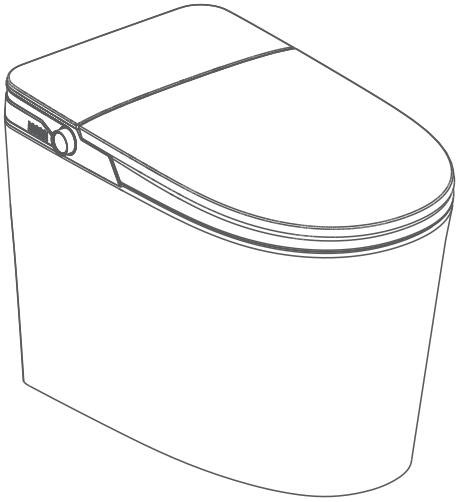
ELLAI® X FORCE FLOW®

Smart Toilet

INSTRUCTION MANUAL

Compatible Models:
#E-25032H-G



We appreciate you choosing ELLAI products and services. This manual provides installation guidelines, maintenance instructions, and other essential information. Should you encounter any issues during installation or use, please contact us through the following channels **(Business hours: Monday–Friday, 8:30 AM – 5:00 PM EST)**. We are committed to resolving your concerns promptly.

1. **Customer Service Hotline: 1-844-396-9711**
2. **ELLAI Official Website: www.ellai.com**
3. **Email: support@ellai.com**

Designed by ELLAI in N. Carolina, made in China.

RADIO FREQUENCY SPECIFICATION OF REMOTE CONTROL

Compliance 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.

IC Compliance:

This device has been tested to meet Industry Canada technical specifications. This device contains licence exempt. transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired.operation of the device.Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage,et (2) l'utilisateur de l'appareil doit accepter tout brouillage. radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Warning:

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

For toilet

This equipment complies with FCC's and lC's RF radiation exposure limits set forth for an uncontrolledenvironment. The antenna(s) used for this transmitter must be installed and operated to provide a separation distance of at least 20 cm from all persons and must not be collocated or operating in conjunction with any other antenna or transmitter. installers must ensure that 20cm separation distance wil be maintained between the device and users. Cet appareil est conforme aux limites d'exposition au rayonnement RF stipulées par la FCC et 1'IC pour une utilisation dans un environnement non contrôlé. Les antennes utilisées pour cet émetteur doivent être installées et doivent fonctionner à au moins 20 cm de distance des utilisateurs et ne doivent pas être placées près d'autres antennes ou émetteurs ou fonctionner avec ceux-ci. Les installateurs doivent s'assurer qu'une distance de 20 cm sépare lappareil des utilisateurs.

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

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

IMPORTANT SAFEGUARDS

When using electrical products, especially when children are present. basic safety precautions should always be followed, including the following READ ALL INSTRUCTONS BEFORE USING.

DANGER-To reduce the risk of electrocution:

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

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

1. Close supervision is necessary when this product is used by on, or near children or on,or near children or invalids.
2. Use this product only for its intended use as described in this manual.Do not use attachment not recommended by the manufacturer.
3. Never operate this product if it has a damaged cord or plug,if it is not working properly,if it has been dropped or damaged,or dropped into water.Return the product to a service center for examination and repair.
4. Keep the cord away from heated surfaces.
5. Never block the air openings of the product or place it on a soft surface,such as a bed or couch,where the air openings may be blocked.Keep the air openings free of lint,hair,and the like.
6.Never use while sleeping or drowsy.
7.Never drop or insert any object into any opening or hose.
8. Do not use outdoors or operate where aerosol(spray)products are being used or where oxygen is being administered.
9.Connect this product to a properly grounded outlet only. See Grounding Instructions.
10.Fill reservoir with water only unless otherwise specified by manufacturer.

GROUNDING INSTRUCTIONS

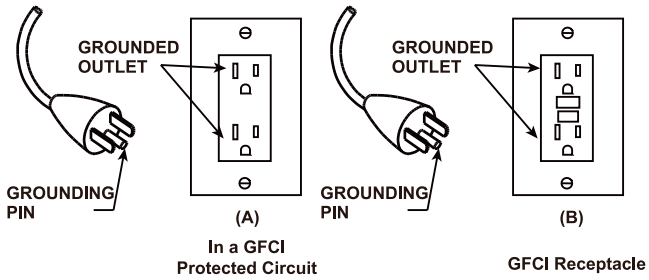
This product should be grounded in the event of an electrical short circuit, grounding reduces the risk of electric shock by providing an escape wire for the electric current. This product is equipped with a cord that has a grounding wire with a grounding plug. The plug must be plugged into an outlet that is properly installed , grounded and GFCI protected.

DANGER - Improper use of the grounded plug can result in a risk of electric shock

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

This product is for use on a nominal 120 V circuit, that has a grounding plug that looks like the plug illustrated in diagram A and is protected by a GFCI circui breaker or with a GFCI receptacle as the one illustrated in diagram B.

Grounding methods



Attention

1. Please read this manual carefully, so that you can use the product correctly. Please do read through all the precautions listed here, which are important content related to safety.
2. After reading, please keep the manual and warranty card together for future reference.
3. Please fill in the purchasing date and place carefully when purchasing.
4. We are not responsible for accidents or injuries caused by failure to install the product in accordance with the method shown in the manual or failure to use the specified components during the installation.

Identifications



Warning

- Warning Misoperation by ignoring the sign may lead to serious injury or death.



Attention

- Misoperation by ignoring the sign may lead to personal injury or property damage.



Prohibiting

- Prohibited operation.



Compulsory

- Operations must be observed.



- Do not disassemble or modify this product without authorization.



- Do not touch with wet hands



- Do not soak or spray.



- High temperature and flammable materials are prohibited.



- Class I appliances must be grounded

Precautions for use

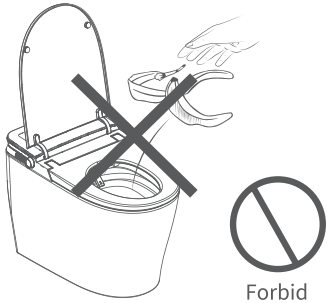
Prevention of low temperature scald
Anyone (including children) that has physical, perception, or intellectual deficiencies or lacks of experience and common sense (including children) are not allowed to use the product without supervision, in consideration of their limited cognitive abilities and/or lack of necessary knowledge, unless they use the product under the supervision or instruction of the person responsible for the use safety of product. Make ensure children are not allowed to use the equipment alone without authorization and that the product is beyond their reach.

Low-temperature burning may happen, if the heated seat ring is in contact with the skin for a long time. Please set the seat ring temperature at [Low gear] or [Off] before using the product, if you are:
Children and the elderly who cannot adjust the temperature to an appropriate level by themselves;
People who cannot move freely, such as the sick and the disabled;
People who are drowsy and overly tired due to hypnotics (such as sleeping pills, cold medicines, etc.).

Warning

Do not flush other things

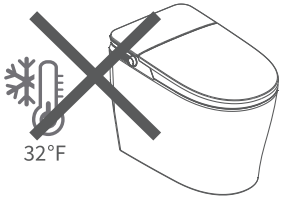
- It may lead to clogging of the toilet and overflow of sewage.



Forbid

Do not use at 32°F or below.

- Below 32°F, please refer to the instructions on long-term non-use.



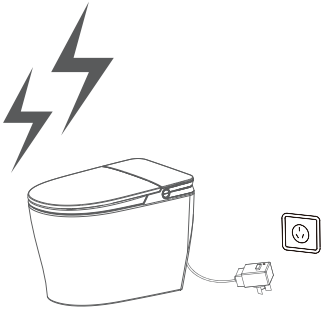
Forbid

Please use kitchen cleaning agent (neutral) during maintenance.
Do not use the following items:
Cleaning agents for toilets, residential cleaning agents, volatile agents, banana oil, etc.

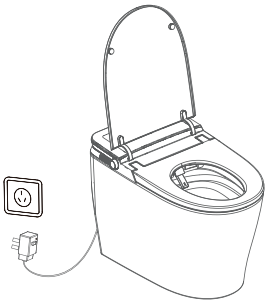


Forbid

In case of thunder, disconnect the plug from the socket.



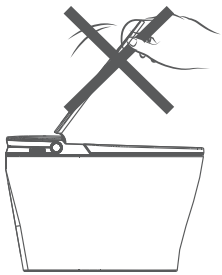
When the toilet is blocked, the power must be turned off, in case the sewage does not pass the flushing baffle.



Notice

Do not forcibly close the stool cover and seat ring.

- The product may be damaged.

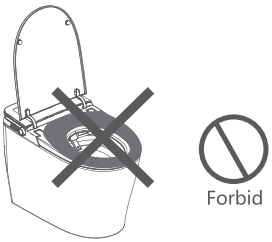


Forbid

Warning

Please do not use cloth cover or cushion in the circle.

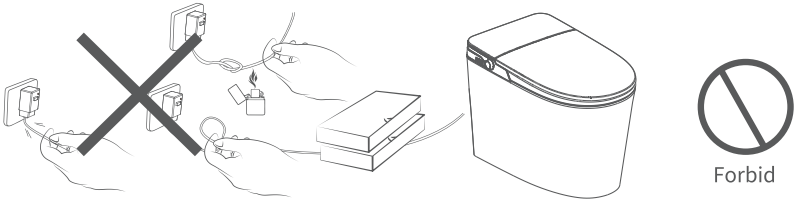
● May cause the seat induction is not good.



Do not damage the power cord.

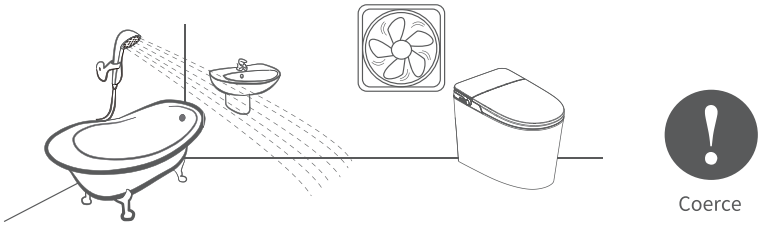
1. No damage, no processing, no heating;
2. Do not bend, do not curl, do not pull;
3. Do not place heavy objects on the power cord.

Failure to use the product despite damage may result in fire, electric short circuit and other conditions.



This product belongs to electrical products, so do not put it in the place of water or high humidity. Please install it when using it in the bathroom， a ventilator or a ventilator outlet maintains good ventilation in the bathroom.

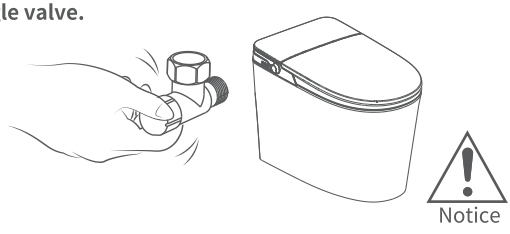
● Otherwise it could lead to fire or electric shock.



In case of leakage, close the inlet Angle valve.

Prevent damage caused by freezing.

● Freezing will cause water inlet hose and product internal damage, and then cause water leakage.



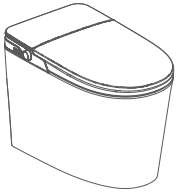
The product diagram above is for reference only. The real object shall prevail.

Function

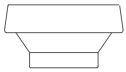
Function / Model		E-25032H-G
Heating mode	FC Instant heating	●
Wash	Thermostatic cleaning	●
	Rear cleaning	●
	Lady cleaning	●
	Self-clean nozzle	●
	Water temp adjustable	●
	Flow rate adjustable	●
	Cold & hot cleaning	●
	Child mode	●
	Oscillating Wash	●
Seat	Seat temp adjustable	●
	Anti-bacterial	●
	Sensor	●
S&C open	Remote S&C open	●
	Auto lid open	●
	Foot sensor lid/Seat	●
Light	Night light	●
	Side light	●
Warm air	Wind temp adjustable	●
	Start key	●
Deodorization	catalyst deodorization	●
Flushing	Off seat auto flush	●
	Power off flush	●
	Foot sensor flush	●
Controller	Side knob	●
	Remote control	●
LED display		●
Foam shield function		●

● Standard configuration
○ Optional configuration

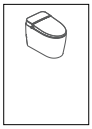
Packing List



Toliet
Qty.1



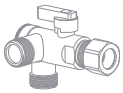
Wax Ring
Qty.1



Instructions
Qty.1



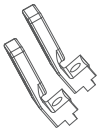
Warranty card
(Attached to the manual)
Qty.1



T- Valve
* Please replace the valve before installation
Qty.1



Battery box
(Batteries not included)
(Requires 10pcs AA batteries)
Qty.1



locking block components
Qty.2



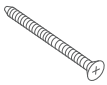
Remote control
Batteries not included
(Requires 2pcs AAA batteries)
Qty.1



Decorative buckle
Qty. 2



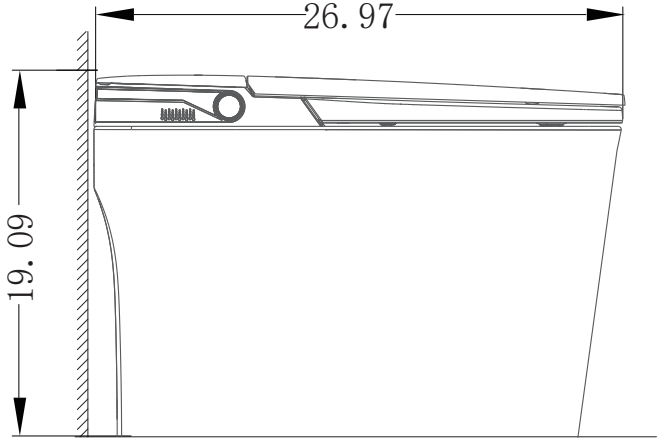
Plastic stopper
Qty. 2

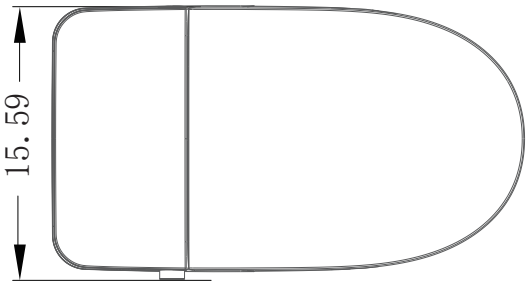


Long Screw
Qty. 2

NOTE: Drawings may not exactly define contour of the product.

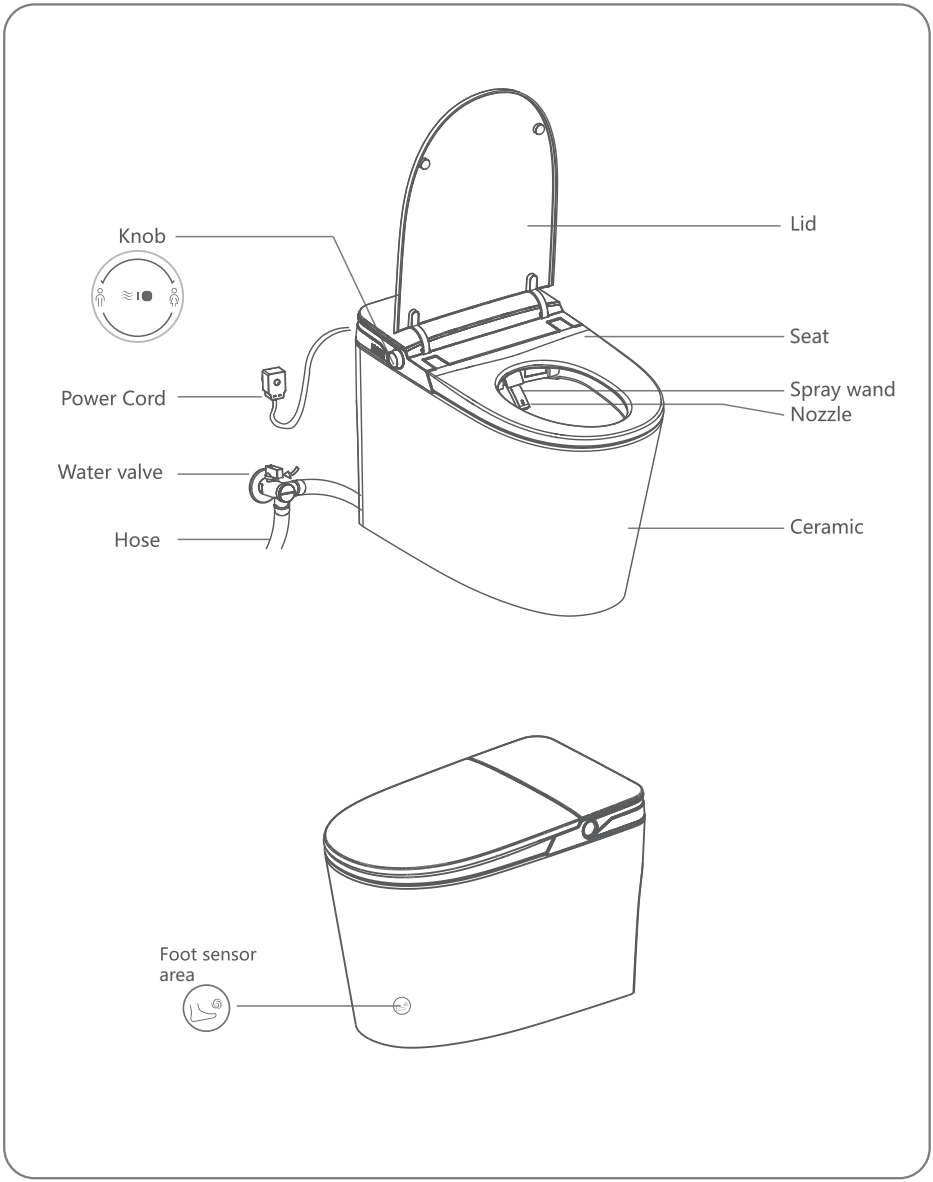
Product Description - External Dimensions





Unit: inch

Product Description - Part Name

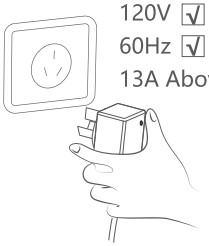


Attention Before Installation

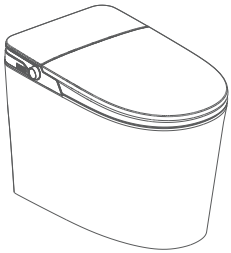
Confirm Power

The power cord must be plugged into a socket with safety grounding above 120V, 60Hz and 13A (including).





120V √
60Hz √
13A Above √



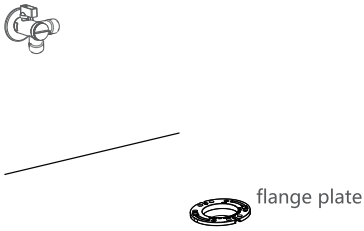
Notice

(1) Do not spray water on the toilet.
(2) If installed in cold environment, please keep it in a warm room for 2 hours before installation.
(3) In case of accident or failure to use specified parts during installation due to failure to install according to the method shown in the installation instructions In the event of injury, the company is not responsible.

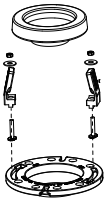
Install Toilet

Installation Steps

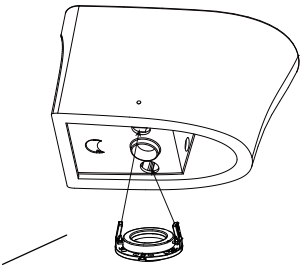
1. Install the angle valve on the corresponding position of the wall.



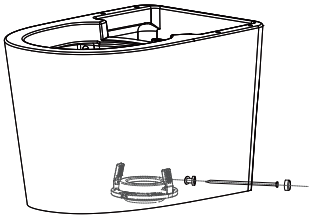
2.Place the wax ring on the flange, aligning its center. Place two locking blocks along the groove on the flange and secure them with bolts.



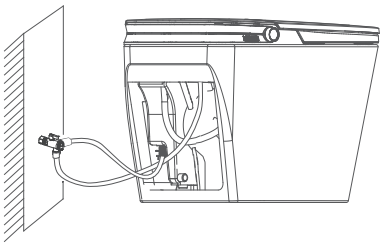
3. Place the ceramic align its profile at the back.



4. Fix the ceramic with the long screw by passing through the sleeve and ceramic side hole.



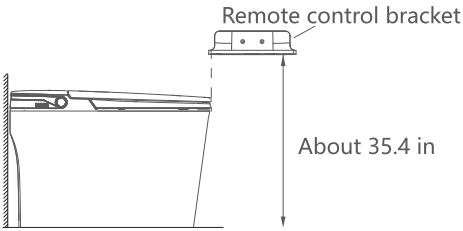
5. Connect the hoses to the angle valves respectively.

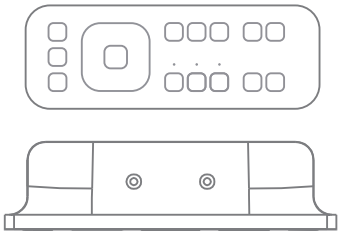


Install Remote Control

1.Remote control installation

Installation location: The figure shows the recommended installation location for the remote control. The installation location can be selected according to the actual use at home.





Installation steps:

①Drill two holes with a diameter of 0.24in on the wall with a depth of more than 1.77in, the distance between two holes is the same as the distance between the installation holes of the remote control.

② Insert the two expansion pipes in the accessory package into the two holes on the wall respectively.

③Tear the double-sided adhesive tape in the accessory bag on one side, and then paste it on the back of the remote control bracket corresponding position.

④Tear open the other side of double-sided adhesive tape, paste the remote control bracket on thewall, pay attention to align the opening hole of the remote control with the hole on the wall.

⑤Fix the remote control bracket with two screws in the accessories package.

⑥Open remote control battery cover, put the batteries in and put back battery cover.

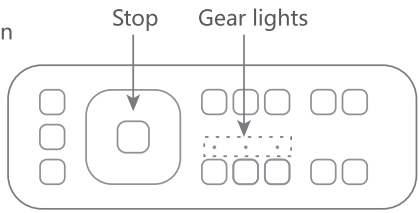
⑦Place the remote control on the bracket.

Install Remote Control

2. Match remote control

Under normal circumstances, the remote control can be used normally after battery is set inside it.If t the product does not move once it is operated, re-pair the remote control as follows:

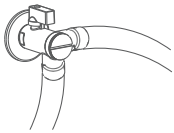
①Unplug the power plug of the toilet.
②Long press the stop button of the remote control until the gear light flashes and then release.
③Make the remote control close to the Toilet,and then plug in the power
④The gear light stops flashing and then stays on,which indicates that the pairing is successful.



Testing After Installation

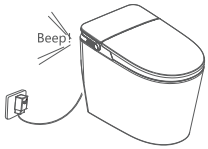
1.Turn on the angle valve

- Open the valve a little bit,observe whether there is leakage in each installation part.
- After confirming,open the valve completely



2.Product self-inspection

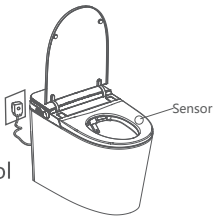
- After connect to the power supply, the product will give a "beep" sound prompt,knob lamp and key lamp on indicating the completion of self-test.



3.Product test

Washing test

- After being connected to the power supply, turn on the knob directly and the product will continue to self-clean to prevent spillage
- You must sit on the seat to use washing function



Flushing test

- Press the middle button of the knob or the remote control flush button to flush the toilet.

  Notes：If there is no flushing, there may be residual air in the water pump, and this key needs to be repeatedly pressed to exhaust the water pump.（Repeating keys requires an interval of more than 40 seconds）

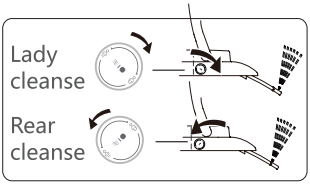
Function Description

Power-on Self-check

1. After power-on, all lights will be on, a "beep" sound will give out and all functions will be recovered to factory setting;
2. Water temp at about 95℉; Seat temp. at about 95℉.

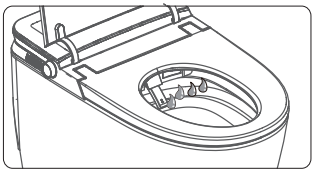
Cleaning Function Description

1.Rear/lady cleanse function



- When seated, rotating the knob frontward to start lady cleanse, rotating again to oscillating wash. Stop washing after three minutes.
- When seated, rotating the knob backward to start rear cleanse, rotating again to oscillating wash. Stop washing after three minutes.
- Cleaning mode will stop auto after three minutes and then start flush toilet, then start dryer for four minutes.

2.Self-clean nozzle function



- The nozzle will self-clean when start wash fuction.
- At the mode of rear/lady wash, rotating the knob oppo -sitely, the spray wand will retract to self-clean and then extend for cleaning.

Both washing and dryer mode can be stopped by pressing the middle key of the knob.

Button



Knob

1.Dryer function

Short press  ,to start the dryer function(seated mode), Pressing again or getting up to stop the dryer function.

2.Flushing function

Short press  ,to start flushing (not seated)

Other Function Description

1、Water temperature protection function

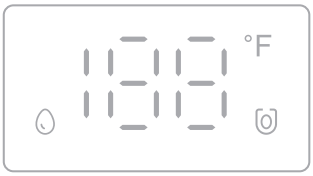
(1) If the water temperature exceeds 109.4℉ during use, it will automatically switch to continuous self-cleaning mode and give out an alarm;

(2) At this time, reconnect power supply before it can be used normally.

2. Low temperature scald prevention function of seat.

After sitting down, the system will enter the low-temperature scald prevention mode automatically.

3. LED display function





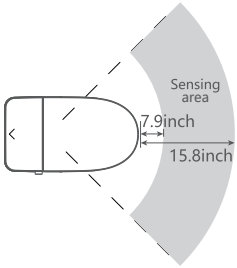
It is the current setting seat temp. When the seat heating is off, it will appear two cross bars.

It is the current setting water temp. When water heating is off, it will appear two cross bars.

4. Auto lid open function

(1) When people walk normally near to the toilet and into the sensor area, the lid open automatically when the machine detects human activity.

(2) The lid will close automatically after people leave the sensor area by about 2 minutes.



5. Microwave leve adjustment (default state microwave in 1st gear)

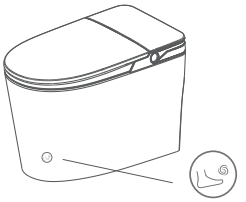
Long press the "∧" button of the remote control, enter microwave adjustment mode. The display will show the current microwave level.Then you can press"∧ "or "∨"to adjust the microwave level. The system will exit the adjustment mode and store the current setting without any action within 10S.

Notes: Sensor area as below:1st level: 7.9-15.8in ,2nd level: 7.9-31.5in,3rd level: 7.9-47.2in

Other Function Description

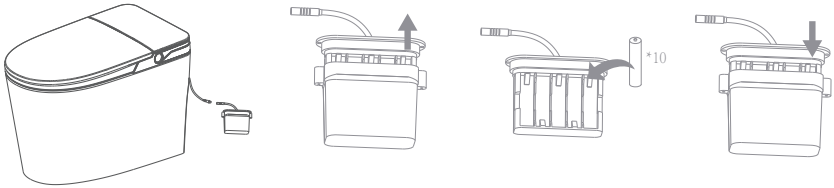
6. Foot sensor lid/seat open and flushing function

(1)When both the lid and seat are closed, the lid will open automatically once the user touches the foot sensor area.
(2) When the lid is open and seat is closed, the seat will open automatically once the user touches the foot sensor area.
(3) When the lid and seat are open, both of them will close and start flushing once the user touches the foot sensor area.



7. Power off flush function

When power off, put the battery into the battery box on the toilet, and then short press the knob to flush.

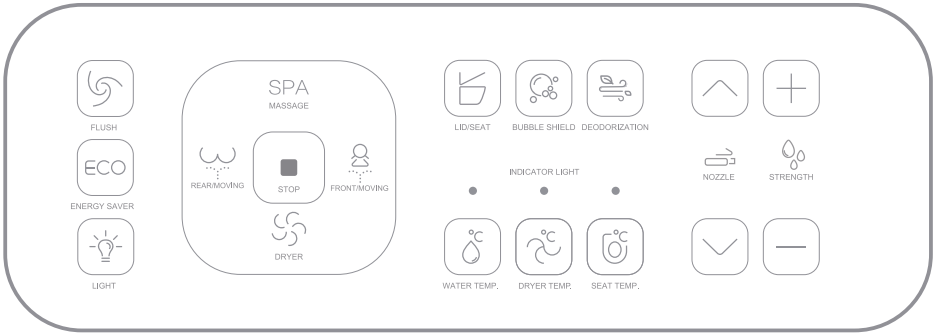


1.Open the battery compartment .
2.Remove the battery tray.
3.Load 10 pcs size AA batteries into the battery tray.
4.Put the battery tray back into the compartment.

Kindly Reminder

1.This product is designed for emergency flushing during power outages. Connect to the main unit when power is out.
2.Disconnect the battery compartment from the main unit before replacing batteries.
3.Battery Installation: Requires AA alkaline batteries. Insert batteries according to the "+" and "-" markings in the compartment.This compartment uses a series battery configuration. Incorrect polarity (reverse insertion) may damage batteries and pose safety hazards, including rupture or fire.
4.Do not disassemble the battery compartment.After replacing batteries, ensure the compartment is securely sealed to prevent moisture ingress, which may cause corrosion.
5.Remove batteries if the compartment will not be used for an extended period.
6.Do not mix old/new, different brands, or types of batteries. Replace all batteries simultaneously.
7.Remove depleted batteries promptly and dispose of them safely.
8.Do not attempt to recharge batteries—risk of hazard.
9.Avoid short-circuiting the terminals to prevent danger.

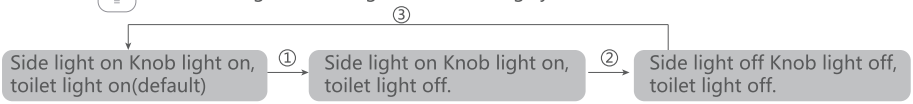
Function Description-Remote Control



1.Short Press , to start the flushing. (In order to ensure the flushing effect and save water, it should wait for 40 seconds before reuse.)

2.Short press ECO to enter the energy-saving mode, and adjust the seat temperature to the lowest level(If the seat temperature is closed before starting the energy-saving mode, it will keep the close after the energy-saving mode). At this time, only the flushing function is available. If the user is seated, it will temporarily exit the energy-saving mode. It will automatically return to the energy-saving mode after the user leaves. Press this button again to exit the energy-saving mode.

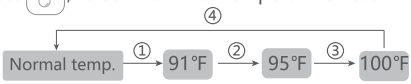
3.Short Press , to set the light according to the following cycle.



4. After sitting down, press" " or " " to turn on the rear wash or lady wash function, and press again to turn on oscillating wash function.

During the washing process:

- Short press , to set the water temperature according to the following cycle.

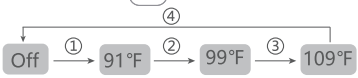


- Nozzle position can be adjusted by" " or" " ,with five gears adjustable.
- The washing water volume can be adjusted by" " or " ", four levels adjustable.
- Short press "SPA" to change cleaning mode.
- During washing process, press" " or get up directly to finish washing.

Function Description-Remote Control

5.After sitting down，short press" " to turn on the warm air function.

● In drying mode,Press" " to set the warm air temperature according to the following cycle.



6.Short press to set the seat ring temperature circularly:



7.Different functions level with different light color, unlight/blue/pink/red is for off/low/middle/high.

8.When the top lid is closed, Press the toplid will open.

When the top lid is open and the seat ring is closed, press the seat ring will open.If the person is seated, no action is performed.

When the top lid and seat ring are opened, press this button the top lid/seat ring is closed.

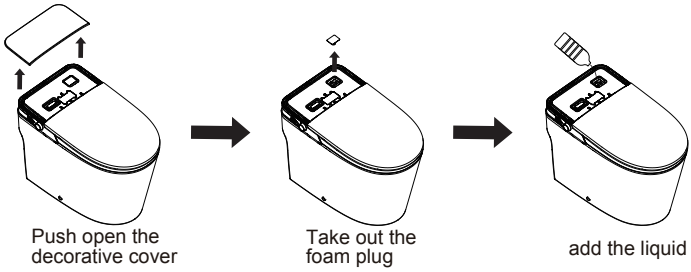
9.Short Press to turn on the foam splash-proof function.

Long press to enable/disable the automatic foam shield function.

*This product does not contain foam solution.Foam solution must be purchased from the original manufacturer. Otherwise, any damage caused to the machine will not be covered by the warranty.

Foam liquid refilling method:

Note: The volume of each liquid addition shall not exceed 800 ml.



10.Short press to turn on the deodorization function,press this button again to cycle through the gear settings, there are a total of four gears.

Long press to turn on/off the automatic deodorization function.

Function Description-Remote Control

11.Children's cleaning function.

Long press " " to enter children's cleaning mode, the water temperature, wind temperature, and seat temperature are all in the middle range. The nozzle position is at the front end. The cleaning water volumn is at the lowest range. Press ■ or finish cleaning can exit children's cleaning mode.

12.Description of keys for hidden functions.

Long press , turn on/off Prompt Sound.

Long press , turn on/off Automatic Flip.

Long press , turn on/off Foot Touch Sensing Flip.

Long press , turn on/off Off Seat Automatic Flushing.

Cleaning and Maintenance

1.Maintenance of product surface and ceramics.

The detachable accessories can be removed before maintenance

Note before maintenance:

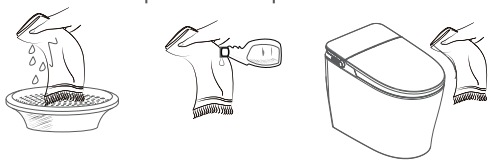
(1)Make sure the power supply is disconnected.

(2) Do not let water enter the product during the maintenance process.

(3) Be sure to wipe off the detergent after cleaning to avoid its residue at the gap between the main body and the toilet.

- Product surface cleaning

  Wet the soft cloth with water, wring it, and then wipe the product. If the product is dirty, you can use a soft cloth dipped a little of diluted neutral detergent to wipe it, and then use a clean damp cloth to wipe it clean.

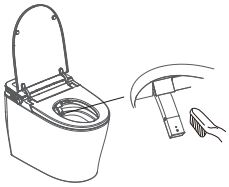


2.Maintenance of the nozzle

① Long press the "SPA" key on the remote control to start the nozzle cleaning. The nozzle start self-clean first and then extend. (Keep 15 minutes, the nozzle will retract automatically.).

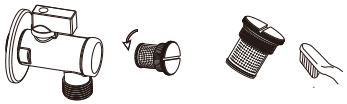
② Dip a soft cloth, sponge, or small brush in neutral detergent, then hold the spay wand, wipe it and the nozzle.

③Pess any key to exit the mode after cleaning.



3.Maintenance of valve

1. Turn off the angle valve and rotate the filter screen down with a straight screwdriver.
2. Use a small brush to scrub the filter screen, and flush away the internal silt with clean water.
3. Reinstall the filter on to the angle valve and tighten it.



Troubleshootings

Failures	Confirmation	►	Solution
The product does not work.	Confirm whether cloth covers, cushions, etc. are used on the seat sensing area.	►	Please remove cloth covers, cushions and other items.
	Confirm whether there is a power outage.	►	Please wait for the power supply recovery.
	Confirm whether the socket is loose or in poor contact	►	Please plug in to ensure good power supply.
No water when turning on the knob.	Confirm whether the water supply is cut off.	►	Please wait for the water supply recovery.
	Confirm whether the water inlet valve is blocked by dirt.	►	Open the water inlet angle valve.
	Confirm whether the water supply hose is bent and blocked.	►	Straighten the bent part of the water supply hose.
The spray rod does not extend after turning on the knob.	No one is sitting on the seat .	►	Sit on the sensing area of the seat (with a beep prompt), and then turn on the knob again to flush normally.
	Someone is sitting on the seat but not in the sensing area.		
Water drips slowly from the water outlet without an alarm sound when it is not used.	Solenoid valve fails.	►	Contact after-sales personnel for repairing.
The nozzle extends too slowly.	Self-clean before cleaning	►	The nozzle stretches out and starts cleaning in 7s.
No enough water.	The quantity of impurities in the water is so significant that it has blocked filter.	►	Clean the filtermesh; a filter is recommended.
While someone sitting on and washing, there is continuously alarm and dripping. The remote buttons are invalid at the same time.	Trigger safety protection or hardware failure.	►	Stop using and reconnect to the power supply. If fault still remains, please contact after-sales personnel for replacement.
Low water temperature.	The water temperature is set to a lower level.	►	Set water temperature to a higher level.

Troubleshootings

Failures	Confirmation	►	Solution
The seat is not heated	Confirm whether the seat temperature is set in low level or closed state.	►	Reset the seat temperature through the seat temperature setting button.
	Confirm whether there is a power outage.	►	Please wait for the power supply recovery
No response when pressing the warm air button.	The Warm air function needs to be activated after sitting down.	►	Start the warm air after sitting down.
No wind temperature after the warm air is turned on.	Thermostat is disconnected.	►	Reconnect power supply after disconnection.
	Fuse is melted.	►	Contact after-sales personnel for repairing.
Toilet light and knob light don't work.	The fault still exists after reconnect power supply.	►	Contact after-sales personnel for repairing.
The toilet does not flush.	Angle valve is closed.	►	Open the angle valve.
	The filter is blocked.	►	Refer to the previous description for cleaning and maintenance.
	There is residual air inside the water pump.	►	Drain the air from water pump by repeatedly press the middle button of the knob or the water flush key on remote control
The toilet doesn't flush properly.	The filter is blocked.	►	Refer to the previous description for cleaning and maintenance.

Product Technical Parameters

Items		E-25032H-G
Rated Voltage		120V ~ , 60Hz
Rated Power*		1050W
Max. Instantaneous Power		1350W
Power Cord Length		about 35.4in
Water Supply Pressure		0.1 - 0.75MPa (static pressure)
Water Supply Temperature		41~95℉
Waterproof Level		IPX4
Toilet Flush		≤4.8L
Cleaning Device	Water volume adjustment	4 gears in total
	Water tempera - ture adjustment	4 gears:about 91/95/100℉/off
	Heating method	Instant heating
	Anti-backflow device	Anti-siphon valve
	Safety equipment	Double thermostat + pressure relief valve
Seat Ring Heating	Max Heater power	50W
	Safety equipment	Thermostat + fuse
	Surface temperature	4 gears:about 91/95/100℉/off
Warm Air	Max Heater power	300W
	Safety equipment	Thermostat + fuse
	Warm air temperature	4 gears:about 91/99/109℉/off(Test at an ambient temperature of 73±3.6℉)
Deodorization		Available
Others	Antibacterial material	Seat ring
	Low temperature scald protection	Available
	Prompt for abnormalities	Alarm sound
	Seat sensing	Available
	Lighting control	Available

Rated power: This product is powered on and turned on at an ambient temperature of 73±3.6℉, an inlet water static pressure of 0.18±0.02MPa, and an inlet water temperature of 59±1.8℉.
Adjust the water temperature and seat temperature to higher levels and turn on hip cleaning function and test according to the maximum flow rate (the reference flow rate is about 600ml/min).
Measure the average power of the product working for a cleaning cycle (3 min) continuously and stably.

Product Environmental Information

Part name	Harmful substances					
	(Pb)	(Hg)	(Cd)	(Cr(VI))	(PBB)	(PBDE)
PCBA	X	O	O	O	O	O
Plastic parts	O	O	O	O	X	X
The motor	X	O	O	X	O	O
Others	X	O	O	O	O	O

This form is prepared according to the provisions of SJ/T11364

O : Indicates that the content of the hazardous substance in all homogeneous materials of the component is below the limit specified in CB/T26572

X : Indicates that the content of the hazardous substance in all homogeneous materials of the component exceeds the limit specified by CB/T26572



The number in this label indicates that the environmental protection period of the product in normal use is 10 years

After-Sales Service Policy

THREE-YEAR LIMITED WARRANTY

- The manufacturer warrants this product to be free from defects in material and workmanship for a period of three (3) year from the original date of purchase. Proof of purchase (the original sales receipt) from the original purchaser must be provided to the manufacturer for all warranty claims. This warranty is non-transferable and does not apply in the event of installation error, abuse, misuse, or improper care and maintenance (whether performed by a contractor, service company, or a member of the purchaser's household).
- This warranty excludes incidental and consequential damages, as well as failures resulting from misuse, abuse, or normal wear and tear.
- This warranty excludes all industrial, commercial, and business use. For such use, purchasers are hereby extended a limited warranty of three (3) year from the date of purchase. All other terms of this warranty shall apply, except for the warranty duration.