

**THETFORD**



# Cassette Toilet C500 Series

User Manual

## DECLARATION OF CONFORMITY

We, the undersigned,

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Certify and declare under our sole responsibility, that the following equipment:

Product	FRESH WATER FLUSH CASSETTE TOILET
Brand Name	THETFORD
Type Family	C-500
Models	502C / 502X / 503L
Manufacturer	THETFORD B.V. NIJVERHEIDSWEG 29 4879 AP ETTEN-LEUR, NETHERLANDS TEL +31 76 5042200 FAX +31 76 5042300

Conforms with the essential requirements of the following directives:

Directive	Issue date, last amended
2009/19/EC (2004/104/EC) Automotive EMC Directive	MARCH 2009
2004/108/EC EMC Directive	DEC 2004

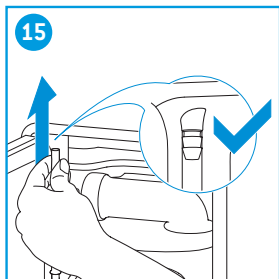
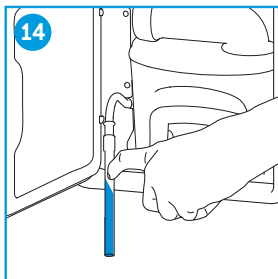
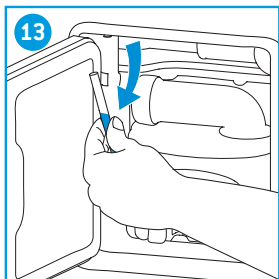
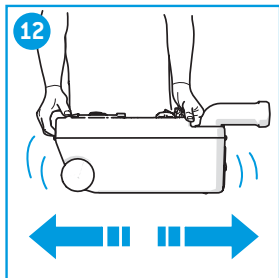
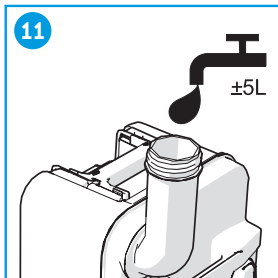
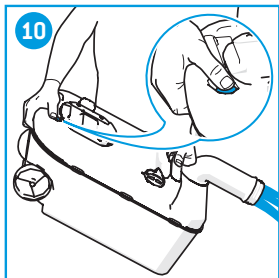
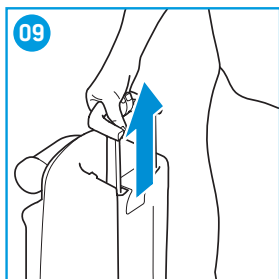
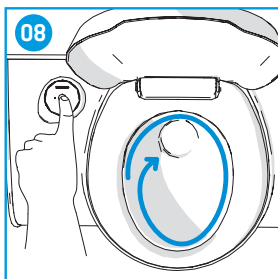
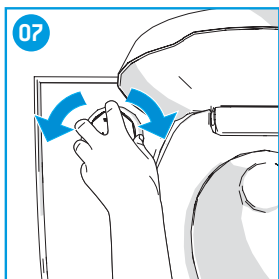
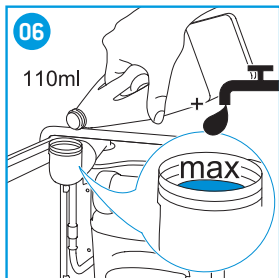
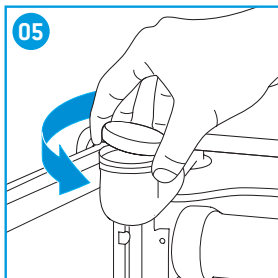
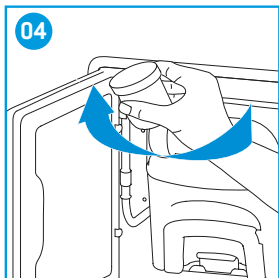
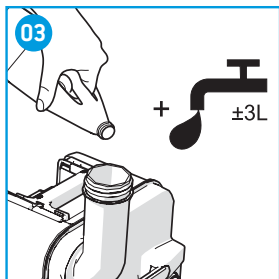
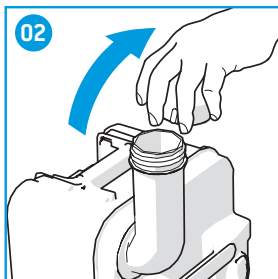
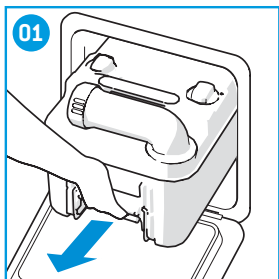
based on the following specifications applied:

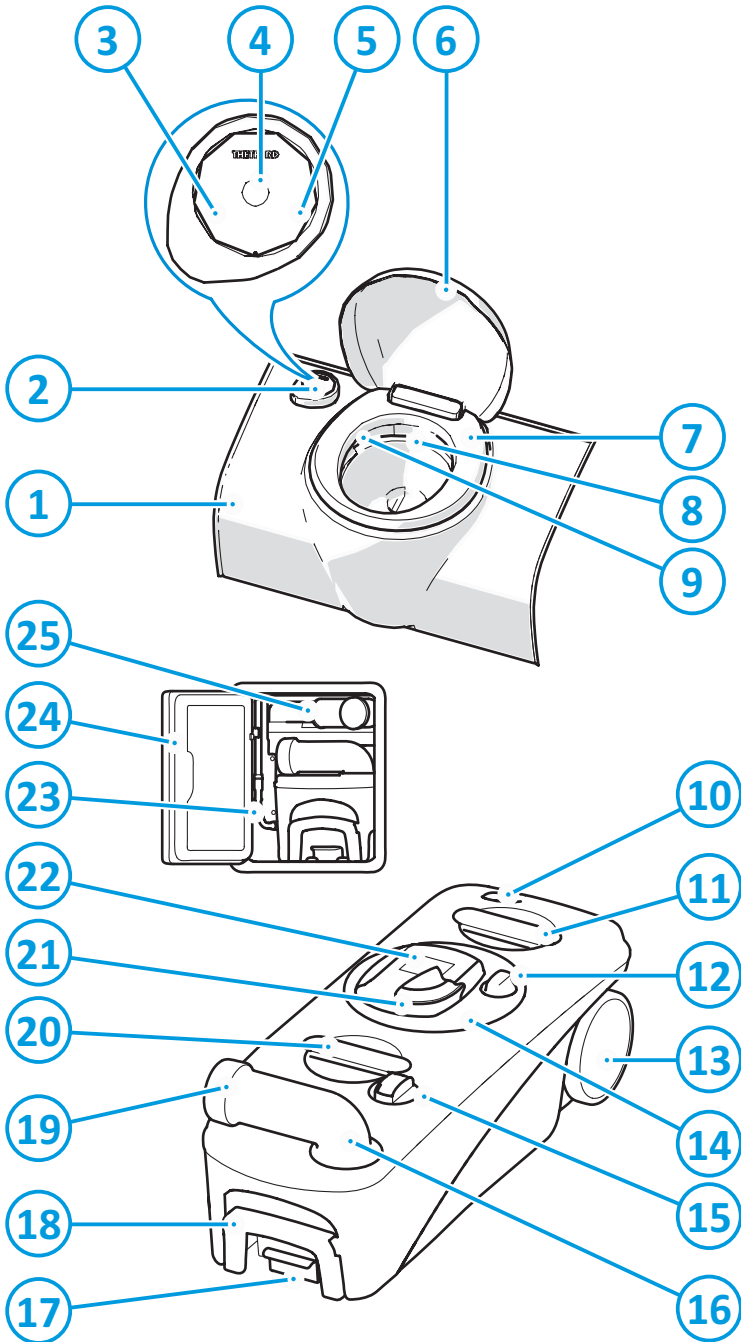
Standard	Concerns
EN 55014-1:2007	EMC / EMISSION - Household appliances
EN 55014-2:1998	EMC / IMMUNITY - Household appliances
EN 50498:2010	EMC / Aftermarket electronic equipment in vehicles

Tested by	Test report
DARE!! Consultancy, Woerden, NL	09C01220RPT01, JAN 29, 2010 09C01219RPT01, FEB 10, 2010 09C01216LBS01, JAN 18, 2010

Remark
The products concerned are not immunity-related according to Directive 2004/104/EC as last amended by Directive 2009/19/EC, and meet the limits defined in paragraphs 6.5, 6.6, 6.8 and 6.9 of Annex I to Directive 2004/104/EC.

Date	Signature	Function
JANUARY 20, 2012	 S. CORDEILLE	MANAGING DIRECTOR





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## 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 (C502-C / C502-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. Control knob to open/close blade                            | 14. Waste-holding tank mechanism            |
| 3. Waste-holding tank level indication (only 1 LED for C502-C) | 15. Automatic vent                          |
| 4. Flush knob  | 16. Pour out spout                          |
| 5. Flush-water tank level indication (only for C502-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 C502-C and C502-X)  |
| 12. Blade opener   | 24. Service door                            |
|  | 25. Waterfill funnel (only for C502 models) |



The C503-L uses the central water tank of the vehicle to flush. The C502-C and C502-X have an integrated flush-water tank.



A cassette toilet is not connected to a central sewage. This toilet has an integrated sewing 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  $\pm 3L$  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 C502-C and C502-X):

- Turn the waterfill funnel and rotate it upwards (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.

## 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.



The C502-C and C502-X toilets will flush with automatic pulse.



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 19.7L 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 authorized 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  $\pm 5$ L 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.
- Slide the waste-holding tank into the toilet and close the service door.
- If you want to continue using your toilet after emptying the waste-holding tank, prepare the waste-holding tank again. See Before use.



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 (C502-C / C502-X)

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

The flush-water tank has a capacity of 16.5L. Its water level is visible by reading the drain tube or, for a C502-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).
- Open the drain tube and 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. To do this, push the seat and cover together to the right, then lift them up.



Never use household cleaners to clean your toilet. These may cause permanent damage to the seals and other toilet components.

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 Seal is worn	Spray seal with seal lubricant 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.



## 12. Putting in storage

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- Empty the flush-water tank (dependent on model) and the water system of the vehicle.
- Flush the toilet until no more water is being pumped out.
- 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. See 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.

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