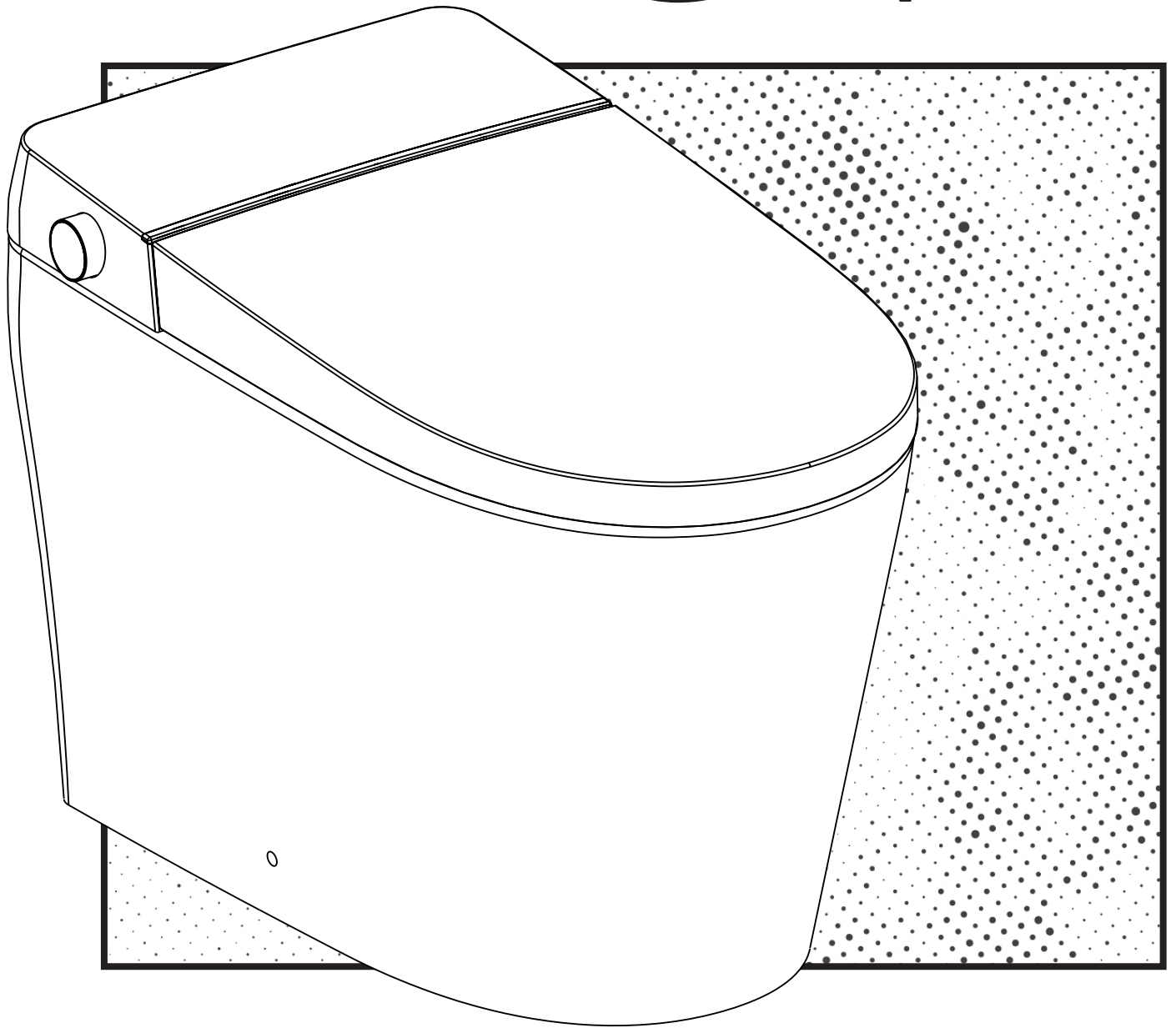


ÖVE



ELLA SMART TOILET

INSTALLATION MANUAL



Questions,
problems,
need help?



Scan the
QR code

**THANK YOU
FOR CHOOSING
ÖVE**

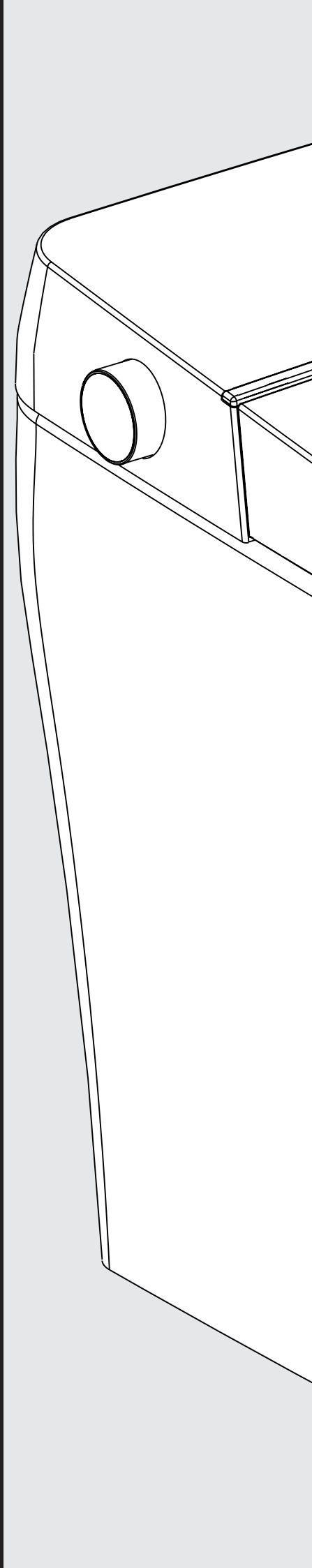
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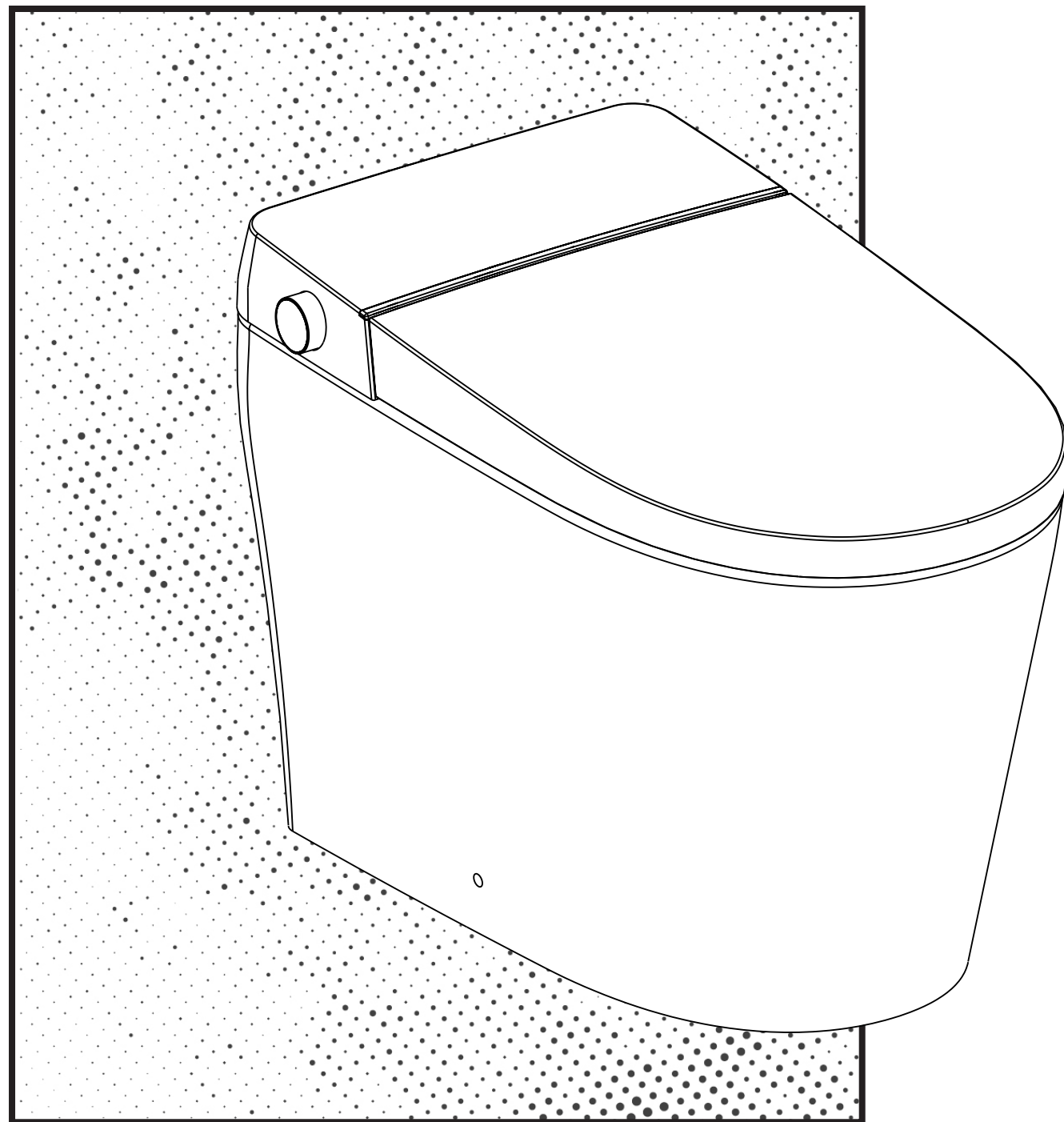
**PARA OBTENER
INSTRUCCIONES
EN ESPAÑOL**



Escanee el código
QR



SAFETY INFORMATION



SAFETY INFORMATION



Please read this manual thoroughly before installation to ensure that your product will function at peak performance. Store this manual in a safe place for future references.

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

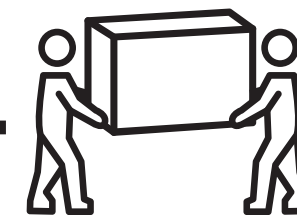
1. Do not use while bathing.
2. Do not place or store product where it can fall or be pulled into a tub or sink.
3. Do not place in or drop into water or other liquid.
4. Do not reach for a product that has fallen into water. Unplug immediately.

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

Close supervision is necessary when this product is used by, on, or near children or people with disabilities.

5. Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
6. Never operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Contact OVE customer service for further assistance.
7. Keep the cord away from heated surfaces. Keep the cord away from heated surfaces.
8. Never obstruct the product's vent openings or place it on a soft surface, such as a bed or couch, where airflow could be restricted. Vent openings should be kept clear of lint, hair, and any other obstruction.

You will need
two people to
carry this unit.



Questions, problems, need help?

support.ovedecors.com
1-866-839-2888,

8 a.m. - 5 p.m., EST,
Monday - Friday
English and French speaking
representatives available



SAFETY INFORMATION



1. Never use while sleeping or drowsy.
2. Never drop or insert any object into any opening or hose.
3. Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
4. Connect this product to a properly grounded outlet only. See Grounding Instructions.
5. Do not use while bathing.
6. Risk of Electric Shock. Connect Only to a Grounding Type Receptacle Protected by a Ground-Fault Circuit-Interrupter (GFCI).

IMPORTANT SAFEGUARDS.
SAVE THESE INSTRUCTIONS.

SAFETY INFORMATION



WARNING: Risk of personal injury. RG-3 UV radiation emitted from this device. Improper use of the device, or damage to the housing, may result in exposure to ultraviolet radiation. Skin or eye injury could result. Avoid exposure of eyes and skin to unshielded lamp. Always be certain the lamp is off before opening the protective cover.

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. This product is factory equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product. Do not modify the plug provided— if it will not fit the outlet, have the proper outlet installed by a qualified electrician. If the product must be reconnected for use on a different type of electric circuit, the reconnection should be made by qualified service personnel. If it is necessary to use an extension cord, use only a three wire extension cord that has a three-blade grounding plug, and a three-slot receptacle that will accept the plug on the product. Replace or repair a damaged cord.

This device contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions: (1) This device may not cause interference. (2) This device must accept any interference, including interference that may cause undesired operation of the device.

SAFETY INFORMATION



FCC STATEMENT

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

The device must not be co-located or operating in conjunction with any other antenna or transmitter.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This device complies with FCC's radiation exposure limits set forth for an uncontrolled environment.

The Responsible party information:

- Name: OVE Decors ULC
- Address (Canada): 950 MICHELIN, LAVAL, QUEBEC H7L 5C1, CANADA
- Address (USA): 500 S. Main Street, Mooresville, NC, USA, 28115
- Telephone Number (USA & CANADA): +1 (833) 648-8899
- The name of the product: Smart toilet
- The Model of the product: Savoy

IC STATEMENT

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The device is compliance with RF field strength limits, users can obtain Canadian information on RF exposure and compliance.

This Class B digital apparatus complies with Canadian ICES-003.

CAN ICES-3 (B)/NMB-3(B)

Radiation Exposure Statement:

The product comply with the Canada portable RF exposure limit set forth for an uncontrolled environment and are safe for intended operation as described in this manual.

SAFETY INFORMATION



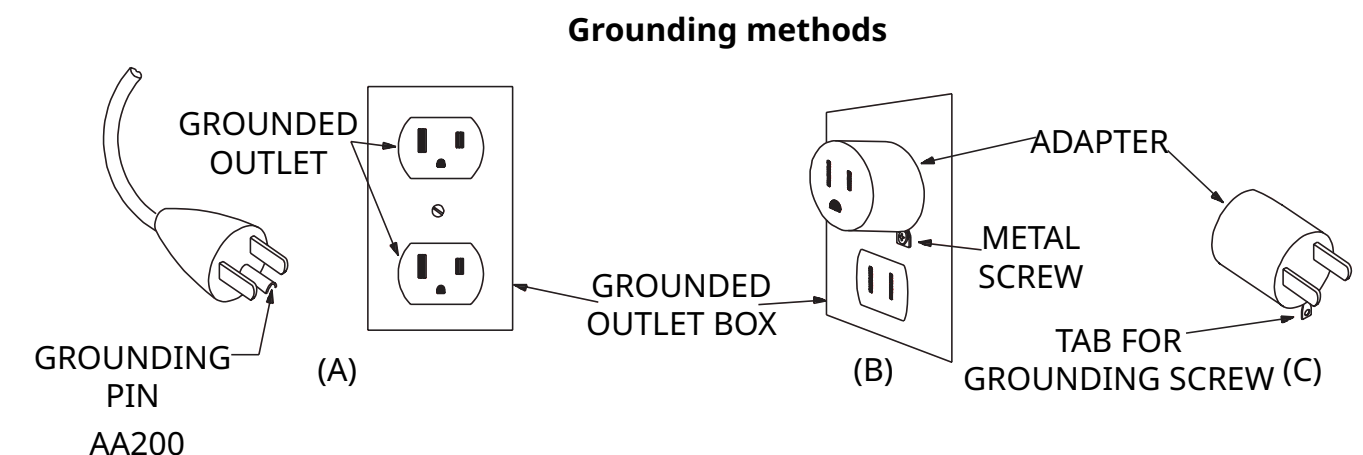
⚠️ GROUNDING INSTRUCTIONS

This product should be grounded. In the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current.

This product is equipped with a cord having a grounding wire with a grounding plug.

The plug must be plugged into an outlet that is properly installed and grounded.

This product is for use on a nominal 120 V circuit, and has a grounding plug that looks like the plug illustrated in sketch A. A temporary adapter, which looks like the adapter illustrated in sketches B and C, may be used to connect this plug to a 2-pole receptacle as shown in sketch B if a properly grounded outlet is not available. The temporary adapter should be used only until a properly grounded outlet (sketch A) can be installed by a qualified electrician. The green colored rigid ear, lug, and the like extending from the adapter must be connected to a permanent ground such as a properly grounded outlet box cover. Whenever the adapter is used, it must be held in place by the screw.



SAFETY INFORMATION

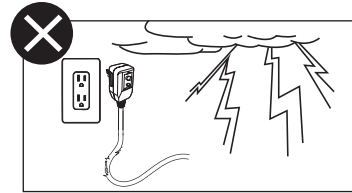


The hazards and warnings listed here are important for the safety of our users. Please take a moment to read them carefully. The DISTRIBUTOR and MANUFACTURER will not be liable for any damage or injury caused by the product due to improper use and/or failure to follow safety warnings.

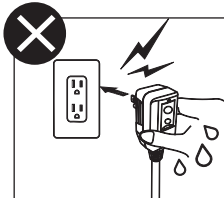
This product **MUST** be properly grounded. Be sure to have a certified electrician perform the installation.



DO NOT USE the product during thunderstorms and other severe weathers. Disconnect the power plug during storms.



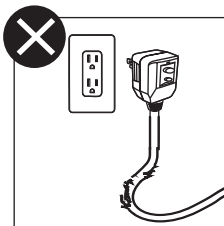
DO NOT TOUCH, INSERT, OR PULL OUT the power plug with a wet hand.



DO NOT DISMANTLE, REPAIR OR ALTER this product on your own. Contact our customer service for further suggestion.



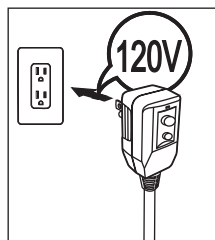
DO NOT USE a power socket in poor condition or a damaged power plug.



DO NOT PLACE a lit cigarette along with other burning objects near or into the product.



The power socket in use **MUST** be a dedicated line and rated for AC120V, 1800w.



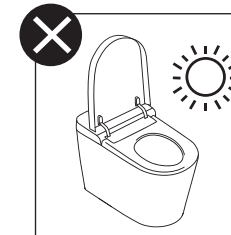
SAFETY INFORMATION



DO NOT USE the product if smoke is emitted from the product. Immediately turn off the power and water supply.



DO NOT EXPOSE the smart toilet to direct sunlight, as it may cause color changes



DO NOT pull, damage, bend, twist, stretch, roll, bundle, clamp, or pinch the power cord. DO NOT place or hang anything on the power cord.

If the power cord is damaged, contact a qualified electrician immediately and do not use the product.

If the seat ring or lid is damaged, be sure to unplug the toilet and turn off the water supply. Contact Customer Service immediately for replacement parts.

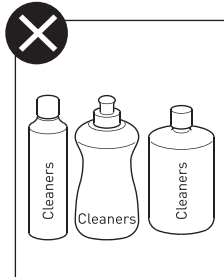
Persons with disabilities, the elderly and children should use this product under the supervision of another individual.

This product is not a toy.

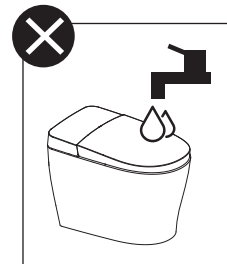
SAFETY INFORMATION



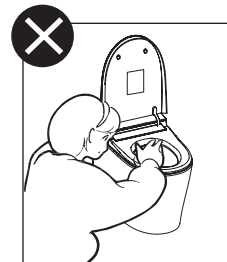
To clean or maintain plastic parts (seat, lid, cover, etc.), do not use harsh cleaning agents. (including, but not limited to, products such as: concentrated sulfuric acid, concentrated nitric acid, glacial acetic acid, carbon tetrachloride, chloroform, acetone, butanone, benzene, methylbenzene, phenol, methyphenol, dimethylformamide, methyl ether, soybean oil, acetate, 40% nitric acid, thick salt acid, 95% alcohol, gasoline, kerosene, brake oil, paint thinner, diesel fuel, etc.)



DO NOT INSTALL the product in a damp or wet environment. Do not spray or soak this product with any form of liquid to prevent damage to the product and the surrounding environment.



DO NOT PLACE your hand or any other object into the dryer trap during use. Do not block the dryer with any object.



DO NOT STAND on the lid.
DO NOT FORCE the lid or seat to open or close.
DO NOT USE the lid to store anything.



SAFETY INFORMATION



WHEN USING THE BATTERY IN THE REMOTE CONTROL AND BATTERY BOX:

- Install the battery correctly with the correct polarity.
- **DO NOT MIX** new and old batteries.
- **DO NOT MIX** different types of batteries.
- **DO NOT MIX** different brands of batteries.
- Remove all batteries for long term storage or when not in use.
- Replace all batteries before they reach the end of their life. Failure to do so may result in product malfunction.
- Dispose of the battery in accordance with local regulations.
- Always purchase the correct size and grade of battery most suitable for the intended use.
- Clean the battery contacts and also those of the device prior to battery installation.
- Remove used batteries promptly.

Keep batteries out of the reach of infants and small children.

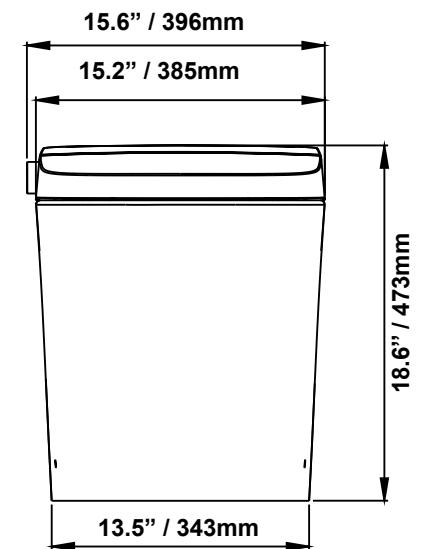
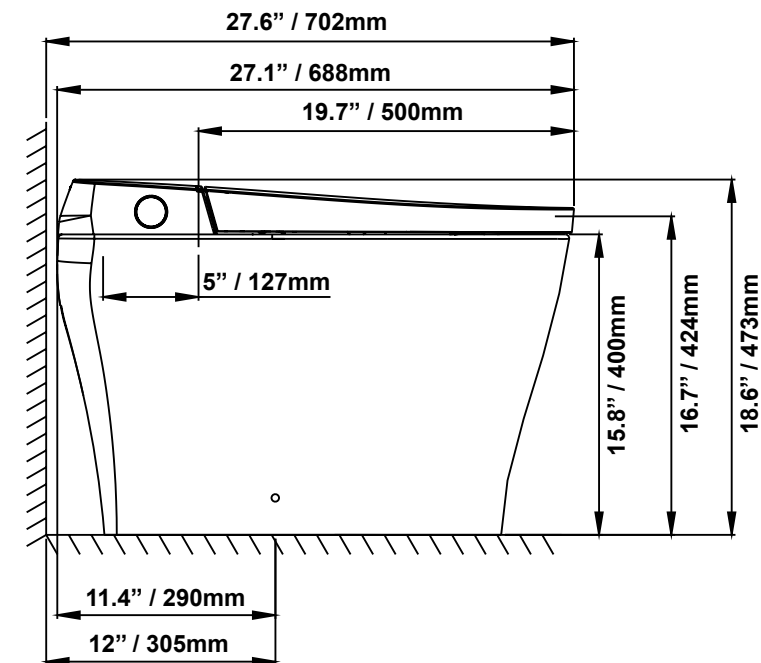
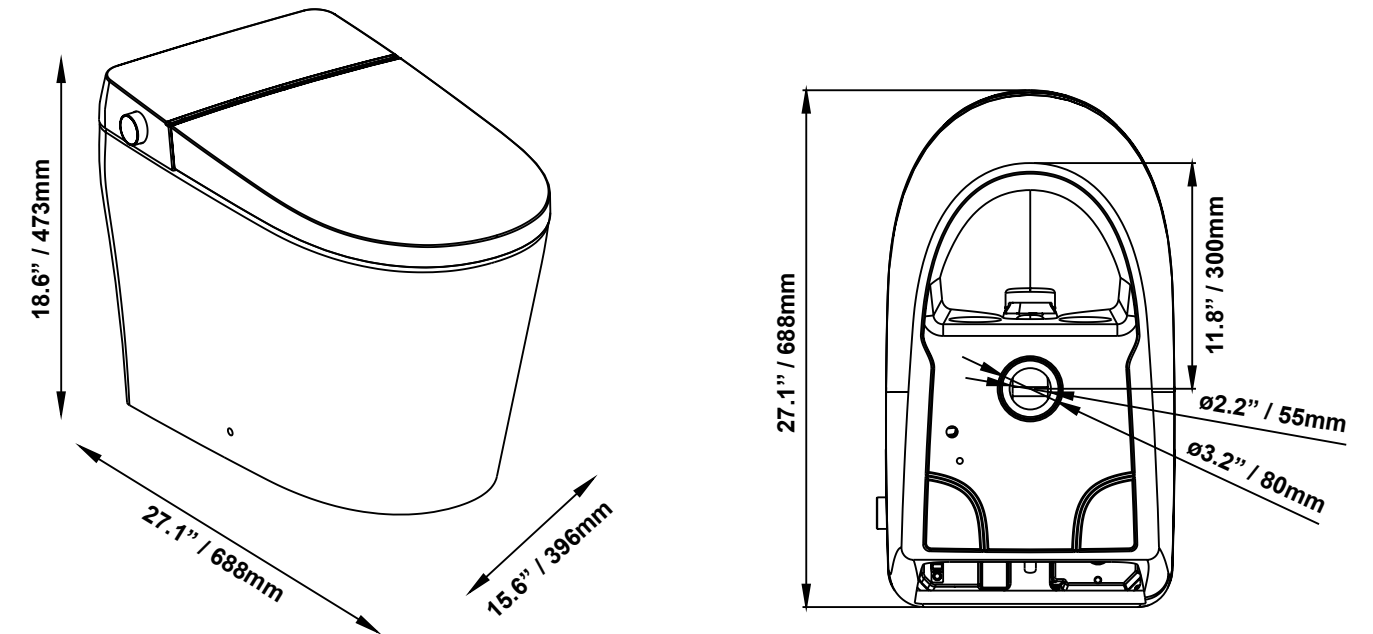
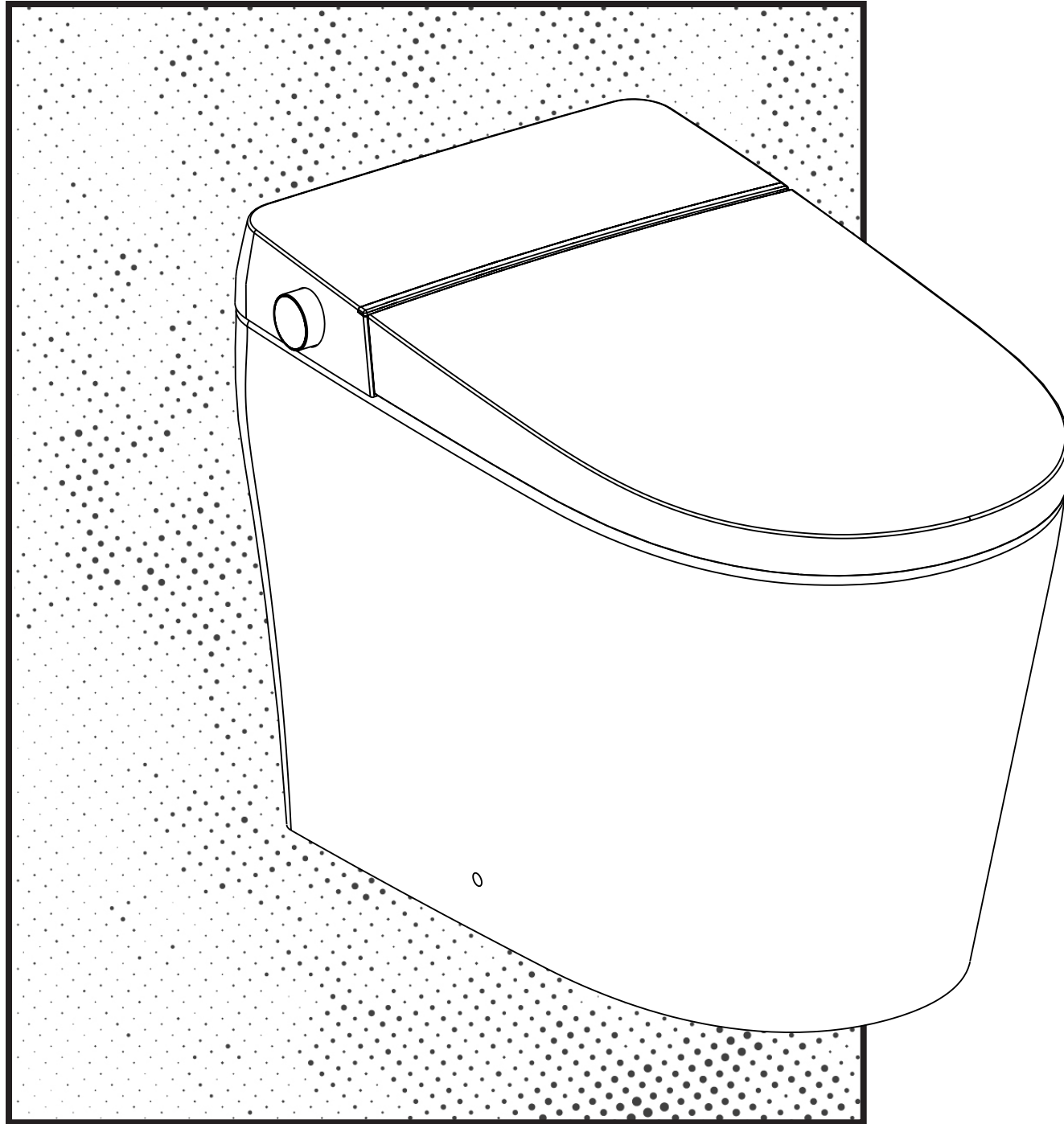
**If a battery is swallowed, consult a physician immediately.*

If battery fluid leaks or enters skin or eyes, do not rub and rinse with clean water. Seek medical attention immediately.



- **DO NOT ADD** water or detergent to the product or remote control.
- **DO NOT SOAK** the product in detergent water.
- **DO NOT USE** polluted or industrial water.
- Untreated water may cause corrosion of the product and may result in electric shock or fire.
- **DO NOT SPRAY** the water trap.

SMART TOILET DIMENSIONS



SMART TOILET DIMENSIONS

SMART TOILET SPECIFICATIONS

Description	SPEC
Electric Load	AC 120V / 1050W / 60HZ (when inlet water temperature is 59 °F (15 °C))
Electric Cord	35.5 in (0.9 m) insulated power cord
Water Supply Hose	DN 15 (G 1/2 in)
Back Flow Prevention	Yes

Bidet Cleaning System	
Water Temp	OFF / 93.2 °F - 102.2 °F (34 °C - 39 °C), 4 Levels
Overheating Safety	Temperature safety reset protector integrated. Toilet will shutdown if the temperature or water flow is out of specs.

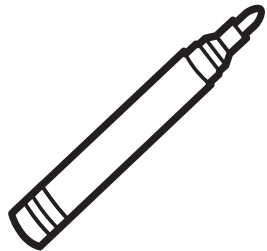
Drying System	
Drying Air Temp	OFF / 95 °F - 131 °F (35 °C - 55 °C), 4 Levels
Overheating Safety	Temperature Fuse

Heating Seat	
Seat Temp	OFF / 93.2 °F - 102.2 °F (34 °C - 39 °C), 4 Levels
Overheating Safety	Thermal Fuse

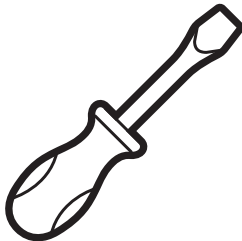
Deodorization System	
Deodorizer	Eliminates odors through an odor fighting catalyzer.

Limitations	
Water Supply Pressure	Minimum: 11.6 psi Maximum: 108 psi (static state)
Water Supply Temp	59 °F - 95 °F (15 °C - 35 °C)
Ambient Temp	59 °F - 104 °F (15 °C - 40 °C)

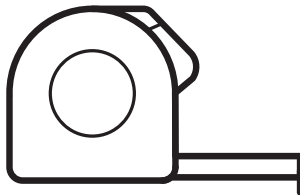
TOOLS REQUIRED (NOT SUPPLIED)



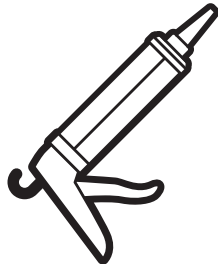
Marker



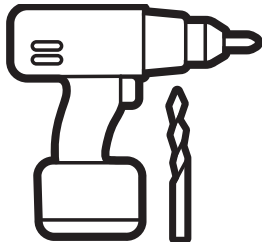
Screwdriver



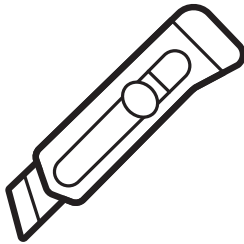
Measuring tape



Silicone



Drill and drill bits
ø1/4" (6mm)



Box cutter



10 X AA
Batteries

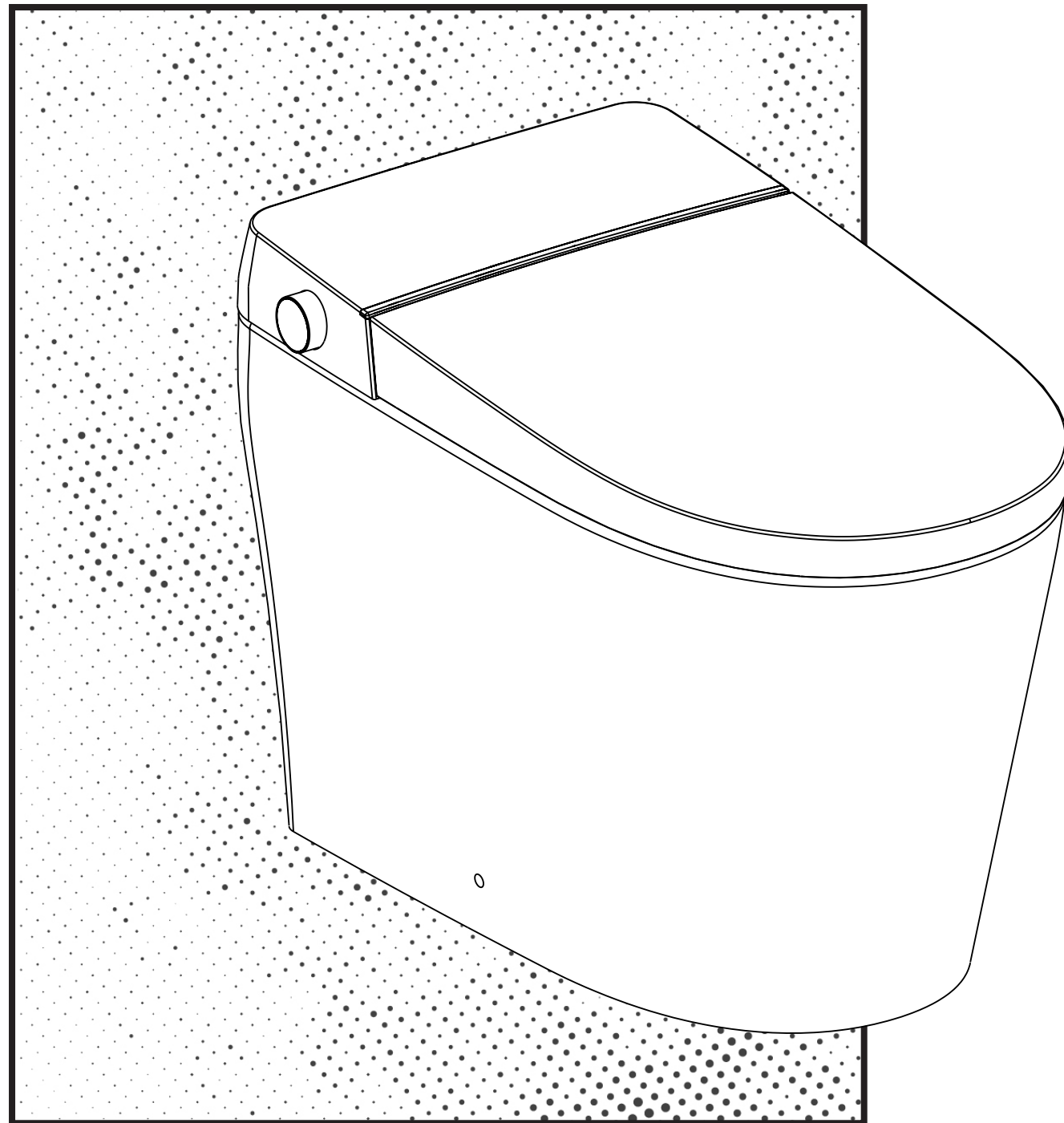


Spanner
Wrench

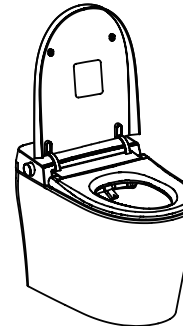
SMART TOILET PARTS CONTENTS



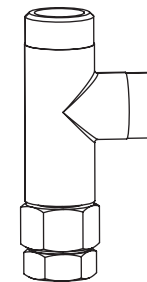
Tick the appropriate boxes to familiarise yourself with the part names and to confirm that the parts are included



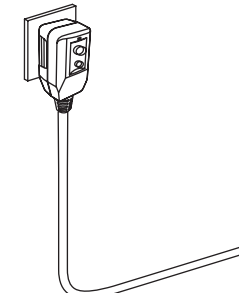
1. Toilet, lid and seat

☐

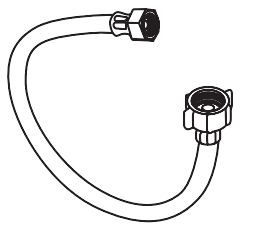
2. T-Valve

☐

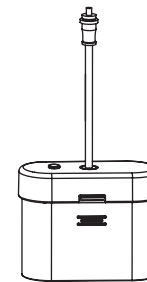
3. GFCI power plug

☐

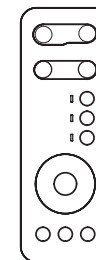
4. Water supply hose

☐

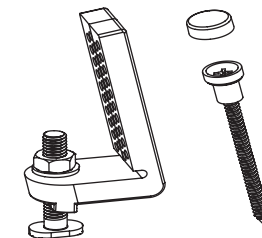
5. Battery box
(batteries not included)

☐

6. Multifunction
remote (with
batteries AAA x2) &
holder

☐

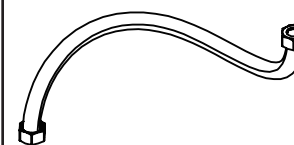
7. Mounting
accessory kit
(2 pcs)

☐

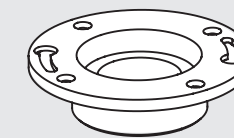
8. Wax ring

☐

9. Flush Water Hose

☐

PARTS NOT SUPPLIED

☐

Flange plate

PARTS

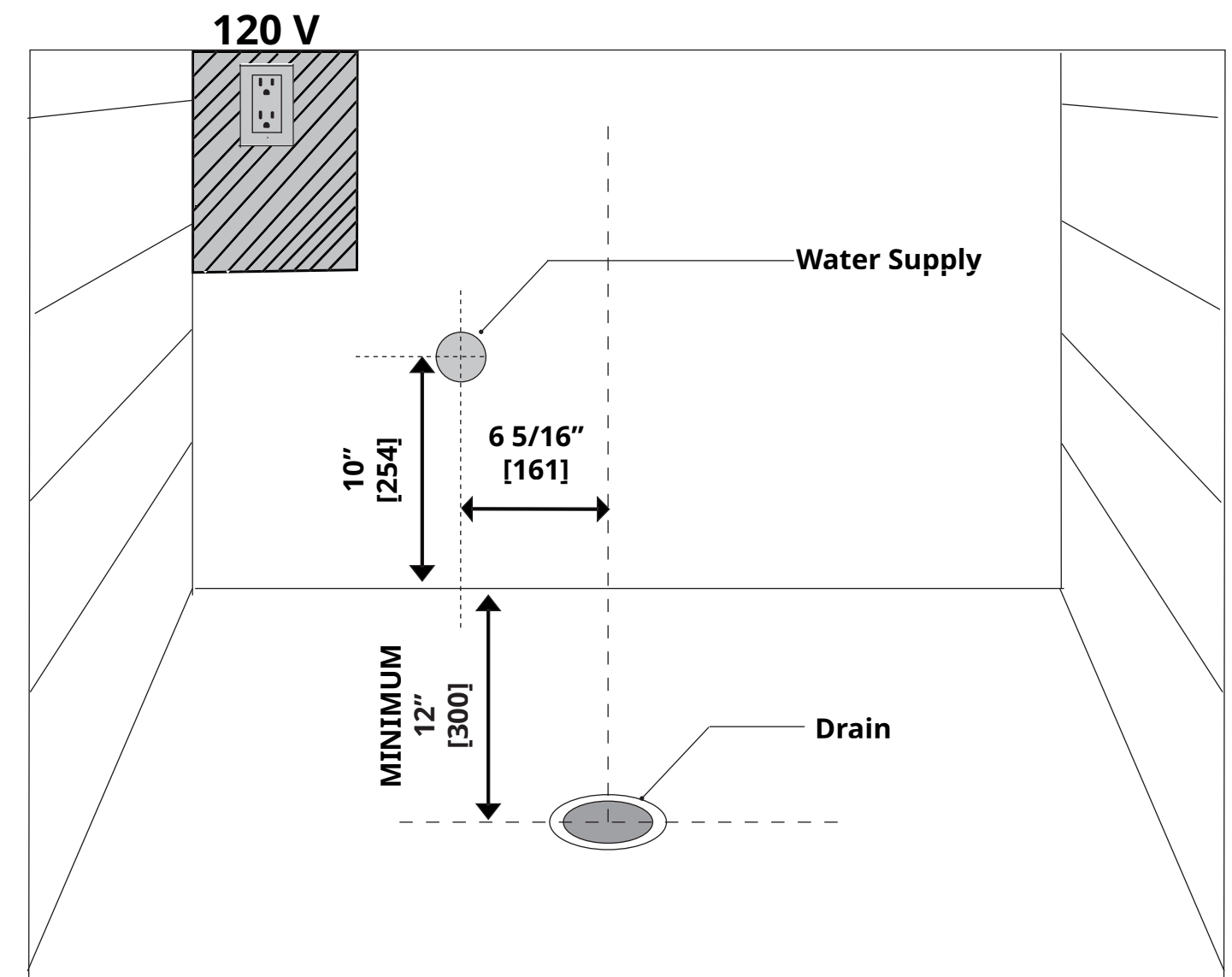
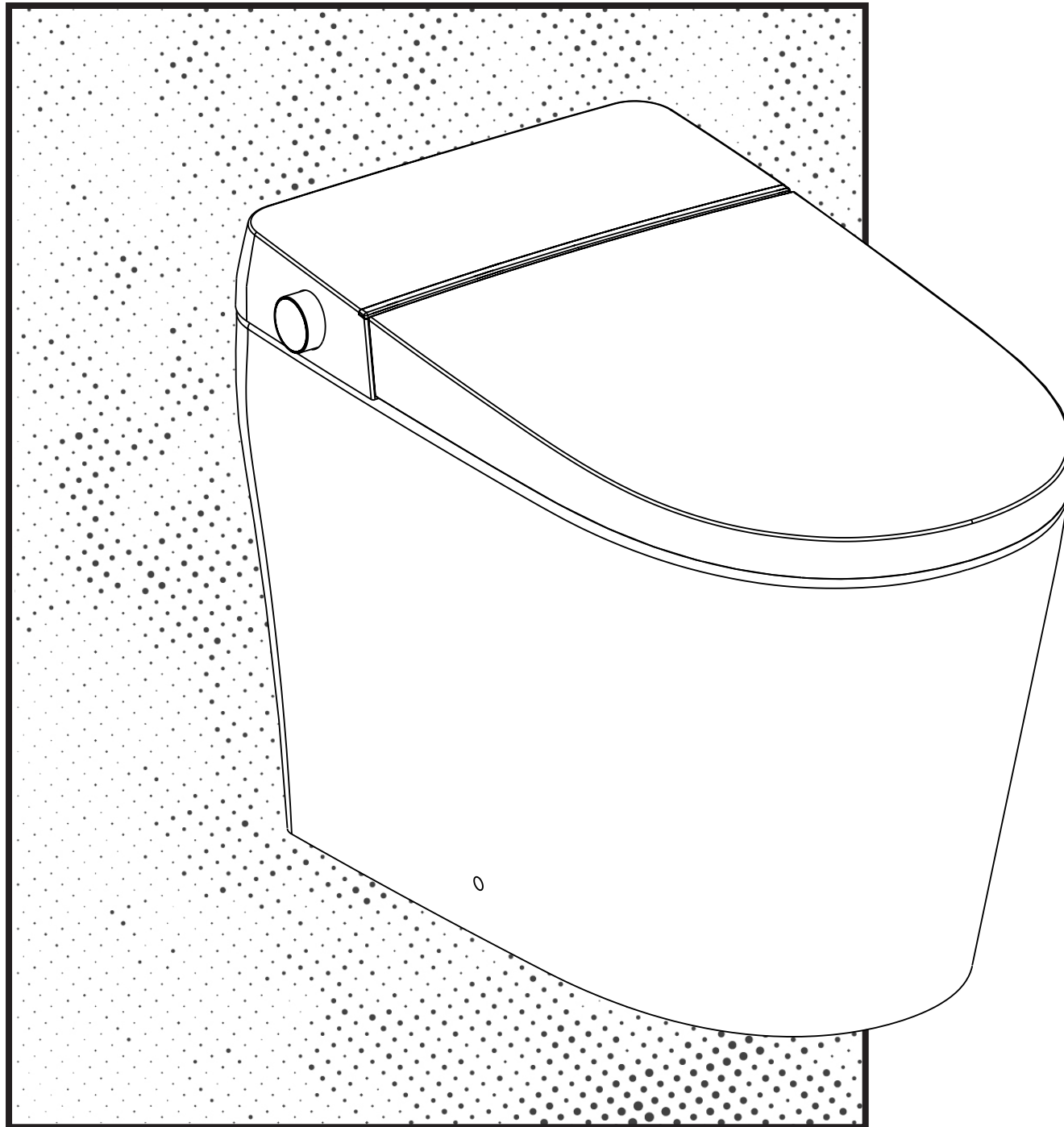
CHECKLIST



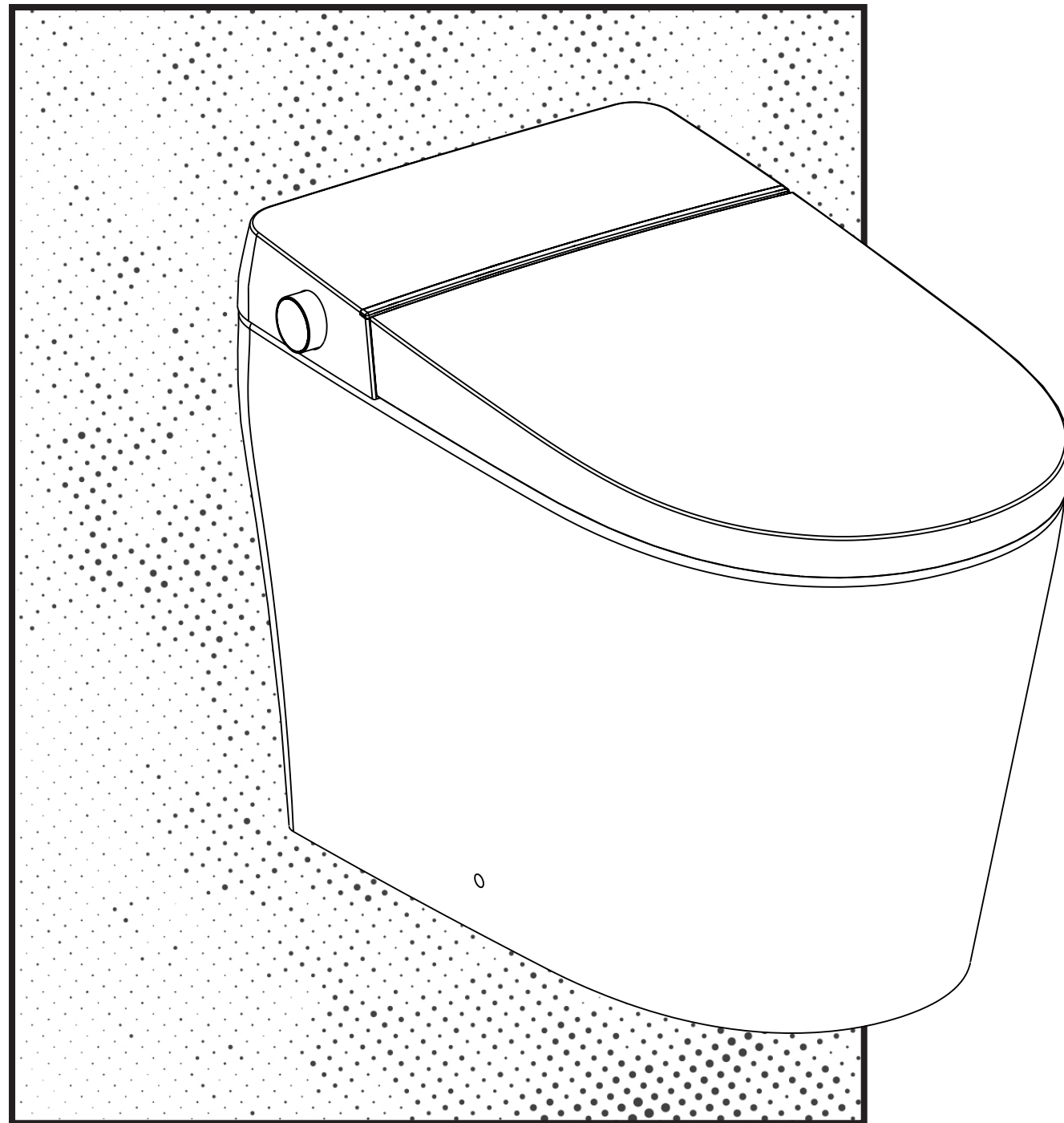
BEFORE THE INSTALLATION

INSTALLATION AREA REQUIREMENT

The minimum dynamic operating water pressure is 11.6 psi, and the maximum static water pressure is 108 psi.



BEFORE THE INSTALLATION

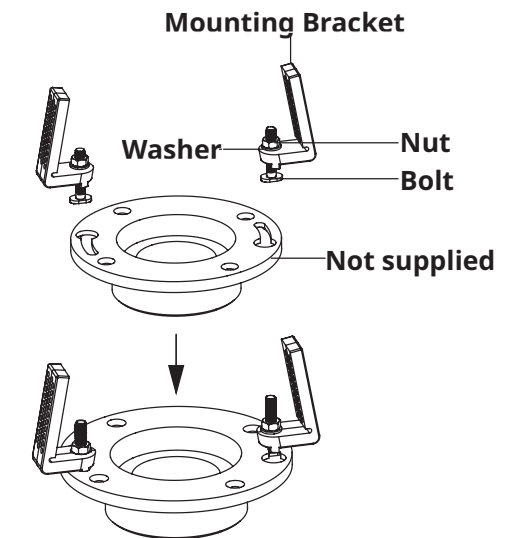


SMART TOILET INSTALLATION

1.

MOUNTING BRACKET INSTALLATION

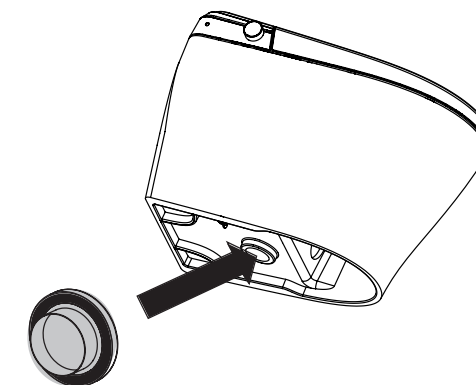
Assemble the mounting bracket with bolts and then install them to the pre-installed flange plate on the ground and lock tight with nuts.



2.1

INSTALL THE WAX RING

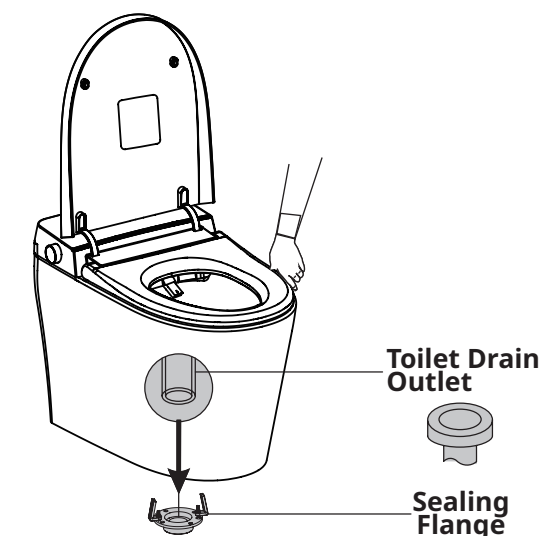
Place the wax ring on the drain hole at the bottom of the ceramic.



2.2

INSTALL THE TOILET

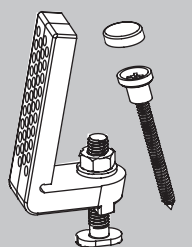
Install sealing flange into drain outlet.



HELPFUL HINT

Carry the toilet with two people.

REQUIRED PARTS & TOOLS



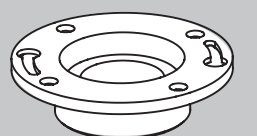
Mounting accessory kit (2 pcs)



Toilet, lid and seat



Wax ring

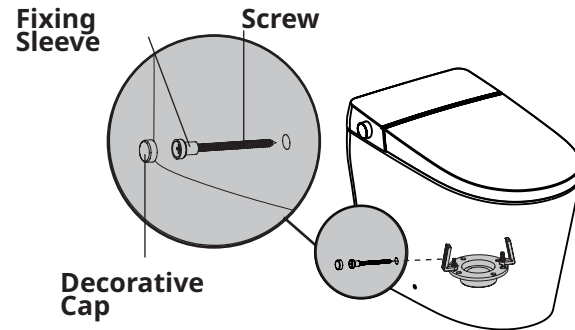


Flange plate
*Not supplied

3.

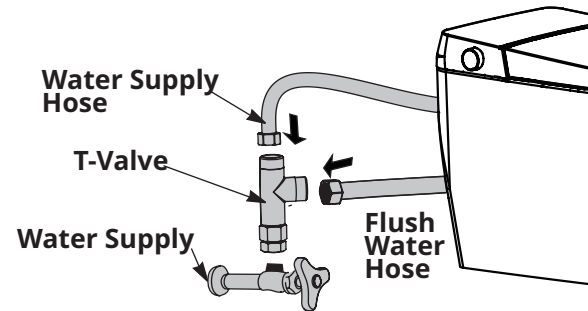
MOUNTING BRACKET INSTALLATION

Put the screw through the fixing sleeve and then install it through the holes (on both sides of the toilet ceramic) to the mounting bracket on the ground, and lock tight with a tool. Put the decorative cap on the fixing sleeve.



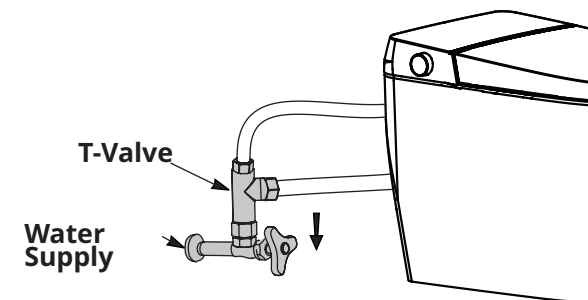
4.1

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



4.2

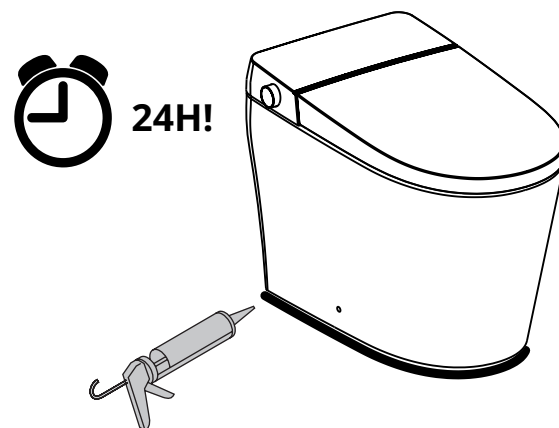
Connect the T-Valve to the water supply and tighten.



4.3

TURN ON THE WATER SUPPLY AND CHECK FOR LEAKS.

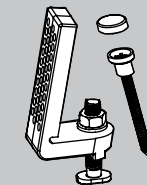
Apply silicone around the base of the toilet and allow to dry for 24 hours.



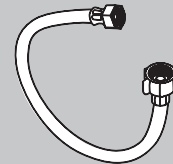
REQUIRED PARTS & TOOLS



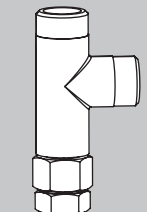
Toilet, lid and seat



Mounting accessory kit (2 pcs)



Water supply hose



T-Valve



Silicone
*Not supplied



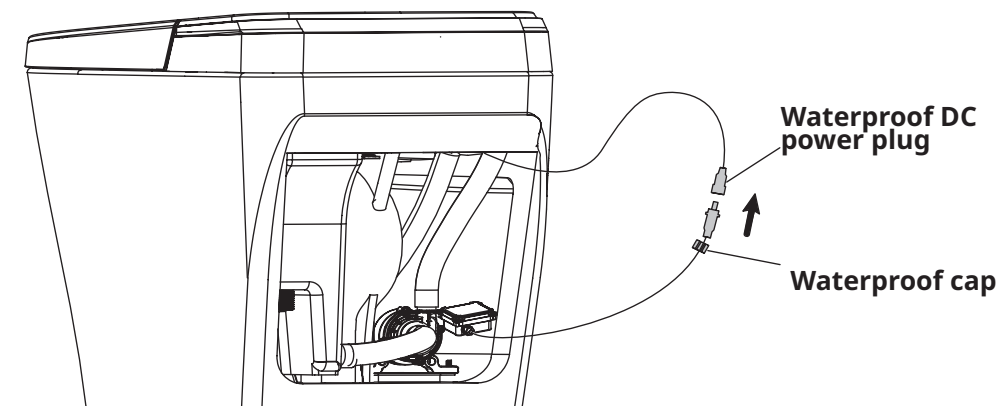
Spanner Wrench

5.

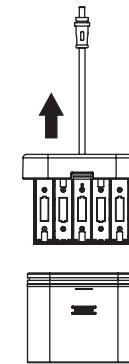
BATTERY BOX INSTALLATION (FOR EMERGENCY FLUSH DURING POWER OUTAGE)

1. Prepare 10 AA batteries (not supplied).
2. Disassemble the battery box and take out the battery holder.
3. With reference to the installation picture of the battery, insert 10 AA batteries into the battery box and re-assemble the battery box.
4. Connect the waterproof DC power plug and tighten the waterproof cap.
5. Place the battery box in a suitable position as shown.
6. For any questions, please call the customer service center or your local dealer.
7. The battery should be placed out of the reach of children.

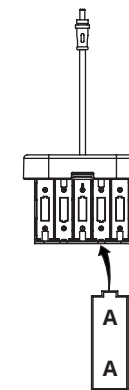
WARNING: Some batteries and connecting wires may have slots. Please **DO NOT** forcibly insert, otherwise, it will lead to product damage.



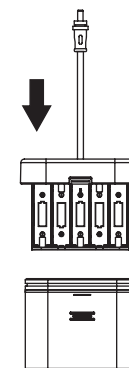
5.1



5.2



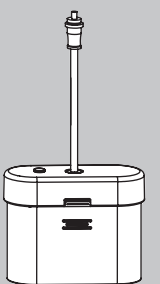
5.3



REQUIRED PARTS & TOOLS



Toilet, lid and seat



Battery box



10 X AA
batteries
(NOT SUPPLIED)



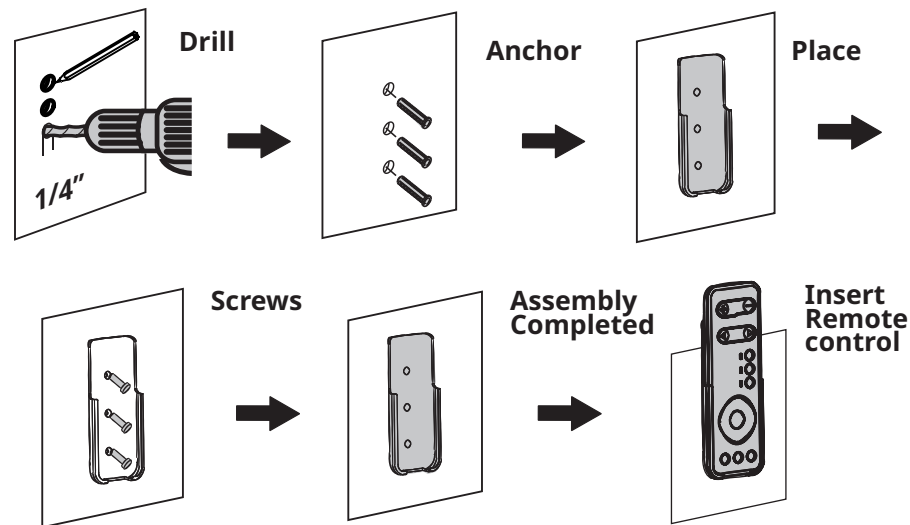
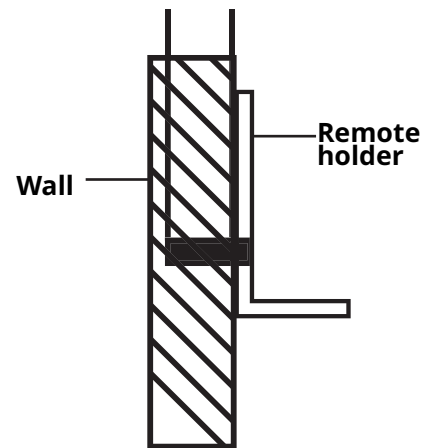
THE REMOTE CONTROL HOLDER SHOULD BE INSTALLED AWAY FROM THE BIDET'S SPRAY AREA. THE REMOTE CONTROL HOLDER SHOULD BE INSTALLED WITHIN REACH WHEN SEATED ON THE TOILET. MAKE SURE THERE IS NO INTERFERENCE BETWEEN THE TOILET AND THE REMOTE.

6.

REMOTE CONTROL HOLDER INSTALLATION (OPTIONAL)

1. Use the remote control holder as guide to drill three 1/4" hole on the wall.
2. Insert the wall anchor and install the holder with a screwdriver.
3. Install the provided AAA batteries to the remote control.

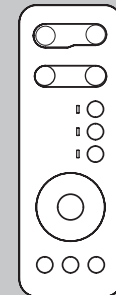
> 1 3/4" (4.5 cm)



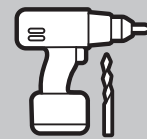
REQUIRED PARTS & TOOLS



Toilet, lid and seat



Multifunction remote (with batteries AAA×2) & holder



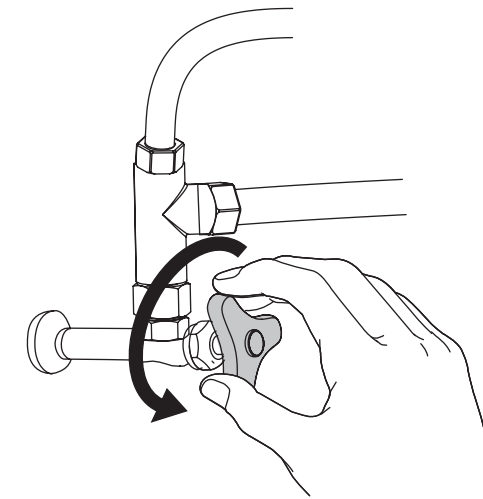
Drill & drill bits
*Not supplied



Screwdriver
*Not supplied

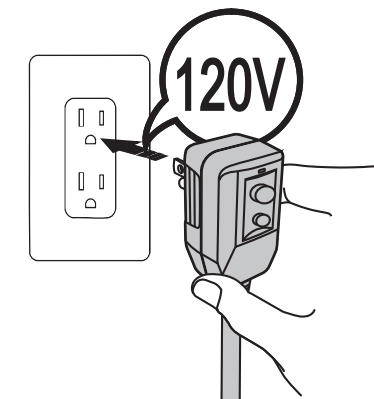
7.1

1. Open the water supply valve to maximum as shown in the figure.
2. Check if there is any water leak.
 - If there is any leakage, stop and check the connections of the valve and hoses.
 - Keep trying until there is no more leakage.



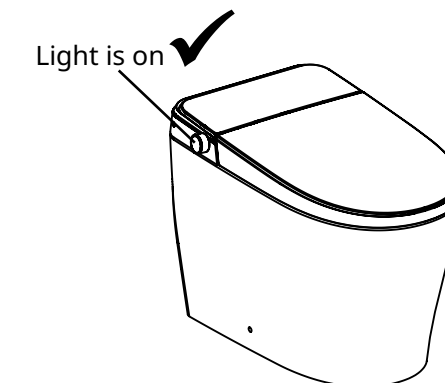
7.2

1. Connect the GFCI power plug to a 120V power outlet.



7.3

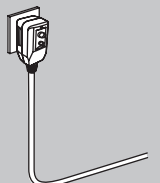
1. Check to see if the toilet power light is on.
2. Press the rotary knob to confirm the toilet is powered on.



REQUIRED PARTS & TOOLS



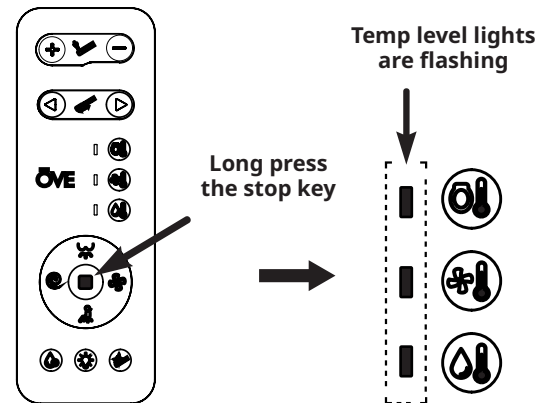
Toilet, lid and seat



GFCI power plug

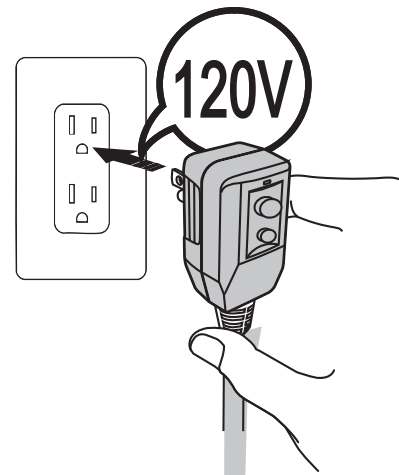
8.1

Unplug the toilet.
Press the stop key on the remote control until the temperature level lights begin to flash.



8.2

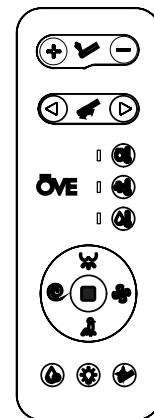
Connect the GFCI power plug to a 120V power outlet making sure the remote control is close to the toilet.



8.3

When Temperature level light (red) is flashing, remote control is under pairing.

All temp level lights (red) are on



8.4

Pairing successful when all temperature level lights are steady.

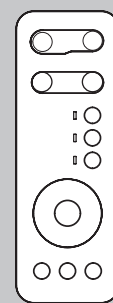
NOTE

When the product leaves the factory, the remote control and the product are paired. Should the remote control unpair, please use the following method to re-pair.

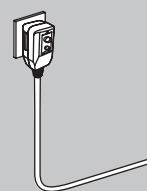
REQUIRED PARTS & TOOLS



Toilet, lid and seat

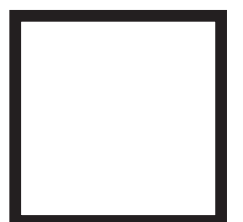


Multifunction remote (with batteries) & holder

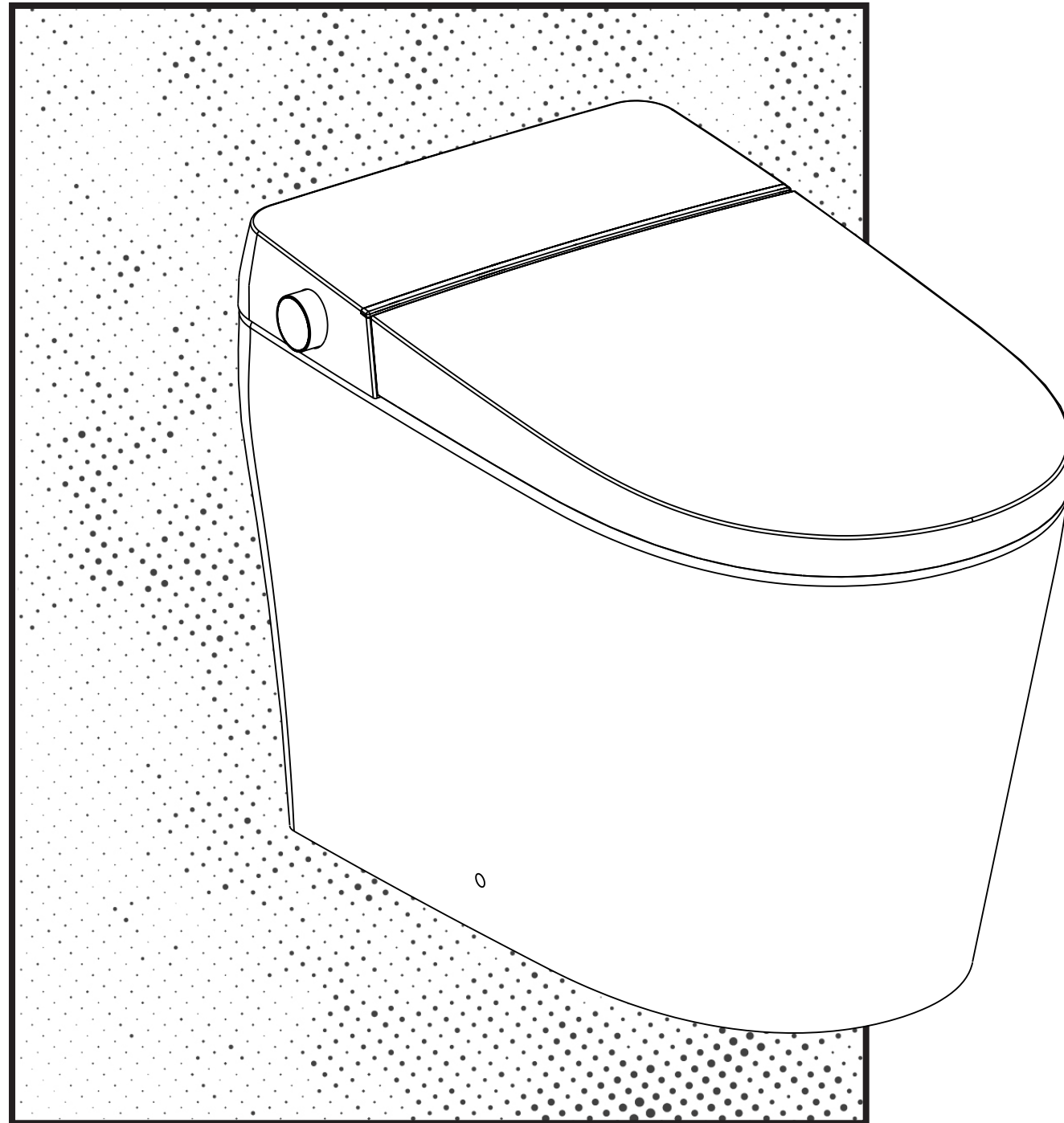


GFCI power plug

ASSEMBLY COMPLETED



SMART TOILET FEATURES



SMART TOILET FEATURES

AUTO FLUSH

When the seat sensor no longer detects a user, the toilet will automatically flush.
The toilet will only flush once.



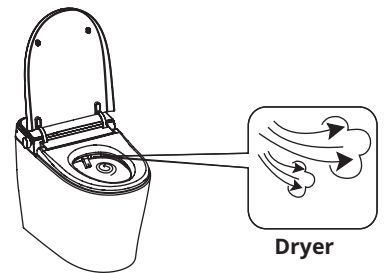
AUTO DEODORIZATION

This function runs automatically.
Once the user is seated, the deodorization fan is automatically turned on, and the deodorization is turned off 3 minutes after the user leaving the seat.



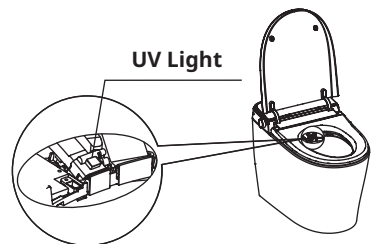
DRYER

Press the "Dryer" button.
The warm air function is activated and a flush is performed.
**Front/Rear wash is not available during flushing.*



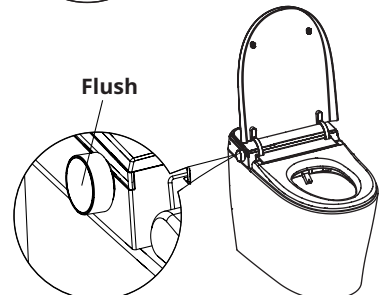
UV STERILIZATION

Irradiation at the bidet nozzle.
10 seconds after user unseated, the UV sterilization (ultraviolet lamp) will initiate automatically and last for 3 minutes. During this time, either press "Stop" button or activate the seat sensor to stop UV sterilization.



EMERGENCY FLUSH

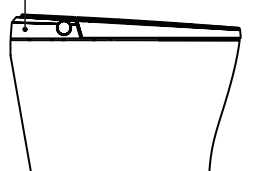
In case of a power outage, press the rotary knob to flush.
For use during power outage only. If the toilet does not respond to above operation, you will need to replace the batteries in the battery box.



EMERGENCY FLUSH

Operates automatically depending on surrounding ambient light intensity.

Light Sensor



ROTARY KNOB FEATURES

POWER / STOP

Press and hold for 3 seconds to enter sleep mode.
Press and hold for 3 seconds to activate the toilet.

While activated and seated:

Press and release for flush,
press and hold for 3 seconds to activate drying function.
Press and release to stop all bidet functions.

FRONT WASH

While seated on the toilet without dryer or nozzle cleaning in operation.

Rotate knob back 45° to activate front wash

Default operation:

Nozzle will automatically move back and forth. Cycle will operate for 1.5 minutes of washing and 4 minutes of drying after auto flush. Water pressure can be adjusted by rotating the knob.

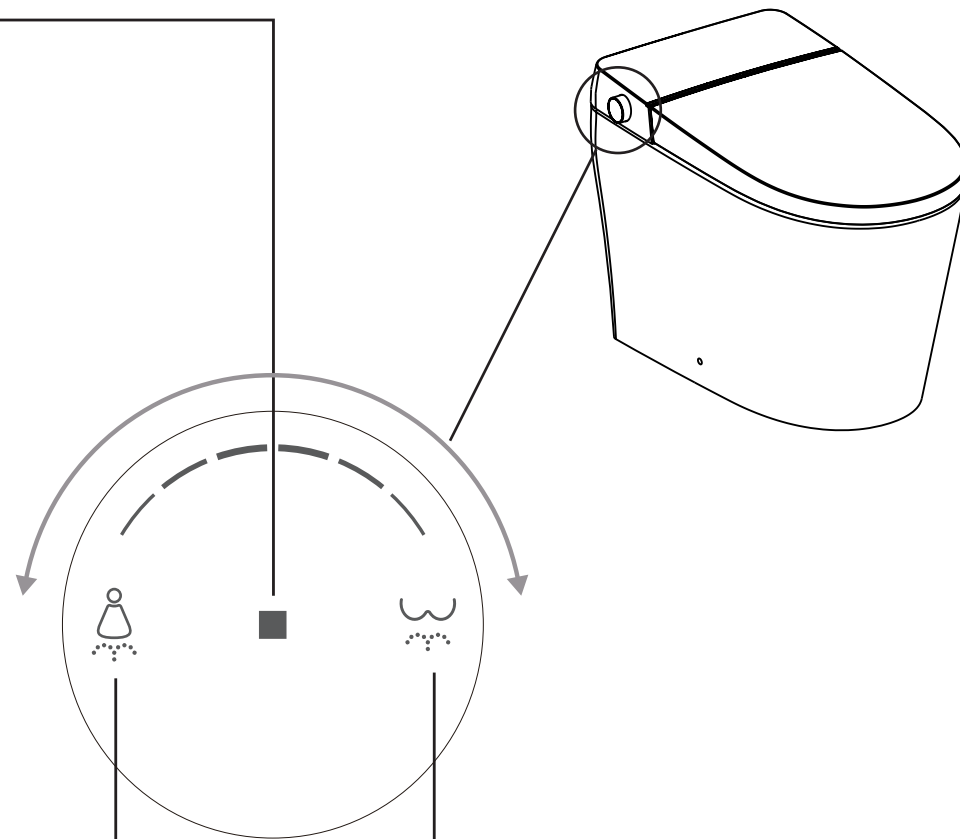
REAR WASH

While seated on the toilet without dryer or nozzle cleaning in operation.

Rotate knob front 45° to activate rear wash

Default operation:

Nozzle will automatically move back and forth. Cycle will operate for 1.5 minutes of washing and 4 minutes of drying after auto flush. Water pressure can be adjusted by rotating the knob.



REMOTE CONTROL FEATURES

WATER PRESSURE

Water pressure adjustment for front and posterior wash.

NOZZLE POSITION

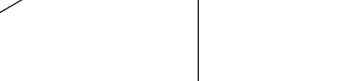
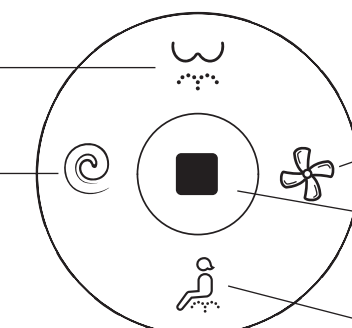
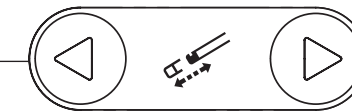
Adjust the nozzle position

REAR WASH

FLUSH

THERAPEUTIC MASSAGE

Alternate between hot and cold water for washing To use this function, first select front or rear wash.



SEAT TEMP*

Seat temperature adjustment, 4 levels

AIR TEMP*

Air temperature adjustment, 4 levels

WATER TEMP*

Water temperature adjustment, 4 levels

DRYER

Drying the washed area

STOP

Stop Posterior Wash
Stop Front Wash
Stop Dryer

FRONT WASH

NIGHT LIGHT

Night light ON / OFF

NOZZLE CLEAN

Manual nozzle cleaning

*WATER OR SEAT TEMPERATURE OR INTENSITY OF THE DRYER

- OFF - Not illuminated
- Low - Blue
- Medium - Pink
- High - Red

REMOTE CONTROL FUNCTIONS

- Function ON: one prompt tone.
- Function OFF: two prompt tones.



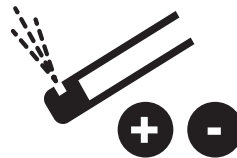
Long press the **Therapeutic Massage** button to turn ON/OFF the power saving ECO function.



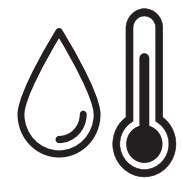
Long press **Nozzle Clean** to turn ON/OFF pre-wetting.



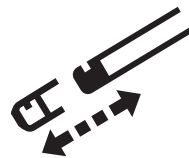
Long press **Night Light** to turn ON/OFF all Function Prompt Tones (all function sounds).



Long press **Water Pressure +** to store **USER PRESET (1)**; long press **Water pressure -** to activate the saved **USER PRESET (1)**.



Long press **Water Temp** to turn ON/OFF auto flush function.



Long press **Nozzle Forward** to store **USER PRESET (2)**; long press **Nozzle Backward** to activate the saved **USER PRESET (2)**.



Short press **Flush** for ECO flush; long press **Flush** for full flush.
Note: Allow the tank to refill between each flush.

PERSONALIZING USER PRESETS

This device supports two customizable user presets to save and recall your preferred comfort settings.
NOTE: All preset actions must be performed while **seated** on the toilet seat.

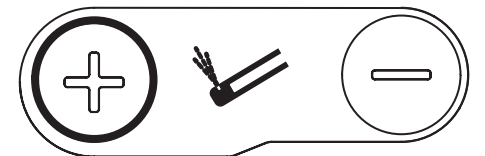
TIPS

- Only two presets can be saved at a time.
- Presets are retained even after the device is turned off.
- For best results, make adjustments during actual use (front/rear cleaning).

USER PRESET 1

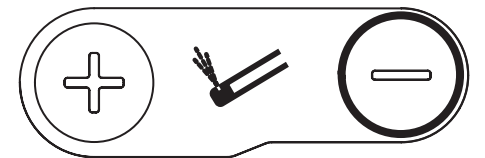
TO SAVE PRESET 1:

1. Adjust your preferred:
 - Water temperature
 - Seat temperature
 - Air temperature
 - Water pressure
 - Nozzle position (during front or rear cleaning)
2. Press and hold **Water Pressure +** for 3 seconds.
3. You will hear a **prompt tone** confirming the preset is saved.



TO RECALL PRESET 1:

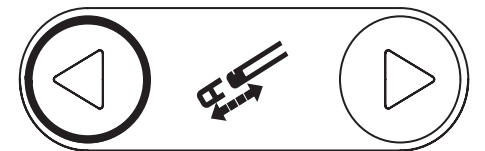
1. Press and hold **Water Pressure -** for 3 seconds.
2. A **prompt tone** confirms the preset is recalled.



USER PRESET 2

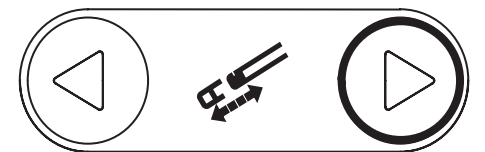
TO SAVE PRESET 2:

1. Adjust all comfort settings as described above.
2. Press and hold **Nozzle Forward** for 3 seconds.
3. A **prompt tone** confirms the preset is saved.



TO RECALL PRESET 2:

1. Press and hold **Nozzle Backward** for 3 seconds.
2. A **prompt tone** confirms the preset is recalled.



TROUBLESHOOTING GUIDE

If the user run into any issue, please consult the troubleshooting guide below.
If the problem is not resolved, please contact customer service with images/videos of the issue.

ISSUE	POSSIBLE CAUSE	SOLUTION
Toilet is constantly beeping / light flashing.	Abnormal operation.	Unplug the toilet for 1 minute, then plug it back for a manual reset. If the problem persists, contact customer service with a video of the issue.
Toilet not working.	No power supply.	Check if the toilet power plug is firmly plugged in and if there is power supply from the socket.
	The toilet is set to POWER OFF.	Press the rotary switch for 3 seconds, then the power light is on.
Front / Rear / Dryer can not start.	Sensor not detecting user.	Please sit on the seat rim.
No water from the nozzle spout.	Shut off valve is turned OFF.	Turn ON the shut off valve.
	Shut off valve filter is blocked.	Clean the filter or change the filter if necessary.
	Water supply hose is blocked or bent.	Check the water supply hose status.
The cleansing water pressure/ intensity is weak.	The wash nozzle head is blocked.	Manual clean the nozzle head.
	The water supply pressure is low.	Check the water pressure / Confirm Water Flow Rate to SPEC.
	The cleansing water pressure set to a low level.	Use the remote control to re set a proper water pressure level.
	The water inlet filter is blocked.	Clean the filter or change the filter if necessary.
The cleansing water is cold.	The water temperature set to OFF.	Use the remote control to re-set a proper water temperature level.
	The inlet water temperature is low.	Check the water pressure / Confirm Water Flow Rate to SPEC.

TROUBLESHOOTING GUIDE

ISSUE	POSSIBLE CAUSE	SOLUTION
Unusual water flow from the nozzle spout.	Abnormal operation.	Unplug the toilet for 1 minute, then plug it back for a manual reset.
Water pouring from nozzle when not in operation	Abnormal operation.	Unplug the toilet for 1 minute, then plug it back for a manual reset.
The seat temperature is too low or it is not warm.	The toilet is on the POWER OFF status.	Press the rotary switch for 3 seconds, then the power light is on.
	The seat temperature set to OFF.	Use the remote control to re-set a proper seat temperature level.
The remote control does not work.	Batteries are drained.	Replace the battery.
	The toilet is on the POWER OFF.	Press the rotary switch for 3 seconds, then the power light is on.
	The remote control is not paired with the toilet.	Follow the instruction manual to pair the remote control.
Can not flush from the rotary flush button when there is a power outage.	Batteries are drained.	Replace AA batteries.
No audible sound when pressing the buttons.	Toilet sounds are set to mute.	Follow the instruction manual and use the remote to set the MUTE mode OFF.
Lazy flush/Weak flush	Abnormal operation.	Unplug the toilet for 1 minute, then plug it back for a manual reset.
The toilet seat or lid is stuck opened/closed.	The soft close mechanism is damaged.	Contact customer service for the part replacement.

MAINTENANCE & CARE



DO NOT SPRAY WATER, CLEANING SOLUTION, DETERGENTS ON THE TOILET, REMOTE CONTROL OR THE POWER CORD. DOING SO MAY CAUSE ELECTRIC SHOCK OR FIRE.

UNPLUG THE TOILET AND TURN OFF THE WATER SUPPLY BEFORE MAINTENANCE.
DIRECT WATER WASH TO THE TOILET IS PROHIBITED.

Maintenance during winter season or long term storage:

During winter season, the water inside the toilet may freeze after long periods of storage and non-usage.

Please take necessary measures to prevent any potential damage to the toilet.

Before turning on the power and water supply, allow it to defrost with warm room temperature for 30 minutes.

In case of extreme cold/freezing environment, wrap the water inlet with a warm towel.

Never pour hot water or use hot dryer directly on the toilet.

Wipe dust or stains with a soft wet cloth.

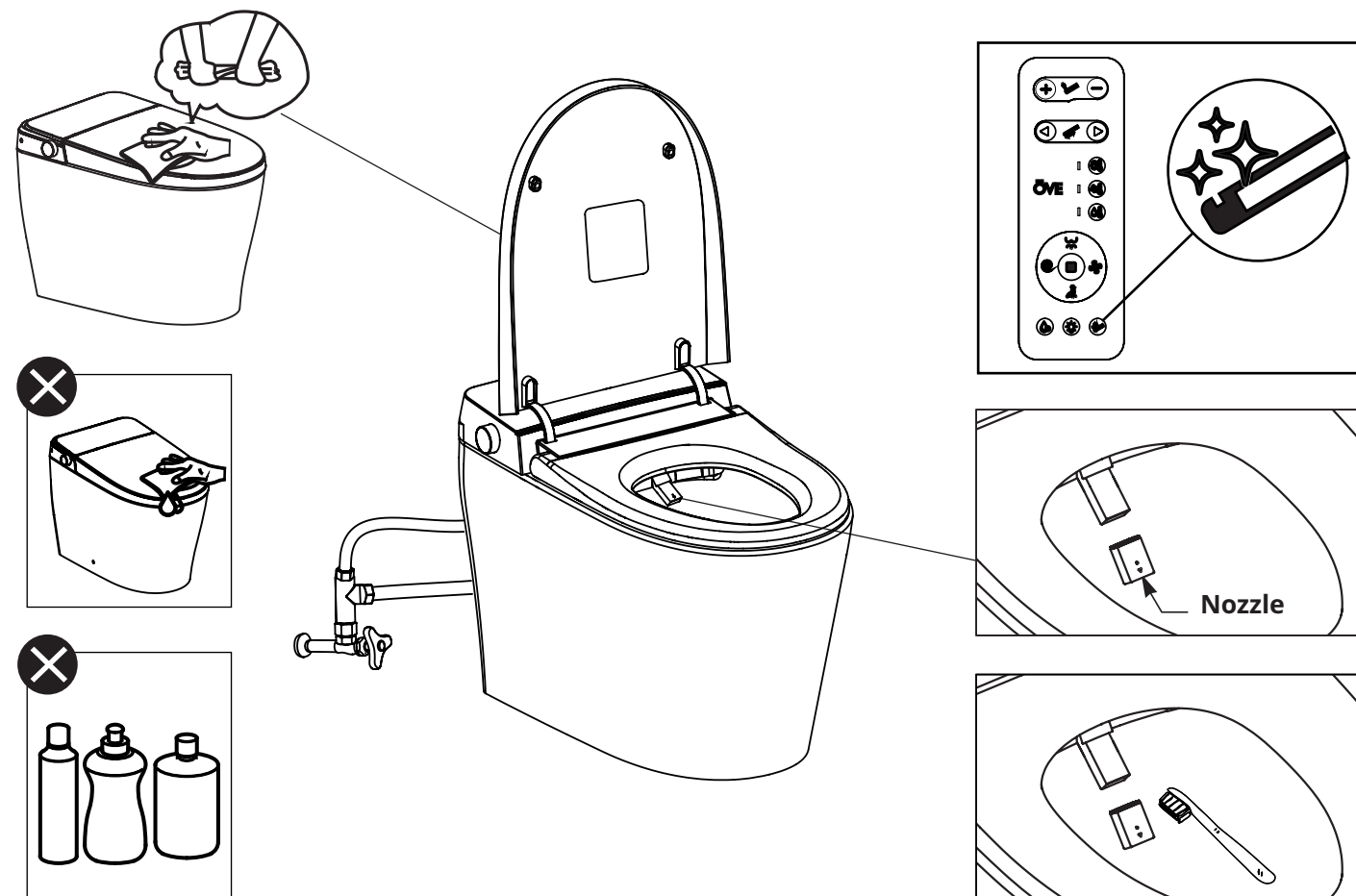
A wet soft brush, cloth or sponge may be used to clean the ceramic area.

DO NOT use abrasive cleaning solutions, such as alcohol, bleach, paint thinner, cresol, benzene, gasoline, etc.

Maintenance of the nozzle.

Without being seated, Press the "Clean Nozzle" button on the remote control to extend the nozzle. Clean the nozzle with a soft bristle brush.

DO NOT move the nozzle with force. If blocked, gently pull out the nozzle and rinse with running water.



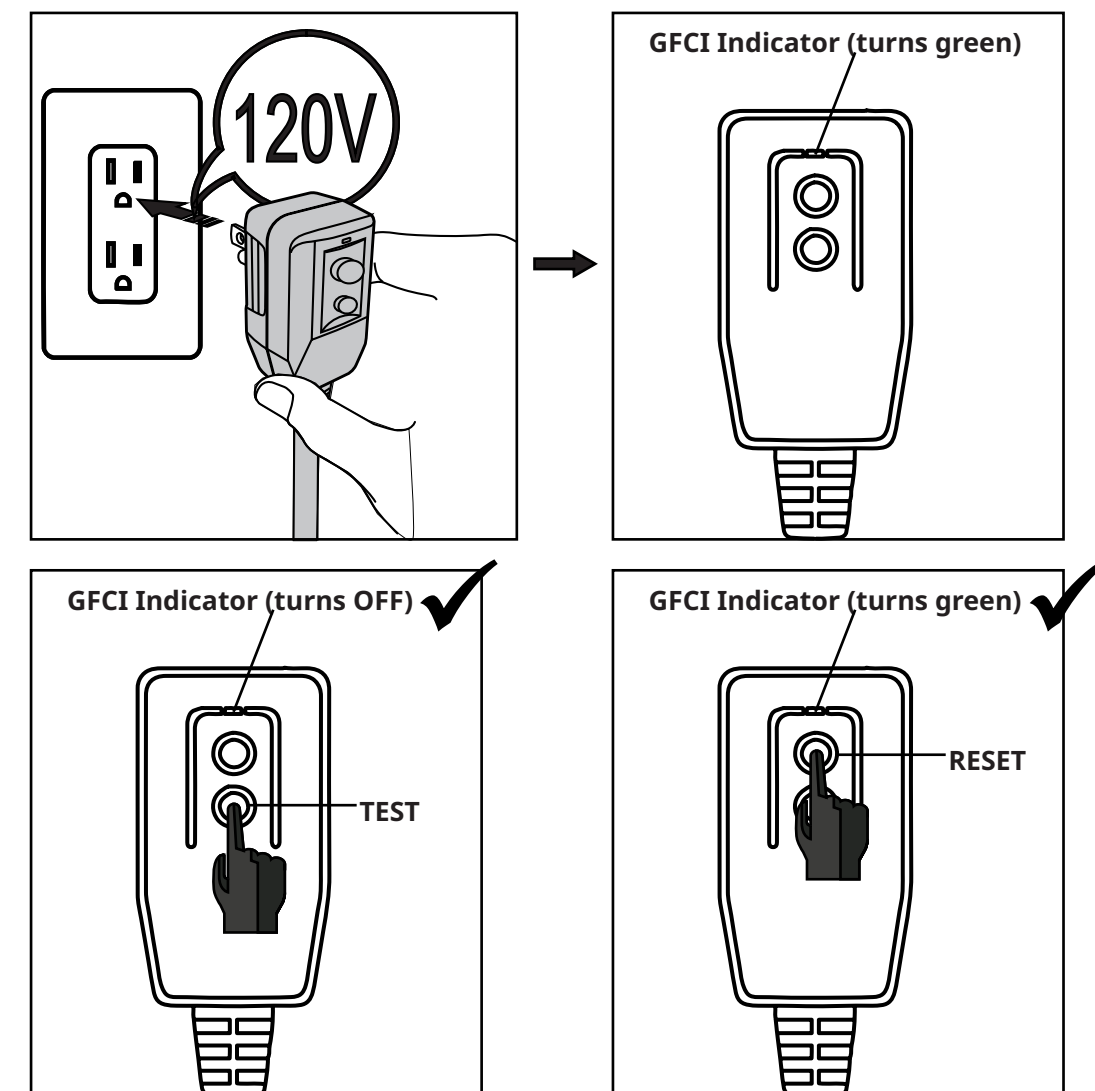
MAINTENANCE & CARE

GFCI MAINTENANCE GUIDE

This GFCI is shipped from the factory in the tripped condition and cannot be reset until power is supplied to the device. Plug the GFCI to your receptacle. The GFCI plug will test the line & load connections automatically, the status indicator will turn green if there is no failure. Ensure that the GFCI is still in the tripped condition by pressing the TEST button.

Press the RESET button fully and release. The Status Indicator turns Green. If the Status Indicator turns Off and the GFCI cannot be reset, press the TEST button to trip the GFCI. Contact your electrician as the Line and Load connections in your receptacle might be reversed.

IMPORTANT: Press the TEST button (then RESET button) every month to assure proper operation. If the Status indicator continuously blinks, or the GFCI cannot be reset / tripped, it must be replaced.



WARRANTY

LIMITED PRODUCT WARRANTY

Warranty Period (from date of sale to first retail purchaser):

1 year on electric / electronics components, fittings and plastic components.

5 years on ceramic components.

LIMITED WARRANTY: THE DISTRIBUTOR warrants to the original retail purchaser that within a reasonable time after notification from purchaser, THE DISTRIBUTOR will repair or replace the Product, or any part or component of the covered Product, distributed by THE DISTRIBUTOR which is proven to the satisfaction of THE DISTRIBUTOR to be defective in workmanship or materials, and which has failed during normal use and within the warranty period. This Limited Warranty does not apply to Products that have been damaged, or which fail, as a result of causes other than manufacturing defects (such as but not limited to improper installation including damage to finishes; lack of or improper care or maintenance; exposure to elements including corrosive products, environments or external water damage; external causes or impact such as electrical surges, fire or impurities in the water supply, alteration; abuse or misuse). The warranty commences on the first date a Product is purchased by the customer. This warranty applies exclusively to products purchased and used in the country of sale.

WARRANTY CLAIM PROCEDURE: To make a claim please email or call THE DISTRIBUTOR to trouble-shoot the issue and start the claim process. Products may be inspected or evaluated by THE DISTRIBUTOR and any Product, part or component found to meet the above warranty criteria will be repaired or replaced at THE DISTRIBUTOR's option. Replacement or repaired parts will be shipped at no cost to customer via ground freight to USA and CANADA destinations only. Any expedited methods of shipments are customer's expense.

DISCLAIMER AND EXCLUSION OF WARRANTIES: This warranty is meant to be a complete and exclusive statement of the terms of all limited warranties offered by THE DISTRIBUTOR. To the fullest extent permitted by law, other than the express warranty set forth in this instrument there are **NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE EXTENDED BY THE DISTRIBUTOR.**

Some states do not allow the exclusion of, or limitations to the duration of, implied warranties so the above limitation may not apply to you.

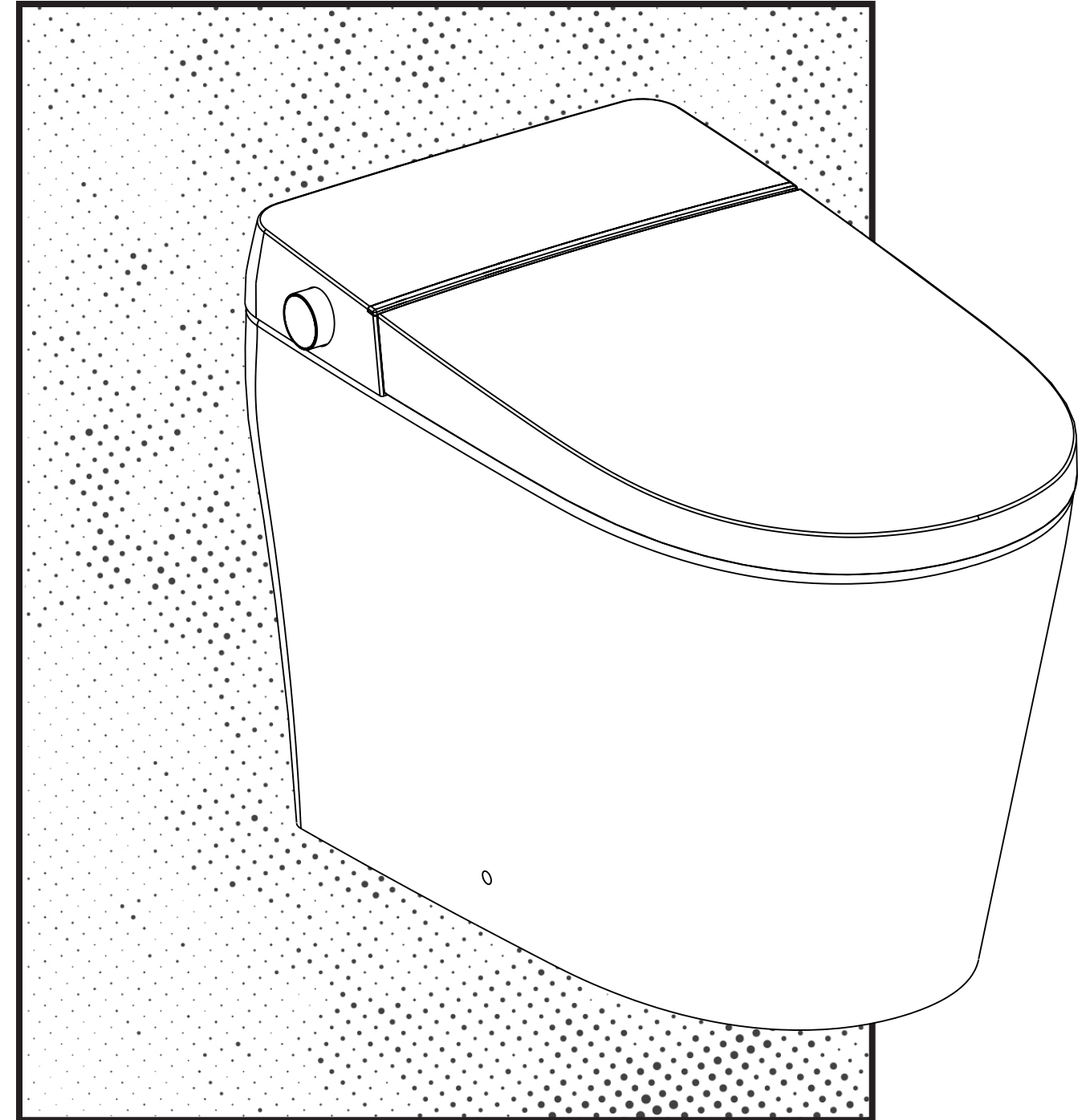
This warranty gives you specific legal rights. You may also have rights, which may vary under applicable state or national legislation, which cannot be disclaimed or modified by the above Disclaimer. Except as permitted, the Disclaimer is not intended to waive, modify, release or limit the applicability of preemptive state or national legislation inconsistent with the terms of this Limited Warranty and Disclaimer. However, to the extent permitted by law, no implied warranties of merchantability or fitness are intended or extended hereunder. Notwithstanding the Disclaimer if any implied warranty is imposed by operation of law, to the extent permitted, the duration of such implied warranties is limited to the shorter of the term of the express warranty or the applicable statute of limitations. The Products listed above are intended to be installed and used for personal, consumer residential use. Use of Products for any other purpose such as commercial purposes voids this warranty. The Limited Warranty is applicable only to the Products listed herein, and no warranty is extended to products not distributed by THE DISTRIBUTOR. The warranty is applicable only to the first retail purchaser.

TRANSFERABILITY: This warranty is not transferable.

LIMITATION AND EXCLUSION OF REMEDIES AND DAMAGES: THE DISTRIBUTOR's sole responsibility under this Limited Warranty shall be to evaluate, inspect, repair and/or replace, at its option, any defective Product, part or component. In certain instances THE DISTRIBUTOR reserves the right to provide refurbished parts. Purchaser agrees that this is the sole and exclusive remedy under this Limited Warranty. THE DISTRIBUTOR will not be responsible for any incidental, consequential, special or indirect damages, including loss of use as a result of any manufacturing defect in a Product. THE DISTRIBUTOR will not be responsible for labor, or any other fees associated with the removal or installation of the warranted Product, parts and/or components. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to you.

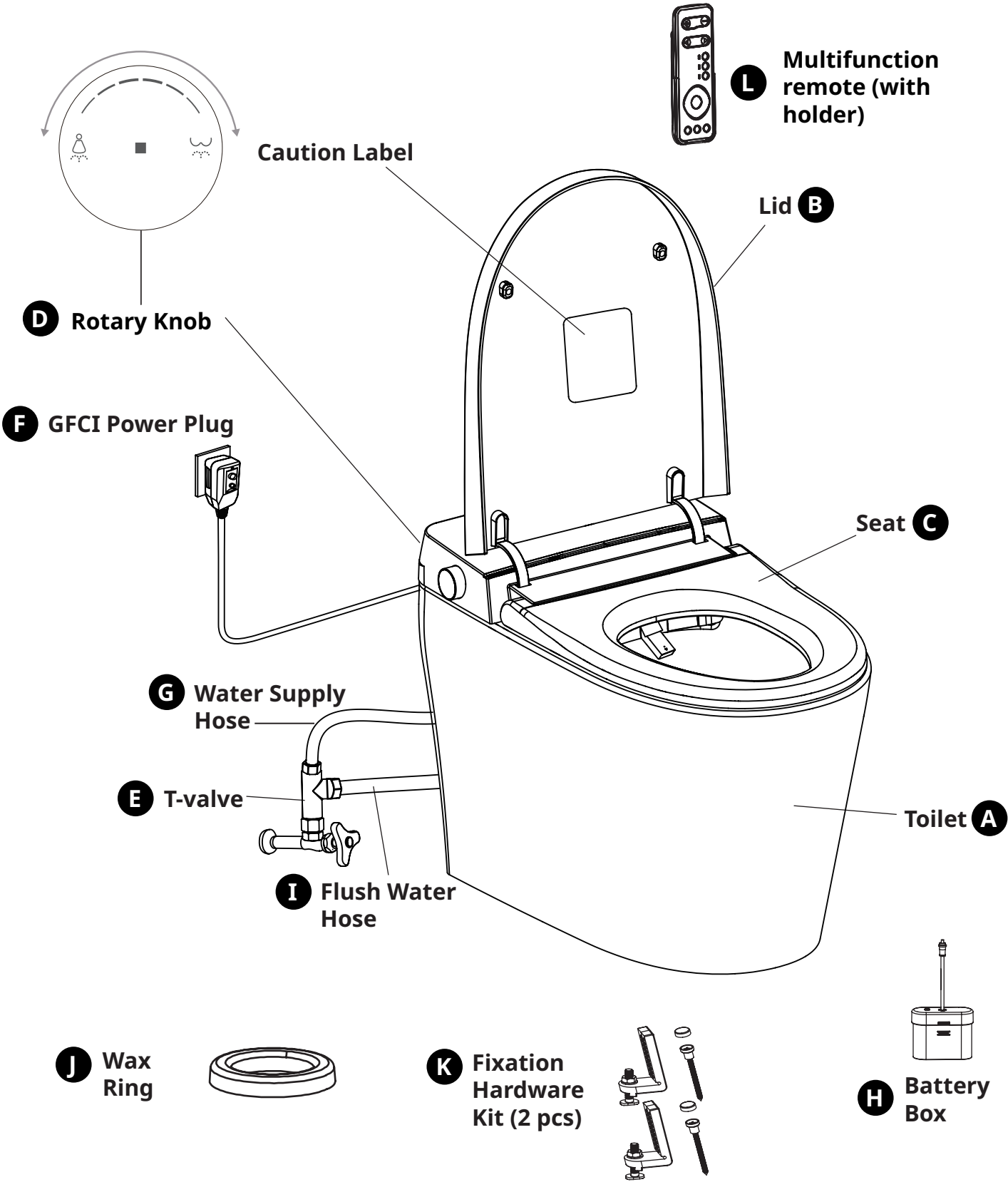
PRODUCT MODIFICATION: THE DISTRIBUTOR reserves the right to change, modify or improve the Products without obligation to incorporate such changes in Products previously sold or installed.

AUTHORITY AND MODIFICATION: The retail seller is not the agent of THE DISTRIBUTOR and is not authorized to vary or modify the terms of the Limited Warranty. In addition, the retail seller cannot bind THE DISTRIBUTOR or make any representations or promises about the Product that are binding on THE DISTRIBUTOR.



PARTS IDENTIFICATION

SMART TOILET PARTS IDENTIFICATION



SMART TOILET PART LIST

PART #	DESCRIPTION	QUANTITY	CODE
A	Toilet	1	N/A
B	Lid	1	99TOI-IO3SX00U-YI
C	Seat	1	99TOI-F84L6302-YI
D	Rotary Knob	1	N/A
E	T-valve	1	99TOI-18T4OUE4-YI
F	GFCI Power Plug	1	N/A
G	Water Supply Hose	1	99TOI-52K0MHA8-YI
H	Battery Box (batteries not supplied)	1	99TOI-N2Y96N9S-YI
I	Flush Water Hose	1	99TOI-9B840LPS-YI
J	Wax Ring	1	99TOI-20WNB9VX-YI
K	Fixation Hardware Kit (L-bracket)	1	99TOI-2IY248ZX-YI
L	Multifunction Remote (with holder)	1	99TOI-9C755Y5Z-YI

NOTES

[illegible]

NOTES

This image shows a full page of blank white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page, typical of notebook or ledger paper. There are no margins, text, or other markings present.



950 Michelin
Laval, Québec, Canada, H7L 5C1

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