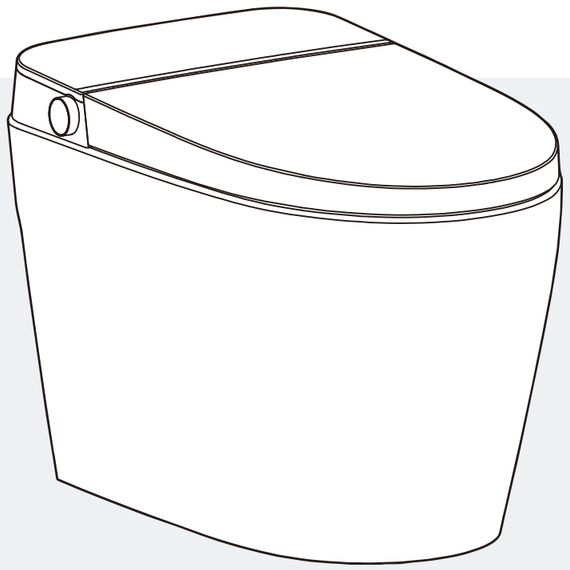
Smart Toilet

Instruction Manual- Please keep properly for future reference.

If you find any missing boxes, damaged parts, or accessory shortages, please contact the customer service team of your purchasing channel immediately. We will resolve the issue as quickly as possible.



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V1.0

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CONTACT US

- **Email: service@grandtunnel.com**
  In order to receive assistance more quickly, please provide

THE FOLLOWING INFORMATION:

- Order number
- Purchase platform
- Purchase date
- Detailed description of the issue along with photos (if applicable)

Important – Please read these instructions carefully before starting the installation.

Smart Toilet

Thank you for purchasing our product.

- Please read this manual carefully before use and operate the product correctly. After reading, keep this manual in an easily accessible location.
- Product appearance may vary by model. Refer to the actual product for its appearance; the product illustrations in this manual are for reference only.
- Product functions may differ due to upgrades or other changes without prior notice. We apologize for any inconvenience. In the event of any discrepancy, the company reserves the right of final interpretation of this manual.

Contents

PRODUCT OVERVIEW

Main Function Overview ---- 1
Model Function Configuration ---- 2
Important Safety Instructions ---- 3
Safety Precautions ---- 4
Precautions for Use ---- 9
Names of Parts ---- 11
Side Control Knob ---- 11
Digital Display ---- 12

OPERATING INSTRUCTIONS

Checks Before Use ---- 13
Remote Control ---- 15
Operating Instructions ---- 16
Advanced Functions ---- 18
Installation Guide ---- 19
Installation Steps ---- 20
Water Supply Connection and Installation ---- 22
Important Information for Use ---- 23

CLEANING AND MAINTENANCE

Routine Cleaning and Maintenance ---- 25
Cleaning after Removing the Seat Unit ---- 26
When Not in Use for an Extended Period ---- 27
Replacing the Remote Control Batteries ---- 27
When There Is a Risk of Freezing in Winter ---- 28
Troubleshooting ---- 29
Product Specifications ---- 30
Customer Service Guide ---- 31

PRODUCT OVERVIEW

Main Function Overview

Rear Wash		Warm water is sprayed from the wash nozzle to thoroughly clean the posterior area.
Feminine Wash		Designed for daily feminine hygiene, providing gentle and thorough cleaning.
Oscillating Wash		During rear or feminine wash, the nozzle moves back and forth to improve cleaning coverage.
Alternating Warm/ Cool Massage		The wash water alternates between warm and cool temperatures to provide a massaging effect.
Pulsating Massage		The water pressure alternates between strong and gentle levels to provide a massaging effect.
Child Wash		Starts a fully automatic wash cycle with one touch without requiring seat detection.
Nozzle Position Adjustment		The nozzle position can be moved forward or backward to suit the user's body without requiring the user to change position.
Heated Seat		Microcomputer-controlled heating maintains the selected seat temperature for warm, comfortable use, especially in cold weather.
Warm-Air Drying		Blows warm air to speed drying after washing.
Soft-Close Seat and Lid		Dampers allow the seat and lid to close slowly and quietly.
Seat Sensor		Detects when a user is seated and enables the applicable functions.
Automatic Flushing		Automatically flushes after the user leaves following at least 10 seconds of seating, after a one-touch cycle, or after the Drying button is pressed.
Nozzle Self-Cleaning		A small stream of water automatically rinses the nozzle as it extends or retracts.
Energy-Saving Mode		An energy-saving mode can be selected when the product is not in use to reduce power consumption.
Water Pressure Adjustment		Press the water-pressure adjustment button to cycle through the wash-pressure levels.

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Main Function Overview

Instant Heating		Instantly heats the wash water to the selected temperature.
Power-Outage Flushing		The toilet can be flushed normally during a power outage.
Automatic Lid Opening		When a person approaches to approximately 12 in. (30 cm) in front of the toilet, the lid opens automatically. (Available only on Type C and Type E models.)
Water-Outage Protection		If the water supply is interrupted during use, the wash operation stops automatically to prevent a sudden rise in water temperature that could cause burns.
Foot-Sensor Flushing		Activate the sensor near the bottom of the toilet with your foot to flush automatically. (Available only on Type B models.)
Foot-Sensor Seat Opening		Activate the sensor near the bottom of the toilet with your foot to raise the seat. (Available only on Type C and Type E models.)

Model Function Configuration

Type C	Rear Wash	✓	Feminine Wash	✓	Oscillating Wash	✓
	Massage	✓	Nozzle Position Adjustment	✓	Heated Seat	✓
	Warm-Air Drying	✓	Soft-Close Seat/Lid	✓	Power-Outage Flushing	✓
	Energy Saving	✓	Nozzle Self-Cleaning	✓	Smart Flushing	✓
	Water Pressure Adjustment	✓	Night Light	✓	Instant Heating	✓
	Seat Sensor	✓	Automatic Lid Opening	✓	Foot-Sensor Seat Opening	✓
	Foot-Sensor Flushing	✗	Voice Control	✗	Foam Shield	✗
	UV Sterilization	✗				

Note: A function can be used only when it is included with the product. The following function descriptions cover all available functions; actual functions depend on the configuration of your product.

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Important Safety Instructions

Read all instructions carefully before installing or using this product.
Always follow these safety instructions when using the product.

DANGER
To reduce the risk of electric shock:

1. Do not place or store the product where it may be exposed to water.
2. Do not drop the remote control into a bathtub, sink, or other liquid.
3. Do not spray water on the product or the power plug.

WARNING
To reduce the risk of burns, electric shock, fire, or injury:

1. Young children and users with paralysis or reduced temperature sensitivity must be supervised when using this product. Set the temperature to the lowest level or turn off the heated-seat function.
2. Use this product only for the functions described in this manual. Do not use attachments not recommended by the manufacturer.
3. Do not continue using the product if the power cord or plug is damaged, the product malfunctions or is damaged, or the product has fallen into water. Take the product to an authorized service center for inspection, repair, or adjustment.
4. Keep the power cord away from heated surfaces and other sources of heat.
5. Do not use the product while drowsy or asleep.
6. Do not drop or insert any object into an opening or water line.
7. Do not use the product outdoors.
8. Do not allow children to play with the product.
9. Use the new hose assembly supplied with the product. Do not reuse an old hose assembly.

SAVE THESE SAFETY INSTRUCTIONS.

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Safety Precautions

Read these safety precautions carefully and use the product correctly.
The information below is important for safety and must be followed.

Symbols and Meanings	
Warning Symbol	Indicates that ignoring the symbol and operating the product incorrectly may result in serious injury or death.
Caution Symbol	Indicates that ignoring the symbol and operating the product incorrectly may result in personal injury or property damage.

Examples and Meanings of Symbols	
	Indicates a prohibited action. Example: Do not disassemble.
	Indicates an action that must be performed.

WARNING



DO NOT SPLASH WITH WATER

Do not splash water or detergent onto the main unit or power plug.

- Doing so may cause fire or electric shock.
- Doing so may crack or damage the toilet or cause water leakage into the room.

This is an electrical product. Do not install it where it may be splashed with water or where humidity is high. When used in a bathroom, install a ventilation fan or vent and maintain good air circulation.

- Failure to do so may cause fire or electric shock.

Provide the electrical outlet as follows:

- Wiring that does not meet the following requirements may cause fire or electric shock.

a. Protect the outlet circuit with a high-sensitivity, fast-acting ground-fault circuit interrupter rated at 10 mA or less, or with an isolation transformer rated from 1.5kVA to 3kVA.

b. Install the outlet at least 11.8in. (0.3m) above the floor and as far away from the bathtub as practical.

The product's grounding conductor must be properly connected to ground.

- Improper grounding may cause electric shock.

Note: Grounding must provide a grounding resistance below 4Ω and use a copper grounding conductor with a diameter of at least 1.6mm.

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⚠ WARNING

When used in a bathroom

Confirm that silicone sealant has been applied around the power plug connection to provide waterproof protection.

- Failure to waterproof the connection may cause fire or electric shock.

DO NOT USE IN A WET LOCATION: Do not install this product in a damp location such as a shower area. Doing so may cause fire or electric shock.

DO NOT DISASSEMBLE: Never disassemble, repair, or modify the product yourself. Doing so may cause fire or electric shock.

DO NOT HANDLE WITH WET HANDS: Do not insert or remove the power plug with wet hands. Doing so may cause electric shock.

PROHIBITED

Do not continue using the product if it malfunctions.

- If any of the following occurs, unplug the power cord, close the water supply angle valve, and stop the water supply:

1. Water leaks from the piping or main unit;
2. The product is cracked or broken;
3. Abnormal noise or odor occurs;
4. The product emits smoke or becomes abnormally hot;
5. The toilet is clogged.

- Continued use under these conditions may cause fire, electric shock, or water leakage into the room.

PROHIBITED

Do not damage the power cord or seat connection cable.

Do not pull, modify, heat, sharply bend, twist, or place heavy objects on either cable.

- Continued use of a damaged cable may cause fire, electric shock, or a short circuit.

PROHIBITED

Do not use a loose or unstable electrical outlet.

- Doing so may cause fire or electric shock.

PROHIBITED

Do not use a multi-outlet adapter.

- Do not splice the power cord, or use an extension cord. Overheating may cause fire or electric shock.

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⚠ WARNING

PROHIBITED

Do not use any water source other than potable tap water.

- Doing so may cause skin irritation or other problems.

PROHIBITED

Do not connect the product to any power supply other than 110V AC.

- Doing so may cause fire.

MANDATORY

PREVENT LOW-TEMPERATURE BURNS

- When sitting on the seat for an extended period, set the seat temperature to Room Temperature.
- When the following users use the heated seat or warm-air dryer, set the seat temperature to Room Temperature and the warm-air temperature to LOW:

1. Children, older adults, or anyone unable to adjust the temperature appropriately without assistance;
2. Persons who are ill, have a disability, or have limited mobility;
3. Anyone who has taken medication that causes drowsiness (such as sleep aids or cold medicine), consumed a large amount of alcohol, or is extremely fatigued and likely to fall asleep.

KEEP AWAY FROM FLAMES

Do not allow lit cigarettes or other ignition sources near the product.

- Doing so may cause fire.

PROHIBITED

Do not insert fingers or other objects into the warm-air outlet or block the outlet.
Do not place your hand over the warm-air outlet or cover it with clothing.

- Doing so may cause burns, electric shock, or overheating and damage.
- Closely supervise children and older adults during use.



PROHIBITED

Do not apply excessive force or impact to the product.
Do not stand on the seat, lid, or main unit, and do not place heavy objects on them.

- The product may crack or the main unit may detach and fall, causing injury.
- A damaged toilet may allow water to flood the room.

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⚠ WARNING

PROHIBITED

For maintenance, use diluted neutral kitchen detergent only.

- Do not use toilet cleaner, household cleaner, gasoline, paint thinner, scouring powder, nylon brushes, or similar products.
- These products may damage, deform, or crack plastic components and cause injury.
- They may also damage the water line and cause leakage.

PROHIBITED

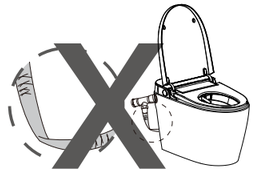
Do not remove the water inlet filter screen or the drain plug with integrated filter while the water supply angle valve is open.

- Doing so may cause water leakage.

PROHIBITED

Do not twist or damage the water supply hose.

- Doing so may cause water leakage.



PROHIBITED

Do not flush anything other than human waste and toilet paper.

- Other objects may clog the toilet and cause wastewater to overflow.

MANDATORY

When the product will not be used for an extended period, unplug the power cord.

- Unplug the power cord for safety.
- Before using the product again, drain and replace stagnant water, which may cause skin irritation.

MANDATORY

Tighten the water inlet filter securely when installing it.

- Failure to tighten it securely may cause water leakage.

MANDATORY

Prevent damage caused by freezing.

- Freezing may damage the water supply components and internal parts of the main unit, resulting in leakage. Keep the room warm and take other freeze-protection measures.

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⚠ WARNING

MANDATORY

If water leakage occurs, close the water supply angle valve and stop the water supply.

MANDATORY

Insert the power plug securely.

- Before use, confirm that the plug is fully inserted and fits tightly in the outlet. A loose or partially inserted plug may overheat and cause fire.
- Unplug the product when it will not be used for an extended period.

MANDATORY

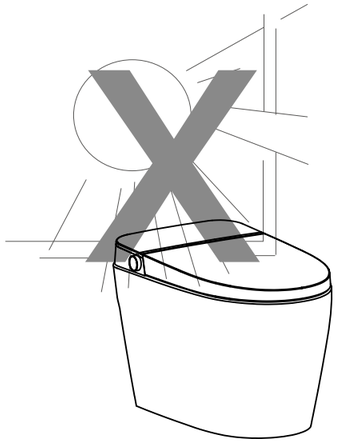
If the toilet is clogged, unplug the power cord and use a commercially available toilet plunger or drain-clearing tool to remove the obstruction.

- If the power remains connected and the product performs an automatic flush, wastewater may overflow and flood the room.

MANDATORY

Do not expose the product to direct sunlight.

- Direct sunlight may cause discoloration, aging, deformation, and eventual product damage.



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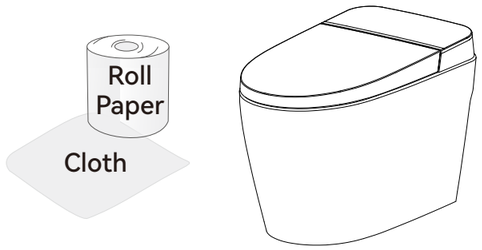
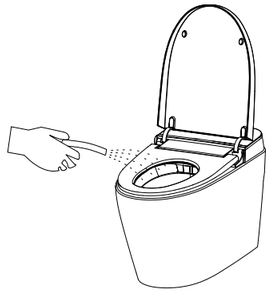
Precautions for Use

Incorrect Cleaning Methods

Do not wipe the main unit with a dry cloth or toilet paper.

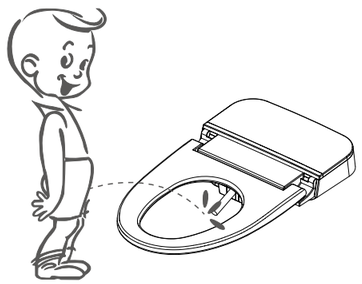


Never rinse the product directly with water.

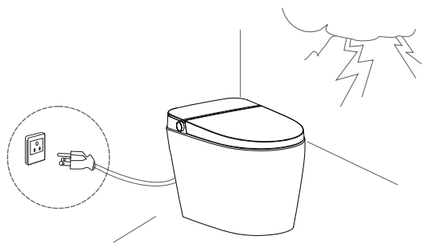


Routine Care

Do not allow urine to splash onto the main unit or nozzle.



Unplug the power cord during thunderstorms.



Incorrect Operation / Precautions

Do not cover the seat sensor, human-body infrared sensor, or the remote control signal transmitter and receiver.

- Covering these components may cause the smart toilet to malfunction.

Keep radios and similar devices away from the main unit.

- Radio interference or noise may occur.

Do not lean back against the lid

- Doing so may damage the housing.

If a child seat is placed on the toilet seat, remove it after use.

- Some functions may not operate while a child seat is installed.

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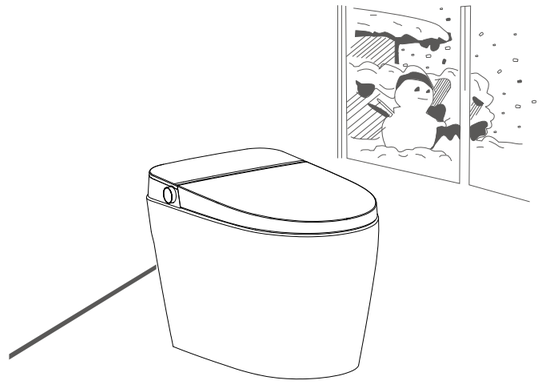
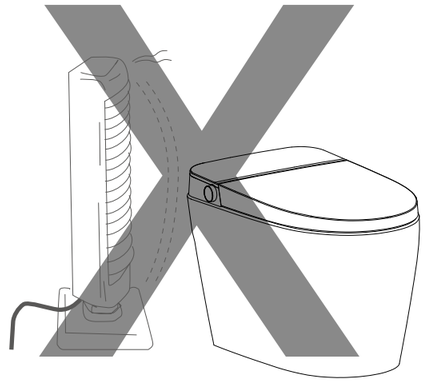
On winter nights when freezing may occur, take freeze-protection measures to prevent damage.



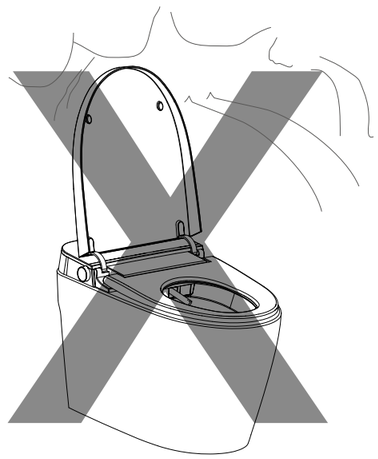
Do not place a space heater or stove near the main unit.

- Heat may cause discoloration or malfunction.



Do not open the seat or lid roughly.

- Rough handling may cause cracking or malfunction.



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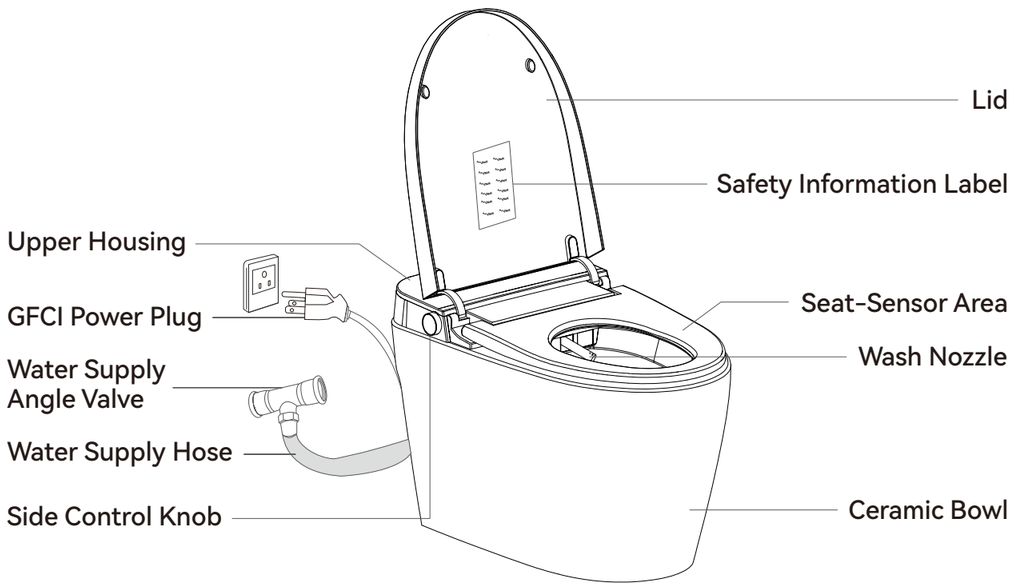
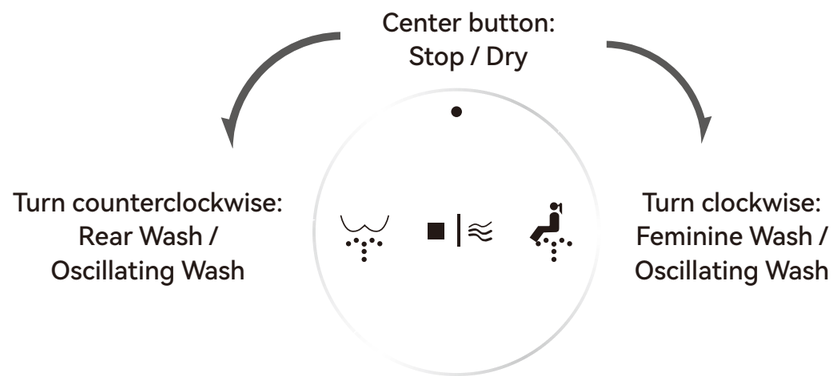
Names of Parts



Side Control Knob



When the seat is unoccupied, briefly turn the knob counterclockwise to start nozzle self-cleaning.

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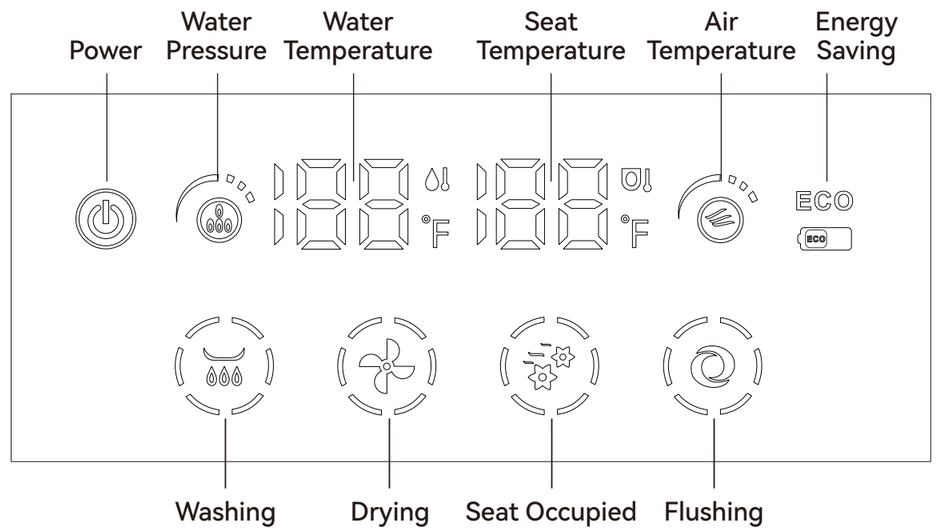
Digital Display



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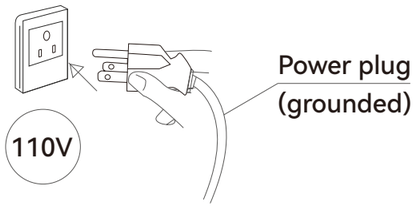
OPERATING INSTRUCTIONS

Checks Before Use

Before using the smart toilet for the first time, complete the following checks.

Connect the Power

1. Insert the power plug into a 110V AC outlet.

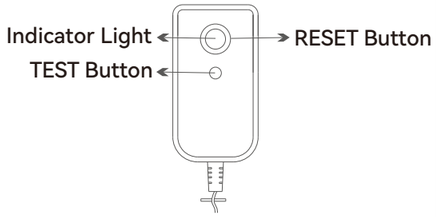


2. Confirm that the side-button backlight is illuminated.



3. Confirm that the water supply valve is open.

GFCI Power Plug



1. Test the plug once every month.
2. Press the TEST button.
3. Confirm that the indicator light turns off.
4. Confirm that the product stops operating.
5. If the above conditions are met, press RESET. The product will restart.

⚠ WARNING

- The grounding conductor must be connected securely.
- If the outlet does not have a grounding connection, consult a qualified electrician.
- This product uses a three-prong grounded plug.
- A fault or current leakage may create a risk of electric shock.
- Confirm that every water-line connection is fully installed. Improper connections may cause leakage, indoor flooding, and property damage.

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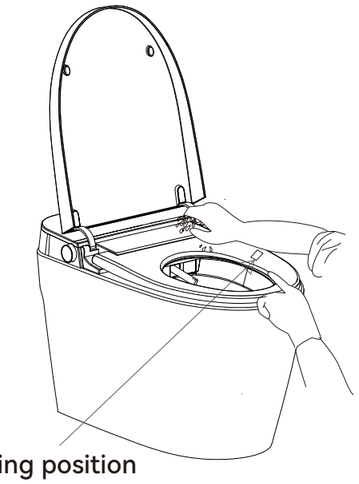
Confirm the Operation of Each Function

1. Check the nozzle and water lines for leakage, then wipe all water-line connections dry.
2. Confirm that Rear Wash, Feminine Wash, Bowel-Cleansing Wash, drying, and the applicable soft-close or powered soft-close functions operate normally.



Seat sensing position

When checking wash and drying functions, confirm that the seat sensor is activated. During a wash test, cover the front of the nozzle outlet with your hand to prevent water from splashing.

⚠ CAUTION

1. The wash water uses an instant-heating system. If water cannot enter the unit normally, the main functions will not operate correctly.
2. After turning on the product, confirm that the water supply angle valve is open and that the braided water supply hose is not kinked.

⚠ WARNING

Do not use a power supply other than 110V AC. Wiring must comply with applicable codes.

- Failure to follow this instruction may cause fire.

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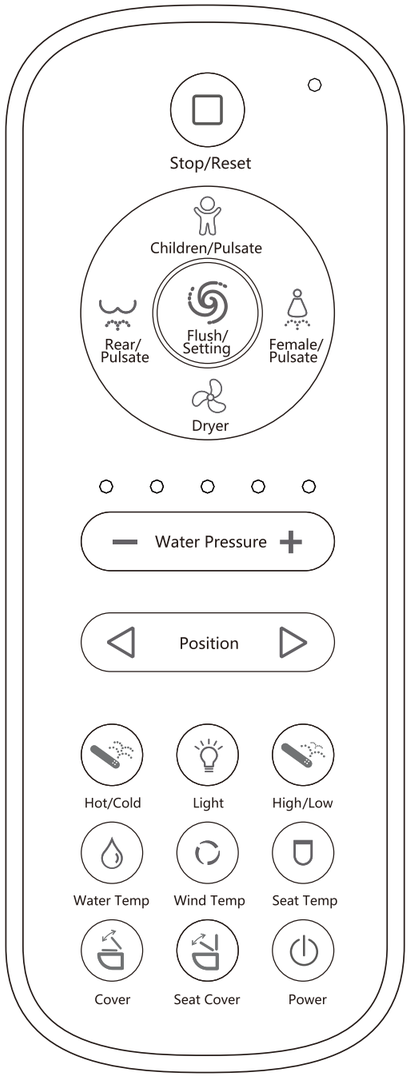
Remote Control



Remote Control Pairing Procedure

1. Disconnect power from the unit by switching off the ground-fault circuit interrupter.
2. Press and hold the Feminine Wash button on the remote control. When all remote-control indicator lights begin flashing, reconnect the main unit to 110V AC power. Pairing is successful when the remote-control indicator lights turn off.

Pairing Troubleshooting: If pairing fails, reinstall or replace the remote-control batteries and repeat the procedure above.

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Operating Instructions

Power
Press the Power button “ ⏻ ” on the remote control to turn the power on. Press it again to turn the power off.

Seat Temperature
Press the Seat Temperature button “ ℃ ” to cycle through HIGH, MEDIUM, LOW, and ROOM TEMPERATURE.

Water Temperature
Press the Water Temperature button “ ℃ ” to cycle through HIGH, MEDIUM, LOW, and ROOM TEMPERATURE.

Air Temperature
Press the Air Temperature button “ ℃ ” to cycle through HIGH, MEDIUM, LOW, and ROOM TEMPERATURE.

Rear Wash
Press Rear Wash “ ” to start posterior washing. The nozzle extends and sprays water. Press Rear Wash again to start oscillating wash; press repeatedly to cycle the mode.

Feminine Wash
Press Feminine Wash “ ” to start feminine hygiene washing. The nozzle extends and sprays water. Press Feminine Wash again to start oscillating wash; press repeatedly to cycle the mode.

Child Wash
Press Child Wash “ ” to start an automatic Wash — Warm-Air Dry — Flush cycle with water pressure, water temperature, and air temperature set to MEDIUM. Press STOP to end the cycle. This function can be used without seat detection for convenience.

Alternating Warm/Cool Massage
While Rear Wash or Feminine Wash is operating, press Alternating Warm/Cool Massage “ ” to alternate the wash water between warm and cool temperatures.

Pulsating Massage
While Rear Wash or Feminine Wash is operating, press Pulsating Massage “ ” to alternate the water pressure between strong and gentle levels, helping stimulate the local area.

Nozzle Position
While Rear Wash, Feminine Wash, or Child Wash is operating, press the left or right Position button “ ◁ ” “ ▷ ” to move the nozzle forward or backward for a more suitable wash position.

Water Pressure
While Rear Wash or Feminine Wash is operating, press the “+” or “−” Water Pressure button to increase or decrease the wash pressure.

Flushing
Press Flush/Setting “ ” on the remote control to flush once. The toilet also flushes automatically when a user leaves after being seated for more than 10 seconds. If Rear Wash or Feminine Wash is used while seated, the toilet flushes automatically when washing is complete.

Drying
Press Dry “ ” to start warm-air drying. Drying stops automatically after 3 minutes.

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Night Light
Press the Night Light button “ ” to turn the night light on or off.

Stop / Reset
Press Stop/Reset “ ” once to stop a wash, drying cycle, or other active function.

Automatic Lid / Seat Opening and Closing
The lid opens automatically when a person approaches. After the person leaves, the lid closes automatically after 120 seconds. If both the lid and seat are open, both close automatically 120 seconds after the person leaves. When the seat and lid close together, the toilet automatically flushes once. (Automatic lid and seat opening applies only to Type C, Type E, and Type H models; the same applies below.)

Open/Close Lid
When the lid is closed, press the Lid button “ ” to open it. When the lid is open, press the button to close it. The button is disabled while the user is seated.

Raise/Lower Seat
When the lid is open, press the Seat button “ ” to raise the seat; press it again to lower the seat. When the lid is closed, pressing the button opens both the lid and seat. The button is disabled while the user is seated.

Foot Sensor
On models with automatic lid opening (Type C and Type E), placing a foot near the sensor at the lower front of the toilet raises the seat; activate the sensor again to lower the seat. Type B models do not have automatic lid opening; activating the sensor once flushes the toilet.

Energy-Saving Mode
When Energy Saving is enabled and no operation occurs for more than 12 hours, the seat temperature automatically changes to LOW. After 48 hours, seat heating turns off. Energy-saving operation begins immediately when the user leaves the seat.

Low-Temperature Burn Protection
All models include low-temperature burn protection. After a user has been seated for 10 minutes, the seat temperature automatically changes to LOW. It returns to the previously selected setting after the user leaves.

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Advanced Functions

Seasonal Temperature Sensing
Press and hold Rear Wash on the remote control to turn Seasonal Temperature Sensing on or off. This adaptive temperature function is OFF by default at startup, and “199” appears on the display.

Microwave Sensor Switch (Optional)
Press and hold Night Light on the remote control. Use Water Pressure +/– to increase or decrease the setting. Level 05 provides the longest detection range; Level 00 turns off the microwave sensor.

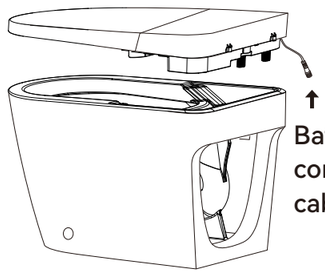
Off-Seat Auto-Flush Switch
Press and hold Pulsating Massage on the remote control to turn Off-Seat Auto-Flushing on or off. Two beeps indicate that the function is off; one beep indicates that it is on.

Soft Power-Off
With the seat unoccupied, press and hold Stop on the side of the rotary control to turn the product on or enter soft power-off. In soft power-off mode, only the flushing function remains available.

CAUTION: Washing and drying functions cannot be used when no one is seated.

Power-outage Flush Battery Installation

1. Unplug the power cord.
2. Unscrew the white battery-connector cap on the rear of the toilet.
3. Remove the battery cover.
4. Place the battery in the correct position, reconnect the battery cable, and tighten the cap.
5. Press the Flush button and confirm that the toilet flushes normally.

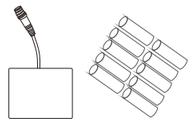


Battery 1



Lithium battery (non-rechargeable)

Battery 2



Battery box + AA alkaline batteries (non-rechargeable)

Batteries are randomly selected, subject to the actual product.

Additional Information: Two optional battery configurations may be supplied.

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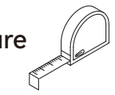
Installation Guide

Required Tools

Screwdriver 

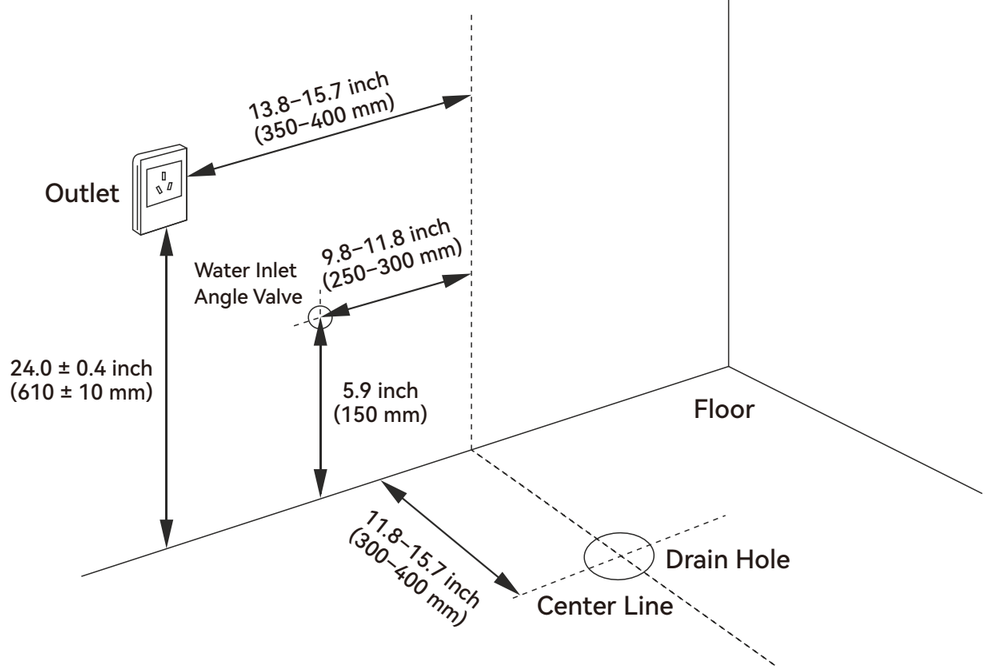
Wrench 

Marker 

Tape Measure 

Caulking Gun 

Installation Diagram Dimensions



WARNING

Install the electrical outlet in accordance with the following requirements:

1. Confirm that the outlet is properly grounded.
2. Locate the outlet close enough for convenient installation and removal of the product, and as far away from the bathtub as practical.
3. A water-resistant outlet is recommended. Do not connect the product using an extension cord.

• Failure to follow these requirements may cause fire or electric shock.

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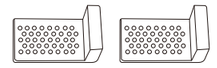
Installation Steps

1. Prepare the required installation hardware.

Note: Purchase a toilet flange separately according to the locations and spacing of the two bolt holes on the bottom of the ceramic toilet.


Toilet Flange


L-Shaped Mounting Brackets

See Fig. (1)

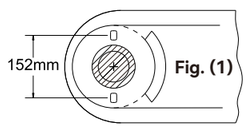


Fig. (1)


Screws


Screw Retainers


Decorative Caps

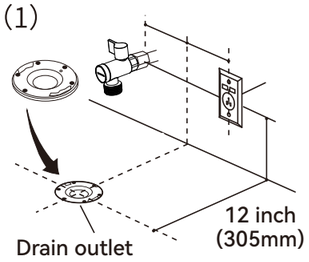

Flange Bolts


Nuts

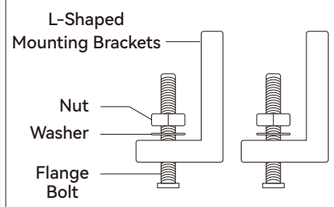

Washers

2. Install the toilet flange over the drain outlet.
   (1) Position the flange over the drain outlet.
   (2) Assemble the flange bolts, L-shaped mounting brackets, and other hardware as shown.
   (3) Install the assembled hardware in the designated locations on both sides of the flange and tighten the nuts. Engage the hardware in the narrower end of each slot and tighten the screws securely.

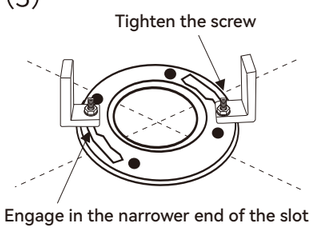
(1)



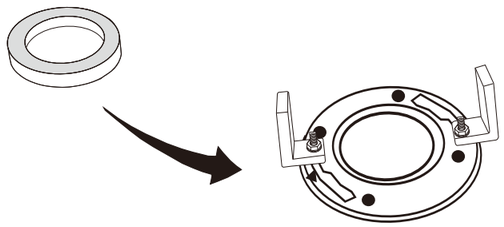
(2)



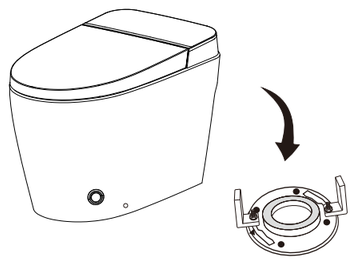
(3)



3. Install the flange seal ring on the toilet flange and confirm that it is fully seated.



4. Align the toilet outlet with the flange. At the same time, align the flange screws and L-shaped mounting brackets with the corresponding mounting holes.



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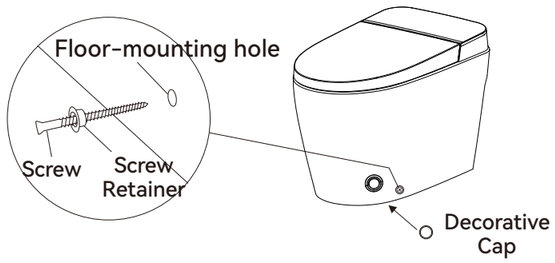
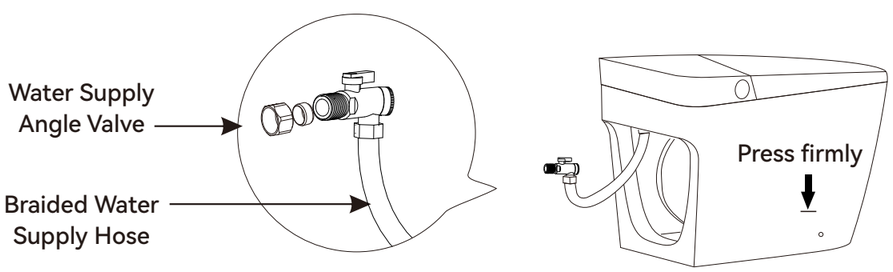
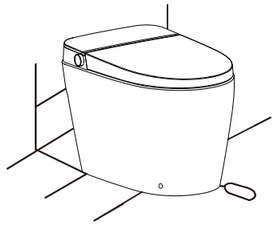
5. Insert each screw through its screw retainer and into the floor-mounting hole on each side of the toilet. Tighten the screws and install the decorative caps.



6. Install the water supply angle valve. Before connecting the braided hose, flush the water line for 3–5 minutes to remove debris and prevent the inlet valve from becoming clogged.



7. Apply a continuous bead of mildew-resistant sealant around the joint between the toilet and the floor. After the sealant has cured, connect the power, slowly open the angle valve, and check the internal tank filling and every connection for leakage.



WARNING

1. Smart-toilet components are adjusted at the factory. Do not disassemble or modify them. Use only the components and hoses supplied by our company; old components and hoses must not be reused. Contact the local dealer or our customer service department if assistance is required.
2. The content of this manual is based on the latest product information available at the time of printing. The company reserves the right to make changes without prior notice.

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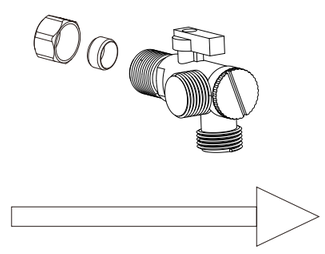
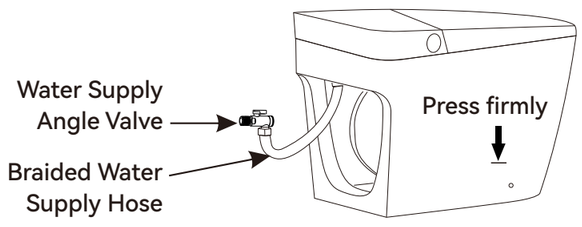
Water Supply Connection and Installation

1. Install the new angle valve. Connect one end of the braided hose to the angle valve and the other end to the filter housing.
2. After connecting the power, adjust the angle valve to keep the water pressure below 7.5 kgf/cm² (approximately 107 psi).



Remove the old angle valve and replace it with the angle valve supplied with this product.

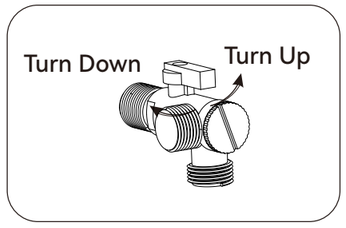
Old angle valve



Note: Do not fold or kink the hose. A restricted hose will reduce water pressure and prevent the product from operating correctly.

New angle valve

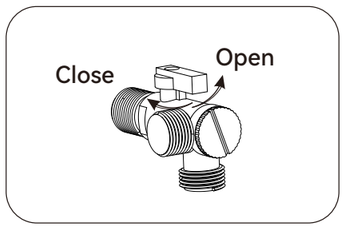
Note: This product uses vortex siphon jet flushing technology. In high-water-pressure areas above 3kgf/cm² (approximately 43psi), a small amount of splashing and excessive jet noise may occur during vortex flushing of the ceramic bowl. Slowly turn the angle valve to the right to reduce the water pressure until flushing operates normally. (Applies to pulse-flush models.)



Angle Valve Adjustment

CAUTION

1. **If a power outage occurs during washing, close the angle valve and stop the water supply. When power is restored, the product will return to normal operation after completing a self-check.**
2. **Use only the new hose assembly supplied with the product and other specified components. Do not reuse an old hose assembly; doing so may cause water leakage.**



Closing Angle Valve

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Important Information for Use

Wash Water Flow and Temperature

Wash Water Flow

Because the product uses an instant-heating system, the water temperature does not gradually drop during extended washing. Minor temperature fluctuations may occur and do not affect normal use.

The spray temperature is controlled according to the selected level:

Level 1: Room temperature, no heating

Level 2: 93°F

Level 3: 98°F

Level 4: 104°F

Heating time varies with the incoming-water temperature.



Seat Sensor

Because a seat sensor is installed, the nozzle will not spray and the wash functions will not start if a button is pressed when no user is seated.

When the Seat Sensor Does Not Operate

The sensor cannot operate unless the user's body is positioned on the toilet seat.



Seat sensing position

Energy-saving Measures

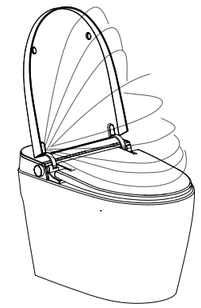
The following measures can effectively reduce energy use:

- Close the lid after use.
- Do not set the seat or water temperature higher than necessary.
- Select the lowest setting that remains comfortable.
- Adjust the settings according to the season and room temperature.
- Use the energy-saving function whenever practical.
- Disconnect the power before an extended absence.

※ If freezing is possible, take freeze-protection measures.

Slow-closing Seat and Lid

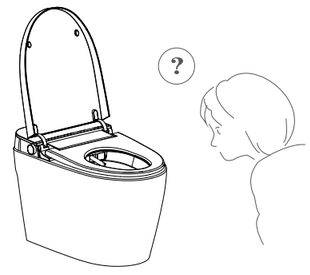
The smart toilet is equipped with dampers that prevent impact noise when the seat and lid are closed.



Water Around the Nozzle

Water may flow around the nozzle before or after washing or when the warm-water function is enabled. This is normal by design and is not a malfunction.

If water continues to flow under other conditions, close the water supply valve, unplug the power cord, and contact the dealer from whom the product was purchased.



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CLEANING AND MAINTENANCE

Routine Cleaning and Maintenance

⚠ WARNING

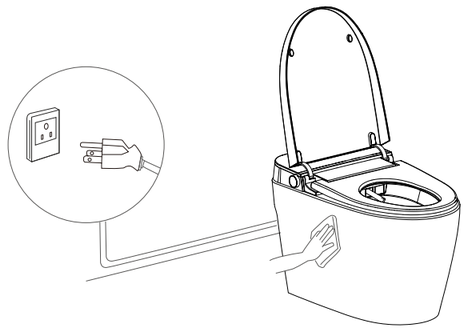
Before cleaning or maintenance, unplug the power cord and confirm that the power indicator on the main unit is off.

Cleaning the Smart Toilet

Wipe with a soft cloth dampened with water.

- Dirt becomes difficult to remove if allowed to accumulate. Wipe the product frequently with a damp, soft cloth.
- A damp cloth also helps prevent static electricity, which attracts dust and may cause the product to appear dark or dirty.

※ The main unit can also be removed from the ceramic toilet to clean the area between the unit and toilet.

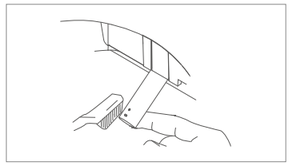


Cleaning the Nozzle

If the nozzle is dirty, clean it with a toothbrush or another small, soft brush.

※ With the seat unoccupied, press Rear Wash on the side control to extend the wash wand.

※ Do not pull, bend, or force the nozzle.



⚠ WARNING

MANDATORY

Regularly remove dust from the power plug. Unplug the power cord and wipe the plug with a dry cleaning cloth.

※ Poor insulation caused by dust buildup may result in fire.

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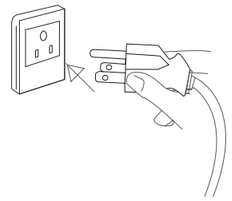
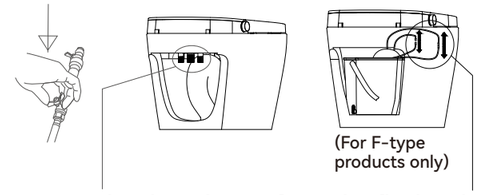
Cleaning after Removing the Seat Unit

Removing the Seat Unit

1. Unplug the power cord from the outlet.

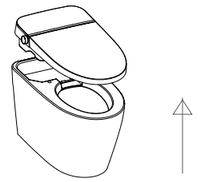


2. Close the water supply valve, stop the water supply.

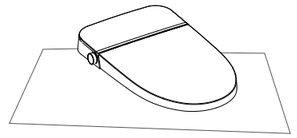


Unscrew the three hoses from the flush valve.

3. Lift the seat unit upward and remove it from the toilet.



4. Place the seat unit gently on a padded floor surface.

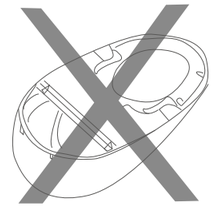


Take care not to damage the wash wand or dryer flap.

⚠ PRECAUTIONS

1. Always unplug the power cord from the outlet. Failure to unplug the product may create a risk of electric shock.
2. Drain all water from the product. Water may enter electrical components while the unit is being moved.
3. Do not pinch or compress the power cord or the main-unit water supply hose. Doing so may cause damage, current leakage, or water leakage.
4. Handle the removed seat unit carefully during cleaning. Impact may cause leakage or malfunction.
5. Never turn the seat unit upside down while the power remains connected, and do not place it directly on the floor. Doing so may scratch the surface or cause a malfunction. Do not invert the seat unit or place it directly on the floor.
6. Before removing the hoses from the flush valve, label the corresponding installation position of each hose. Reconnect every hose to the correct position after cleaning and tighten all fittings to prevent leakage.

Do not invert the toilet seat cover!
Do not place it on the floor!



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When Not in Use for an Extended Period

Drain all water from the product in the following situations:

1. The smart toilet will not be used for an extended period, such as during travel. Contaminated stagnant water may clog the water lines.
2. The product is installed in an unoccupied building where large temperature drops may freeze and rupture the water lines, causing leakage.

⚠ CAUTION

Close the water supply valve before disconnecting the water supply hose.
When reinstalling the hose, fully insert the hose connector and secure it correctly.

※ An incompletely installed connection may leak and cause indoor flooding.

Replacing the Remote Control Batteries

When the batteries are nearly depleted, the remote-control indicator becomes dim or turns off and the remote cannot transmit control signals.

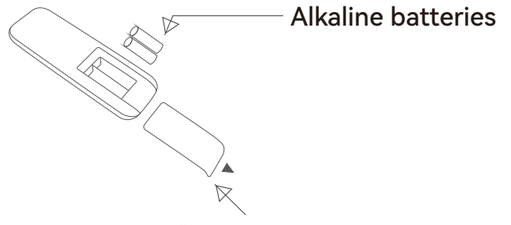
※ The batteries supplied with the product are intended only for factory installation and testing and may have a short service life.

Battery Precautions:

1. Install the batteries with the positive and negative terminals aligned with the markings in the remote control.
2. Do not mix new and used batteries.
3. Use alkaline batteries only.

Replacement Procedure

Open the battery-compartment cover and install two new 1.5V AAA alkaline batteries.



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When There Is a Risk of Freezing in Winter

In cold winter conditions, water remaining inside the smart toilet may freeze and cause product damage or leakage. Use the following procedure for freeze protection.

General Freeze-Protection Procedure	
1. Insert the power plug and turn on the power.	**If the Water Line Has Frozen** If the water supply line is frozen and no water flows, wrap the supply hose and fittings with a warm, damp cloth, or raise the room temperature and allow the line to thaw naturally. **Note: Never pour hot water directly onto the hose or heat it with a hot-air blower. Doing so may damage the water supply line.**
2. Set both the Water Temperature and Seat Temperature to HIGH, and close the lid.	
3. Turn on indoor heating. If heating is unavailable, drain the water supply hose as follows: a. Close the water supply valve and stop the water supply. b. Set the wash-water temperature to Room Temperature using the remote control. Activate the seat sensor by hand and start Rear Wash until the nozzle no longer sprays water.	

⚠ CAUTION

Close the water supply valve before disconnecting the hose.
When reinstalling the hose, insert it fully and tighten the connection securely.

※ Improper installation may cause leakage and indoor flooding.

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Troubleshooting

If you believe the product is malfunctioning, some problems can be corrected with simple checks. Before requesting service, review the following items.

Fault	Cause	Solution
No water from spray nozzle	Power outlet is not energized	Check if there is a power outage
	Power switch is in the "Off" position	Press the power switch; the indicator light on the power plug will turn on, indicating it is powered on.
	Power plug is not inserted into the socket	Insert the power plug properly
	Electric leakage occurred	Please unplug the power cord and request repair service
	Inlet valve is closed	Open the inlet valve
	Impurities in the inlet valve filter screen	Clean the filter screen
	Connecting water inlet pipe is bent or blocked	Straighten and clear the water pipe
	Not within the effective range of the seating sensor	Adjust seating position
	Wash nozzle is clogged	Clean the nozzle
	Water pressure is too low	Increase water pressure intensity, or start the air pump to boost pressure
	Water supply hose etc. are frozen	Please cover the water supply hose and connection parts with a cloth soaked in warm water to warm them up. Or raise the room temperature and wait for it to thaw naturally.
Wash water is not warm	Water temperature is not set to an appropriate level	Press the water temperature button to adjust to a comfortable temperature
	Inlet water temperature is too low	Observe after washing for a while
Seat ring is not warm	Seat temperature is not set to an appropriate level	Press the seat temperature button to adjust to a comfortable temperature

If the problem cannot be resolved after performing these checks, contact the dealer from whom the product was purchased or our customer service department.

Product Specifications

Category			Specification
Rated Voltage			110V AC, 60Hz
Rated Power			1200W
Washing Functions	Water Flow	Rear Wash	440–670 mL/min
		Feminine Wash	400–660 mL/min
	Outlet Water Temperature		Room temperature, 93°F, 98°F, 104°F (4 levels)
	Wash Water Pressure		4 adjustable levels
	Water Heater Power		1400W
	Safety Devices		Leakage protector, water-temperature sensor, thermal fuse
Warm-Air Drying	Warm-Air Temperature		Room temperature, 113°F, 122°F, 131°F (4 levels)
	Heater Power		250W
	Safety Devices		Thermal switch, thermal fuse
Heated Seat	Seat Surface Temperature		Room temperature, 93°F, 98°F, 104°F (4 levels)
	Seat Heater Power		45W
	Safety Devices		Temperature sensor, thermal fuse
Massage Wash			Alternating strong/weak vortex-bubble spray
Nozzle Position			Adjustable forward and backward
Supply Water Temperature			35°F–104°F
Supply Water Pressure			1.5–7.5 kgf/cm² (0.15–0.75 MPa; approximately 21.8–108.8 psi)

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Customer Service Guide

Thank you for choosing our product! We are committed to providing you with excellent service. If you find any missing parts, damaged packaging, or product damage after receiving all packages, please follow the steps below to quickly contact our customer service team. We will do our best to resolve your issue.

1. Missing Parts

Verify Parts:

1. Refer to the “Parts List” in the manual to verify the name, specifications, and quantity of the missing parts.
2. Take a clear photo of the parts list and mark the missing parts with detailed information, e.g., “Missing 5 pieces of M6×30mm screws.”

Contact Us:

By Email:

Send an email to **service@grandtunnel.com**, with the subject line “Missing Parts Issue.” Include the following in the email:

- A description of the missing parts and a photo of the parts list.
- Order details (order number, purchase platform, purchase date).

2. Product or Packaging Damage

If it affects normal use:

Steps:

1. Take clear photos or videos showing the damaged parts and the extent of the damage (multi-angle shots are recommended).
2. Email the photos/videos along with order details to **service@grandtunnel.com**, with the subject line “Product Damage Issue.”

Resolution:

After verification, we will arrange for a replacement part, product exchange, or refund as quickly as possible.

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If it does not affect normal use:

Steps:

1. Contact our customer service team (by email: **service@grandtunnel.com**).
2. Provide a description of the damage and include relevant photos or videos.

Resolution:

We will provide repair guidance or an appropriate compensation plan based on the specific situation.

Contact Us:

Customer Service Email: **service@grandtunnel.com**

Helpful Tips

To process your issue efficiently, please prepare the following information:

- Order details (order number, purchase platform, purchase date).
- Clear photos or videos.
- We are committed to providing quick and professional solutions, no matter the size of the issue, to ensure your satisfaction.

Thank you for your trust and support!
We hope you enjoy using our product!