

General FAQ

1. How does a Swash work?

Ans. The Swash replaces your existing toilet seat. Unlike traditional versions, it has a heated seat and delivers a warm-water wash with temperature, pressure, and nozzle position adjustability (features vary by model.) All functions are easily operated at the turn of a dial, at the push of a button with a wireless remote control, or on a sidearm panel adjacent to your right hand. Some models include a warm air dryer for a complete "hands-free" experience, a deodorizer, or two self-cleaning, retractable wands, one for the posterior wash and another for the feminine wash

2. Is a Swash safe and reliable?

Ans. All electronic Brondell Swash bidet seats are either cETL or cUL approved for electrical safety in the United States and Canada. Most Swash models are UPC (Universal Plumbing Code) certified by the International Association of Plumbing and Mechanical Officials (IAPMO) for the US market and some models are cUPC certified which includes the Canadian market.

3. The Heated Seat

Ans. The heated seat feature is controlled by the user. It can be set to one of three temperature settings, or simply turned off. Some Swash bidet toilet seats also feature an Eco Mode that turns the heated seat function to the low setting until the seat sensor is triggered by a user.

4. What is the duration of the wash and how long does the warm water last?

Ans. Pressing the 'REAR' or 'FRONT' button on the remote control starts the 2-minute wash cycle. The 'STOP' button will stop the cycle at any point.

Depending on your Swash model, the bidet will either have a warm water tank reservoir, hybrid heating system, or an instant ceramic heating system.

- Swash seats that are equipped with a Standard warm water tank reservoir maintain warm water for the duration for 20-40 seconds of wash cycle depending on the temperature of the incoming water supply. After that, the water temperature will start to decrease and then go cold. Once you stop the cycle, the tank will refill and heat. It takes about 3-4 minutes to refill and reheat the tank to the desired temperature.
- Swash seats that are equipped with a hybrid warm water tank reservoir maintain warm water for the duration for 60-90 seconds of wash cycle depending on the temperature of the incoming water supply. After that, the water temperature will start to decrease. Once you stop the cycle, the tank will refill and heat. It takes about 3-4 minutes to refill and reheat the tank to the desired temperature.
- Built-in instant Ceramic heating systems heat water on-demand (in approximately 10 seconds) and provide "endless" warm water washes.

- The Swash 101 pulls room temperature water from your existing water line and does not heat the water. The Swash 102 pulls warm water from underneath your bathroom sink.

5. What is the difference between the front and rear washes?

Ans. The front wash offers a feminine cleanse while the rear wash offers a posterior wash for both men and women.

6. Do the wands ever "get in the way"?

Ans. No, the wash wands are only extended during the cleaning cycle. At all other times they are housed inside the unit to avoid being contaminated. As a further safeguard, the wands clean themselves with a high-pressure spray of water before and after each use.

7. Is the Swash covered by Medicare or Medicaid?

You may be able to get coverage particularly with the state-level Medicaid, but you should check with your doctor and/or insurance provider for more information. If you have a medical condition that a hygienic bidet toilet seat can help, then your doctor may be able to prescribe a Swash bidet for you and you may be eligible to receive insurance coverage for it.

Product Specifics

1. What type of outlet is needed?

Ans. A 15 or 20 amp GFCI outlet, rated for 120V/60Hz.

2. What are the interior hole dimensions of the bidet seat?

Ans. The interior hole of each Swash bidet ranges by model. Check the model product page for interior hole dimensions.

3. What is the weight limit of the Swash?

- Swash models S300/S900/S1000
 - Seat limit of 330 lbs
 - Lid limit of 220 lb
- Swash models SE600/SE400/DS725/IS707/CL950/CL510
 - Seat limit of 275 lbs

- Lid limit of 178 lbs
- Swash models CL1700/LE99/LT99/CL1500/LE89/CSG15/LT89/BL67/BL97/EM417/EM617/DR801/DR802
 - Seat limit of 330 lbs
 - Lid limit of 160 lbs
- Swash models S1200/S1400
 - Seat limit of 330 lbs
 - Lid limit of 270 lbs
- Swash models CL2200/LS1600/LS1800/T22/T44
 - Seat limit of 397 lbs
 - Lid limit of 264 lbs

4. What colors are available for the Swash?

Ans. While most of our Swash bidet toilet seats are available in white, the Swash 1400 is available in white and biscuit. If you are looking to match your new Swash with an existing toilet, our color recommendations for American Standard, Kohler, and Toto toilets are as follows:

White

- American Standard: White
- Kohler: White
- Toto: Between Colonial White and Cotton (not a perfect match)

Biscuit

- American Standard: Linen
- Kohler: Biscuit
- Toto: Sedona Beige

5. Where is the Swash manufactured?

Ans. Our Swash bidets are manufactured in Korea.

Special Features

1. How does the deodorizer work? Is it scented?

Ans. The deodorizer is a fan that pulls the air out of the toilet bowl through an activated charcoal filter. The filter does not add any additional fragrances; it just neutralizes the odors in the toilet bowl.

2. What is Eco Mode?

Ans. Eco Mode only affects the seat heating part of the bidet. If the seat temperature is set to Medium or High, the seat temperature will drop to LOW. If the seat temperature is on LOW or OFF, there will be no change. Turning off Eco Mode will enable the seat to be on the MEDIUM (Pink) or HIGH (Red) temperature setting even when the user isn't using the bidet and will be the desired temperature when the user sits down on the seat. Instructions for canceling Eco Mode can be found in the Special Operations section of the Owner's Manual.

3. What does the seat sensor do?

Ans. Our Swash bidets are equipped with a safety sensor. You will be unable to start a wash without being seated. The sensors on the Brondell Swash seats are not weight sensors, but moisture sensors that sense when they have made contact with skin.

To use the bidet with children, we recommend turning off this sensor. Instructions for canceling the Seat Sensor Lock Mode (or turning off the seat sensor) on your Swash can be found in the Special Operations section of the Owner's Manual.

Maintenance

1. What maintenance is required?

Ans. Swash seats are made of germ-resistant ABS plastic. They can be cleaned with a soft, wet cloth and a gentle cleaner. Although Swash wands are self-cleaning, Brondell recommends the nozzles be cleaned with a soft brush monthly or as needed. Brondell recommends that the removable mesh filter is cleaned on a regular basis as needed.

2. What are bidet filters? How often should they be replaced?

Ans. If your home uses hard water, well water, or softened water, we recommend using an external bidet filter. Our Swash bidet filters can help increase the life of your bidet seat. These bidet filters can last up to 6 months depending on water quality.