



ONE-PIECE INTELLIGENT ELECTRONIC TOILET

USER MANUAL AND INSTALLATION GUIDE

STANDARD / HIGH EDITION



CONTENTS

► Installation precautions	02
► Packing list	03
► General warnings	04
► Cleaning and maintenance	07
► Remote control operation instructions	09
► Essentials of induction moves	11
► Installation procedure	12
► Troubleshooting	14
► Operations&Funtions	16
► Product parts	17
► Technical features	18
► After-sales service	19
► Warranty Card (original)	20
► After-sales Service Guide	21
► Warranty Card (copy)	22

Installation precautions

Precautions before installation (Please be sure to follow them for safety reasons)

The product design of the company conforms to the national standard of GB/T 6952-2015, GB 38448-2019, GB 4706.1-2005, GB 4706.53-2008.

The following precautions are closely related to safety, and may cause major consequences according to different situations, please be sure to follow.

	WARNING	Indicates that mis-operation may result in personal injury or death.
	PRECAUTION	Indicates that mis-operation may result in personal injury or property damage.
	WARNING	• Please use the power socket within the specified range (AC 110V ± 10%, the maximum current above 10A), the use of more than the provisions of the socket, will cause the socket heating and cause fire.
		• The power socket must be grounded. Please entrust the installation of wiring to the electrical installation company. Before the installation is complete, do not insert the power plug into the socket to avoid malfunction.
		• Danger! There is danger of electric shock. Please cut off the power supply before operation.
		• Caution! Before installing the product, close the main Angle valve of the water supply to avoid property damage caused by water leakage.
		• Caution! There is a danger of harmful gases. If the intelligent toilet cannot be installed immediately, please cover the sewage outlet on the floor temporarily.
	PRECAUTION	• Please comply with all local plumbing and electrical codes. Power and water mains shall be wall mounted.
		• The length of the power supply is about 1.5 meters. Please install the power outlet within reach of the power cord.
		• Check the product carefully for damage.
		• In the cold winter, when the product is after long transportation or long storage, the remaining water in the product may freeze. In order to prevent damage caused by freezing, the product must be installed in a warm room for 30 minutes after its natural thawing.

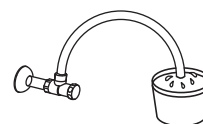
Minimum water pressure requirements (Tankless products only)

- Minimum dynamic working water pressure is 0.12MPa (water greater than 18L/min) Also, the maximum static water pressure is 0.75MPa (when static). When the minimum water pressure is not met, the optimal cleaning pressure cannot be achieved.

Minimum hydraulic test essentials

Please refer to this method when no hydrometers is available.

Open the water supplying valve



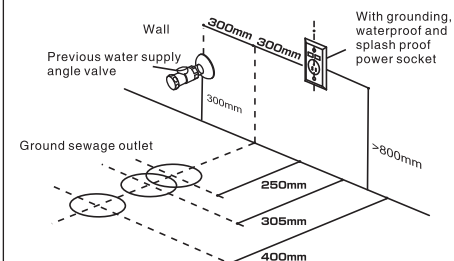
(Tools: stopwatch, measuring cup.)

Measure the amount of water flowing out in 15 seconds. If it exceeds 5 liters, it indicates that the water pressure meets the requirement of installation. If it's less than 5 liters, first check whether the main inlet valve is fully opened. If the main valve has been fully opened, then please communicate with the property management company whether the water pressure can be increased (Many new communities have low occupancy rates, so the water pressure has not been fully opened).

※ If the water pressure or water volume does not meet the standard, please contact customer service center or local dealer for further solution before unpacking and installation.

Installation space confirmation

- Measure hole distance: 240mm-280mm, recommended product with 250mm roughing in.
- Measure hole distance: 290mm-380mm, recommended product with 305mm roughing in. 280mm-290mm, uses a shifter to install product with 305mm roughing in.
- Measure hole distance: > 390mm, recommended product with 400mm roughing in. 380mm-390mm, uses a flange shifter to install product with 305mm roughing in.

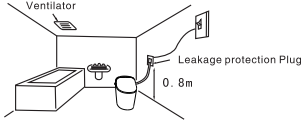
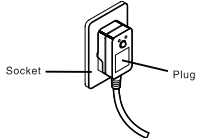


Packing List

No.	Description	Quantity	Remark
1	Toilet	1 Piece	
2	Wax ring	1 Piece	
3	Angle Vale	1 Piece	
4	Remote control	1 Piece	Bracket included
5	User Manual	1 Piece	
6	Water measuring	1 Piece	

The Company has the right of interpretation of the specification. If there are any changes in the product and technical parameters, the latest version of the instruction manual shall prevail.

General warnings

 Warning	
 No disassemble	Do not disassemble or convert the product (may cause fire, electric shock, or damage due to abnormal operation) .
 No splashing	Do not pour water on the product body and power plug, otherwise it may cause fire or electric shock. 
 Must obey	- This product is an electrical product, please do not place it in a high humidity environment or where it is easily splashed by water. - When using this product, please install a ventilation fan to maintain good air circulation in the bathroom, otherwise it may cause fire or electric shock.
	Please set the socket for power distribution as follows If not set according to the following requirements, fire or electric shock may occur. (1) The electrical load of the socket must be greater than 2kW ; (2) The installation position of the socket needs to be above 0.8m from the ground, and as far away as possible from the bathtub or shower.  
	Do not use loose or faulty sockets, which may cause fire or electric shock
- Please be sure that the electrical line of this product is connected to the ground wire .If not, faults or leakage of the socket may cause electric shock. - Please be sure that the power plug is inserted into the AC 110V/60HZ socket.If not , may cause machine failure or fire due to heat - The phase, zero and grounding lines in the power socket must be connected correctly. 	

General warnings

Warning		
 Must obey	- Watch out for Low temperature scald - When sitting on the seat for a long period of time, please adjust the temperature of the seat to room temperature. - When used by following people, please adjust the temperature of the seat to room temperature - Children, the elderly and other people who cannot adjust the temperature to a suitable degree; - The sick, the disabled and others with mobility difficulties; - People who take sleeping drugs (such as sleeping pills, cold medicines, etc.), drunk or people who have excessive fatigue. - Make sure the power plug is in place Incomplete insertion of the power plug may cause fire due to electric shock or heat. - Always disconnect the power supply when cleaning.	
	Do not handle the socket with wet hands, may cause the electric shock. 	
 Forbid	- Please stop using when the product is malfunctioning. Please unplug the power supply and close the inlet Angle valve in the following cases: Failures includes: water leakage from internal or water pipe; Abnormal sound and abnormal odor appear from water pipe; Abnormal heat appear; Cracks appear in product body; Smokes; toilet is clogged up. - Do not damage the power cord and power plug and do not replace them by yourself. Do not scratch, process, forcibly bend, twist, stretch or bundle the product. Always keep the product away from high temperature. - If the product is damaged and still used, it will cause electric shock and fire; - The power cable of this product is connected in Y-shape. If the power cord is damaged, it must be replaced by the manufacturer, its maintenance department or a professional in a similar department in order to avoid danger. - Do not use water sources other than tap water - can otherwise cause skin problems such as dermatitis; - foreign matter mixed and accumulated in piping can cause machine failure. - People carrying pacemakers do not use this product The electromagnetic interference would lead to pacemaker malfunction. - Do not place any open flames, candles, cigarettes or similar items over the product and do not drop flammable items or cigarettes near or inside the product. - This product is not suitable to be used by individuals (including children) with physical, sensory or mental disabilities or who lack the experience or knowledge to use it, unless, for their own safety, they are monitored by a responsible person or they receive instructions on how to use it. - Make sure that children do not play with the device. Do not step on the product. Avoid forcing the seat or the cover. When using electric devices, basic safety measures should always be followed.	  

General warnings

Attention		
 Forbid	Leaning back on the cover may cause damage to the cover. 	
	Do not place the product under strong light or direct sunlight for a long period of time. Otherwise, it will cause discoloration of plastic parts or failure of the seat temperature function. 	
	Please don't struck the ceramic vigorously to prevent damage and water leakage	
	Do not bend, twist or damage the water supply hose. Otherwise it will cause water leakage due to loose connection.	
	Do not use the toilet to wash down anything except excreta and toilet paper. Otherwise, the toilet seat will be clogged, which would lead to sewage outflow and indoor water seepage.	
 Must obey	When closing the seat cover and seat ring, do not do not use excessive force or it will damage the product.	
	- Please close the angle valve before removing it's filter, otherwise it could cause leakage. - When reinstalling the filter of the angle valve, please make sure it is tightened otherwise it could cause leakage.	
	When the toilet is clogged up, please cut off the power supply firstly, and then dredge it with a pipe dredger. If the power is not cut off, the auto flushing function will continue to work, which will cause sewage overflow and indoor water seepage.	
	Use the new hose assembly that came with the appliance. Old hose assemblies cannot be reused. Do not distort or damage the water inlet pipe. The bending Angle of the hose must not exceed 90°.	
	When the room temperature is low (zero degrees and below), please raise the indoor temperature, otherwise the water pipe and the product internal will be damaged due to freezing, which would lead to water leakage.	
	To prevent scratching, do not clean the product body with dry cloth or toilet paper.	
	Do not use the product in the event of power outage or water cut.	
	It is strictly prohibited to move the products from the cover plate, otherwise it will cause mechanical failure.	
	Do not spill urine on the bowl unit and nozzle, otherwise it will cause mechanical failure or pink and brown stains. 	
	Please un--plug the power plug during thunder to prevent machine failure; 	
	When traveling or long periods of disuse, please cut off the water and power supply to avoid safety misadventure . 	

Cleaning and maintenance

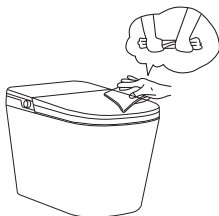
To ensure the normal use of the products, please clean and maintain the products regularly.

Attention

- When cleaning and maintenance, please be sure to unplug the power plug from the socket, and close the water supply valve to stop the water supply.

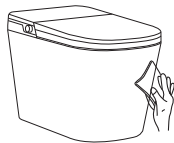
Cleaning and maintenance method for seat cover, seat ring and cover (For plastic parts)

- Wipe with a soft cloth that has been soaked in water and wrung-out thoroughly.
If the dirt is not removed in time, it will become difficult to clean. Please wipe with a wet cloth frequently. In addition, wiping with wet cloth can prevent the generation of static electricity, which will attract dust and cause the product to become black and dirty.



Cleaning and maintenance methods for ceramic parts

- Please wipe the product with a soft wet cloth.
The ceramic parts can be cleaned with a soft brush, cloth or sponge with a neutral toilet detergent plus cold or warm water.
- ※ Do not use not appropriate cleaner, such as alcohol, benzene, decontamination powder, bleach, paint thinner, gasoline, etc.



Maintenance of water inlet filter

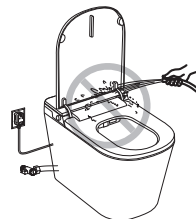
- For your health, please clean the filter in time (or replace the filter) according to the local water quality.
- When the cleaning intensity is weakened, please clean the filter in time (or replace the filter).
- ※ When removing the filter, be sure to close the water supply angle valve.
- ※ When installing the filter, please tighten it to avoid leakage.
- ※ Filter can be easily opened by 1 yuan coin rotating counterclockwise.

It is recommended to clean the filter once every 1-2 months



WARNING

- Do not add water or detergent to the electrical part of the intelligent toilet or the internal remote control. Do not wet the electrical appliance or power plug with water or detergent.
- ※ Otherwise there could be electrocution and fire

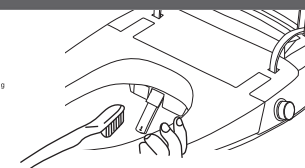
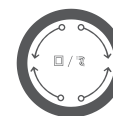


ATTENTION

- When cleaning and maintaining plastic parts, do not use inappropriate cleaners (Strongly acidic cleaners or strong alkaline cleaners, alcohol, cresol, benzene, bleach, paint thinner, Fluoride-based detergent, gasoline, etc.)
- ※ Cracking of plastic parts may cause personal injury, electric shock or fire.



Cleaning and maintenance of nozzle



- When the machine is on but not sat on, press the "Bowl cleansing" button on the side of the machine to start the nozzle cleaning function. The nozzle extends but does not spray water upwards to facilitate manual cleaning of the nozzle. If there is dirt on the nozzle, please clean it with a toothbrush.
- ※ Do not scrub the nozzle too hard, (cause damage to the nozzle).

Remote control operation instructions



Stop

Click to end the current operation of the toilet and enter the standby mode.



Setting of the water pressure

Adjustable cleaning intensity according to personal preference. Short press the "+" "-" button of the remote control, the buzzer beeps, can adjust the water pressure in bowl cleaning/ feminine cleaning mode, the water pressure has 5 gears in total. Press the "+" key, the water pressure increases one level, press the "-" key, the water pressure decreases one level.



Flushing

1. Click to flush the toilet once. (Pressing this button again does not work when the toilet is flushing).



Nozzle position

The position of nozzle can be adjusted due to the different sitting position of each person. Short press the "A" "V" button of the remote control, the buzzer beeps, can adjust the nozzle position in bowl cleaning/feminine cleaning mode. There are 5 positions for the nozzle. Press the "A" key to move the nozzle forward by one gear. Press "V" to move the nozzle backward by one gear.



Child mode wash

Click to initiate children's cleaning mode, and the toilet automatically sets water temperature, seat temperature and air temperature as the lowest setting.



Auto open of lid/seat ring (For high-end Edition only)

1. Click once to initiate Auto open of the toilet lid
2. Click the second time to initiate Auto open of the seat ring
3. Click the third time to initiate Auto close of the seat ring
*The lid will automatically close 30 seconds after you leave

Close the lid/seat ring:
Press for 3 second when the product is on.
1. When are lid is open / seat ring is down:
Press for 3 second to close lid
2. When are lid is open/ seat ring is up:
Press for 3 second to initiate Auto flushing function and Auto close of the lid and seat ring



Night light

Click to turn on/off the night light function.



Bowl Cleaning / Moboile

1. After seated, click to start the bowl washing function. Mobile cleaning is acquiesced. The water column moves back and forth to achieve massage effect. The cleaning will automatically end after 90 seconds and nozzle self-cleaning will be initiated.
2. Click again to end mobile cleaning function, the water column will be fixed in position; And click again to restore mobile cleaning mode.



Feminine cleaning / Mobile

1. After seated, click to start the feminine washing function. Mobile cleaning is acquiesced. The water column moves back and forth to achieve massage effect. The cleaning will automatically end after 90 seconds and nozzle self-cleaning will be initiated.
2. Click again to end mobile cleaning function, the water column will be fixed in position; And click again to restore mobile cleaning mode.



Warm air drying

After seated, click to start the warm air drying function. The bowling will automatically end after 180 seconds.
*Adsorb water with toilet paper before drying to speed up the drying effect



Water temperature

Click to adjust the water temperature in cleaning function. There are 4 level can be cyclically adjusted:

Level 0 (--)
Level 1 (approximately 34℃)
Level 2 (approximately 37℃)
Level 3 (approximately 40℃)



Seat temperature

Click to adjust the seat temperature. There are 4 level can be cyclically adjusted:

Level 0 (--)
Level 1 (approximately 34℃)
Level 2 (approximately 37℃)
Level 3 (approximately 40℃)



Air temperature

Click to adjust the air temperature in the drying function. There are 4 level can be cyclically adjusted:

Level 0 (--)
Level 1 (approximately 45℃)
Level 2 (approximately 50℃)
Level 3 (approximately 55℃)

Essentials of induction moves

Automatic flip



Foot sensor flip

Auto open as you approach

Auto open when placing your foot near the induction button

Auto open/close

For gentleman



Toilet lid opens automatically as you approach



Place your foot near the foot sensor to open the seat ring



Using



Auto flush as you leave

For lady



Toilet lid opens automatically as you approach



Using



Auto flush as you leave



Auto close

Auto flip by foot sensor

For gentleman



Place your foot near the foot sensor to open the toilet lid



Place your foot near the foot sensor again to open the seat ring



Using



Auto flush as you leave

For lady



Place your foot near the foot sensor to open the toilet lid



Using



Auto flush as you leave

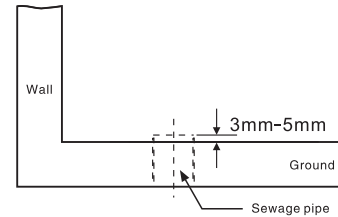


Auto close

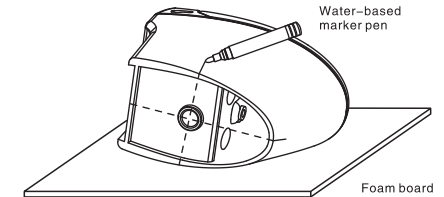
Installation procedure

1. Install the smart toilet

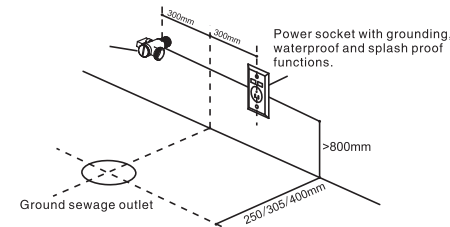
1. Use a cutting machine or saw blade to cut off the part of the sewage pipe above the ground.
※ Keep the sewage pipe about 3-5mm above the ground.



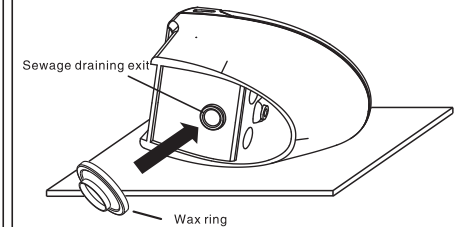
5. Draw a line perpendicular to the ground on the left, right, front and rear end of the ceramic surfaces corresponding to the center point of the sewage outlet.
※ It is suggested to use water-based marker so the excess lines could be easily wiped off after installation.
※ The smart toilet needs to be placed on a pre-prepared foam board when it is turned over on one side.



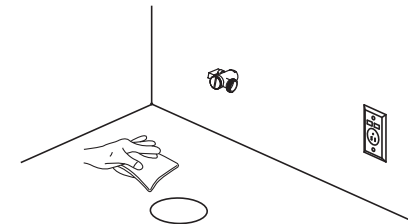
2. Remove the previous water supply angle valve (if any) and install the integrated angle valve provided.
※ Please Close main water supply valve before removing the angle valve.
※ Please set the discharge direction of integrated angle valve based on actual situation.



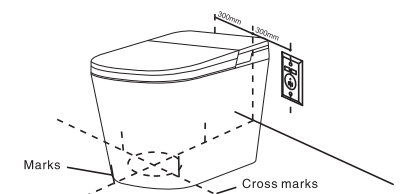
6. Place the wax ring on the sewage draining exit on the bottom.
※ Please make sure the connection is tie and firm.



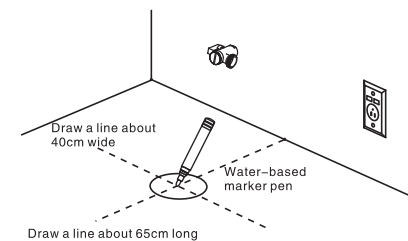
3. It is very important keep the ground clean and dry before installation.
※ The cleanliness and dryness of the ground will affect the firmness of subsequent product installation



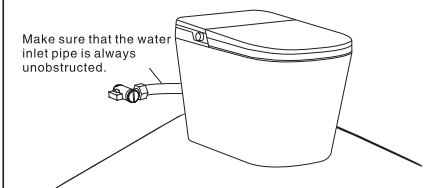
7. Two people are required to lift the product and slowly place it on the ground so that the marks on the button of the product coincide with the cross marks of the sewage outlet.
After it is coincided, press the ceramic body downward to make sure the wax ring contact the ground closely.
※ Do not move or shake the ceramic body after the marks are coincided, otherwise may cause wax ring dislocation that can then cause water leakage



4. Draw a cross mark on the center line of the sewage outlet on the ground.
※ It is suggested to use water-based marker so the excess lines could be easily wiped off after installation.



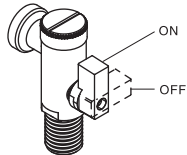
- Connect the water inlet pipe of the product to the filter.
※ Please be sure to include the sealing pad in the nut of water inlet pipe to prevent water leakage.
※ If the water inlet pipe is severely bent or clogged, it will seriously affect the flushing of the toilet. To improve the situation, please adjust the direction of the water outlet of the integrated angle valve. Make sure that the water inlet pipe is always unobstructed.



Installation procedure

2. Water supply confirmation

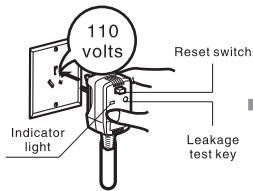
1. Open water supply angle valve to maximum as shown below.



2. Confirm that there is no water leakage at each connection part.
※ If there is leakage, please re-tighten the nuts.

3. Connect the power supply

1. Socket must be connected to a ground line.
2. Insert the power plug into a 110 volt AC socket

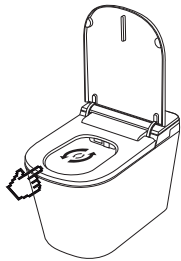


3. Check whether the power is on.

(1) Confirm whether the plug indicator light is on. If the indicator light turns dark, please try to press the reset button on the middle.
(2) After the plug indicator lights up, wait for the host to complete the self-inspection. During which you will see the light ring flashing light blue. It is normal to notice the nozzle is extended and hear the sound of motor rotates or water running. When the blinking stops and the light stays on, indicates that the self-inspection is complete.

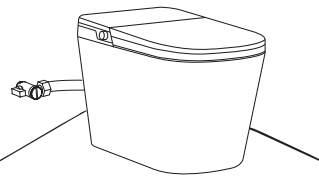
4. Check the flushing effect of the product

1. Press the "stop" button to start flushing for about 18 seconds at a time.
2. Due to the lack of water in the pipeline, the initial flushing cannot fully form a siphon, please flush multiple times to observe whether a siphon can be formed every time.
※ If the flushing power is weak, please check whether the water inlet pipe is clogged.



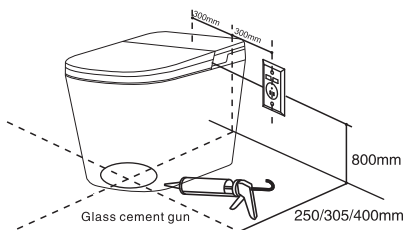
5. Double check for water seepage

Make sure that there are no water seepage on the product and floor



6. Fixing the smart toilet

1. After the product functions are tested, fill the uneven part of the ground with fillers to make the toilet no longer shake.
2. Clean the contact surface between the toilet and the ground and keep the contact surface dry.
3. Use a glass cement gun to apply a full circle of glass cement along the rim of the toilet.
※ After applying glass cement, do not use the product within 48 hours.
※ When adjusting the position of the product, please make small adjustments each time.



7. Trial run

Test whether the buttons on the remote control and the side buttons of the body function normally

● Are the functions of the product normal?

Are the bowl cleaning, feminine cleaning and others (including water pressure adjustment, nozzle position adjustment), water temperature, seat temperature, warm air drying/air temperature adjustment, nozzle self-cleaning, remote control normal? The above series of functions should be checked.

● Test the operation of the bowl cleaning process

Please use your right arm to cover the "sensor" sticker on the seat ring, and press the button on the remote with your left hand, or press the button on the side of the machine with your left hand to activate the bowl cleaning function. Cover the front of the nozzle with the your right hand to block the flow of washing water to prevent water from spraying on your body or clothing.

Troubleshooting



Warning

This product should only be installed by qualified staff and with the provided components. Do not disassemble, repair or convert the product by yourself (may cause fire or electric shock).

When the product works abnormally, please check below for possible causes. If the problem still cannot be eliminated, please contact our company or local after-sale service department.

1. Main body

PROBLEM	POSSIBLE CAUSE	SOLUTION
The light of power indicator and auxiliary side panel is off	Is there a power outage	Please wait until the power is restored
	Is the power plug properly inserted	Please insert the power plug into the socket
	Is the power switch turned on	Please turn on the power switch

2. Bowl cleaning/Feminine cleaning

PROBLEM	POSSIBLE CAUSE	SOLUTION
The cleansing water does not come out	Is there a water cut off	Wait until water service is restored
	Is the water inlet valve closed	Fully open the water inlet valve
	Is the nozzle clogged with foreign matter	Clean the nozzle
	Does the seat sensor respond	Sit down correctly. Reactivate the cleaning function
The cleansing water was cold	Is the warm water temperature set to "OFF" or a low level	Please re-set the water temperature

Troubleshooting

PROBLEM	POSSIBLE CAUSE	SOLUTION
The cleaning function stops	The preset cleaning time has expired.	Activate the cleaning function again
	Does the seat sensor respond	Sit down correctly. Reactivate the cleaning function
The water flow is lower than usual	Is the water pressure set to a low level	Please re-set the water pressure
	Is the water filter drain valve clogged with foreign matter	Clean the filter

3. Warm air drying

PROBLEM	POSSIBLE CAUSE	SOLUTION
The dryer temperature is low	Is the dryer temperature set to "OFF" or a low level	Please re-set the air temperature
Stops in the middle of use	The preset drying time has expired	Activate the drying function again.
	Does the seat sensor respond	Sit down correctly. Reactivate the cleaning function

4. Seat temperature

PROBLEM	POSSIBLE CAUSE	SOLUTION
The toilet seat is cold	Is energy saver in operation	You can turn it "OFF" if the energy saver feature is "ON"
	Is the set temperature set to a low level	Please re-set the seat temperature

5. Auto flushing

PROBLEM	POSSIBLE CAUSE	SOLUTION
No flushing	Is there a water cut off	Wait until water service is restored
	Is the water inlet valve closed	Fully open the water inlet valve
	Is the valve clogged with foreign matter	Clean the filter
	Are you sited in less than 10 seconds	Please be sit for more than 10 seconds

Operations & Functions

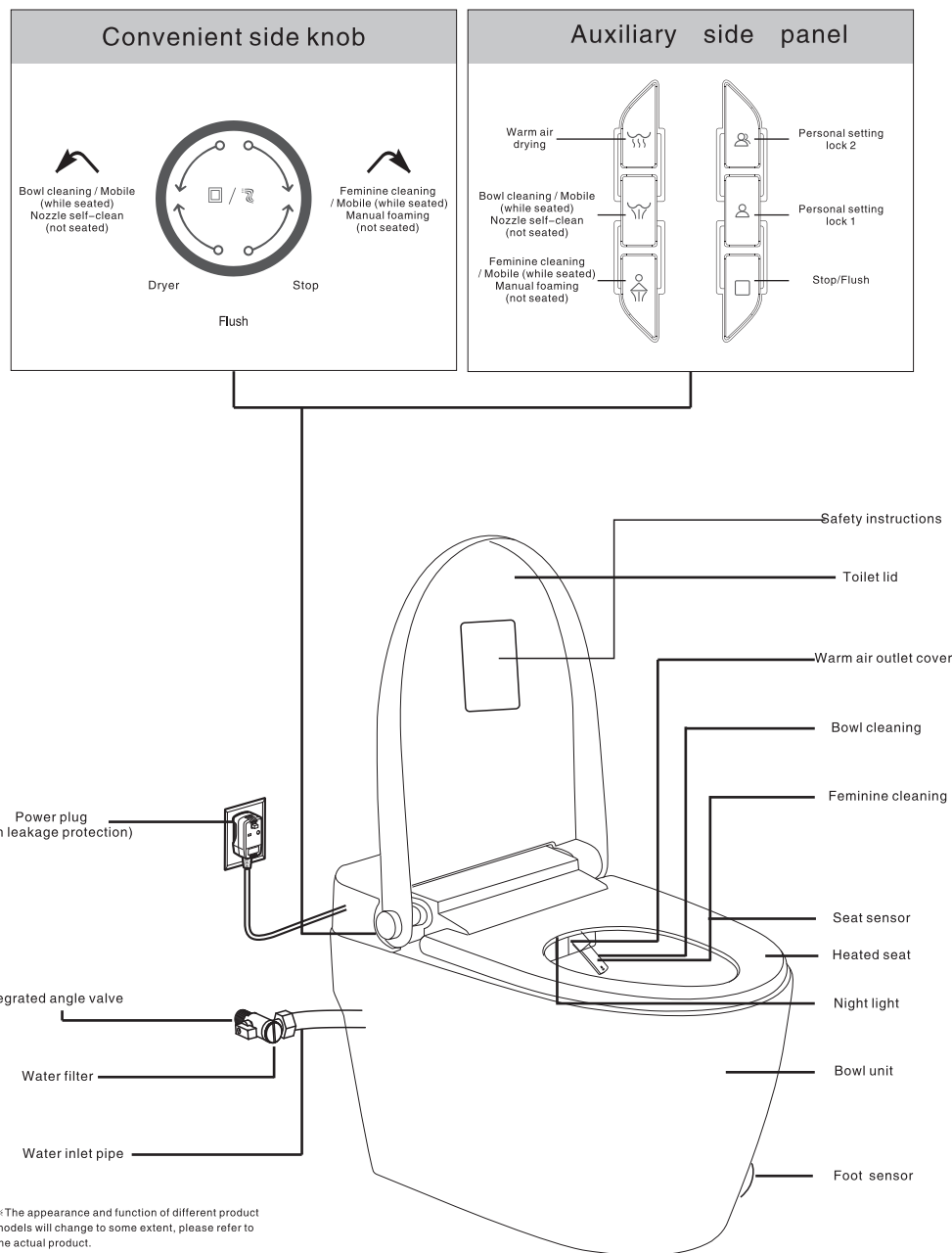
Please refer to the product edition you purchased

	Tankless			With tank		
Version	Standard Edition	High Edition	Ultimate Edition	Standard Edition	High Edition	Ultimate Edition
Free water pressure limit				●	●	●
App connection	●	●	●	●	●	●
Bubble shield			●			●
Voice control			●			●
LED Screen	●	●	●	●	●	●
Auto open		●	●		●	●
Auto open with foot sensor		●	●		●	●
Auto close		●	●		●	●
Auto flush with foot sensor		●	●		●	●
Instant warm water	●	●	●	●	●	●
Bowl cleaning	●	●	●	●	●	●
Feminine cleaning	●	●	●	●	●	●
Mobile wash	●	●	●	●	●	●
Water pressure adjustment	●	●	●	●	●	●
Nozzle position adjustment	●	●	●	●	●	●
Nozzle self-cleaning	●	●	●	●	●	●
Anti-bacterial nozzle	●	●	●	●	●	●
Water temperature adjustment	●	●	●	●	●	●
Air temperature adjustment	●	●	●	●	●	●
Warm air drying	●	●	●	●	●	●
Remote control	●	●	●	●	●	●
All version features	Auto flush with feet sensor Auto flush water filter Seat sensor Smooth seat ring Adjustable seat temperature Night light Soft closing seat Self-calibration			Rotary side switch Seat heating Energy saver IPX4 waterproof High/low pressure protection Leakage Protection Dry heat production Flame retardant seat		

Remarks: ● It means that the product has this function.
Blank indicates that the product does not have this function.

Product parts

Overall picture, partial picture



Technical features

Voltage, power, water pressure, wind speed, etc

Rated power supply		110V~
Frequency		60Hz
Rated power consumption		The inlet water temperature is 15℃, the outlet water temperature and the setting temperature of the seat ring are set to the highest level under 0.2 MPa, and the power is 1200W
Service temperature		2℃~40℃
water temperature		2℃~40℃
Water supply		DIN 1/2 "or above water pipe connection
Water supply pressure	Minimum water pressure	0.12MPa (> 20L/min when flowing)
	Maximum water pressure	0.6MPa (at rest)
Bowl unit	Flush type	Siphon Jet
	Rough In	305mm/400mm
Cleaning	Bowl cleaning spray volume	Approx. 0.3 ~ 0.7 L/min (5 gear adjustment) <at 0.20 MPa water pressure>
	Feminine cleaning spray volume	Approx. 0.3 ~ 0.7 L/min (5 gear adjustment) <at 0.20 MPa water pressure>
	Warm water temperature	OFF/Approx. 35℃~41℃(3 gear adjustment)
	Water pressure control	5 gear water pressure adjustment
	Nozzle position	5 gear nozzle position adjustment
	Heater capacity	1600W
Warm air	Warm air temperature	OFF/Approx. 40℃~60℃(4 gear adjustment)
	Heater capacity	250W
Seat	Seat temperature	OFF/Approx. 32℃~40℃(4 gear adjustment)
	Heater capacity	47W
	Safety device	Heat sensor / Fuse
	Method	Toilet Seat and Toilet Lid (Auto open/close)
Waterproof level		IPX4
Power cord length		About 1.5 Meter
Standard		GB/T 6952-2015 GB 38448-2019 GB 4706.1-2005 GB 4706.53-2008

After-sales service

Please read the following carefully

1.Before repair

If the product has a malfunction, please check it first according to the method in "Troubleshooting".
If the problem cannot be resolved, please contact installer, seller, or call our customer service center.
When the following situations occur, please contact the customer service center immediately to avoid accidents:

- The power cord is damaged and the socket is loose.
- Overheating of sockets, power plugs, or wires.

2.Please read through the warranty card

Please read this product manual and warranty card carefully when you need after-sales service to confirm whether it is within the scope of the free warranty.
※Please take good care of your warranty card.

3.When commissioning repair

■ Repairs within the warranty

Please be sure to present the warranty card before repair.

■ Repairs beyond the warranty

On the premise of maintaining product safety and functions, paid repairs could be carried out upon customer's request.

■ Information needed

1. Customer address, name, phone number
2. Model, factory number
(Please refer to the warranty card, product body, packing list)
3. Purchase date (please refer to the warranty card)
4. Fault content and abnormal conditions (as detailed as possible)
5. Expected date of on-site service

4.Other question about product or after-sale service

Please contact our local sales team or call the customer service center for consultation.

Warranty Card

(original)

Description	Smart toilet
Model	
Product No.	
Name	
Phone No.	
Address	
Zip code	
Date of Manufacture	
Date of Purchase	
Company name (Seal)	

Note: The information in the warranty card should be filled in completely. If the information is incomplete or false, the company reserves the right not to provide warranty services.

Note: Customers must fill in a copy of the warranty card and send it to our after-sales service department within 1 month.

After-sales Service Guide

Maintenance record

Maintenance date	Fault phenomenon	Maintenance point	Maintenance process	Guarantee (Yes/No)	Signature and seal of maintainer

Note: If you accept the service of the company's authorized repair point, please remind the maintenance personnel to fill in the maintenance record. Otherwise, the company will not recognize it

Warranty Card

(copy)

Description	Smart toilet
Model	
Product No.	
Name	
Phone No.	
Address	
Zip code	
Date of Manufacture	
Date of Purchase	
Company name (Seal)	

Note: The information in the warranty card should be filled in completely. If the information is incomplete or false, the company reserves the right not to provide warranty services.

Note: Customers must fill in a copy of the warranty card and send it to our after-sales service department within 1 month.

