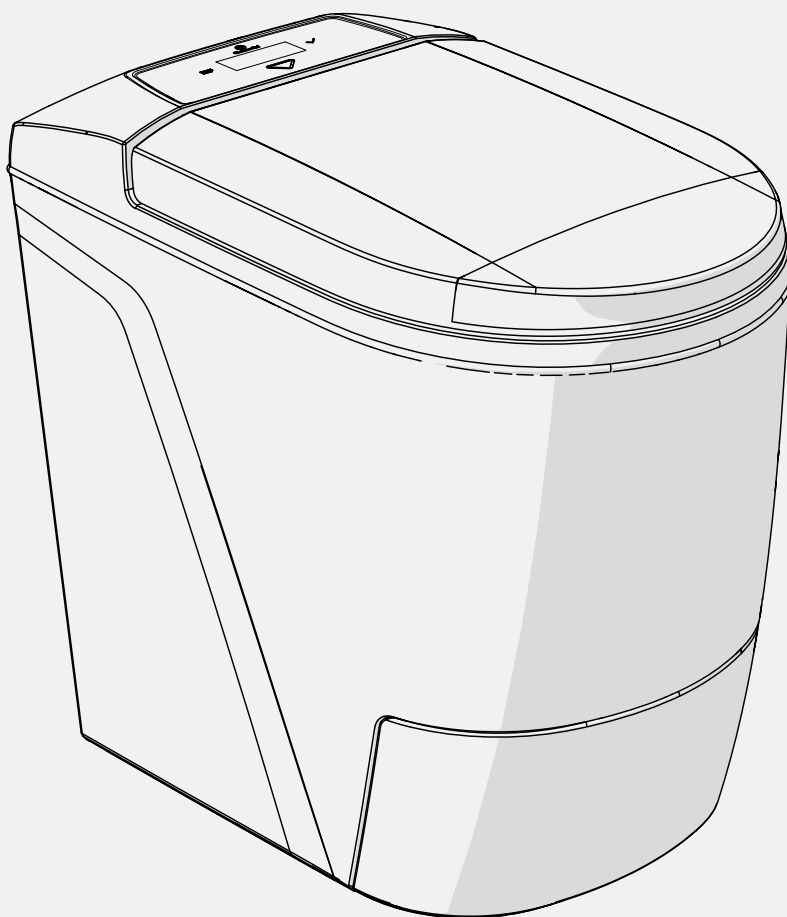


## **CINDERELLA PREMIUM**

MODEL EM03CS10

Product manual

 Made in Norway



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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 wipes 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.

A digital version of this document and further information can be found at [www.cinderellaeco.com](http://www.cinderellaeco.com)

## 1.4 LIMITATION OF LIABILITY

All information and guidance in these operating instructions have been prepared after taking into consideration the applicable standards and regulations as well as the current technology. Cinderella Eco Group AS reserves the right to make changes at any time which are deemed to be in the interest of improving the product and safety. The manufacturer accepts no liability for damage in the following cases:

- Faulty installation or connection
- Damage to the product resulting from mechanical factors and/or incorrect connection voltage
- Modifications to and interference with the appliance
- Use for purposes other than those described in the operating manual
- Non-observation of the operating and maintenance instructions
- Application not in accordance with local regulations or provisions
- Use of non-original bowl liners and spare parts

## 1.5 LISTINGS AND CERTIFICATIONS

The Cinderella Premium 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°C – 40°C
- Operating altitude: Tested to 2,500 m

## 1.7 DISPOSAL INFORMATION

This product must not be disposed as household waste. Deliver the appliance to a waste disposal centre that can handle electrical appliances.



### 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 seat.
- Do not empty the ash container when hot.
- Before activating, ensure that the power supply line and plug are dry.
- Do not operate this unit until you have read thoroughly and understand completely all instructions and safety rules contained in this manual. Save this manual and review frequently for continuing safe operation and instructing possible third-party users.



### **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 flue 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 lower left side 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 center or when ordering spare parts.



**Cinderella Eco Group AS**  
**Sjøvikvegen 67, 6475 Midsund, NORWAY**  
 For sales/support visit:  
[www.cinderellaeco.com](http://www.cinderellaeco.com)

**CINDERELLA PREMIUM**  
**MODEL: EM03CS10**  
**SERIAL:**

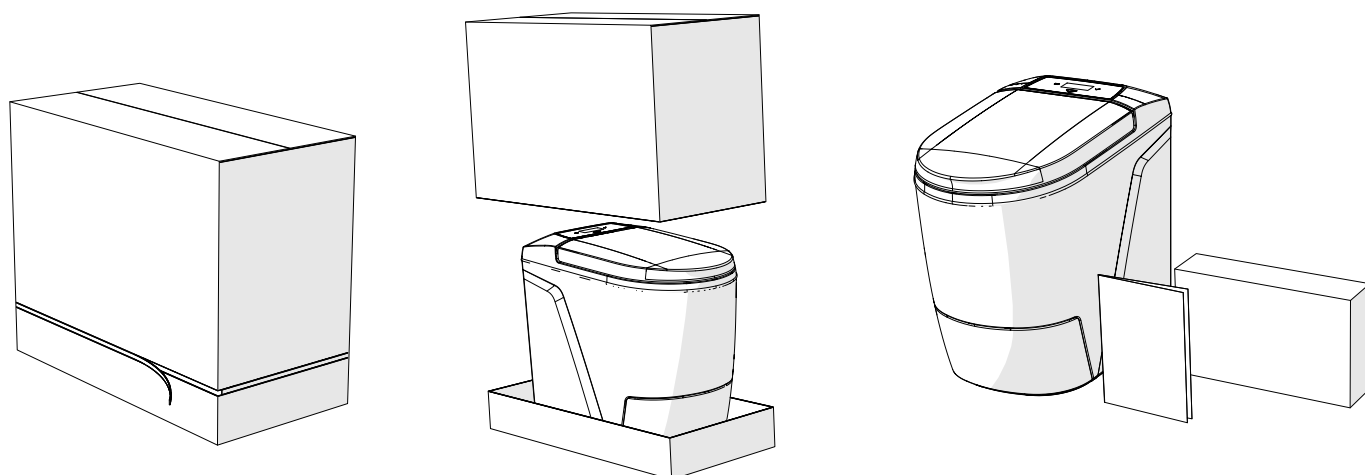
### Appliance Specifications

VOLTAGE..... 220-240 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  
 PROTECTION CLASS..... IP 34  
 CAPACITY ..... 4 VISITS PR. HOUR  
 CIRCUIT BOARD..... E6  
 YEAR OF MANUFACTURING..... 2023  
 DESIGNED FOR STATIONARY STRUCTURES



## 2. INSTALLATION SECTION

### 2.1 UNPACKING YOUR CINDERELLA INCINERATING TOILET



#### NOTE!

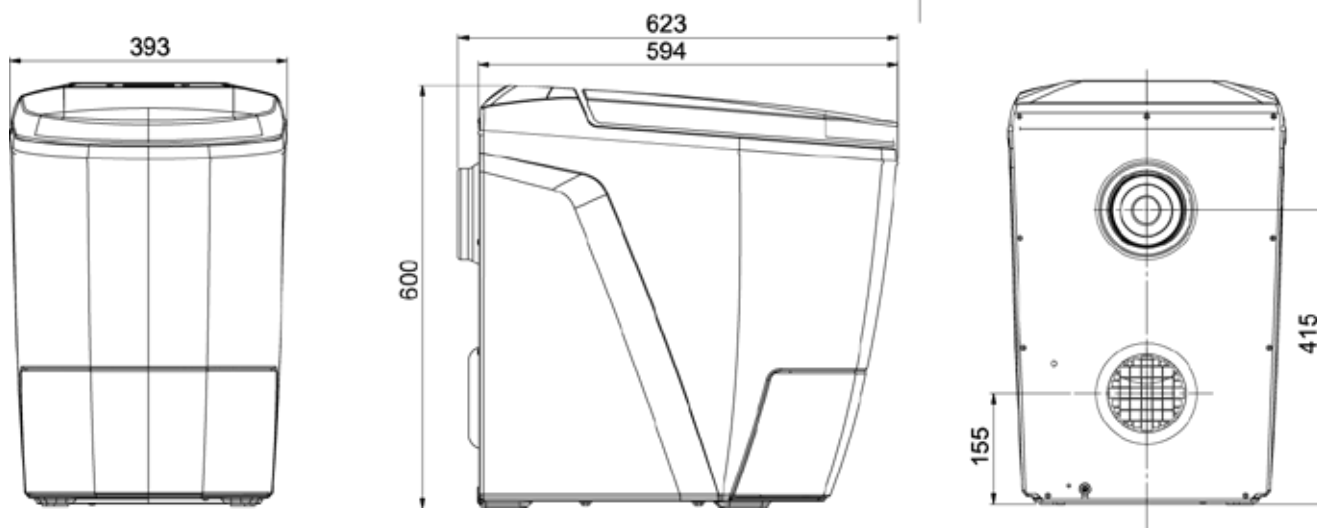
When unpacking the Cinderella toilet, use the pre-fixed strip on the bottom of the box. Release the strip all around the box and lift up the box.

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

### 2.2 MEASUREMENT SPECIFICATIONS

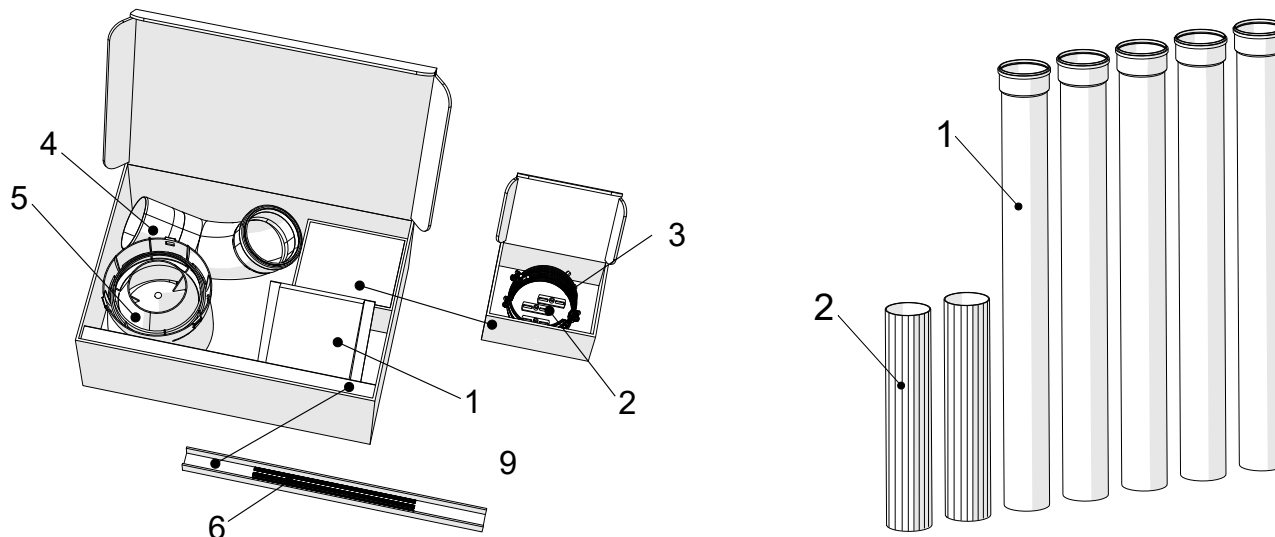
Height	600 mm
Seated height	540 mm
Width	393 mm
Depth	623 mm

Ventilation pipe outer dim.	110 mm
Height center outlet	415 mm
Height center inlet	155 mm
Weight	33 kg



## 2.3 ORIGINAL INSTALLATION PACKAGES FOR YOUR CINDERELLA TOILET

**Cinderella Original Installation Kit:** We strongly recommend the use of the “Cinderella Original Installation Kit” when installing your 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 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 rods and clamps to support the installation of the pipes. Box no. 2 includes 7 x 110mm UV stabilized PP quality pipes - for installing the inlet and outlet ventilation.



CINDERELLA INSTALLATION KIT BOX 1		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	3

CINDERELLA INSTALLATION KIT BOX 2		QTY
1	Male-Female 1015 mm flue pipe	6



### 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 Premium 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 Premium 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 Premium 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.
- The elbow must be accessible when installed, so that the drainage pipe can be rinsed, and the outlet pipe cleaned.
- Cinderella Premium 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

### 2.4.2 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!

The Cinderella Premium toilet must have its own outlet air pipe and it is not permitted to install Cinderella Premium ventilation with the use of the following:

- Wind fan or similar as a replacement for the chimney cap
- Flexible ducts or pipes.
- Pipes with inner diameter less than 102 mm .
- Other 90° bends in addition to the elbow bend.
- Never use a mesh net in the ventilation pipe as this will restrict the airflow in the system.



#### 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.
- If the pipe perforates the roof surface, ensure that it is in compliance with building regulations.

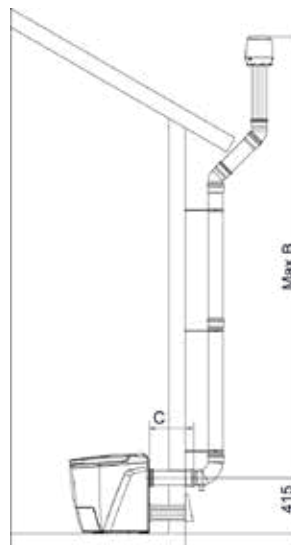
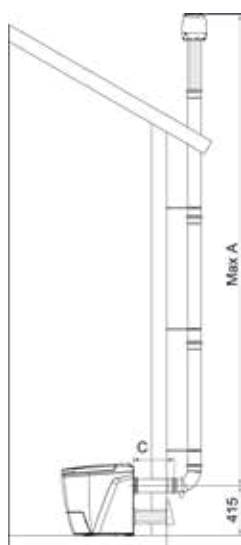
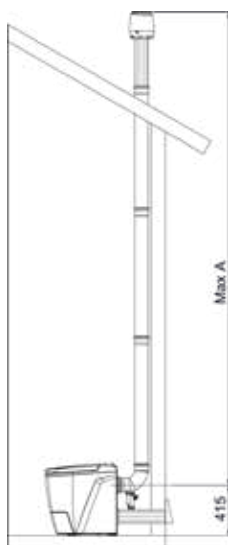


#### WARNING!

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

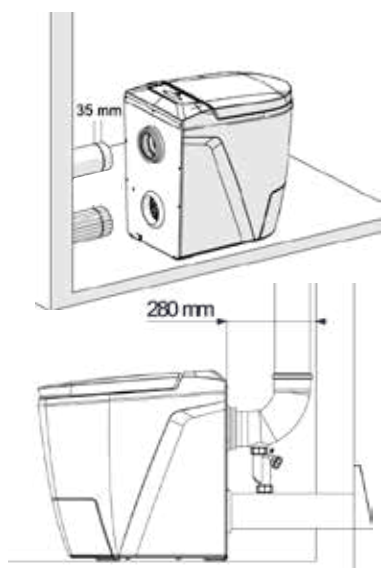
## 2.4.3 INSTALLING THE OUTLET PIPES

DIAMETER VENT PIPE	OUTLET DIRECTION	REFERENCE	BENDS	MAXIMUM PIPE LENGTH
110 mm	Horizontal flue pipe	C	(Not allowed)	1000 mm
110 mm	Vertical flue pipe	A	None	6000 mm
110 mm	Vertical flue pipe	B	2 x 45° bends	5000 mm



### NOTE!

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



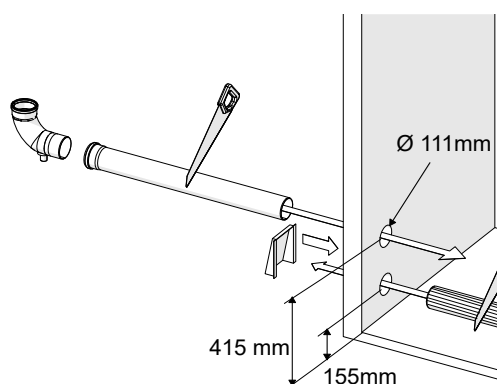
### NOTE!

When adjusting the horizontal 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 to the toilet must be 280 mm.



### NOTE!

The Original Cinderella Installation Kit includes 1015 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.



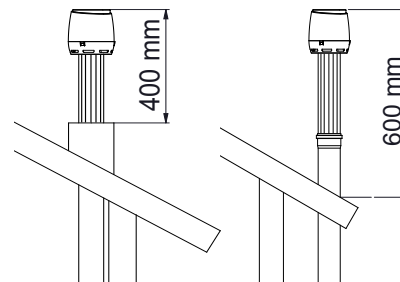
### NOTE!

The appliance flue terminal is designed for connecting 110 mm PP quality pipes with an inner diameter of no less than 102 mm. The pipe is to enter 35 mm onto the toilet flue terminal. Do not use excessive force when connecting the pipe, as this may damage the appliance.



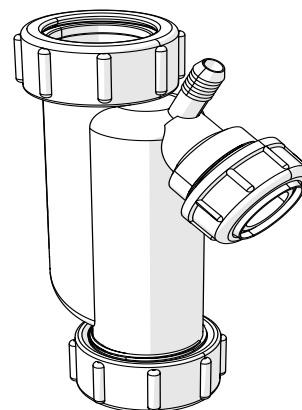
#### NOTE!

- 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. Keep in mind not to extend beyond maximum allowed pipe length.



#### NOTE!

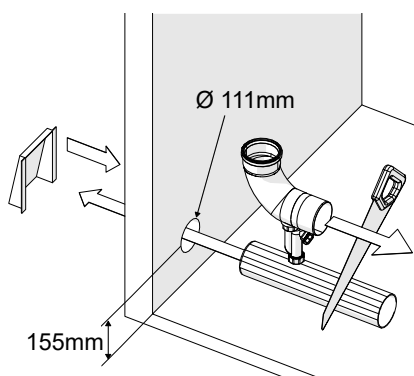
Cinderella supplies a specially designed “siphon” that fits onto the elbow provided in the installation kit, this item can be purchased as an accessory from any Cinderella dealer. If installation is done from the interior, you will need to connect the siphon to the elbow-piece to prevent condensation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



### 2.4.4 INSTALLING THE HORIZONTAL INLET PIPE

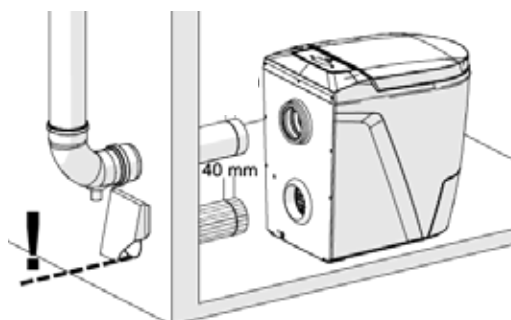
It is important to ensure that the toilet has enough access to fresh air, and we therefore always recommend installing the Cinderella Premium with designated inlet air connection. Supplying fresh air from the outside and into the appliance is essential for cooling, circulation and the supply of oxygen 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	HEIGHT MIDPOINT INLET PIPE	INLET DIRECTION	MAXIMUM PIPE LENGTH
110 mm	155 mm	Horizontal	1000 mm



#### 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!

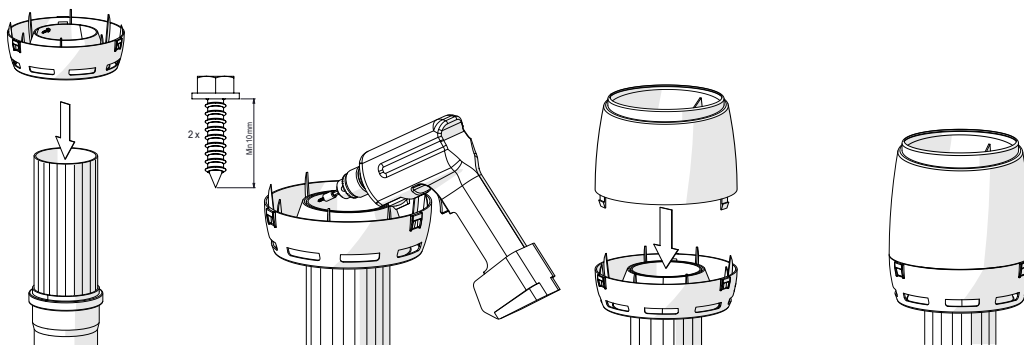
When mounting the storm collar on the external wall, make sure that the bottom of the pipe is installed flush with the bottom of the storm collar. Misplacement will lead to restricted air circulation that cause poor incineration, reduced efficiency and possibly overheating of the appliance.

## 2.4.5 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 one of the 500 mm pipes included in the Cinderella installation kit as the last section of the ventilation pipe, this will utilize the connection of the flue terminal cap.



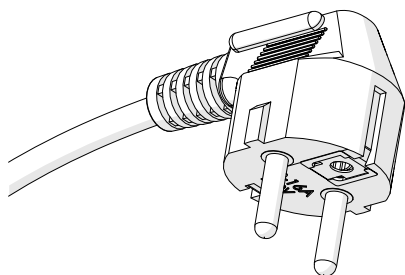
## 2.5 ELECTRICAL SPECIFICATIONS AND REQUIREMENTS



### 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 <sup>2</sup>	2,3 m	Type F Schuko CEE 7



### NOTE!

The toilet is delivered with a 16 Amp, 250Volt, 2 Pole 3 Wire 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 Premium 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 Premium.

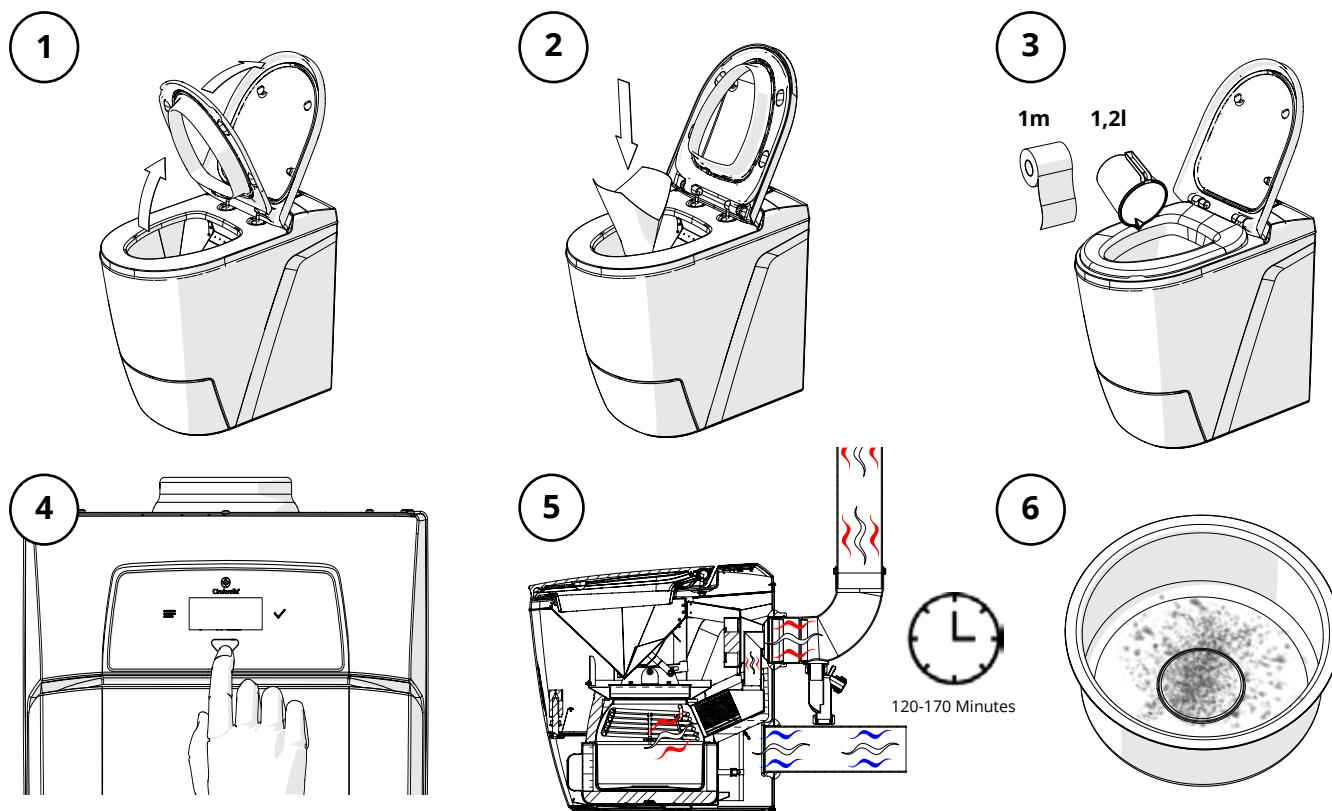
## 2.6 CHECKLIST TO VERIFY THE COMPLETE INSTALLATION

CONTROL ITEMS	CONFORMANCE
The connected voltage is in accordance with the appliance rating plate	
The flue pipe length is 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	

## 2.7 PERFORMANCE TEST TO VERIFY THE SYSTEM FUNCTIONALITY

Insert a bowl liner and fill it with 1 meter of toilet paper and 1,2 liters of water. When the "Start" button is pressed, the incineration cycle will be activated. The estimated time for the verification test is approximately 120 – 170 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 front lid until the toilet has cooled completely and the fan has stopped.



### NOTE!

The performance test is designed to be performed when the toilet has not been used. Results may vary when performing this test on used toilets.

## 3. USER SECTION

### 3.1 INTENDED USE AND HANDLING

The Cinderella Premium 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 toilet paper, sanitary pads and non-alcoholic baby wipes, face wipes and cleaning wipes. Using the Cinderella Premium 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.



#### **CAUTION!**

- The toilet is solely designed to burn bodily waste products and small sanitary products such as tampons, sanitary pads and baby, face and cleaning wipes.
- Young children must be supervised when they use Cinderella incineration toilets.

### 3.3 SAFE OPERATIONS



#### **WARNING!**

- The ash container in the toilet will become very hot 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.



#### **CAUTION!**

##### **Danger of poor incineration and overheating of the system!**

- Always use a new bowl liner when using the toilet.
- Always ensure sufficient ventilation so that the heat generated during the operation can dissipate.

### 3.4 CINDERELLA PREMIUM 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 a warning message 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 incineration chamber hatch mechanism gets jammed or is prevented from closing properly, incineration will not start and an error message will be displayed.
- The Cinderella Premium's smart software includes a "watchdog" function that 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 warning message being displayed.
- If the front cover is not properly installed, the incineration will not start and an error message and code 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.



#### Capacity: 4 visits per hour

The Cinderella Premium toilet is designed to handle up to four visits per hour. To avoid overload, more than four visits in an hour is unadvised. 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 Premium will display a message to empty the container after 70 incineration cycles, and will lock out further visits if not emptied after 90 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 or risk of lightning strikes, the plug should be disconnected from the power supply in order to protect the toilet against damage. NB! The waste must be incinerated and the yellow light switched off before disconnecting the plug. If unburned waste remains in the toilet, this could cause substantial damage over time. The toilet should be stored dry, and to reduce the external influences of temperature variations and moisture, it may be wise to disconnect the toilet from the pipes for longer periods of non-use. Remember to always reinstall the toilet before use.



#### 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:

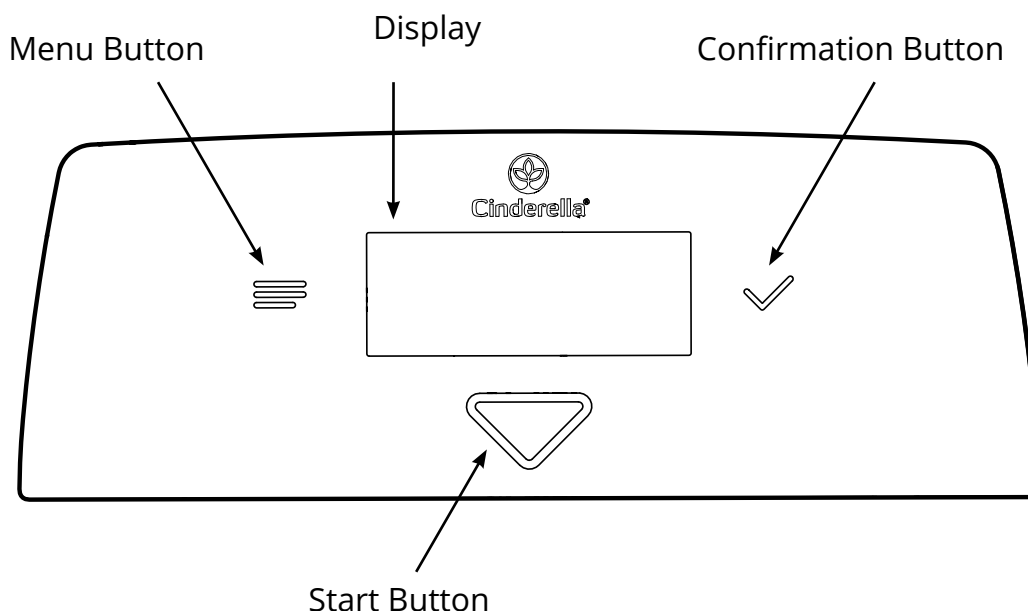
1. Empty the ash container completely before guests arrive.
2. Preheat the toilet before use by opening and closing the lid then pressing the Start button.
3. Ensure guests are instructed to use a bowl liner and press "Start" after every visit.
4. Check regularly to ensure the toilet lid is closed and 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.
6. If the increased use lasts multiple days, make sure to empty the ash container often, about every two days.

### 3.6 INTERACTING WITH THE TOILET

Cinderella Premium has a more advanced software than previous toilets, and offers more features. The control panel and display can be used to navigate the menus for all the features and settings on the appliance.

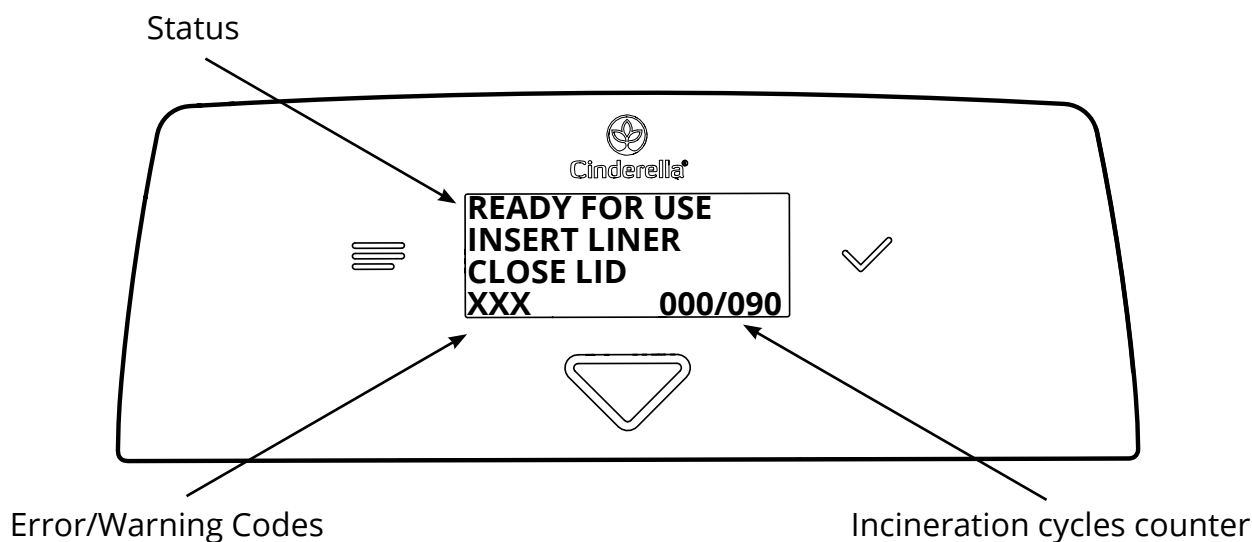
#### 3.6.1 THE CONTROL PANEL

The control panel is equipped with a menu, confirmation and start button as well as a display to give the best possible user experience. The display will tell the user about the status of the system, as well as help to navigate menus for the software



#### 3.6.2 THE HOME SCREEN

The home screen is the main screen shown on the display. It gives information as to the status of the toilet, any current warning or error codes as well as a counter for incineration cycles since last emptying procedure.



#### Incineration cycles counter/Emptying indicator

The Cinderella Premium will show you how many deposits you have made since last emptying in the bottom right corner of the display. You will get warning messages when you are nearing the maximum limit of deposits since the last time, and in the end the toilet will lock completely until the ash has been emptied.

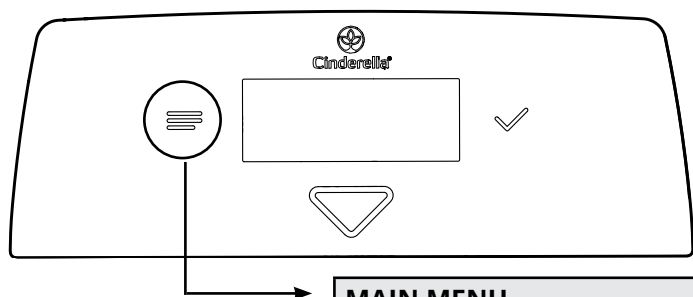


#### NOTE!

The ash container will usually only be half full when you get the indication to empty the ash, you should still empty the ash as emptying it often improves the incineration efficiency.

### 3.6.3 NAVIGATING THE MENUS

By pressing the backlit “menu button”, the main menu will be displayed. From this menu it is possible to choose which sub menu you want to navigate to by keep pressing the “menu-button” until the desired menu is highlighted, and then pressing the “confirmation-button”.



MAIN MENU	SUB MENU
Service	Empty ash
	Clean toilet
	Steam cleaning
	Unjam hatch
	Reset toilet
	Upgrade mode
Info	CPU ID
	Version info
	Show fault text
Language	English
	Norsk
	Svenska
	[...]
Statistics	Total Incinerations

#### Selecting your language

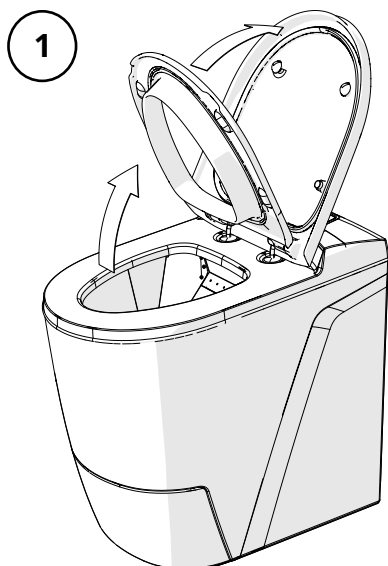
If for some reason the language on the toilet has changed and you are unable to read the menus, navigate the main menu to the third item on the list and press the confirmation button. From the next list press the menu button until your language is highlighted and press the confirmation button again.



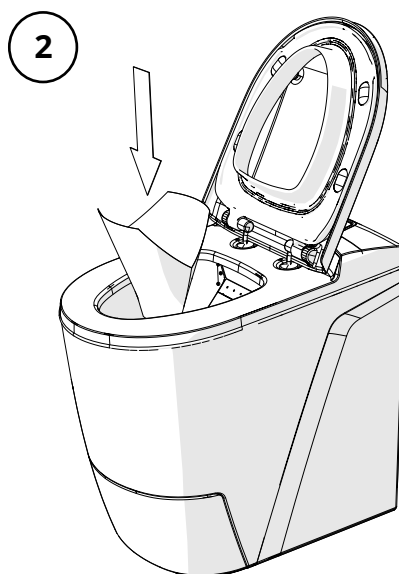
#### NOTE!

To return to the home screen, navigate to the bottom of the list to “[exit]” and press the confirmation button. The appliance will also automatically return to the home screen after 60 seconds.

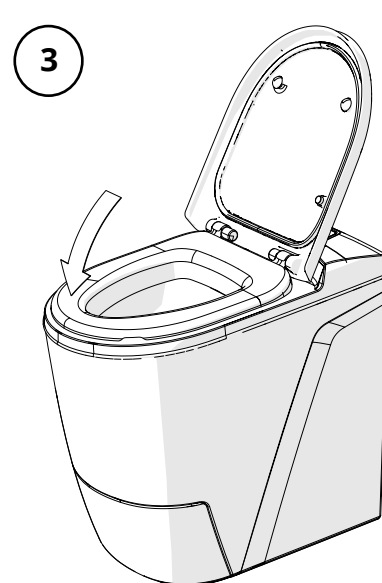
### 3.7 USING THE CINDERELLA PREMIUM TOILET



1. Lift the toilet lid and seat. The ventilation fan starts.



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



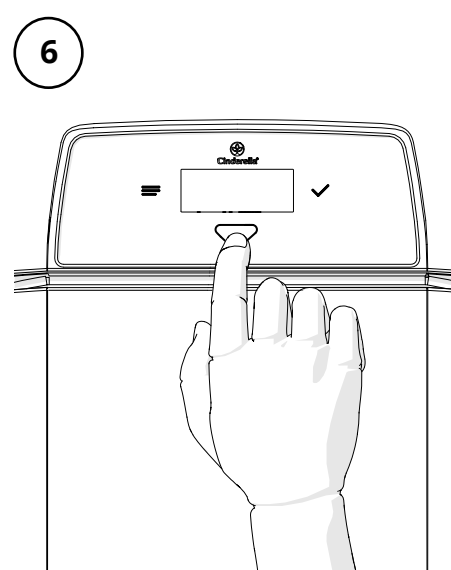
3. Lower the seat. The toilet is ready for use.



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



5. Close the toilet lid.



6. 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.

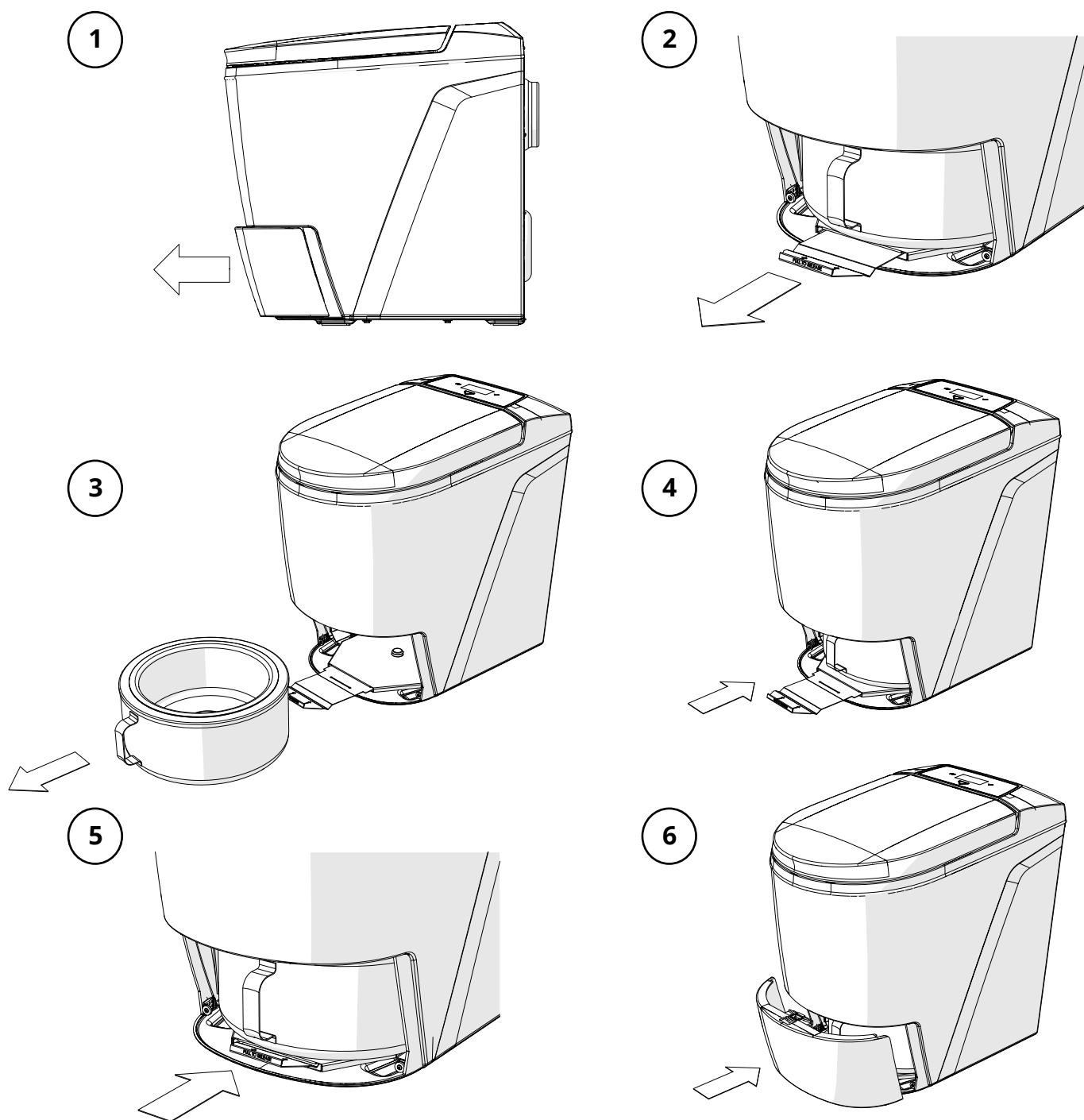


#### NOTE!

When inserting a bowl liner, make sure that it is fully pushed down into the bowl to avoid collapsing of liner under use.

### 3.8 OPERATING THE FRONT COVER AND ASH CONTAINER

The front cover can be removed by using the control panel. To remove the cover, access the "Service" menu and choose the "Empty ash" option. The thin metal piece with the text "pull to release" will unlock the ash container when extended, and lock it in place when pushed in.



#### NOTE!

- Please see the maintenance section for instructions regarding cleaning and emptying the ash container.
- The front cover will not open if the internal temperature is too high. If the cover does not open, wait for the toilet to cool down.
- Instructions on how to operate the user panel and navigate the menus can be found in section 3.6.

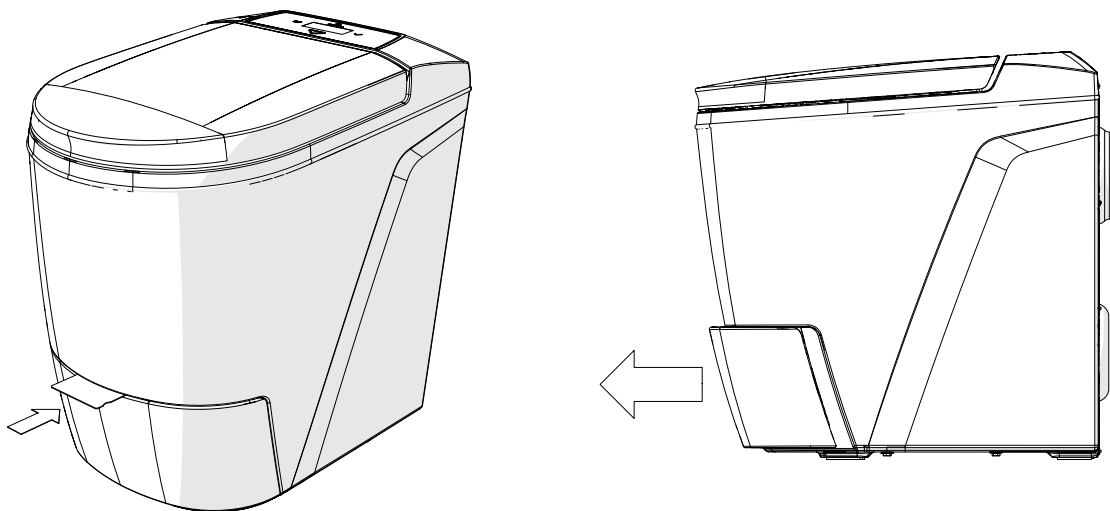


#### WARNING!

- The ash container in the toilet will become very hot when the toilet is in use.
- Do not attempt to empty the ash container until the toilet has cooled completely.

### 3.8.1 MANUALLY OPENING THE FRONT COVER

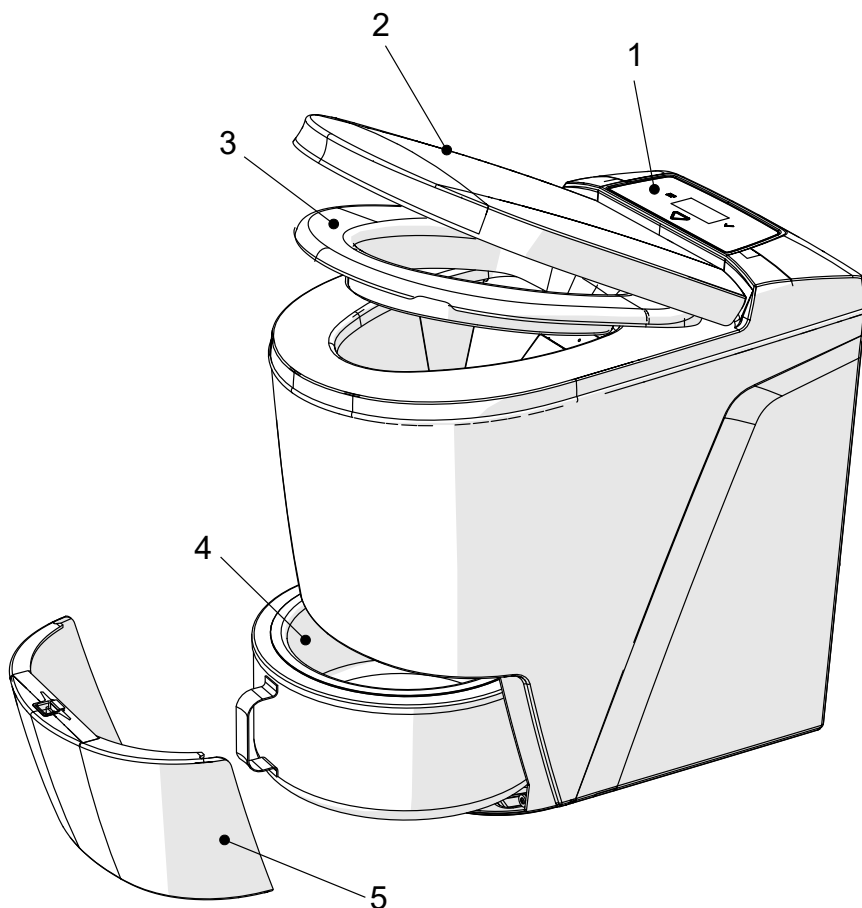
If for some reason removing the front cover through the user panel is not working, the front cover can be opened manually by inserting a thin rigid object between the front cover and the toilet shell in the center line. A credit card is an example of an object that works well.



#### **WARNING!**

It is possible to override the system and release the front cover while the interior temperature is above safety limits, make sure to act with caution. Risk of burn injuries when touching hot surfaces.

### 3.9 APPLIANCE ORIENTATION



ID	PART DESCRIPTION
1	Control panel w/display
2	Lid
3	Seat
4	Ash container with insert
5	Front cover

## 4. GENERAL MAINTENANCE INSTRUCTIONS

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

In order to ensure optimal operation and extend the lifetime of your Cinderella Premium 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. Rinse the catalytic converter with hot water after each box of bowl liners (500 uses) or more often if necessary. (see section 4.2.6).
5. 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).

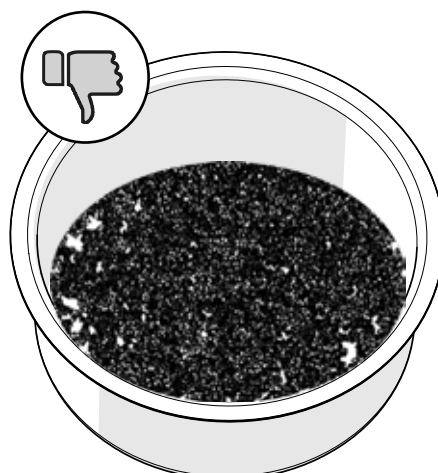
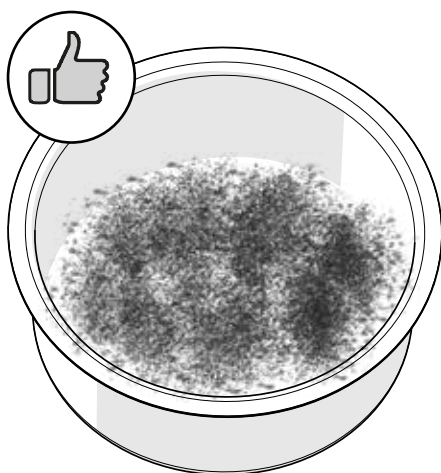


### **WARNING!**

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.

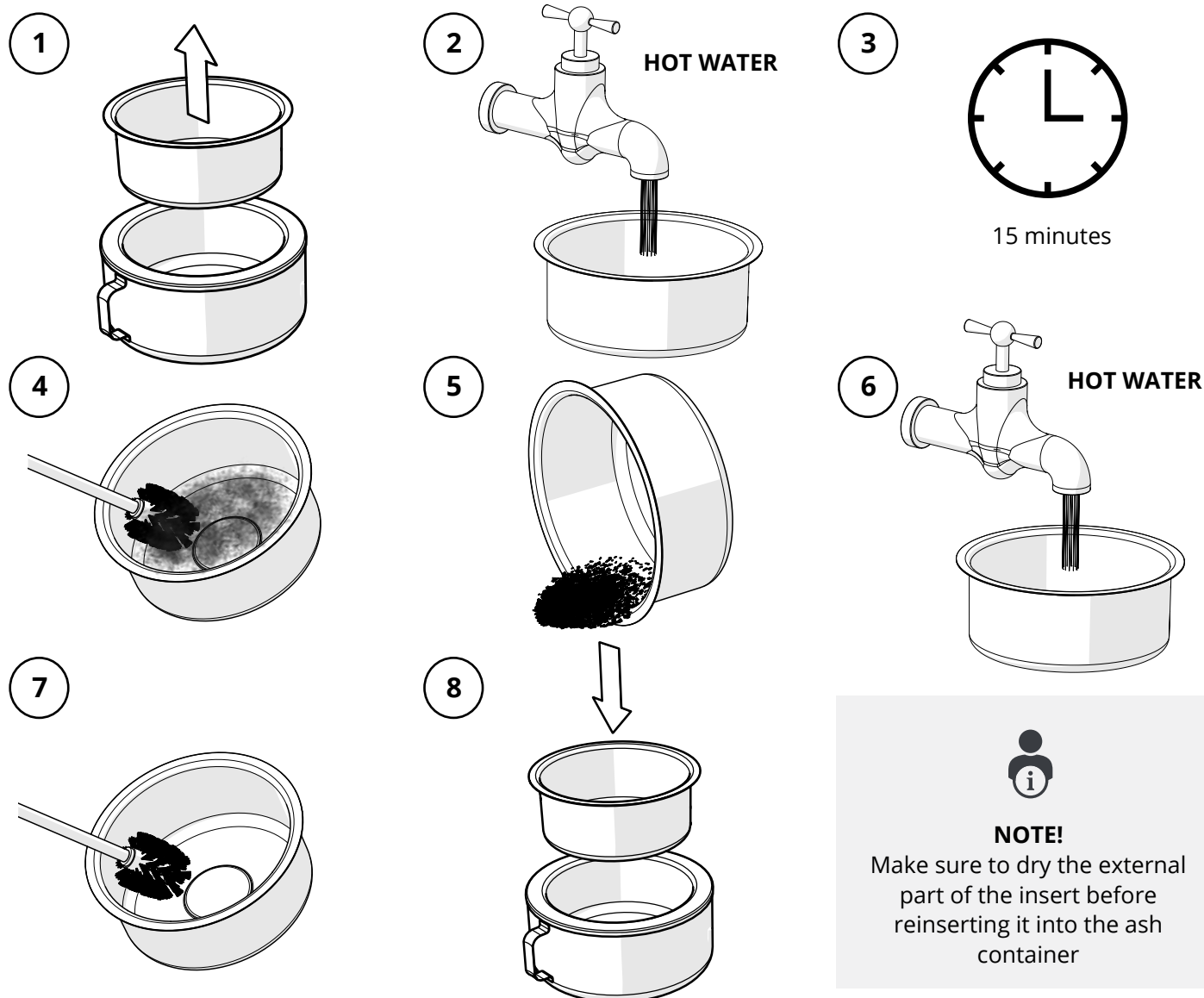


### **NOTE!**

The residual ash is sterile and does not contain bacteria or pathogens. Residual ash is recommended to be disposed of as trash. Note that restrictions may apply in some countries, make sure to familiarize yourself with and follow local rules.

## 4.2 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!

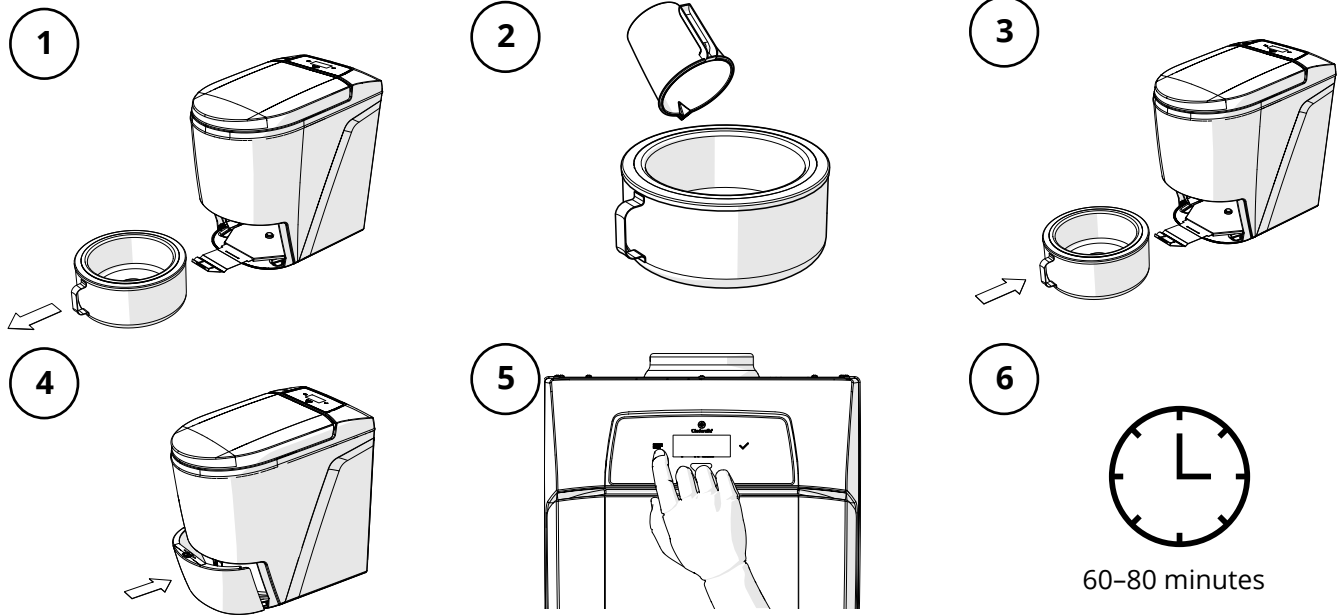
- In order to preserve the functionality of your toilet in the best possible way, we recommend that you carry out the "steam cleaning" procedure in accordance with section 4.2.2 every time you empty and wash the insert. This will prevent the possible accumulation of tar and unwanted deposits in the catalytic 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.
- It is better to empty the ash as often as possible for better incineration efficiency.

### 4.2.2 STEAM-CLEANING THE CATALYTIC CONVERTER

Recommended frequency: When emptying the ash container.

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. Navigate to the "Service" menu and then "Steam cleaning"
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!**

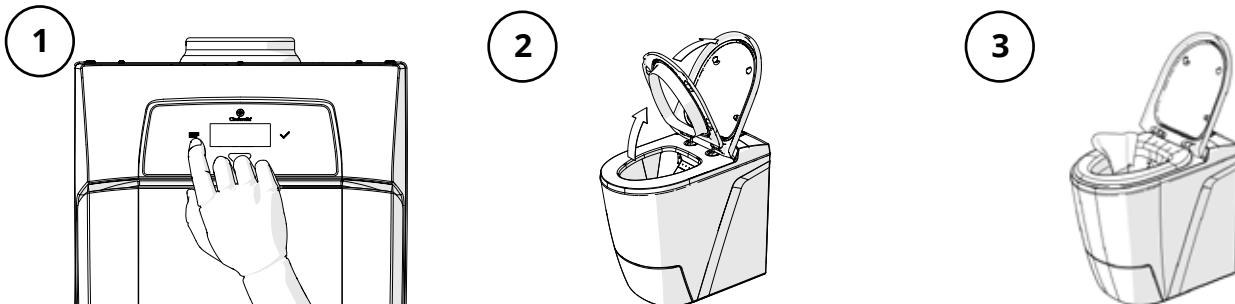
Do not use the toilet during the maintenance procedure, as this will impair the function of the cleaning. The toilet can be used when the toilet returns to standby mode.

#### 4.2.3 CLEANING THE BOWL

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

To clean the bowl:

1. Navigate the main menu to the "Service" sub menu and choose "clean toilet" (see section 3.6.3)
2. Open the seat and lid
3. Use moist paper, water and a mild cleaning agent as required. Drop the paper in the bowl and close the lid.



**DANGER!**

- Do not use flammable cleaning agents to clean the bowl.
- Some metal edges may be sharp
- The toilet needs to be cooled and in standby mode before cleaning the bowl.



**WARNING!**

Only the lid has soft-close, make sure to avoid damaging your hands.



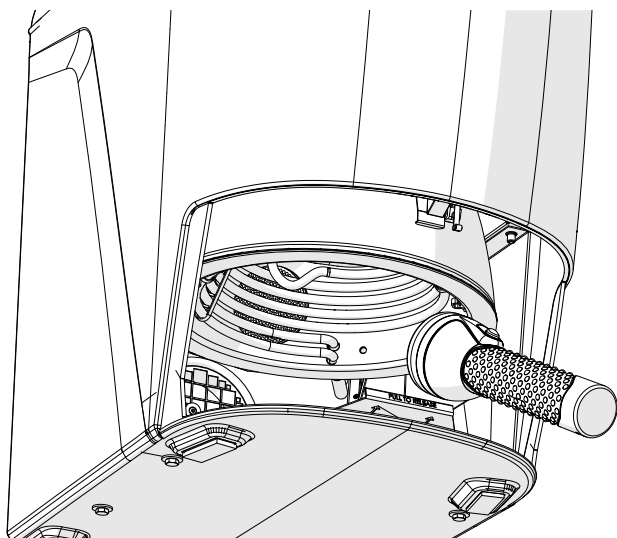
**CAUTION!**

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 catalytic converter 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 catalytic converter is to perform "steam cleaning" as described in section 4.2.2. You can also inspect the front of the catalytic converter by removing the ash container and illuminating the incineration 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 4.2.6



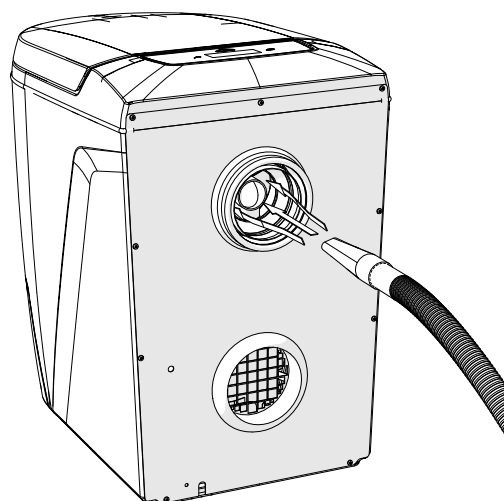
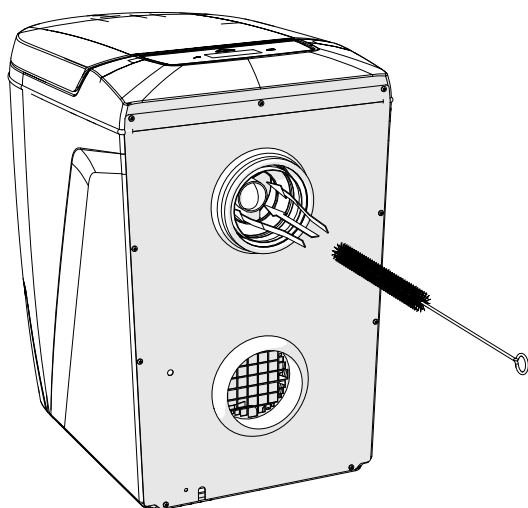
#### NOTE!

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 flue terminal 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 flue terminal 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.



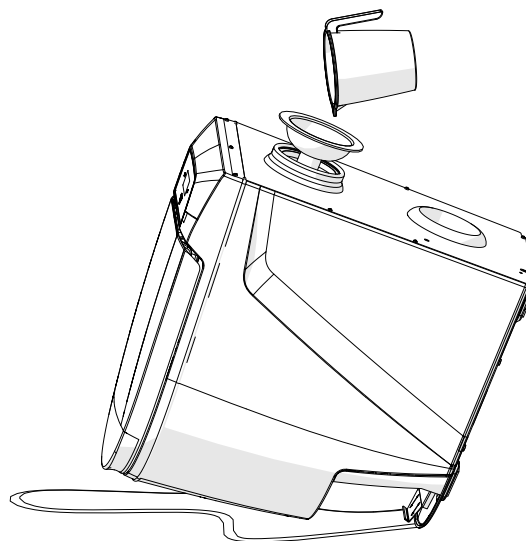
#### 4.2.6 RINSING THE CATALYTIC CONVERTER WITH HOT WATER

Recommended frequency: once a year or at least every 500 uses.

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.-7. in the "Cleaning the appliance flue terminal" (section 4.2.5) 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 flue terminal. Tilt the toilet forward, and pour 2–3 L of hot water through the flue terminal and catalytic converter. The excess water should be clean at the end of the rinsing process. If necessary, use more water to properly clean the system.
2. Repeat step 1 4-5 times until the water is clean and no crystals or other obstructions can be spotted when inspecting the catalytic converter (see section 4.2.4). Step 1 should be repeated 4-5 times even if the water is clear before that point.
3. Reconnect the appliance to the flue pipe and power supply.
4. Install the ash container and front cover.
5. Perform the performance test as described in section 2.8.

#### HOT WATER



#### 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 rinsing as described above



#### CAUTION!

The front of the outer shell is thin and should therefore not carry the entire weight of the toilet. Be gentle while tilting the appliance and make sure that the toilet is placed in such a position that the toilet shell is safeguarded. It is advised to be two people to do this operation, where one can hold the toilet while the other rinses 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

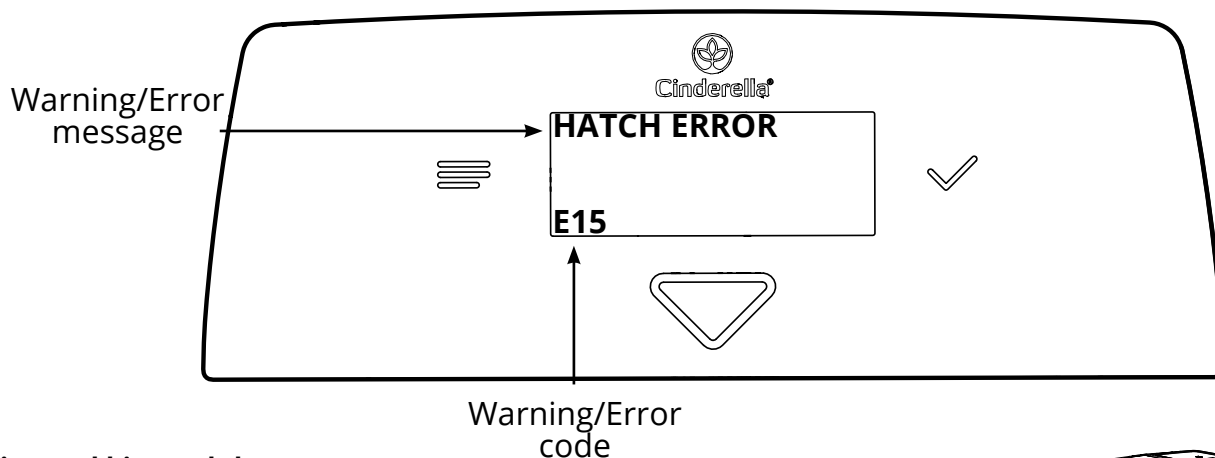
If the toilet encounters any problems during operation, it will display a warning code or error code as described under "Warning & Error messages" on the next page. We have gathered the most common errors / problems in an online troubleshooter, so that you can easily get answers to what is wrong with 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 menu button, selecting the “service” sub menu and then selecting the “reset toilet” option.

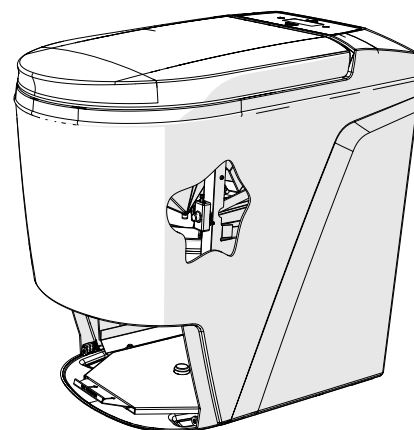
## Warning & Error messages

When a warning or error message is displayed, you should usually investigate and fix the issue 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 pipe is open and free of obstacles. Visually check the catalytic converter and perform the steam cleaning procedure in accordance with section 4.2.2. To reset the bi metal thermostat, remove the ash container and reach your hand up on the right side of the toilet and push the button on the thermostat located on the frame as shown in the illustration.



## 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 flue pipe or flue terminal may be clogged. See section 4.2.5
5. The catalytic converter may be clogged. See section 4.2.6
6. The flue 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 catalytic converter has not reached operational temperature. When the toilet is cold it can take a few minutes before the catalytic converter reaches the temperature where it starts to function properly.
2. The catalytic converter may be corroded or deformed. Contact your service provider.

## Powersurges

If the appliance experiences a surge of power, for example during a lightning storm, the appliance will reset automatically, and a new incineration will have to be started manually.

## 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](http://www.cinderellaeco.com)

INFORMATION	REQUIRED ACTION
Could not perform action	The appliance is currently performing an program, and can therefore not start another. For example if steam cleaning is running, you can not empty ash at the same time.
Toilet is too hot	The action you want to perform can not be executed because the appliance is currently too hot. Wait for the appliance to cool and try again.
Must empty ash before steaming	Before running steam cleaning, the ash container has to be emptied. Empty the ash and try again.

CODE	WARNING	REQUIRED ACTION
<b>W10</b>	70 or more deposits since last time ash was emptied.	Consider emptying the ash container
<b>W11</b>	90 or more deposits since last time ash was emptied.	Empty the ash container
<b>W12</b>	Front lid is open.	<ol style="list-style-type: none"> <li>1. Unless you are doing maintenance, insert the front lid. If the lid is mounted, try readjusting it or removing and reinserting it.</li> <li>2. If warning persists, inspect the switch located in the middle top part of the opening for the lid. If the metal is bended inwards, bend it back out.</li> <li>3. If warning still persists, contact a service provider.</li> </ol>
<b>W14</b>	The previous incineration took to long.	<ol style="list-style-type: none"> <li>1. Make sure installation is in accordance to specification, that airflow is unobstructed.</li> <li>2. Reset the toilet as described in section 5.</li> <li>3. If error persist contact a service provider.</li> </ol>
<b>W15</b>	Ash container is missing or not in position. Ash container sensor may not be working correctly.	<ol style="list-style-type: none"> <li>1. If not doing maintenance, reinsert ash container</li> <li>2. If warning persists, retry a couple of times, make sure the container is all the way in, and that the lock/release mechanism is pushed all the way in as well.</li> <li>3. If warning still persists, contact a service provider.</li> </ol>
<b>W16</b>	Many deposits during last hour. Toilet bowl may overflow. Use with caution.	Consider waiting before further use
<b>W17</b>	The battery is not detected.	<ol style="list-style-type: none"> <li>1. Reset the toilet as described in section 5.</li> <li>2. If warning still persists, contact a service provider.</li> </ol>

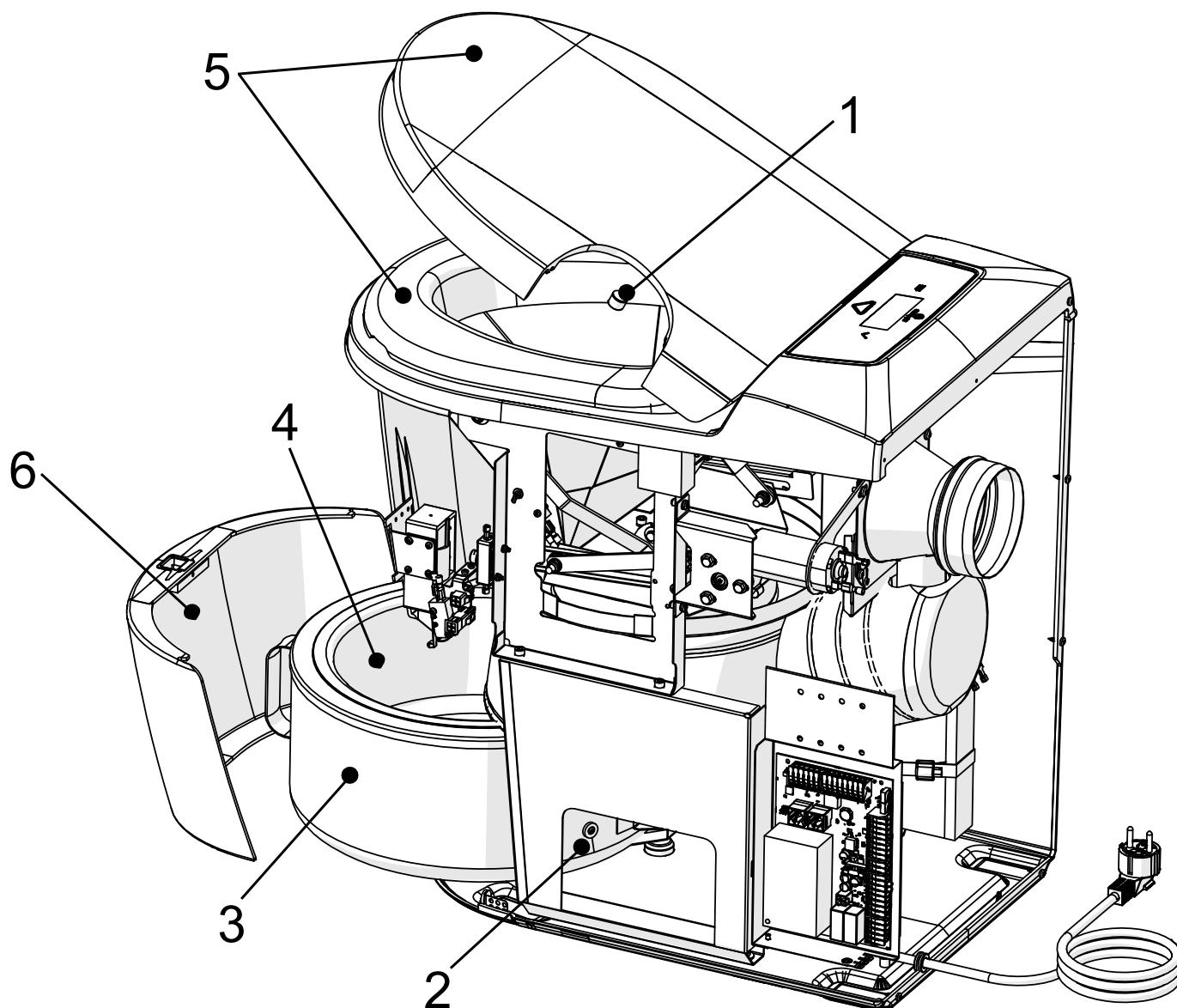
CODE	ERROR	REQUIRED ACTION
E10	Heating circuit error	<ol style="list-style-type: none"> <li>1. Make sure installation is in accordance to specification.</li> <li>2. Reset the bi-metal thermostat as shown in section 5</li> <li>3. Reset the toilet as described in section 5</li> <li>4. If error persist contact a service provider.</li> </ol>
E11	Temperature sensor error	<ol style="list-style-type: none"> <li>1. Reset the toilet as described in section 5.</li> <li>2. If error persists, contact a service provider.</li> </ol>
E12	Temperature in toilet shell too high	<ol style="list-style-type: none"> <li>1. Make sure installation is in accordance to specification, that airflow is unobstructed.</li> <li>2. Reset the toilet as described in section 5.</li> <li>3. If error persist contact a service provider.</li> </ol>
E13	Vent fan is not working as intended	<ol style="list-style-type: none"> <li>1. Reset the toilet as described in section 5.</li> <li>2. If error persist contact a service provider.</li> </ol>
E15 E16 E17	Hatch error	<ol style="list-style-type: none"> <li>1. Open and close lid so that the "Start" button becomes green, then press it to make another deposit.</li> <li>2. If unsuccessful, reset toilet, insert a bowl liner and pour 3 cups of water into the liner, close lid and press "Start"</li> <li>3. If unsuccessful wait until the toilet has cooled (fan stopped), restart toilet and use the "unjam hatch" option in the service menu, then check for and remove stuck items manually.</li> <li>4. If error persists, contact a service provider.</li> </ol>
E22	230V main power is not detected.	<ol style="list-style-type: none"> <li>1. Make sure the toilet is connected to a power source in accordance with section 2.6.</li> <li>2. If error persists, contact the service department</li> </ol>
E24	Failed to open front lid.	<ol style="list-style-type: none"> <li>1. Make sure there is nothing obstructing the front lid from ejecting.</li> <li>2. Check if the front lid is loose by pulling gently on it.</li> <li>3. Try removing the front lid manually as described in section 3.8.1.</li> <li>4. If problem persists contact a service provider.</li> </ol>
E25	Shell temperature sensor error	<ol style="list-style-type: none"> <li>1. Reset the toilet as described in section 5.</li> <li>2. If error persists, contact a service provider.</li> </ol>

**NOTE!**

There may be errors not listed here displayed on your toilet. If this happens, try to reset the toilet, if this does not fix the issue, contact a service provider and inform them of your error code for further assistance.

## 6. REPAIRS AND SPARE PARTS

### 6.1 SPARE PARTS LIST



ID	PART DESCRIPTION	ART. NO
1	Magnet 14x10 mm	100433
2	Magnet 14x7 mm	100065
3	Ash container	101713
4	Ash container insert	100014
5	Lid & Seat	101669
6	Front cover	101695

## 6.2 APPLIANCE PROCESS OVERVIEW

The Cinderella appliance is designed according to fail-safe principles. In the event of component failure or faulty control signals, the toilet will go into "safety mode". This means that the unit will not be able to start an incineration and error messages will appear on the display, ensuring that all component and/ or signal failures that may occur are safeguarded in the system

The appliance is equipped with hall sensors that control both the lid and ash container. These sensors are normally open and will be triggered when in contact with the magnet(s) mounted on the outside of the container and inside the toilet lid.

When the lid is opened, the axial fan will start to ventilate the system. After each use, the incineration is activated by pressing the button on the control panel. The bowl liner with its waste contents is dropped from the toilet bowl into the incineration chamber, where it is safely incinerated at a high temperature.

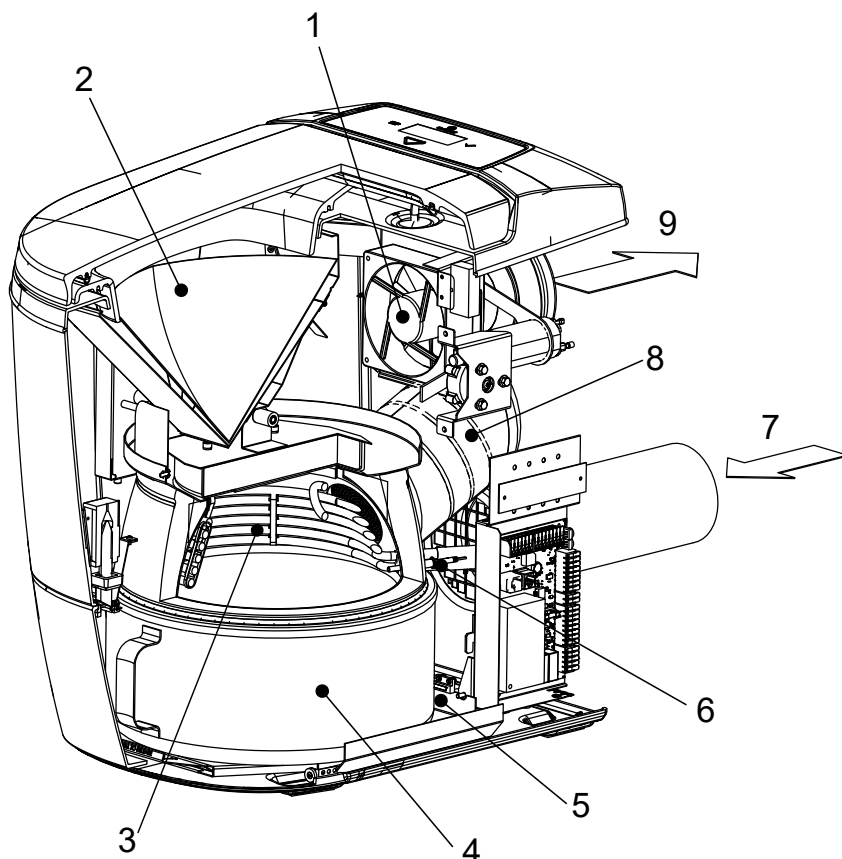
The hatch mechanism is controlled by two microswitches, one mounted on the top of the toilet frame to check that the hatch is in the desired "open" position, and one mounted on the lower front end of the appliance ensuring that the hatch is in safe, enclosed position.

During incineration, the air supplied into the appliance provides the oxygen required for proper incineration. The flue pipe removes excess heat. All fumes and vapours are processed through a heat-activated platinum catalyst to reduce emissions and odours.

The temperature inside the incineration chamber is closely monitored by the thermocouple mounted inside the chamber, the temperature inside the toilet is safeguarded by the bimetal thermostat mounted on the interior frame of the toilet.

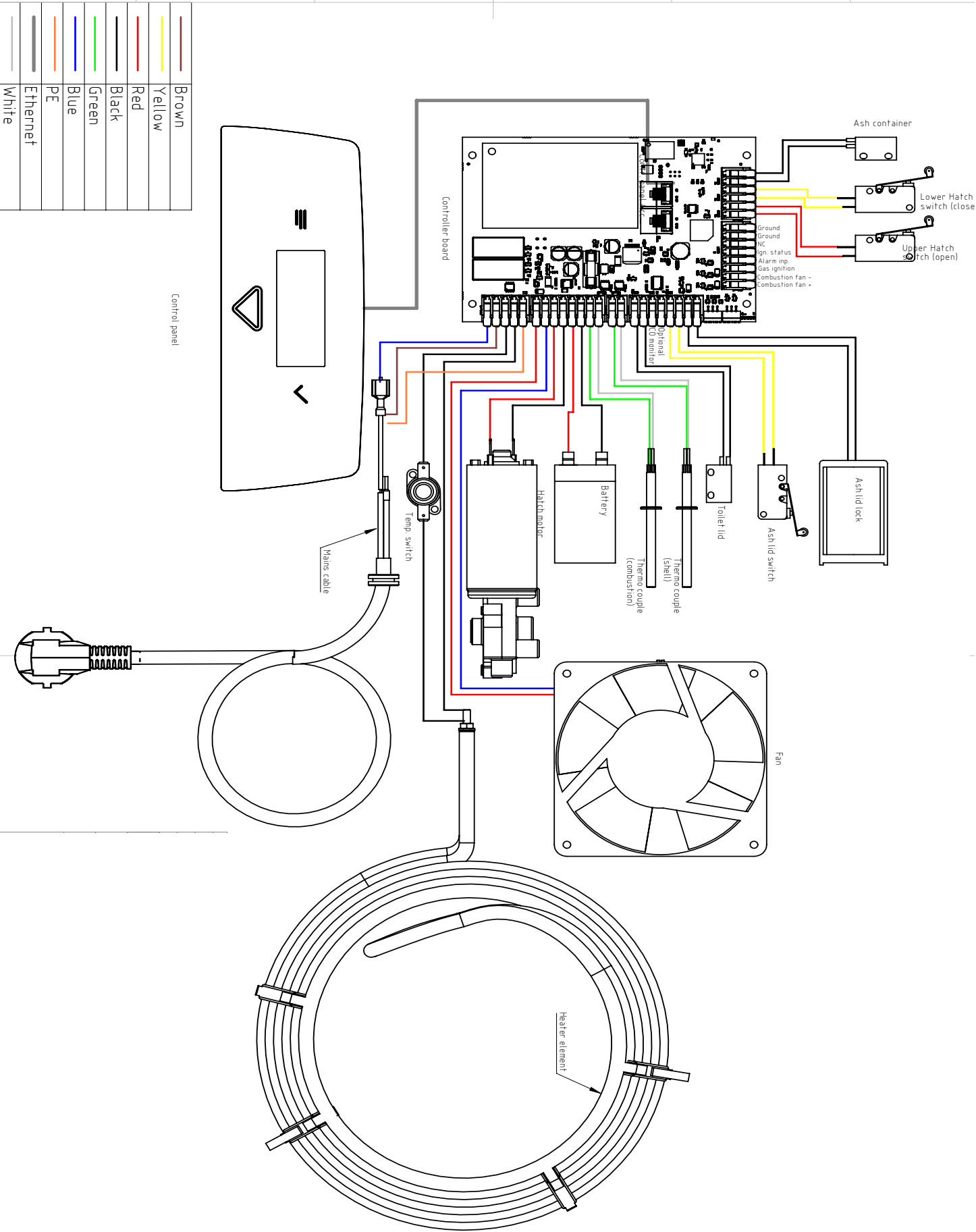
The incineration process can take 40 – 180 minutes and is controlled automatically by the appliance's sensory technology. The toilet can be used at any time while incinerating. The incinerating process will be paused when the lid is opened and automatically reactivated when lid is closed. Numerous safeguards exist to ensure safe operation. See section 3.4 of this manual.

## 6.3 TECHNICAL ORIENTATION



ID	PART DESCRIPTION
1	Axial fan
2	Liner placed in bowl
3	Heating element
4	Ash container
5	Hall sensor
6	Thermocouple
7	Inlet air
8	Catalytic converter
9	Outlet air

6.4 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.

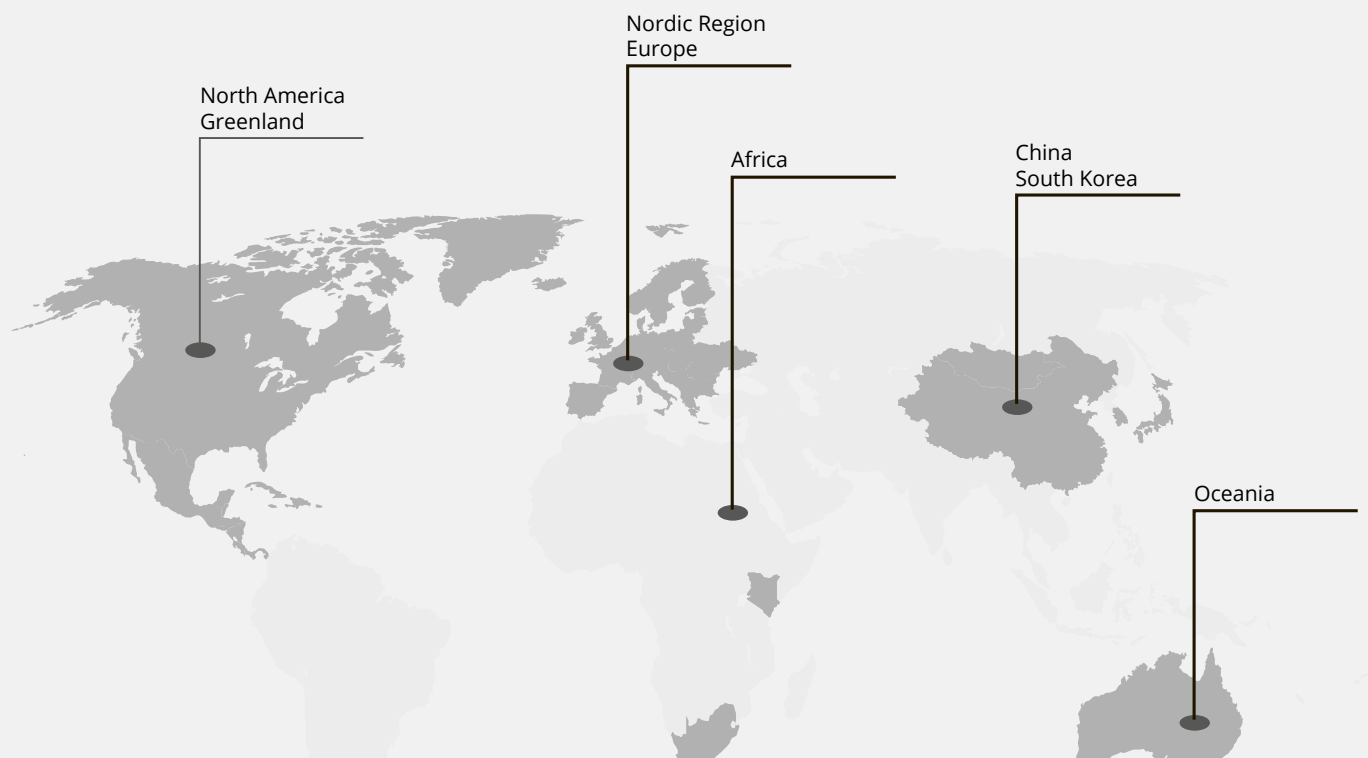
You may be required to furnish proof of purchase details when making a claim under this warranty. For further warranty information please refer to our web page: [www.cinderellaeco.com](http://www.cinderellaeco.com)

### Cinderella Eco Group AS

Sjøvikvegen 67, 6475 Midsund, Norway  
[www.cinderellaeco.com](http://www.cinderellaeco.com)



## CINDERELLA'S GLOBAL PRESENCE



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