

Cleansing Seats Frequently Asked Questions

Q: What configurations are the Cleansing Seat available in?

A: Cleansing Seats are available in Elongated & Round configurations, and White & Biscuit color.

Q: What options do I have related to electrical outlets?

A: Note all Kohler seats need to be plugged into an outlet. Kohler's Puretide Seats require no electricity to operate. Instead, they use water pressure to operate the bidet functionality

A: A single extension cord may be used provided the cord "Type" begins with "SJ", 12 gauge, grounded (12/3), no longer than 25 feet, and plugged into a GFCI outlet. Promptly replace any extension cord that exhibits any sign of damage.

Q: Are these products IMAP protected?

A: Cleansing Seats are IMAP protected.

Q: There are a lot of models and price points available, how do I know the difference in each?

A: Kohler offers a full range of cleansing seat options ranging in features and price range. The best way to decide which is best for your consumer is to review the [Feature & Benefit Guide](#) and is also found on Kohler.com product pages.

Q: What standard features do Electric Cleansing Seats have?

A: Kohler Cleansing Seats all have the following standard features:

- Bidet functionality with front/rear wash, adjustable water pressure and water temperature for personal comfort and cleansing
- Self-Cleaning System for the bidet wand using sterilized water before and after each use
- Exclusive wand cleaning technology uses a safe, UV Sanitization Cycle every 24 hours
- Quiet-Close technology to prevent seats from slamming
- Grip-Tight Bumpers to prevent shifting

Some seats have additional features:

- Oscillating & Pulsating Water Feature
- Heated Seat
- Deodorization
- Heated Warm Air Dryer
- Nightlight
- Personalized Presets
- Handheld Remote

Q: What happens if the power goes out?

A: With the exception of the Puretide models that do not require power to operate, your cleansing seat features will not function in the absence of power.

Q: How does the Nightlight work?

A: The Nightlight is automatic. It automatically senses when the room gets dark and will then illuminate the bowl.

Q: Can I control how bright the Nightlight is?

A: No, there is only one brightness setting for cleansing seats. The LED lighting on the Nightlight is designed to provide light intensity without disturbing your nighttime vision.

Q: Where do I put the remote?

A: Note, not all models come with a remote. The remote should be mounted on the wall within arm's reach of the toilet, preferable on a side wall. Mounting hardware for both commercial and residential applications are included with the product.

Installation Questions

Q: Do all Cleansing Seats require power? If so, what is needed?

A: No, the Puretide model is a manual cleansing seat that will function without power. All other C3 Seats requires a dedicated electrical GFCI circuit (120 V, 15A, 60HZ, 1800W).

Q: How do I know what toilets my seat will fit on?

A: Kohler cleansing seats fit most Kohler and non-Kohler toilet models. First, check to see if it is a round or elongated toilet bowl. Then to confirm seat compatibility, utilize the compatibility charts updated on [Kohler.com](https://www.kohler.com) product detail pages.

Q: Do I need a separate, dedicated hot water line for cleansing seats with warm water?

A: No, you only need the water supply already running to the toilet. There is a water heater in all C3 seats allowing for instant warm water when the bidet is turned on. All supplies are included for easy installation and setup.

Q: Are there various installation videos available for the Kohler Cleansing Seats available?

A: Yes, always reference the latest supplements to the install guide on our [Kohler YouTube page](https://www.kohler.com).

Q: Will I need extra materials for installation?

A: No, included with each seat is an inlet water supply hose, a T-Fitting valve for separating flow to the seat and the toilet, and the seat mounting bracket kit.

Q: Does the bidet wand go through a UV cleaning cycle? If so, how often?

A: Yes; the automatic, self-cleaning function uses a safe, UV light every 24 hours and an electrolyzed water systems before and after every use to sanitize the bidet wand surface. The seat is programmed to read user behavior and the UV self-cleaning cycle is programmed to take place during the stretches of time where the toilet is least likely to be used. If the user would happen to approach the toilet during the UV self-cleaning cycle, the cycle would stop as the seat lid is raised.

Q: Can I replace the deodorizing filter and how often should it be replaced?

A: Yes, this is a common part on most of the Kohler cleansing seats and it should be inspected and replaced every 12-24 months or as the power of the deodorizer decreases based on use.

Q: Will cleansing seats work with wall hung toilets?

A: In the case of Wall Hung toilets, the installation would require an outlet and an available water outlet.

Q: How long is the power cord on the seat?

A: The power cord on Kohler Cleansing Seats is 43"-47" long depending on the model.