

Milu
odourless

by expella™
exclusive to Newtech

Milu Odourless Toilets

INFORMATION GUIDE



Frequently Asked Questions

Can I purchase the Milu Odourless through my local plumbing retailer (not listed on your stockist page)?

Yes. Please ask your preferred supplier to contact us regarding pricing and availability. We ship anywhere in Australia and New Zealand and delivery time depends on your location (especially metropolitan vs. regional locations).

Are your toilets covered by warranty?

Yes, we have a 3-year replacement products or parts warranty for the Expella Odour Control Device. Refer to our Warranty page for more on our warranty guidelines.

Who installs the toilet?

The Milu odourless toilets must be installed by a qualified plumber in accordance with AS/NZS 3500. Depending on your installation, an electrician may also be required. It is advisable to check with your plumber on this.

What is the Battery Pack?

The Battery Pack is a compact Lithium Ion rechargeable battery pack, designed to power the Odourless Control Device when a power source isn't readily available. It sits discreetly alongside your toilet and enables you to update your existing toilet to odourless.

What if I don't have a power point in my bathroom?

The compact Lithium Ion Rechargeable Battery enables you to have an odourless toilet, even without a power source in your bathroom. This battery will provide up to 18 hours continuous usage (approximately 3-4 weeks typical usage).

If there is ever an issue with the odour control system, will my toilet still work?

Yes, your toilet will always function normally if there is ever any issue with the odour control device. The device has no impact on the fundamental function of the toilet.

How is the odourless toilet turned on and off?

If connected to mains power, Expella recommends the odour control system switches on with the bathroom light, although it can also be shared with the exhaust fan or by a designated switch depending on customer preference. The rechargeable battery has an integrated proximity sensor which automatically turns the fan on and off when someone is in close proximity of the toilet.

How long will the battery last?

The battery will provide up to 18 hours continuous usage (approximately 3-4 weeks typical usage) and is supplied with a charger. To recharge, simply undock the battery pack from the toilet, connect the charger to any general power outlet and plug the charger into the battery. The charge time is approximately 6 hours.

How do I turn off the battery/fan in the middle of the night?

The fan will turn off automatically 2 minutes after vacating the proximity sensing zone. It can also be turned off manually by pressing the Off/Reset button located on the front of the battery.

What is the difference between your concealed cistern to others on the market?

The Milu concealed cistern has undergone significant research and development to optimise the odourless performance. A custom air gasket has been developed to guarantee performance of the odourless system. Apart from this there are no significant differences to the other in-wall cisterns on the market.



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Activating a Milu Odourless Toilet

The below table outlines the options recommended for activating a Milu Odourless toilet in a typical dwelling.

Scenario	Description	Activation
Updating an existing toilet to an odourless toilet	A situation where the only change to the bathroom/ powder room is the upgrade of the toilet, and a power source isn't available near the toilet	Milu Odourless Rechargeable battery pack
Installing an odourless toilet in a powder room with no natural light	A situation requires the powder room light to be on whenever someone is in the room.	Activate the toilet with the light switch
Installing an odourless toilet in a bathroom	<p>Option 1 – Activation with light switch The toilet can be activated with the bathroom light switch. This means the toilet fan is running whenever the light is on. The disadvantage of this method of activation is if the bathroom has a window and natural light. In this case it is probable that a person will use the bathroom during the day without turning on the light and Odourless toilet.</p>	Activate the toilet with the light switch (Not recommended)
	<p>Option 2 – Activation with independent wall switch or exhaust fan switch Achieved through an additional switch on the same wall plate as the light/fan wall plate or a separate switch. The disadvantage with this method is the user may forget to turn on the switch during toilet use.</p>	Activate the toilet with an independent wall/exhaust fan switch (Not recommended)
	<p>Option 3 – Automatic toilet activation Recommended where people using the toilet may forget to manually switch on the toilet fan.</p>	PIR motion sensor
Installing an odourless toilet in an ensuite	The same options as above apply. If option 3 (PIR sensor) is used, Expella recommend using a timer installed between the power transformer and mains power. This prevents the toilet from being activated during the hours of sleep where the low-level sound of the toilet may be undesirable.	PIR motion sensor with separate timer to disable the toilet during hours of sleep

Warranty

This warranty is not intended to replace, restrict, modify, or exclude any Governing Law or Trade Practices of the state or country where the product is sold. You are entitled to a replacement or refund for a major failure subject to the Warranty Limitations. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure subject to the Warranty Limitations. The periods of warranty and terms of cover are listed below.

PLEASE CHECK PRODUCT SPECIFICATIONS WITH YOUR PLUMBER, ELECTRICIAN OR BUILDER BEFORE ORDERING.

Milu Odourless Warranty Details

- 10 year product replacement on vitreous china cisterns and pans.
- 3 year replacement products or parts on inlet and outlet valves.
- 5 year replacement products or parts Odour Control Device.
- 2 year replacement product or parts on toilet seats and power adaptors.
- 10 year parts replacement 1 year labour on concealed cisterns.

Conditions

This warranty will be void if:

- Installation has not been carried out by a licenced plumber in accordance with the product instruction manual and in accordance with AS3500
- The product has been misused, neglected, accidentally damaged, or modified in any way.
- The product has been used in an unsuitable environment or purpose other than its described and intended use.

Warranty Claims

To make a claim under this warranty you must contact Newtech Bathroomware or merchant by telephone or email with details of the product fault. You will need to produce proof of purchase and where the goods have been installed.

In addition, you will need to produce details of the licensed plumber who installed the goods.

- Visual defects
- Odour Control Performance

Warranty Limitations

To the extent permitted under the New Zealand Consumer Law, and other relevant legislation, Newtech's liability is limited in the following circumstances:

Newtech is not responsible for any lack of operation or performance of goods (or any loss or damage) where the goods have been subject to misuse, negligence, accident or are used or adapted for a purpose for which they were not designed.

Newtech is not responsible for the labour and rectification costs incurred in the above circumstance.



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