

# Cinderella®

 Made in Norway



## INSTALLATION MANUAL

Language: English

Model: Cinderella Comfort Australia

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# REGISTRATION



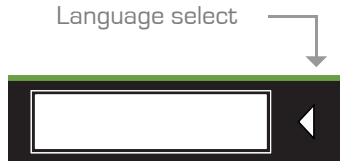
You can register your toilet on the Internet:  
[www.cinderellaeco.com](http://www.cinderellaeco.com)

# DISPLAY LANGUAGE

## HOW TO SELECT 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.

Language select



# INCLUDED PARTS

- |  |       |
|--|-------|
| 1. Cinderella Comfort                        | 1 pc. |
| 2. Original paper bags (500 bags)            | 1 box |
| 3. Outlet air pipe, diameter 110 mm x 600 mm | 1 pc. |
| 4. Inlet air pipe, diameter 110 mm x 450 mm  | 1 pc. |
| 5. T-piece 90°, diameter 110 mm              | 1 pc. |
| 6. Ventilator cowl                           | 1 pc. |
| 7. Weather cap                               | 1 pc. |
| 8. User manual                               | 1 pc. |
| 9. Installation manual                       | 1 pc. |



# REQUIRED TOOLS

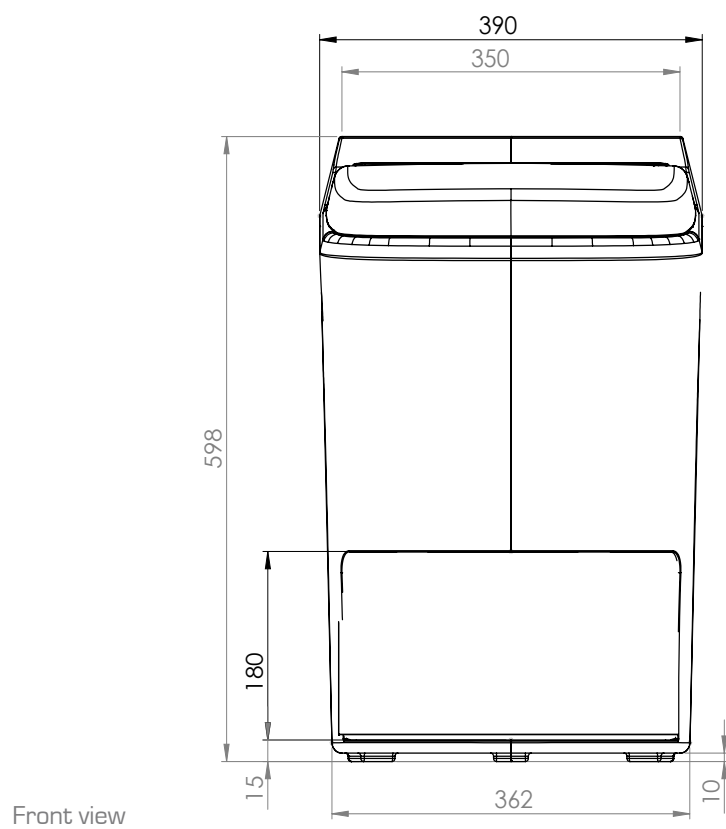
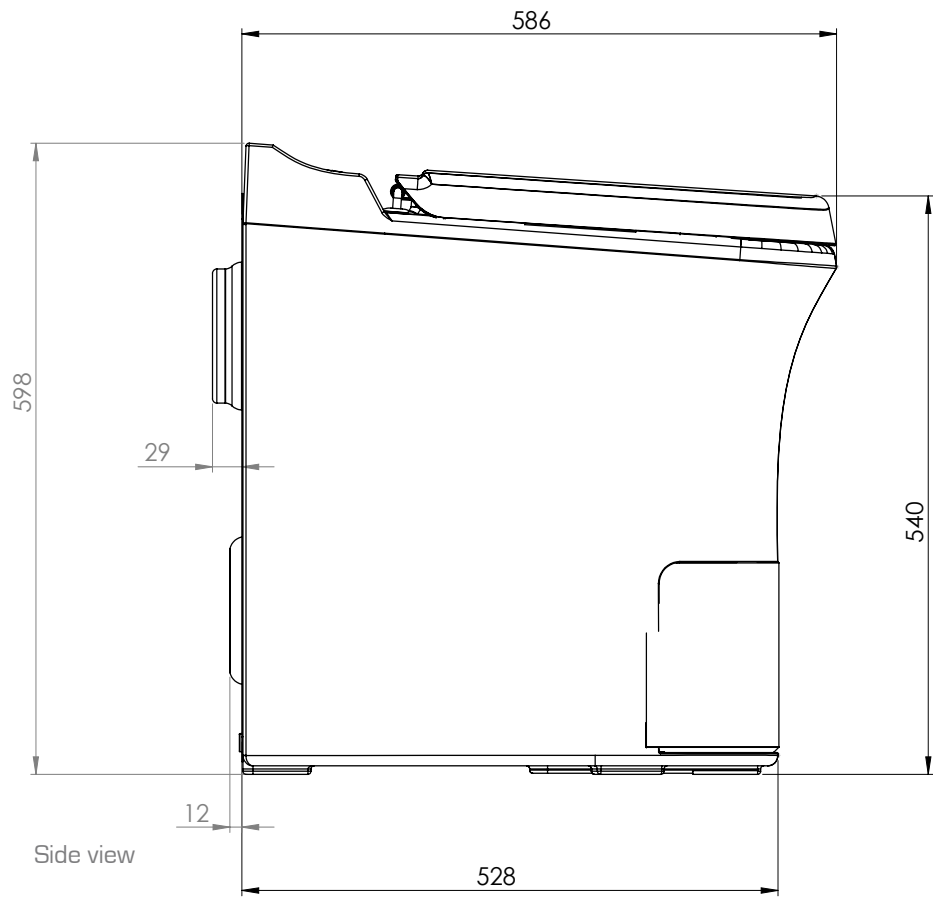
1. Drill
2. Hole saw 111 mm, for cutting holes for the outlet and inlet air pipes
3. Long drill bit for drilling a pilot hole through the wall
4. Saw
5. Folding Ruler
6. Spirit level
7. Marking pencil
8. Knife



We highly recommend our installation kit for first-time and inexperienced installers. This kit includes the ventilation pipes and clamps you will need to perform a normal installation along with the parts included with your toilet. Contact your reseller for purchase information.



# CINDERELLA COMFORT DIMENSIONS IN MM



# SPECIFICATIONS AND REQUIREMENTS



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.

**IMPORTANT NOTE:** Read this entire installation manual prior to installation. The homeowner should keep this installation manual for future reference. Visit [www.cinderellaeco.com](http://www.cinderellaeco.com) for detailed step-by-step animations. It can be a good idea to look at these animations prior to installing your new Cinderella Comfort Australia.

## ELECTRICAL SPECIFICATIONS AND REQUIREMENTS

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

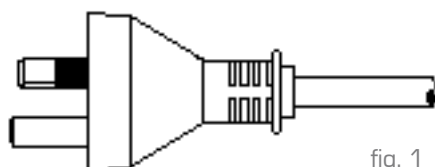


fig. 1

- Power Supply 240/220VAC, 60 Hz
- Current 10 amp
- Power Consumption 2000W

**POWER CONVERTERS:** Power converters are not recommended for use with your Cinderella Comfort toilet. Cinderella Comfort has a maximum power consumption level of 2000W, which may be sustained over period exceeding an hour at a time. Power converters with a “peak consumption” level of 2000W may be unable to maintain this power output and become overloaded, damaged or unsafe if used with your Cinderella Comfort Australia.

BATTERIES, GENERATORS and SOLAR PANELS are not sufficient as a power source for Cinderella Comfort Australia.

**IMPORTANT NOTE:** Extension cords should not be used with this appliance.

**IMPORTANT NOTE:** 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.

**IMPORTANT NOTE:** Cinderella Comfort has a power consumption level of approximately 2000W while incinerating, which may be sustained over periods exceeding an hour at a time. Make sure that your electrician takes this electrical load into consideration upon installation.

## ENVIRONMENTAL REQUIREMENTS

- Ambient temperature range: minus 20°C to 40°C
- Operating altitude: Tested to 2500 m



When the Cinderella Comfort is installed, minimum clearance to combustible construction must be:

- 50 mm from sides
- 50 mm from rear



Warning: Before cutting any holes, always check that you will not hit any electrical wiring or water pipes. Failure to follow safety precautions may cause serious injury or death



# BEFORE INSTALLATION

Before installing your new Cinderella toilet, please make sure to read each section of this installation manual carefully.

## SELECT THE LOCATION

While planning to place the toilet, it is often useful to consider the free space around the toilet. Make sure to have enough space to both operate the toilet and sit properly.

Ensure that the desired position of the toilet will not conflict with any other existing installation such as water pipes, ventilation pipes, electrical installations etc. The Cinderella Comfort is designed to operate on a 240V AC circuit with a minimum of 10 amps available. Make sure that you have enough electricity available and the intended receptacle is within range of where you plan to install the toilet (fig. 2).



fig. 2

Cinderella Comfort is approved for use in bathrooms/wet rooms (IP 34 classified), but water must not be splashed over the external parts of the toilet. For more information about rules for installations in wet rooms, please consult a plumber. The toilet must be placed on a firm and level base. Your Cinderella Comfort can be installed on a heated floor.



Warning: Before cutting any holes, always check that you will not hit any electrical wiring or water pipes. Failure to follow safety precautions may cause serious injury or death.

## PLANNING YOUR VENTILATION

Planning and setting up the ventilation is an important part of the installation of your Cinderella toilet. There are several ways of installing the outlet pipe as well as inlet pipe. Proper installation will ensure optimal airflow and will not restrict the pipe flow.

### Outlet Air Pipe:

It is recommended to install the outlet pipe vertically above the roof without any additional bends. Incorrect installation may cause poor incineration, odours and wear of the product. For detailed instructions on how to install the outlet pipe, please thoroughly read the section on how to install the outlet air pipe on page 8 - 9.

### Inlet Air Pipe:

The Cinderella Comfort toilet is designed to make use of both air supplied into the room and air supplied directly through the inlet air connection in the back wall. For detailed instructions on how to install the air inlet vent and pipe, please thoroughly read the Inlet section on how to install the inlet air pipe on 10 - 11.



Make sure to mark the centreline before cutting any hole for installation of outlet and inlet pipes as shown in fig 3.



fig. 3

# OUTLET AIR

## INSTALLING THE OUTLET AIR PIPE

It is important to ensure that the pipe has a minimum diameter of 110 mm all the way from the toilet to the ventilator cowl. The inside of the pipe must be smooth, preferably of a PP- or CPVC-type. Do not use any flexible ducts or pipes when installing the Cinderella toilet. The supplied ventilator cowl must always be used.

### Specifications and guidelines for installing the Cinderella Comfort Toilet:

- Maximum length horizontal pipe: 600 mm
- Maximum length vertical pipe without any bends: 5.5 metres
- Maximum length vertical pipe with bends: 4.5 metres
- If you have 2x 30° bends: Total length of angled pipe must not exceed 1.5 metres
- If you have 2x 45° bends: Total length of angled pipe must not exceed 1 metre

The pipe must be installed vertically above the roof and extend at least 600 mm above the roof surface [fig. 2]. 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 [fig. 7].

**IMPORTANT NOTE:** If the pipe perforates the roof surface, ensure that it is in compliance with building regulations.

**IMPORTANT NOTE:** Never use a fine mesh net in the ventilation pipe as this might restrict the airflow in the system.

**IMPORTANT NOTE:** Each Cinderella Comfort toilet must have its own outlet air pipe.

**IMPORTANT NOTE:** The supplied T-piece should always be used. Do not use any 90° bends in addition to the T-piece.

The T-piece must be accessible when installed, so that the drainage pipe can be rinsed, and the outlet pipe cleaned.

### Alternative 1:

When the outlet air pipe is installed through an exterior wall, the toilet should be placed a minimum of 25 mm from the wall. If you are placing the air inlet vent on the wall behind the toilet [optional positioning], please ensure to leave enough space to allow the vent to be fully opened. This will normally require the toilet to be placed approx. 140 mm from the wall. [fig. 4].

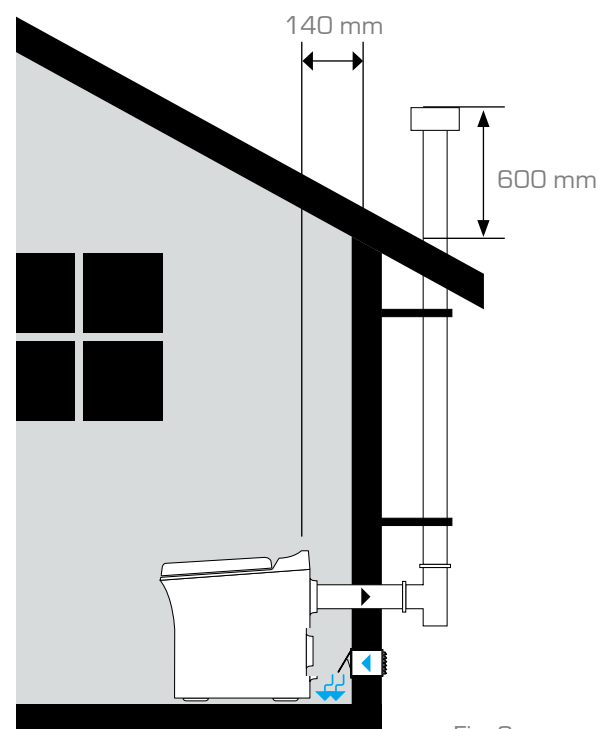


Fig. 3

### Alternative 2:

When the outlet air pipe is installed indoor through the ceiling, the toilet should be placed a minimum of 230 mm from the wall, to make room for the T-bend [fig. 5].

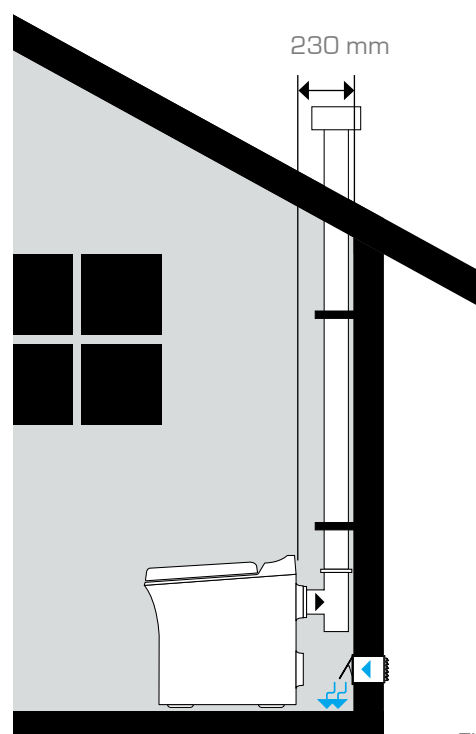


Fig. 5



# INSTALLING THE OUTLET AIR PIPE THROUGH AN EXTERIOR WALL

1. In the centreline of the Cinderella's chosen position, make a mark on the wall for the outlet air pipe 415 mm from the floor. (fig. 6).
2. Drill a pilot hole with a long drill bit through the wall. Make sure you are holding the drill perpendicular to the floor (fig. 7).
3. Expand the hole with a 111 mm diameter hole saw (fig. 8).
4. Make a mark 35 mm from the bevelled end of the pipe to indicate how far the pipe should be pressed into the toilet muff.
5. Install the supplied short air pipe through the wall (fig. 9).
6. Outdoors: Lubricate the muff of the T-piece and slide it onto the pipe protruding from the toilet (fig. 10).
7. Mount the vertical pipe and fix it to the wall with wall brackets.
8. Mount the ventilator cowl on top of the pipe.
9. Mount the T-piece plug.



fig. 6



fig. 7



fig. 8



fig. 9

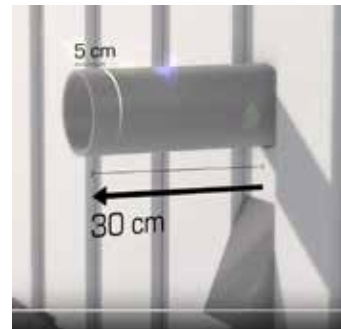


fig. 10

# INSTALLING OUTLET AIR PIPE INDOOR THROUGH THE CEILING

For the Cinderella toilet to be placed close to the wall, as shown in fig. 3, you need to cut off a piece of the included long pipe to a minimum length of 80 mm. Always make sure to preserve one of the bevelled pipe ends, to be used when connecting the toilet to the pipe.

1. Make a mark 35 mm from the end of the pipe, to indicate how far the pipe should be pressed into the toilet muff (fig. xx).
2. Lubricate the end with dishwashing detergent or a similar substance (fig. xx).
3. Press the pipe into the toilet muff, then attach the T-piece.
4. Place the toilet in the intended position.
5. Use a plumb line to mark the centre of the T-piece on the ceiling.
6. Drill a pilot hole with a long drill bit through both the ceiling and roof.
7. Expand the pilot hole with a 111 mm hole saw.
8. Ensure that the pipe is properly fed through the ceiling/roof. The pipe must be installed vertically above the roof and extend at least 600 mm above the roof surface (fig. xx). 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 (fig. 7).

**IMPORTANT NOTE:** Make sure that the pipe is fed through the roof in compliance with building regulations. If you are unsure, contact a qualified tradesman.

# INLET AIR

## BEFORE INSTALLATION

The air inlet vent should be installed as close to the Cinderella as possible. This ensures good air supply to the toilet and reduces the environmental impact in the toilet room. It is important that there are no other air-dependent installations in the same room, e.g. extractor fan or fireplace. The Cinderella Comfort Australia draws air mainly from the underside of the toilet. It is therefore possible to have the air intake underneath the toilet (fig. 11). This allows you to insulate the air as much as possible in the toilet, to minimise the environmental impact in the toilet room.

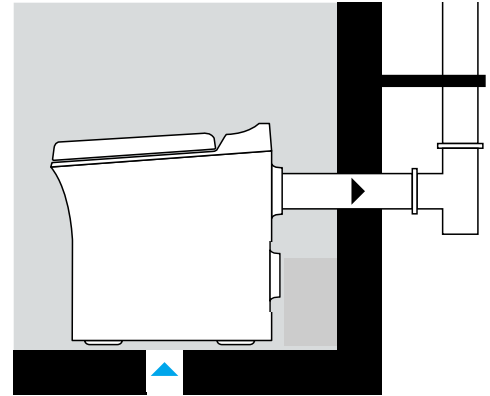


fig. 11

## GUIDELINES FOR THE INLET AIR

- The inlet vent's minimum dimensions must be 160 mm diameter/201 cm<sup>2</sup>. It is recommended to use the included vent.
- The vent must be open at all times. Remember to clean the vent at regular intervals.
- Make sure that there is no conflict between the toilet's air supply and other installations, such as a fireplace or extractor fan (fig. 12).
- Be aware that open windows may disturb the toilet's function.
- Do not use a separate ventilation fan to extract air from the room where the toilet is installed.
- If you have open ventilation under the toilet, it may be advisable to use a mosquito net over the hole to keep away the insects. Make sure that the mosquito netting is not too fine or it will impede the air flow.

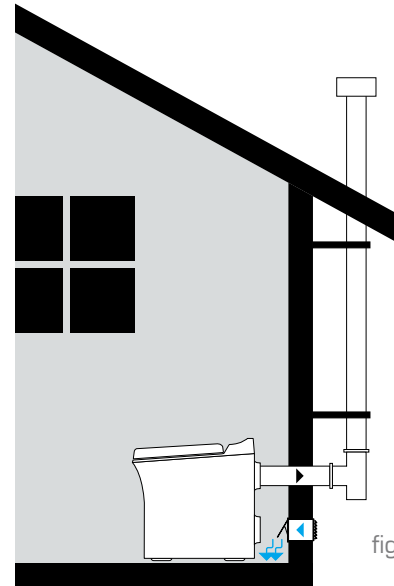


fig. 12

### Protecting the Floor

If the T-piece is installed indoors, you must place a bowl underneath to collect any condensation or rainwater. (fig. 13).

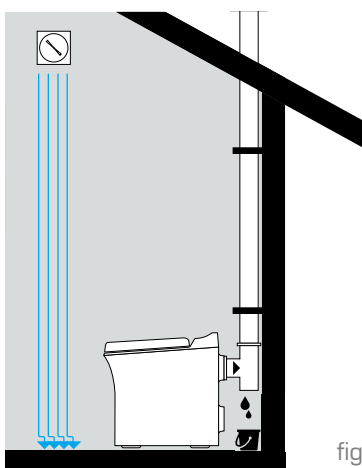


fig. 13

### Adjustable Vent

If the installed air vent has an adjustable opening, always make sure to leave the opening at a minimum of 50 mm or more (fig. 14).

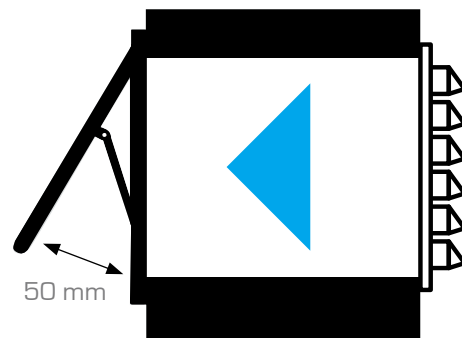


fig. 14



### Ventilation time

The air inlet vent must always remain open when using the Cinderella toilet.

# AIR INLET PIPE THROUGH THE OUTER WALL

The toilet should be installed in a ventilated room, according to the specifications in the Inlet Air section pages 10 - 11. To obtain optimal incineration, it is possible to install an air inlet pipe through the outer wall into the toilet. This will ensure optimal air flow, and will reduce the need for air supplied into the toilet room. It is important to take into account that insects and vermin could enter into the product through the pipe, and it is therefore recommended to install adequate screens to prevent the penetration of small animals, insects and vermin. Installing screens or other barriers has proven to constrict the airflow in the toilet, and it is therefore recommended to install your Cinderella into a ventilated room.

To install pipes through the wall, follow these step-by-step instructions:

1. Draw a mark in the Cinderella's centreline, 150 mm from the floor [ fig. 15].
2. Pre-drill a hole using a long drill bit through the interior and exterior wall in the centre of where you will drill your 110 mm hole. Make sure you are holding the drill at a 90° angle to the wall. [ fig. 16].
3. Expand the hole using a 111 mm hole saw. [fig. 17].
4. Install the supplied short vent pipes with the conical/bevelled end towards the toilet. Make a mark about 40 mm from the end of the pipe so you know how far to push the pipe into the toilet [fig. 18].
5. After determining the correct length and location of the inlet air pipe, cut the pipe on the outside. NOTE: Cut the pipe flush with the exterior wall [fig. 18 and 19]. The inlet air pipe should be sealed with a suitable sealant, such as silicone, etc.
6. Install the weather cap [fig. 20].

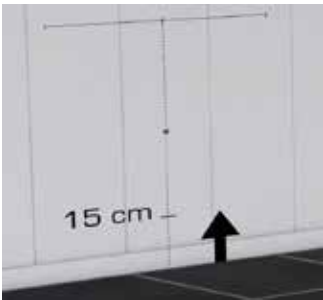


fig. 15



fig. 16



fig. 17



fig. 18



fig. 19



fig. 20



When installing Air Inlet Vent or Air Inlet pipe through the exterior wall, be sure to install adequate screens to prevent the penetration of small animals, insects and vermin.

# FINALISING THE INSTALLATION

## CONNECTING THE TOILET

After you have finished installing the pipes, gently push the toilet onto the outlet pipe. The toilet design allows the pipe to enter 35 mm into the toilet venturi, before it stops (fig. 21). Do not force the pipe into the toilet, as this may damage the toilet. To facilitate inserting the pipe, use some lubrication on the muff in advance.

Remember to plug in the power supply before use, a green light on the control panel will be lit when power is connected (fig 22).



Fig. 21

fig. 22



## SECURING THE TOILET

In order to secure the Cinderella Comfort to the floor:

1. Remove the ash container.
2. Mark the position of the holes on the floor (fig. 23). Remove the toilet.
3. Drill out the holes with an appropriate drill bit depending on the type of floor. Use suitable screws.



fig. 23

## TRANSPORT SAFETY STRAP

The ash container is equipped with a safety strap which must be removed before use:

1. Remove the front cover.
2. Cut away and remove the plastic straps attaching the ash container to the steel frame.

## VERIFYING INSTALLATION

To ensure proper function of the system, you can perform an easy performance test.

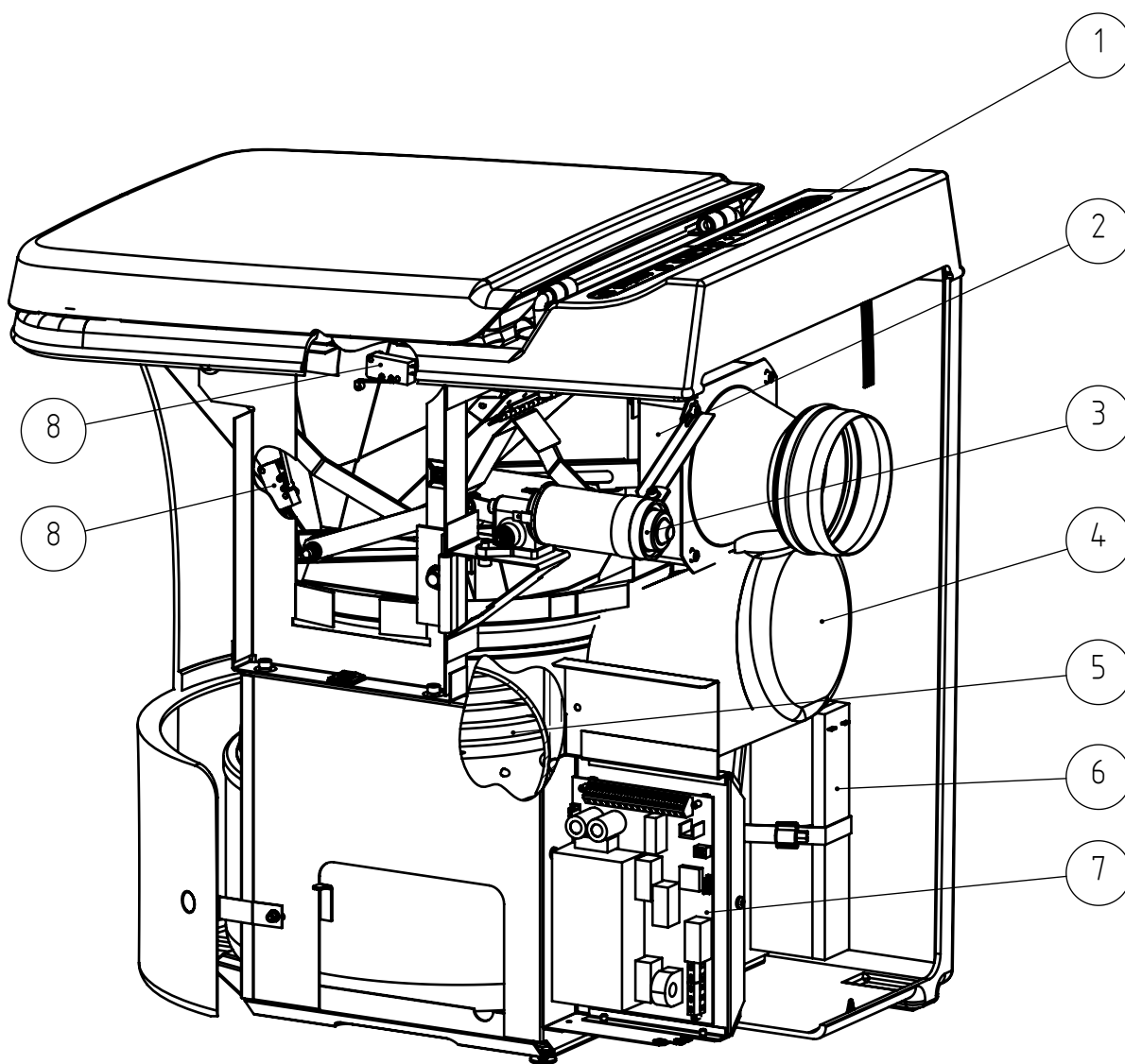
Performance test:

1. Open the lid and seat – Red light should be lit and the fan starting to blow.
2. Simply insert an Original Cinderella Bowl Liner into the toilet.
3. Add water (1.2 litres) and toilet paper (1 metre)
4. Close the lid and push the start button – Yellow light should be lit. This indicates that the combustion cycle has been activated).
5. The combustion cycle should take from 60–70 minutes, before it starts to cool down.
6. Wait until the toilet has cooled down and the fan has stopped (this can take up to 60–90 minutes), check the result in the ash container. You should only see white dust.

If the toilet failed to pass the performance test, please check that all the installation parameters are according to the manufacturer's instructions and that the electrical power supply is between 220–240V AC.

**IMPORTANT NOTE:** The performance test is designed to be performed when the toilet is new out of the box. Results may vary when performing this test on used toilets.

# REPAIRS AND SPARE PARTS



Pos. No	Description	Article Number
1	Control Panel with Display	100115
2	Exhaust Fan	100155
3	Hatch Motor Assembly	100858
4	Catalytic Converter Housing	100784
5	Heater Element	101047
6	Battery 12V, 2.6Ah	100083
7	Circuit Board E5 V1.0	100063
8	Limit switch	100873

# REPLACING THE BACKUP BATTERY

## Disassembly:

1. Disconnect the mains power supply (fig 24).
2. Pull the toilet away from the ventilation pipe and unscrew the rear panel with a Torx Size T10 screwdriver and open the cover (fig 25).
3. Disconnect the earth lead removing it from its clip on the circuit board (fig. 26).
4. Disconnect both power leads from the battery (fig 27).
5. Loosen the battery hose clip with the help of screw driver or a 7 mm wrench (fig 28).
6. Lift the battery upwards to remove it (fig 28)



Fig. 24



Fig. 25



Fig. 26

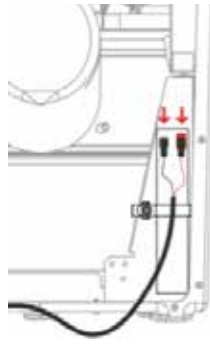


Fig. 27



Fig. 28

## Assembly:

7. Place the new battery in position.
8. Tighten the battery hose clip and reconnect the power leads. (fig 29).  
(NOTE: Make sure to connect the leads correctly. I.e. Red to red, black to black.)
9. Reconnect the earth lead to the circuit board and ensure the slot in the panel is located over the rubber seal on the power cord (fig 30).
10. Re-attach the rear panel using the rubber seal.
11. Replace the screws and check that the fan pipe is in the centre of the ventilation hole in the rear panel before tightening them (fig 31).
12. Slide the toilet back onto the ventilation pipe. Reconnect the power plug and check that the power supply light is ON (fig 32).

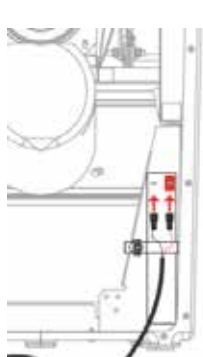


Fig. 29



Fig. 30

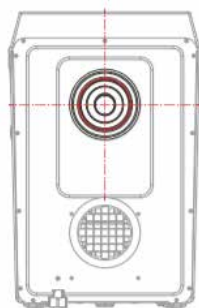


Fig. 31



Fig. 32

# CINDERELLA ONLINE



## 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.



Distributor:

Manufacturer:

**Cinderella**<sup>®</sup>  
EcoSolution<sup>+</sup>

Learn more  
about Cinderella

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



**Cinderella**<sup>®</sup>  
INCINERATION TOILETS

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