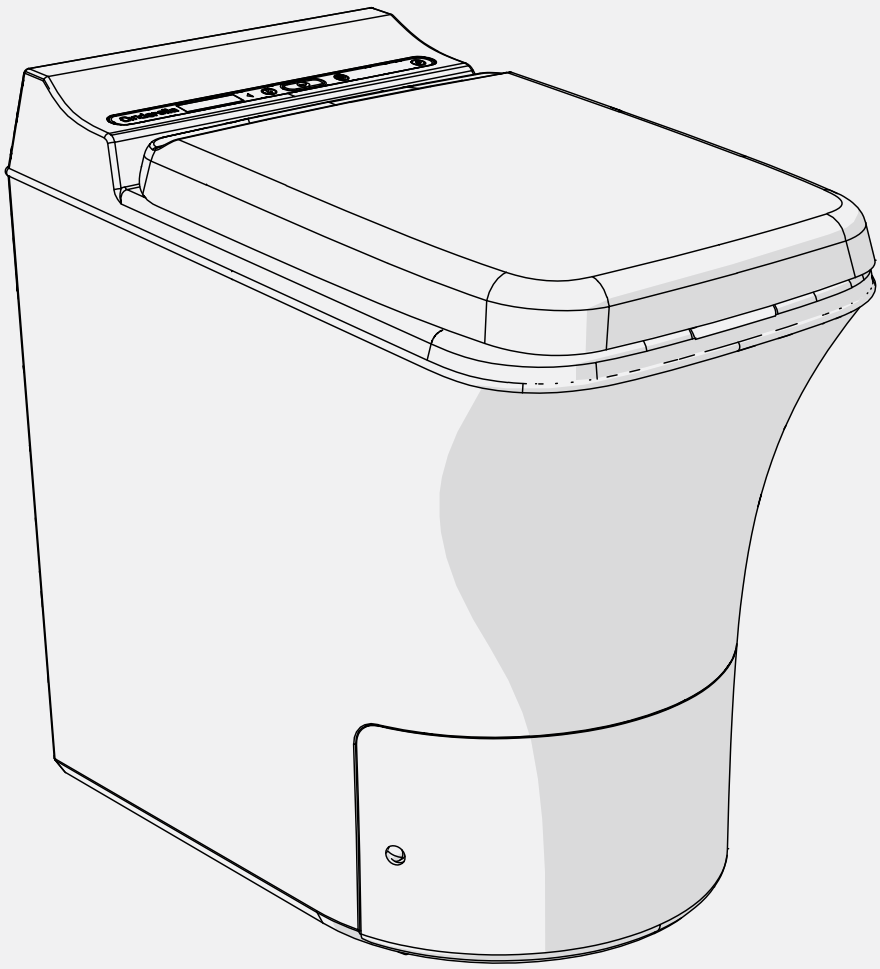
Cinderella®
Incineration Toilets

CINDERELLA COMFORT

MODEL COMFORT NA

Product manual

Made in Norway



Document number: D000782
Revision number: 06
Cinderella Comfort NA Product Manual |19.03.2024

English
Français

CONTENTS

1. GENERAL SECTION 3
1.1 INTRODUCTION 3
1.2 APPLICATION ACCORDING TO REGULATIONS 3
1.3 OPERATING INSTRUCTIONS GUIDE 3
1.4 LIMITATION OF LIABILITY 3
1.5 LISTINGS AND CERTIFICATIONS 3
1.6 ENVIRONMENTAL LIMITATIONS 3
1.7 GENERAL SAFETY INSTRUCTIONS 4
1.8 APPLIANCE RATING PLATE 5
1.9 CINDERELLA ONLINE 5
2. INSTALLATION SECTION 6
2.1 UNPACKING THE TOILET AND ACCESSORIES 6
2.2 MEASUREMENT SPECIFICATIONS 6
2.3 ORIGINAL INSTALLATION PACKAGES FOR YOUR CINDERELLA TOILET 7
2.4 INSTALLATION SPECIFICATIONS 8
2.4.1 SPECIFICATIONS PARTS AND MATERIALS 8
2.4.2 INSTALLING THE CINDERELLA INCINERATING TOILET 8
2.4.3 INSTALLING THE OUTLET PIPES 9
2.4.4 INSTALLING THE HORIZONTAL INLET PIPE 10
2.4.5 INSTALLING THE ORIGINAL CINDERELLA FLUE TERMINAL CAP 11
2.5 ELECTRICAL SPECIFICATIONS AND REQUIREMENTS 11
2.6 CHECKLIST TO VERIFY THE COMPLETE INSTALLATION 12
2.7 PERFORMANCE TEST TO VERIFY THE SYSTEM FUNCTIONALITY 13
3. USER SECTION 13
3.1 INTENDED USE AND HANDLING 13
3.2 GENERAL SAFETY 14
3.3 SAFE OPERATIONS 14
3.4 CINDERELLA COMFORT SAFETY FEATURES 14
3.5 IMPORTANT USER INFORMATION 15
3.6 THE CONTROL PANEL 16
3.7 USING THE CINDERELLA COMFORT TOILET 17
3.8 OPERATING THE FRONT COVER AND ASH CONTAINER 18
3.9 APPLIANCE ORIENTATION 18
4. GENERAL MAINTENANCE INSTRUCTIONS 19
4.1 END PRODUCT CHARACTERISTICS 19
4.2 CUSTOMER MAINTENANCE 20
4.2.1 EMPTYING AND CLEANING THE ASH CONTAINER 20
4.2.2 STEAM-CLEANING THE CATALYTIC CONVERTER 20
4.2.3 CLEANING THE BOWL 21
4.2.4 INSPECTING THE CATALYTIC CONVERTER 22
4.2.5 CLEANING THE APPLIANCE FLUE TERMINAL 22
4.2.6 RINSING THE CATALYTIC CONVERTER WITH HOT WATER 23
5. TROUBLESHOOTING AND FAQ 23
5.1 TROUBLESHOOTING TABLE 25
6. REPAIRS AND SPARE PARTS 26
6.1 SPARE PARTS LIST 26
6.2 APPLIANCE PROCESS OVERVIEW 27
6.3 TECHNICAL ORIENTATION 27
6.4 WIRING DIAGRAM 28
7. WARRANTY 29

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 and/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 toilet paper and non-alcoholic baby or face wipes.
This appliance must not be installed in a mobile or portable installation such as a mobile home, recreational vehicle or caravan

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

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. Cinderella Eco Group will assume no liability for damage in the case of :

- Non-observation of the operating and maintenance instructions
- Application not in accordance with the regulations or provisions
- Use of non-original bowl liners and spare parts
- Modifications to and interference with the appliance
- Effect of environmental factors, such as extreme temperature fluctuations and humidity

The manufacturer accepts no liability for damage in the following cases:

- Damage to the product resulting from mechanical factors and incorrect connection voltages
- Alterations to the product without express permission from the manufacturer
- Use for purposes other than those described in the operating manual

1.5 LISTINGS AND CERTIFICATIONS

Cinderella Comfort products have been tested and approved by the consumer safety testing body UL, and given the C-UL-US recognition mark. This mark indicates that the product is complies with Canadian and U.S. safety requirements, and satisfies all the applicable standards.

NSF PROTOCOL P157
ELECTRICAL INCIINERATING TOILETS

SPECIAL-TYPE INCINERATOR
MH61230

1.6 ENVIRONMENTAL LIMITATIONS

- Ambient temperature range: -20–40°C
- Operating altitude: Tested to 2,500 m

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 DC 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 pressure 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 lid and 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 exhaust 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 back plate 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.

MANUFACTURER

Cinderella Incineration Toilets

CINDERELLA ECO GROUP AS
Sjøvikvegen 67, 6475 Midsund, NORWAY

For sales and support call (905) 281-8566
or visit our web www.cinderellaeco.com

CINDERELLA COMFORT
MODEL: COMFORT NA
SERIAL:

Appliance Specifications

VOLTAGE..... 220-240 V AC 50-60Hz
CURRENT ..... 10 A
HEATING ELEMENT:..... 2000W
EL MOTOR: ..... 12 V DC
BATTERY: ..... 12 V DC 2,6 Ah
FAN BLOWER..... 12 V DC
CAPACITY..... 4 VISITS PR. HOUR
YEAR OF MANUFACTURING..... 2022
DESIGNED FOR STATIONARY STRUCTURES

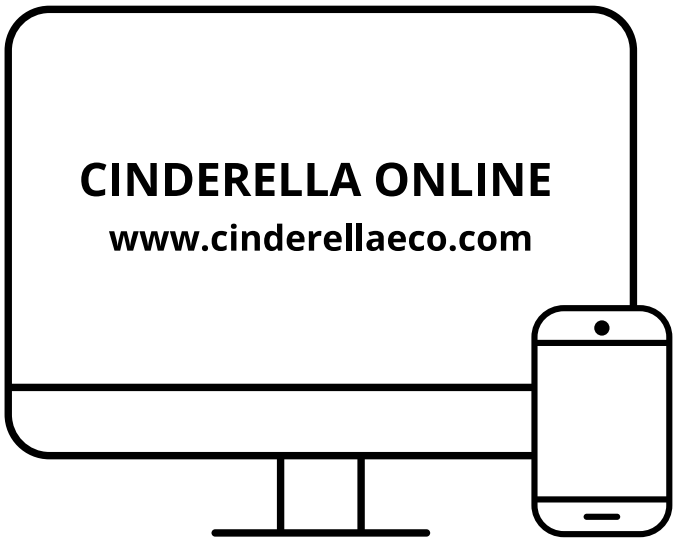
c UL us LISTED

SPECIAL-TYPE INCINERATOR - MH61230

NSF

NSF Protocol P157 Electrical incinerating Toilets - Health and Sanitation
Replaces 1983 edition of NSF Standard 41

1.9 CINDERELLA ONLINE



REGISTER WITH “MY CINDERELLA”

When you register your toilet in “My Cinderella”, you will receive relevant information about our products and available support systems, as well as special offers specifically tailored to your toilet model. In the event of theft, registered toilets will be in our manufacturer database.

Online Troubleshooter

A complete guideline to your toilet, providing useful advice and user improvements, enabling you to solve the most common issues on your own, without having to call for assistance.

Easy access to information

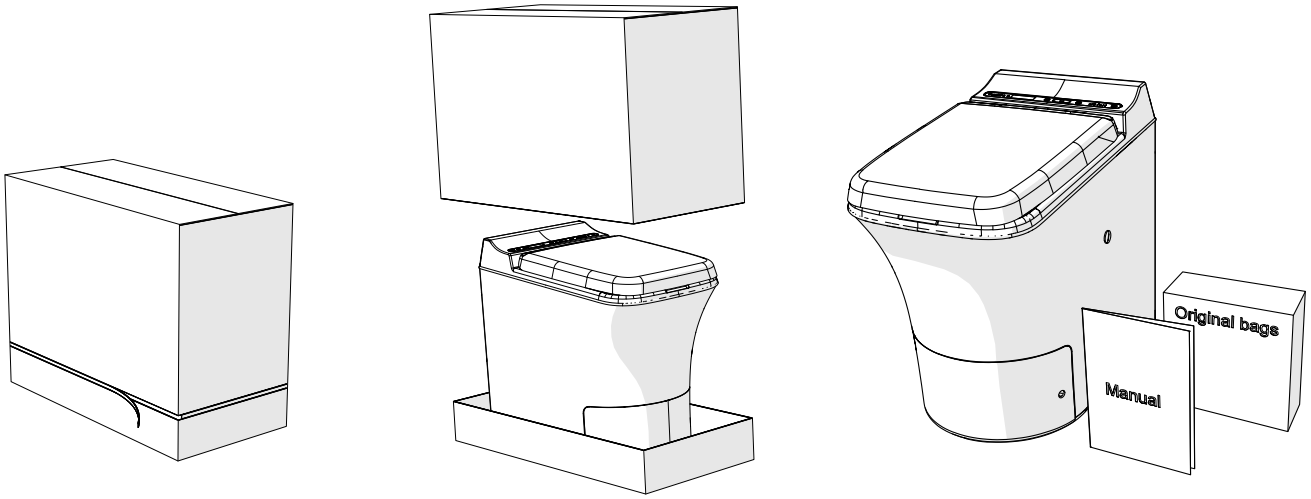
You can download product documentation from our online documentation center, where you will find product manuals, service manuals and a Disassembly of Waste Electrical and Electronic Equipment (WEEE) manual.

Service and spare parts

Select country of origin and receive a list of local dealers where you can obtain service and spare parts.

2. INSTALLATION SECTION

2.1 UNPACKING YOUR CINDERELLA INCINERATING TOILET

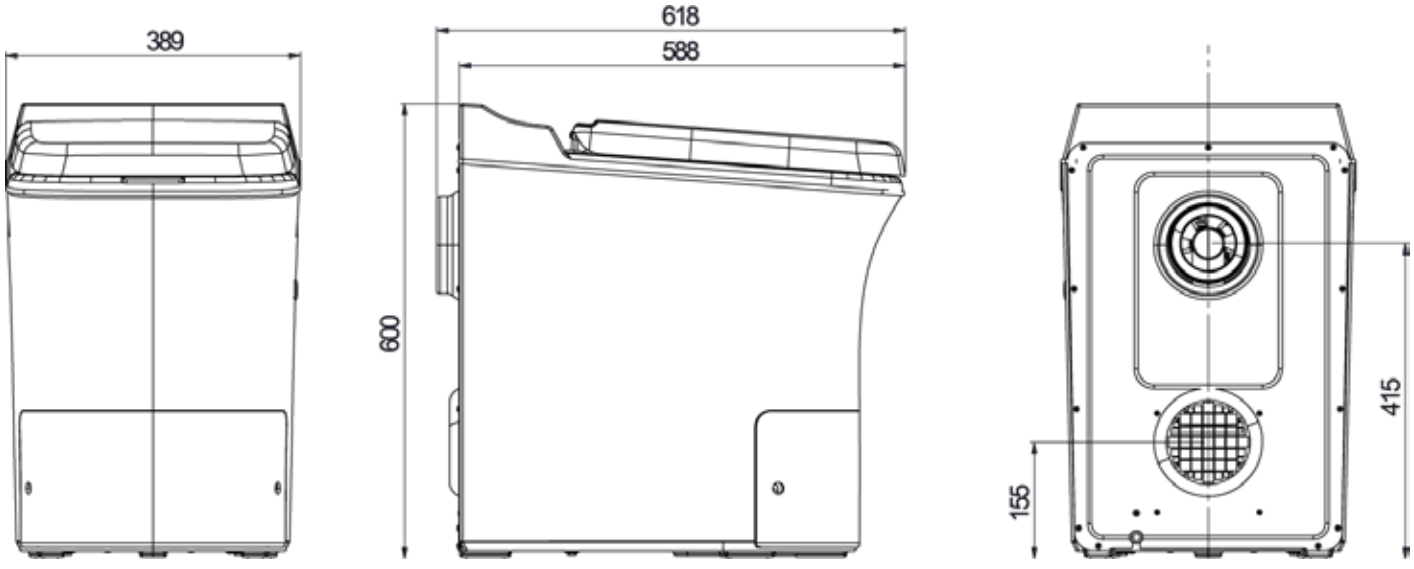


NOTE!
When unpacking the Cinderella toilet, use the pre-fixed strip on the bottom of the box. Release the strip all around the box and lift up the box.

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

2.2 MEASUREMENT SPECIFICATIONS

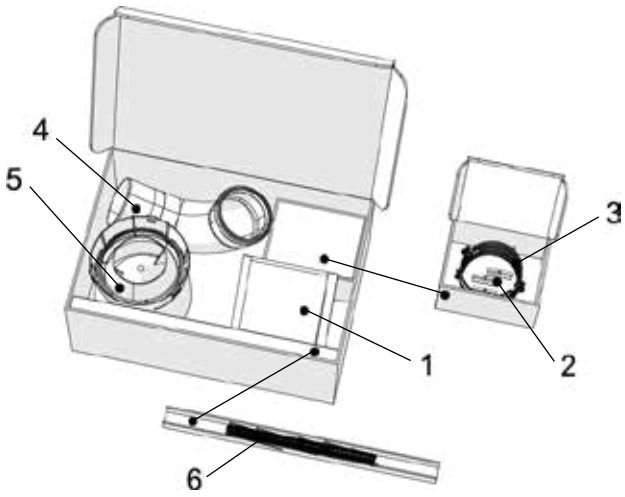
	Imperial	Metric
Seated height	21 1/4”	540 mm
Height	23 5/8”	600 mm
Width	15 3/8”	390 mm
Depth	23 1/4”	590 mm
Ventilation pipe outer dim.	4 1/16”	110 mm
Height center outlet	16 11/32”	415 mm
Height center inlet	6 7/64”	155 mm
Weight	75 lbs	34 kg

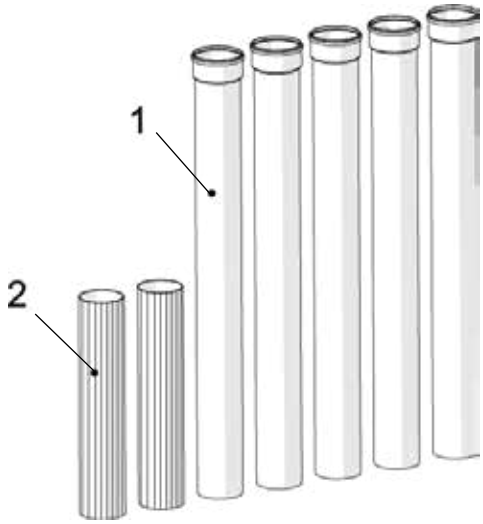


2.3 ORIGINAL INSTALLATION PACKAGES FOR YOUR CINDERELLA TOILET

Cinderella Original Insulation Kit Arctic: Cinderella has invented a specially designed insulation kit that gives you an added advantage when installed in cold environments. This kit is specially designed for the Cinderella Incineration Toilet and adds a layer of insulation inside the toilet shell which restricts the accumulation of water and ice on your appliance. This eliminates wear on your product and its interior. Ask your dealer or visit our homepage www.cinderellaeco.com for further information.

Cinderella Original Installation Kit: We strongly recommend the use of the "Cinderella Original Installation Kit" when installing you 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. 2 includes 7 x 110mm UV stabilized PP quality pipes - for installing the inlet and outlet ventilation. 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.





CINDERELLA ORIGINAL INSTALLATION KIT ELECTRIC, 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 ORIGINAL INSTALLATION KIT		QTY
1	Male-Female 1066 mm flue pipe	5
2	Male-Male 500 mm flue pipe	2

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	The toilet must be installed with straight hard pipes with a smooth inner surface with a minimum temperature tolerance of 90° Celsius (194° Fahrenheit). Do not use any flexible ducts or pipes when installing the Cinderella Comfort NA toilet. To ensure proper airflow we reccomend you install the system with 110 mm pipes with a minimum inner diameter of 102 mm (4 inches), it`s an absolute requirement to use pipes with inner diameter of no less than 95 mm (3 3/4 inches) when installing the Cinderella Comfort incineration toilet to ensure proper air flow and system functionality.
Elbow (Outlet air)	Cinderella Comfort 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. Consult your nearest Cinderella dealer if you consider using any other bend for this appliance, as any restriction in airflow can cause system malfunction.
Flue Terminal Cap	You must install a chimney cap on top of the outlet pipe for your Cinderella Comfort appliance. We recommend that you use the supplied chimney cap when installing your system. If you need to use another chimney cap, make sure you consult your nearest Cinderella dealer. Too much restriction in the chimney cap could cause the system to malfunction.

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 Comfort 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.

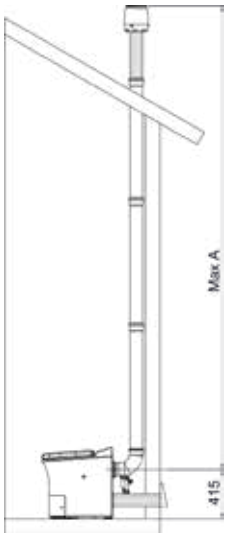
CAUTION!
The Cinderella Comfort toilet must have its own outlet air pipe and it is not permitted to install Cinderella Comfort ventilation with the use of the following:
- Wind fan or similar as a replacement for the chimney cap
- Flexible ducts or pipes.
- Pipes with inner diameter less than 95 mm (3 3/4”) .
- 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.

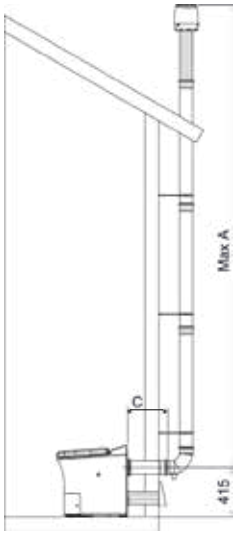
CAUTION!
- Upon installation of the appliance, the technical and administrative regulations of the country in which the toilet is installed must be adhered to. We recommend that you contact your local dealer for planning and installing your Cinderella toilet.
- If the pipe perforates the roof surface, ensure that it is in compliance with building regulations.

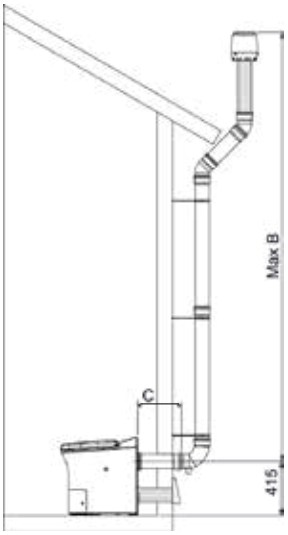
WARNING!
Before cutting any holes, always check that you will not cut any electrical wiring or water pipes.

2.4.3 INSTALLING THE OUTLET PIPES

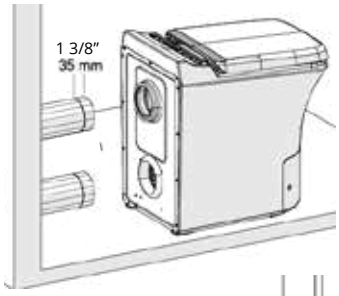
DIAMETER VENT PIPE		OUTLET DIRECTION	REFERENCE	BENDS	MAXIMUM PIPE LENGTH	
IMPERIAL	METRIC				IMPERIAL	METRIC
4 21/64”	110 mm	Horizontal flue pipe	C	(Not allowed)	39 3/8”	1000 mm
4 21/64”	110 mm	Vertical flue pipe	A	None	238 7/32”	6000 mm
4 21/64”	110 mm	Vertical flue pipe	B	2 x 45° bends	196 27/32	5000 mm



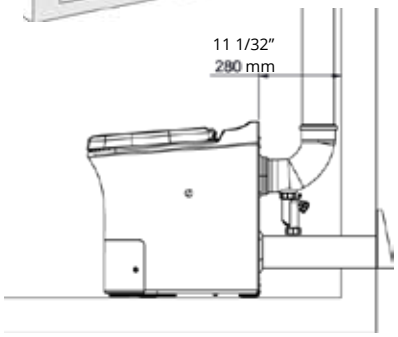




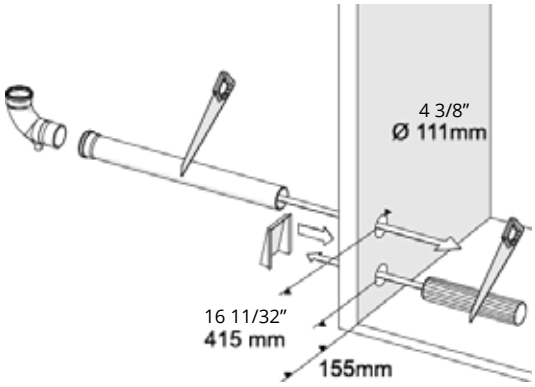
NOTE!
The center of the appliance flue terminal is 415 mm from the floor level.



NOTE!
When adjusting the pipe length, please notice that the pipe will enter 1 3/8” (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 11 1/32” (280mm).

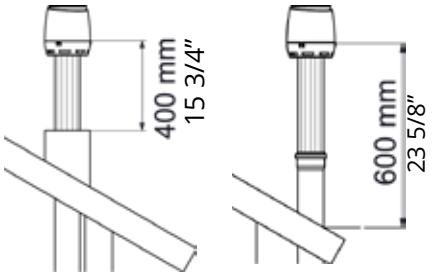


NOTE!
The Original Cinderella Installation Kit includes 5 x 41 31/32” (1066 mm) pipes to be used on the outlet installation, the pipes are delivered with socket and gasket for simple installation. When installing the pipe on the outer wall, you will have to enter the pipe from the external to the inside.

NOTE!
The systems flue terminal is designed for connecting 110 mm PP quality pipes with an inner diameter of no less than 102 mm (4 inches). The pipe is to enter 35 mm (1 3/8”) onto the toilet flue terminal. Do not use excessive force when connecting the pipe, as this may damage the system.

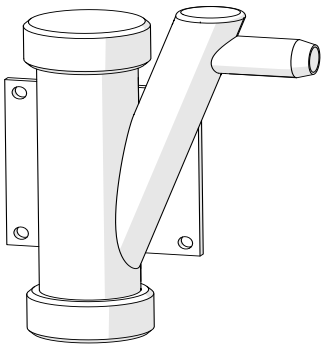
NOTE!

- The pipe must always be installed vertically above the roof and extend at least 23 5/8” (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 15 3/4” (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!

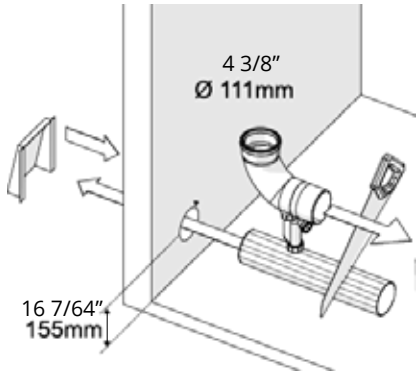
Cinderella supplies a specially designed “siphon” that fits onto the elbow provided in the installation kit, this item can be purchased as an accessory from any Cinderella dealer. If installation is done from the interior, you will need to connect the siphon to the elbow-piece to prevent condensation 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

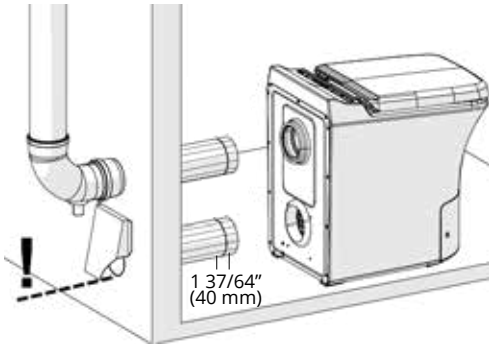
It is important to ensure that the toilet has enough access to fresh air, and we therefore always recommend installing the Cinderella Comfort with designated inlet air connection. Supplying fresh air from the outside and into the appliance is essential for cooling, circulation and the supply of oxygen 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/OUTLET PIPE		HEIGHT MIDPOINT INLET PIPE		INLET DIRECTION	MAXIMUM PIPE LENGTH	
4 21/64”	110 mm	6 7/64”	155 mm	Horizontal	39 3/8”	1000 mm



NOTE!

- The center hight 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 he installation, please notice that the pipe will enter 40 mm into the inlet terminal on the appliance.

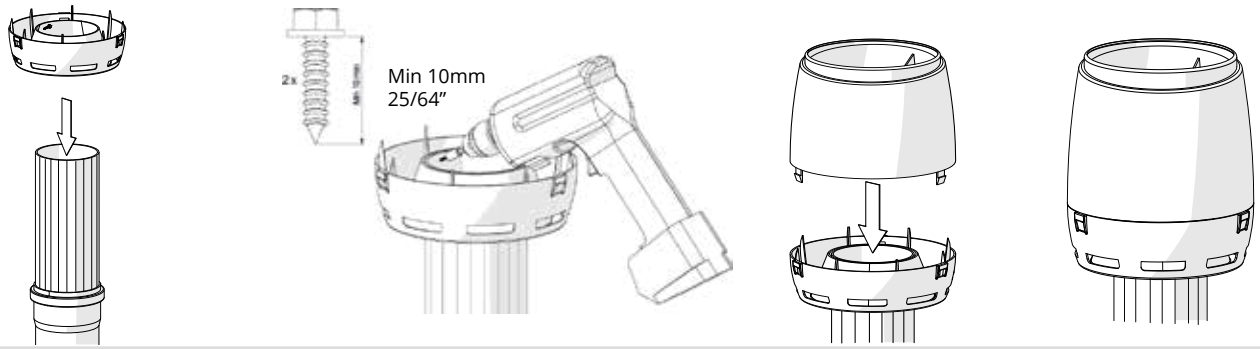


NOTE!

When mounting the storm collar on the external wall, make sure that the pipe is installed flush with the storm bottom of the storm collar. Misplacement can 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

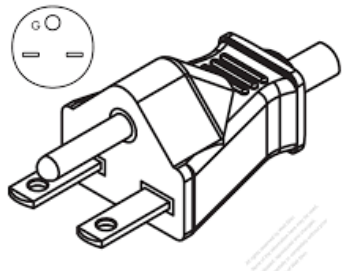
NOTE!
The Cinderella Original installation Kit includes a flue terminal cap that is designed for optimal flow and increased product efficiency. This cap consists of two parts, where the base section can be fixed to the pipes with stainless screws or glue, this for easy connection and removal for maintenance of the ventilation pipes. Use the 500 mm pipe 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**		**PLUG TYPE**
	14 AWG		NEMA 6-15P



NOTE!
The toilet is delivered with a 15 Amp, 250Volt, 2 Pole 3Wire Grounding NEMA6-15P 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 comfort 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 Comfort.

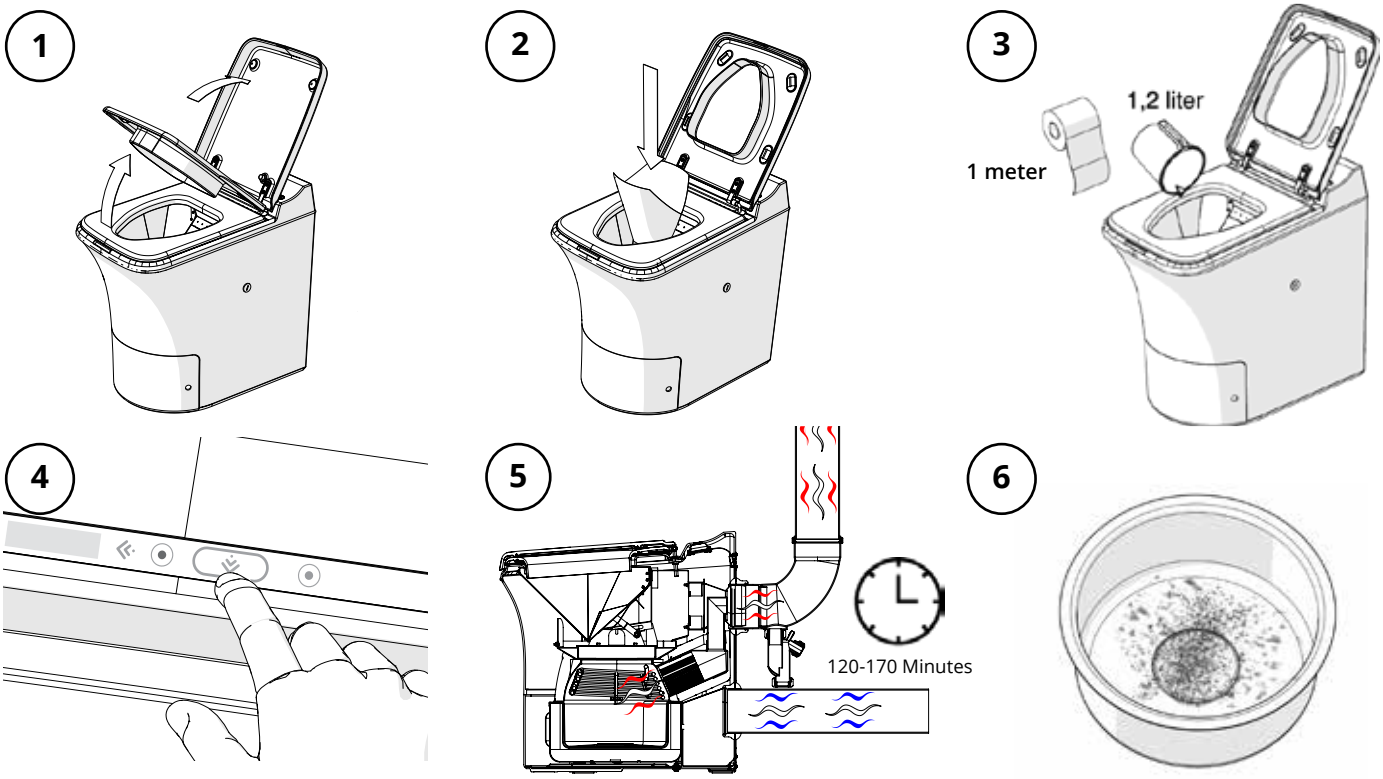
2.6 CHECKLIST TO VERIFY COMPLETE INSTALLATION

CONTROL ITEMS	CONFORMANCE
The connected voltage is in accordance with the appliance rating plate	
The flue pipe length is installed 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	
The transportation safety strap has been removed	

2.7 PERFORMANCE TEST TO VERIFY SYSTEM FUNCTIONALITY

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 Comfort 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, face and cleaning wipes. Using the Cinderella Comfort 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. Make sure the safety cover is in place 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 or lid.

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.

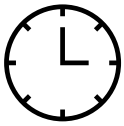
3.4 CINDERELLA COMFORT SAFETY FEATURES

- 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 combustion chamber hatch mechanism gets jammed or is prevented from closing properly, incineration will not start and an error message will be displayed.
- The Cinderella Comfort'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.

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 Comfort toilet is designed to handle up to four visits per hour. To avoid overload, more than four visits in an hour is not recommended. 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.

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 Comfort will display a message to empty the container after 90 incineration cycles, and will lock out further visits if not emptied after 120 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.

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.

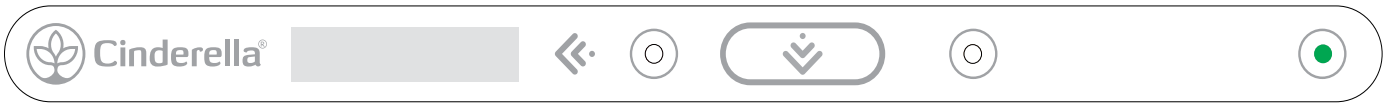
3.6 THE CONTROL PANEL

The control panel is equipped with a combination of light, sound and display messages that will give the best possible user experience. There are a number of light and sound combinations that will tell the user about the status of the system. It is important that all users familiarize themselves thoroughly with these signals before use. An overview of all the light and sound signals can be found in the troubleshooting table in section 5.1.

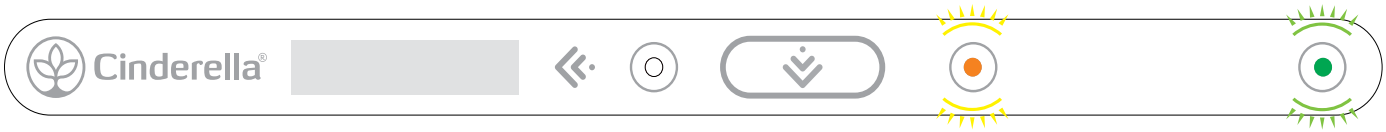
NOTE!

- A green light indicates that the toilet is connected to the power supply. When only the green light is lit, the toilet is in standby and ready for use.
- A yellow light indicates an ongoing incineration process and will light constantly while the toilet is in incineration mode
- A red light indicates interruption and will alert the user that the toilet is no longer incinerating or in standby.

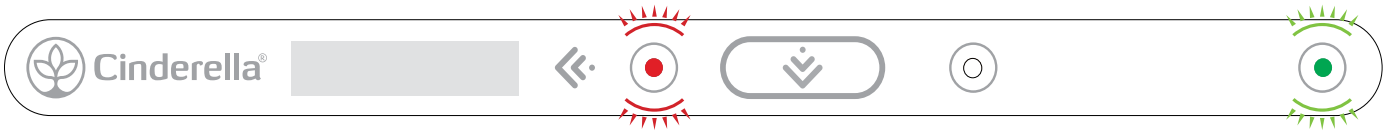
Standby



Incineration mode

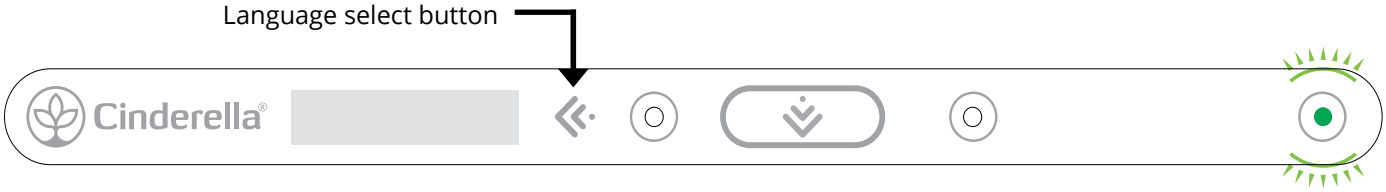


System interrupted



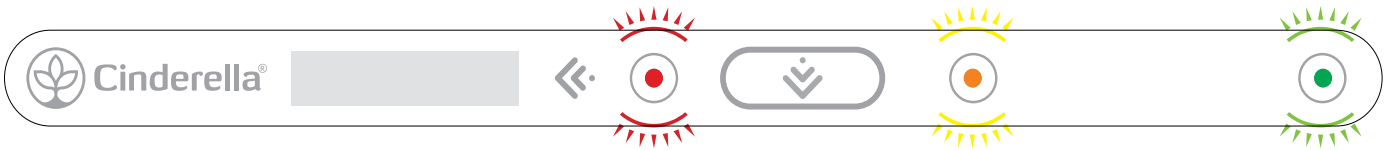
Selecting your language

Hold down the “Select language” button for three seconds until “Language” is displayed on the first text line. The current language will be displayed on the second line. Push the ”Select language” button repeatedly until the desired language is displayed. The new language will automatically be saved a few seconds after you have chosen your language, and the toilet will resume operation.



Emptying indicator

Your Cinderella appliance will indicate when it is time to empty the ash container. The display will read “EMPTY THE ASH CONTAINER” and you will hear three short beeps when the toilet lid is opened. If not emptied within a certain amount of uses, the toilet will lock down. At this point the yellow, red and green lights are constantly lit and the display will read “TOILET LOCKED CONTAINER FULL”. You will hear three short beeps every ten seconds until the ash container is emptied.

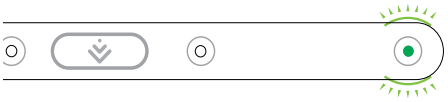


NOTE!

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.

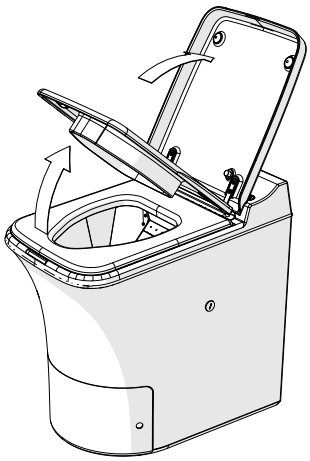
3.7 USING THE CINDERELLA COMFORT TOILET

1



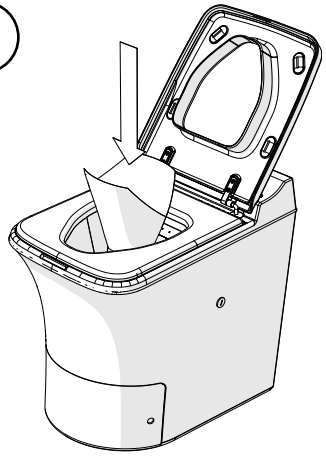
1. Check that the green light on the control panel is lit, indicating the unit is powered and ready for use.

2



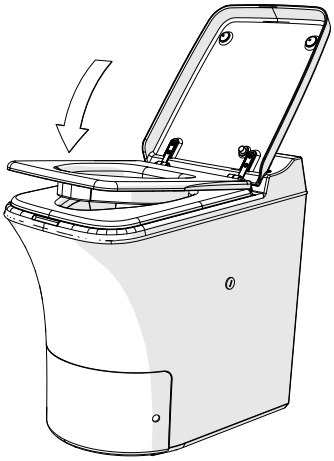
2. Lift the toilet lid and seat. A red light starts flashing. The ventilation fan starts.

3



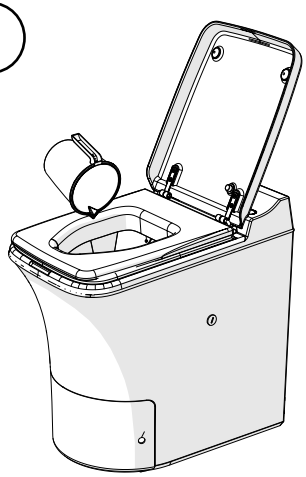
3. Place a bowl liner in the bowl. Use a new bowl liner for every visit.

4



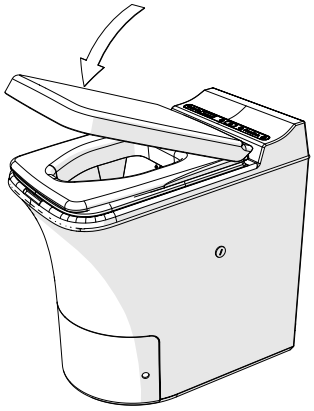
4. Lower the seat. The toilet is ready for use.

5



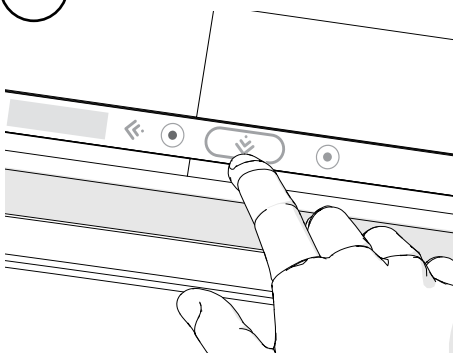
5. Use the toilet as usual. If little waste is produced, it may be helpful to pour some water into the bowl to add weight.

6



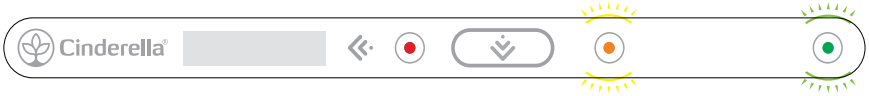
6. Close the toilet lid.

7



7. 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.

8

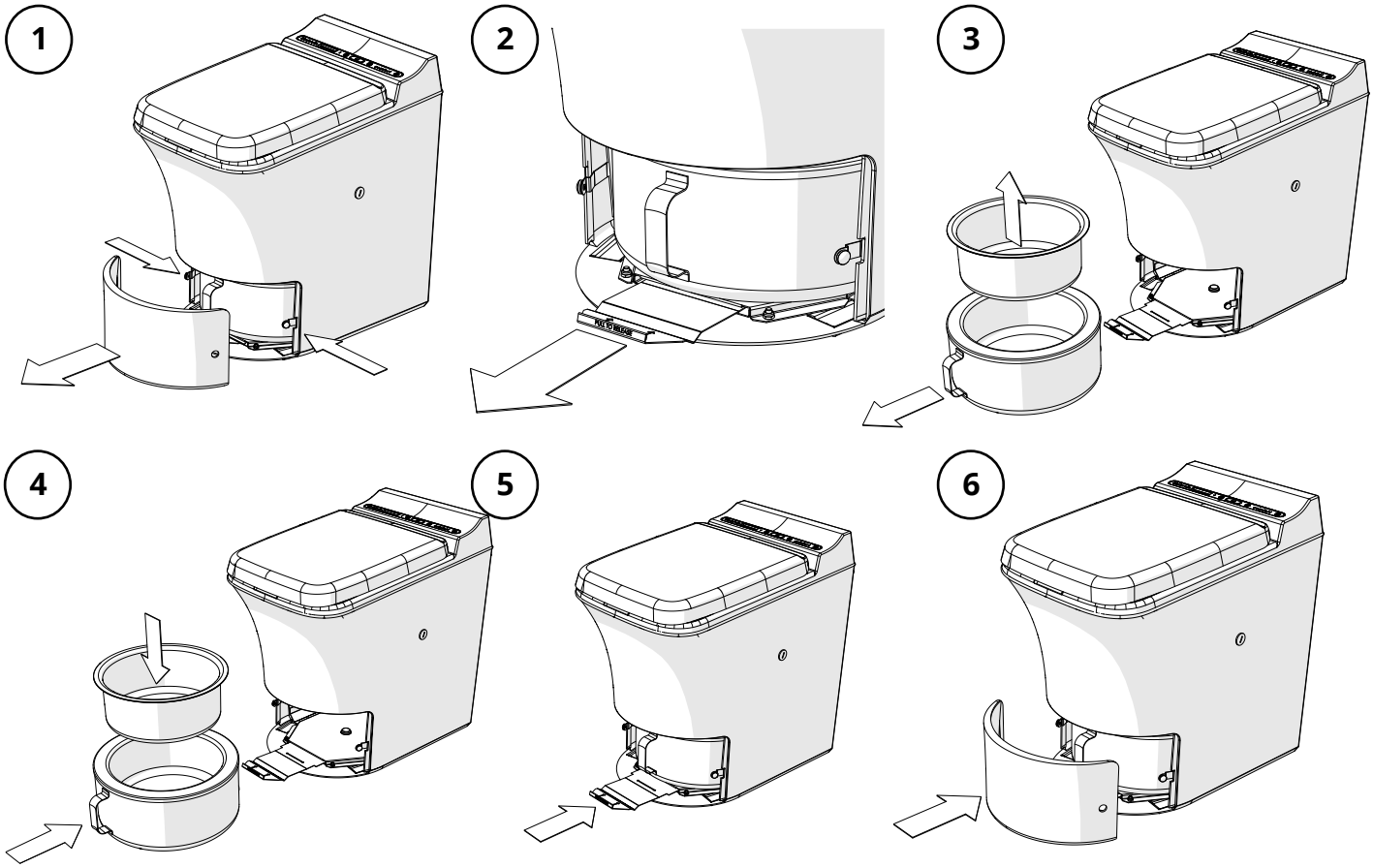


8. A constant yellow light will display during active incineration. The toilet may be used at any point. This will temporarily interrupt incineration. Incineration time may vary based on the number of visits and amount of waste.

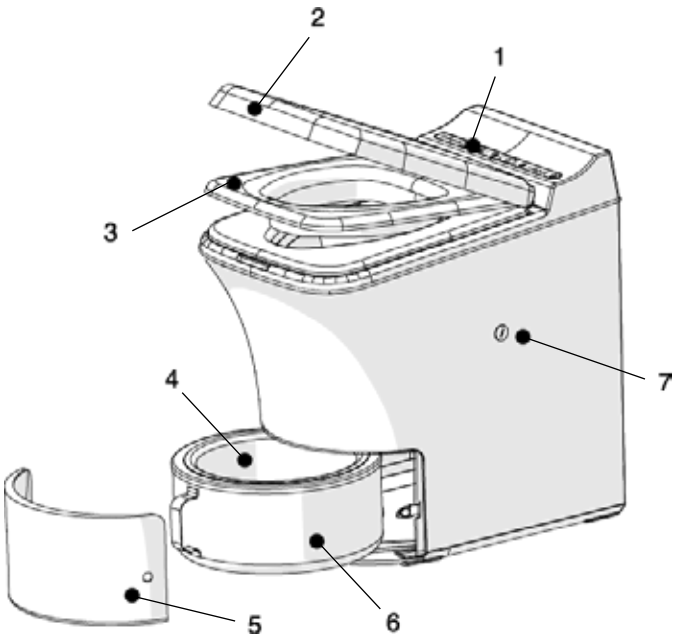
3.8 OPERATING THE FRONT COVER AND ASH CONTAINER

WARNING!
Only operate the ash container when the toilet is cooled and in standby mode.

NOTE!
Please see the maintenance section for instructions regarding cleaning and emptying the ash container.



3.9 APPLIANCE ORIENTATION



ID	PART DESCRIPTION
1	Control panel w/display
2	Lid
3	Seat
4	Ash container with insert
5	Front cover
6	Stop pin
7	Temperature safety

4. GENERAL MAINTENANCE INSTRUCTIONS

This manual includes both customer maintenance and the maintenance to be performed by professionals in accordance with the necessary expertise and authorizations.

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 it is important to regularly maintain these parts to ensure proper functionality.

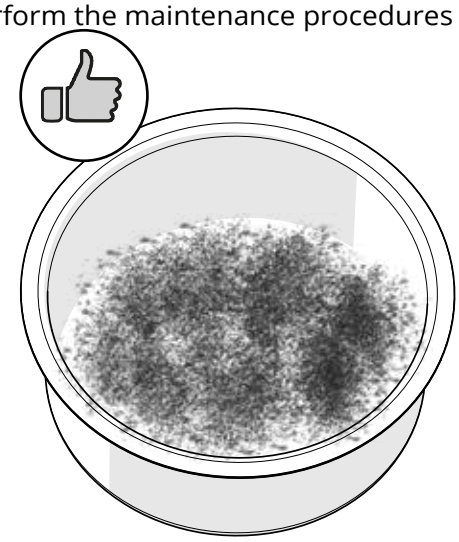
In order to ensure optimal operation and extend the lifetime of your Cinderella Comfort appliance you will need to set aside a little time for preventive maintenance. Good maintenance routines will give you lower operating costs and cause less wear on the product. We strongly advise our customers to 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

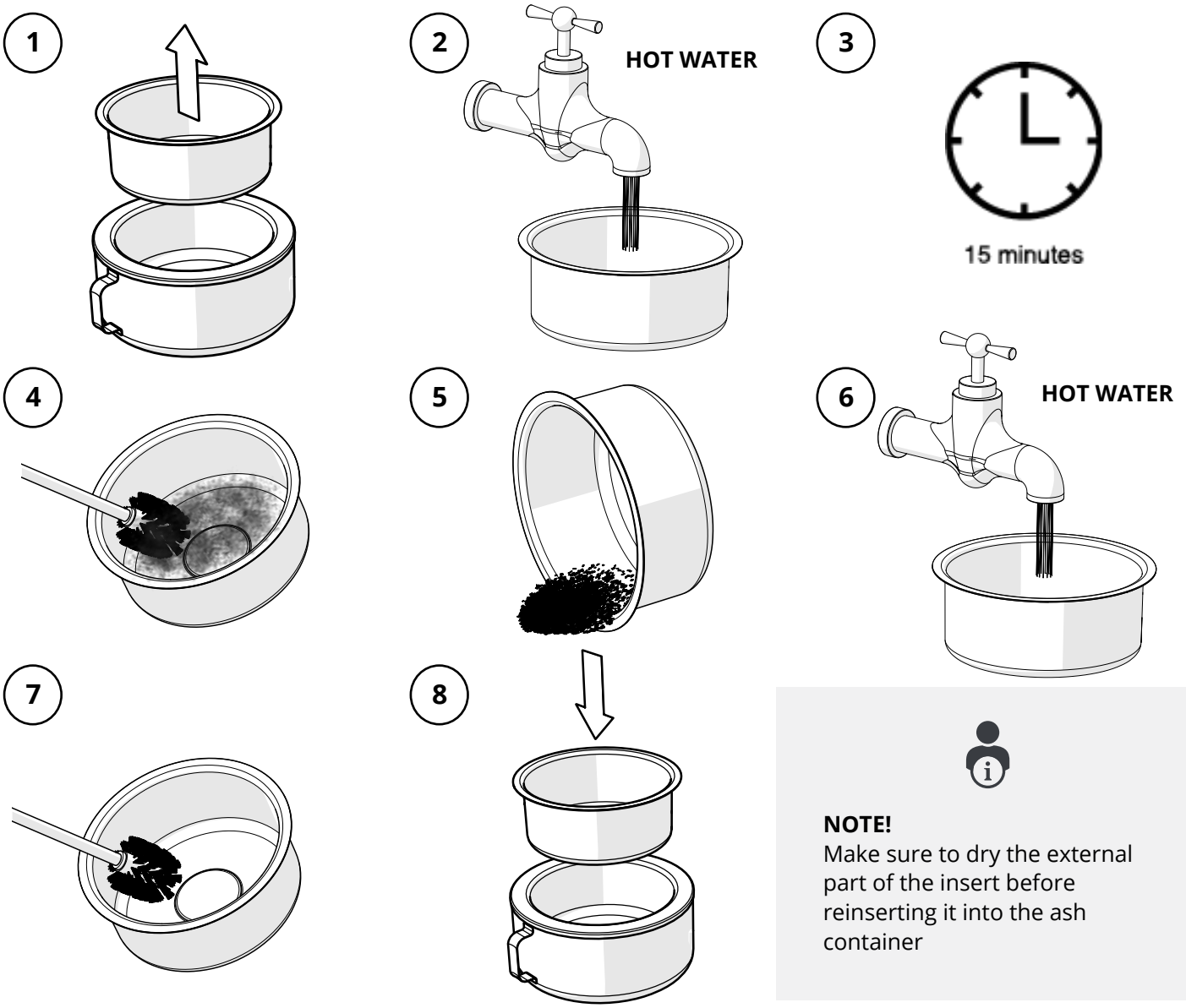
The residual waste, or “ashes”, will consist of pathological residue, salts and minerals, and will therefore often be perceived as hard and crystallized. There should be no visible signs of paper or flaky layers of unburned waste, the ashes should be a combination of white and dark shade of grey. If 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



NOTE!
Make sure to dry the external part of the insert before reinserting it into 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.
- Make sure to dry the external part of the insert before reinserting it into the ash container

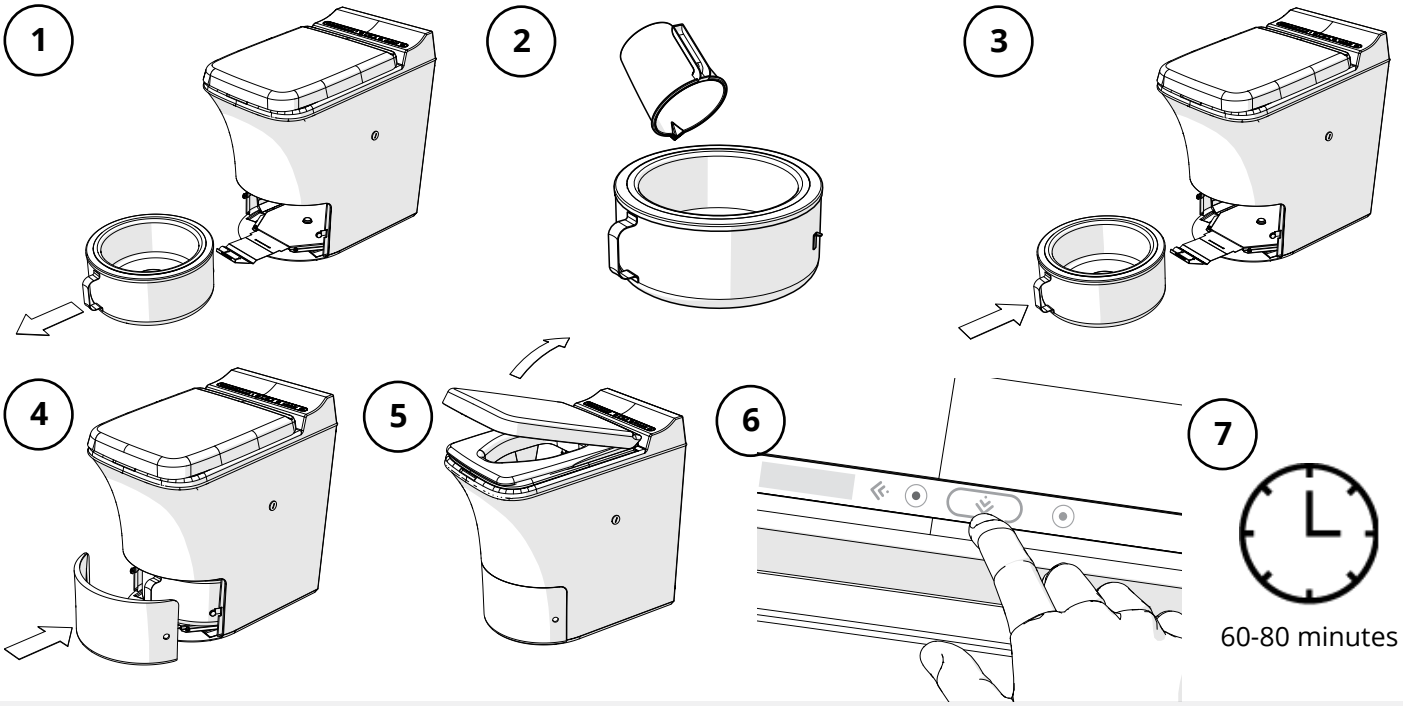
NOTE!
- In order to preserve the functionality of your toilet in the best possible way, we recommend that you carry out the “steam cleaning” procedure in accordance with section 4.2.2 every time you empty and wash the insert. This will prevent the possible accumulation of tar and unwanted deposits in 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. Lift the lid and verify that the fan starts spinning.
6. Press “Start” to begin an incineration cycle.
7. 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.

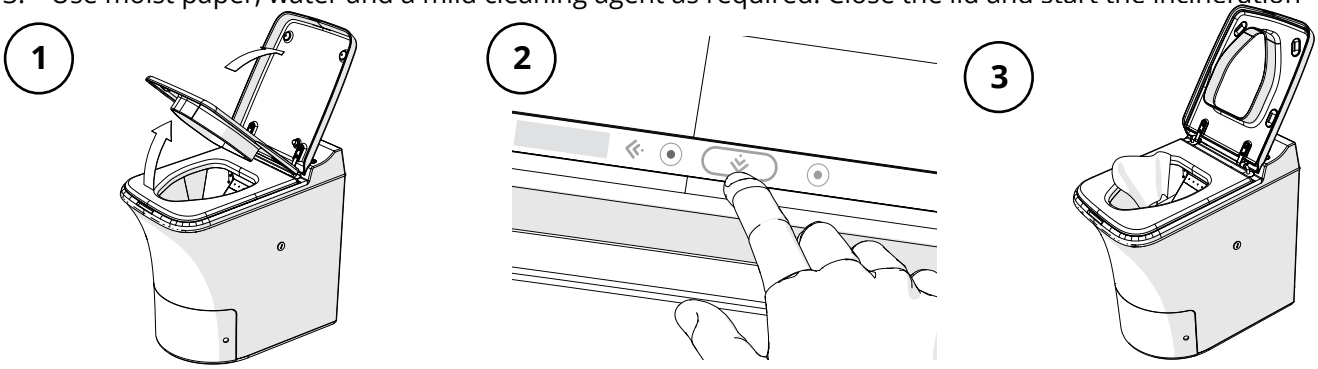


NOTE!
Do not use the toilet during the maintenance procedure, as this will impair the function of the cleaning. The toilet can be used when the toilet returns to standby mode.

4.2.3 CLEANING THE BOWL

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

1. 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 required. Close the lid and start the incineration



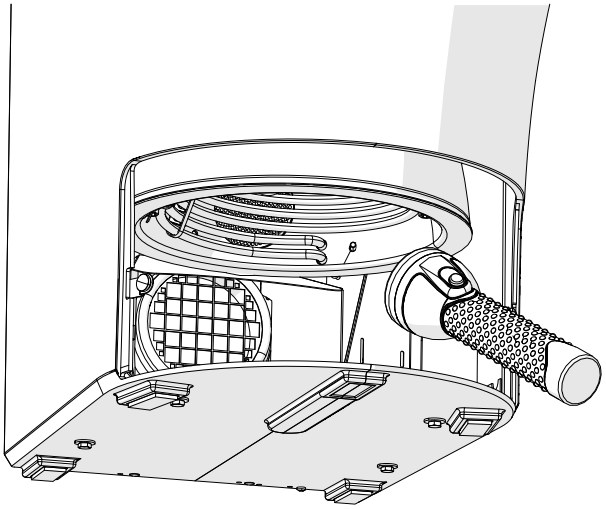
DANGER!
- Do not use flammable cleaning agents to clean the bowl.
- Some metal edges may be sharp
- The toilet needs to be cooled and in standby mode before cleaning the bowl.

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 catalyst 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 catalyst is to perform “steam cleaning” as described in section 4.2.2. You can also inspect the front of the catalyst by removing the ash container and illuminating the combustion 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.

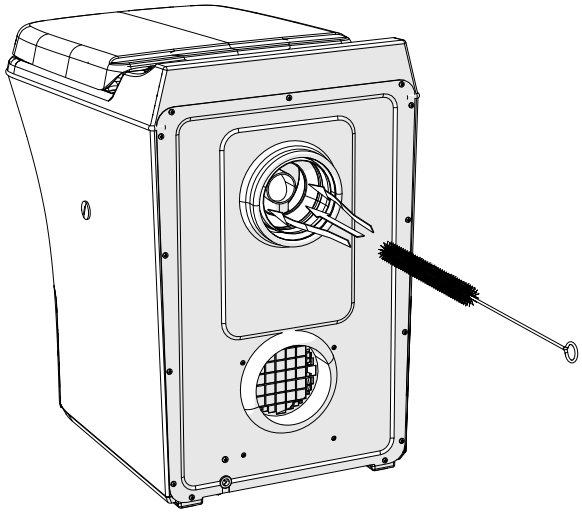


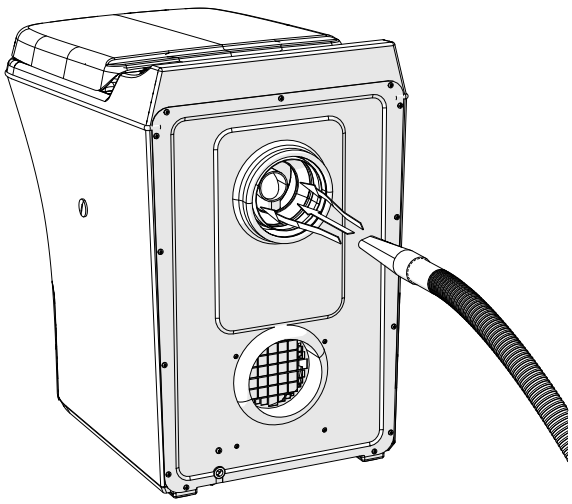
NOTE!
Clear signs of corrosion or deformity of the catalytic converter will indicate that the catalytic converter must be replaced. Contact your local service provider to arrange for service.

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 exhaust pipe 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 exhaust pipe 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.



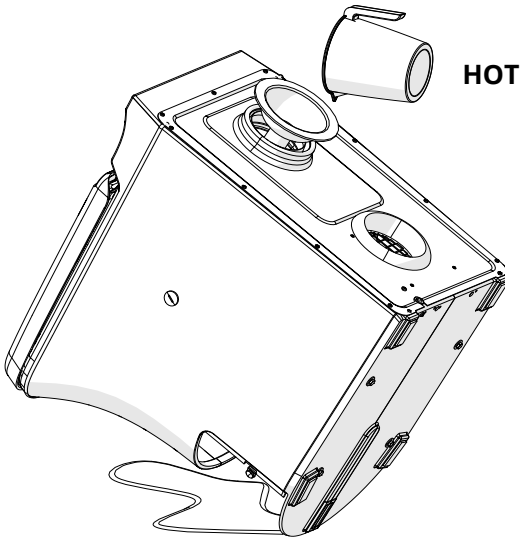


4.2.6 RINSING THE CATALYTIC CONVERTER WITH HOT WATER

Recommended frequency: once a year/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” (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 exhaust pipe. Slightly tilt the toilet forward, and pour 2–3 L of hot water through the exhaust pipe and catalyst. 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 catalyst (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



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 system rinsing in accordance with section 4.3.2.

CAUTION!
It is advised to be two people to do this operation, where one can hold the toilet while the other rinses the catlytic converter.

5. TROUBLESHOOTING AND FAQ

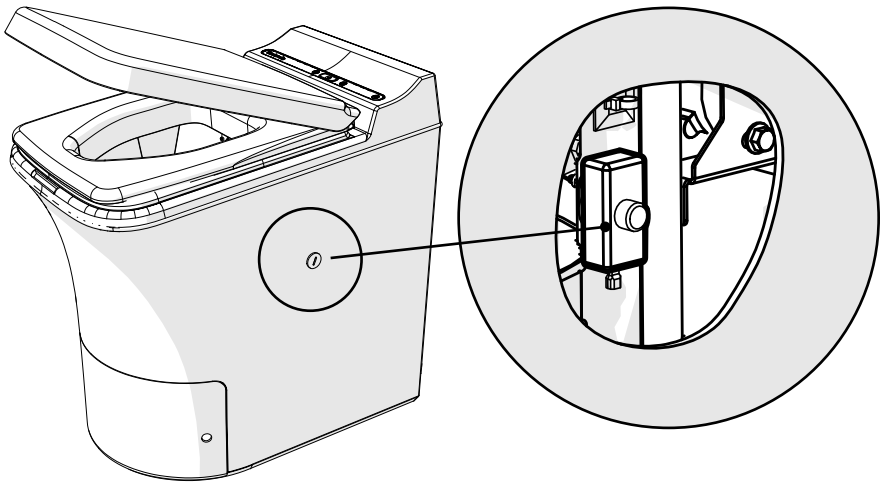
WARNING!
Service must be performed in accordance with all state, municipal and local codes. If you are unsure of the regulations in your area, please contact your nearest dealer or service representative for further instructions. The power should be disconnected when performing all servicing and maintenance on the toilet.

Online Troubleshooter Module
The sound and light signals on the toilet control panel indicates the operating status of the toilet. Downtime and faults in the toilet will be notified with various sound and light signals as described in section 5.1 in this manual. We have gathered the most common errors / problems in a 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 “Start” button. This will cause a short beep to sound. Hold down the button for about eight seconds until you hear a long beep, then release the button.

Error messages
When lights are flashing, you should look for the reason, 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.

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 vent 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 thermostat, unscrew the plastic screw on the side of the appliance, press the button and screw back in.



NOTE!
To reset the bimetal thermostat, unscrew the cap on the side of the appliance and push the button. If no click can be heard then the thermostat had not been triggered.

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. 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 exhaust pipe may be clogged. See section 4.2.5.
5. The catalyst may be clogged. See section 4.2.4.
6. The outlet pipe is not properly fixed to the toilet. See section 2.4.3.

Odours outside
The causes may be the same as for inside the room, or:
1. The catalyst has not reached operational temperature. When the toilet is cold it can take a few minutes before the catalyst reaches the temperature where it starts to function properly.
2. The catalyst may be corroded or deformed. Contact your servicing 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.

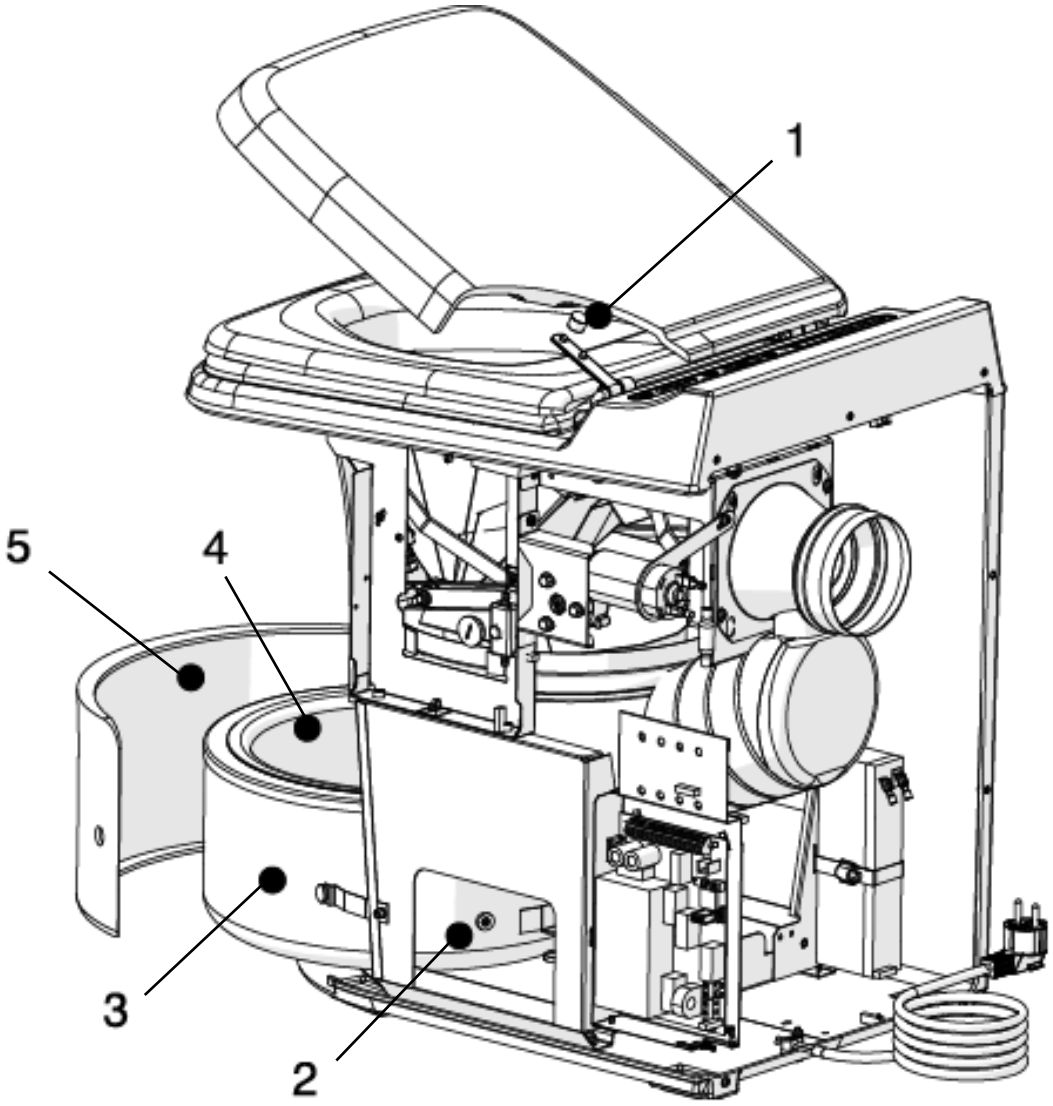
5.1 TROUBLESHOOTING TABLE

ERROR	DISPLAY MESSAGE	RED LIGHT	YELLOW LIGHT	GREEN LIGHT	SOUND	ACTIONS	
Ash container should be emptied	Empty the ash container	FLASHING Alternately	FLASHING Alternately	STEADY ON	3 BEEPS	1	Remove and empty the ash container * Toilet must be connected to power.
Ash container must be emptied. Toilet locked.	Toilet locked container full	STEADY ON	STEADY ON	STEADY ON	3 BEEPS 10 SECONDS APART	1	Remove and empty the ash container * Toilet must be connected to power.
No power		OFF	OFF	OFF		1	Make sure that the toilet is connected to power, 230V AC
Ventilation fan error	Error fan	FLASHING	OFF	FLASHING	10 BEEPS	1 2 3	Check fan for obstructions and ensure that fan is rotating properly. Reset toilet (hold down “Start”). Open lid until red light flashes, close lid and press “Start”. If error persists, call support
Malfunctioning hatch mechanism	Error hatch mechanism	FLASHING	OFF	STEADY ON	10 BEEPS	1 2 3 4 5	If toilet is warm, reset toilet Open lid until red light flashes, close lid and press “Start” If unsuccessful, reset toilet, insert a bowl liner and pour 3 cups of water into the liner, close lid and press “Start” If unsuccessful wait until the toilet has cooled (fan stopped) Restart toilet and open lid when the hatch is opening, remove stuck items manually See section 4.2.3. If problem persists, call support
Ash container out of position	Ash container out of position	FLASHING	FLASHING	STEADY ON	3 BEEPS	1 2 3	Adjust the position of the ash container, rotate to the left side Check that the stop pin on the container is intact Visually check the condition of the magnet on the container. If problem persists, call support
Heating circuit interrupted	Error heating circuit	OFF	FLASHING	STEADY ON	CONTINUOUS BEEPS	1 2 4	Reset the toilet. Check bimetal thermostat on right-hand-side of toilet. Unscrew grey plug and push on fuse inside with finger: do not use any sharp objects If the fuse was triggered, you will hear a click. See section 5. If the fuse was not the problem, restart toilet and try to start toilet. Repeat a couple of times. If problem persists, call support
Toilet lid sensor is triggered	Lid is open	FLASHING	OFF	STEADY ON	NONE	1	Check the magnet situated inside the toilet lid and close lid. If problem persists, call support.
Malfunctioning temperature sensor	Error temp sensor	OFF	FLASHING	FLASHING	CONTINUOUS BEEPS	1 2 3	Reset toilet Open lid until red light flashes, close lid and press “Start” If failure persists, call support
Unreadable / no display message	Unreadable / blank screen					1 2 3	Unplug toilet and wait 5 minutes Plug in toilet and restart toilet If problem persists, call support

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

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	Front cover	100077

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 micro switches, 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.

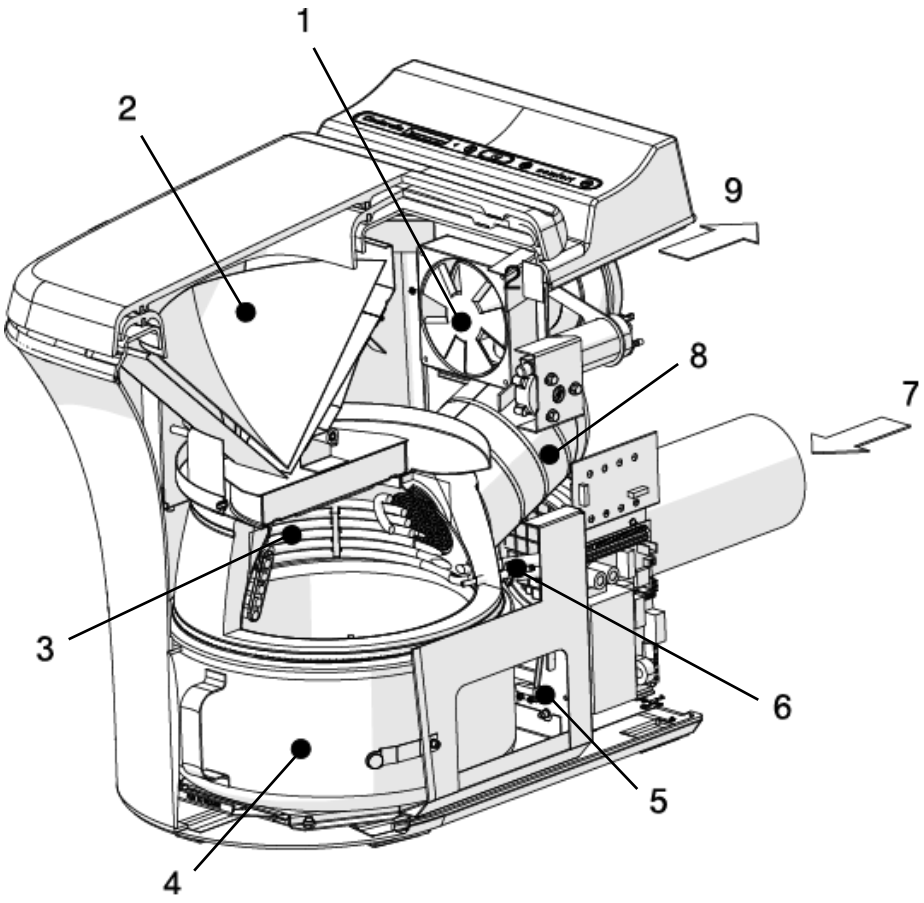
During incineration, the air supplied into the room provides the oxygen required for proper Incineration. The exhaust vent removes excess heat. All fumes and vapours are processed through a heat-activated platinum catalyst to reduce emissions and odours.

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 bi-metal thermostat mounted on the interior frame of the toilet.

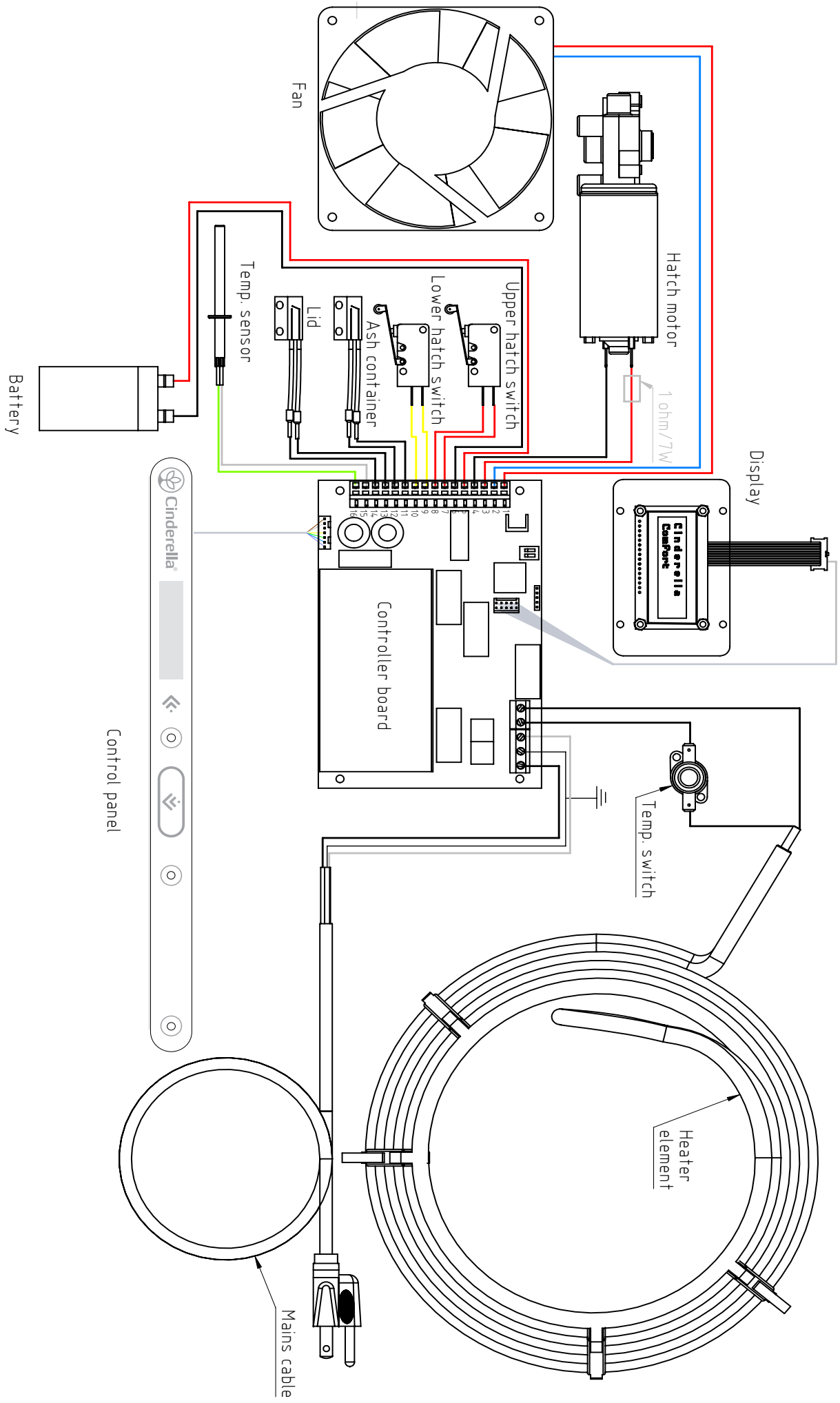
The incineration process can take 40 – 180 minutes and is controlled automatically by the appliance’s sensory technology. The toilet can be used at any time while incinerating. The incinerating process will be paused when the lid is opened and automatically reactivated when lid is closed. Numerous safeguards exist to ensure safe operation. See section 3.5 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 God or 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.

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, call Cinderella Eco Group or visit an Authorized Service Provider.
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.

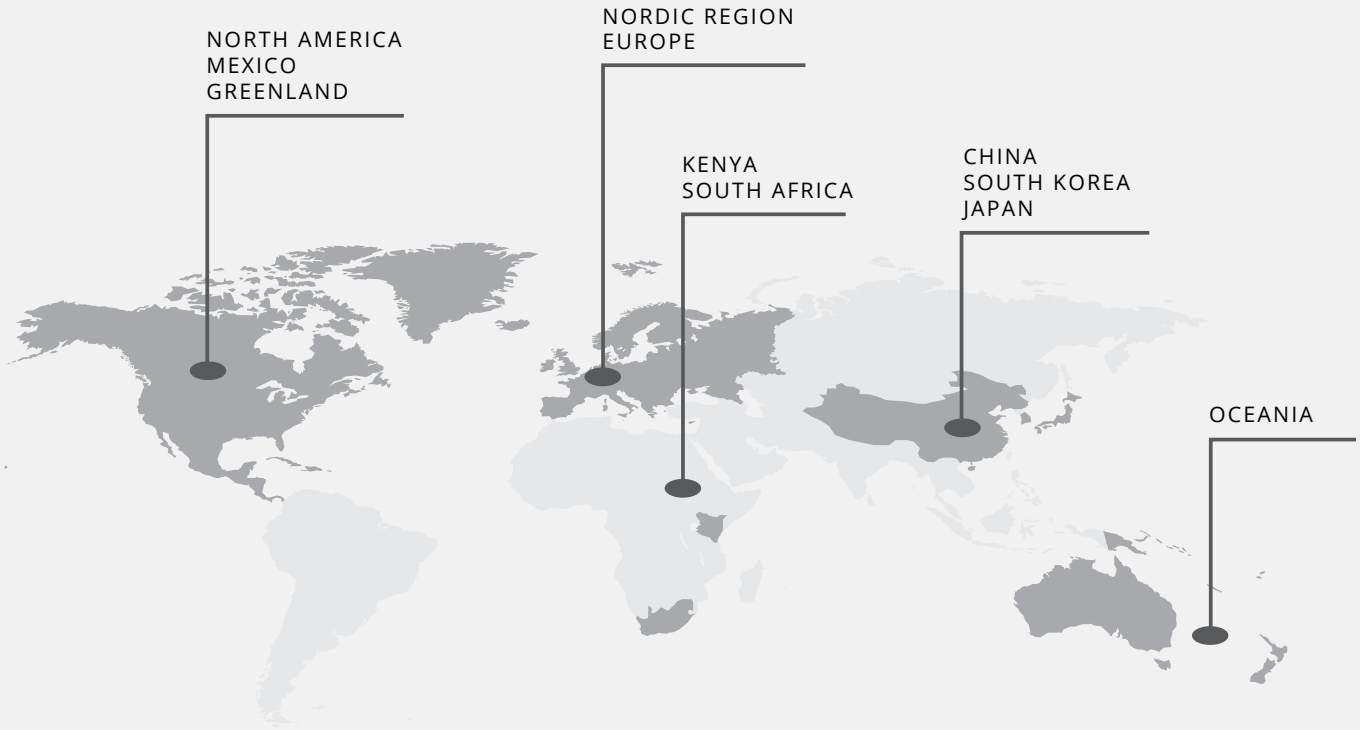
You may be required to furnish proof of purchase details when making a claim under this warranty.
For further warranty information please refer to our web page: www.cinderellaeco.com

How does state law apply?
This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Please check your local laws.

Cinderella Eco Group AS
Sjøvikvegen 67, 6475 Midsund, Norway
www.cinderellaeco.com

Cinderella®
Incineration Toilets

CINDERELLA'S GLOBAL PRESENCE



Cinderella Eco Group AS
Sjøvikvegen 67, NO-6475 Midsund, Norway
www.cinderellaeco.com