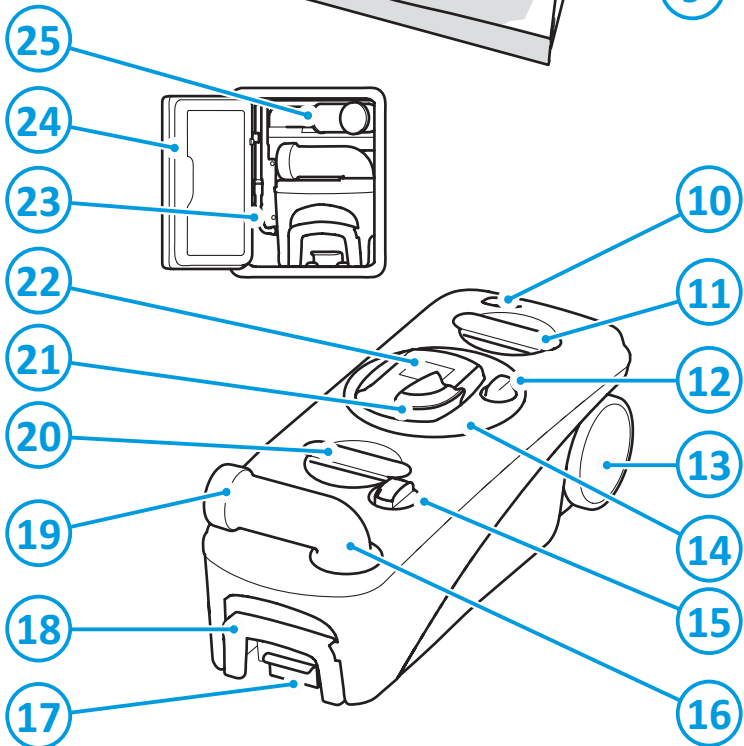
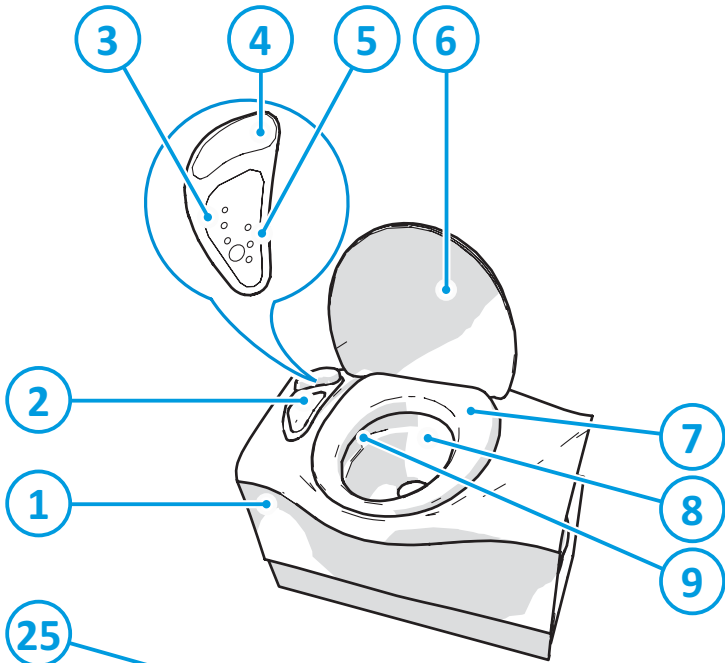


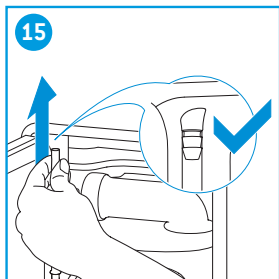
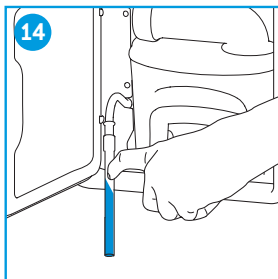
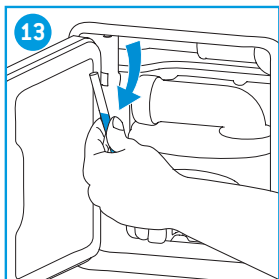
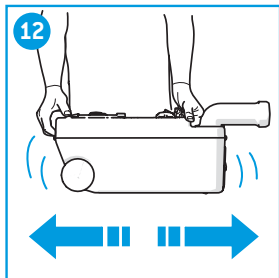
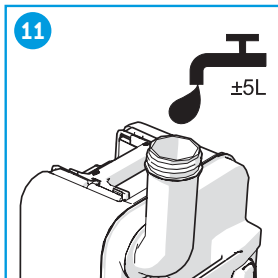
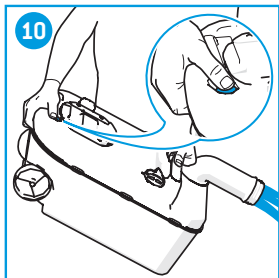
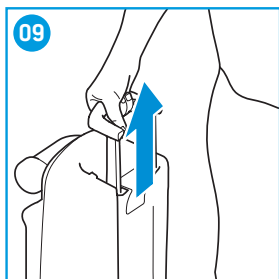
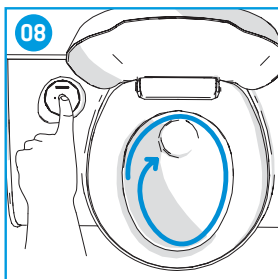
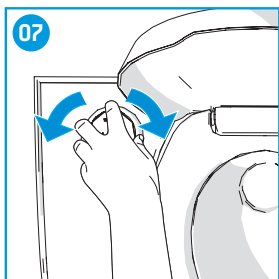
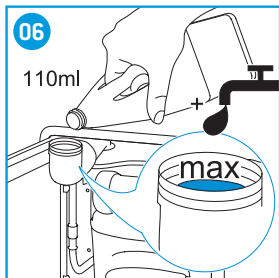
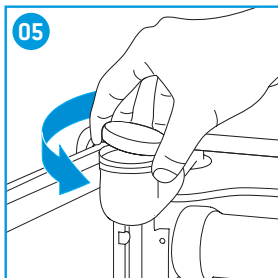
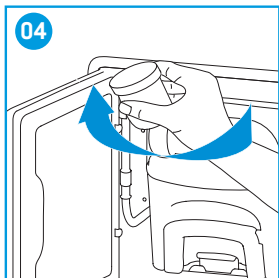
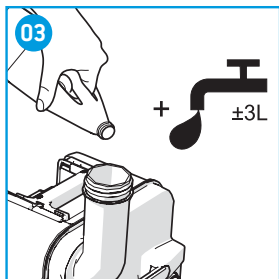
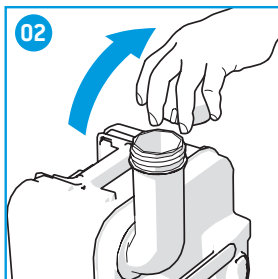
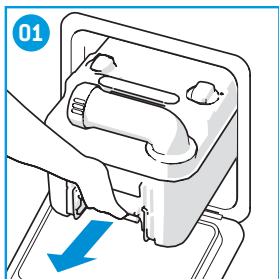
**THETFORD**



# Cassette Toilet C400 Series

User Manual





## TAKE CARE, TAKE THETFORD

World's best selling toilet additives



\*\* Periodical use

\* Daily use

[www.thetford.com](http://www.thetford.com)

The range may vary for each country.



## DECLARATION OF CONFORMITY

This declaration of conformity is issued under the sole responsibility of;

**THETFORD B.V.**

**Address: Nijverheidsweg 29, 4879 AP, Etten-Leur, Netherlands**

**Telephone: (+31) (0)76 5042 200 Fax: (+31) (0)76 5042 300**

**Product Types; Cassette toilet**

**Model Number/Description; C400 Series**

The products mentioned in this declaration are in conformity with;

- ECE Regulation 10

The products concerned are not immunity-related to ECE Regulation 10 paragraph 2.12 and meet the limits defined in paragraphs 6.5, 6.6, 6.7 and 6.9 of ECE regulation 10.

- Electro Magnetic Compatibility Directive 2014/30/EU

Based upon standard(s)

EN 55014-1

EN 55014-2

- RoHS2 Directive 2011/65/EU

Notified body:

DARE!! Consultancy, Woerden, Netherlands

**Name**

**: Mr. S. Cordelle**

**Title/Position**

**: CEO**

**Place & Date of Issue**

**: Etten-Leur (NL), May 08, 2018**

**Signature**

**:** 

# EN

## Original User Manual

## Contents

|    |  |   |
|----|--|---|
| 1  | Introduction.....                                      | 2 |
| 2  | Symbols.....   | 2 |
| 3  | Main components.....                                   | 3 |
| 4  | Before use.....  | 3 |
| 5  | Use of the toilet.....                                 | 4 |
| 6  | Emptying the waste-holding tank.....                   | 4 |
| 7  | Emptying the flush-water tank (C402-C and C402-X)..... | 5 |
| 8  | Maintenance and cleaning.....                          | 5 |
| 9  | Winter use.....  | 6 |
| 10 | Troubleshooting.....                                   | 6 |
| 11 | Servicing.....   | 6 |
| 12 | Putting in storage.....                                | 7 |
| 13 | Questions.....   | 7 |
| 14 | Warranty.....  | 7 |

## 1. Introduction

This is the user manual for your Thetford toilet. Read the safety instructions and information on use and maintenance of the toilet carefully before continuing. This will enable you to use the toilet safely and efficiently. Retain this manual for future reference.

For the latest version of this manual, please visit [www.thetford.com](http://www.thetford.com).

## 2. Symbols

Key to symbols:



**Warning.** Risk of serious injury and/or damage.



**Caution.** Risk of injury and/or damage.



**Attention.** Important information.



**Note.** Information.

### 3. Main components

See the image in the fold-out cover for a visual reference.

- |  |   |
|--|---|
| 1. Cosmetic cover  | 13. Wheel                                   |
| 2. Handle to open/close blade                                  | 14. Waste-holding tank mechanism            |
| 3. Waste-holding tank level indication (only 1 LED for C402-C) | 15. Automatic vent                          |
| 4. Flush button  | 16. Pour out spout                          |
| 5. Flush-water tank level indication (only for C402-X)         | 17. Tank lock clip                          |
| 6. Cover   | 18. Pull handle                             |
| 7. Seat  | 19. Measuring cup                           |
| 8. Bowl  | 20. Handle 2                                |
| 9. Nozzle  | 21. Lip seal                                |
| 10. Vent button  | 22. Sliding cover                           |
| 11. Handle 1   | 23 Drain tube (only for C402-C and C402-X)  |
| 12. Blade opener   | 24. Service door                            |
|  | 25. Waterfill funnel (only for C402 models) |



The C403-L uses the central water tank of the vehicle to flush. The C402-C and C402-X have an integrated flush-water tank.



A cassette toilet is not connected to a central sewage. This toilet has an integrated sewage system [B], which you need to empty when full.

### 4. Before use

See the images in the fold-out cover for a visual reference.

- Ensure that all packaging materials have been removed.

Prepare the waste-holding tank:

- Remove the waste-holding tank through the service door [01].
- Place the waste-holding tank upright and turn the pour out spout upwards.
- Remove the cap from the pour out spout [02].
- Check the correct dosage of Thetford waste-holding tank additive on the package.
- Add the stated dosage to the waste-holding tank [03].
- Add  $\pm 3$ L of water to the waste-holding tank to ensure that the bottom of the waste-holding tank is covered [03].
- Screw the cap back onto the pour out spout.
- Slide the waste-holding tank back into its original position via the service door.



Never add toilet additives directly via the valve blade or via the toilet bowl as this could damage the lip seal of the waste-holding tank. Only fill the waste-holding tank via the pour out spout.



Never use force if you cannot get the waste-holding tank back into place easily. If blockage occurs, always check if the blade handle is in the closed position.



To depressurise the waste-holding tank, press the vent button before placing the tank back in its position.

Prepare the flush-water tank (only for C402-C and C402-X):

- Turn the waterfill funnel [04].
- Remove the cap of the waterfill funnel [05].
- Check the correct dosage of Thetford flush-water tank additive on the package.
- Add the stated dosage to the flush-water tank through the waterfill funnel [06].
- Fill the flush-water funnel with clean water through the waterfill funnel, using a jerry can or hose [06].



Not using Thetford products to care for your Thetford toilet could cause damage.

Check after storage:

- After storage, check the water installation on damages before filling the system with water again.
- After filling the system, check if flush is present and make sure there are no leakages.

## 5. Use of the toilet



The toilet can withstand a maximum load of 120kg. Make sure you do not overload the toilet.

**See the images in the fold-out cover for a visual reference.**

Opening the blade:

- Open the blade by turning the control knob counter-clockwise [07].
- Close the blade completely by turning the control knob clockwise until you hear a click [07].
- Always close the blade completely after use.



The toilet can be used with the blade open or closed.

Flushing the toilet:

- Make sure the blade is open.
- Press the flush button and hold it for several seconds to flush the toilet [08].



Ordinary toilet paper can cause clogging. Use Thetford Aqua Soft toilet paper for your toilet. This toilet paper is super-soft, dissolves quickly, prevents clogging and makes it easier to empty the waste-holding tank.



To prevent water damage to your caravan or motor home, do not travel with water in the toilet bowl.



Do not leave water in the toilet bowl if the toilet is not being used. This does not help to reduce unpleasant smells and only leads to flooding.

## 6. Emptying the waste-holding tank

**See the images in the fold-out cover for a visual reference.**

The waste-holding tank has a capacity of 19.3L and requires emptying when the red light on the control knob lights up. Then the waste-holding tank can only be used for two further uses. Empty your waste-holding tank at an authorised waste dump.

Emptying the waste-holding tank:

- Remove the waste-holding tank [01].
- Pull the pull handle up until it is fully extended [09].
- Pull the tank to an authorised waste disposal point.
- Place the waste-holding tank upright and turn the pour out spout upwards.
- Remove the cap from the pour out spout [02].
- Press and hold the vent button with your thumb while the pour out spout is pointing downwards to empty the waste-holding tank [10].
- Add ±5L of water to the waste-holding tank and replace the cap [11].
- Gently shake the tank to clean it [12].
- Empty the waste-holding tank again [10].
- Push down the pull handle until it clicks into place.
- If you want to continue using your toilet after emptying the waste-holding tank, prepare the waste-holding tank again. Refer to Before use.
- Slide the waste-holding tank into the toilet and close the service door.



To prevent water damage to your caravan or motor home, do not travel with a waste-holding tank that is more than 3/4 full. This may cause leakage through the venting system.



Do not allow the waste-holding tank to become too full.



Thetford green toilet additives are completely safe to empty into a septic tank or small biological systems on camping sites.

## 7. Emptying the flush-water tank (C402-C and C402-X)

**See the images in the fold-out cover for a visual reference.**

The flush-water tank has a capacity of 15L. Its water level is visible by reading the drain tube or, for a C402-X, the level indication on the control knob.

Only empty the flush-water tank completely if you expect not to use your toilet for a long period.

Emptying the flush-water tank:

- Place a sufficiently large bowl under the drain tube.
- Pull out the drain tube [13].
- Catch the remaining water in the bowl [14].
- Close the drain tube and place it back [15].
- Empty the bowl at an authorised waste disposal point.



To prevent water damage to your caravan or motor home, do not travel with a flush-water tank that is too full. Thetford advises travelling with an empty flush-water tank, but at least not filled more than half-full.

## 8. Maintenance and cleaning

**See the images in the fold-out cover for a visual reference. Also see the inside cover for an overview of the additives which need to be used.**

Thetford recommends cleaning your toilet regularly to prevent limescale and ensure optimal hygiene.

- Clean the inside of the bowl with Thetford Toilet Bowl Cleaner and a soft brush.
- Clean the outside of the bowl with Thetford Bathroom Cleaner.
- Remove the seat and cover to clean your toilet thoroughly.



Never use household cleaners to clean your toilet. These may cause permanent damage to the seals and other toilet components. For example, the use of liquid bleach could lead to discoloration.

Thetford recommends maintaining your toilet regularly to prolong the lifespan of your toilet.

- Use Thetford Cassette Tank Cleaner 2 to 3 times a year on the waste-holding tank to remove stubborn limescale on the inside of the tank.
- Use Thetford Seal Lubricant to keep the seals soft and pliable. It has been specially developed for mobile toilets and is absolutely safe to use.



Never use Vaseline or vegetable oil to lubricate the seals. This may cause leakage to your waste-holding tank.



The blade seal is a part of the toilet that is subject to wear. Depending on the extent and manner of servicing, after a certain period the seal will lose quality and must be replaced.

## 9. Winter use

You can use your toilet as normal in cold weather as long as the toilet is situated in a heated location. If this is not the case, and there is a risk of frost, we advise not to use your toilet. Make sure you completely drain the toilet and the water system of the vehicle. Then empty the waste-holding tank and the flush-water tank (if applicable), see Putting in storage.

## 10. Troubleshooting

| Problem                              | Possible cause              | Solution                                       |
|--------------------------------------|-----------------------------|--|
| Waste-holding tank cannot be removed | Blade is (partly) open      | Fully close the blade                          |
| Blade does not move                  | Blade is blocked            | Loosen cap from pour out spout                 |
| Waste-holding tank leaks             | Seal is dry<br>Seal is worn | Spray seal with seal lubricant<br>Replace seal |



If you cannot solve a problem, contact the authorised local Service Centre or Thetford Customer Service in your country.

## 11. Servicing

All servicing must be carried out by an approved competent person.

For service, please contact your authorised local Service Centre giving details of the model and serial number on the data badge plus date of purchase.

The data badge can be found on the base of the toilet.



EN

## 12. Putting in storage

- Empty the flush-water tank (dependent on model) and the water system of the vehicle.
- Push the flush button until no flush-water is visible.
- Empty the waste-holding tank.
- Thoroughly clean and dry the whole toilet.
- Open the blade and loosen the cap of the pour out spout to ventilate the waste-holding tank.
- We recommend maintaining your toilet before putting it into storage. Refer to Maintenance and cleaning.

## 13. Questions

If you have questions about your product, parts, accessories or authorised services:

- Visit [www.thetford.com](http://www.thetford.com).
- If you cannot solve a problem, contact the authorised local Service Centre or Thetford Customer Service in your country.

## 14. Warranty

For our warranty clause, please refer to the conditions mentioned on [www.thetford-europe.com/service/warranty](http://www.thetford-europe.com/service/warranty). For more information, please contact the Thetford Customer Service in your country.

**EUROPEAN HEADQUARTERS**

Thetford B.V.  
Nijverheidsweg 29  
P.O. Box 169  
4870 AD Etten-Leur  
The Netherlands

T +31 76 504 22 00  
F +31 76 504 23 00  
E info@thetford.eu

**UNITED KINGDOM**

Thetford Ltd.  
Unit 6  
Brookfields Way  
Manvers, Rotherham  
S63 5DL, England  
United Kingdom

T +44 844 997 1960  
F +44 844 997 1961  
E info@thetford.eu

**GERMANY**

Thetford GmbH  
Schallbruch 14  
D-42781 Haan  
Deutschland

T +49 2129 94250  
F +49 2129 942525  
E info@thetford.eu

**FRANCE**

Thetford S.A.R.L.  
Parc BUROPLUS / Bâtiment 6  
18, Boulevard de la Paix  
95800 CERGY  
France

T +33 1 30 37 58 23  
F +33 1 30 37 97 67  
E info@thetford.eu

**ITALY**

Thetford Italy c/o Tecma s.r.l.  
Via Flaminia  
Loc. Castel delle Formiche  
05030 Otricoli (TR)  
Italia

T +39 0744 709071  
F +39 0744 719833  
E info@thetford.eu

**SPAIN AND PORTUGAL**

Mercè Grau Solà  
Agente para España y Portugal  
c/ Castellet, 36 bxs 2º  
08800 Vilanova i la Geltrú  
Barcelona  
España

T +34 938 154 389  
F not available  
E info@thetford.eu

**SCANDINAVIA**

Thetford B.V.  
Representative Office Scandinavia  
Hantverkaregatan 32D  
521 61 Stenstorp  
Sverige

T +46 31 336 35 80  
F +46 31 44 85 70  
E info@thetford.eu

**AUSTRALIA**

Thetford Australia Pty. Ltd.  
41 Lara Way  
Campbellfield VIC 3061  
Australia

T +61 3 9358 0700  
F +61 3 9357 7060  
E info@thetford.eu  
www.thetford.com.au

**CHINA**

Thetford China  
Rm. 1207, Coastal Building  
(East Block)  
Haide 3rd Road, Nanshan District  
Shenzen, 518054  
China

T +86 755 8627 1393  
F +86 755 8627 1673  
E info@thetford.cn  
www.thetford.cn