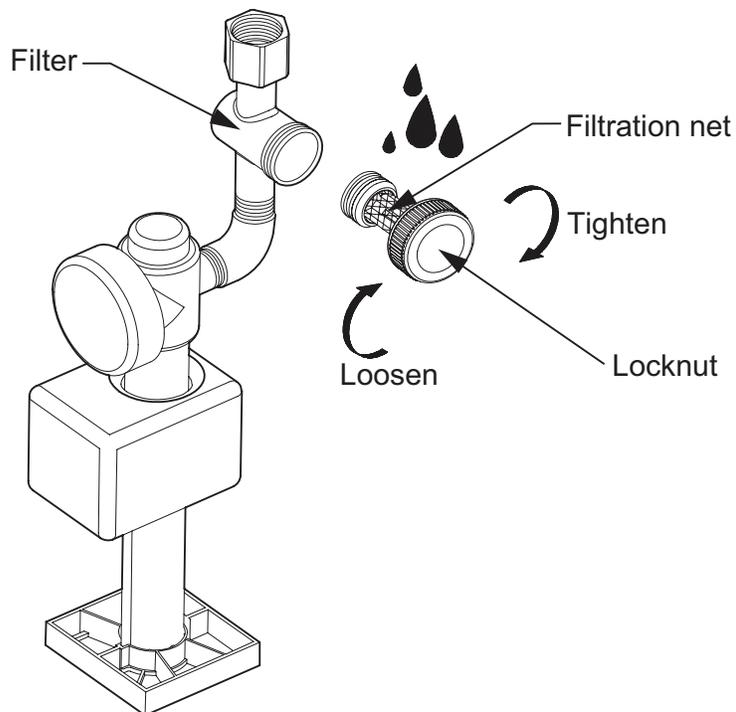
14. Take the valve out for cleaning or adjusting.



Clean the Filter

1. Remove the filter locknut.

Clean the filter by running it under clean water.
Replace and tighten locknut.



Fault Finding

This troubleshooting guide is for general aid only. A Service Representative should correct any electrical problems. For warranty service, contact your dealer or wholesale distributor.

Symptoms	Probable Causes	Recommended Action
1. Toilet does not work.	A. A power failure occurred. B. Product is under protected status. C. Toilet is OFF.	A. Wait until the power is restored. B. Turn power off at switchbox and then turn back on. C. Turn on switch on terminal box.
2. Toilet does not Flush automatically .	A. No water supply. B. The water supply stop is closed. C. A power failure occurred. D. Product is under protected status. E. Auto flush function is OFF.	A. Wait for restoration of water supply. B. Open the water supply stop. C. Wait until the power is restored or check "manual flush" section. D. Turn on switch on terminal box. E. Refer to "Remote Setting Guide" section.
3. Toilet does not flush completely.	A. Filter screen is clogged. B. Insufficient manual button travel.	A. Refer to "Clean filter screen" section B. Dismantle water outlet control panel, adjust manual flush adjustment rod.
4. Clean function does not operate properly.	A. No water supply. B. Water supply valve closed or is not fully open. C. Toilet is in OFF mode. D. User is unseated or current sitting position is undetectable by sensor. E. Filter screen is clogged. F. Insufficient water supply pressure.	A. Wait for restoration of water supply. B. Fully open water supply valve. C. Turn on switch on terminal box. D. Please sit on again or adjust sitting position. E. Refer to "Clean and Replace Filter Screen" section. F. Inspect water inlet hose for any sharp bending; if it is too sharp, please adjust hose.
5. Flush function stops during operation.	A. Auto stops flush function after 5 min continuous. B. The seat does not detect any customer.	A. If needed, please press flush button again. B. Adjust sitting gesture and sit again.
6. Spray function starts even when unseated.	A. The seat is covered by an object or the seat is wet.	A. Remove object and wipe the seat.
7. Dryer stops working during operation.	A. Dryer auto stops after continuous 4 min blowing. B. The seat does not detect any customer.	A. If needed, press dryer button again. B. Adjust sitting gesture and sit on again.
8. Deodoriser fan stops working.	A. The seat sensor is not detecting the user. B. Accidentally press STOP button during operation. C. Auto deodorising function is disabled.	A. Remove object or wipe seat. B. If needed, sit on again after 2 seconds. C. Refer to "Remote setting guide" section.
9. Unable to open/ close cover.	A. The seat sensor is not detecting the user. B. Customer interference during previous cover swing process.	A. Remove object or wipe seat. B. Use remote to open/close cover or manual open/close cover to normal position. Do not block switch during swing process.
10. Unable open/close cover automatically	A. User does not enter/leave detecting zone. B. Remote "auto swing" function is OFF. C. Toilet is flushing.	A. Please enter or leave detecting zone. B. Refer to "Remote setting guide" section. C. Wait until toilet flush process completes.
11. Night light OFF	A. Night light function is OFF. B. Ambient light is too bright.	A. Refer to night light in "Auxiliary Side Panel Function" section to turn on night light function. B. Reduce ambient light and close curtains.

Symptoms	Probable Causes	Recommended Action
12.UV sterilization process stops	A. Customer sits on seat. B. The seat is covered by an object or seat is wet.	A. Please close cover and reactivate UV sterilization and close toilet cover. B. Remove objects or wipe seat.
13.No display on remote	A. Battery has run out. B. Wrong battery installation. C. Remote has not been awakened yet.	A. Change new battery. B. Re-install battery correctly. C. Touch remote screen or awake button. Approach to toilet or sit on seat.
14.Remote unable to control toilet	A. Battery runs out. B. Remote and toilet distance is too far. C. Toilet power is not ON. D. Toilet is under OFF mode. E. Toilet and remote is not connected.	A. Refer to "Remote Battery Usage And Exchange" section to replace battery. B. Refer to "Remote to Toilet Communication" section and move remote closer to toilet. C. Please connect toilet power supply. D. Turn on switch to terminal box E. Refer to "Remote to Toilet Communication" section, connect toilet to remote.
15.Seat temp is low when seated	A. Seat temp is OFF. B. Energy saving mode ON.	A. Refer to "Remote Guide" section for setting. B. Refer to "Remote Guide" section to exit energy saving mode.
16. No water supply from valve inlet	A. Water inlet valve is not OPEN. B. Water inlet float is covered by other parts. C. Water inlet valve is dirty.	A. Open water inlet valve. B. Adjust other parts to avoid contact with float. C. Clean float with water.
17.No water when press FLUSH FULL or FLUSH ECO button	A. Wrong adjusting board and screw rod installation. B. Discharge valve lever and barb is not connected.	A. Re-install screw rod. B. Re-install barb on discharge valve lever and snap in.
18.Water level is wrong	A. Water inlet valve float is not adjusted properly.	A. Adjust water level again.
19.Toilet leak	A. Foreign objects block water inlet valve float when water enters water tank; unable to stop water; water leak from water discharge valve overflow pipe. B. Foreign objects on water sealing piece.	A. Adjust other parts to avoid any contact with float during process. B. Remove foreign objects on water seal piece.
20. Bidet spray is poor	A. Filter is blocked. B. Nozzle is blocked.	A. Clean Filter. B. Clean Nozzle.
21. Continuous flush cycling	A. Rods behind flush plate installed too far forward.	A. Re-install flush plate screw rods at correct depth (level with finished wall).

Notes

Customer Service

Kohler warrants the Veil WC to be free of defects in material and workmanship during normal domestic use for a period of three years from the date of purchase.

If a defect is found in normal domestic use, Kohler will, at its discretion, repair, replace, or make appropriate adjustment where Kohler inspection discloses any such defects occurring in normal usage within three (3) years after date of purchase. Kohler is not responsible for labour charges, removal or installation or consequential costs other than those noted above.

Should the product be used commercially, Kohler warrants that the product will be free of defects in materials and workmanship for one (1) year from the date of purchase, with all other terms of this warranty applying except duration.

Recommended Usage	
Domestic	✓
Light Commercial	✓
Heavy Commercial	✗
Healthcare	✗

This warranty is to the original purchaser only and is not transferable.

The warranty excludes the following; products purchased ex-showroom display, product damage due to accident, damage arising from installation error, damage arising from unapproved repair, lack of maintenance/cleaning, transit damage, build-up of limescale, water or electrical supply issues, frost damage, product abuse, or product misuse, whether performed by the installer, or the customer.

Improper care and cleaning will void the warranty. Servicing of the product must only be undertaken by us or by our appointed representative. If a service visit is required the product must be installed and connected with the water and electrical services.

Should a claim be made, please be sure to provide all pertinent information regarding this claim, including a complete description of the problem, the product model number, the date of purchase, and place of purchase.

Proof of purchase (sales invoice/receipt) must be provided to Kohler with all warranty claims.

The product must be able to be isolated from both electrical and water supplies to allow service.

This guarantee is in addition to your statutory and other legal rights.

To Contact Us: UK Kohler UK Customer Services



0844 571 0048

Calls cost 7p per minute plus your phone company's access charge



Fax: 0844 571 7157



E-mail: info@kohleruk.com



Website: www.kohler.co.uk

The company reserves the right to alter product specifications without notice.

KOHLER