



Cinderella® in Businesses & Rentals



Cinderella Incineration toilets, renowned for their innovative design and eco-friendly waste management capabilities, are bound to attract attention and ignite curiosity when deployed in public or commercial environments. As leading alternatives to traditional waste disposal methods, these toilets offer numerous benefits, yet there are specific circumstances where they may require extra care and maintenance. For instance, locations such as rental properties—encompassing Airbnb listings, timeshare accommodations, and other home-sharing arrangements—often experience varied usage patterns, which can lead to challenges in upkeep.

Note: Compliance with the relevant technical and administrative regulations, as well as local building codes, is vital for proper installation and operation.

Similarly, construction sites and government or military facilities that predominantly utilize the Cinderella incineration toilet system can encounter more frequent operational issues, necessitating a higher level of attention due to the diverse array of individuals utilizing the facilities.

To ensure a seamless experience for you, your team, and your clients while using these cutting-edge toilets, we invite you to continue reading. Here, you will discover invaluable tips, educational resources, and practical routines designed to enhance performance and longevity of incineration toilets, all of which will ensure satisfaction and efficiency in their operation.

TIP #1: Install A Urinal

Considering that approximately 80% of washroom visits involve urination exclusively, it is highly beneficial to enhance your Cinderella® Incineration Toilet experience by incorporating the Cinderella® Unisex Urinal. By utilizing this dual system, you will significantly minimize energy consumption, lessen the frequency of maintenance and repairs, and decrease the reliance on bowl liners, ultimately promoting a more sustainable and cost-effective sanitation solution.



It is important to note that the natural acidity and salts present in urine can accelerate wear and tear on your Cinderella® toilet if a consistent maintenance regimen and steam-cleaning procedures are not adhered to. This oversight is particularly prevalent in settings such as rental properties or commercial establishments, where overfilling is frequently an issue, especially when factors like caffeine consumption, alcohol intake, or underlying bowel and bladder conditions come into play.

Moreover, practical considerations may arise concerning the installation of the urinal; for instance, there might be constraints regarding available space or local regulations that dictate the feasibility of adding such an accessory. Maintaining a diligent daily maintenance routine is also essential to ensure optimal performance and longevity of your toilet and urinal combination.

TIP #2: Guides, Education and Information

To assist both new and existing users in mastering the use of your Cinderella® product, businesses and rental properties typically provide a variety of educational resources. These often include detailed instructional videos that visually demonstrate processes, informative pamphlets that summarize key features and benefits, and comprehensive “How-To” guides that explain usage step-by-step. We encourage you to take advantage of these resources; please feel free to download and print the following documents at your convenience. These will serve as valuable tools to enhance your understanding and efficiency in using your Cinderella®, ensuring a seamless and rewarding experience.

[Understanding Overfilling \(PDF\)](#) - It's perfectly normal to see a bit of corrosion over time, even though we use top-notch stainless steel and Incoloy materials. If you're using the toilet in a cabin, it should last around 4-6 years before you need to replace any parts. For daily use, you might notice a bit more wear and tear, so a little self-maintenance and service will help keep everything running smoothly.

[How-To-Use Cinderella® Stationary Models \(PDF\)](#)

[How-To-Use Cinderella® Stationary Models \(Video\)](#)

[How-To-Use Cinderella® Travel \(PDF\)](#)

[Cinderella® Comfort Troubleshooting Chart \(PDF\)](#)

[Cinderella® Freedom Troubleshooting Chart \(PDF\)](#)

TIP #3: Developing Your Maintenance Routine

Incineration toilets represent a novel advancement in the realm of sanitation technology in North America, particularly in the context of sustainable living and water conservation. Given their innovative design, users may initially face a few hurdles as they familiarize themselves with this unconventional system. Unlike conventional toilets that rely on established plumbing mechanisms, incineration toilets employ a complex integration of electronic components, durable metallic structures, and various other materials, all of which may experience degradation over time due to normal usage.

To ensure optimal performance and extend the lifespan of these cutting-edge devices, it is crucial to implement consistent and thorough maintenance routines. Such practices not only help in mitigating operational expenses but also play a key role in reducing the wear and tear on essential components. Therefore, users are strongly encouraged to diligently follow the detailed maintenance instructions outlined in the user manual, which serves as a comprehensive resource for best practices. By doing so, they can enjoy the full benefits of their incineration toilets while minimizing the likelihood of encountering technical difficulties or costly repairs.

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 it when emptied.
3. Always perform the steam cleaning preferably after each emptying and washing of the ash container. *Once per day, or at least weekly depending on usage.*
4. Always observe the end result characteristics when emptying the toilet. Deviations in the end result may indicate the need for maintenance, installation adjustments or service.

[Weekly Steam Cleaning \(PDF\)](#)

[Weekly Steam Cleaning \(Video\)](#)

[Cinderella® Official Maintenance Video](#)

Note: For best results, Cinderella recommends hiring professional installer; this will guarantee that the installation is performed with the utmost care and expertise, ensuring optimal performance and maintaining warranty.

TIP #4: Spare Parts












Incineration toilets operate in a manner akin to compact furnaces, utilizing a robust heating mechanism to convert waste into ash through a process of high-temperature combustion. In the same way that various household appliances or machines experience wear over time, these innovative sanitation systems also demand regular maintenance to ensure their continued efficiency and functionality.














Over the course of their usage, certain components inevitably deteriorate due to the heat and mechanical action involved in their operation. Critical parts that typically experience this wear include the heating element, which is essential for igniting and sustaining the combustion process; fans that facilitate airflow and combustion efficiency; the catalyst, which helps reduce emissions and enhance combustion efficiency; the spark plug, responsible for initiating the ignition process; and the ash container insert, designed to collect the residual ash produced after waste incineration. Regular inspection and replacement of these components are crucial for maintaining performance.

Cinderella® and its partner organizations specialize in providing authentic spare parts tailored for all of their incineration units, which presents a significant advantage for companies and businesses that rely on these systems. By maintaining an inventory of spare parts on-site, users can swiftly address unforeseen malfunctions or engage in proactive maintenance practices, thereby minimizing operational downtime and extending the lifespan of the toilets.

For optimal performance, it is advisable to review the recommended spare parts included in the Cinderella® service packages, which are conveniently accessible at various authorized Cinderella® Dealers. This ensures that operators have quick access to the necessary components to keep their incineration toilets functioning at peak efficiency, supporting sustainable waste management practices in both residential and commercial settings.

Cinderella has curated a comprehensive list of essential components that users might find beneficial to keep readily available for routine maintenance and to address any unexpected downtime that may occur. This proactive approach ensures that operations can continue smoothly without significant interruptions. For your convenience, you can explore the detailed listings for each model, which will allow you to identify the specific parts relevant to your needs, on the subsequent pages of this document.

 Cinderella® Incineration Toilets			Recommended Service Parts 2025 - North America
			Cinderella Comfort Service Pack
Part number	Part Name	Image	Description
100083	12V Back-up Battery		This 12v 2.6Ah back-up battery replacement for Comfort. During a power outage, it automatically powers the main fan, preventing overheating and unpleasant odours.
100154	Fan 12V - 4412NU		This 12V fan is specifically designed to optimize air circulation inside toilet spaces for the Cinderella.
100163	Catalytic Converter Fabric		The insulation fabric for Cinderella catalytic converters should be replaced when necessary or when replacing the catalytic converter (100528). The fabric has dimensions of 275x90x2 mm. Fits all Cinderella models.
100168	Signal Cable for Control Panel		This signal cable is designed for Freedom and Comfort models that feature an LCD-display. For a secure installation, it may require a separate mounting clip (100461) and an application of dielectric grease to protect against humidity damage during replacement.
100402	LCD Display Cable		This Display cable for LCD Display (100401) replacements on Cinderella Freedom and Comfort models.
100461	Blue Mounting Clip		Replacement Blue clip for fastening signal cable and control panel. For use on all Cinderella models with control panel.
100528	Catalytic converter		This catalytic converter cleans exhaust fumes and eliminates unpleasant smells. With a lifespan of 4-6 years, it suits weekend and holiday use with all Cinderella toilets. Contains Platinum and Palladium (<1%); avoid inhalation or skin contact.
100831	Thermocouple		The Cinderella - Thermocouple includes a star lock and is universally compatible. In most cases, repairs may necessitate a replacement u-clip, part number 100037.
100862	Heater Element		This replacement heater element is compatible with Comfort and Classic models. Constructed with chromium and mostly nickel-based steel designed for corrosion resistance as well as strength at high temperatures for durability. May require 2 x brackets (part number 100034) if broken off.
101814	Control Panel w/ Display		This control panel with display view is designed to enhance the comfort and freedom of Cinderella products. It is a suitable replacement for older control panels, featuring a separate LCD display.
*Service package timeline is based on normal recreational cabin and RV use of the toilet.			

 Cinderella® Incineration Toilets			Recommended Service Parts 2025 - North America
			Cinderella Freedom Service Pack
Part number	Part Name	Image	Description
100154	Fan 12V - 4412NU		This 12V fan is specifically designed to optimize air circulation inside toilet spaces for the Cinderella.
100163	Catalytic Converter Fabric		The insulation fabric for Cinderella catalytic converters should be replaced when necessary or when replacing the catalytic converter (100528). The fabric has dimensions of 275x90x2 mm. Fits all Cinderella models.
100168	Signal Cable for Control Panel		This signal cable is designed for use with the Control Panel for Freedom and Comfort models that feature an LCD-display. For a secure installation, it may require a separate mounting clip (100461) and an application of dielectric grease to protect against humidity damage during replacement.
100196	Spark plug		For Cinderella gas models, the ignition electrode is fastened to the bracket with one screw and is used in both Freedom and Travel versions.
100402	LCD Display Cable		This Display cable for LCD Display (100401) replacements on Cinderella Freedom and Comfort models.
100461	Blue Mounting Clip		Replacement Blue clip for fastening signal cable and control panel. For use on all Cinderella models with control panel. Our carefully designed clips are compatible with all models featuring a control panel, ensuring a perfect fit.
100528	Catalytic converter		This catalytic converter cleans exhaust fumes and eliminates unpleasant smells. With a lifespan of 4-6 years, it suits weekend and holiday use with all Cinderella toilets. Contains Platinum and Palladium (<1%); avoid inhalation or skin contact.
100542	Burner Fan w/ long cable		This Burner Fan with Long Cable is compatible with Freedom models. The rubber holder can be purchased separately (item 101039) and can also be retrofitted for the Travel model.
100726	Burner Head		A complete burner head used on Cinderella Freedom and Travel
100831	Thermocouple L=40cm		The Cinderella - Thermocouple includes a star lock and is universally compatible. In most cases, repairs may necessitate a replacement u-clip, part number 100037.
101725	Ignition Cable		This replacement cable is designed for use with Cinderella LPG models that have Fenwal Ignition PCB. It has a 7.5Kohm resistance and a length of 480mm.
101814	Control Panel w/ Display		. It is a suitable replacement for older control panels, featuring a separate LCD display.
*Service package timeline is based on normal recreational cabin and RV use of the toilet.			

TIP #5: Back-up Facilities

Many of our dealers and affiliates offer a plethora of alternatives for backup toilet facilities for your clients, similar to how you would need to account for downtime when hiring a plumber for a standard flush toilet. We also offer a range of options for wholesale through Off-Grid Distribution.

The introduction of new users, particularly children, along with individuals experiencing bowel issues, significantly increases the likelihood of urine or faeces escaping beyond the confines of the liner. Such oversights or instances where liners are inadvertently not used can result in unpleasant consequences, including the splashing of liquid within the unit instead of directing waste into the designated ash container. This misstep can ultimately contribute to the alarming accumulation of waste, fostering the potential for corrosion around the incineration lid, a critical component that demands attention to ensure operational integrity.

In rental and business properties, where high foot traffic and varying user experiences are common, a range of unusual incidents and unforeseen mishaps can emerge. To mitigate these circumstances effectively, it is strongly advisable to maintain a proactive approach and be thoroughly prepared for unexpected situations, equipping staff with the necessary training and resources to handle such occurrences adeptly.

Moreover, it is essential to recognize that appliances, machines, and ventilation systems inherently require systematic maintenance, regular inspections, and, over time, the replacement of certain parts to uphold their functionality. It is important to note that during these maintenance tasks, the units may need to be taken offline, rendering them temporarily out of commission until all necessary work has been finalized. In light of this, many rental properties and businesses ingeniously accommodate these potential disruptions by providing backup toilet facilities, ensuring that users still have accessible sanitation options while the main units are undergoing routine maintenance. Such foresight not only enhances user satisfaction but also demonstrates a commitment to maintaining operational efficiency.

TIP #6: Hire a Licensed Professional

Cinderella® is manufactured to the highest quality standards, and given the investment involved, it is essential for customers to ensure that the installation is executed correctly.

While many customers attempt to install the Cinderella® models independently, it is advisable to engage a licensed professional or tradesperson. This approach not only preserves the warranty but also guarantees that the installation is conducted safely and in compliance with insurance requirements. Adequate ventilation is crucial for the optimal functioning of your new Cinderella® toilet, and adhering to the guidelines outlined in the manual is imperative. Improper installation may result in malfunctions, premature wear, or even unpleasant odours, which could void the warranty. Therefore, it is always prudent to comply with the technical and administrative regulations applicable to the location where the toilet is being installed.

Regarding Propane models, It is essential that the Freedom and Travel Incineration toilets are connected to the gas supply exclusively by a qualified gas specialist, in compliance with the technical and administrative regulations of the country in which the toilet is installed. A leak test and flame test should be performed following professional installation, and you should receive a certificate of inspection to uphold warranty and safety standards.

Freedom models will come fashioned with the following specifications:

	IMPERIAL	METRIC	NOTE
Fuel consumption	0.449 (lb/hour)	0.204 (kg/hour)	
Inlet gas pressure	8-20 Inches WC	20-50 mBar	
Toilet gas connection	¼" NPT Female		
Fitting - Straight coupling	¼" NPT LH - G ¼" LH		Mounted on toilet
Brass fitting, 90 degree	G ¼" LH Nut - ½" NPT female		Mounted on toilet

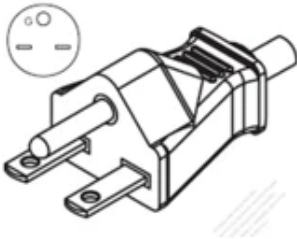
For Electric models, the installation of the Cinderella Comfort must adhere to the National Electrical Codes, as well as all relevant state, municipal, and local regulations. The toilet unit comes equipped with a 15 Amp, 250 Volt, 2 Pole 3 Wire Grounding NEMA6-15P plug.

To ensure adequate power supply to the unit, it is necessary to have a dedicated grounded circuit providing a minimum of 10 amps at 220-240 VAC. Both frequency and amperage should be supplied from a dedicated, grounded circuit, which is safeguarded by an appropriately sized circuit breaker.

**Please note that "tandem or mini" breakers are not suitable for powering the Comfort model. These types of breakers are commonly utilized in new home constructions, RVs, as well as in Mini and Tiny Homes.*

Electric models will come fashioned with the following specifications:

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.