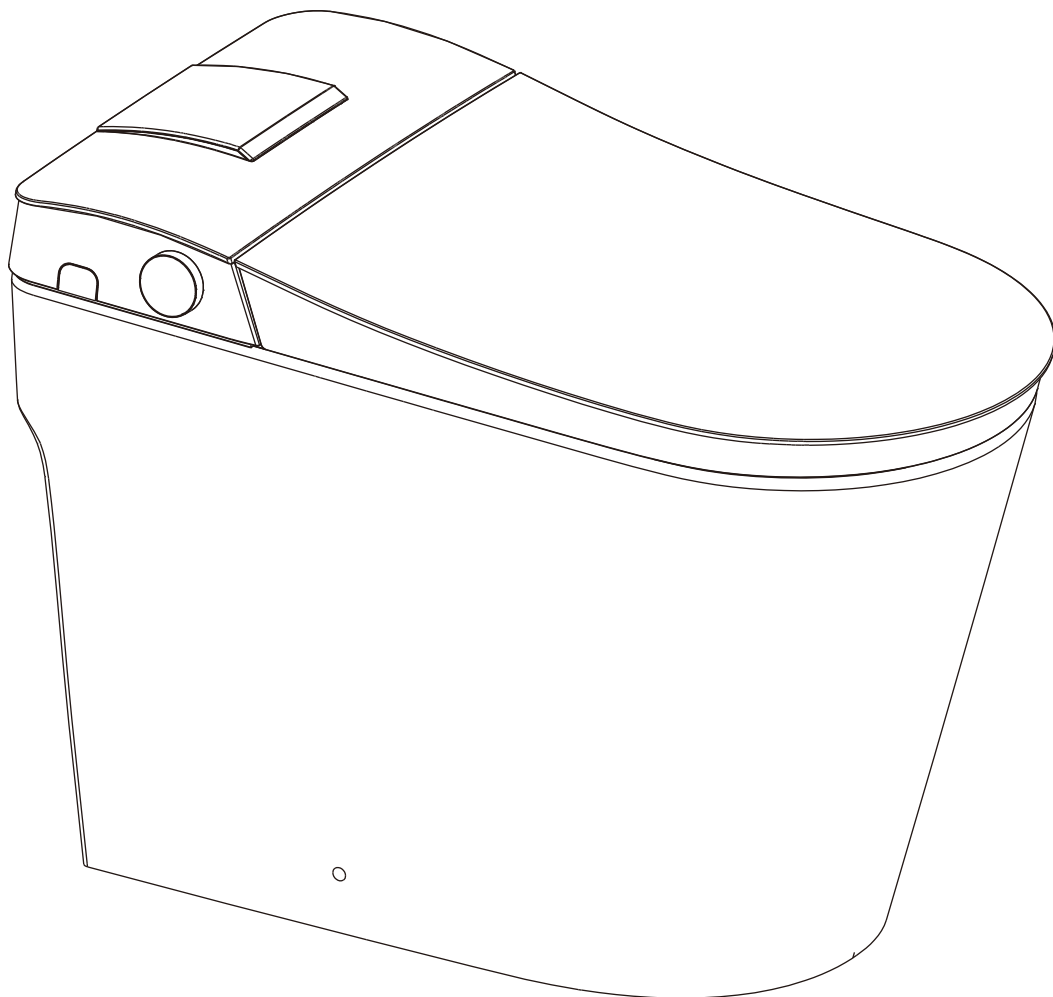


**HOROW®**

**Installation & User Manual**

# **HOROW** T39

**Smart Toilet**



# Contents

- Important Safeguards** ..... 1
  - Important Information ..... 1
  - Grounding Instructions ..... 2
  - FCC Statement ..... 2
  - IC Statement ..... 3
  - Explanation of Terms and Symbols ..... 3
- Overall Sketch** ..... 9
- Function Table** ..... 10
- Product Installation** ..... 11
  - Tools Needed for Installation ..... 11
  - Parts Included ..... 11
  - Prior to Installation ..... 12
  - Installation of Smart Toilet ..... 13
  - Installation of Battery Pack ..... 16
  - Installation of Remote Control Holder ..... 18
  - Product Test Run ..... 19
- Usage Instructions** ..... 20
  - Function Explanations ..... 20
  - Foot Sensor Operations ..... 23
  - Knob Operations ..... 24
  - Remote Control Operations ..... 25
- Daily Maintenance** ..... 29
  - Maintenance of Ceramics, Seat and Lid ..... 29
  - Maintenance of the Nozzle ..... 30
  - Cleaning of the Filter ..... 30
  - Maintenance During Winter Season ..... 31
- Troubleshooting** ..... 32
- Specifications** ..... 34
- Warranty** ..... 35

- Thank You for Choosing HOROW. Please read the instructions carefully before installation and keep it available for future maintenance or reference.
- We are not responsible for the accidents resulting from the user's negligence.
- HOROW reserves the right to make revisions to this manual without notice.



**Need help? Contact HOROW Customer Service Team.**

**Phone: (+1)209-200-8033**

**Monday to Friday**

**Email: support@horow.com**

## Important Safeguards

**Read All Instructions Before Using**

### Important Information

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



**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 it immediately.
5. Do not wash the main unit or electrical plug with water or detergent.
6. During installation, disassembly, repair and maintenance of the product, the power plug must be switched off and the water supply be shut off.



**WARNING - To reduce the risk of burns, electrocution, fire, or injury to persons:**

1. Close supervision is necessary when this product is used by, on, or near children or invalids.
2. Use this product only for its intended use as described in this manual. Do not use attachments not recommended by HOROW.
3. Never operate this product if the cord or plug is damaged, if it is not working properly, or if it has been dropped, damaged, or immersed in water. If any of these conditions apply, contact our Customer Service Team directly.
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 openings could be blocked. Ensure that the air openings remain free of lint, hair, and similar 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 in environments where aerosol (spray) products are being used or oxygen is being administered.
9. Connect this product to a properly grounded outlet only.  
See **Grounding Instructions**.
10. Caution - Risk of electric shock. Do not remove the toilet lid (or back) on your own. Refer servicing to qualified service personnel.

## 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. The product is equipped with a cord that has a grounding wire and a grounding plug. The plug must be inserted into an outlet that is properly installed and grounded.



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

1. If repair or replacement of the cord or plug is necessary, do not connect the grounding wire to either flat blade terminal. The wire within insulation having an outer surface that is green with or without yellow stripes is the grounding wire.
2. 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.
3. 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.
4. 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.

## FCC Statement

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.

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 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.

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

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

FCC RF Radiation Exposure Statement Caution: To maintain compliance with the FCC's RF exposure guidelines, place the product at least 20 cm from nearby persons.

## 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.

This equipment should be installed and operated with minimum distance 20 cm between the radiator & your body.

## Explanation of Terms and Symbols

To ensure proper and safe use of this product, please read this section carefully before use. After reading, 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 or damages caused by improper use or failure to follow the safety instructions.

<b>Warning</b>	Indicate possible injury resulting from improper usage due to negligence of this sign.
<b>Attention</b>	Indicate human injury or property loss that may result from improper usage due to negligence of this sign.
	Indicate a strict request to follow noted precautions when used with the above "Warning" and "Attention" signs.
	Prohibit any individual from performing any action with this symbol.
	Prohibit any individual from dismantling product.
	Keep product away from any wet environments, including, but is not limited to, humid environments, close proximities 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.




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

- ※ Risk of fire.




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

- ※ Risk of electric shock.



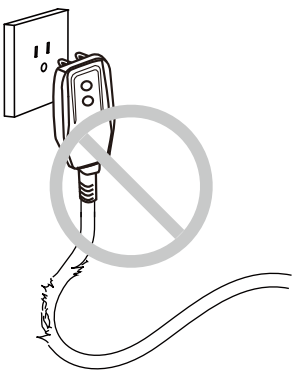
Do not use during thunderstorms (pull out the power plug during storms).

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




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

- ※ Risk of fire and/or electric shock.



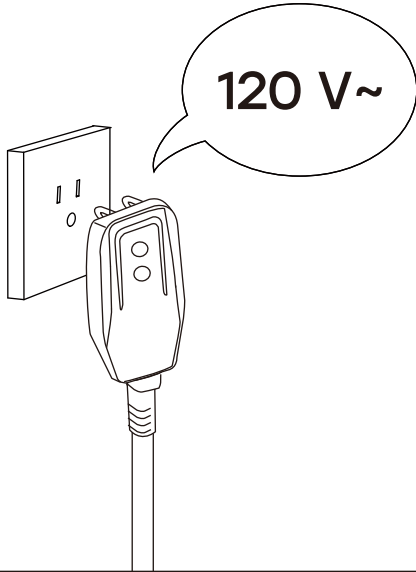
When the seat or the lid is damaged, to avoid any harm, be sure to pull off the power plug, close the water source and contact your local electrical installation company for replacement.

- ※ Risk of fire and/or electric shock.



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

- ※ Risk of fire and/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.



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

- ※ Risk of fire and/or electric shock.



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

- ※ Risk of injury.



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 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.



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, benzene, phenol, methylphenol, dimethylformamide, methyl ether, soybean oil, acetate, 40% nitric acid, thick salt acid, 95% alcohol, gasoline, kerosene, etc.)



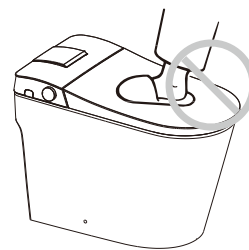
※ Risk of damaging parts that can lead to accidents and injuries.

Do not use polluted water or water meant for industrial use.



- ※ Risk of cystitis and dermatitis.
- ※ Untreated water may also cause internal corrosion of the product 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.



※ Risk of product damage and/or user injury.

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



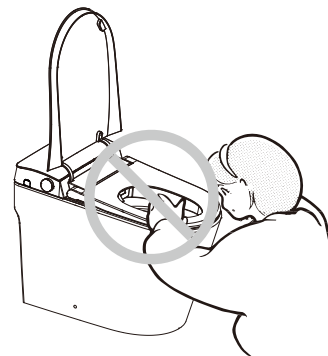
※ Risk of fire and/or electric shock.

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



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



※ Risk of electric shock.

 **Battery Warning**

Read the following for proper battery usage.

- ① Properly install the battery according to its correct polarity.
- ② Remove the battery during long periods without use.
- ③ Replace the battery in time.
  - ✘ Failure to do so may result in interrupted control signals.
- ④ Cover the battery with tape before disposal. This will prevent battery fluid leaks that may cause fire and/or other damages.
- ⑤ Place the battery out of children and infant reach.
  - ✘ If battery is swallowed, contact a doctor immediately.
- ⑥ If battery fluid leaks onto user, quickly rinse off using clean water.
- ⑦ If battery fluid gets into eyes, do not rub your eyes. Quickly rinse it with clean water and consult a doctor immediately.
  - ✘ Failure to do so may result in vision impairment or blindness.

**When the battery is in use, do not do the following operations:**

- ① Do not hold or store with metal objects (such as a necklace or a watch).
- ② Do not mix new and old batteries.
- ③ Do not pull apart battery or throw it into water and/or fire. Battery fluids may cause a fire.



 **Attention**

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

- ※ Extended use may result in burns.



Avoid direct sunlight or heat.

- ※ Risk of product discoloration.



While using this product, make sure that the skin is in contact with the seat sensor area. Otherwise, the 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 supply electricity with an external switch, i.e., connecting the universal part to a timer switch.

- ※ Risk of problems caused by improperly resetting the thermal breaker.



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, leakage 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, leakage and product damage.

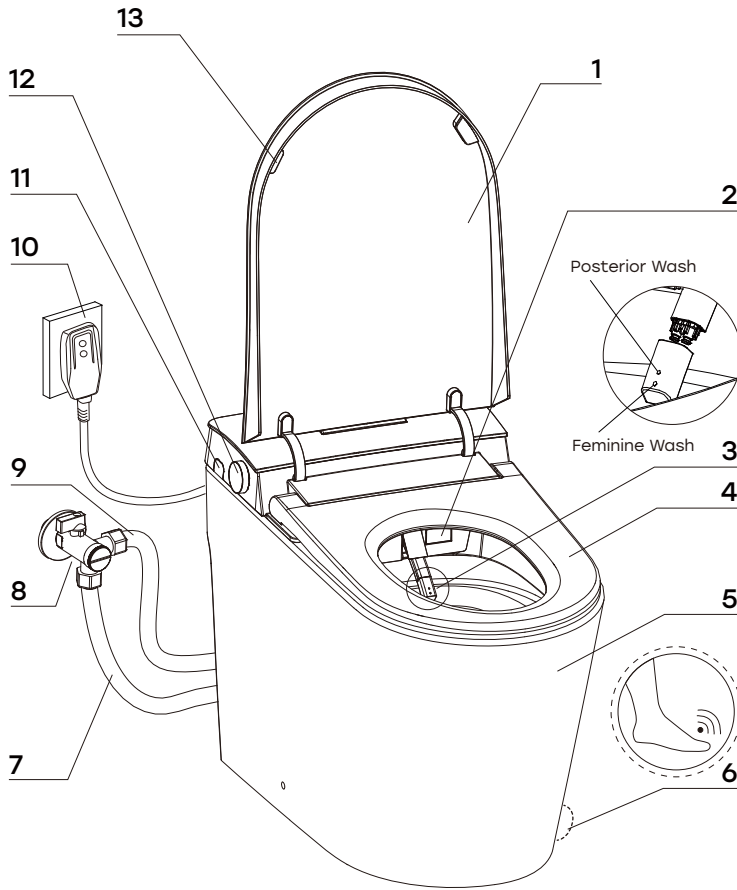


In case of sudden power failure, pull out the power plug and turn off the angle valve to prevent water leakage.

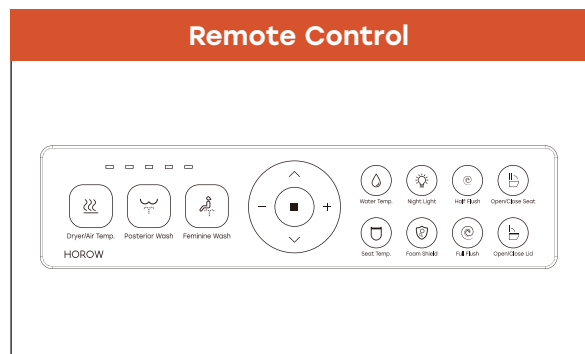
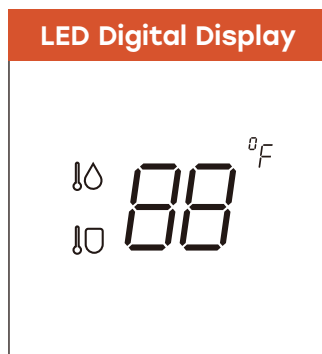
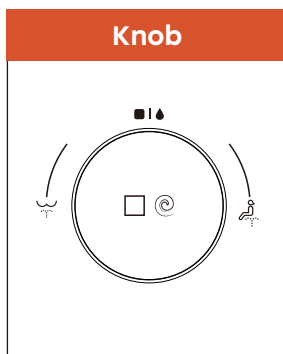
- ※ Risk of water leakage and/or property loss.



# Overall Sketch



1	Lid
2	Warm Dryer
3	Detachable Nozzle
4	Heated Seat
5	Ceramic Toilet Bowl
6	Foot Sensor
7	Flush Water Hose
8	Angle Valve
9	Clean Water Hose
10	Power Plug
11	Foam Cleaner Filling Drawer
12	Knob
13	Bumper Pad



※ Two AAA batteries for the remote control are included in the product package.

## Function Table

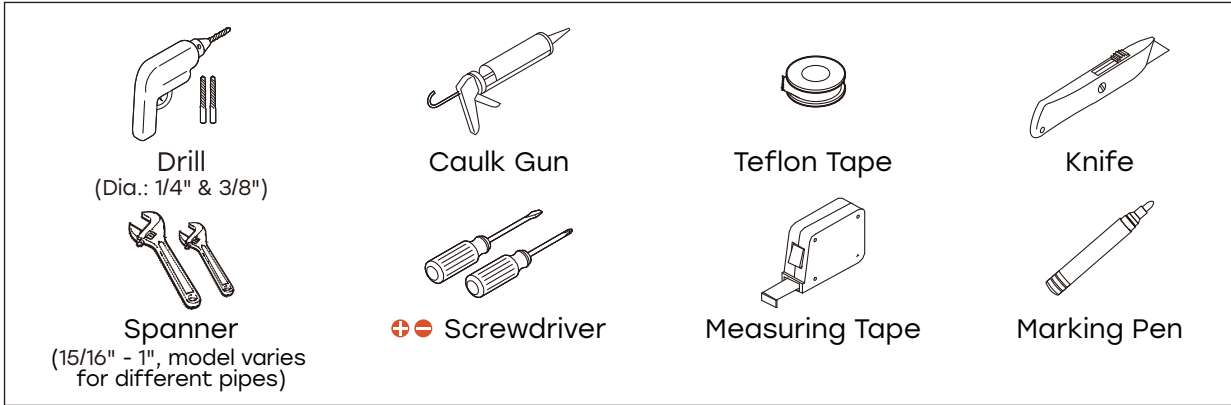
Category	Functions	Model	T39
<b>Hygiene</b>	Feminine Wash		●
	Posterior Wash		●
	Movement Wash		●
	Child Wash		●
	H/C Massage		●
	Self-cleaning Nozzle		●
	Detachable Nozzle		●
	Nozzle Clean		●
	Plasma Purification		●
	Hygienic Seat		●
	Easy-clean Glaze		●
	Pre-wet		●
<b>Comfort</b>	Instant Heating		●
	Adjustable Water Temperature		●
	Adjustable Water Pressure		●
	Adjustable Nozzle Position		●
	Heated Seat		●
	Adjustable Seat Temperature		●
	Warm Dryer		●
	Adjustable Air Temperature		●
	Foam Shield		●
	Auto Deodorization		●
<b>Convenience</b>	Auto Open Lid		●
	Auto Flush		●
	Blackout Flush		●
	Remote Flush		●
	LED Digital Display		●
	Remote Open Lid/Seat		●
	Foot Sensor Open Lid/Seat		●
	Night Light		●
	Energy-saving Mode		●
	Four Seasons Temperature Sensing		●
	Air Isolation & Backflow Prevention		●
	Multiple Protections		●
Fire and Heat Resistant		●	

Note: The blackout flush batteries for power outage are not included and must be purchased separately by yourself. If you have any questions, please contact our Customer Service Team.

# Product Installation

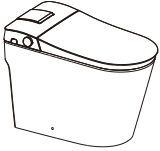
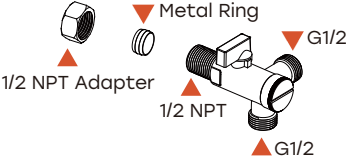
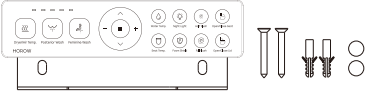
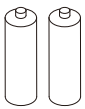
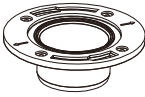
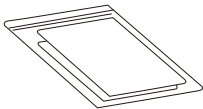
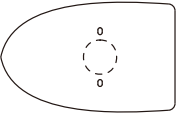
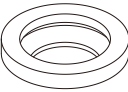
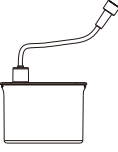










## Tools Needed for Installation

Please have these tools prepared prior to installation.



## Parts Included

Please confirm that all items below are inside the box.

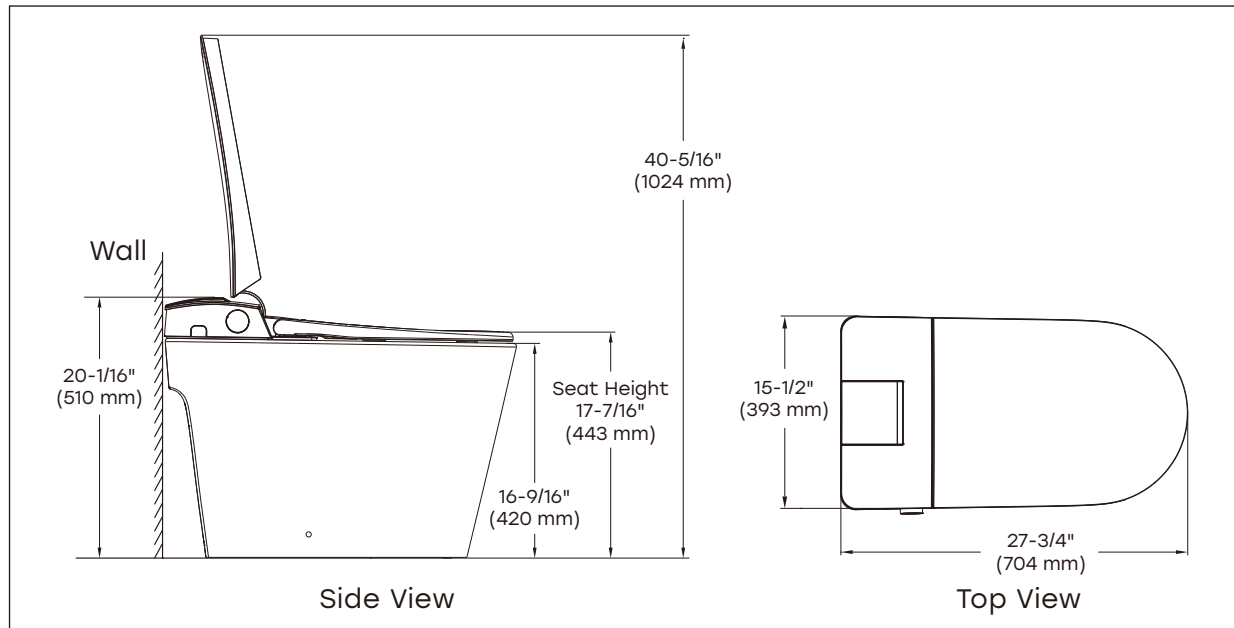
<p>Smart Toilet (1 pc)</p> 	<p>Angle Valve &amp; Adapter (1 pc)</p> 	<p>Remote Control Set (1 pc)</p>  <p>(Remote control &amp; holder &amp; screw set)</p>	
<p>Two AAA Batteries</p> 	<p>Floor Flange (1 pc)</p> 	<p>Installation &amp; User Manual</p> 	
<p>Installation Template (1 pc)</p> 	<p>Wax Ring (1 pc)</p> 	<p>Battery Box (1 pc)</p>  <p>10 AA batteries required (not included)</p>	<p>Funnel (1 pc)</p> 
<p>Mounting Accessory Kit:</p> <ul style="list-style-type: none"> <li style="width: 33%;"> Expansion Bolt (4 pcs)</li> <li style="width: 33%;"> Mounting Block (2 pcs)</li> <li style="width: 33%;"> Fixing Sleeve (2 pcs)</li> <li style="width: 33%;"> Screw (4 pcs)</li> <li style="width: 33%;"> Toilet Screw (2 pcs)</li> <li style="width: 33%;"> Bolt (2 pcs)</li> <li style="width: 33%;"> Washer (2 pcs)</li> <li style="width: 33%;"> Nut (2 pcs)</li> <li style="width: 33%;"> Decorative Cap (2 pcs)</li> </ul>			

## Prior to Installation

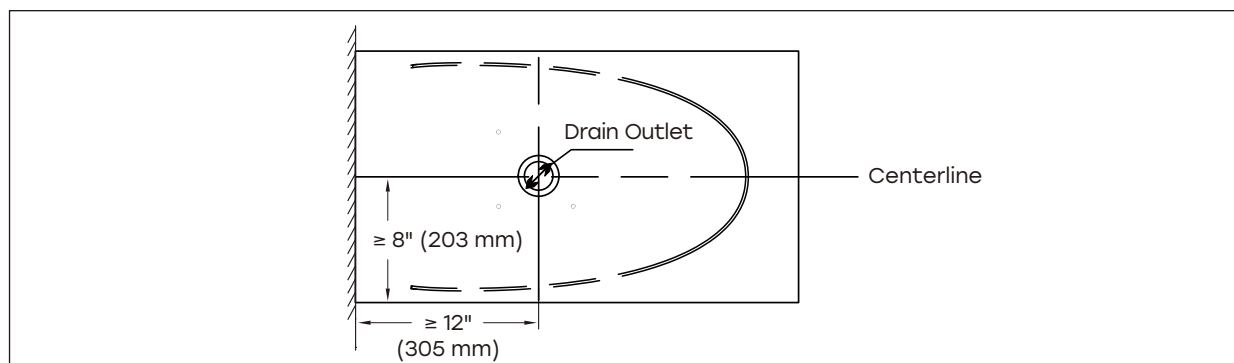
Please confirm that all the aforementioned items in the package are present. In case of any missing parts, please feel free to contact our Customer Service Team. Illustrations above are for reference only. The ceramic product may have slight deformation during the firing process. Please consult the actual product for accurate details.

Verify the product dimensions and secure enough installation space. The rough-in size refers to the distance between the center of the toilet flange to the finished back wall.

※ All dimensions are manually measured with a certain degree of error. For the specific size, please refer to the actual product received.



To ensure proper installation, the distance between the water supply valve and the centerline of the toilet should be greater than half the width of the toilet bottom. The water supply valve should be about 8" (203 mm) away from the toilet centerline. For larger valves, a greater distance may be necessary to ensure proper clearance. For easy installation and maintenance, a range of 9" (229 mm) to 11" (279 mm) is recommended.



The minimum water pressure required is 11.6 psi, and the maximum water pressure is 116 psi. If the minimum water pressure is not met, the smart toilet may not achieve the optimal cleaning performance. However, since the product includes a built-in water tank and pump, its ceramic scouring effect is not affected by external water flow, pressure, or other environmental factors.

Electrical requirements for this product: 15 Amps at AC 120 V, 60 Hz.

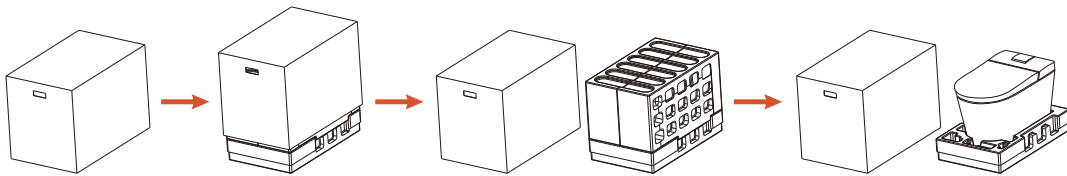
## Installation of Smart Toilet

Install your toilet using the following steps:

Please remove the old toilet first if any and ensure the mounting surface is clean and level before the new toilet is installed.

### 1 Open the box right side up

Remove the accessories first, then lift the toilet with two people, remove the packaging, and gently place the toilet on the floor, as shown in the diagrams below.



### 2 Install the angle valve

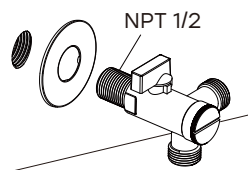
Turn off the water supply and then remove the existing valve.

Turn on the water supply and flush for 1 minute to clear any debris that may damage the toilet structure.

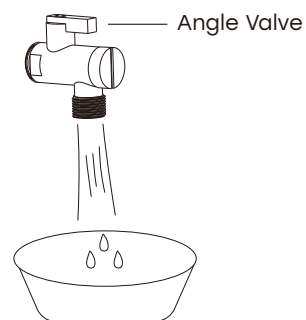
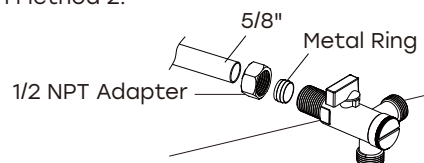
Turn off the water supply. Connect the provided angle valve to the water supply pipe. Use Teflon tape to ensure a watertight seal.

- ※ If your water supply pipe is a copper pipe, you can use the adapter and the metal ring provided to let the copper pipe match the angle valve.
- ※ For the joint assembly, tighten the threaded joint 1 ~ 2 turns beyond finger tight, ensuring not to overtighten.

Installation Method 1:



Installation Method 2:

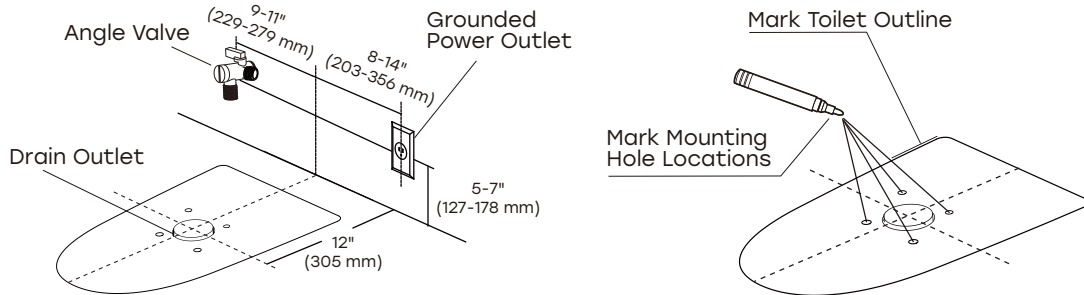


Note:

1. Please use the supplied angle valve when installing this toilet. Using of another angle valve without a filter may result in blockages in the toilet and bidet waterways.
2. If replacing an existing angle valve, please contact a professional for installation.

**3 Install with installation template**

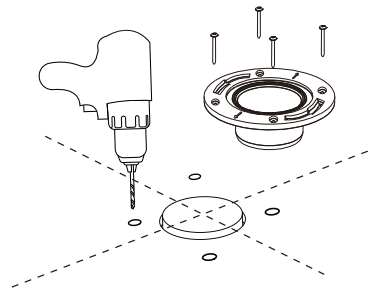
Align the installation template with the centerline of drain outlet. Mark four mounting holes based on the installation template with the marking pen. Then, outline the edges of the template to mark the toilet placement for later installation and remove the installation template.



**4 Install and fix the flange**

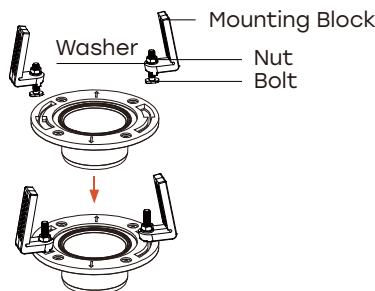
Drill four 3/8" (10 mm) holes at the marked locations from the previous step. Insert four expansion bolts into the holes. Position the flange on the drain pipe outlet, aligning the four flange holes with the drilled holes on the ground. Then, insert the screws into the flange holes and tighten them using a screwdriver.

※ If an applicable flange is already in place, there is no need to install the new one.



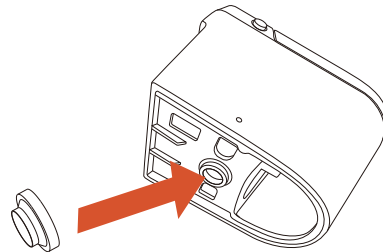
**5 Install the mounting blocks**

Assemble the mounting blocks with bolts, position the two mounting blocks on opposite sides of the flange on the ground and secure them with washers and nuts.



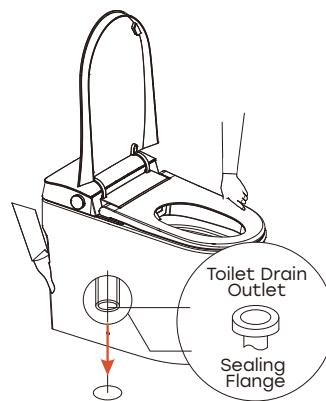
**6 Install the ceramic toilet**

Install the wax ring onto the drain hole at the bottom of the ceramic toilet and press it firmly into place.



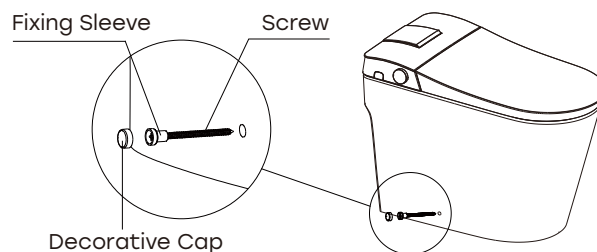
Lift the ceramic toilet with two people and gently lower it onto the flange, letting it well fit the mounting blocks.

Press down firmly on the ceramic toilet to ensure the wax ring forms a complete seal.



Insert the screw through the fixing sleeve, then through the holes on both sides of the ceramic toilet and into the mounting blocks on the ground. Tighten them securely using a screwdriver.

Put the decorative cap onto the fixing sleeve.

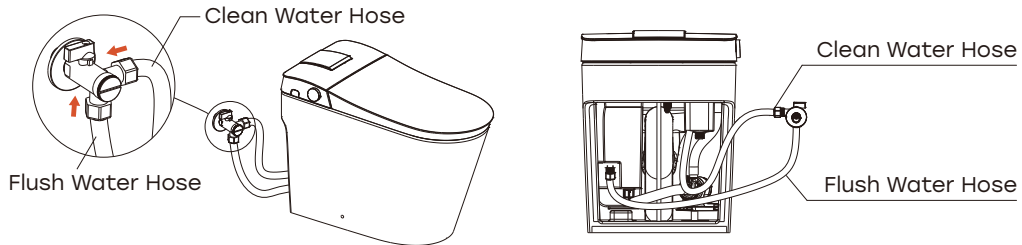


**Tips:**

- ※ The toilet is heavy, and it needs two people to carry it.
- ※ Please clean the drain outlet.
- ※ Please make sure ceramic toilet outlet sits perfectly on the drain outlet.

**7 Install the water hoses**

Connect the nylon-braided clean water hose and the wire-braided flush water hose to the installed angle valve and tighten them separately.



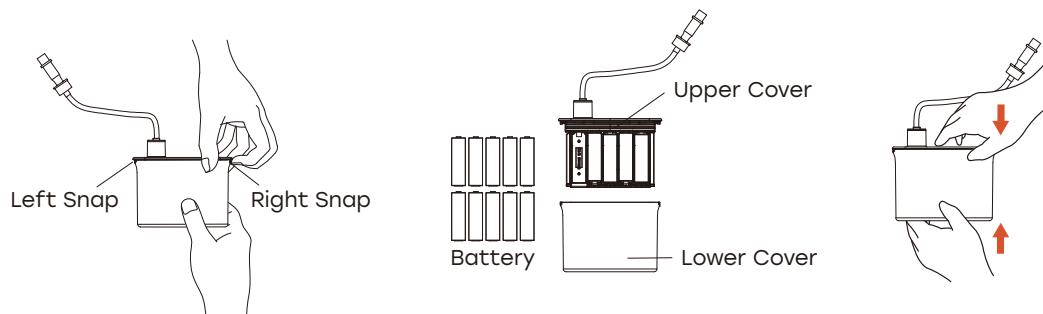
**Note:**  
Please use the supplied flush water hose, to ensure optimal flushing performance.

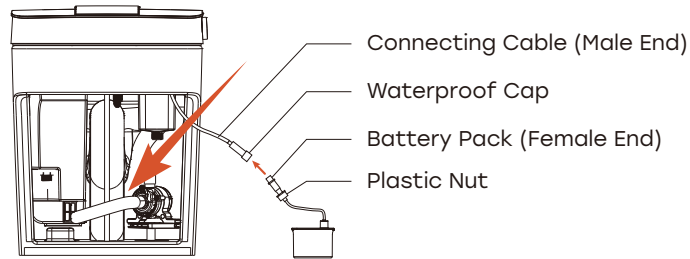
**Installation of Battery Pack**

The battery pack is primarily used for blackout flush in case of a power outage. It provides emergency power to the toilet. The battery box is included inside the product package. However, the batteries needed are not included and must be purchased separately. For any questions, please contact our Customer Service Team.

**+ Install the battery pack**

1. Release the snaps on both sides of the battery box to separate the upper and lower covers, insert the batteries needed and reinstall the battery box covers.
2. Locate and hold the connecting cable from the cavity behind the ceramic toilet, and remove the waterproof cap on it.
3. Connect the battery pack to the connecting cable, tighten the plastic nut securely and put the battery pack into the cavity at the back of the toilet.

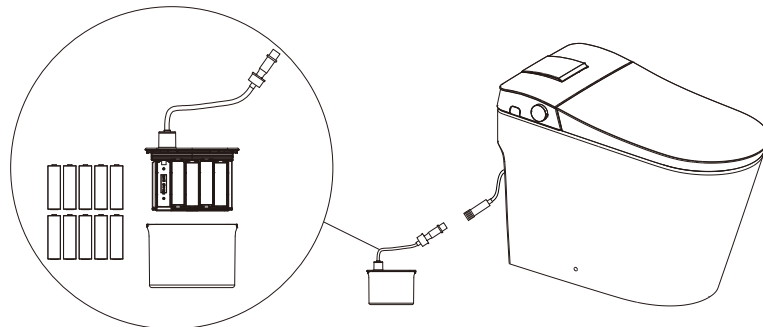


**Note:**

- ※ 10 AA batteries are required. Please properly install the battery according to its correct polarity, otherwise the battery box may be damaged.
- ※ The batteries are disposable. Do not attempt to recharge them!
- ※ The male and female terminals for the battery connection are polarity-specific and feature internal positioning structures. Do not force the connection, as this may damage the product.
- ※ Place the battery pack in a suitable position to allow easy battery replacement in the future.

**Replace the batteries**

1. Locate and hold the blackout flush battery pack from the cavity behind the ceramic toilet and remove it from the connecting cable.
2. Release the snaps on both sides of the battery box to separate the upper and lower covers, take out the used batteries, insert the new ones and reinstall the battery box covers.
3. Reconnect the battery pack and put it back to the proper position.



- ※ If you use the blackout flush function and notice that the night light flashes several times before turning off, this indicates that the battery level is low. Please replace the blackout flush batteries promptly to ensure proper operation of blackout flush.

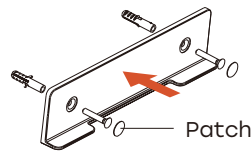
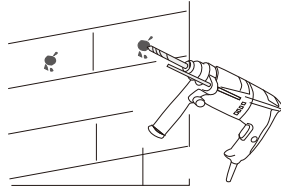
## Installation of Remote Control Holder

There are two ways to install the remote control holder. Please select the one that best suits your needs.

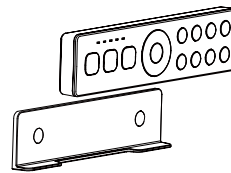
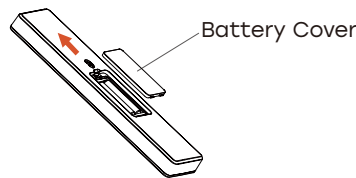


### Installation with screws

Drill two 1/4" (6 mm) holes in the wall at a distance of about 5-3/16" (131 mm), a depth of about 1-1/8" (35 mm). Knock the anchors into the hole with a hammer. Secure the holder with anchors. Use the screws to secure the holder to the wall and then stick the patches with tape respectively.



Remove the battery cover from the backside of the remote control to install batteries. Once finished, the remote control is ready to be placed in its holder.

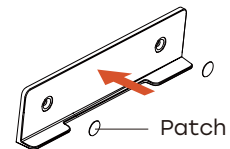
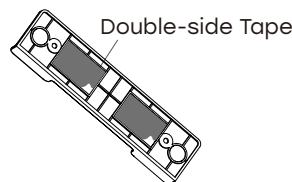
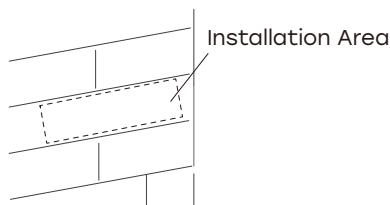


- ※ Please use proper mounting tools for special wall surfaces (such as wood, HDF, etc.)
- ※ The remote control holder should be installed away from the bidet's spray trajectory.
- ※ The remote control holder should be installed within reach when seated on the toilet.
- ※ Make sure there is nothing to block the transmission between the toilet and its remote control.

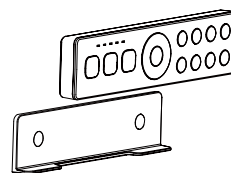
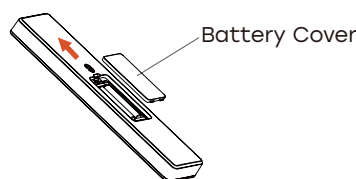


### Installation with double-sided tape

Clean and dry the installation surface before mounting. Peel off the backing paper from the double-sided tape on the back of the remote control holder. Attach the holder to the wall, press the tape firmly and evenly and then stick the patches with tape respectively.



Remove the battery cover from the backside of the remote control to install batteries. Once finished, the remote control is ready to be placed in its holder.



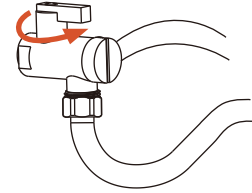
## Product Test Run

### 1 Water Connection

Turn the water supply angle valve to the maximum opening, as shown in the diagram.

Make sure no leakage is found at various connection parts. Ensure the hose is not twisted or kinked.

※ In case of any water leakage, unfasten the nuts and install them again.

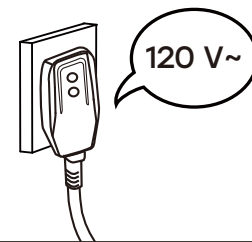


### 2 Power Connection

Ensure the electrical requirements are met: 15 A at AC 120 V, 60 Hz.

Plug the power plug into AC 120 V socket.

Press the knob on the toilet to start a flush and confirm the toilet is powered on.



### 3 Smart Toilet Running

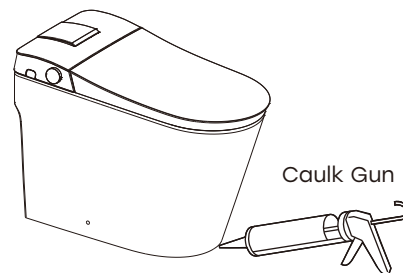
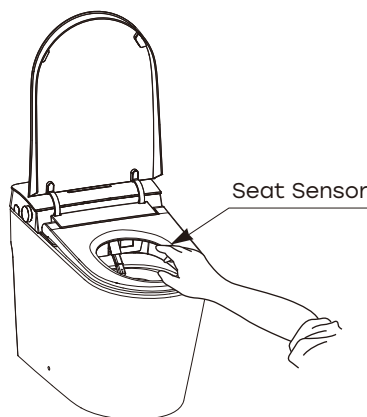
Are all functions working properly?

Test all function buttons on the remote control and the knob on the toilet. Verify the normal operation of each function.

Operate the remote control and confirm the functionality of posterior wash, feminine wash (including water pressure, water temperature and nozzle position adjustment), warm dryer, air temperature adjustment, nozzle clean and night light.

All functions listed above should be tested. Please ensure all specified functions run correctly. Posterior wash, feminine wash and warm air drying functions should be tested while the seat is occupied.

After the toilet is installed and the test run is completed, it is recommended that you apply the silicone sealant around the base of the toilet. Please avoid applying sealant where the access covers meet the floor.

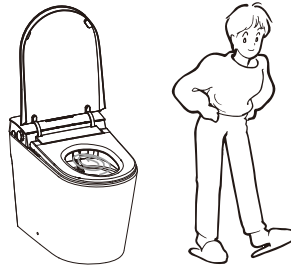


# Usage Instructions

## Function Explanations

### + Auto Flush

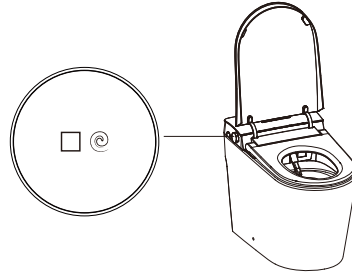
The toilet will automatically flush with the lid closed after the seat sensor no longer detects a user if no flush is performed during seat occupancy. If the seat is occupied for less than 90 seconds, a half flush will be triggered automatically. If the seat is occupied for over 90 seconds, a full flush will be executed.



### + Blackout Flush

Blackout flush refers to the manual emergency flush during a power outage. Press and hold the knob for 3 seconds to activate blackout flush.

If the above operation does not work properly, you need to replace the battery or contact our Customer Service Team.

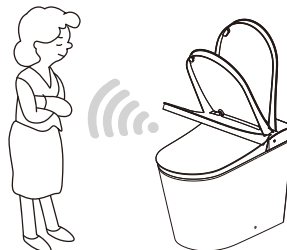


### + Microwave Sensing

Microwave sensing, also known as auto open/close lid, uses the microwave sensor technology to detect users within a specified range.

The lid will automatically open when a user approaches within this range.

The lid will automatically close when the user leaves for a while and the sensor no longer detects any microwave signal.





**Foam Shield**

A foam dispenser is embedded in the back of the toilet, using a dedicated foam cleaner to create a foam shield. The dense foam shield covers the water surface, effectively preventing splashing and isolating unpleasant odors. Additionally, the foam lubricates the toilet wall, preventing waste from sticking and making cleaning more convenient.

Press **Foam Shield** to generate a foam shield immediately. Alternatively, enable the auto foam shield function to let the toilet automatically create a foam shield when the seat is occupied.

**Foam Cleaner Filling**

The toilet needs to add foam cleaner for the first use. The foam cleaner is not included in the product package and must be purchased separately. If you want to purchase it, please contact our Customer Service Team. Additionally, the auto foam shield function is disabled by default. To enable it, please refer to the instructions in **Other Settings**.

※ Before filling the foam cleaner, please unplug the toilet. Once the foam cleaner is added, reconnect the toilet to the power supply.

1. Press the foam cleaner filling drawer, and the drawer will pop up automatically, as shown below.

2. Pull out the sealing plug from the filling port, put the funnel into the filling port and hold it. Slowly pour the foam cleaner liquid into the funnel with your other hand. (Do not pour the liquid too quickly, as this may cause overflow.)

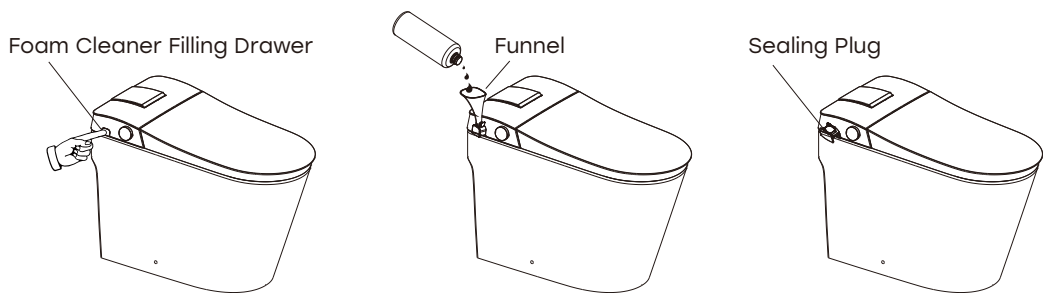
3. Put the sealing plug back into the filling port, then push the filling drawer to the end.

※ Press and hold **Foam Shield** to activate quick pumping until foam is generated, then release the button. (Note: This operation is required only when the toilet is first installed or when the foam cleaner has been refilled. Performing this operation at other times may cause unnecessary consumption of the foam cleaner.)

※ If no foam is released when pressing **Foam Shield**, or when the seat is occupied with the auto foam shield function enabled, it indicates that the foam cleaner is empty and needs to be refilled. Please follow the steps above to refill it.


※ Please use our customized foam cleaner. Otherwise, it may cause clogging and damage to internal components.


※ When filling the foam cleaner or performing maintenance, be careful not to let sediment and other impurities fall into the filling port.



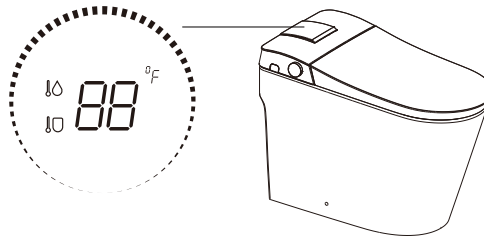
**+ LED Digital Display**

When different functions are activated, the corresponding function animation is displayed or the indicator light is on.

The  icon indicates the seat temperature. When adjusting the temperature, the icon lights up, and the current temperature is displayed.

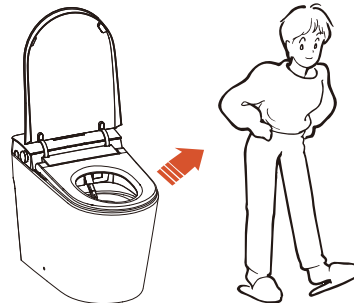
The  icon indicates the cleaning water temperature. When adjusting the temperature, the icon lights up, and the current temperature is displayed.

When the seat temperature or water temperature is set to Off, "--" will be displayed.

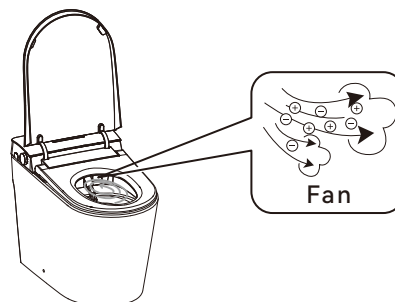
**+ Auto Deodorization**

The deodorization function will be activated automatically when the seat is occupied and will be turned off 3 seconds after the seat is unoccupied.

A deodorizer cartridge and a fan are installed at the back of the toilet to help avoid unpleasant odors and improve ventilation.

**+ Plasma Purification**

Active ions are released to keep the toilet interior clean, improving overall hygiene. Plasma purification process will start automatically after the lid is closed. It will work for 2 hours. The process will stop automatically if any other button on the remote control is pressed or if the lid is opened.



**User-friendly Design**

- ① **Pre-wet**  
When the toilet seat is occupied, the product will flush automatically once towards the seat to moisten the toilet bowl.
- ② **Multiple Protections**  
Multiple built-in safety features are designed to protect both the user and the product.
- ③ **Hygienic Seat**  
The seat is made of hygienic material to ensure enhanced hygiene.
- ④ **Energy-saving Mode**  
When enabled, the toilet conserves energy by maintaining the heated seat temperature at 86 °F when not in use.
- ⑤ **Four Seasons Temperature Sensing**  
When enabled, the water temperature, seat temperature and warm air temperature will be adjusted automatically based on the ambient temperature.

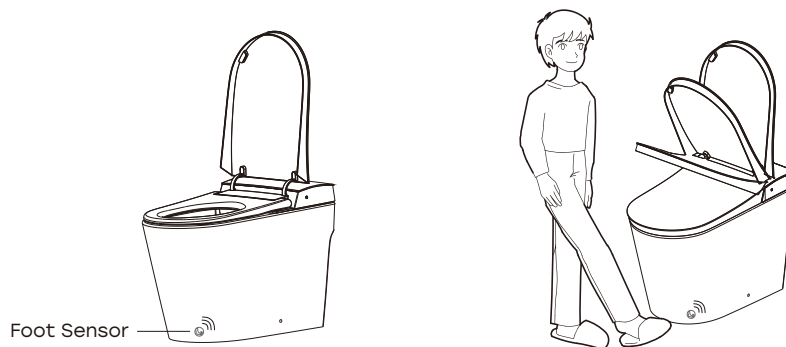
Note:

The energy-saving mode and the four seasons temperature sensing function are mutually exclusive. If both are enabled at the same time, only the energy-saving mode will take effect.

## Foot Sensor Operations



The toilet is equipped with a foot sensor to control the open and close of the lid and the seat as well as the foot sensor-operated flush when the lid is closed. Touch the foot sensor area with your foot to raise your toilet lid/seat. When the lid and seat are both closed, touch the foot sensor area to open the lid. When the lid is open and the seat is closed, touch foot sensor area to open the seat. When the seat and the lid are open, touch the foot sensor area to close the seat and lid and activate a flush.



- ※ It is a dual flush toilet. The foot sensor triggers only a half flush.
- ※ When the seat is occupied, the foot sensor will not respond even if the sensor area is touched.

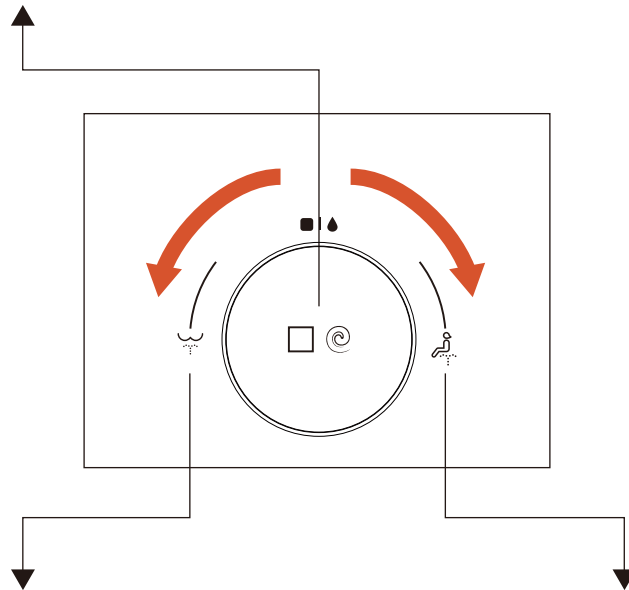
## Knob Operations

**Power/Stop**

When the toilet is powered on and no one is seated, press and hold the knob for 3 seconds to enter the standby mode. In the standby mode, all functions are turned off, and the indicator light goes out.

When the toilet is in standby mode, press the knob to activate it.

When the toilet is in feminine/posterior wash or drying mode, press the knob to stop the function.

**Posterior Wash**

Rotate counterclockwise

When the seat is occupied and the toilet is not in wash or drying mode, rotate the knob counterclockwise to start the smart posterior wash cycle.

The entire process includes posterior wash and warm air drying, taking approximately 6 minutes.

**Feminine Wash**

Rotate clockwise

When the seat is occupied and the toilet is not in wash or drying mode, rotate the knob clockwise to start the smart feminine wash cycle.

The entire process includes feminine wash and warm air drying, taking approximately 6 minutes.

When the toilet is in posterior/feminine wash, rotate the knob clockwise to move the nozzle position forward, and rotate the knob counterclockwise to move the nozzle position backward. Press and hold the knob for 3 seconds to switch to water pressure adjustment, turn clockwise to increase the water pressure, counterclockwise to decrease the water pressure. Press and hold the knob for 3 seconds again to switch to nozzle position adjustment.

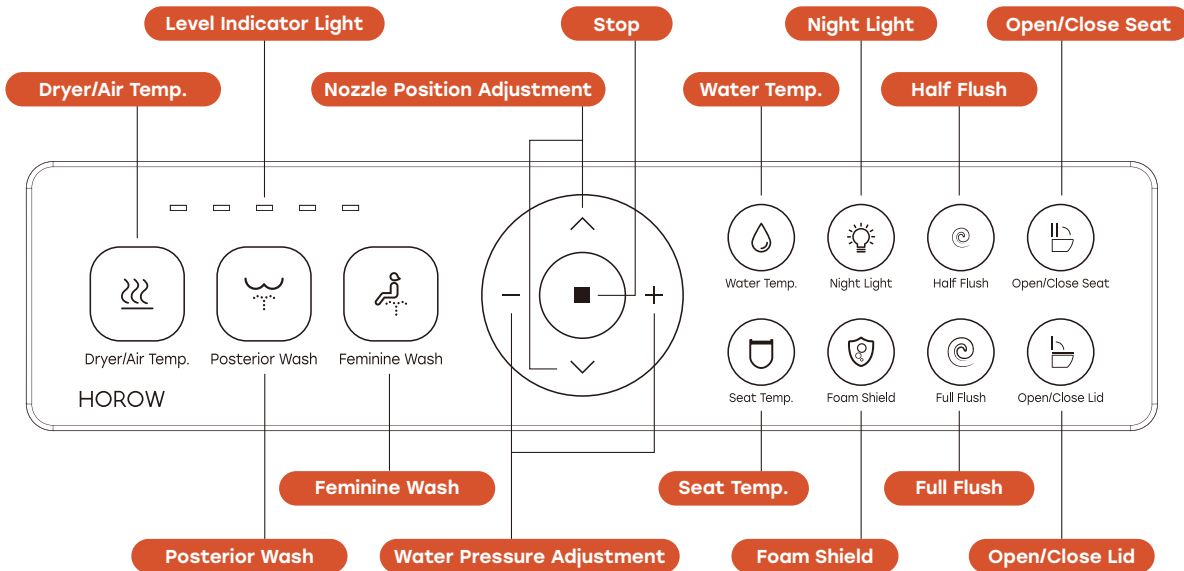
When the seat is occupied but no function is running, press and hold the knob for 3 seconds to turn on the dryer. When the toilet is in drying mode, rotate the knob clockwise to increase the air temperature, and counterclockwise to decrease the air temperature.

When the toilet is not in use, press the knob to immediately flush the toilet.

When the seat is unoccupied, rotate the knob clockwise to extend the nozzle out for manual cleaning.

## Remote Control Operations

※ During washing, the nozzle will continue spraying for 1 to 2 seconds after the user leaves the seat. To avoid water splashing, please press **Stop** to stop the wash function before leaving the seat.



Press **Half Flush** to start a half flush after use.

Press **Full Flush** to start a full flush after use.

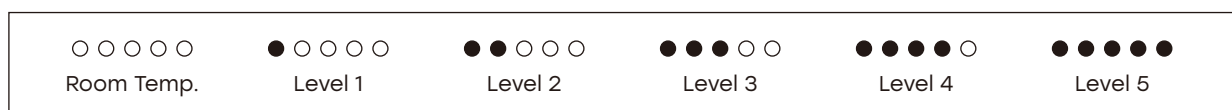
Press **Stop** to stop any activated wash functions (posterior wash or feminine wash) or the dryer.

Press **Posterior Wash** to start posterior cleaning while seated. Press again to activate movement wash (the nozzle moves forward and backward to expand washing area), and press a third time to return to posterior wash. It will stop after approximately 3 minutes.

Press **Feminine Wash** to start feminine cleaning while seated. Press again to activate movement wash (the nozzle moves forward and backward to expand washing area), and press a third time to return to feminine wash. It will stop after approximately 3 minutes.

Press and hold **Posterior Wash** or **Feminine Wash** for 3 seconds during posterior wash or feminine wash to enable/disable pulse wash. It will stop automatically when the posterior or feminine cleaning is completed.

Press **Dryer/Air Temp.** to dry off the water after using the wash function. It will stop after approximately 3 minutes or after leaving the seat. During drying, press **Dryer/Air Temp.** to adjust the warm air temperature of the dryer. Six temperature levels are available: Off (room temp.), Level 1, Level 2, Level 3, Level 4 and Level 5. At each temperature level, corresponding level indicator lights (hereinafter referred to as level lights) on the remote control will illuminate.



Press **Water Temp.** to adjust the water temperature for any wash function. Six temperature levels are available: Off (room temp.), Level 1 (86 °F), Level 2 (90 °F), Level 3 (93 °F), Level 4 (96 °F) and Level 5 (99 °F). At each temperature level, corresponding level lights on the remote control will illuminate.

Press **Seat Temp.** to adjust the heated seat temperature. Six temperature levels are available: Off (room temp.), Level 1 (86 °F), Level 2 (90 °F), Level 3 (93 °F), Level 4 (96 °F) and Level 5 (99 °F). At each temperature level, corresponding level lights on the remote control will illuminate.

※ To prevent low-temperature burns, the seat temperature will automatically be reduced to below 86 °F after 10 minutes of continuous seating.

Press **^** or **v** to adjust the nozzle position during any wash process. Five levels are available.

Press **+** or **-** to adjust the cleaning water pressure (cleaning intensity) during any wash process.

Press **Foam Shield** to start to generate a foam shield immediately.

Press **Open/Close Seat** to remotely control open/close of the seat.

Press **Open/Close Lid** to remotely control open/close of the lid.

Press and hold **Dryer/Air Temp.** for 3 seconds while unseated to start plasma purification.

### • Other Settings

Before making the following settings, please press any button on the remote control to wake it up.

Note: When adjusting the following settings, a short beep indicates that the function has been enabled, while 2 short beeps indicate that the function has been disabled.

Press and hold **Full Flush** for 3 seconds to enable/disable the auto flush function.

Press and hold **Half Flush** for 3 seconds to enable/disable the foot sensor function.

Press and hold **Stop** for 3 seconds to enable/disable the energy-saving mode.

※ When enabled, the toilet conserves energy by maintaining the heated seat temperature at 86 °F (Level 1) when not in use. Once seated, the seat returns to the preset temperature. Please note that if the seat temperature is set to Off before energy-saving mode is enabled, it will remain Off while energy-saving mode is active.

Press and hold **Water Temp.** for 3 seconds during posterior wash, feminine wash or child wash to enable/disable H/C massage. The cleaning water will switch between warm and cold water automatically during the wash process.

Press and hold **Night Light** for 3 seconds to enable/disable the smart night light function. The smart night light function is enabled by default.

※ When enabled, the night light will illuminate automatically when the toilet lid is open if the room is dark. The night light will be off automatically when the room is bright or the toilet lid is closed.

Press **Night Light** to enable/disable the night light function. The night light function is enabled by default.

※ When enabled, the night light will illuminate if the toilet lid is open. The night light will be off automatically if the toilet lid is closed.

Press and hold **Open/Close Seat** for 3 seconds to enable/disable the four seasons temperature sensing function. The function is disabled by default.

※ When enabled, the water temperature, seat temperature and warm air temperature will be adjusted automatically based on the ambient temperature.

Press and hold **Open/Close Lid** for 3 seconds to enable/disable the microwave sensing function (auto open/close lid).

Press and hold **Foam Shield** to activate quick pumping until foam is generated, then release the button.

Press **Stop** and **Foam Shield** simultaneously to enable/disable the auto foam shield function.

※ When enabled, the toilet will automatically create a foam shield over water surface in the bowl whenever the seat sensor detects a user.

Press **Stop** and **Full Flush** simultaneously to enable/disable the pre-wet function.

Press **Stop** and **Dryer/Air Temp.** simultaneously to enable/disable the auto deodorization function. The function is enabled by default.

Press **Stop** and **Feminine Wash** simultaneously to enable/disable the Do Not Disturb function. The function is disabled by default.

※ When enabled, no audio prompts will be heard during knob and remote control operations.

Press and hold **Stop** and **Night Light** simultaneously for 3 seconds to enter the child mode. The toilet will automatically exit child mode after 10 minutes. In this mode, press **Posterior Wash** and **Night Light** simultaneously to start the smart child wash function without occupying the seat. The entire process includes child wash and warm air drying, taking approximately 4 minutes.

※ In child wash, the water temperature, air temperature and water pressure are set to Level 1 by default. The nozzle position is set to Level 5 (the most forward position). These settings can be adjusted manually during use. Press **Posterior Wash** and **Night Light** simultaneously to restore the default settings.

※ In this mode, auto flush and auto lid close will not be performed after leaving the seat.

※ In this mode, if no wash or drying function is running, press **Stop** and **Night Light** simultaneously to exit the child mode.

※ In this mode, if the seat is occupied, press **Posterior Wash** or **Feminine Wash** to exit the child mode.

Press **Open/Close Seat** and **+** simultaneously to increase the microwave sensing distance; press **Open/Close Seat** and **-** simultaneously to decrease it. There are three levels available. At each level, corresponding level lights on the remote control will illuminate.

Level Position	Distance for Auto Open/Close
Level 1	15-3/4 (400 mm)
Level 2	23-5/8 (600 mm)
Level 3	31-1/2 (800 mm)

Note: The microwave sensing distance for the auto open/close lid described above refers to the distance between the user and the front edge of the toilet seat.

### Code Pairing of Remote Control

The remote control is pre-paired with the smart toilet at the factory for immediate use. However, if the remote control isn't functioning properly, or if you own multiple toilets of the same brand and experience interference when operating them, you can manually pair the remote control with the toilet.

**+** Unplug the toilet. Press **Stop** and **Posterior Wash** simultaneously until all the level lights flicker.

**Posterior Wash + Stop**

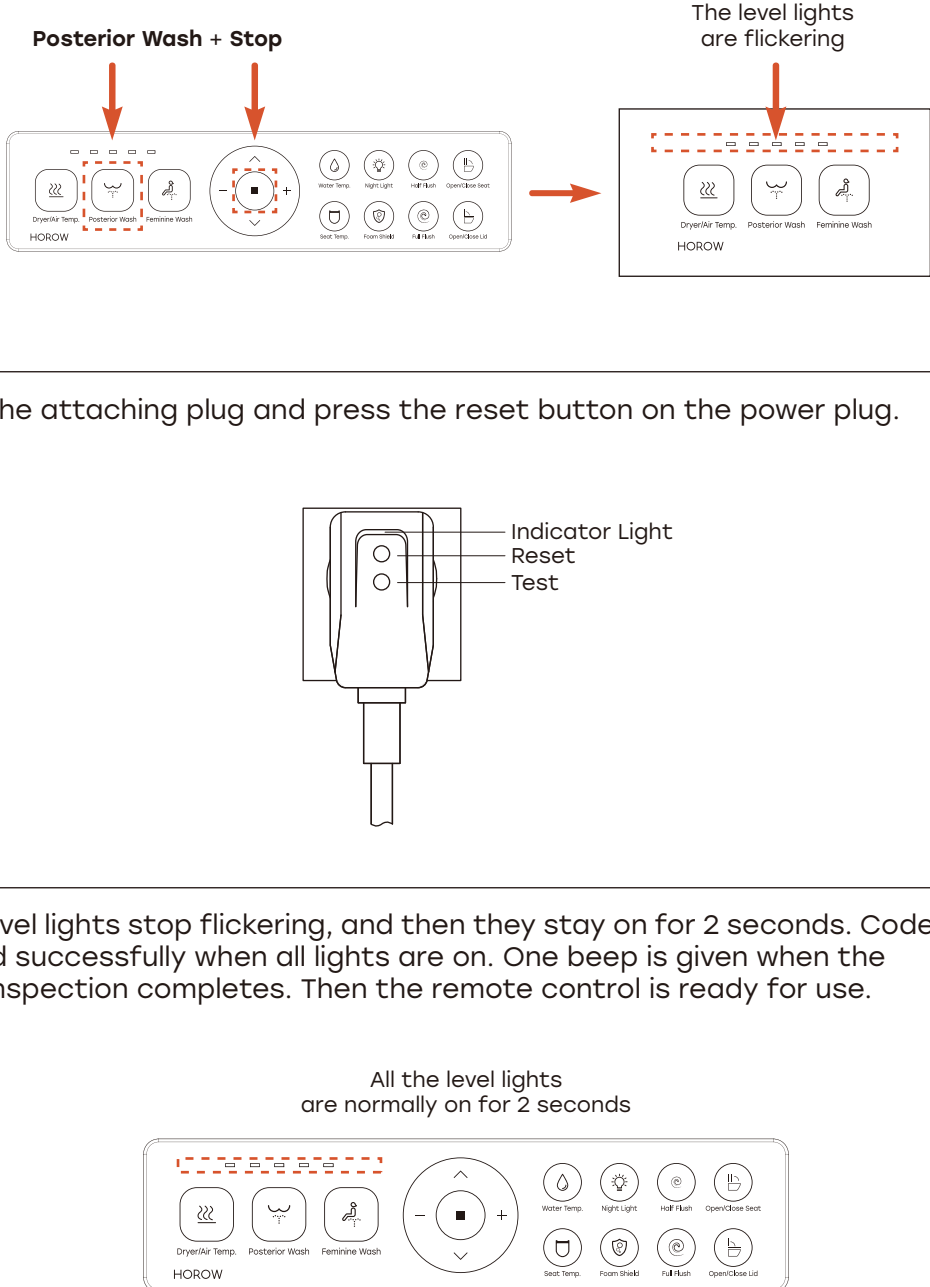
The level lights are flickering

Plug the attaching plug and press the reset button on the power plug.

Indicator Light  
Reset  
Test

The level lights stop flickering, and then they stay on for 2 seconds. Codes are paired successfully when all lights are on. One beep is given when the self-inspection completes. Then the remote control is ready for use.

All the level lights are normally on for 2 seconds



## Daily Maintenance

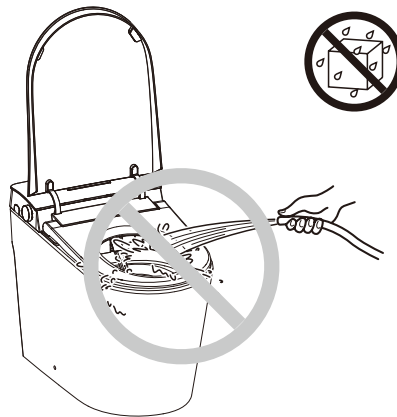
Regular maintenance is required to ensure normal use.

**Note:**

1. Cut off the power and water supply before maintenance.
2. Direct water wash to the entire product is prohibited.

**Warning:**

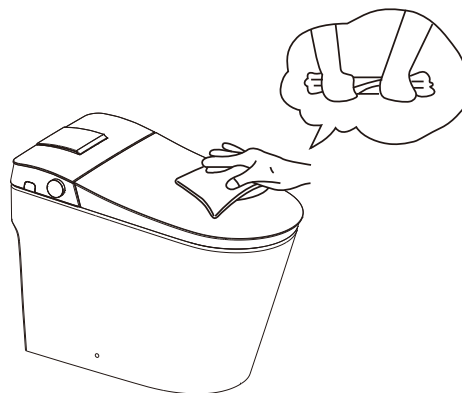
Do not spray water or detergents on the toilet, remote control or the power cord. Doing so may cause electric shock or fire.



## Maintenance of Ceramics, Seat and Lid



1. Wipe dust or stains with a soft wet cloth.
2. A wet soft brush, cloth, or sponge may be used to clean the ceramic area.



※ Do not use abrasive cleaners, such as alcohol, bleach, painter thinner, cresol, benzene, gasoline, etc.

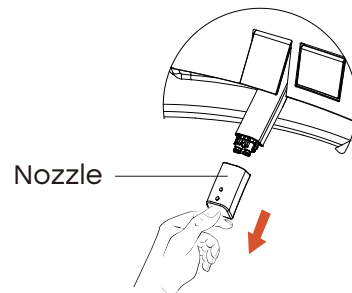
## Maintenance of the Nozzle

+

Rotate the knob clockwise when the seat is unoccupied. The nozzle will extend automatically. Proceed to clean it with a soft toothbrush. The nozzle can be disassembled to clean.

Press the knob or press **Stop** on the remote control, and the nozzle will return to the original position immediately. Or wait the nozzle to retract automatically 10 minutes later.

- ※ Do not forcefully hold the nozzle, otherwise it may break.
- ※ Please replace the nozzle with a new one if it is clogged.



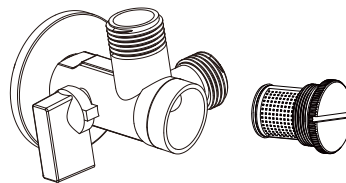
## Cleaning of the Filter

+

If the water pressure is too low or insufficient, please clean the filter.

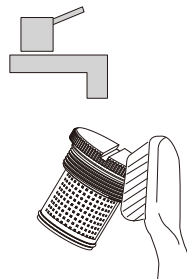
Turn off the angle valve to stop the water supply.

Use a flathead screwdriver to unscrew the filter cover, then remove the cover as shown below.



Take out the filter and clean it thoroughly. You can rinse off dirt or gently clean it with a toothbrush.

- ※ Do not forcefully hold the nozzle, otherwise it may break.
- ※ Please replace the nozzle with a new one if it is clogged.



Reinstall the filter in the reverse order of removal.

After installation, open the angle valve and check for any water leakage.

## Maintenance During Winter Season

**Note:**

1. Before connecting the product to the water supply and electrical outlet, allow it to defrost for 30 minutes in a warm indoor environment.
2. In cases of extreme cold/freezing/nozzle stuck in place, wrap the water input line with a warm towel. Never pour hot water or use a hot dryer directly on the toilet.

# Troubleshooting

This Troubleshooting Guide is for general aid only. If the user encounters any problems, please first consult the troubleshooting guide below. If the problem persists, please contact our Customer Service Team.



Scan the QR code for video resources and find the troubleshooting videos you need.

## Wash Functions

Phenomenon	Fault Diagnoses	Solutions
No water from the nozzle	Check whether the water supply is cut off or not	Wait for the water supply restoring
	Check whether the angle valve switches off or not	Open the angle valve
	Check whether the water filter is blocked or not	Clean the filter
	Check whether the pipeline is kinked or not	The pipeline must be straight
The intensity of cleaning is not strong enough	Check whether the water pressure of cleaning switches to low level or not	Regulate the water pressure according to the Installation & User Manual
	Check whether the angle valve is fully turned on	Turn on the angle valve fully
	Check whether the inlet filter is blocked or not	Clean the filter
The water temperature is not warm enough	Check whether the water temperature switches to low level or not	Regulate the water temperature according to the Installation & User Manual
The cleansing is always leaking	Solenoid valve no longer has any effect	Please contact our Customer Service Team
The nozzle cannot retract	Check whether the power is off	Push the nozzle back gently and turn on the power
	Check whether the nozzle is stuck by impurities	Remove the impurities
The nozzle cannot stretch out	Check whether the power is off	Turn on the power
	Check whether the user is within the sensing area of the seat	Adjust the position on seat to activate the seat sensor

## Dryer

Phenomenon	Fault Diagnoses	Solutions
The dryer blows cold air	Check whether the dryer switches off or not	Regulate the temperature of dryer according to the Installation & User Manual
	Check whether the heating element of dryer is damaged or not	Please contact our Customer Service Team
The dryer does not blow air	Check whether the toilet is in standby mode	Switch to functional mode to use the dryer

**Heated Seat**

Phenomenon	Fault Diagnoses	Solutions
The seat temperature is too low or is not hot	Check whether the temperature of toilet seat is on the OFF position or not	Regulate the temperature of toilet seat according to the Installation & User Manual
	Check whether the toilet is in standby mode or energy saving mode	Switch to functional mode and wait for about 3 minutes

**Remote Control**

Phenomenon	Fault Diagnoses	Solutions
The remote control does not work	Check whether the batteries are installed with incorrect polarity	Reinstall the batteries
	Low battery	Replace new batteries

**Toilet Bowl**

Phenomenon	Fault Diagnoses	Solutions
The toilet does not flush cleanly	No power supply	Power restoration
	No water from the spout	Please contact our Customer Service Team
	No water but have the sound of flushing	Check whether the pipeline is blended or not, please keep the water supply pipeline open and smooth
	Have water all the time	Please contact our Customer Service Team if there is any unusual with the water inlet valve

**Others**

Phenomenon	Fault Diagnoses	Solutions
Deodorization does not work properly	Check whether the user is within the sensing area of the seat	Adjust the position on seat to activate the seat sensor
	The deodorization function continues after the user leaves	It is normal for the deodorizing function to continue operating after the user leaves in order to ensure complete odor removal.
Foam shield produces a small amount of foam	Check whether the foam cleaner runs out	Refilling the foam cleaner
Manual flush cannot work during power failure	Check whether the blackout flush batteries are low	Replace new batteries for blackout flush

Note:

If the power leakage protection switch always trips, there may be an electrical leakage. Disconnect the power immediately and contact our Customer Service Team.

# Specifications

Product Model		HOROW T39
Product Dimensions		27-3/4" (L) * 15-1/2" (W) * 16-9/16" (H)
Product Weight (lb.)		103.6 lb
Rough In Size		12"
Seat Height		17-7/16"
Bowl/Seat Shape		Elongated
Flush Type		Siphonic jet
Gallons Per Flush (US gallon)		Dual Flush: 1.0/1.28
Installation Type		Floor-mount
Rated Voltage		120 V~
Rated Frequency		60 Hz
Rated Power		885 W (When inlet water temperature is 59 °F)
Power Cord Length		59-1/16"
Water Inlet	Inlet Water Temperature	33.8 °F ~ 95 °F
	Minimum Pressure	11.6 psi
	Maximum Pressure	116 psi (static state)
Cleaning	Way for Heating	Instant heating
	Temperature of Warm Water	Off/about 86 °F ~ 99 °F (6 levels)
	Heating Power	1400 W
	Safety Devices	Thermal fuse, ground protection, thermostat, water temperature sensor, over temperature protection, leakage protection plug
Dryer	Warm Air Temperature	6 levels
	Warm Air Volume	Above 0.2 m³/min
	Heating Power	200 W
	Safety Devices	Thermal fuse, thermostat, leakage protection plug
Heated Seat	Seat Temperature	Off/about 86 °F ~ 99 °F (6 levels)
	Heating Power	50 W
	Safety Devices	Seat sensor, temperature sensor, thermostat, thermal fuse, leakage protection plug
Remote Control Battery		Two AAA batteries
Blackout Flush Battery		Ten AA batteries (Separate purchase required)

# Warranty

## ONE YEAR LIMITED WARRANTY

HOROW products are made with high-quality materials and workmanship to provide customers with products that are built to last. If any defects in material or workmanship are detected during normal use within the first year of purchase, such as the replacement of any product or product part that you consider to be defective, HOROW will provide replacement parts free of charge. We are **not responsible** for all damages that result from **improper installation resulting in unavailability, repair and maintenance**. This warranty applies only to the original purchaser. Proof of purchase and **evidence of damage** will be required in the case of a **claim**.

HOROW recommends the installations to be made by a licensed, professional plumber.

HOROW will not be held responsible for any damage or product failure due to improper installation, misuse, or failure to use a licensed professional. HOROW is not responsible for any removal or installation cost.

This One Year Limited Warranty will be voided if:

The installation recommendations were not followed.

The product has been moved from its initial place of installation.

The product has been modified.

The product has been subjected to improper maintenance, abuse, misuse, excessive use of chemicals, accident or other damages.

HOROW makes no implication that products comply with any or all local building or plumbing codes. It is the consumer's responsibility to determine local code compliance. This warranty extends to the original purchaser and first consumer.

HOROW is not liable for any incidental, consequential or special damages associated with the return, replacement, installation or use of your product. This includes freight costs, labor, travel time, lost profit, home damages and other contingent liabilities and costs (including, without limitation, costs associated with experts, investigations, analyses, attorneys and other professionals and services).

The HOROW warranty is a comprehensive and explicit limit of liability, and all items outside of it are not addressable by or the responsibility of HOROW. Certain states have variances regarding implied warranties and in those situations, we remain fully compliant.

### Warranty Registration

Proof of purchase is required to validate this limited warranty. HOROW encourages you to register your product upon purchase to create a record of ownership at [www.horow.com](http://www.horow.com). Registration is voluntary and not required to maintain your limited warranty rights.



**For any questions or claims, please contact us by phone or email.**

**Phone: (+1)209-200-8033**

**Monday to Friday**

**Email: [support@horow.com](mailto:support@horow.com)**

When making a claim, please prepare a photo of the evidence of damage so that we can quickly resolve the claim for you.



### Warning

Content may contain sharp and other possibly harmful pieces and may cause hazard to children and adults, HOROW is not responsible in any way for personal damage.