

TOTO SN920M

TOTO SN920M G400 Integrated Toilet Washlet Top Unit User Manual

Model: SN920M#01

1. INTRODUCTION

This manual provides comprehensive instructions for the TOTO SN920M G400 Integrated Toilet Washlet Top Unit. This unit is designed to enhance personal hygiene and comfort when installed with the compatible TOTO CT920CEMFG bottom bowl unit. Please read this manual thoroughly before installation and operation to ensure correct usage and to prevent damage.

Important Note: This product is the WASHLET top unit only. It requires the TOTO CT920CEMFG bottom bowl unit for proper installation and full functionality.

2. IMPORTANT SAFETY INFORMATION

- Ensure all electrical connections comply with local codes. The unit operates on 120 Volts and requires a 15 Amps circuit.
- Do not install in locations where water may splash directly onto the unit.
- This product is intended for indoor use only.
- For California Residents: This product may expose you to chemicals including Lead, which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to www.P65Warnings.ca.gov.
- Professional installation is recommended to ensure correct setup and to avoid potential issues.

3. PRODUCT OVERVIEW

The TOTO SN920M G400 Washlet Top Unit integrates advanced features for a comfortable and hygienic

experience. Key features include:

- **Front and Rear Washing:** Adjustable warm water temperature and pressure controls for personalized cleansing.
- **Heated Seat:** Seat temperature control for enhanced comfort.
- **Automatic Air Deodorizer:** Helps to neutralize odors.
- **Warm Air Dryer:** Provides a comfortable drying experience after washing.
- **Remote Control:** All functions are easily accessible via a convenient remote control.



Figure 1: TOTO SN920M G400 Integrated Toilet Washlet Top Unit. The unit features a modern, D-shaped design with a light-colored seat and a grey-toned upper housing for the washlet functions. It is shown from a slight angle, highlighting its compact and integrated appearance.

4. SETUP AND INSTALLATION

The TOTO SN920M G400 is a top unit designed for integration with the TOTO CT920CEMFG bottom bowl unit. Ensure you have the correct compatible bowl unit before proceeding with installation.

4.1 Pre-Installation Checks

- Verify that the electrical outlet meets the 120V, 15A requirement.
- Confirm water supply connections are accessible and meet pressure requirements.
- Unpack all components and ensure no parts are missing or damaged.

4.2 Installation Steps (Summary)

1. Install the TOTO CT920CEMFG bottom bowl unit according to its specific instructions.
2. Carefully place the SN920M G400 Washlet Top Unit onto the installed bowl, aligning it with the mounting points.
3. Secure the top unit to the bowl using the provided fasteners.
4. Connect the water supply hose to the unit and the water shut-off valve.
5. Plug the power cord into the dedicated electrical outlet.
6. Perform a leak check and test all functions.

For detailed installation instructions, refer to the separate installation guide provided with the complete integrated toilet system.

5. OPERATING INSTRUCTIONS

All functions of the TOTO SN920M G400 Washlet Top Unit are controlled via the included remote control. Familiarize yourself with the remote's layout for optimal use.

5.1 Basic Operation

- **Power On/Off:** Press the power button on the remote to activate or deactivate the unit.
- **Seat Sensor:** The unit will only operate when a user is seated, detected by the seat sensor.

5.2 Washing Functions

- **Front Wash:** Press the "Front" button for feminine wash.
- **Rear Wash:** Press the "Rear" button for posterior wash.
- **Water Pressure:** Use the "+" and "-" buttons to adjust water spray intensity.
- **Water Temperature:** Use the temperature control buttons to select desired warm water temperature.
- **Nozzle Position:** Adjust the nozzle position forward or backward using the dedicated buttons.

5.3 Comfort Features

- **Heated Seat:** Adjust the seat temperature using the dedicated control buttons on the remote.
- **Warm Air Dryer:** After washing, press the "Dryer" button to activate the warm air dryer. Adjust air temperature as desired.
- **Air Deodorizer:** The automatic air deodorizer activates when the seat sensor detects a user, helping to maintain freshness.

6. MAINTENANCE

Regular cleaning and maintenance will ensure the longevity and optimal performance of your Washlet Top

Unit.

6.1 Cleaning the Unit

- **Exterior:** Wipe the exterior surfaces with a soft, damp cloth and a mild, non-abrasive cleaner. Avoid harsh chemicals, abrasive pads, or strong detergents, as these can damage the plastic and finish.
- **Nozzle:** The self-cleaning nozzle extends and retracts. For deeper cleaning, refer to the detailed cleaning instructions in the full product manual for specific nozzle cleaning procedures.
- **Seat:** Clean the seat with a soft cloth and mild soap.

6.2 Long-Term Care

- If the unit will not be used for an extended period, unplug it from the power outlet and turn off the water supply.
- In freezing conditions, ensure the unit is properly drained to prevent damage from frozen water.

7. TROUBLESHOOTING

If you encounter issues with your TOTO SN920M G400 Washlet Top Unit, refer to the following common troubleshooting steps:

Problem	Possible Cause	Solution
Unit does not power on.	No power supply; loose connection.	Check if the power cord is securely plugged in. Verify the electrical outlet is functional.
No water spray or insufficient water pressure.	Water supply valve closed; clogged filter; low water pressure.	Ensure the water supply valve is fully open. Check and clean the water filter. Verify household water pressure.
Heated seat not warming.	Temperature setting too low; seat sensor not activated.	Adjust seat temperature setting on the remote. Ensure you are properly seated on the unit.
Difficulty cleaning the bowl.	Improper cleaning technique; mineral buildup.	Follow recommended cleaning procedures. Use appropriate cleaning agents for porcelain surfaces.

If the problem persists after attempting these solutions, please contact TOTO customer support.

8. SPECIFICATIONS

Brand	TOTO
Model Number	SN920M#01
Color	Cotton/White (Product title mentions Sedona Beige, but specifications list Cotton/White)
Material	Plastic

Item Weight	17.6 Pounds
Product Dimensions	28.63 x 15.38 x 10.81 inches
Installation Type	Floor Mounted (for integrated system)
Shape	D-Shape
Power Source	AC/DC
Voltage	120 Volts
Amperage Capacity	15 Amps
Water Consumption	1.28 Gallons per Flush (for integrated system)
Certification	WaterSense
Included Components	Toilet Top Unit
UPC	739268297845

9. WARRANTY AND SUPPORT

Warranty: This TOTO product is covered by a 1-year limited warranty from the date of purchase. This warranty covers defects in materials and workmanship under normal use and service.

Customer Support: For technical assistance, troubleshooting beyond this manual, or warranty claims, please contact TOTO customer service. Refer to your purchase documentation or the TOTO official website for current contact information.