



# SmartSeat

## *Battery Replacement Guide*

## SmartSeat Battery Replacement

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Are you experiencing issues with your SmartSeat battery? Follow these steps to replace your battery for effortless continued use.

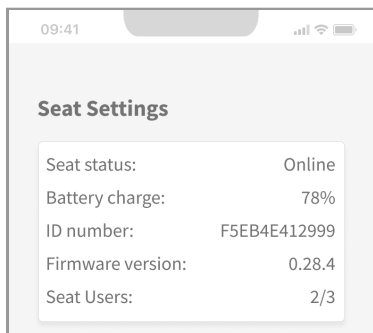
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## How do I know if I need a replacement battery?

Your SmartSeat is powered by a 3-cell battery pack. If you notice decreased performance or frequent power issues, it might be time to replace the battery. The best way to know if your battery needs to be replaced is to check the Casana App.



### Checking Your Battery Charge

In the Casana app on the seat page, you'll see the details to the left. The displayed battery charge is the most accurate way to tell if your SmartSeat is running low on power.

- Seats less than 20% should be replaced, or scheduled to be replaced.
- Seats over 20% do not need to be replaced.

## Getting a New Battery

Casana is fully dedicated to the pursuit of effortless health monitoring. With this in mind, all SmartSeats come with a battery replacement guarantee. Whenever your SmartSeat starts to run low, simply reach out to our team at [support@casanacare.com](mailto:support@casanacare.com), or call us at (585) 497-2534, to have a replacement shipped to you free of charge!

Remember that shipping may take a few days, so we highly recommend ordering your free SmartSeat battery as soon as you know your seat has dipped below a 20% charge.

## Replacing Your Battery

Below is a step-by-step guide on how to replace your SmartSeat battery. While it is possible to replace the battery while your SmartSeat is installed on your toilet, we highly recommend [uninstalling your seat](#) first.

- **Gather Your Tools:**
  - a. Replacing your battery requires a new 3-cell battery pack and a T10 screwdriver. Casana will supply the battery pack and a T10-bit head, but you will need an adjustable screwdriver.

*Note: Please make sure you have access to the Casana App for final checks.*
- **Remove the Battery Door:**
  - a. Use the T10 Screwdriver to remove all screws from the battery compartment. Keep the screws in a safe place as you will use them again.
- **Replace the Battery:**
  - a. Gently lift out the old battery. Be careful not to tug on the wires.



- b. There's a wire that's connected inside the seat, it's easy to spot because it's all black. To swap the battery, first gently pull apart the white plugs at the ends of the battery and this black wire.
  - c. Then, attach the plug from the new battery to the black wire. Make sure it's nice and tight.
  - d. Finally, tuck the wires neatly into their spot and set the battery back in its place.
- **Secure the Battery Door:**
    - a. Place the battery door back and reattach it using the screws you removed earlier.
  - **Check Your SmartSeat's battery:**
    - a. Use the Casana App to confirm that the battery level shows 100%.
      - i. Navigate to the 'Seat' tab within the Casana App
      - ii. 'Seat Battery' will be displayed near the top of your screen.

### **Additional Tips:**

- Always handle the battery and tools with care to avoid damage.
- You can dispose of your old battery by sending it to specialized battery recyclers or retailers that participate in takeback services. You can also contact your local solid waste or household hazardous waste program for more options. The Earth 911 database and Call2Recycle are two resources for finding a recycler.

Should you have any questions or need further assistance, feel free to reach out to our support team at [support@casanacare.com](mailto:support@casanacare.com).