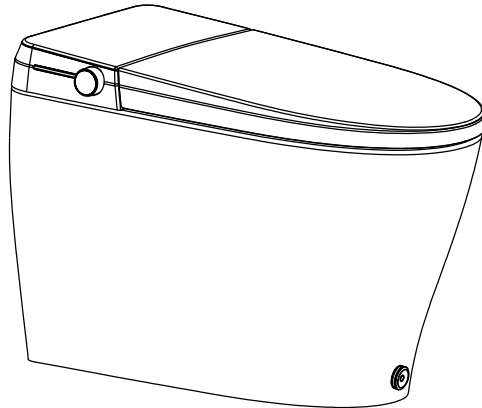




Intelligent Toilet Installation Instructions



DANGER

Hazardous voltage (120v).
Contact may cause electrical shock and injury.
Disconnect power before servicing
This equipment is to be serviced by trained
personnel only

NOTICE

Failure to follow all directions may cause leaks
which may result in water damage

www.kingstonbrass.com

TOLL-FREE CUSTOMER SERVICE: 1-877-2-KBRASS
TECHNICAL SUPPORT E-mail: service@kingstonbrass.com
12775 Reservoir Street, Chino, CA 91710



WARNING

Lifting hazard.

Single person lift could
cause injury.
Use assistance when
moving or lifting.

IMPORTANT SAFEGUARDS

When using electrical products, especially when children are present, basic safety precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING

DANGER– To reduce the risk of electrocution:

1. Do not use while bathing.
2. Do not place or store product where it can fall or be pulled into a tub or sink.
3. Do not place in or drop into water or other liquid.
4. Do not reach for a product that has fallen into water. Unplug immediately.

WARNING– To reduce the risk of burns, electrocution, fire, or injury to persons.

1. Close supervision is required when this product is used by children, elderly, or individuals with disabilities.
2. Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
3. Never operate this product if it has a damaged cord or plug. If it has been damaged and is not working properly, return the product to a service center for examination and repair.
4. Keep the cord away from heated surfaces.
5. Never block the air openings of the product or place it on a soft surface, such as a bed or couch, where the air openings may be blocked. Keep the air openings free of lint, hair and other debris.
6. Never use while sleeping or drowsy.
7. Never drop or insert any object into any opening or hose.
8. Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
9. Connect this product to a properly grounded outlet only. See Grounding Instructions.
10. Do not use while bathing.
11. **Risk of Electric Shock. Connect Only to a Grounding Type Receptacle Protected by a Ground-Fault Circuit-Interrupter (GFCI)**
[Risque de choc électrique. Connecter uniquement à un réceptacle du Type de mise à la terre protégé par un circuit de faibles au sol (GFCI).]
12. **CAUTION - Risk of electric shock, do not remove cover (or back). Refer servicing to qualified service personnel.**
[Attention - risque de choc électrique, n'enlevez pas le couvercle (ou le dos).
Référer le service à un service qualifié Personnel.]

SAVE THESE INSTRUCTIONS

GROUNDING INSTRUCTIONS

For your safety, this fixture requires a dedicated 15 amp circuit with a 3-prong grounded GFCI protected outlet located within 32" from the smart bidet toilet.

DANGER– Improper use of the grounding plug can result in a risk of electric shock.

If repair or replacement of the cord or plug is necessary, do not connect the grounding wire to either flat blade terminal. The wire with insulation having an outer surface that is green with or without yellow stripes is the grounding wire. Check with a qualified electrician or serviceman if the grounding instructions are not completely understood, or if in doubt as to whether the product is properly grounded.

Specifications

Rated voltage		120V~
Frequency		60Hz
Rated power input		1050W(When inlet water temp in 59°F)
Amperage		15 amps
Seat and dryer temperature range		4 different levels
Dryer temperature range		95°F-131°F
Water supply hose type		DN15(G1/2")
Water Inlet	Minimum pressure	11.6psi, ensuring a flow of water at least 0.61gal/10s
	Maximum pressure	108.8psi (static state)
Toilet	Flush type	Tornado flush
	Rough-in	Rough-in 12in
Flushing	Heating type	Instant heating
	Washing temp range	OFF/93.2°F-102.2°F(4 levels)
	Safety system	Butterfly thermostat, thermal fuse, flow sensor
	MaP Flush Performance Score	1000 Grams
	Gallons Per Flush (Partial/Full)	0.92 / 1.28
Dryer	Dryer temp range	OFF/ 95°F-131°F(4 levels)
	Dryer air speed	> 4m/s
	Safety system	Thermal fuse, bi-metal
Heated seat	Heat temp range	OFF/ 93.2°F-104°F(4 levels)
	Safety system	Thermal fuse
Power cable length		Appx. 35.12in

WARNING – ELECTRICAL HAZARD

1. This product must be connected to a GFCI-protected 120V grounded outlet.
2. Use only a dedicated 15A circuit with proper grounding.
3. Installation should be performed by a qualified electrician.
4. Failure to follow these instructions may result in electric shock, fire, or serious injury.

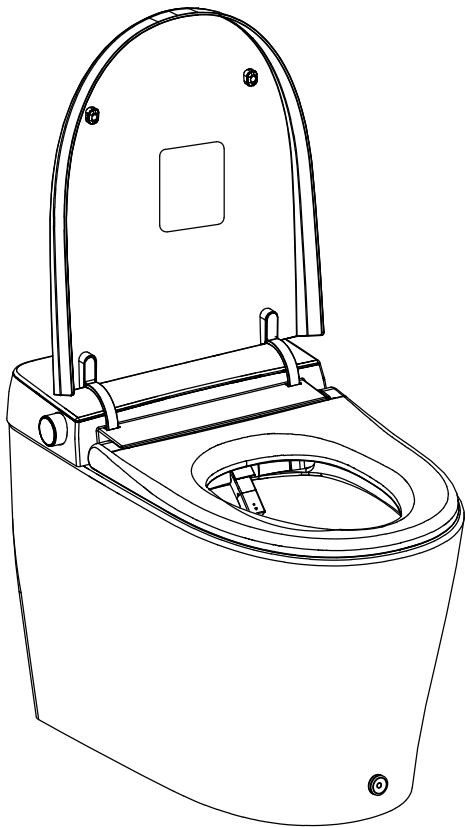
The functions may vary from different part no.

Category	Model	VSC3991 series
	Functions	
Cleaning	Unlimited wash	○
	Rear wash	○
	Front wash	○
	Aerated wash	○
	Auto wash	○
	Oscillating wash	○
	H/C massage	○
	Adjustable water pressure	○
	Adjustable water temperature	○
	Adjustable nozzle position	○
	Detachable nozzle	○
	Nozzle self-cleaning	○
	Cleaning nozzle	○
Convenience	Heated seat	○
	Warm dryer	○
	Auto deodorization	○
	Soft close	○
	Adjustable seat temperature	○
	Adjustable dryer temperature	○
	Night light	○
	Instant heating	○
	Pre-wetting	○
	Auto flush	○
	Drying with flush	○
	Emergency flush	○
	Remote flush	○
	Kick flush	○
	Auto open lid	○
	Kick open lid	○
	Kick open seat	○
	Remote open lid	○
	Remote open seat	○
	Seat sensor	○
	Microwave induction	○
	Digital display	○
Safety	Memory mode	○
	Auto-start	○
	SUS filter	○
	Air isolation	○
	UV sterilization	○
	Backflow prevention	○
	Multi-Protections	○
	Anti-bacterial seat	○
	Easy clean glaze	○
	Fire and heat resistant	○
	Factory reset	○

Note: ○ represents that the product has this function.

User Friendly Design

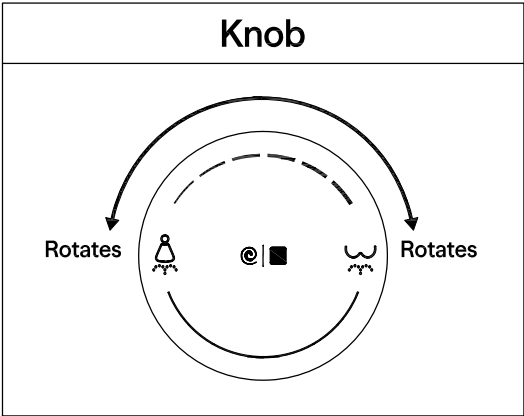
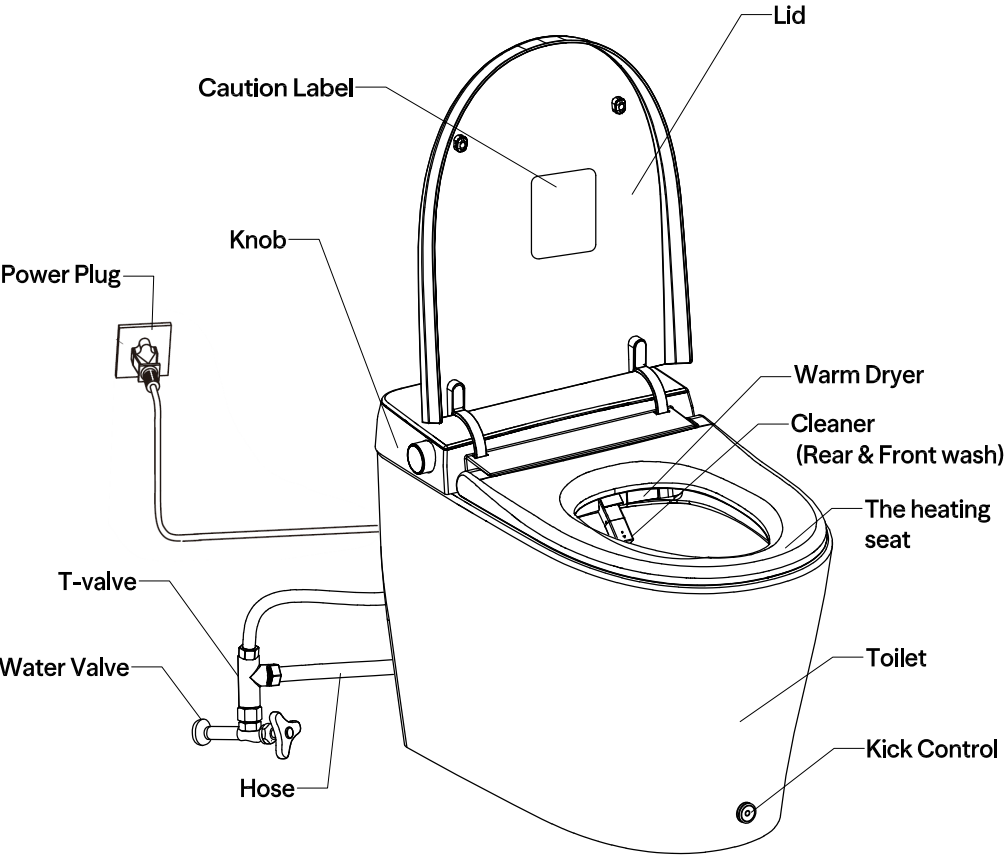
Contents



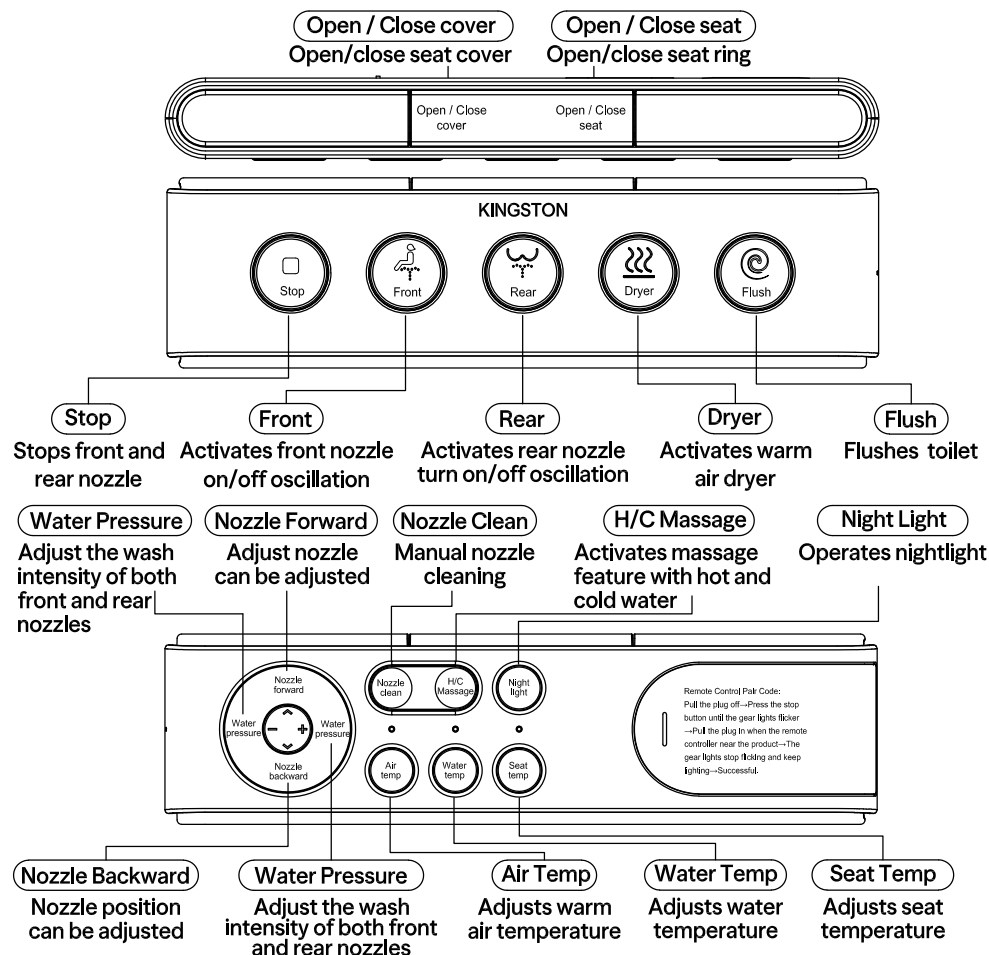
Parts Information	5	Before use
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Parts Information

Overview



Remote Controller



1. Long press the "H/C Massage" button to turn on/off the power saving ECO function.
 2. Long press "Night Light" to turn on/off all Function Prompt Tones (except alert tone).
 3. Long press "Water temp" to turn on/off auto flush function.
 4. Long press "Nozzle clean+H/C Massage" to turn on/off auto open & close lid function.
 5. Short press "Flush" to turn on eco flush.
 6. Long press "Flush" to turn on full flush.
 7. Long press the "Nozzle Clean" button to turn on/off Pre-wetting function.
- ※ The H/C Massage made can only be activated when the cleaning function is turned on.

Warnings And Safety

Please read thoroughly

First of all, thank you for purchasing our product. To ensure proper and safe use of this product, carefully read this section prior to any usage. Afterwards, store this manual in a safe place for any needed future reference.

The hazards and warnings listed herein are important to our user's safety. Significant consequences may result from failure to heed warnings. The company will not be held liable for any injuries to the user and damages to the product due to improper usage and/or failure to heed safety warnings.

Explanation of Terms and Symbols

Warning	Indicates possible injury resulting from improper usage due to negligence of this sign.
Attention	Indicates human injury or property loss that may result in improper usage due to negligence of this sign.
	「NOTE」 When used with the above "Warning" and "Attention" signs, indicates a strict request to follow noted precautions.
	Prohibits any individual from performing any action with this symbol .
	Prohibits any individual from dismantling product.
	Keep product away from any wet environments, including, but not limited to, humid environments or close proximity to baths, showers, or sinks.
	Do not touch !
	Do not touch with a wet hand !
	Keep away from any extreme heat or fire !
	Operate only as instructed !
	Pull out the power plug !
	Protective grounding

Warning

This product needs to be properly grounded.

- ※ Risk of electric shock.
- ※ If unsure, contact an electrician, electrical installation company.



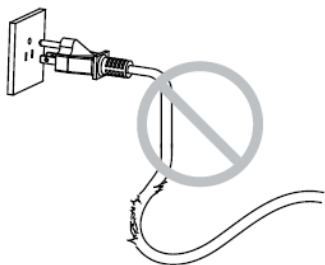
Do not touch, insert or pull out the power plug with a wet hand.

- ※ Risk of electric shock.



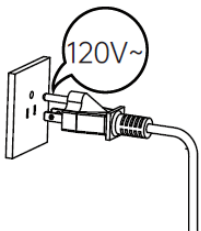
Do not use a power socket in poor condition or a damaged power plug.

- ※ Risk of fire and/or electric shock.



The power socket in use should be within the specified range (AC120V).

- ※ Risk of fire and/or electric shock.



Do not pull, damage, bend, twist, stretch, roll, bundle, clamp or squeeze the power cable. Do not place anything on power cable.

- ※ Risk of fire and/or electric shock.



If the power cord is damaged, to prevent any injuries or accidents, it should be replaced by a professional.

- ※ Risk of fire and/or electric shock.



Do not place a lit cigarette along with other burning objects into the unit.

- ※ Risk of fire.



Do not use during thunderstorms (pull out the power plug during storms).

- ※ Failure in doing so may lead to injury or fault in the product.



When the seat ring or the cover plate is damaged, to avoid any harm, be sure to pull off the power plug, close the water source and contact your local distributor for replacement.

- ※ Risk of fire or electric shock.



Regularly pull out the power plug and wipe off any dust on the power plug using a clean dry cloth.

- ※ Risk of fire.



Any person with a disability, the elderly, and children, should be using this product with the supervision of another individual.

- ※ Be advised that sitting on the heated seat for an extended amount of time may result in burns.



This product is not a toy. Advise children not to play with product.

- ※ Risk of injury.



Do not dismantle, repair or alter this product on your own. Call in a professional for further advice.

- ※ Risk of fire, electric shock, and/or other accident that may lead to injury.



Warning

For cleaning or maintenance of plastic parts, do not use any harsh cleaning agents. (These include, but are not limited to products such as: concentrated sulfuric acid, concentrated nitric acid, glacial acetic acid, carbon tetrachloride, chloroform, acetone, butanone, benzene, methylbenzene, phenol, methylphenol, dimethylformamide, methyl ether, soybean oil, acetate, 40% nitric acid, thick salt acid, 95% alcohol, gasoline, kerosene or brake oil, etc.)

- ※ Risk of damaging parts that can lead to accidents and injuries.



Do not add water or detergent into the unit or on to the wireless remote. Do not soak the product with water or cleaner.

- ※ Risk of fire and/or electric shock.

Do not install product in a humid environment or a soak room. Do not spray or soak this product with any form of liquid to prevent any damage to the product.

- ※ Risk of fire and/or electric shock.



Do not use polluted water or water meant for industrial.

- ※ Risk of urocystitis or dermatitis. Untreated water may also cause corrode inner workings of unit and may cause electrical shock or a fire.



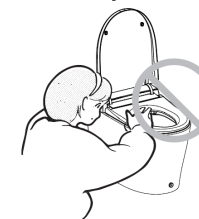
Do not apply any force to the unit's seat and lid. Do not stand on the lid or open or close the lid and the seat forcefully.

- ※ This may result in product damage and/or user injury.



Do not place your hand or any other object into the dryer trap, and do not cover the dryer and dryer trap during product use.

- ※ Risk of fire, electric shock, and/or other accident that may lead to user injury.



Do not spray urine at the dryer trap.

- ※ Risk of electric shock.



Read the following for proper battery usage.

- Properly install the battery according to its correct polarity.
- Remove the battery during long periods without use.
- Replace the battery before it reaches the end of its usage. Failure to do so may result in interrupted control signals.
- Cover the battery with tape before disposal.
- ※ This will prevent battery fluid leaks that may cause fire and/or other damages.



Warning

- Place the battery out of children and infant reach.
- ※ If battery is swallowed, contact a doctor immediately.
- If battery fluid leaks onto user, quickly rinse off area using water.
- If battery fluid gets into eyes, do not rub your eyes. Quickly rinse it with water and consult a doctor immediately.
- ※ May result in vision impairment or blindness.



When the battery is in use, do not do the following operations.

- Do not hold or store with metal objects (such as a necklace or a watch).
- Do not mix new and old batteries.
- Do not pull battery apart battery or throw it into water and/or fire. Battery fluids may cause fire.



Attention

Do not use the heated seat or warm dryer temperature for an extended amount of time.

※ Extended use may result in burns.



While using this product, make sure that the skin is in contact with the seat sensor area. Otherwise, product may not operate correctly.

※ Children and smaller individuals may have trouble staying in contact with sensor area.



Do not spray urine in the direction of the bidet nozzle.

※ Doing so may result in blockage to the bidet nozzles and cleaning area.



Do not use your old hose component. Use the one provided with your product. Anything else connected to the older hose may need to be replaced.

※ Risk of water leakage and/or property loss/damage.



In case of sudden power failure, remove the power plug and close the angle valve to prevent water leakage.

※ Risk of water leakage and/or property loss/damage.



Avoid direct sunlight or heat.

※ Risk of product discoloration.



Do not supply electricity with an external switch. Le:connecting the universal part to a timer switch.

※ Run the risk of issues caused by improperly resetting the thermal breaker.



When the filter is being replaced, be sure to close the water supply angle valve. When the filter is being installed, be sure to fasten it with force.

※ Risk of water leak.



Pull out the power plug when the product is in disuse for an extended amount of time. Make sure to shut off the water and remove the water inside the product.

※ Risk of fire, leaks, and product damage.



When storing or transporting in cold climate, make sure to remove all water from the unit. Product may crack and other damages may occur due to freezing water.

※ Risk of fire, leaks, and product damage.

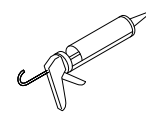


Installation

Required tools



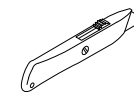
Drill
(Dia. 0.24in)



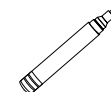
Silicone gun



Teflon tape



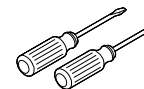
Knife



Marking pen



0.91 - 0.98 in
(Spanner model
varies for different
pipes)



● ● screw driver

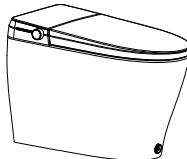
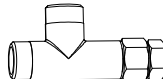
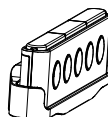
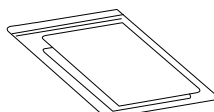
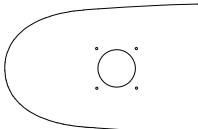
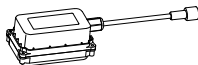


Measuring tape



Measuring cup

Item list (Confirm that all below items are inside the box)

Intelligent toilet(1 set)	T-valve(1 pc)	Two AAA Battery	
			
Remote controller set(1 set)	Wax Ring(1 pcs)	Installation Book & User Manual	
 (holder 1 pc, screw 2 pcs)			
Sealing Flange	Mounting accessory kit(2 pcs)	Mounting Template	Battery box assembly (1 set)
			

※ Please confirm all the aforementioned items are inside the package. If there are any omissions, please contact our customer service.

※ Illustrations above are for references only, Actual objects may look different in person.

Before You Install

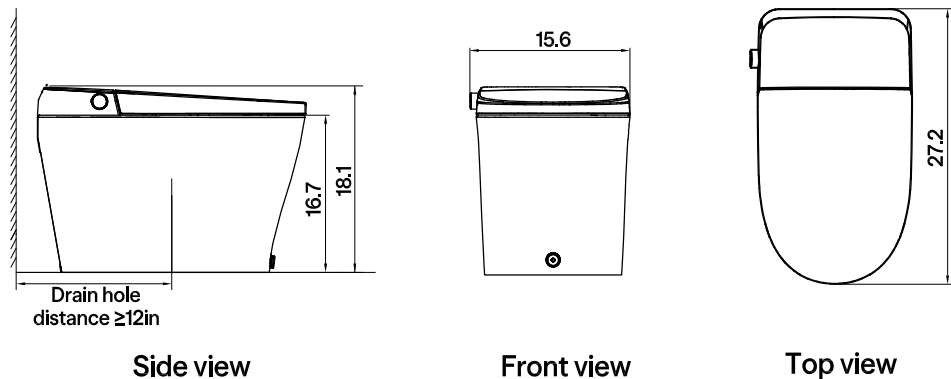
Confirmation of water pressure

- The minimum dynamic operating water pressure is 11.6 psi, and the maximum static water pressure is 108.8 psi.

Confirm dimensions of product with installation space

Wall

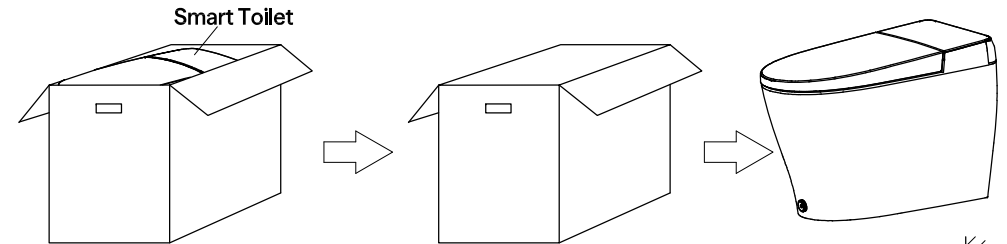
Unit : inches



Installing Your Product

1. Open the box right side up

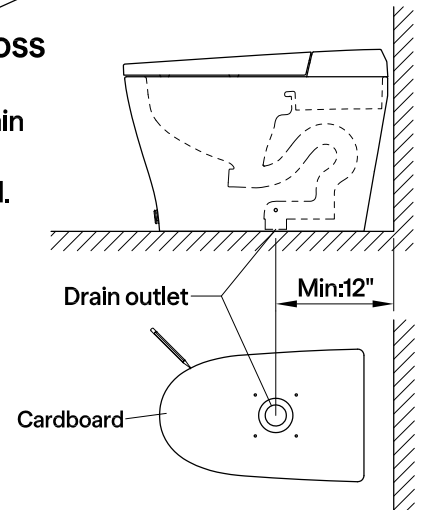
Remove the accessories first, then remove the unit from the top, as shown in the diagrams below.



2. Mark your drainage hole with a cross

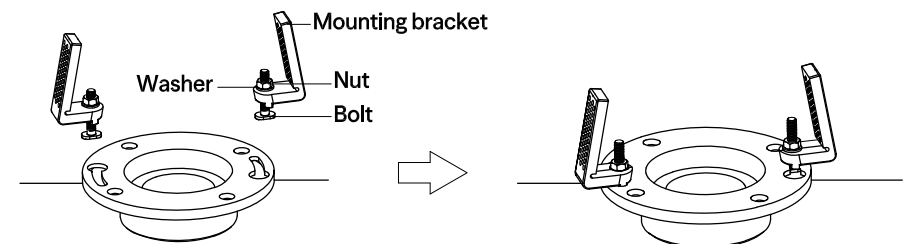
Cardboard installation

- Align cardboard with the centerline of drain outlet.
- Draw contour line according to cardboard.



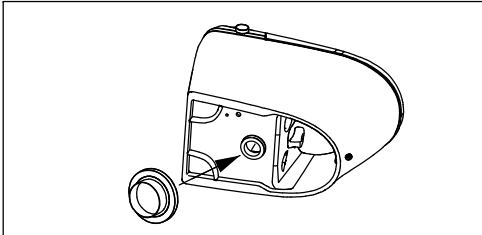
3. Mounting bracket installation

- Install the sealing flange to the drain and secure to the floor. Make sure to align the sealing flange so that the brackets sit parallel to the wall once installed.
- Assemble the mounting brackets by attaching the bolt and nut, attach the mounting bracket to the sealing flange by inserting the bolt on the slot in the sealing flange and then sliding into place in a counterclockwise direction, secure by tightening the nuts.

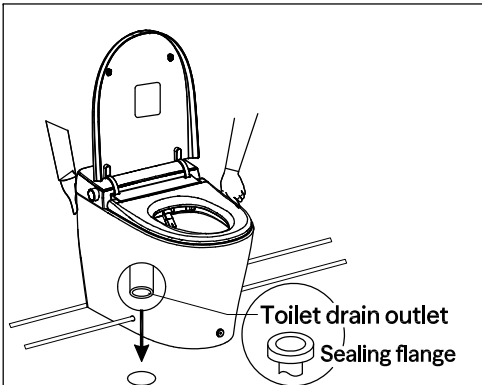


4. Install the ceramic body, water supply hose, T-valve

1. Place the wax ring on the drain hole at the bottom of the ceramic.



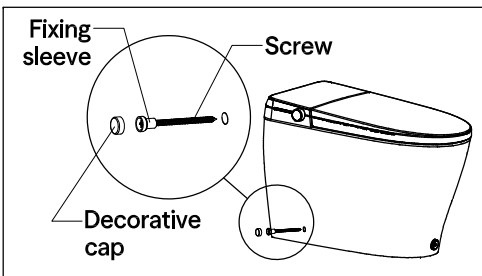
2. Install ceramic toilet on corresponding position according to contour line.



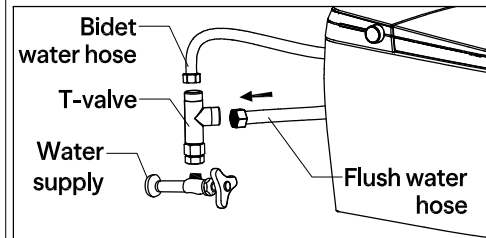
Tip: This heavy toilet should be lifted by two people, raising the seat cover simplifies the task.

3. Insert the screws from the mounting accessory A package through the fixing sleeve, then place the screws with the sleeve into the side holes of the toilet. Securely thread the screws into the mounting brackets.

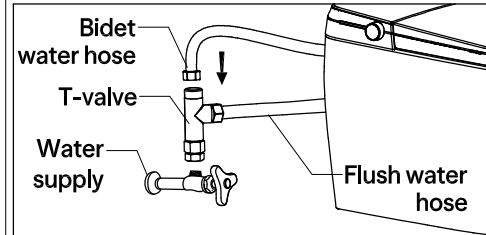
4. Finally, press the decorative cap into place to cover the side holes.



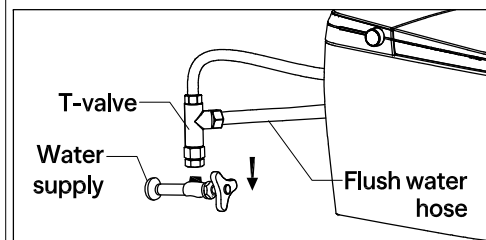
5. Attach the flush water hose to the T-valve and tighten.



6. Attach the bidet water hose to the T-valve and tighten.



7. Connect the T-valve to the water supply and tighten. Use gasket to prevent water leakage



8. Finish installation.

5. Installing the remote

- 5-1. Remove decorative strip and place the remote-control holder in the desired location, ensuring it is within reach while seated on the toilet and away from the bidet's spray trajectory. Mark the location of the holes and then remove the holder.

- 5-2. Drill two 1/4" holes at the marked locations. Tap the anchors into place with a hammer. The included anchors are designed for sheetrock; if you have a different surface, consult your contractor for the appropriate anchors to use for your specific conditions.

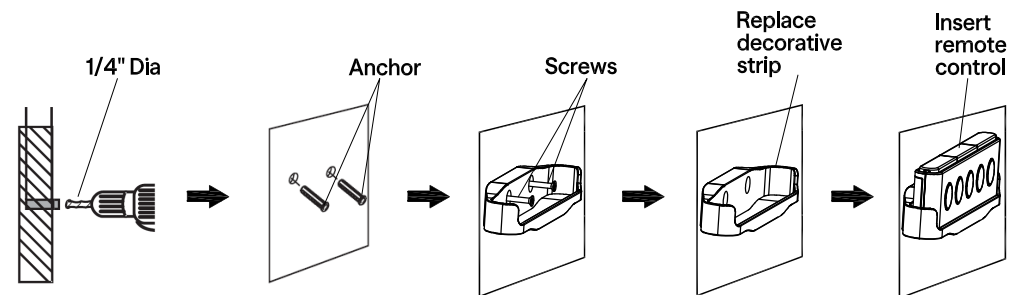
- 5-3. Place the remote holder at the desired location and secure by threading the screws into the anchors, replace the decorative strip.

- 5-4. Remove the back cover on the remote and insert 2 batteries (AAA), place remote in the holder.

Note: Mark sure there is nothing blocking the transmission between the toilet and its remote.

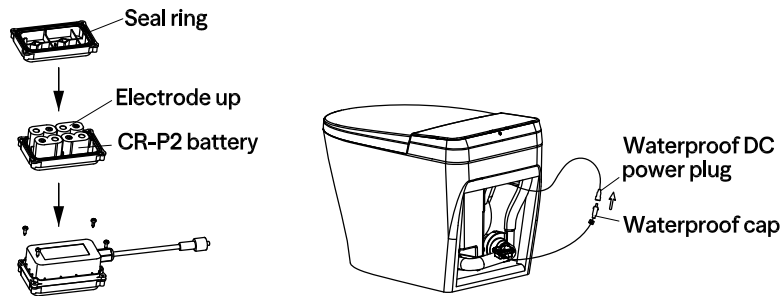


Steps:



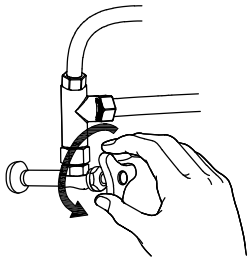
6. Installing and replacing the battery

- 6-1. Prepare four groups of CR-P2 batteries.
 - 6-2. Check whether the sealing ring of the battery box is in good condition.
 - 6-3. With reference to the installation picture of the battery, insert four groups of CR-P2 batteries into the battery box and lock the battery box.
 - 6-4. Connect the waterproof DC power plug and tighten the waterproof cap.
 - 6-5. Place the battery box in a suitable position as shown.
 - 6-6. For any questions, please call the customer service center or your local dealer.
- ※ The battery should be placed out of the reach of children.
 - ※ Some batteries and connecting wires may have slots. Please do not forcibly insert, otherwise, it will lead to product damage.
 - ※ The battery box does not include batteries when it leaves the factory and needs to be purchased separately.



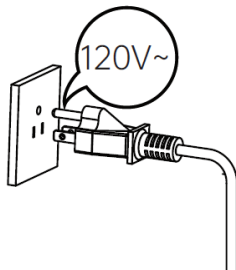
7. Testing water flow

- 7-1. Open the water supply angle valve to maximum as shown in the figure.
 - 7-2. Confirm various connecting parts are not water leaking.
- ※ In case of water leaking, unfasten the nuts again and install them again.



8. Connecting power

- 8-1. Plug into 120V GFCI protected outlet.
- 8-2. Check to see if the power light is on.
- 8-3. Press the knob confirm the toilet is power on.

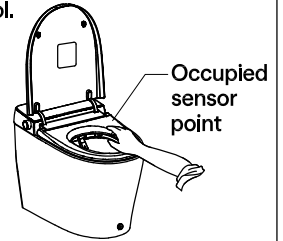


Testing the product

(Test whether the functions of the buttons on the remote controller and the knobs on the side of the body are normal)

- Are all the functions working properly ?
Rear Wash, Front Wash (Including water pressure & nozzle position adjustment), Heated Dryer, Water & Seat temperature Adjustment, Nozzle cleaning, Remote control.
All functions listed above should be tested.

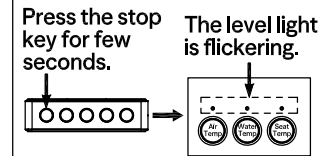
- Checking Rear Wash
Please use your hand to hold the seat sensor area, turn the knob forward or press the "Rear" button on the remote controller, and use your hand to cover the front of the washer to block the flow of wash water to avoid spraying water on your body or clothing.



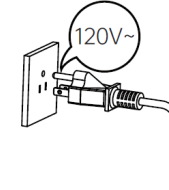
Matching your remote control code

※ When the product leaves the factory, the remote control and the product are connected, if the remote control went failure, please re-connect the code as following methods.

1. Unplug the product's plug, press the stop key for few seconds until the level light is flickered.

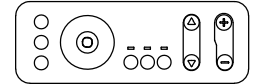


2. Plug the attaching plug when the remote control get closer to the product.



3. The level light stops flickering, and then it is lighted on.

All the level light (red) is lighted on



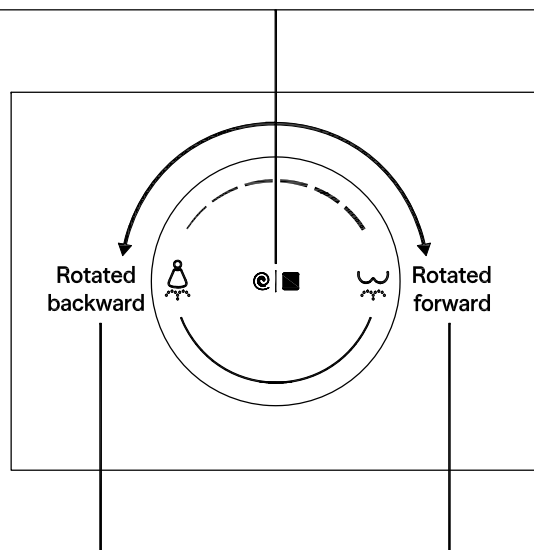
4. At the time, the remote control and product is re-connected

Function Explanations

■ Power / Stop

On Standby: Press the knob for 3 seconds to activate it. When Activated and Someone is Seated: A quick press will flush the toilet, while a long press (3 seconds) will activate the dryer function, rear washing, front washing, or drying mode. A quick press will stop any of these functions.

When Activated and No One is Seated: A quick press will flush the toilet, and a long press will enter standby mode.



Front Wash

Rotate the knob backward 45° to activate front wash mode. The cycle consists of 1.5 minutes of front washing, followed by 4 minutes of air drying and flushing. During the front wash cycle, you can turn the knob to adjust the water pressure.

Rear Wash

Rotate the knob forward 45° to activate rear wash mode. The cycle consists of 1.5 minutes of rear washing, followed by 4 minutes of air drying and flushing. During the rear wash cycle, you can turn the knob to adjust the water pressure.

■ Auto flush

It will automatically flush when the user leaves the seat after using the toilet.

Sit for less than 2 minutes to achieve eco flush.
Sit for more than 2 minutes to achieve full flush.



■ Auto deodorization

The function runs automatically.

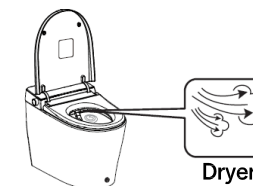
After the seat is seated, the deodorization fan is automatically turned on, and the deodorization is turned off 3 minutes after leaving the seat.



■ Dryer flush

After cleaning but before flushing press the "Dryer" button.

The warm air function is activated and a flush is performed.



■ Kick Function

Touch "Kick button" gently.

When not seated, approach the product and gently touch this button with your foot, and three foot-touch operations can be performed, i.e., the first time to open the cover, the second time to open the seat, and the third time to close the cover and seat and flush.

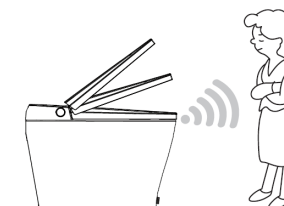
※ Please do not touch the button forcefully.
※ Rear / front wash is not available during flushing.



■ Motion Sensor

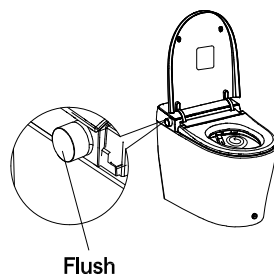
Motion will detect any user approaching the product.

Automatically open the seat cover when the human body is near.
Close automatically when it no longer detects a user.



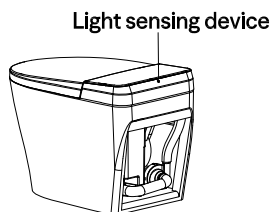
■ Flush Functions Based on Power Status

- **No Power** (not plugged in and no battery): The toilet cannot flush automatically; you must pour water into the bowl to flush manually.
- **Unplugged but Battery Installed**: The toilet can be flushed by pressing the flush knob or kicking the feet button.
- **Plugged In with No Battery**: The toilet can be flushed using the remote controller.



■ Night Light

When turned on, the nightlight activates in darkness and turns off in bright conditions, providing automatic illumination based on ambient light.

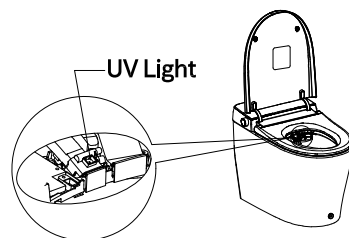


■ UV sterilization

Irradiation at the nozzle.

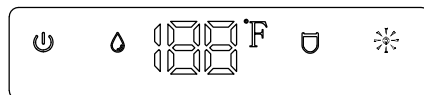
10s after user unseats, UV sterilization will initiate automatically to work for 3 minutes. During this time, either press "Stop" button or activate seat sensor can quit UV sterilizing.

※ Ultraviolet lamp device is installed on smart toilet.



■ Digital Display

When setting temperature of water/seat/dryer, the corresponding indicator lights up.



■ User-friendly Design

- **Features a slow-closing lid and seat**: Preserving the toilet's lifespan and allowing for quiet closure.
- **Damper**: The built-in damper provides a buffer function for the toilet cover and seat, ensuring silent operation.
- **Multi-Protection**: Equipped with multiple safety features to protect both the user and the product.
- **Memory Mode**: After a power failure, the water temperature, water pressure, seat temperature, and wand position are restored to mid-range. The last settings are maintained when turned on and off.
- **Self-Cleaning Nozzle**: The washer automatically cleans itself, helping to eliminate bacteria and stains.
- **Antibacterial Seat**: Constructed from antibacterial material for added hygiene.
- **Pre-Flush**: The toilet performs a flush after seating to moisten the bowl.
- **Energy-Saving Mode**: Activating the ECO mode reduces the seat temperature to 93.2°F after 30 minutes of inactivity, conserving energy.

Maintenance

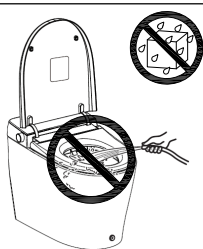
Always cut off the power and water supply before maintenance.
Avoid directing water wash at the entire product.

Cleaning Instructions: Wipe dust and stains with a soft, damp cloth. For the ceramic areas, a wet soft brush, cloth, or sponge can be used. It is recommended to use metal-specific cleaning agents for metal accessories to prevent rust, and to promptly wipe them clean after use. Avoid using abrasive cleaning solutions such as alcohol, bleach, paint thinner, cresol, benzene, or gasoline.



⚠ WARNING

Do not spray water or detergents on the toilet, remote control or the power cord. Doing so may cause electric shock or fire.

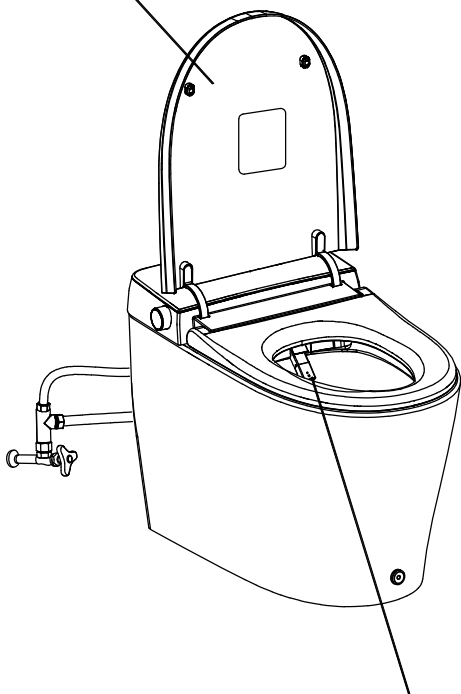


Maintenance during Winter Season

During winter, water inside the unit may freeze after long periods of storage and inactivity. To prevent this, please take necessary precautions.

Note:

- Before connecting the product to the water supply and electrical outlet, allow it to defrost for 30 minutes in a warm indoor environment.
- In extreme cold, the nozzle may become stuck. To remedy this, wrap the incoming water line with a warm towel. Never pour hot water or use a hot dryer directly on the toilet.

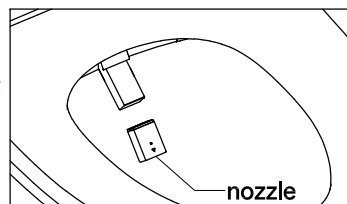


Maintenance of the nozzle

Press the "Nozzle Clean" button on the remote control without sitting on the seat. The nozzle will extend, allowing you to clean it with a soft toothbrush.

Note:

Avoid applying excessive force to the nozzle, as it may break. If the nozzle becomes blocked, please replace it.



Troubleshooting

Experiencing issues with your product?

If the user should run into any issues, please consult the troubleshooting guide below. If problem persists, please contact a professional.

Power Button

Issue	Fault Diagnosis	Solutions
Not working	Check whether the attaching plug is loose or not	Please check the circuit
	Check whether the power is switching on or off	Press rotated switch for 3s, the power light is on
	Check whether the power is switching on or off	Please unplug the attaching plug and contact with local distributor to repair

Wash Functions

Issue	Fault Diagnosis	Solutions
No water from the spout	Check whether or not the water supply cuts off	Wait for the water supply restoring
	Check whether or not the angle valve switches off	Open the angle valve
	Check whether or not the water filter is blocked	Clean the filter mesh or change the filter mesh
	Check whether or not the inlet pipe is flexed	The inlet pipe must be straight
The intensity of cleaning is not strong enough	Check whether or not the water pressure of cleaning switch to low level or not	Regulate the water pressure according to the instruction manual
	Check whether or not the inlet filter is blocked	Clean the filter mesh or change the filter mesh
Unusual water flow from the spout	Abnormal operation	Unplug the attaching plug for one minute and then plug it again
The water temp is not warm enough	Check whether or not the water supply switches to low level	Regulate the water temp according to the instruction manual
The cleanser is always leaking	Solenoid valve no longer has any effect	Please contact with our qualified maintenance personnel for repairing
The cleaning function is not working normally	The human induction system of the toilet seat no longer has any effect	Please contact with our qualified maintenance personnel for repairing

Dryer

Issue	Fault Diagnosis	Solutions
The dryer blows cold air	Check whether or not the dryer switches off	Regulate the temperature of dryer according to the instruction manual
	Check whether or not the heating element of dryer is damaged	Please contact with our qualified maintenance personnel for repairing

Heated Seat

Issue	Fault Diagnosis	Solutions
The seat temp is too low or is not hot	Check whether or not the water supply cuts off	Wait for the water supply restoring

Remote Control

Issue	Fault Diagnosis	Solutions
The light of water temp is flickered	Low battery	Please replace a new battery
Remote control is not working	Check whether or not there is any water on the remote control	Wipe off water by dry towel

Toilet Unit

Issue	Fault Diagnosis	Solutions
The product is not flushed clean	No water from the spout	Power restoration
	No water but have the sound of flushing	Please contact with our qualified maintenance personnel for repairing
	No water but have the sound of flushing	1. Check whether or not the pipeline is blended or not, please keep the water supply pipeline open and smooth 2. Check there is any damage of water pump
	have water all the time	Please contact with our qualified maintenance personnel for repair if there is any unusual from the water inlet valve

Soft-Closing Feature

Issue	Fault Diagnosis	Solutions
The function of flipping the seat cover / ring up by foot touch cannot open or close	Auto-damping is damaged	1. Recharge after unplugging the attaching plug 2. Please contact with our qualified personnel if the following solution is not working