

# Cinderella®

 Made in Norway



## **USER MANUAL**

Language: English

Model: **Cinderella Comfort Australia**

# CONTENTS

Introduction / Orientation / Control Panel	Page 3
Specifications and Requirements	Page 4
How Cinderella Comfort Works / Language	Page 5
Safety Features	Page 6
How to Use Your Cinderella Comfort	Page 7
Important User Information	Page 8
Maintenance / Regular Maintenance	Page 9
Annual Maintenance	Page 11
Troubleshooting FAQ	Page 13
Warranty / Service	Page 15



## CINDERELLA ONLINE - [www.cinderellaeco.com](http://www.cinderellaeco.com)

### Step-by-Step Installation Video

Before you install your Cinderella Comfort Australia, you may want to look at our online tutorial video. This tutorial will take you through the whole process from locating where to place the toilet to how to install your Cinderella Comfort Australia.

### Register Your Cinderella

Register your Cinderella toilet to secure your warranty rights. In the event of theft, registered toilets will be in our manufacturer database. After registration you will receive relevant information about our products and available support systems.

### Download Documentation

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

### Spare Parts

Please see [cinderellaeco.com](http://cinderellaeco.com) and choose your country for a list of local dealers where you can buy spare parts.

# INTRODUCTION

Congratulations, you are now the proud owner of the Cinderella Comfort incineration toilet. Manufactured in Norway for over two decades, Cinderella incineration toilets lead the market as the most technologically advanced and popular incineration toilets in the world.

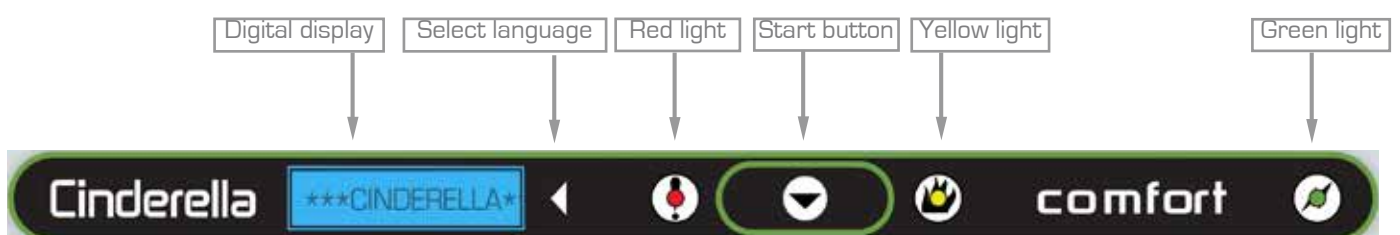
Your new Cinderella Comfort is our most convenient and innovative model so far. Featuring a ground-breaking new exterior air circulation system and other conveniences such as a handy digital display, Cinderella Comfort provides a substantially more comfortable experience for users, and sets an entirely new standard of quality among incineration toilets.

With proper use and care, your new Comfort incineration toilet will provide great service for many years to come. This user manual contains detailed information about product specifications, usage, maintenance, troubleshooting and more.

# ORIENTATION



# CONTROL PANEL



Please see page 14 for a detailed explanation of the different messages.

# SPECIFICATIONS AND REQUIREMENTS

## READ ALL INSTRUCTIONS CAREFULLY

### Technical specifications

Seated height	540 mm
Height	600 mm
Width	390 mm
Depth	590 mm
Weight	34 kg
Capacity	3-4 deposits/hour
Ventilation pipe, plastic	110 mm
Ventilation fan	12 VDC, (Noise: 51 dB)
Voltage	220-240 VAC, 10 Amp

\*Power consumption (incinerating): Max 2000 W

Note: Energy consumption per incineration will vary between 0.8-2.0 kWh, depending on the quantity of waste and use.



All safety instructions in this manual are marked with this symbol. Please be sure to pay close attention to all instructions given in this manual, especially when you see this symbol.



### WARNING:

Do not operate your Cinderella Comfort Toilet until you thoroughly read and completely understand all instructions and safety rules described in this manual. Save this manual and review it frequently to ensure continuing safe operation, and for instructing any other users.



### To avoid shock hazard:

1. Always unplug your Cinderella Comfort Toilet before performing any electrical maintenance.
2. Do not operate the toilet if the cord is damaged or you suspect an electrical malfunction.



### To avoid burn hazard:

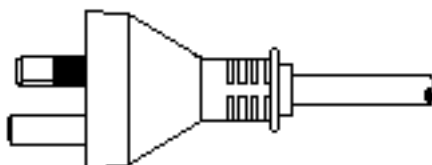
1. Do not remove the ash container until the toilet has cooled completely.
2. Young children must be supervised when they use Cinderella incineration toilets.
3. Do not install the toilet in an explosive atmosphere.
4. Never burn trash or garbage in Cinderella incineration toilets as it may damage the toilet or cause injury.

The Cinderella Comfort incineration toilet is designed to incinerate human feces, urine, tampons, and toilet paper only. Using Cinderella Comfort to burn other items constitutes misuse and will void your warranty. Misuse may also cause damage to the toilet or your property and could harm you or those around you.

## ELECTRICAL INFORMATION

The Cinderella Comfort is designed to operate on a 240V AC circuit with a minimum of 10 amps available. Cinderella Comfort Australia is delivered with a standard Australian (AU1-10P) plug.

### AUSTRALIAN AU1-10P PLUG, 10A 250V



**IMPORTANT NOTE:** When installing this product, be sure to follow all national electrical code regulations. Remember that there can also be special regional, local and municipal codes and ordinances for your area.



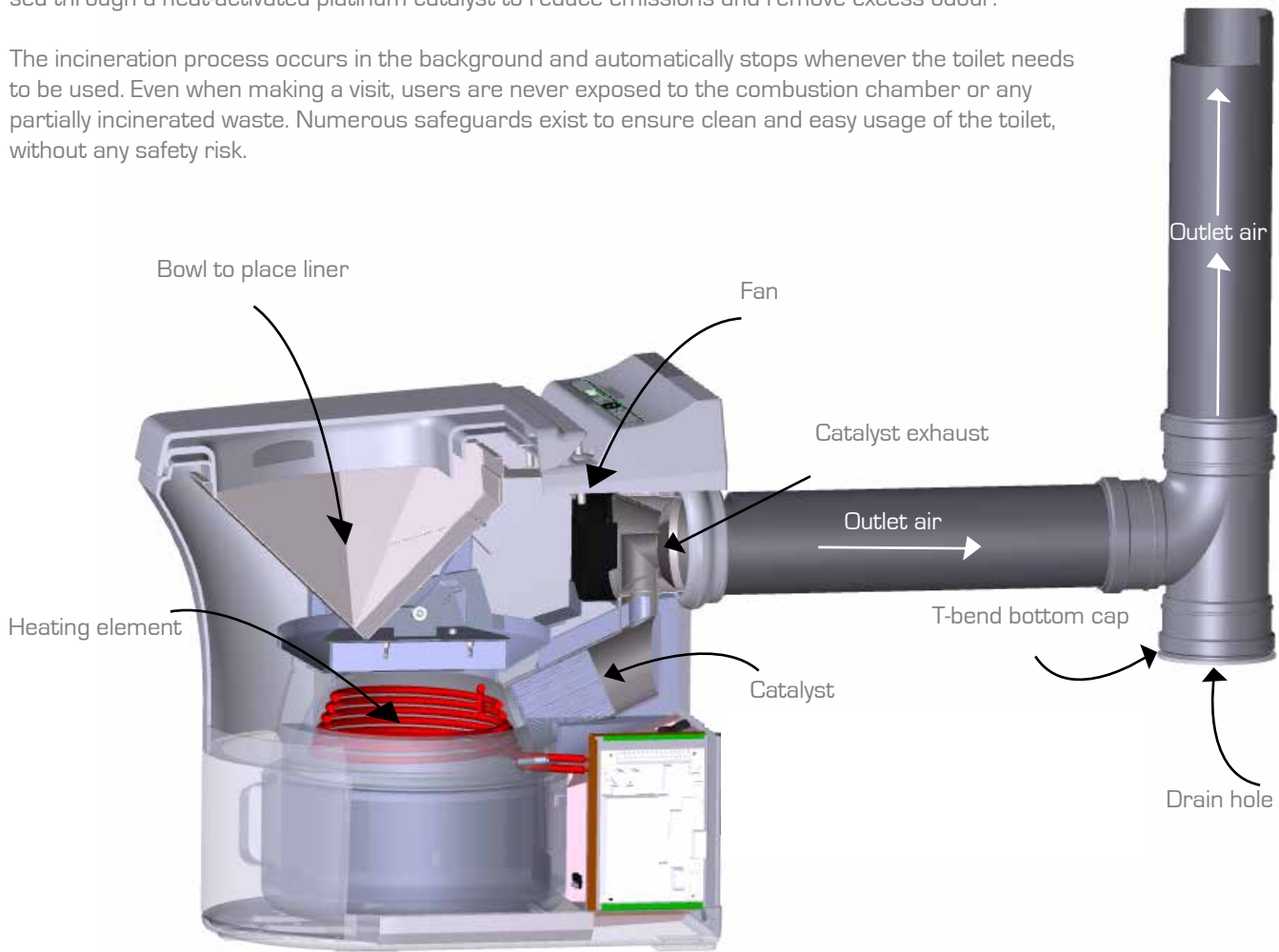
### IMPORTANT NOTE:

Extension cords should not be used with this appliance.

# HOW CINDERELLA COMFORT WORKS

Using the toilet is simple and familiar, with only added step is to insert a simple liner into the bowl before each use. This liner helps keep the waterless bowl clean and odour free. After each use, by pressing of a button, all waste is removed from the toilet bowl to an isolated combustion chamber, where it is safely incinerated at a high temperature, leaving only an insignificant amount of ashes. During this incineration process, the air circulation system provides the oxygen necessary for proper combustion and removes excess heat rapidly and safely through the exhaust vent. All fumes and vapours are processed through a heat-activated platinum catalyst to reduce emissions and remove excess odour.

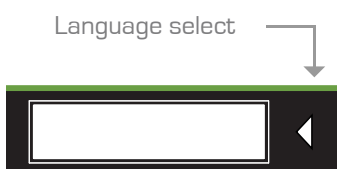
The incineration process occurs in the background and automatically stops whenever the toilet needs to be used. Even when making a visit, users are never exposed to the combustion chamber or any partially incinerated waste. Numerous safeguards exist to ensure clean and easy usage of the toilet, without any safety risk.



## DISPLAY LANGUAGE

### HOW TO SELECT A DIFFERENT LANGUAGE ON THE CINDERELLA COMFORT DISPLAY

1. Hold down the "Language select" button for 3 seconds until "Language" is displayed on the first text line. The current language will be displayed on the second line.
2. Push the "Language select" button repeatedly until the desired language is displayed.
3. The new language will be saved a few seconds after you push the button, and the toilet will resume operation.



# SAFETY FEATURES

The incineration process is inactive while the toilet lid is open. The heater element will not start until the seat and lid are closed.

1. 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.
2. Should a ventilation problem arise and the internal temperature of the toilet increase to exceed 80 °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.
3. If the ash container is improperly positioned after emptying, incineration will not start and a warning light and message will be displayed.
4. The air circulation system will continue to operate, even in the case of a power failure, until the internal temperature of the toilet has returned to the normal range. The internal fan can continue to operate for up to five hours on battery power.
5. 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.
6. The Cinderella Comfort's onboard computer includes a "watchdog" system which monitors internal temperatures and other indicators. If it detects anything unexpected, incineration will stop immediately and a warning message displayed.

## LISTINGS AND CERTIFICATIONS



## PROHIBITED ITEMS



### DO NOT PUT THE FOLLOWING ITEMS INTO THE TOILET

- Excessive amounts of paper of any kind
- Newspaper
- Paper Towels
- Flammable liquids or materials
- Cigarette lighters
- Cigarettes or cigars
- Gasoline
- 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.

### HOW TO HANDLE THE WASTE



### DO NOT THROW IN TOILET



# HOW TO USE YOUR CINDERELLA COMFORT



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



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



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



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



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. Close the toilet lid.



7. Push the Start button to drop the bag into the combustion chamber. Incineration begins as soon as the hatch is closed. The toilet is now ready for the next user.



8. A solid 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.

# IMPORTANT USER INFORMATION

1. Always remember to place a new liner in the toilet bowl before use.
2. The toilet lid must always be closed when the toilet is not in use. Incineration cannot continue until the lid has been closed.
3. The incineration cycle could take up to three hours from the most recent visit.
4. The fan will continue to run until incineration is completed and the internal temperature of the toilet has returned to the normal range. Cooling can take up to ninety minutes after incineration is completed.
5. Your Cinderella toilet may be used at any point during the incineration or cooling processes. Incineration is interrupted during use. Be sure to press Start at the completion of each visit.

## CAPACITY

The total liquid capacity for the systems waste container is 5 liter. The Cinderella Comfort is designed to handle three to four visits per hour, to avoid overload, more than six visits per hour is not recommend. 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.

The ash container should be emptied frequently for best operation and more efficient combustion. Your Cinderella Comfort will display a message to empty the container after 100 uses, and will lock out further visits if not emptied after 130 visits. Failing to empty the ash container when full may cause damage to the toilet and void your warranty.

## TIPS FOR SHORT PERIODS OF OVERUSE

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 pushing the Start button.
3. Ensure guests are instructed to properly 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 remains lit.
5. You may need to run an extra incineration cycle or two before emptying the ash container to ensure incineration has fully completed.

## BOWL LINER

REMEMBER TO USE A BOWL LINER FOR EACH AND EVERY USE. If you do not use bowl liners, it will cause bad odours and wear out the product. Cinderella Original Bowl Liners are made of a special paper coated with polyethylene film. This liner is necessary to catch and contain the waste, and then convey it into the incineration chamber without spilling on the surface of the bowl. If you use bowl liners correctly and consistently, you will also simplify the cleaning process, making it easier to have a hygienic and clean bowl at all times.

CINDERELLA ORIGINAL BOWL LINERS are specially designed for Cinderella incineration toilets, and we recommend that you always use these bowl liners with your Cinderella Comfort incineration toilet. Using other bowl liners for incineration toilets will not void the warranty, but they may fit poorly and could cause spilling and bad odours.

## OUT OF BOWL LINERS?

Visit [www.cinderellaeco.com](http://www.cinderellaeco.com)



**IMPORTANT** REMEMBER TO USE A BOWL LINER FOR EACH AND EVERY USE.  
Using the toilet without a bowl liner may cause system failure and damage the toilet.



# MAINTENANCE

In order to ensure optimal operation and extend the lifetime of your Cinderella Comfort, you will need to set aside a little time for maintenance. Good maintenance routines will give you lower operating costs and cause less wear on the product. There are some simple tasks that you should perform regularly and some tasks that you should perform annually or after 500 incinerations [1 pack of bowl liners].

## REGULAR MAINTENANCE

### EMPTYING THE ASH CONTAINER

Recommended frequency: Weekly

1–6 steps as written

1. Make sure that the incineration process has finished and the toilet has cooled down. The fan must have stopped.
2. Remove the front cover and rotate the ash container until the handle is pointing straight towards you. The flashing red and yellow lights indicate that the ash container is out of position. The display will show “Ash container out of position”.
3. Remove the insert (the innermost bowl) and dispose the ash. Pour hot water into the insert and leave it for about 30 minutes, before cleaning with a brush (do not use any sharp tools).
4. Put the insert back into the ash container and place the container back into the toilet by rotating the handle to the left, until it stops. The red and yellow lights will turn off. The display reads “Ready for use” when the container is in the correct position.
5. Place the front cover back on toilet.
6. Open the lid. Press and hold the Start button to open the toilet in washing position. Without placing a bowl liner or toilet paper in the toilet, pour 1 litre of water into the toilet. You may also use water to clean the bowl. Close the toilet lid then push the Start button to start the incineration process. The water inside the insert will boil away and the hot steam will clean the catalyst.



**WARNING** Remove the ash container only when it is cool and toilet is not in operation

## IMPORTANT

1. Do not use any sharp tools or objects when cleaning the insert, as this will damage the insert and reduce its service life.
2. The remaining ash is germ-free and safe to handle when it has burned to a light color. If the ash is dark or incineration is incomplete, run an extra cycle to ensure that the ash is safe to handle. If failure persists, see the troubleshooting section for further advice.
3. The ash is not suitable to use as fertilizer or compost. It should be disposed of in your household trash in accordance with relevant public ordinances.

## STEAM CLEANING THE EXHAUST VENT

Recommended frequency: After every one hundred uses or when emptying the ash container.

1. Ensure the ash container is empty.
2. Open the lid.
3. Press and hold the Start button for three seconds to open the hatch to the washing position.
4. Pour approximately 1 litre of clean water into the combustion chamber.  
(Note: It may be convenient to clean the bowl at this point. See steps below.)
5. Close the toilet lid and press Start to begin an incineration cycle. The water will boil away and the hot steam will clean the exhaust system.

## CLEANING THE BOWL

Recommended frequency: As needed for cleanliness and when emptying the ash container.

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 needed.  
**(IMPORTANT NOTE:** Do not use chlorine-based or flammable cleaning agents.)
4. Close the toilet lid and press Start to begin an incineration cycle.



**WARNING** Do not use flammable cleaning agents when cleaning the bowl

# ANNUAL MAINTENANCE

## CLEANING THE EXHAUST PIPE AND CATALYST

Recommended frequency: Annually or every 500 uses

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 therefore it is important to regularly maintain these elements to ensure your toilet continues to function properly.

### BASIC CLEANING OF THE CATALYST

1. Disconnect the power cable and pull the toilet off the inlet/outlet pipes.
2. Release and remove the ash container.
3. In the centre of the fan housing at the back of the toilet, you will find the catalyst exhaust. If you are having trouble locating the catalyst exhaust, please see the technical diagram on page 5.
4. Clean the exhaust pipe with a flexible brush, use a vacuum cleaner afterwards to extract the remaining particles from the exhaust. (Remove the ash container to ensure that you have access to air).
5. Reinstall the toilet properly, make sure that both the inlet and outlet pipes are correctly fixed to the toilet. See the installation manual for further instructions.
6. Put the insert back into the ash container and place the container back into the toilet by rotating the handle to the left until it stops. The red and yellow lights will turn off. The display reads “Ready for use” when the container is in the correct position.
7. Place the front cover back on the toilet.
8. Open the lid. Press and hold the Start button to open the toilet in washing position. Without placing a bowler liner or toilet paper in the toilet, pour 1 litre of water into the toilet. You may also use water to clean the bowl. Close the toilet lid then push the Start button to start the incineration process. The water inside the insert will boil away and the hot steam will clean the catalyst.

## ADVANCED CLEANING OF THE CATALYST

(Perform basic cleaning steps 1–4 before starting on the advanced cleaning)

### Note!

This procedure requires heavy lifting and access to an area where you can spill water, for example a shower, tub or outside.

1. Locate a stable base/ground and place the toilet on it.
2. Tilt the toilet with the front oriented downwards. The front edge of the toilet should be about 20 cm above the ground to achieve the correct angle.
3. Insert a funnel into the end of the exhaust pipe. Pour about 4 litres of hot water (hot tap water) into the funnel. Make sure that water does not spill over the funnel, the water will come out from the catalyst within the combustion chamber and flow out of the front of the toilet, where ash container normally sits.  
(Wait 1–2 minutes after pouring water before moving the toilet, this will allow all the water to drain.)
4. It is recommended to clean the bottom plate after cleaning the catalyst.
5. Reinstall the toilet properly, make sure that both the inlet and outlet pipes are correctly fixed to the toilet. See the installation manual for further instructions.
6. Dry out the catalyst by initiating an incineration process without inserting a bag and/or paper, close lid and press Start.



# CLEANING THE VENTILATION SYSTEM

Recommended frequency: Annually or every 1000 uses

1. Unplug the toilet.
2. Pull the toilet away from the ventilation pipes and set it aside.
3. Using a hand-held brush with firm bristles, carefully clean any dirt, dust or other objects obstructing the airflow from the horizontal inlet and outlet pipes.
4. Remove the chimney cap and the T-bend bottom cap from the vertical ventilation pipe.
5. Using a chimney sweeping brush, clean any built up material from the interior of the vertical ventilation pipe.



## PREPARING YOUR TOILET FOR A LONGER PERIOD OF ABSENCE

In cases of longer periods of absence or risk of lightning strike, the plug should be disconnected from the power supply in order to protect the toilet against external damage. Note! 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 great damage over time.

The battery will start charging when it is reconnected to the 240V power supply. 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 absence. Remember to always reinstall the toilet before use.

## SAFETY BACKUP BATTERY

Your Cinderella Comfort is equipped with a backup battery which is activated in the event of a power outage, for cooling down if the toilet is hot. If the power remains out for longer periods of time, battery lifetime will be reduced.

Test the battery as follows:

1. Make sure that the toilet has been connected to the 240V power supply for at least 2 days, before checking the battery.
2. Unplug the toilet from the power supply.
3. Open and close the toilet lid, the text in display will indicate that the battery is functional.
4. If the battery is faulty, it must be replaced to ensure the safety of the toilet.

# TROUBLESHOOTING/FAQ

## FAULTS / MESSAGES

When lights are flashing, you should look for the cause, 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.



## EMPTYING INDICATOR

Your Cinderella Comfort will indicate when it is time to empty the ash container, the display will show “EMPTY THE ASH CONTAINER” and you will hear 3 short beeps when the toilet lid is opened. See page 10, for further instructions. 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 show “TOILET LOCKED CONTAINER FULL”. You will hear 3 short beeps every 10 seconds until the ash container is emptied.



**IMPORTANT** Unplug toilet before making repairs. Shock hazard present when the toilet is plugged in.

### During a Power Outage

If waste is burning when there is a power outage, you may get smoke and odour on the outside. The fan will be operated by the battery, but the heating element will not start again until you restart the toilet. When the power comes back on, open and close the lid to simulate use, then push Start.

**NEVER USE THE TOILET DURING A POWER OUTAGE**

### Noise from the Fan

If the fan starts making noise, try to pull the toilet off the ventilation pipes and see if the sound persists. If the sound persists try to clean the fan. You can access the fan from the rear wall behind the exhaust pipe, or you could remove the back cover for better access. Use a small brush or similar to clean the fan housing. If the operation is successful, reinstall toilet before use. If the fan is faulty, contact service for replacement.

### Black Charcoal Residue

Ash should be gray. Black lumps means insufficient combustion and it may be related to restrictions in the airflow or insufficient air is being drawn into the chamber. Check your installation. Perform maintenance and when you clean the ash container, make sure that you don't leave any residue that may cause problems.

### Odour in the Room

Can be any one of several causes:

1. Failure to use a bowl liner each and every time or careless use of the liner.
2. The airflow may be blocked. Inspect the outlet pipe and chimney cap.
3. Check that the installation has been performed in accordance with the installation manual, too much restriction in the outlet air could cause back pressure and cause odour inside.
4. The exhaust pipe may be clogged. See page 12, Basic Cleaning of the Catalyst.
5. The catalyst may be clogged. See page 12 Advanced Cleaning of the Catalyst.

### Odour Outside

Causes may be the same as for in the room plus:

1. The catalyst is activated from heat. When the toilet is cold it can take a few minutes before the catalyst starts to work.
2. The catalyst may be faulty. Contact service.

### Reset the Toilet System

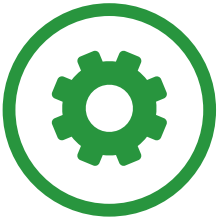
During cleaning and troubleshooting, resetting the electronics may sometimes be helpful. Do this by pushing the Start button. This will cause a short beep to sound. Hold down the button for about 8 seconds until you hear a long beep, then release the button.

# TROUBLESHOOTING

**Note:** How to reset the toilet system is described on the previous page.

Cause of Error	Display Message	Red	Yel.	Green	Sound	Actions to be made
Ash container must be emptied	Empty the ash container	Flashing	Flashing		3 beeps	1 Remove and empty ash container.
Ash container must be emptied, toilet locked.	Toilet locked container full	Lamp on	Constant		3 beeps every 10 sec	1 Remove and empty ash container.
No power	No power Battery mode				3 beeps	1 Plug in the toilet. 2 If problem persists, call for service.
Ventilation fan error	Error fan	Flashing		Flashing	10 beeps	1 Check fan for obstructions. 2 Reset toilet. 3 Open and close toilet lid. 4 Start incineration. 5 If error persists, disconnect plug and call for service.
Hatch is jammed/ Faulty Limit Switch	Error hatch mechanism	Flashing			10 beeps	1 When toilet is hot: Reset toilet. 2 Open and close lid before pushing the Start button. 3 If unsuccessful, reset toilet, insert liner, pour in 3 cups of water and push the Start button. 4 If still unsuccessful, <b>wait until toilet has cooled (fan stopped)</b> . Try to remove paper/liner manually. 5 If problem persists, call for service.
Ash container in wrong position	Ash container is out of position	Flashing	Flashing		3 beeps	1 Adjust the position of the ash container. 2 Check the stop pin on the ash container. 3 Visually check the condition of the magnet on the ash container. 4 If problem persists, call for service.
Heating circuit interrupted	Error heating circuit		Flashing		Continuous	1 Unplug the toilet. 2 Wait 15 minutes. 3 Check temperature safety on right hand side of toilet. Unscrew gray plug. Push on fuse inside with finger, do not use any sharp objects. If the fuse was triggered, you will hear a click. If so, check inlet/outlet air. 4 If it was not the fuse, call for service.
Toilet lid opens.	Lid is open	Flashing				1 Close toilet lid.
Thermal couple is faulty, shortcircuited or broken.	Error Thermal couple		Flashing	Flashing	Continuous	1 Reset toilet. 2 Open and close lid. 3 Start incineration. 4 If error persists, unplug the toilet and call for service.
Bad combustion or odour						1 Perform maintenance described on page 10-13. Check that the installation is correct as described in the installation manual. 2 If problem persists, call for service.
Unreadable display message / no display message						1 Reset the toilet. 2 If problem persists, call for service.

# 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 accident (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. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. For information on proper maintenance, please read pages 9-12 of this manual.

## How Long Does the Coverage Last?

This warranty lasts for a period of two (2) years from the original date of purchase.

## What Will Cinderella Eco Australia Pty Ltd Do?

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

## How Do You Get Service?

To obtain service, please see [Cinderellaeco.com](http://Cinderellaeco.com) and choose your location and dealer. Available service options are dependent on the country in which service is requested and may be restricted to the original state in which the sale took place. Call charges and shipping charges may apply, depending on the location. You may be required to furnish proof of purchase details when making a claim under this warranty.

## For further information please refer to:

[cinderellaeco.com](http://cinderellaeco.com) and choose your country of origin.

### Cinderella Eco Australia Pty Ltd,

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Manufacturer:

**Cinderella**<sup>®</sup>  
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# Cinderella<sup>®</sup>

INCINERATION TOILETS

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