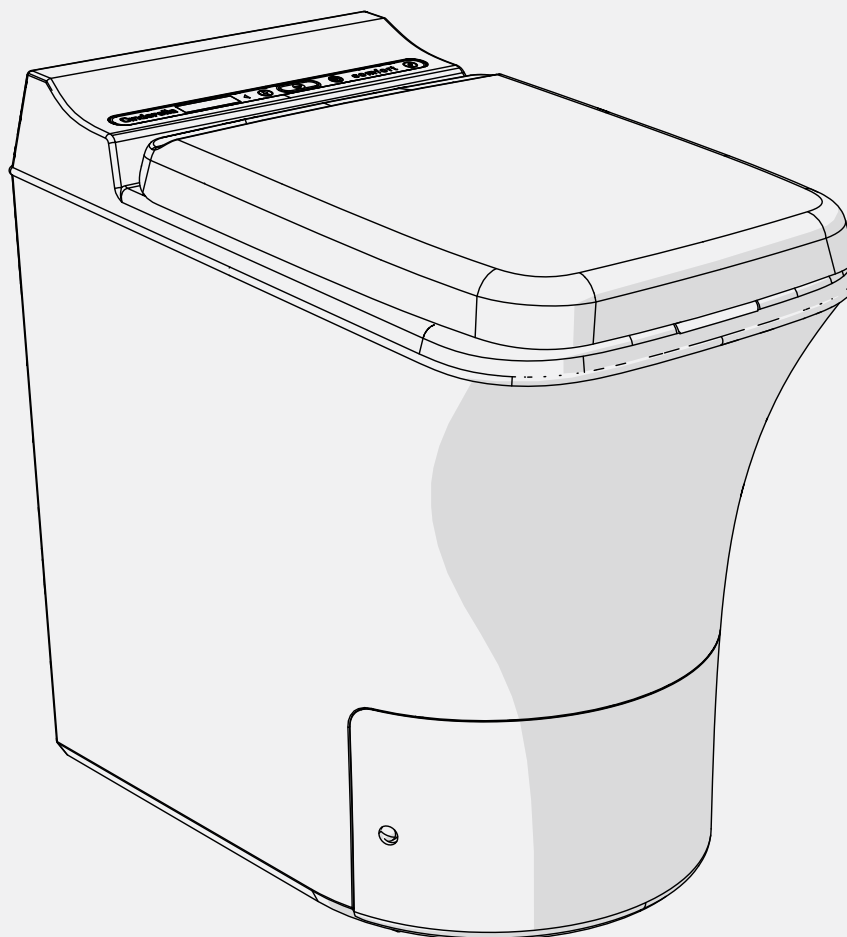




Cinderella[®]
Incineration Toilets

CINDERELLA COMFORT

Product manual



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1. GENERAL SECTION

1.1 INTRODUCTION

It is essential to ensure proper ventilation in accordance with the guidelines in this manual to guarantee the functionality of your new Cinderella toilet. Improper installation may cause malfunction, wear or odours and will void the warranty. When installing the appliance, the technical and administrative regulations in which the country it is installed must be adhered to.

1.2 APPLICATION ACCORDING TO REGULATIONS

This appliance is designed to incinerate bodily waste products and small sanitary products such as tampons and non-alcoholic baby or face wipes.

1.3 OPERATING INSTRUCTIONS GUIDE

Please read this instruction manual carefully before installation and first use. Store these instructions in a safe place so you can refer to them when required. If you pass on the product to someone else, hand over this instruction manual along with it.

These instructions provide you with the necessary guidance for proper installation, handling and maintenance of the product. It is important that both the installer and the user familiarize themselves with the instructions given in this manual. The manual also contains information on professional maintenance and any necessary information for service and repairs.

1.4 LIMITATION OF LIABILITY

The manufacturer accepts no liability for damage in the following cases:

- Faulty installation
- Damage to the product resulting from incorrect connection voltage
- Alterations to the product without express permission from the manufacturer
- Use for purposes other than those described in the operating manual
- Non-observation of the operating and maintenance instructions
- Application not in accordance with the regulations or provisions
- Use of non-original bowl liners and spare parts

1.5 LISTINGS AND CERTIFICATIONS

The Cinderella Comfort has been extensively tested by NEMKO in accordance with the European standard for electrical safety and electromagnetic compatibility.

1.6 ENVIRONMENTAL REQUIREMENTS

- Ambient temperature range: -20–40°C
- Operating altitude: Tested to 2,500 m



CAUTION!

When the Cinderella toilet is installed, minimum clearance to combustible construction must be: 50mm from sides, 50mm from rear

1.7 GENERAL SAFETY INSTRUCTIONS



DANGER!

Safety instruction: Failure to observe this instruction could cause fatal or serious injury.



WARNING!

Safety instruction: Failure to observe this instruction could lead to injury.



CAUTION!

Failure to observe this instruction could cause material damage and impair the function of the product.



NOTE!

Supplementary information for operating the product.



DANGER!

- Do not spray aerosols in the vicinity of this appliance while it is in operation.
- Do not use or store flammable materials in or near this appliance.
- Do not place articles on or against this appliance.
- Do not modify this appliance.



DANGER!

- Do not operate the incinerating toilet if it is visibly damaged.
- If the power cable for this toilet is damaged, it must be replaced by the manufacturer, customer service or a similarly qualified person in order to prevent safety hazards.
- This toilet may only be repaired by qualified personnel. Inadequate repairs may cause serious hazards.
- Only operate the toilet with the voltage shown on the type plate on the back of the toilet.



WARNING!

- Danger of crushing! Do not place your hand on the hinge or underneath the toilet seat while open, as there is no soft-close function on the lid and seat.
- Do not empty the ash container when hot.
- Before activating, ensure that the power supply line and plug are dry.







CAUTION!

- During transport, only hold the toilet by the toilet shell. Never hold the toilet by the power cord, front cover, lid or seat or exhaust outlet.
- Danger of overheating! Always ensure sufficient ventilation so that the heat and emissions generated during incineration can dissipate from the flue pipe. Ensure proper air flow for the system. Always ensure sufficient ventilation into the toilet. Make sure that the toilet is sufficiently far away from walls or other objects so that air can circulate.

1.8 APPLIANCE RATING PLATE

The appliance rating plate can be found on the back plate of the incineration toilet. From this plate you can read the model identification, serial number, toilet ratings and support detail. You will need these details whenever you contact the customer service centre or when ordering spare parts.

<p>MANUFACTURER</p>  <p>Cinderella Incineration Toilets</p> <p>CINDERELLA ECO GROUP AS Sjøvikvegen 67, 6475 Midsund, NORWAY</p> <p>For sales and support call +47 77711500 or visit our web www.cinderellaeco.com</p> <p>CINDERELLA COMFORT MODEL:COMFORT EU SERIAL:</p>	<p>Appliance Specifications</p> <p>VOLTAGE..... 230-240 V AC 50-60Hz CURRENT 9 A HEATING ELEMENT:..... 2000W EL MOTOR: 12 V DC BATTERY: 12 V DC 2,6 Ah FAN BLOWER..... 12 V DC CAPACITY..... 4 Uses Pr. Hour DESIGNED FOR HOME / CABINS YEAR OF MANUFACTURING..... 2022</p>	  
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1.9 CINDERELLA ONLINE



REGISTER WITH "MY CINDERELLA"

When you register your toilet in "My Cinderella", you will receive relevant information about our products and available support systems, as well as special offers specifically tailored to your toilet model. In the event of theft, registered toilets will be in our manufacturer database.

Online Troubleshooter

A complete guideline to your toilet, providing useful advice and user improvements, enabling you to solve the most common issues on your own, without having to call for assistance.

Easy access to information

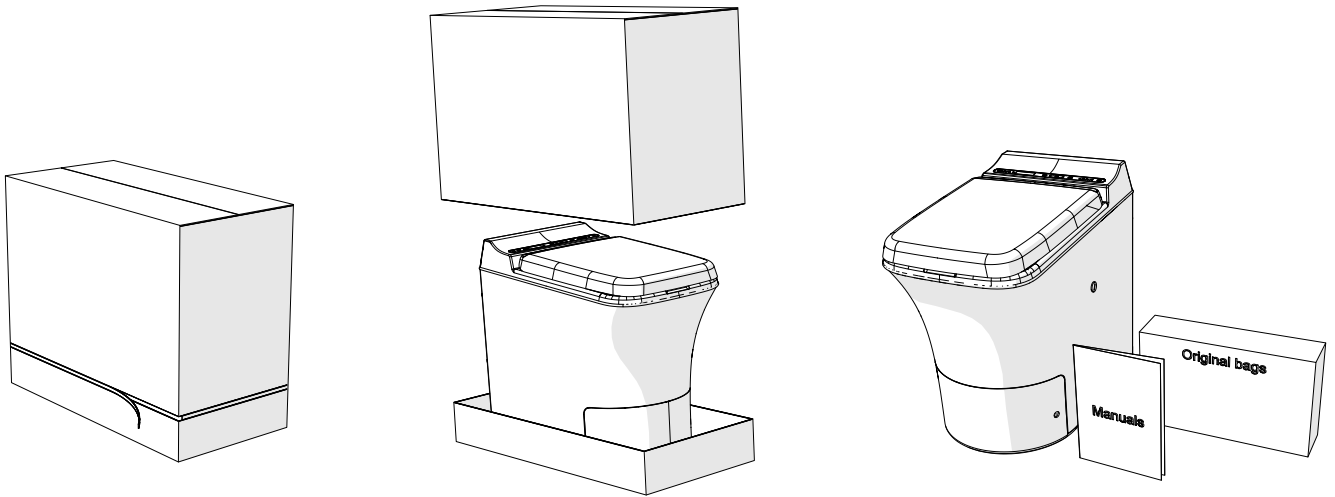
You can download product documentation from our online documentation centre, where you will find product manuals, service manuals and a Disassembly of Waste Electrical and Electronic Equipment (WEEE) manual.

Service and spare parts

Select country of origin and receive a list of local dealers where you can obtain service and spare parts.

2. INSTALLATION SECTION

2.1 UNPACKING YOUR CINDERELLA INCINERATING TOILET



NOTE!

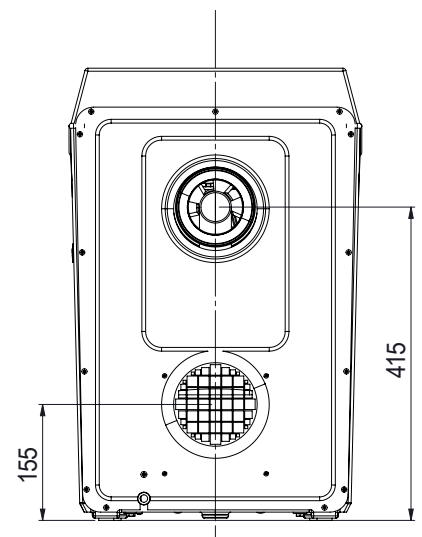
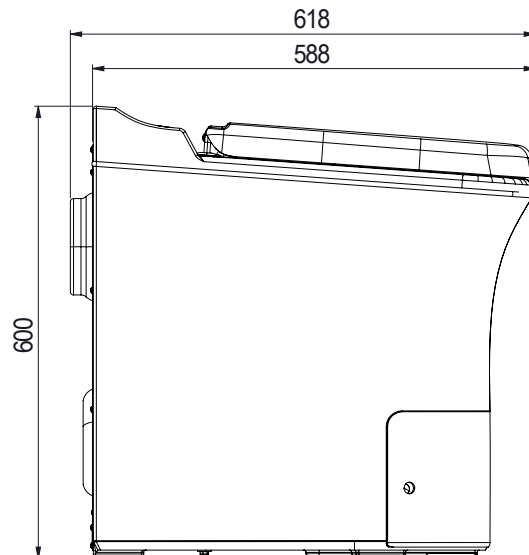
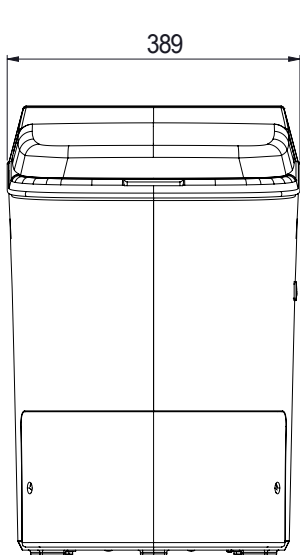
When unpacking the Cinderella toilet, use the pre-fixed strip on the bottom of the box. Release the strip all around the box and lift up the box.

INCLUDED ITEMS	QTY
Cinderella Comfort	1
Bowl liners	100
Product manual	1

2.2 MEASUREMENT SPECIFICATIONS

Height	600 mm
Seated height	540 mm
Width	390 mm

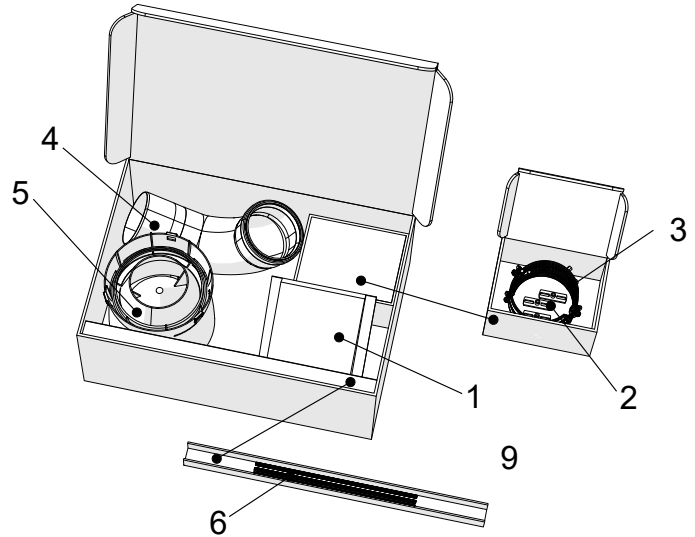
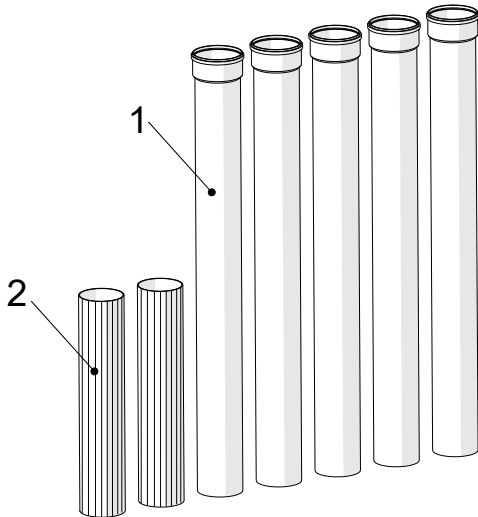
Depth	590 mm
Height center outlet	415 mm
Height center inlet	155 mm



2.3 ORIGINAL INSTALLATION PACKAGES FOR YOUR CINDERELLA TOILET

Cinderella Original Insulation Kit Arctic: Cinderella has invented a specially designed insulation kit that gives you an added advantage when installed in cold environments. This kit is specially designed for the Cinderella Incineration Toilet and adds a layer of insulation inside the toilet shell which restricts the accumulation of water and ice on your appliance. This eliminates wear on your product and its interior. Ask your dealer or visit our homepage www.cinderellaeco.com for further information.

Cinderella Original Installation Kit: We strongly recommend the use of the “Cinderella Original Installation Kit” when installing you appliance. This complete set includes necessary parts for an ideal installation, optimizing the incinerating process and functionality of your toilet. The installation kit includes two separate boxes. Box no. 1 includes 7 x 110mm UV stabilized PP quality pipes - for installing the inlet and outlet ventilation. Box no. 2 includes an optimized flue cowl and elbow, for increasing the system flow rate and incineration efficiency. It contains a storm collar for the inlet air, as well as pipes and clamps to support the installation of the pipes.



CINDERELLA ORIGINAL INSTALLATION KIT		QTY
1	Male-Female 1066 mm flue pipe	5
2	Male-Male 500 mm flue pipe	2

CINDERELLA ORIGINAL INSTALLATION KIT		QTY
1	Storm Collar	1
2	Wall mount rod	3
3	Support clamp	3
4	Elbow, 87° w/drain	1
5	Flue Terminal Cap	1
6	Threaded rod, 30 mm	3



NOTE!

- This manual will further explain and demonstrate how to optimally install your toilet, based on the parts included in the Original Cinderella Installation Kit. Should you desire to install your Cinderella appliance with other than our original pipes and parts, be sure that they comply with the specifications described under section 2.4.1 “parts and material specifications”.
- In order to guarantee your Cinderella Incineration Toilet functions properly, It is essential to ensure proper ventilation in accordance with the guidelines in this manual. Installations deviating from the manufacture specifications or the use of non-authorized parts in the installation of the appliance will cause malfunction, wear or odors and will void the warranty.

2.4 INSTALLATION SPECIFICATIONS

2.4.1 SPECIFICATIONS PARTS AND MATERIALS

ITEM	SPECIFICATIONS
Ventilation pipes	Cinderella Comfort is required to be installed with 110 mm pipes with a smooth inner surface and a minimum inner diameter of 102 mm. The pipe material must be specified for temperatures over 100° C and preferably of a PP- or CPVC- type. We strongly recommend using the Original Cinderella PP- quality pipes.
Elbow (Outlet air)	Cinderella Comfort is required to be installed with a smooth curved elbow that minimizes the restriction of the air flow. We strongly recommend using the Original Cinderella Elbow 87° w/ drain.
Flue Terminal Cap	Cinderella Comfort is required to be installed with a flue terminal cap that prevents intrusion of rainwater and that has a minimum restriction of the air flow. Wind fans or similar is not to be used when venting the Cinderella Incinerating Toilet. We strongly recommend using the Original Cinderella Flue Terminal Cap.



NOTE!

- The inside of the ventilation pipe must be smooth and not embossed or grooved.
- Never use a mesh net in the ventilation pipe as this might restrict the airflow in the system.
- The elbow must be accessible when installed, so that the drainage pipe can be rinsed, and the outlet pipe cleaned.
- Cinderella Comfort is proved for use in bathrooms/wet rooms (IP 34 classified), but water must not be splashed over the external parts of the toilet.
- The toilet must be placed on a firm and level base and your Cinderella appliance may be installed on a heated floor

2.5 INSTALLING THE CINDERELLA INCINERATING TOILET

It is essential to ensure proper ventilation in accordance with the guidelines in this manual to guarantee the functionality of your new Cinderella toilet. Improper installation may cause malfunction, wear or odors and will void the warranty. Read each section carefully before starting the installation of the toilet. Always make sure that the work is carried out by professionals in accordance with local regulations.



CAUTION!

- Upon installation of the appliance, the technical and administrative regulations of the country in which the toilet is installed must be adhered to. We recommend that you contact your local dealer for planning and installing your Cinderella toilet.
- Never use 90° bends in addition to the elbow.
- If the pipe perforates the roof surface, ensure that it is in compliance with building regulations.
- Do not use any flexible ducts or pipes when installing the Cinderella toilet.
- Never connect more than one appliance to the vent.
- The elbow must be accessible when installed, so as to be able to rinse the drainage pipe and clean the outlet pipe regularly,

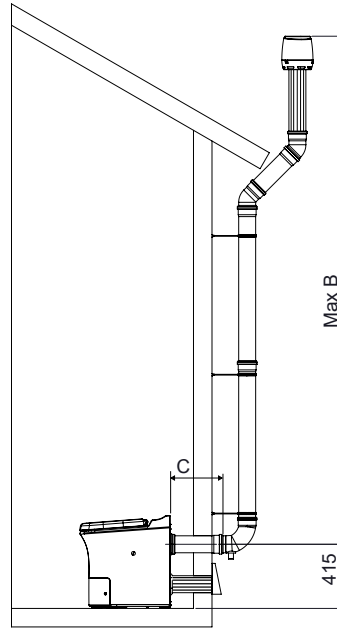
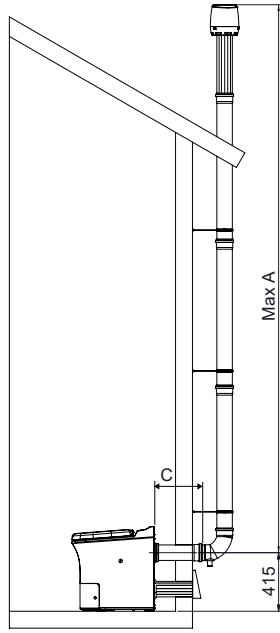
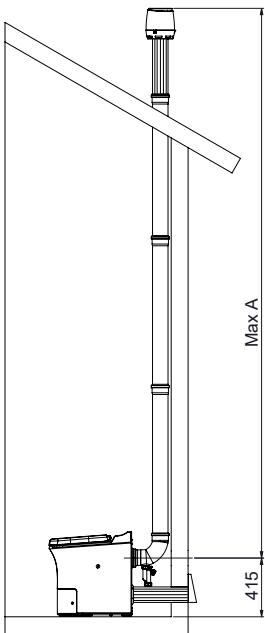


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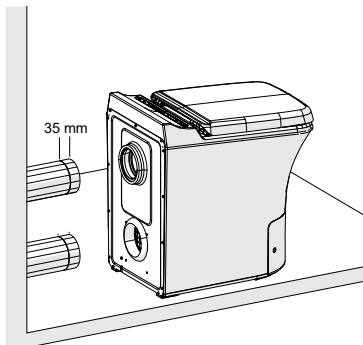
Before cutting any holes, always check that you will not cut any electrical wiring or water pipes.

2.5.1 INSTALLING THE OUTLET PIPES

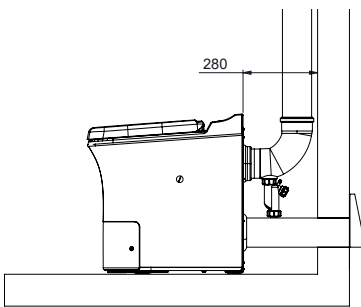
DIAMETER VENT PIPE	OUTLET DIRECTION	REFERENCE	BENDS	MAXIMUM PIPE LENGTH
110mm	Horizontal flue pipe	C	(Not allowed)	1.0m
110mm	Vertical flue pipe	A	None	6.0m
110mm	Vertical flue pipe	B	2 x 45° bends	5.0m



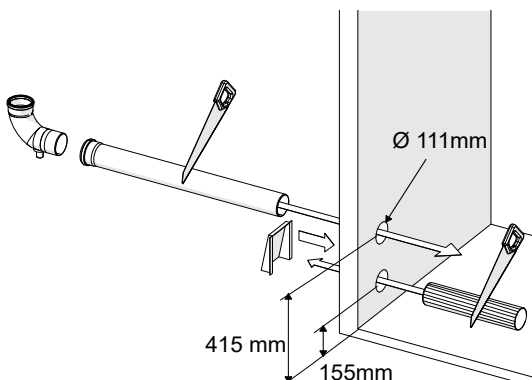
NOTE!
The center of the appliance flue terminal is 415 mm from the floor level.



NOTE!
When adjusting the pipe length, please notice that the pipe will enter 35 mm into the appliance flue terminal, and will have to be calculated into the planning of your installation.



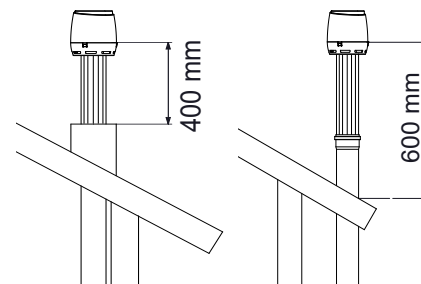
NOTE!
When installing the pipe vertically, straight up from the appliance, please notice that the minimum distance from the wall must be 280mm.



NOTE!
The Original Cinderella Installation Kit includes 5 x 1066 mm pipes to be used on the outlet installation, the pipes are delivered with socket and gasket for simple installation. When installing the pipe on the outer wall, you will have to enter the pipe from the external to the inside.

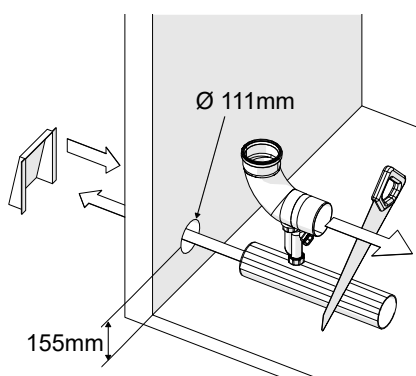
**NOTE!**

- The pipe must always be installed vertically above the roof and extend at least 600 mm above the roof surface. If the outlet air pipe is to be enclosed (e.g. using metal siding), make sure that the end of the pipe extends at least 400 mm above the enclosure.
- If installed where snow is likely to accumulate it might be necessary to extend the pipe further, and to secure accordingly.

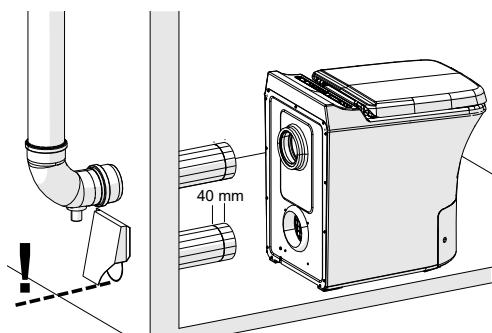
**2.5.2 INSTALLING THE HORIZONTAL INLET PIPE**

It is important to ensure that the toilet has enough access to fresh air, and we therefore always recommend installing the Cinderella Comfort with designated inlet air connection. Supplying fresh air from the outside and into the appliance is essential for cooling, circulation and the supply of oxygen to the incineration process. If the toilet has restricted access to air / oxygen, you will experience poor incineration, reduced efficiency and possibly overheating of the appliance. Poor incineration over time will wear on the product and void your warranty.

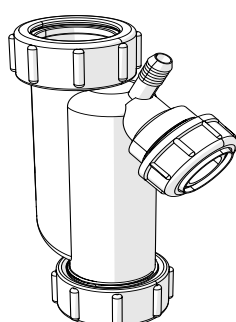
OUTER DIAMETER INLET PIPE	INNER DIAMETER INLET PIPE	INLET DIRECTION	BENDS	MAXIMUM PIPE LENGTH
110mm	102mm	Horizontal	None	500mm

**NOTE!**

- The center height for the inlet air terminal is 155 mm from the floor level.
- The Original Cinderella Installation kit includes 2 x 500 mm pipes to be utilized for the inlet air and ventilation and flue terminal cap. Adjust the length of inlet to fit the installation, please notice that the pipe will enter 40 mm into the inlet terminal on the appliance.

**NOTE!**

When mounting the storm collar on the external wall, make sure that the pipe is installed flush with the storm bottom of the storm collar. Misplacement can lead to restricted air circulation that cause poor incineration, reduced efficiency and possibly overheating of the appliance.

**NOTE!**

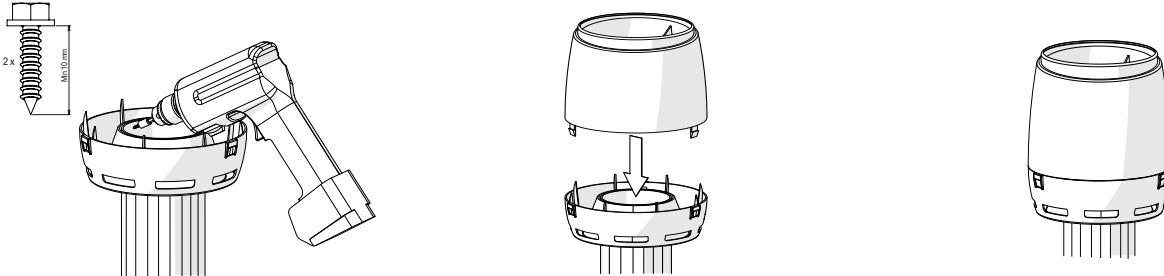
Cinderella supplies a specially designed "siphon" that fits onto the elbow provided in the installation kit, this item can be purchased as an accessory from any Cinderella dealer. If installation is done from the interior, you will need to connect the siphon to the elbow-piece to prevent condensation and rainwater to drain onto the floor. Failure to collect the condensation and emptying it regularly, may result in damage to the floor.

2.5.3 INSTALLING THE ORIGINAL CINDERELLA FLUE TERMINAL CAP



NOTE!

The Cinderella Original installation Kit includes a flue terminal cap that is designed for optimal flow and increased product efficiency. This cap consists of two parts, where the base section can be fixed to the pipes with stainless screws or glue, this for easy connection and removal for maintenance of the ventilation pipes. Use the 500 mm pipe included in the Cinderella installation kit as the last section of the ventilation pipe, this will utilize the connection of the flue terminal cap.



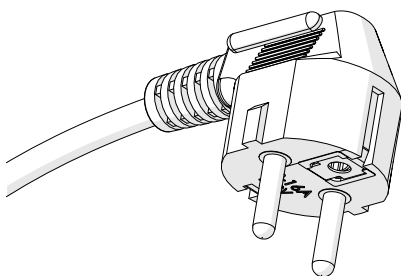
2.6 ELECTRICAL SPECIFICATIONS AND REQUIREMENTS



WARNING!

- This appliance must be installed in accordance with National Electrical Codes, as well as all state, municipal and local codes.
- The correct voltage, frequency and amperage must be supplied to the appliance from a dedicated, grounded circuit which is protected by a properly sized circuit breaker.
- The proper voltage, frequency and amperage are listed in this manual and on the product rating plate on the back of the toilet.

Power requirements	INPUT	CURRENT	FUSE
	220V-240V AC	9 A	10 A
Power consumption	STANDBY MODE		INCINERATING MODE
	0.5 W		2000 W
Connection polarity	CABLE CROSS SECTION	CABLE LENGTH	PLUG TYPE
	1,5 mm ²	2,3 m	Type F Schuko CEE 7



NOTE!

The toilet is delivered with a 16 Amp, 250Volt, 2 Pole 3Wire Grounding Type F schuko CEE 7/7 plug. To supply sufficient power to the unit as delivered, it will require a dedicated grounded circuit, with at least 10 amps of available power at 230 V AC.



DANGER!

- The connection cable must be laid in such a way that it does not come into contact with sharp edges.
- Changes to the internal electrical installation or the connection cable must be performed by a professional tradesman or a similarly qualified person in order to prevent safety hazards.
- Power converters are not recommended for use with your Cinderella product. Cinderella comfort has a maximum power consumption level of 2000W, which may be sustained over periods exceeding an hour at a time. Power converters with a “peak consumption” level of 2000W may be unable to maintain this power output and become overloaded, damaged or unsafe if used with your Cinderella Comfort.

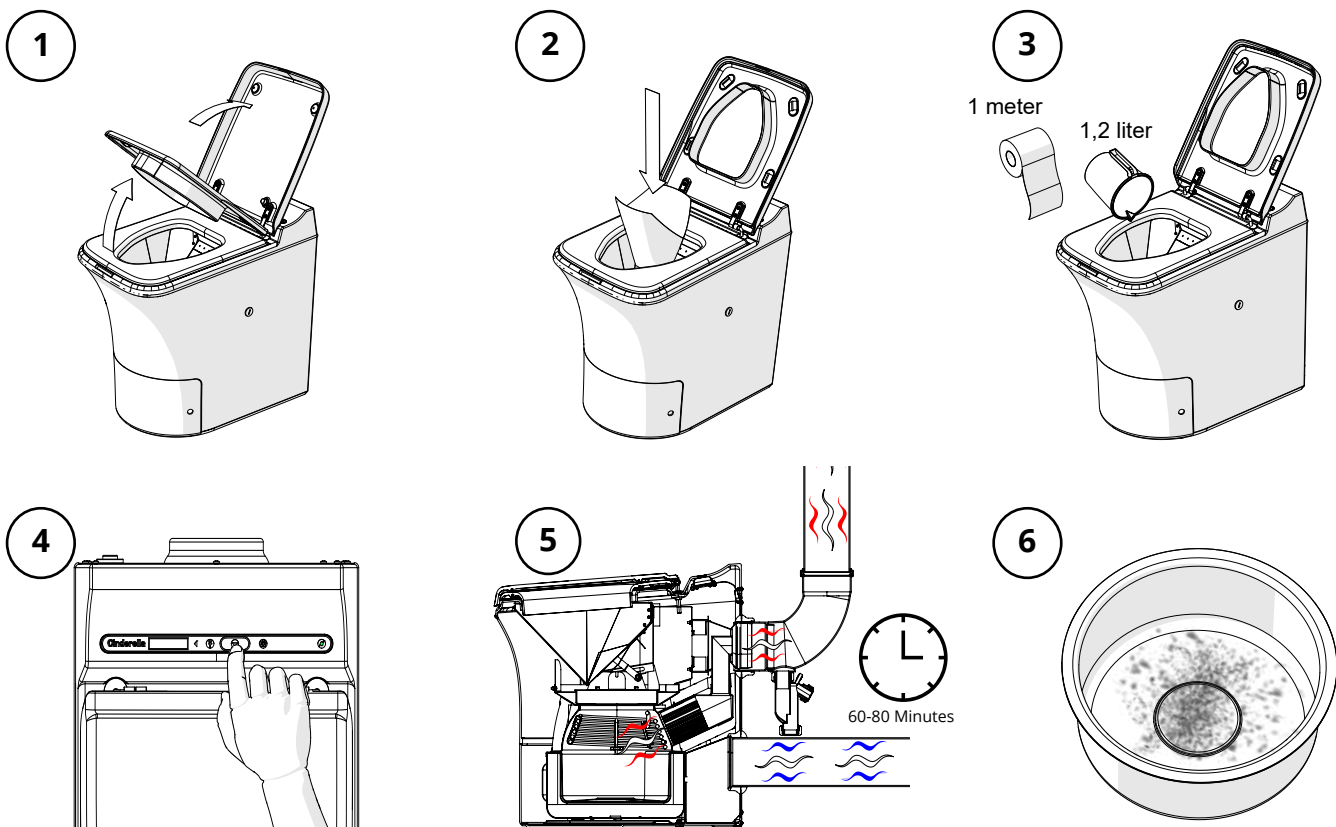
2.7 CHECKLIST TO VERIFY COMPLETE INSTALLATION

CONTROL ITEMS	CONFORMANCE
The connected voltage is in accordance with the appliance rating plate	
The appliance is installed in accordance with manufacturers specifications	
- The vertical flue pipe is installed according to manufacturer specifications	
- The flue termination is no less than 600 mm from the roof surface	
- Safe draining "siphon" is installed where condensation is likely to accumulate	
- Flue pipe material is installed according to manufacturer specifications	
- Flue cap is installed according to manufacturer specifications	
- 90 degree elbow is installed according to manufacturer specifications	

2.8 PERFORMANCE TEST TO VERIFY SYSTEM FUNCTIONALITY

When the "Start" button is pressed, the incineration cycle will be activated. The estimated incineration time for the verification test is approximately 60 – 80 minutes. The yellow light will be lit when the incineration is ongoing, and the complete test should be completed without any fault indications or system interruptions. The toilet will have to cool down to the point that the fan has stopped before the ash container can be removed. The cooling phase can take from 60 – 90 minutes, depending on the ambient cooling temperature.

The end result should only be fine white dust. Any end results deviating from this or an incineration time exceeding 90 minutes may indicate a restriction in the flue vent or a lack of oxygen. Check that the installation is in accordance with the manufacture specifications, presented in section 2 of this manual.



WARNING!

The ash container will get very hot while incinerating. Do not remove the ash container until the toilet has cooled completely and the fan has stopped.

3. USER SECTION

3.1 INTENDED USE AND HANDLING

The Cinderella Comfort toilet is intended for indoor installation and use in leisure homes such as cabins, second homes, outhouses, site welfare units, boathouses and pool houses. The toilet is solely designed to incinerate bodily waste products and small sanitary products such as tampons, sanitary pads and non-alcoholic baby, face and cleaning wipes. Using the Cinderella Comfort to incinerate other items constitutes misuse and will void your warranty.

Do not put the following items into the toilet:

- Excessive amounts of paper of any kind
- Chlorine based cleaning agents
- Alcoholic cleaning wipes
- Newspaper
- Paper towels
- Flammable liquids or materials
- Cigarette lighters
- Cigarettes or cigars
- Petrol
- Alcoholic drinks or liquors
- Alcohol or rubbing alcohol
- Nail polish remover
- Lighter fluid
- Lamp oil / kerosene
- Aerosol containers
- Glass or plastic bottles or containers etc.

3.2 GENERAL SAFETY



DANGER!

- Do not operate the incineration toilet if it is visibly damaged.
- If the connection cable for the toilet is damaged, it must be replaced by the manufacturer, customer service or a similarly qualified person in order to prevent safety hazards.
- This incineration toilet may only be repaired by qualified personnel. Unauthorized repairs can result in considerable danger or damage to the toilet.
- Cleaning and user maintenance may not be carried out by unsupervised children.
- Do not use any explosive substances or flammable cleaning agents when maintaining the toilet.

3.3 SAFE OPERATIONS



WARNING!

- The ash container in the toilet will become very hot when the toilet is in use. Make sure the safety cover is in place when the toilet is in use. Do not empty the ash container until the toilet has cooled completely.
- The seat does not have a soft-close function, take care not to crush your hands or fingers when closing the seat or lid.

3.4 CINDERELLA COMFORT SAFETY FEATURES

- The incineration process is inactive while the toilet lid is open. The incineration will not start until the seat and lid are closed.
- The hatch to the incineration chamber CANNOT remain open while the toilet is still hot (e.g. during cleaning). This is only possible when the toilet has cooled down and the fan has stopped.
- Should a ventilation problem arise and the internal temperature of the toilet increases to more than 105 °C, incineration will be interrupted and an error message and code is displayed. This situation requires a manual reset to ensure the ventilation issue is addressed before the toilet can be used again.
- If the ash container is improperly positioned after emptying, incineration will not start and a warning light and message will be displayed.
- If the combustion chamber hatch mechanism gets jammed or is prevented from closing properly, incineration will not start and an error message will be displayed.
- The Cinderella Incinerating toilet's smart software monitors the temperature while incineration is taking place. If any deviations from the normal temperature range are detected, this will immediately result in the incineration stopping and a error message will be displayed.

3.5 IMPORTANT USER INFORMATION



NOTE!

- Always remember to place a new liner in the toilet bowl before use, one liner per visit.
- The toilet lid must always be closed when the toilet is not in use. Incineration will not start or continue until the lid has been closed.
- The incineration cycle could take up to 180 minutes from the most recent visit.
- The fan will continue to run until incineration is completed and the internal temperature of the toilet has returned to the normal range. The cooling phase can exceed 120 minutes after incineration is completed, depending on the temperature of the air provided for cooling.
- Your Cinderella toilet may be used at any point during the incineration or cooling processes. Incineration is interrupted during use. Be sure to close the lid and press "Start" at the completion of each visit.



1 hour

Capacity 4 uses per hour

The Cinderella Comfort toilet is designed to handle up to four visits per hour. To avoid overload, more than four visits per hour is not recommended. Overloading the toilet with many visits in a short period of time, without completing an incineration cycle, can result in odours and leakage, and may damage the toilet.



Empty

Emptying Frequency

The total liquid capacity of the system's waste container is 5 L. The ash container should be emptied frequently (once a week) for best operation. This ensures more efficient incineration and helps keep the catalytic converter cleaner.

If your ash container has not been removed (by weekly emptying routines), your Cinderella Comfort will display a message to empty the container after 90 incineration cycles, and will lock out further visits if not emptied after 120 visits. We recommend that you empty the toilet as often as possible to ensure better incineration efficiency and less wear of the product.

Failing to empty the ash container when full may cause damage to the toilet and void your warranty.



Long period

Preparing your toilet for a lengthy period of non-use

In cases of longer periods of non-use, the waste must be incinerated, and the ash container emptied.



Max 4 visits

Short period of increased use

Should the situation require an unusually high number of guests to use the toilet for a short period of time, please follow these tips:

1. Empty the ash container completely before guests arrive.
2. Preheat the toilet before use by opening and closing the lid then pressing the Start button.
3. Ensure guests are instructed to use a bowl liner and press "Start" after every visit.
4. Check regularly to ensure the toilet lid is closed and the yellow incineration light is still lit.
5. You may need to run an extra incineration cycle or two before emptying the ash container to ensure that the waste has been fully incinerated.

3.6 THE CONTROL PANEL

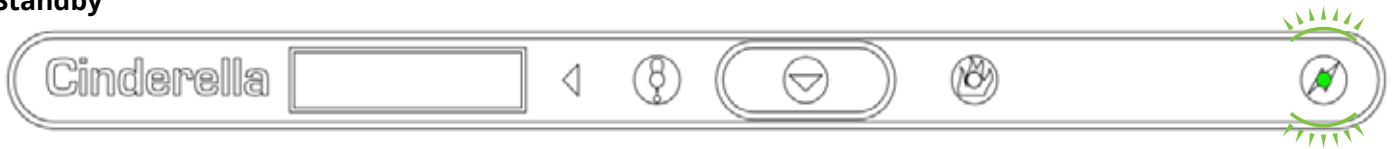
The control panel is equipped with a combination of light, sound and display messages that will give the best possible user experience. There are a number of light and sound combinations that will tell the user about the status of the system. It is important that all users familiarize themselves thoroughly with these signals before use. An overview of all the light and sound signals can be found in the troubleshooting table in section 5.1.



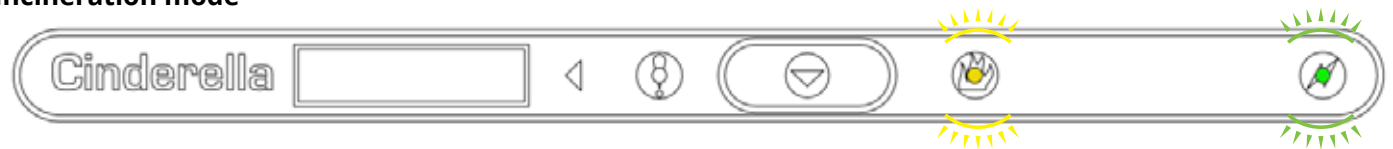
NOTE!

- A green light indicates that the toilet is connected to the power supply. When only the green light is lit, the toilet is on standby and ready for use.
- A yellow light indicates an ongoing incineration process and will light constantly while the toilet is in incineration mode
- A red light indicates interruption and will alert the user that the toilet is no longer incinerating or on standby.

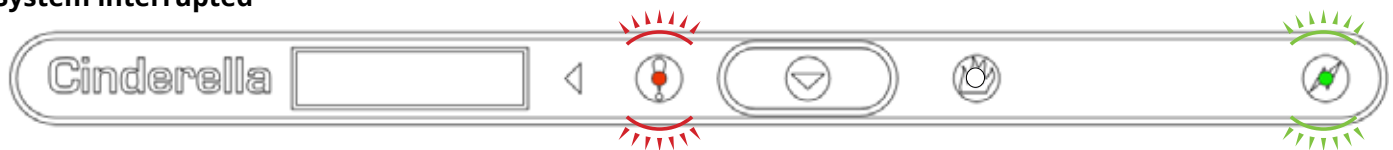
Standby



Incineration mode



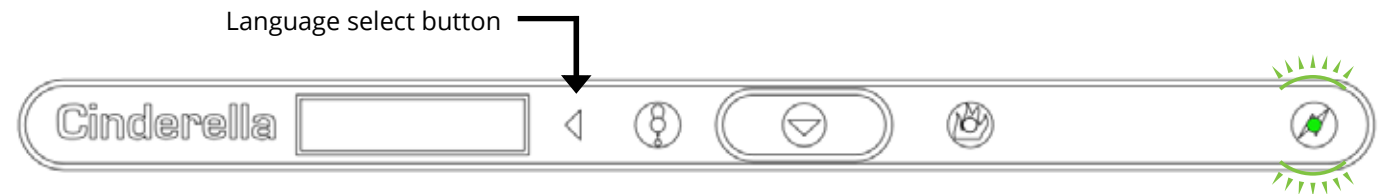
System interrupted



Selecting your language

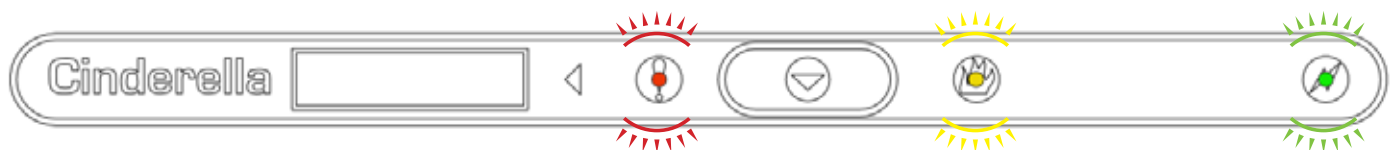
Hold down the "Select language" button for three seconds until "Language" is displayed on the first text line. The current language will be displayed on the second line. Push the "Select language" button repeatedly until the desired language is displayed. The new language will automatically be saved a few seconds after you have chosen your language, and the toilet will resume operation.

Language select button



Emptying indicator

Your Cinderella Comfort will indicate when it is time to empty the ash container. The display will read "EMPTY THE ASH CONTAINER" and you will hear three short beeps when the toilet lid is opened. If not emptied within a short period of time, the toilet will lock down. At this point the yellow and red lights are constantly lit and the display will read "TOILET LOCKED CONTAINER FULL". You will hear three short beeps every ten seconds until the ash container is emptied.



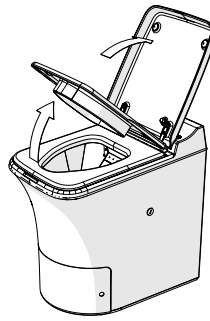
3.7 USING THE CINDERELLA COMFORT TOILET

1



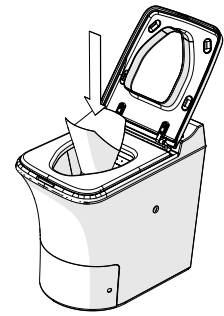
1. Check that the green light on the control panel is lit, indicating the unit is powered and ready for use.

2



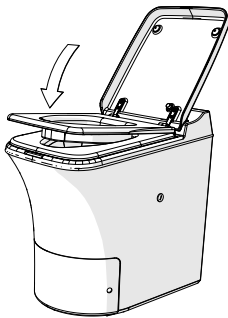
2. Lift the toilet lid and seat. A red light starts flashing. The ventilation fan starts.

3



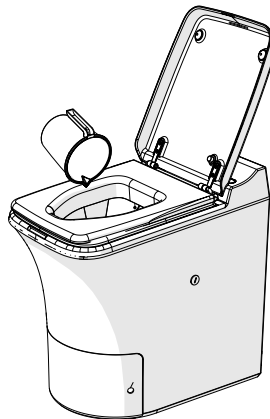
3. Place a bowl liner in the bowl. Use a new bowl liner for every visit.

4



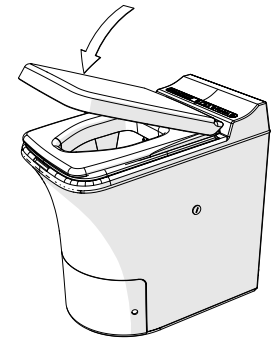
4. Lower the seat. The toilet is ready for use.

5



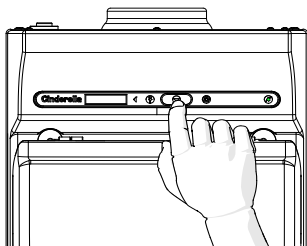
5. Use the toilet as usual. If little waste is produced, it may be helpful to pour some water into the bowl to add weight.

6



6. Close the toilet lid.

7



7. Push the "Start" button to drop the bowl liner and its contents into the incineration chamber. Incineration begins as soon as the hatch is closed. The toilet is now ready for the next user.

8



8. A constant yellow light will display during active incineration. The toilet may be used at any point. This will temporarily interrupt incineration. Incineration time may vary based on the number of visits and amount of waste.

3.8 OPERATING THE FRONT COVER AND ASH CONTAINER



WARNING!

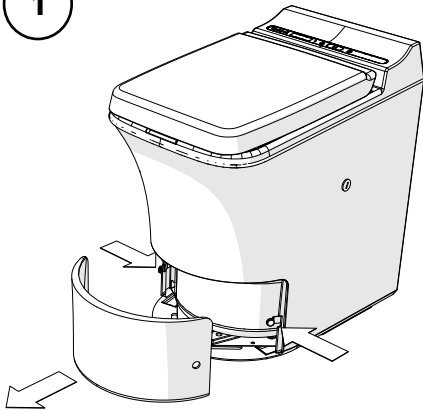
Only operate the ash container when the toilet is in standby mode and sufficiently cooled.



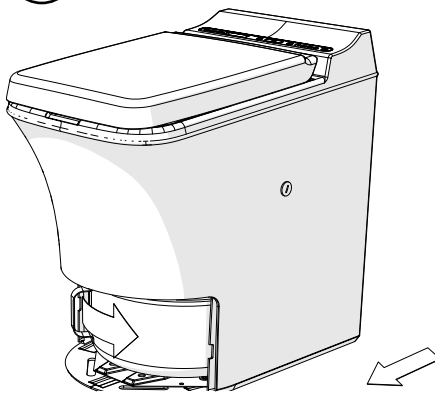
NOTE!

Please see the maintenance section for instructions regarding cleaning and emptying the ash container.

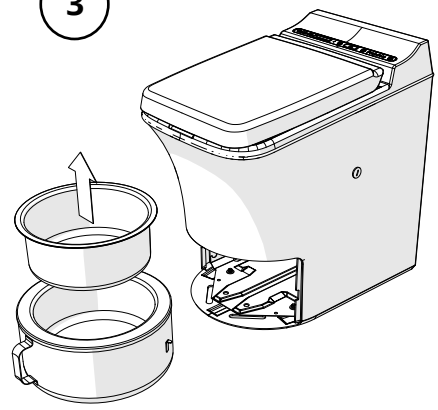
1



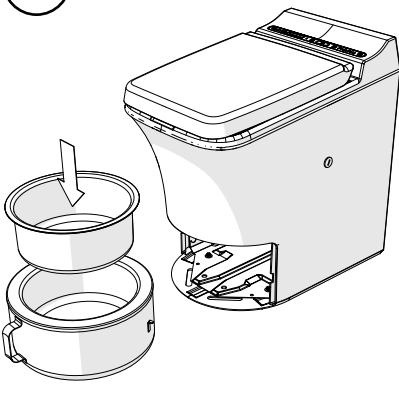
2



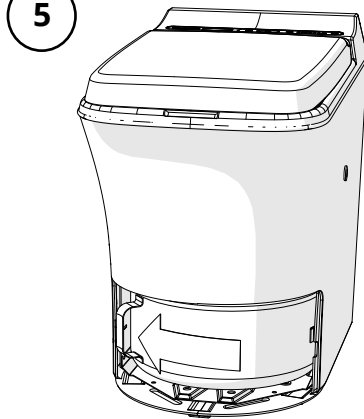
3



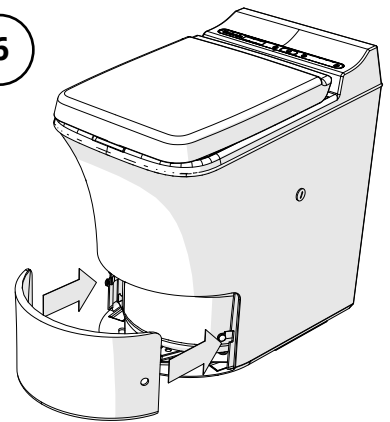
4



5



6



4. GENERAL MAINTENANCE INSTRUCTIONS

This manual includes both customer maintenance and the maintenance to be performed by professionals in accordance with the necessary expertise and authorizations.

A smooth-running air circulation system is critical to keep your toilet functioning properly. Particles generated during the incineration process can clog the catalyst and exhaust pipe over time, and it is important to regularly maintain these elements to ensure proper functionality.

In order to ensure optimal operation and extend the lifetime of your Cinderella Comfort appliance you will need to set aside a little time for preventive maintenance. Good maintenance routines will give you lower operating costs and cause less wear on the product. We strongly advise our customers to perform frequent maintenance as follows:

1. Empty the toilet frequently. Do not base your use on the maximum limit of the appliance.
2. Always clean the ash container and insert when emptied (see section 4.2.1).
3. Always perform the steam cleaning after each box of bowl liners (500 uses), preferably after each emptying and washing of the ash container. (see section 4.2.2).
4. Always observe the end result characteristics when emptying the toilet. Deviations in the end result may indicate the need for maintenance or service (see section 4.1).

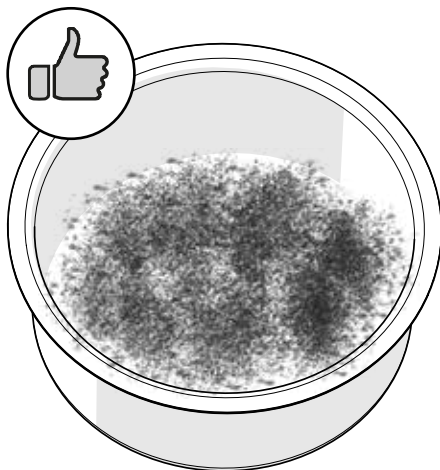


WARNING!

Before performing maintenance, always make sure that the toilet is not in incineration mode and that the toilet is sufficiently cooled.

4.1 END PRODUCT CHARACTERISTICS

The residual waste, or “ashes”, will consist of pathological residue, salts and minerals, and will therefore often be perceived as hard and crystallized. There should be no visible signs of paper or flaky layers of unburned waste, the ashes should be a combination of white and dark shade of grey. If there are larger deposits of black unburned waste, humidity or paper when emptying the toilet, please start an additional incineration without inserting paper or water. When the incineration is completed, empty the ash container and perform the maintenance procedures as instructed in this manual.

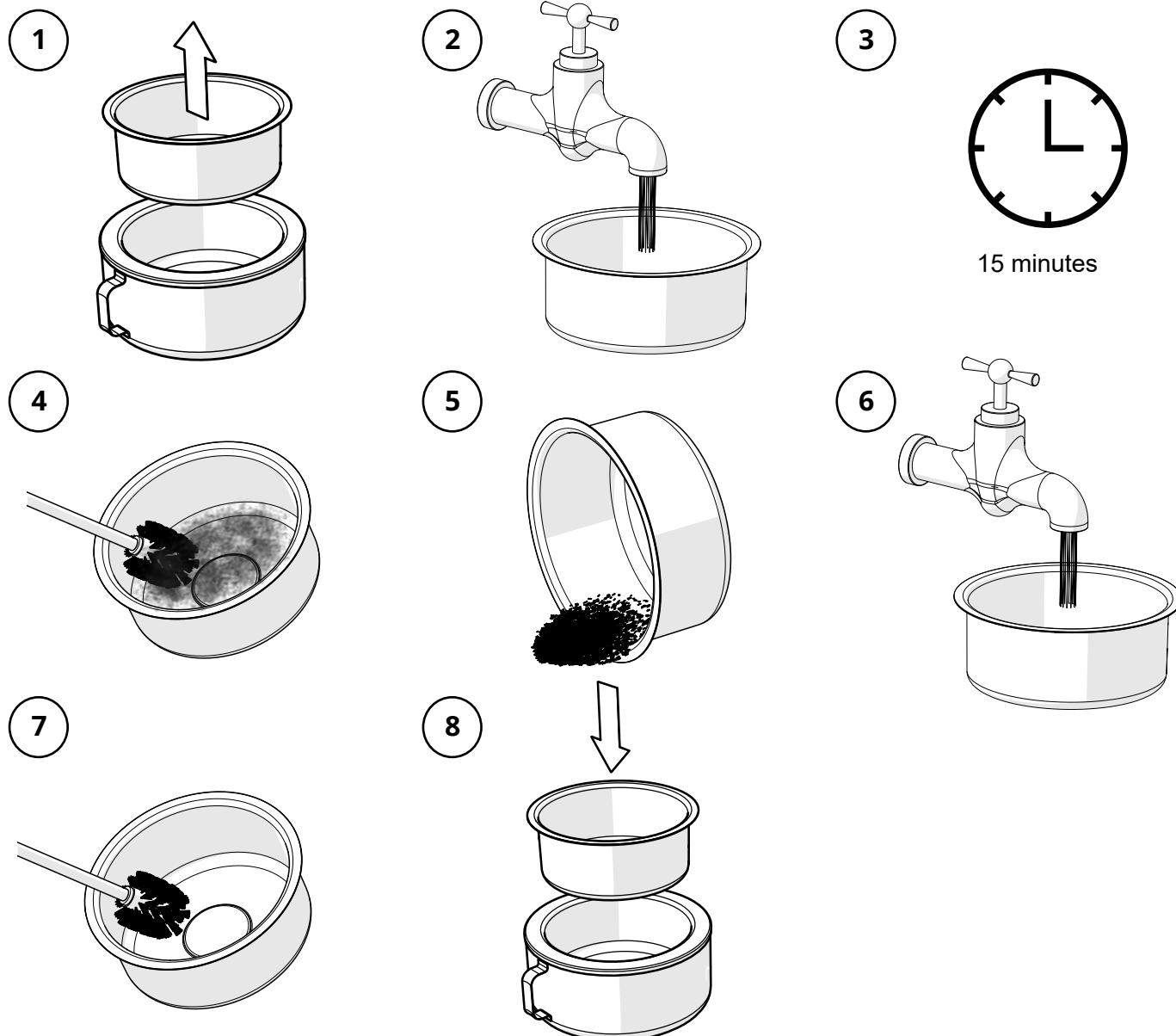


CAUTION!

- The ash is not suitable to use as fertilizer or compost. It should be disposed of in your household waste in accordance with relevant public regulations.
- The remaining ash is sterile and safe to handle when it has incinerated to a light colour. If the ash is black and flaky or the incineration cycle was incomplete, run an extra incineration cycle to ensure that the ash has been fully incinerated. If the problem persists, see the troubleshooting section for further advice.

4.2 CUSTOMER MAINTENANCE

4.2.1 EMPTYING AND CLEANING THE ASH CONTAINER



CAUTION!

Do not use any sharp tools or objects when cleaning the ash container insert, as this will damage the insert and reduce its service life.



NOTE!

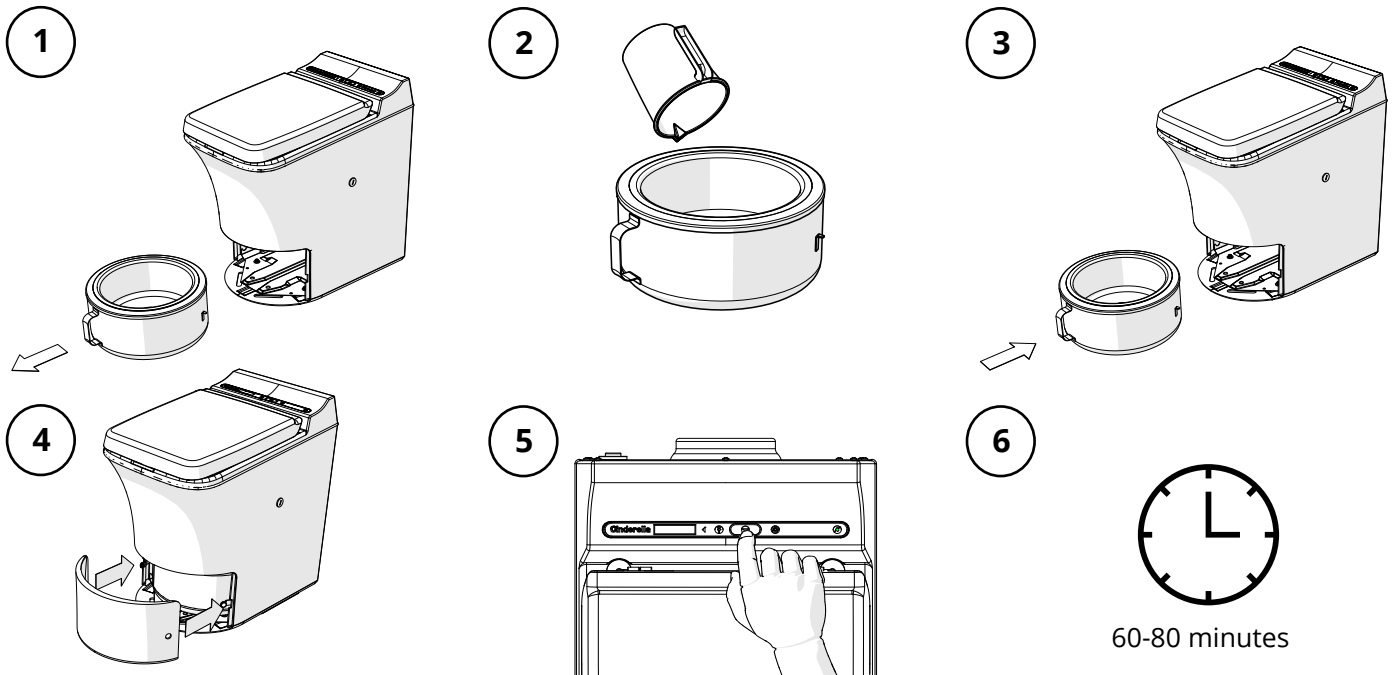
- In order to preserve the functionality of your toilet in the best possible way, we recommend that you carry out the "steam cleaning" procedure in accordance with section 4.2.2 every time you empty and wash the insert. This will prevent the possible accumulation of tar and unwanted deposits in the catalytic converter and toilet exhaust system.
- When emptying the toilet, make sure that the grid power is connected. Emptying the appliance without power will not enable the system to reset the use counter.

4.2.2 STEAM-CLEANING THE CATALYTIC CONVERTER

Recommended frequency: When emptying the ash container or at least every 500 uses. To perform steam cleaning:

1. Ensure that the toilet is cold and the ash container has been emptied and cleaned (see section 4.2.1).
2. Remove the front cover and release the ash container
3. Pour approximately 1 L of clean water into the toilet insert

4. Insert the ash container carefully without spilling any water, and attach the front cover.
5. Press "Start" to begin an incineration cycle.
6. The water will start to boil and the steam will clean out any debris in the catalytic converter. This system cleaning will normally take 60–80 minutes.



NOTE!

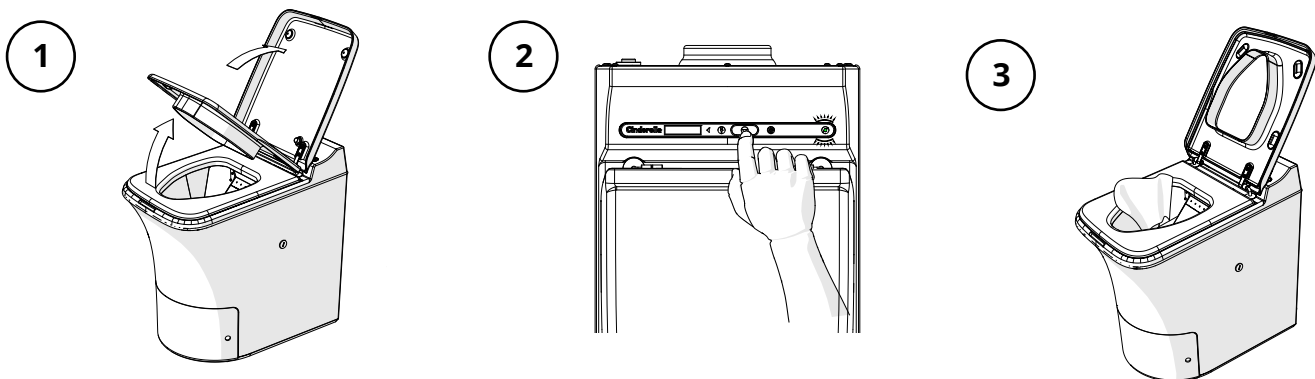
Do not use the toilet during the maintenance procedure, as this will impair the function of the cleaning. The toilet can be used when the toilet returns to standby mode.

4.2.3 CLEANING THE BOWL

Recommended frequency: as required for cleanliness and when emptying the ash container.

To clean the bowl:

1. Open the toilet lid.
2. Press and hold the Start button for three seconds to open the hatch to the washing position.
3. Use moist paper, water and a mild cleaning agent as required. Close the lid and start the incineration



DANGER!

Do not use flammable cleaning agents to clean the bowl. Some metal edges may be sharp.



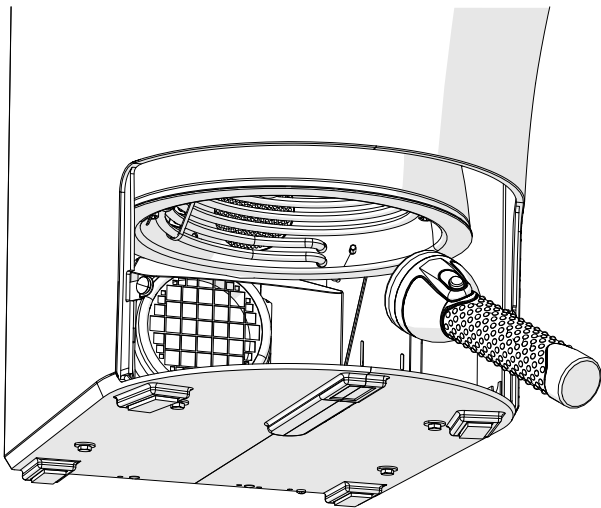
CAUTION!

Do not use chlorine-based cleaning agents to clean the bowl. Chlorine is extremely harmful for the catalytic converter and if put into the toilet it may cause the catalyst to malfunction.

4.2.4 INSPECTING THE CATALYTIC CONVERTER

Recommended frequency: Every 500 uses.

The catalytic converter is the primary air duct between the incineration chamber and the appliance flue terminal. Any accumulations of particles in the catalytic converter will reduce the flow rate and the toilet efficiency, and may be the cause of bad odour. It is therefore important to ensure that the catalytic converter is open at all times. Any changes in incineration time, incineration efficiency or odour, may be due to dense catalytic conversion. The best method to easily clean the catalyst is to perform "steam cleaning" as described in section 4.2.2. You can also inspect the front of the catalyst by removing the ash container and illuminating the combustion chamber from the inside. Any remaining particles or odours persisting after steam cleaning will have to be removed by rinsing the catalytic converter with hot water as described in section 5.3.2.



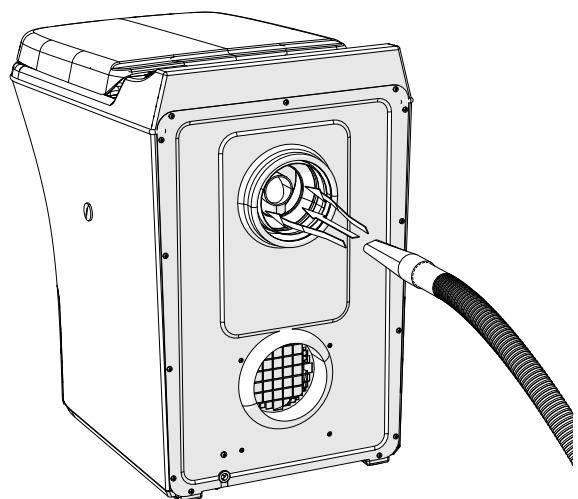
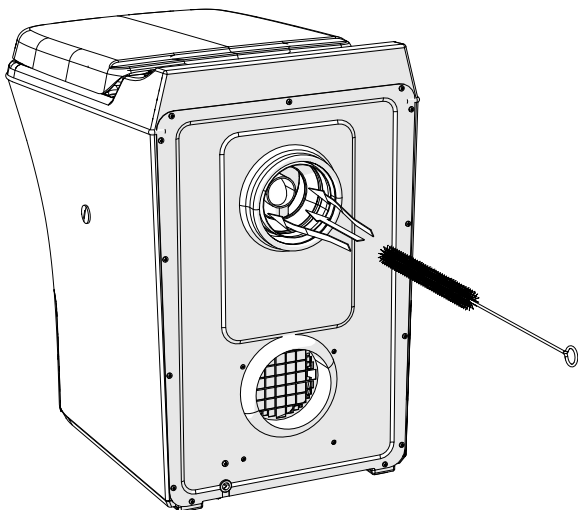
NOTE!

Clear signs of corrosion or deformity of the catalytic converter will indicate that the catalytic converter must be replaced. Contact your local service provider to arrange for service.

4.2.5 CLEANING THE APPLIANCE FLUE TERMINAL

Recommended frequency: at least every 500 uses.

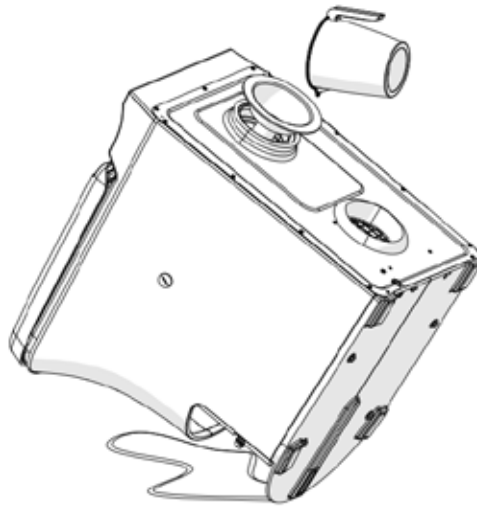
1. The appliance will have to be disconnected from the flue pipe and power source.
2. Clean the flue terminal with a flexible brush, it is important that you clean both the exhaust pipe and surrounding venturi all the way back to the fan blades, this to get sufficient air flow.
3. Remove the ash container and clean out any debris in the container.
4. Use a vacuum cleaner to extract the remaining debris in the exhaust pipe and catalytic converter.
5. Reconnect the appliance to the flue pipe and power supply.
6. Install the ash container and front cover.
7. It is recommended that you perform a steam cleaning as described in section 4.2.2 after performing the flue terminal maintenance.



4.2.6 RINSING THE CATALYTIC CONVERTER WITH HOT WATER

Rinsing the catalytic converter with water may be necessary in situations where steam cleaning do not remove the particles or bad odours. This procedure requires heavy lifting and a facility where spillage of water is acceptable. Make sure to perform steps 1.-4. in the "Cleaning the flue terminal" procedure and follow the steps as follows.

1. Place the toilet where it is OK to spill water, e.g. where there is a suitable drain, outside or in a bath. Use the specially designed Cinderella funnel, or a funnel that fits in the exhaust pipe. Slightly tilt the toilet forward, and pour 2–3 L of hot water through the exhaust pipe and catalyst. The excess water should be clean at the end of the rinsing process. If necessary, use more water to properly clean the system.
2. Reconnect the appliance to the flue pipe and power supply.
3. Install the ash container and front cover.
4. Perform the performance test as described in section 2.5



NOTE!

Before disconnecting the appliance and rinsing the system with hot water, inspect the catalytic converter and perform steam cleaning in accordance with section 4.2.2. If the catalytic converter is still clogged, or odour is still noticeable when incinerating, perform the system rinsing in accordance with section 4.2.6

The front of the outer shell is thin and should therefore not carry the entire weight of the toilet. Be careful not to break it while rinsing the catalytic converter.

5. TROUBLESHOOTING AND FAQ



WARNING!

Service must be performed in accordance with all state, municipal and local codes. If you are unsure of the regulations in your area, please contact your nearest dealer or service representative for further instructions. The power should be disconnected when performing all servicing and maintenance on the toilet.

Online Troubleshooter Module

The sound and light signals on the toilet control panel indicates the operating status of the toilet. Downtime and faults in the toilet will be notified with various sound and light signals as described in section 5.1 in this manual. We have gathered the most common errors / problems in a online troubleshooter, so that you can easily get answers to what is wrong with your toilet, and get suggestions on how you can solve the problem yourself.

Resetting the toilet system

During cleaning and troubleshooting, resetting the electronics may sometimes be helpful. You can do this by pressing the "Start" button. This will cause a short beep to sound. Hold down the button for about eight seconds until you hear a long beep, then release the button.

Error messages

When lights are flashing, you should look for the reason, and fix the problem before using the toilet. You must take immediate action in the event of any irregularities such as odours, poor incineration or system failures, in order to avoid damage and unnecessary repair costs.

Triggered bi metal thermostat

The bi metal thermostat is triggered if the internal temperature in the toilet is too high. This will normally occur if there is a lack of air flow, or restriction in the inlet- or outlet section of the installation. It is therefore important that you check that the intake air is in accordance with the specifications, and that the flue vent is open and free of obstacles. Visually check the catalytic converter and perform the steam cleaning procedure in accordance with section 4.2.2.

During a power outage

If an incineration process is ongoing during a power outage, you may experience temporary odours from inside the toilet and smoke and odours from the flue pipe outside. The fan will operate on battery power until it is cooled. Since the incineration will not automatically restart when the mains power returns, you must manually start a new incineration cycle. If the power outage is expected to last for longer than two hours, it is important that you empty any waste from the toilet, as this could damage the toilet if it remains there for a longer period of time. Never use the toilet during a power outage.

Odours in the room

Odours can have several causes:

1. Failure to use a bowl liner each time the toilet is used or improper use of the liner.
2. The airflow may be blocked. Inspect the flue pipe and flue termination cap.
3. Check that the installation has been performed in accordance with the installation manual. Too much restriction in the flue pipe could cause back pressure and cause odours inside.
4. The exhaust pipe may be clogged. See section 4.3.1.
5. The catalyst may be clogged. See section 4.3.1.
6. The outlet pipe is not properly fixed to the toilet. See section 2.5.1.

Odours outside

The causes may be the same as for inside the room, or:

1. The catalyst has not reached operational temperature. When the toilet is cold it can take a few minutes before the catalyst reaches the temperature where it starts to function properly.
2. The catalyst may be corroded or deformed. Contact your servicing provider.

5.1 TROUBLESHOOTING TABLE



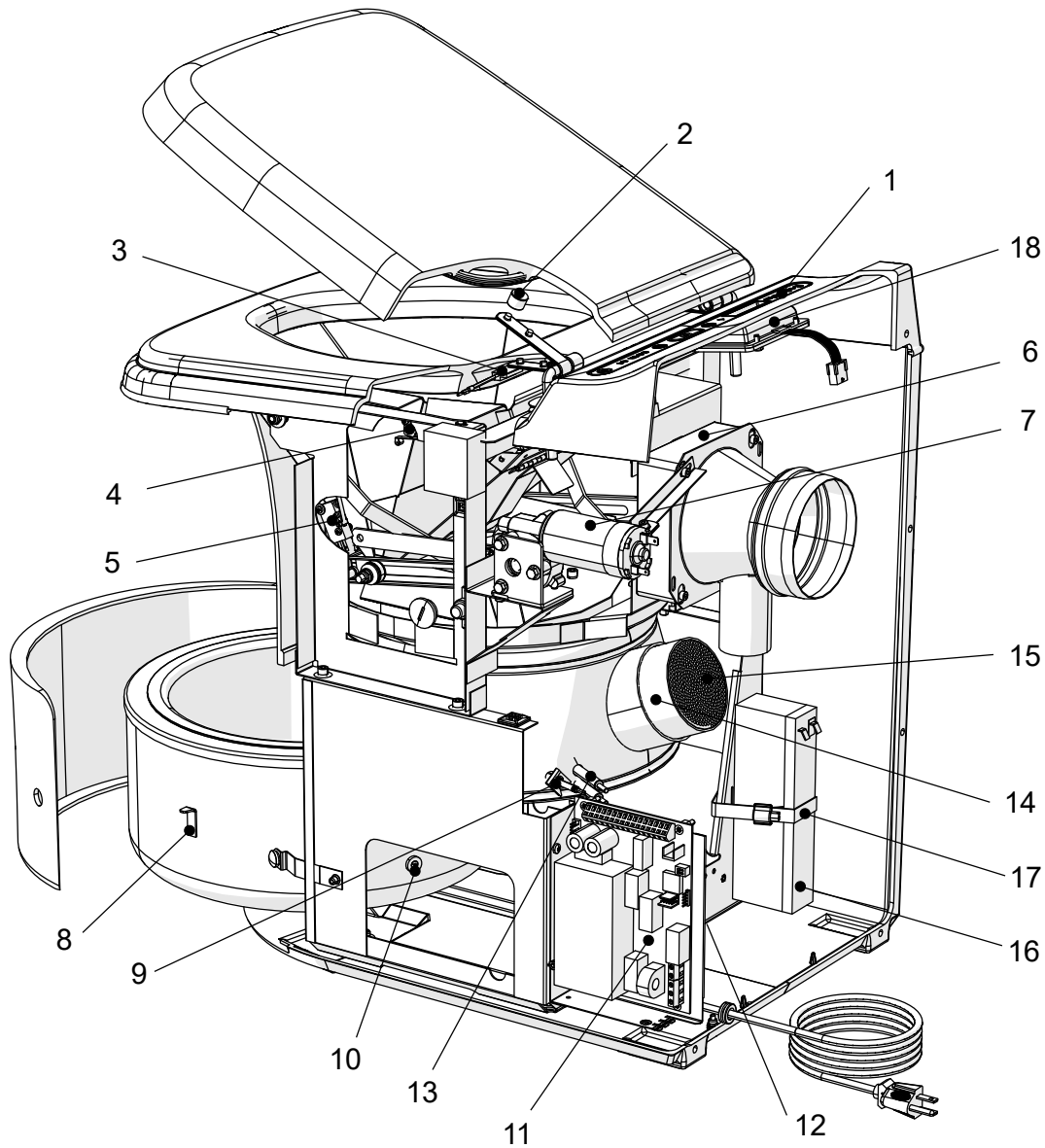
NOTE!

Cinderella has developed a digital troubleshooting module that can be found on our website. This module will work as a guide and supplement in addition to the troubleshooting table. Please visit www.cinderellaeco.com

ERROR	DISPLAY MESSAGE	RED LIGHT	YELLOW LIGHT	GREEN LIGHT	SOUND	ACTIONS
Ash container should be emptied	Empty the ash container	FLASHING Alternately	FLASHING Alternately	STEADY ON	3 BEEPS	1 Remove and empty the ash container * Toilet must be connected to 230V.
Ash container must be emptied. Toilet locked.	Toilet locked container full	STEADY ON	STEADY ON	STEADY ON	3 BEEPS 10 SECONDS APART	1 Remove and empty the ash container * Toilet must be connected to 230V.
No power		OFF	OFF	OFF		1 Make sure that the toilet is connected to power, 230V AC
Ventilation fan error	Error fan	FLASHING	OFF	FLASHING	10 BEEPS	1 Check fan for obstructions and ensure that fan is rotating properly. 2 Reset toilet (hold down "Start"). 3 Open lid until red light flashes, close lid and press "Start". If error persists, call support
Malfunctioning hatch mechanism	Error hatch mechanism	FLASHING	OFF	STEADY ON	10 BEEPS	1 If toilet is warm, reset toilet 2 Open lid until red light flashes, close lid and press "Start" 3 If unsuccessful, reset toilet, insert a bowl liner and pour 3 cups of water into the liner, close lid and press "Start" 4 If unsuccessful wait until the toilet has cooled (fan stopped) Restart toilet and open lid when the hatch is opening, remove stuck items manually. If problem persists, call support 5
Ash container out of position	Ash container out of position	FLASHING	FLASHING	STEADY ON	3 BEEPS	1 Adjust the position of the ash container, rotate to the left side 2 Check that the stop pin on the container is intact 3 Visually check the condition of the magnet on the container. If problem persists, call support
Heating circuit interrupted	Error heating circuit	OFF	FLASHING	STEADY ON	CONTINUOUS BEEPS	1 Reset the toilet. 2 Check bimetal thermostat on right-hand-side of toilet. Unscrew grey plug and push on fuse inside with finger: do not use any sharp objects If the fuse was triggered, you will hear a click. See section 5. 4 If the fuse was not the problem, restart toilet and try to start toilet. Repeat a couple of times. If problem persists, call support
Toilet lid sensor is triggered	Lid is open	FLASHING	OFF	STEADY ON	NONE	1 Check the magnet situated inside the toilet lid and close lid. If problem persists, call support.
Malfunctioning temperature sensor	Error temp sensor	OFF	FLASHING	FLASHING	CONTINUOUS BEEPS	1 Reset toilet 2 Open lid until red light flashes, close lid and press "Start" 3 If failure persists, call support
Unreadable / no display message	Unreadable / blank screen					1 Unplug toilet and wait 5 minutes 2 Plug in toilet and restart toilet 3 If problem persists, call support

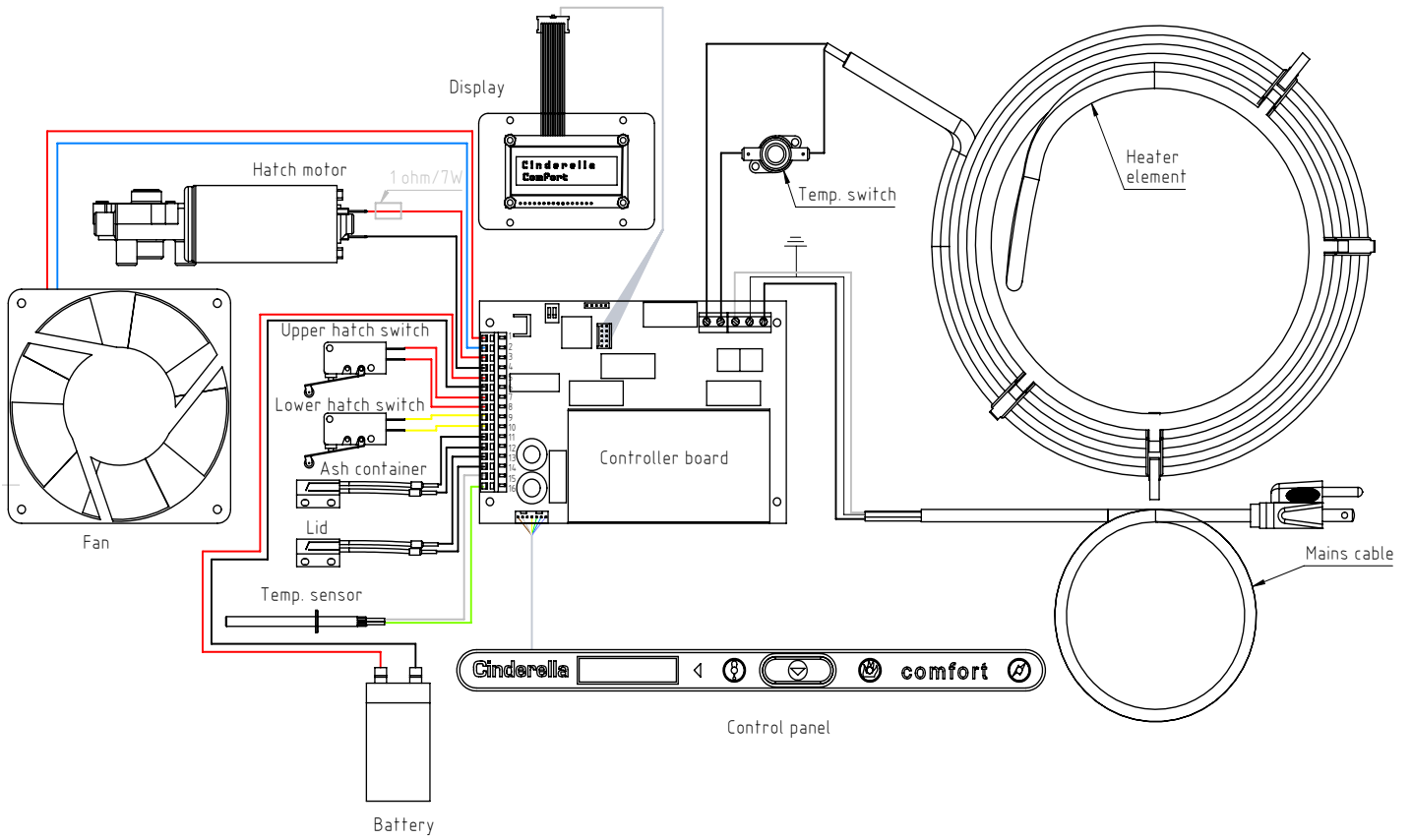
6. REPAIRS AND SPARE PARTS

6.1 SPARE PARTS LIST



ID	PART DESCRIPTION	ART. NO	ID	PART DESCRIPTION	ART. NO
1	Control panel Comfort w/display	100115	12	Hall sensor w/ wire reduced length	100965
2	Magnet 14x10mm	100433	13	Heater element assembly 230VAC	100862
3	Hall sensor w/ wire and tape L= 330mm	100964	14	Insulation fabric catalytic converter	100163
4, 5	Micro switch	101127	15	Catalytic converter 90x75mm	100528
6	Fan axial 12VDC 119x38mm	100154	16	Battery 12V	100083
7	Motor Nidec 12/24VDC	101177	17	Hose clamp 280mm A4	100932
8	Stop bracket 9x26x12mm	100017	18	Display LED 65x36x13 Standard Module	100401
9	Thermocouple assembly L=550mm	100831			
10	Magnet 14x7mm	100065			
11	Circuit board (E5)	100063			

6.2 WIRING DIAGRAM



7. Warranty

What does this Warranty cover?

This warranty covers defects in materials or workmanship in your Cinderella Incineration Unit on the terms, for the period and subject to the exceptions set out below.

What does this Warranty not cover?

This warranty does not cover normal wear and tear or damage caused by accidents (including fire, floods, hurricanes or acts of nature), abuse, misuse, failure to follow manufacturer directions or improper maintenance. Consequential and incidental damages are not recoverable under this warranty. Cinderella Eco Group does not apply an "on-site" warranty. This means that the toilet must be transported to an Authorized Service Provider who can do the service. If this is not possible, a transport or travel cost may be charged by the dealer.

How long does the Warranty apply?

This warranty lasts for a period of three (3) years from the original date of purchase for regular customers. Professional users are granted one (1) year warranty.

What will Cinderella Eco Group do?

If you submit a valid claim under this warranty, Cinderella Eco Group will either repair, replace or refund the purchase price of your Cinderella Incineration Unit, at its sole discretion.

How do I arrange a service?

To arrange a service, contact your Sales dealer or an Authorized Service Provider in your country. Available service options are dependent on the country in which service is requested.

You may be required to furnish proof of purchase details when making a claim under this warranty. For further warranty information please refer to our web page: www.cinderellaeco.com

Cinderella Eco Group AS

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www.cinderellaeco.com