

## Thanks for Choosing SOTOMO

At SOTOMO, our mission is to provide the world with a healthy, hygienic, and comfortable lifestyle. We put our heart into designing each and every product, carefully balancing functionality, aesthetics, and materials. Our goal is to deliver superior products to our consumers, and we are truly grateful that you have chosen our products.

We look forward to hearing from each and every customer, and we are passionate about providing you with the best service possible. Please feel free to reach out to us at [admin@sotomo.us](mailto:admin@sotomo.us) if you have any questions.

Thank you for your trust and support.



### Warranty Registration and Extension

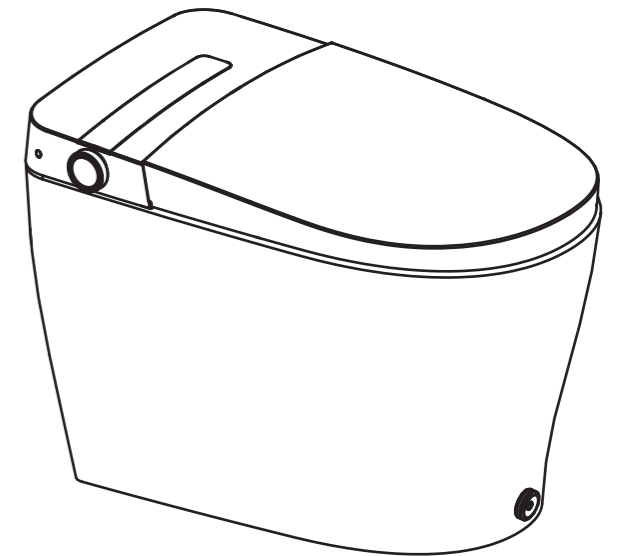
For product warranties, SOTOMO LLC offers One Year Limited Warranty.

Please visit our website <https://sotomohome.com/> directly or scan the QR code to access our SOTOMO brand website to register and extend your warranty. If you have questions regarding warranty policy or coverage, please contact us.



## SMART TOILET

### Product Manual



### SOTOMO Smart Toilet

- MODEL: D-A10111111
- WF MODEL: WY-DA800012024-STM
- WM MODEL: WM-DA800020918-STM

Thank you for purchasing our product. Please read this manual before installation and use to ensure that your product will function at peak performance.

Read this manual thoroughly and store in a safe place for future references.

## **IMPORTANT SAFEGUARDS**

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

**DANGER** – To reduce the risk of electrocution:

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

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

1. Close supervision is necessary when this product is used by, on, or near children or invalids.
2. Use this product only for its intended use as described in this manual. Do not use attachments not recommended by 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. Risk of Electric Shock. Connect Only to a Grounding Type Receptacle Protected by a Ground-Fault Circuit-Interrupter (GFCI)
11. Attention - Risk of electric shock, do not remove the cover (or back). Refer servicing to qualified service personnel.

Risque de choc électrique. Connecter uniquement à un réceptacle du Type de mise à la terre protégé par un circuit de failles au sol (GFCI).

Attention - risque de choc électrique, n'enlevez pas le couvercle (ou le dos). Référer le service à un service qualifié Personnel.

## **SAVE THESE INSTRUCTIONS**

### **GROUNDING INSTRUCTIONS**

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

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

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

Check with a qualified electrician or serviceman if the grounding instructions are not completely understood, or if in doubt as to whether the product is properly grounded.

The functions may vary from different part no.

Category	Functions	Model	D-A10111111
Cleaning	Unlimited wash		●
	Rear wash		●
	Front wash		●
	Aerated wash		●
	Auto wash		●
	Oscillating wash		●
	H/C massage		●
	Adjustable water pressure		●
	Adjustable water temperature		●
	Adjustable nozzle position		●
	Detachable nozzle		●
	Nozzle self-cleaning		●
	Cleaning nozzle		●
Convenience	Heated seat		●
	Warm dryer		—
	Warm dryer plus		●
	Auto deodorization		●
	Soft close		●
	Adjustable seat temperature		●
	Adjustable air temperature		●
	Night light		●
	Instant heating		●
	Auto flush		●
	Drying with flush		●
	Emergency flush		●
	Remote flush		●
	Kick flush		●
	Microwave induction		●
	Auto open lid		●
	Remote open lid		●
	Remote open seat		●
	Kick open lid		●
	Kick open seat		●
Seat sensor		●	
Digital display		—	
Safety	Pre-wetting		●
	Memory mode		●
	Auto-start		●
	SUS filter		●
	Air isolation		●
	UV sterilization		●
	Backflow prevention		●
	Easy clean glaze		●
	Multi-Protections		●
	Anti-bacterial seat		●
	Fire and heat resistant		●
	Factory reset		●

Note: ● represents that the product has this function. — represents that the product does not have this function.

## User Friendly Design

new features to offer you an enjoyable experience



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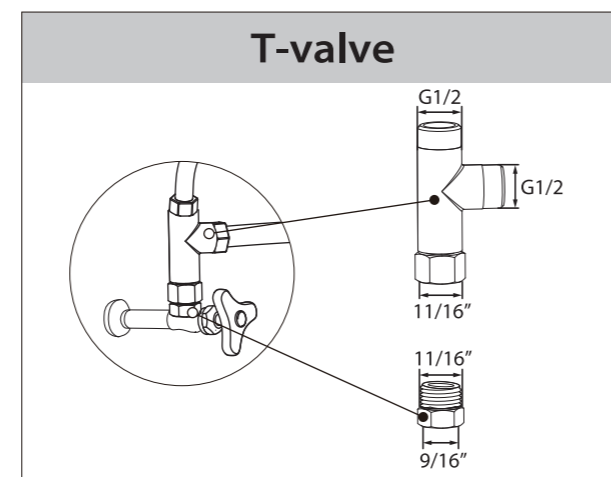
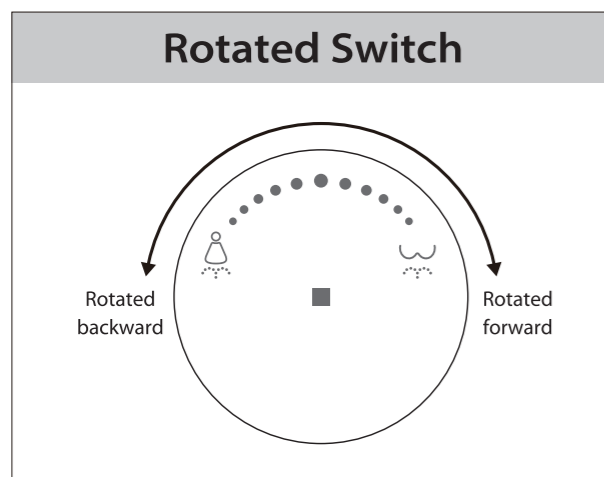
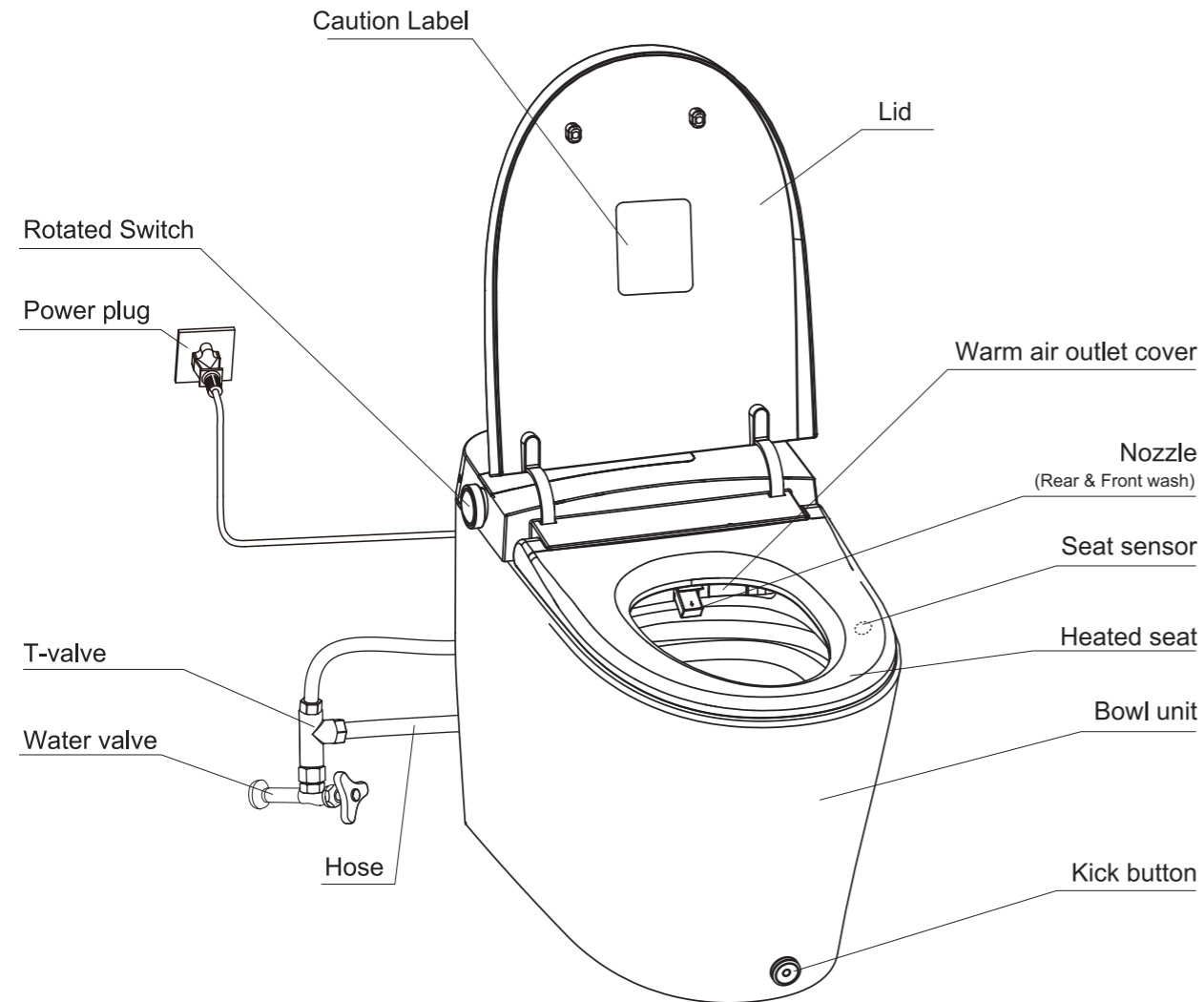
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# Parts Information

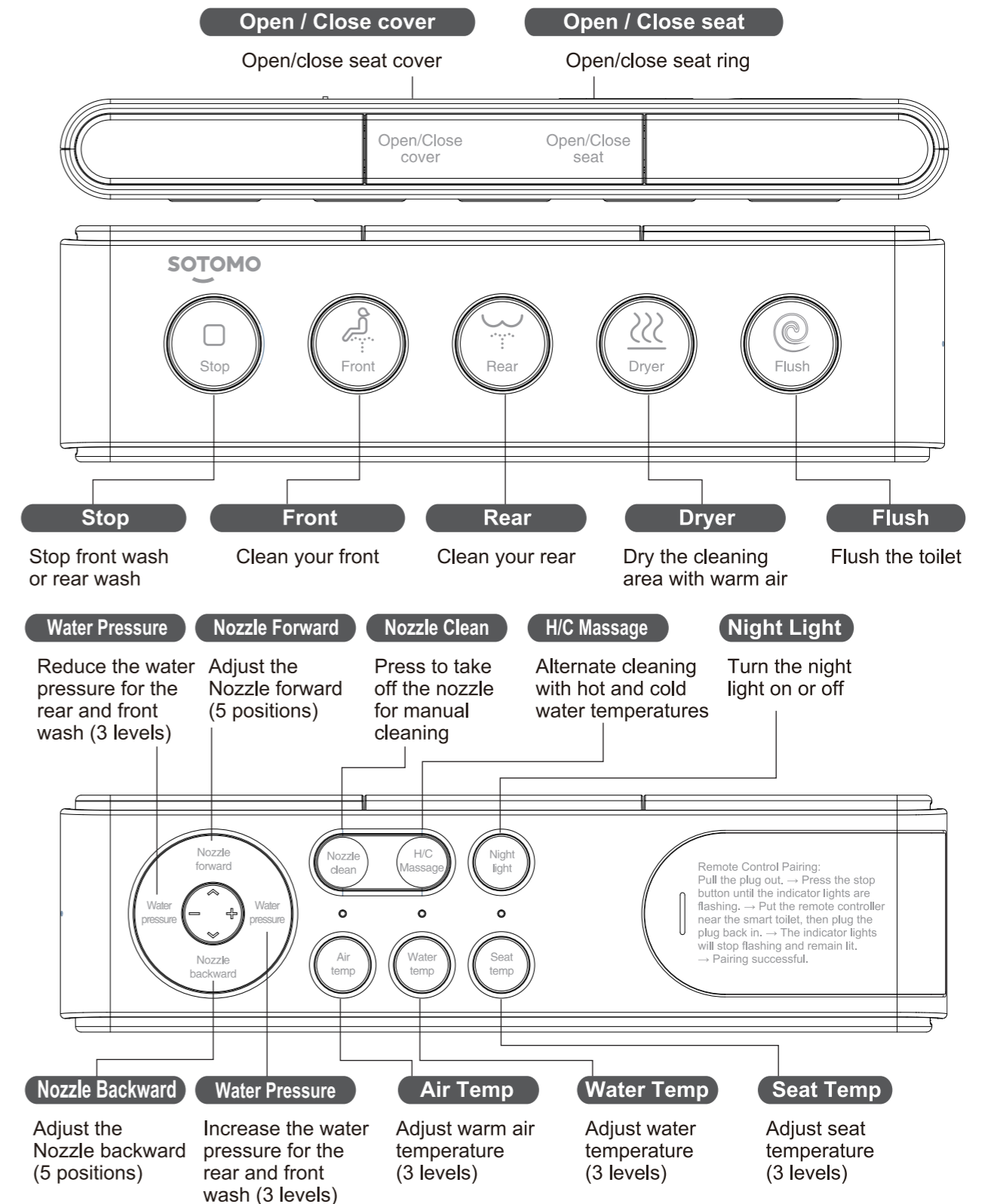
Overview, Remote controller

## Overview



※ Choose the appropriate interface based on the size of the angle valve.

## Remote Controller



### TIPS:

1. Long press "H/C Massage" to turn on/off all function prompt tones (Except alert tone)
2. Long press the "Flush" button to turn on/off the auto flush function.
3. Long press the "Seat temp" button to turn on/off the pre-wetting function.
4. When you need to turn on or off the automatic open and close lid function, please press the "Nozzle clean + H/C Massage" button on the remote control.











# Warnings and Safety

Please read thoroughly.

First of all, thank you for purchasing our product. To ensure proper and safe use of this product, carefully read this section before using it. Afterward, store this manual in a safe place for future reference.

The hazards and warnings listed herein are important for our users' safety. Failure to heed warnings may have significant consequences. The company will not be held liable for any injuries to the user or damage to the product due to improper usage and/or failure to heed safety warnings.

## Explanation of Terms and Symbols

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

## Warning

This product must be properly grounded.  
 ※Risk of electric shock.  
 ※If unsure, consult an electrician or electrical installation company.



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



※Risk of fire.

Do not touch, insert or pull out the power plug with a wet hand.  
 ※Risk of electric shock.



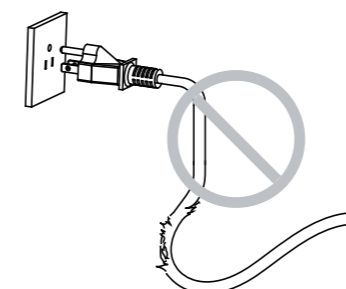
Do not use during thunderstorms (unplug the power cord during storms).  
 ※Failure to do so may result in injury or product malfunction.



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



※Risk of fire and/or electric shock.



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

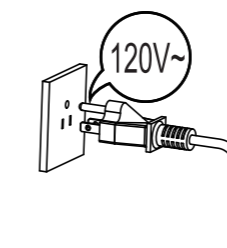


※Risk of fire or electric shock.

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



The power socket in use should be within the specified range (AC120V).  
 ※Risk of fire and/or electric shock.



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



※Please note that sitting on the heated seat for an extended period may result in burns.

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



※Risk of fire and/or electric shock

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



※Risk of injury.

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



※Risk of fire and/or electric shock

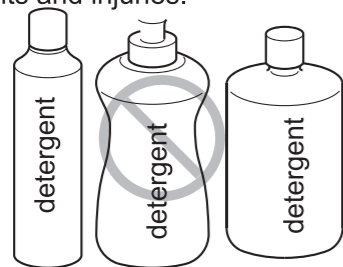
Do not dismantle, repair or alter this product on your own. Call in a professional for further advice.



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

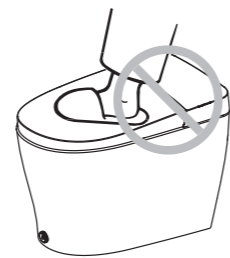
**Warning**

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



Do not use polluted water or water intended for industrial purposes.  
 ※ Risk of urocystitis or dermatitis. Untreated water may also corrode the inner workings of the unit, potentially leading to electrical shock or a fire.

Do not apply any force to the unit's seat and lid. Do not stand on the lid or open or close the lid and the seat forcefully.  
 ※ This may result in product damage and/or user injury.

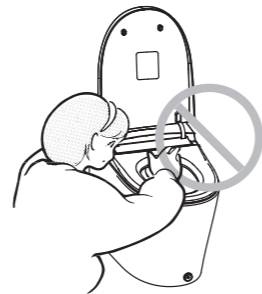


Do not add water or detergent into the unit or on to the wireless remote. Do not soak the product with water or cleaner.  
 ※ Risk of fire and/or electric shock.

Do not install product in a humid environment or a soak room. Do not spray or soak this product with any form of liquid to prevent any damage to the product.  
 ※ Risk of fire and/or electric shock.



Do not place your hand or any other object into the dryer trap, and do not cover the dryer and dryer trap during product use.  
 ※ Risk of fire, electric shock, and/or other accident that may lead to user injury.



Do not spray urine at the dryer trap.  
 ※ Risk of electric shock.

Read the following for proper battery usage.  
 ● Install the battery properly according to its correct polarity.  
 ● Remove the battery during long periods of non-use.  
 ● Replace the battery before it reaches the end of its usage. Failure to do so may result in interrupted control signals.  
 ● Cover the battery with tape before disposal.  
 ※ This will prevent battery fluid leaks that may cause fire and/or other damages.

**Warning**

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

When the battery is in use, do not perform the following operations:  
 ● Do not hold or store it with metal objects (such as a necklace or a watch).  
 ● Do not mix new and old batteries.  
 ● Do not disassemble or throw the battery into water and/or fire. Battery fluids may cause a fire.

**Attention**

Do not use the heated seat or warm dryer temperature for an extended amount of time.  
 ※ Extended use may result in burns.

Avoid direct sunlight or heat.  
 ※ Risk of product discoloration.

While using this product, make sure that the skin is in contact with the seat sensor area. Otherwise, product may not operate correctly.  
 ※ Children and smaller individuals may have trouble staying in contact with sensor area.

Do not supply electricity with an external switch, such as connecting the universal part to a timer switch.  
 ※ This may run the risk of issues caused by improperly resetting the thermal breaker.

Do not spray urine in the direction of the bidet nozzle.  
 ※ Doing so may result in blockage of the bidet nozzles and the cleaning area.

When the filter is being replaced, be sure to close the water supply angle valve. When the filter is being installed, be sure to fasten it securely.  
 ※ Risk of water leak.

Do not use your old hose component. Use the one provided with your product. Anything else connected to the older hose may need to be replaced.  
 ※ Risk of water leakage and/or property loss/damage.

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

In case of sudden power failure, remove the power plug and close the angle valve to prevent water leakage.  
 ※ Risk of water leakage and/or property loss/damage.

When storing or transporting the unit in cold climates, make sure to remove all water! Product may crack due to freezing water, and other damages may occur.  
 ※ Risk of fire, leaks, and product damage.

# Installation

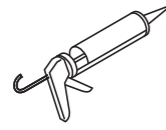
Tools required for installation

## Required tools

Required tools for installation. Please have these tools prepared prior to installation.



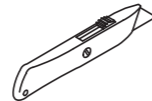
Drill  
(Dia. 0.24in)



Silicone gun



Teflon tape



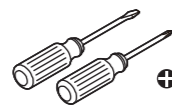
Knife



Marking pen



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



⊕ ⊖ screw driver



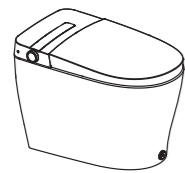
Measuring tape



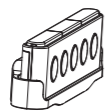
Measuring cup

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

Smart Toilet(1 set)

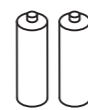


Remote controller set(1 set)

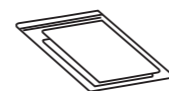


(holder 1 pc, screw 2 pcs)

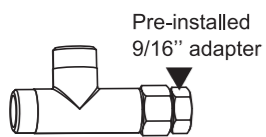
Two AAA Battery



Installation Book & User Manual

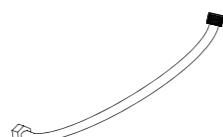


T-valve(1 pc)



(G1/2,G1/2,11/16")

Water supply(1 pc)

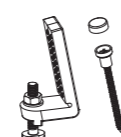


\*Extra backup water supply

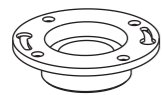
Battery box assembly(1 set)



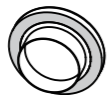
Mounting accessory kit(2 pcs)



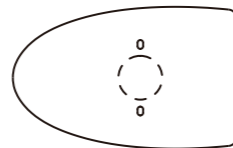
Sealing Flange



Wax Ring(1 pcs)



Mounting Template



※Please confirm that all the aforementioned items are inside the package.

If there are any omissions, please contact our customer service at [admin@sotomo.us](mailto:admin@sotomo.us).

※The illustrations above are for reference only. Actual objects may look different in person.

※We provide you with 2 pieces of conversion nuts, each of different versions.

Please select according to your plumbing requirements.

※We provides an extra backup water supply, which can be selected according to the size of the bathroom space during installation.

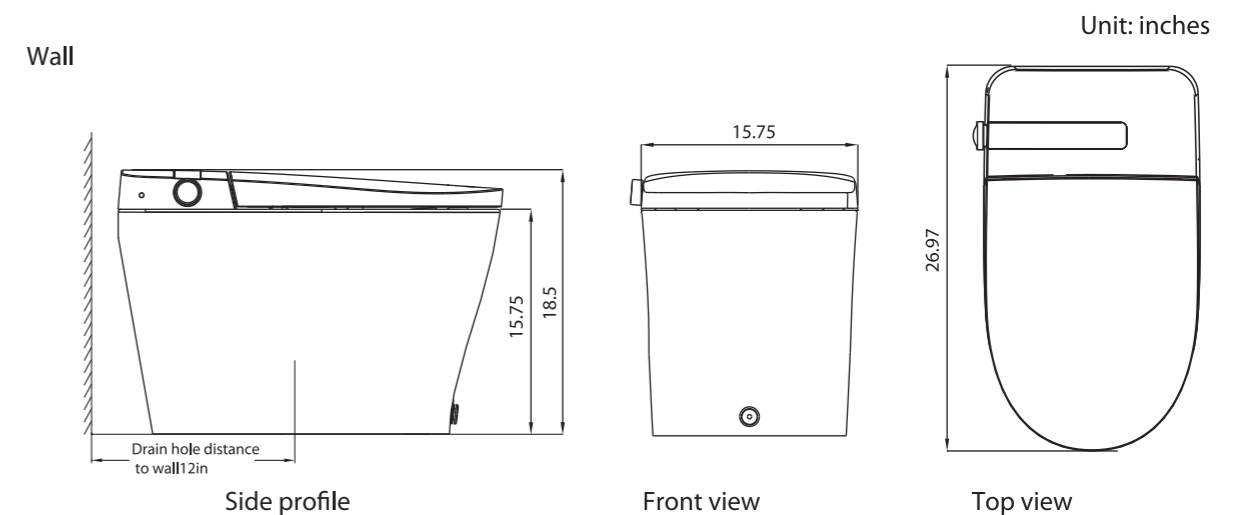
# Before You Install

Water pressure check, dimensional drawing

## Checking your water supply

- The lowest operational water pressure is 11.6 psi, and the highest water pressure is 108.78 psi.
- The toilet cannot achieve optimal cleaning performance when the water pressure falls below 11.6 psi.

## Confirm dimensions of product with installation space

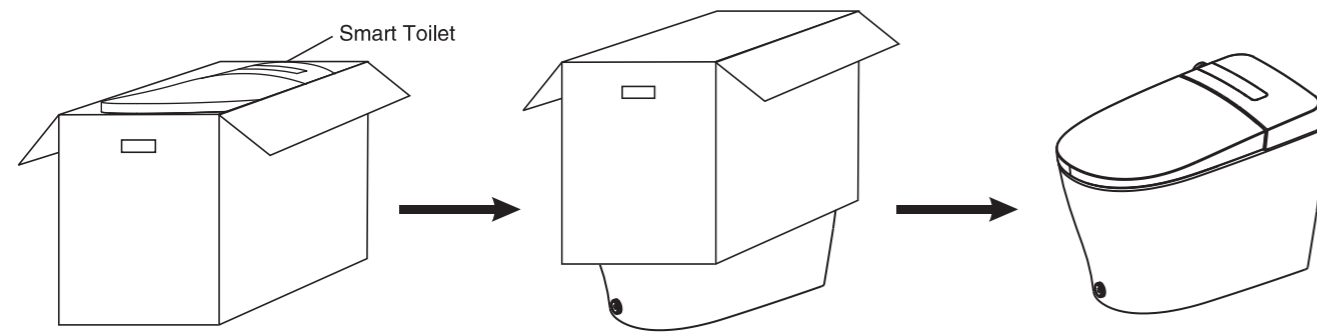


# Installing Your Product

Install your unit using the following steps

## 1 Open the box right side up

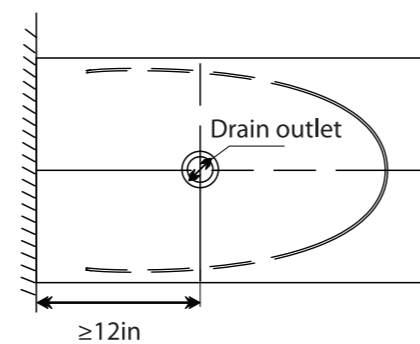
Remove the accessories first, then remove the unit from the top, as shown in the diagrams below.



## 2 Mark your drainage hole with a cross

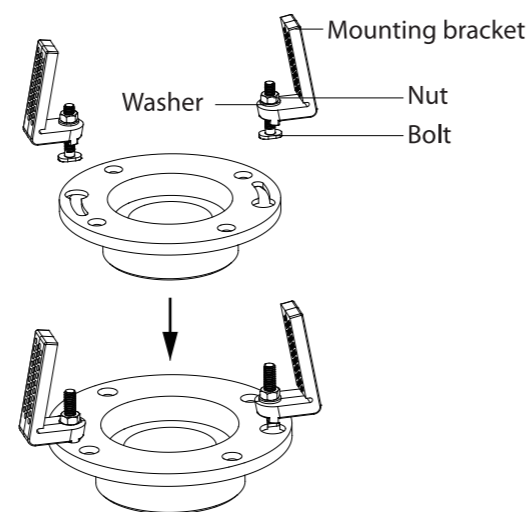
### Cardboard installation

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



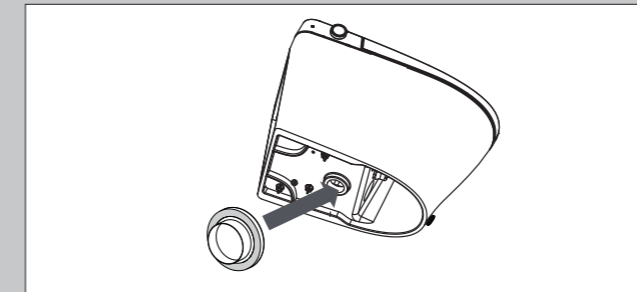
## 3 Mounting bracket installation

- Assemble the mounting bracket with bolts and then install it onto the pre-installed flange plate on the ground. Secure it tightly with nuts.

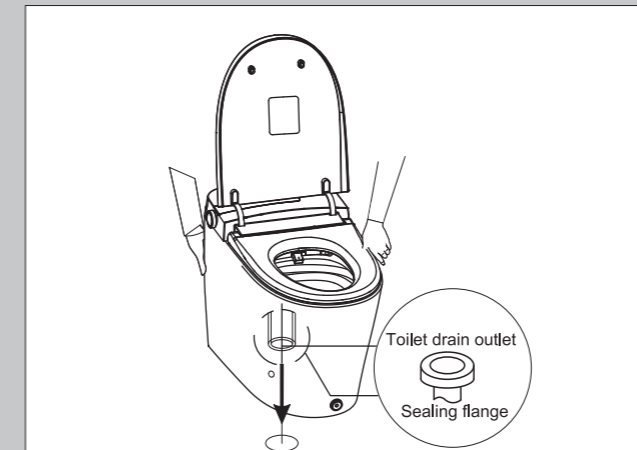


## 4 Install the ceramic body, the water supply hose, and the T-valve.

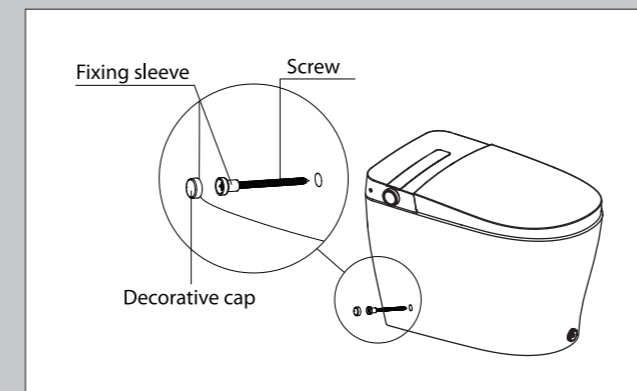
1. Place the wax ring on the drain hole at the bottom of the ceramic.



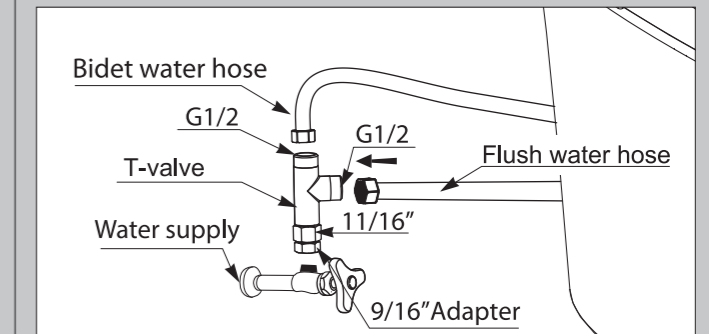
2. Insert the sealing flange into the drain outlet.
3. Position the ceramic toilet on the corresponding spot as indicated by the contour line.



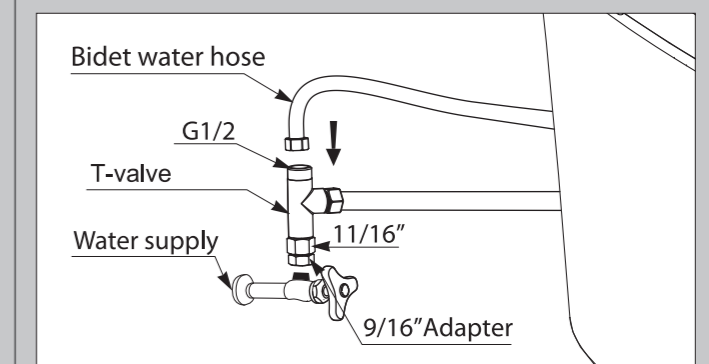
4. Pass the screw through the fixing sleeve and then install it through the holes (on both sides of the toilet ceramic) into the mounting bracket on the ground. Tighten it securely using a tool.
5. Place the decorative cap onto the fixing sleeve.



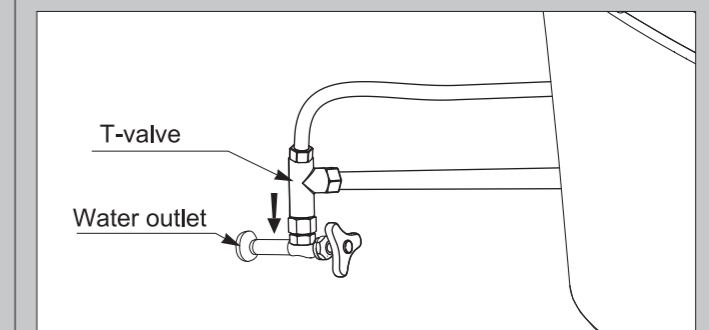
6. Attach the flush water hose to the T-valve and tighten.



7. Attach the clean water hose to the T-valve and tighten.



8. Connect the T-valve to the water supply and tighten. Use gasket to prevent water leakage. (Available in 9/16" and 11/16" connectors.)



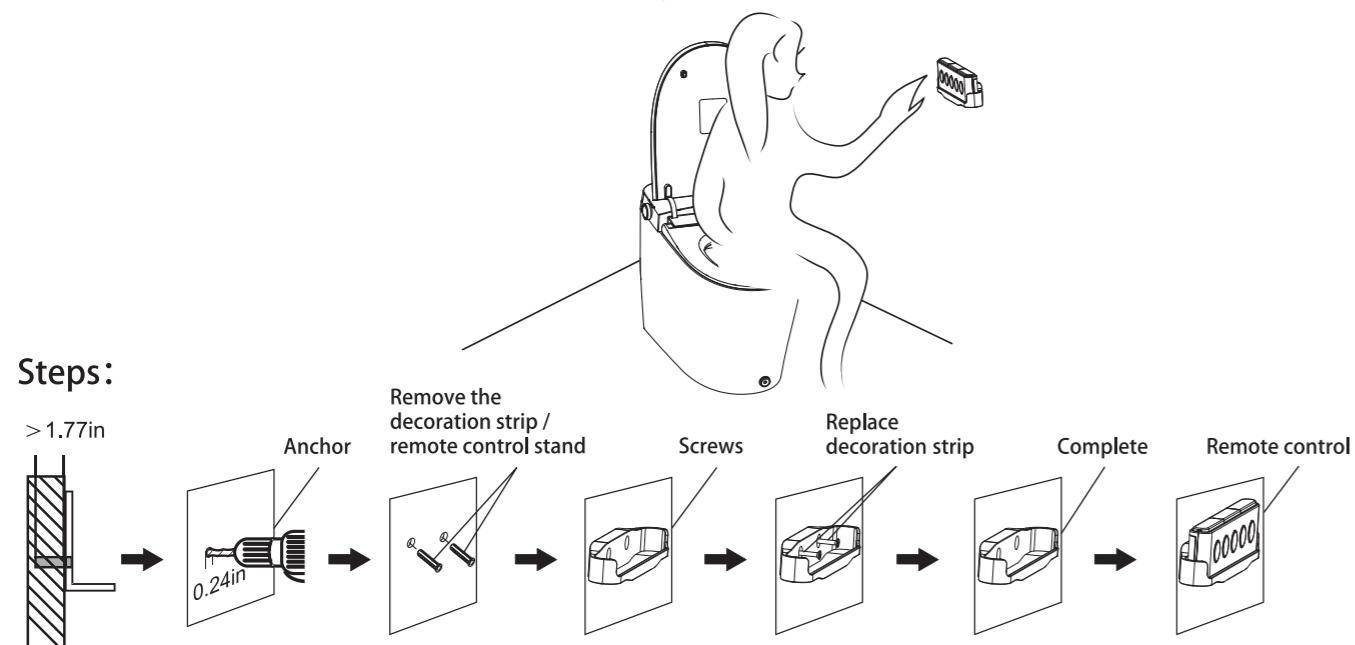
9. Finish installation.

## 5 Installing the remote

1. Drill two 6mm (0.24 inches) diameter holes in the wall (approximately 1.77 inches deep).
2. Insert the anchors into the holes using a hammer.
3. Secure the holder with the anchors.
4. Use screws to attach the holder to the wall.
5. Remove the battery cover from the backside of the remote to install the batteries.
6. Once finished, the remote is ready to be placed in its holder.

Detailed steps are illustrated in the diagram below:

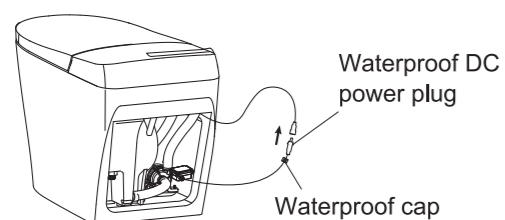
- ※ Please use appropriate mounting tools for specific wall surfaces (such as wood, HDF, etc.).
- ※ Ensure that the remote control holder is installed away from the bidet's spray path.
- ※ The remote control holder should be within reach when seated on the unit.
- ※ Ensure there are no obstructions blocking communication between the toilet and its remote.



## 6 Installing and replacing the battery box

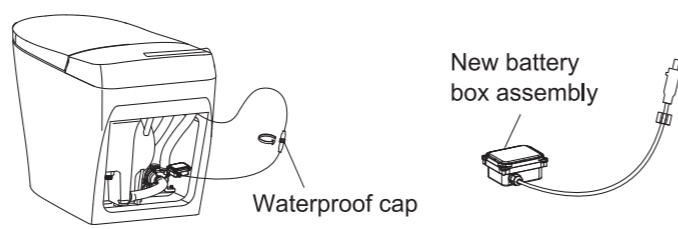
### Installing the external battery box:

1. Remove the connecting cables from the designated positions.
  2. Connect the waterproof DC power plug and securely tighten the waterproof cap.
  3. Place the battery box in the appropriate position as shown.
  4. If you have any questions, please contact the customer service center or your local dealer.
- ※ The battery should be kept out of the reach of children.
  - ※ Some batteries and connecting wires may have slots. Please do not force them in; otherwise, it may lead to product damage.



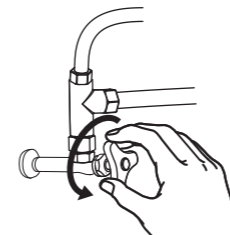
### Replacing the external battery box:

1. Unscrew the waterproof cap at the connection of the waterproof DC power plug.
  2. Pull out the waterproof DC power plug.
  3. Replace the battery box assembly with a new one, which can be used after installation.
  4. If you have any questions, please contact the customer service center or your local dealer.
- ※ The waterproof rating of the battery box for power failure and flushing is IPX6, and a single battery box can handle power failure and flushing approximately 200 times.



## 7 Testing water flow

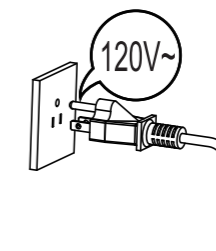
1. Open the water supply angle valve to its maximum position as shown in the figure. Ensuring the water flow is above 0.61gal/10s.



2. Ensure that there are no water leaks at various connection points.
  - ※ If there is a water leak, loosen the nuts again and reinstall them.

## 8 Connecting power

1. Connect to the grounding.
2. Plug in AC 120V power plug.



- (1) Check to see if the power light is on.
- (2) Press the side knob to confirm that the toilet is powered on.

## Testing the product

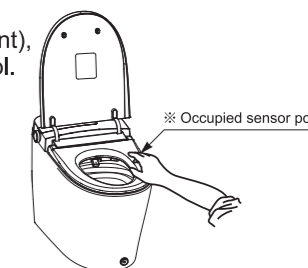
(Test whether the functions of the buttons on the remote control and the knobs on the side of the body are normal)

- Are all the functions working properly?

This includes Rear Wash, Front Wash (including water pressure and nozzle position adjustment), Heated Dryer, Water and Seat Temperature Adjustment, Nozzle Cleaning, and Remote Control. Please test all the functions listed above.

- Checking Rear Wash

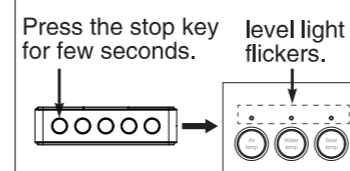
Please place your hand over the seat sensor area, turn the knob forward, or press the "Rear" button on the remote controller. Additionally, use your hand to cover the front of the washer to block the flow of wash water and prevent any water from spraying onto your body or clothing.



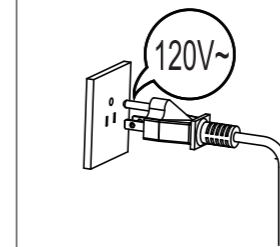
## Remote Control Pairing

※ When the product leaves the factory, the remote control and the product are already paired. If the remote control malfunctions, please follow the methods below to re-establish the connection.

1. Pull the plug out.
2. Press the stop button until the indicator lights are flashing.

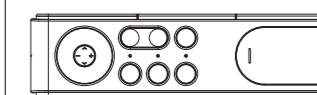


3. Put the remote controller near the smart toilet, then plug the plug back in.



4. The indicator lights will stop flashing and remain lit.

All the level lights (red) are lit up.



5. Pairing successful.

# 《Function Explanations》

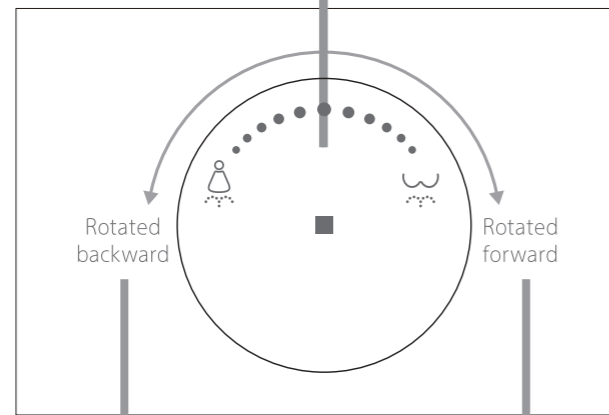
## ■ Power / Stop

Standby: Press and hold for 3 seconds to activate standby mode.  
 Activated: In rear wash, front wash, or drying mode, press briefly to stop.  
 If activated and no one is sitting on the seat, press briefly to initiate flushing; press and hold for 3 seconds to enter standby mode.

## ■ Emergency flush

When the product is not powered on, briefly press the middle button of the knob to activate the emergency flushing function.

※ If the above operation does not work, you may need to replace the battery or contact us.



## ■ Front wash

Under no cleaning and drying mode, and sitting on the toilet.

"Rotated backward": Rotate it backward by 45° to enter front wash mode.  
 Default setting: oscillating front wash.  
 Operation cycle: front wash for 1.5 minutes + drying for 4 minutes + one flush.  
 During front washing, turn the knob to adjust water pressure.  
 During drying, turn the knob to adjust the wind speed.

## ■ Rear wash

Under no cleaning and drying mode, and sitting on the toilet.

"Rotated forward": Rotate it forward by 45° to enter rear wash mode.  
 Default setting: oscillating rear wash.  
 Operation cycle: rear wash for 1.5 minutes + drying for 4 minutes + one flush.  
 During rear washing, turn the knob to adjust water pressure.  
 During drying, turn the knob to adjust the wind speed.

※ When starting up, short press the knob to send ceramic flushing command when there is no function.

## ■ Auto flush

When the seat sensor no longer detects a user, it will automatically flush.

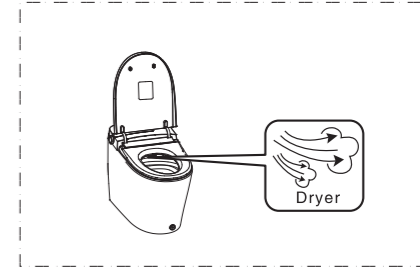
The toilet will only flush once.



## ■ Dryer

Dries both front and rear areas.

Press the 'Dryer' button once.  
 Press the 'Dryer' button again to adjust the wind speed, which can be set to three levels from low to high.

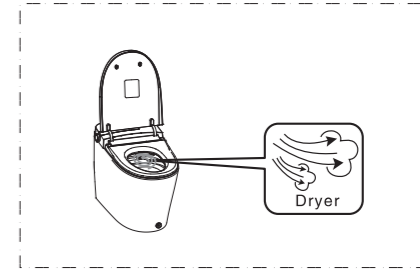


## ■ Drying with flush

Press the 'Dryer' button.

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

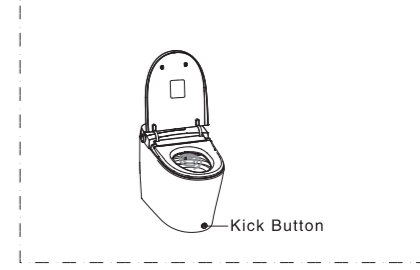
※ Rear / front wash is not available during flushing.



## ■ Kick flush

Touch 'Kick Button' gently.

Tap the foot kick can realize the flushing function.

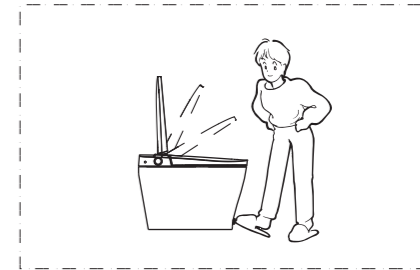


## ■ Kick to open lid / seat

Tap the 'Kick Button' with your foot to raise your toilet lid/seat.

Tap the kick button once: Lid opens.  
 Tap the kick button twice: Seat raises.  
 Tap the kick button three times: Seat and lid will close, and the toilet will flush.

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



## ■ Microwave induction

Microwave will detect any user within a 3ft radius.

Automatically open the seat cover when the human body is near.

※ If the product can not detect the presence of human body for a period of time, it will automatically close the seat and cover.



## ■ Auto deodorization

The function will operate automatically.

The deodorization function will be activated when seating on the toilet, and will be closed after leaving the seat for 3mins.

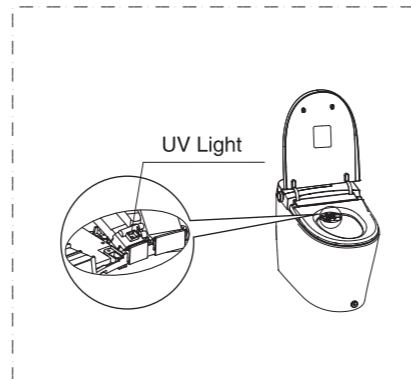


## ■ UV sterilization

Irradiation at the nozzle.

10 seconds after the user stands up, UV sterilization will automatically initiate and run for 3 minutes. During this time, you can either press the 'stop' button or activate the seat sensor to exit the UV sterilization.

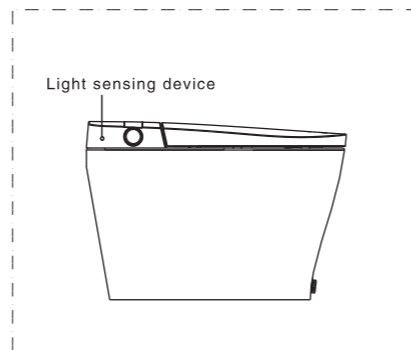
※ An ultraviolet lamp device is installed on the smart toilet.



## ■ Night light

It operates automatically based on ambient light conditions.

When the night light is turned on, it will automatically switch the night light on or off depending on changes in the outside light's intensity. When the ambient light is strong, the night light is automatically turned off, and when the ambient light is weak, the night light is automatically turned on.



## ■ User-Friendly Design

- Slow-Closing Lid/Seat  
Preserve your toilet's lifespan and allow for silent lid/seat closing.
- Damper  
The product is equipped with a damper that provides a buffering function for the toilet cover and seat, achieving a mute effect.
- Memory Mode  
After a power failure, water temperature, water pressure, seat temperature, and wand position are all restored to mid-range settings. The night light is turned on by default after a power failure. The On/Off function retains the last memorized setting state.
- Nozzle Self-Cleaning  
The washer can automatically clean itself, keeping bacteria and stains at bay.
- Pre-Wetting  
After seating, the product will flush once towards the seat to ensure that the seat surface is moistened.

# Maintenance

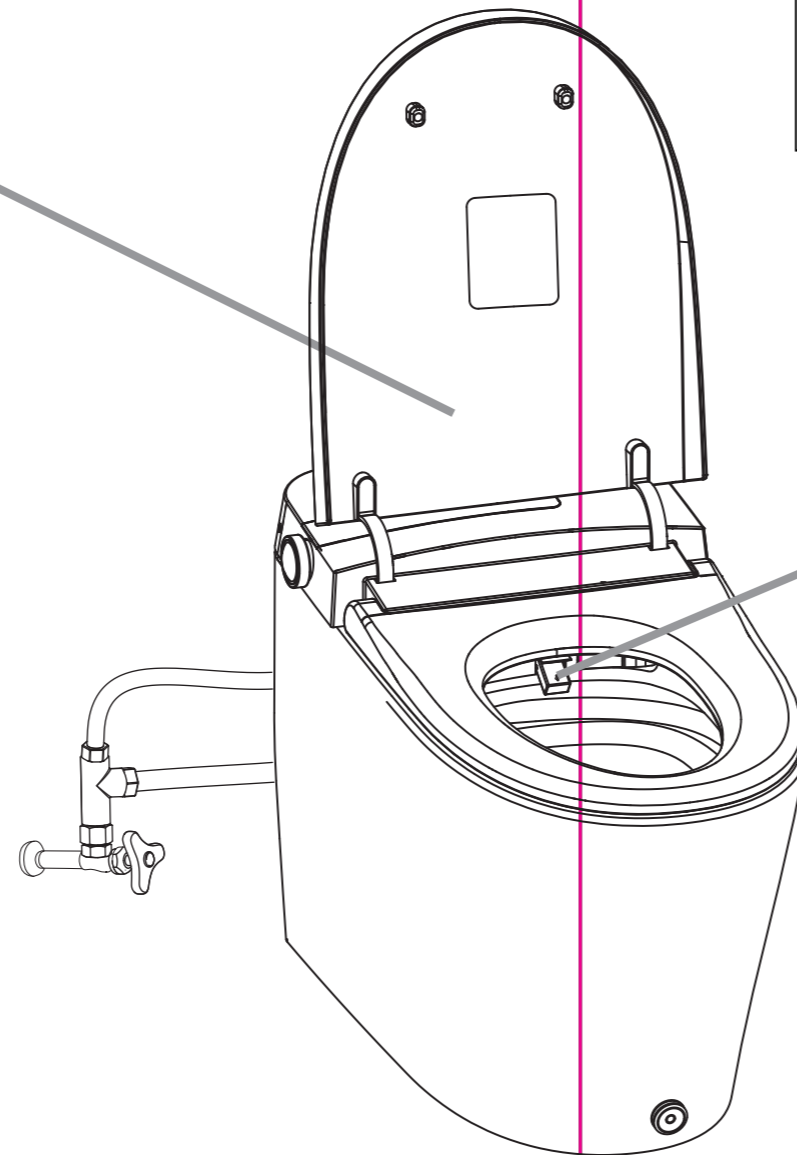
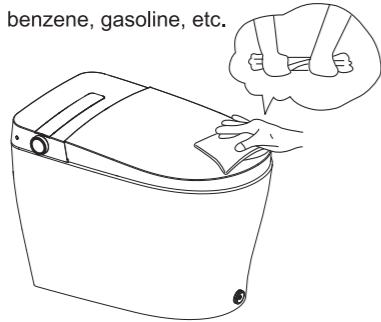
Regular maintenance is required to ensure normal use

## Note

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

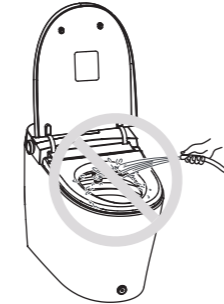
## Maintenance of product surface and ceramics

- Wipe dust or stains with a soft wet cloth.
- A wet soft brush, cloth or sponge may be used to clean the ceramic area.
- ※ Do not use abrasive cleaning solutions, such as alcohol, bleach, paint thinner, cresol, benzene, gasoline, etc.



## ! WARNING

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



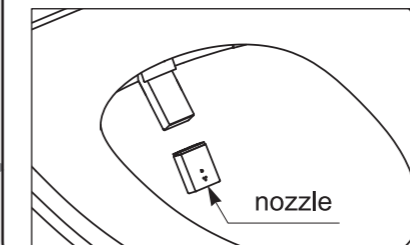
## ■ Maintenance During Winter Season

In the winter season, water inside the product may freeze after long periods of storage and non-usage. Please take precautions to prevent this.

## Note

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

## Maintenance of the Nozzle



Press the 'Nozzle Clean' button on the remote control without occupying the seat. The nozzle will extend. Clean it with a soft toothbrush.

※ Do not forcefully hold the nozzle; otherwise, it may break.  
 ※ Please replace the nozzle if it is blocked.

# Trouble Shooting

## Experiencing issues with your product?

If the user encounters any problems, please consult the troubleshooting guide below.  
If the problem persists, please contact a professional.

### Power Button

Phenomenon	Fault Diagnoses	Solutions
Not working.	Check whether the attaching plug is loose or not.	Please check the circuit.
	Check whether the power is switching on or off (the power light is not on).	Press rotated switch for 3s, the power light is on.
	Check whether there is any electric leakage or not.	Please unplug the attaching plug and contact with local distributor to repair.

### Wash Functions

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

### Dryer

Phenomenon	Fault Diagnoses	Solutions
The dryer blows cold air.	Check whether the dryer has switched off or not.	Regulate the temperature of dryer according to the instruction manual.
	Check whether or not the heating element of dryer is damaged.	Please contact qualified maintenance personnel for repairs.

### Heated Seat

Phenomenon	Fault Diagnoses	Solutions
The seat temperature is too low or not hot enough.	Check whether the temperature of the toilet seat is set to the 'off' position.	Regulate the temperature of the toilet seat according to the instruction manual.

### Remote Control

Phenomenon	Fault Diagnoses	Solutions
The blue light of water temperature is flickering.	Low battery.	Please replace a new battery.
Remote control is not working.	Check whether or not there is any water on the remote control.	Wipe off water by dry towel.

### Toilet Unit

Phenomenon	Fault Diagnoses	Solutions
The toilet is not flushed clean.	No power supply.	Power restoration.
	No water from the spout.	Please contact our qualified maintenance personnel for repairs.
	No water but have the sound of flushing.	1. Check whether the pipeline is blocked. Please ensure that the water supply pipeline is open and smooth. 2. Check for any damage to the water pump.
	Have water all the time.	Please contact qualified maintenance personnel for repairs if there is any unusual activity from the water inlet valve.

### Soft-Closing Feature

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

# Specifications

Rated voltage		120V~
Frequency		60Hz
Rated power input		1050W(When inlet water temp in 59°F)
Seat and dryer temperature range		4 different levels
Dryer temperature range		95°F–131°F
Water supply hose type		DN15(G1/2")
Water Inlet	Minimum pressure	11.6psi, ensuring the water flow is above 0.61gal/10s
	Maximum pressure	108.78psi (static state)
Toilet	Flush type	Tornado flush
	Rough-in	Rough-in 12in
Flushing	Heating type	Instant heating
	Washing temp range	OFF/93.2°F–102.2°F (4 levels)
	Safety system	Butterfly thermostat, thermal fuse, flow sensor
Dryer	Dryer temp range	OFF/ 95°F–131°F (4 levels)
	Dryer air speed	> 4m/s
	Safety system	Thermal fuse, bi-metal
Heated seat	Heat temp range	OFF/ 93.2°F–104°F (4 levels)
	Safety system	Thermal fuse
Power cable length		Appx. 47.24in

## Limited Warranty

### One Year Limited Warranty

1.SOTOMO warrants its products to be free from defects in materials and workmanship during normal use when properly installed and serviced, for a period of one (1) year from date of purchase. This limited warranty is extended only to the ORIGINAL PURCHASER of the product and is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the product. This warranty applies only to SOTOMO products that are purchased and installed in USA, Canada.

2.SOTOMO's obligations under this warranty are limited to repair, replacement, or other appropriate adjustment, at SOTOMO's option, of the product or parts found to be defective in normal use, provided that such product was properly installed, used and serviced in accordance with instructions.

SOTOMO reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. SOTOMO will not charge for labor or parts in connection with warranty repairs or replacements. SOTOMO is not responsible for the cost of removal, return and/or reinstallation of the product.

3.This warranty does not apply to the following items:

- Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.
- Damage or loss resulting from any accident, unreasonable use, misuse, abuse, negligence, or improper care, cleaning, or maintenance of the product.
- Damage or loss resulting from sediments or foreign matter contained in a water system.
- Damage or loss resulting from the quality of water in the region where the product is used.

e) Damage or loss resulting from improper installation or from installation of the product in a harsh and/or hazardous environment, or improper removal, repair or modification of the product. This includes locations where the water pressure is above local codes or standards. (NOTE : Product model codes allow a maximum of 108.78 PSI. Check local codes or standards for requirements)

f)Damage or loss resulting from electrical surges or lightning strikes or other acts which are not the fault of SOTOMO or which the product is not specified to tolerate, including failure to use the factory equipped cord and plug or use of a loose or faulty electrical outlet or use of a current or socket other than a 120V, 60Hz electrical current from a GFI (ground, fused) socket.

g)Damage or loss resulting from normal and customary wear and tear, such as gloss reduction, scratching or fading over time due to use, cleaning practices or water or atmospheric conditions, including but not limited to, the use of bleach, alkali, acid cleaners, dry (powder) cleaners or any other abrasive cleaners or the use of metal or nylon scrubbers.

4.In order for this limited warranty to be valid, proof of purchase is required. SOTOMO encourages warranty registration upon purchase to create a record of Product ownership at <https://sotomo.us/apps/product-registration>, Product registration is completely voluntary and failure to register will not diminish your limited warranty rights.

5.If the product is used commercially or is installed outside of USA, Canada, SOTOMO warrants the product to be free from defects in materials and workmanship during normal use for one (1) year from the date of installation of the product.All other terms of this warranty shall apply, except for the duration of the warranty.

6.This warranty gives you specific legal rights. You may have other rights which vary from state to state, province to province or country to country.

To obtain warranty repair service under this warranty, you must take the product or deliver it prepaid to a SOTOMO service facility together with proof of purchase (original sales receipt) and a letter stating the problem, or products service contractor, or write directly to SOTOMO LLC, because of the size of the product or nature of the defect, the product cannot be returned to SOTOMO, receipt by SOTOMO of written notice of the defect together with proof of purchase (original sales receipt) shall constitute delivery. In such case, SOTOMO may choose to repair the product at the purchaser's location or pay to transport the product to a service facility.

**WARNING!** SOTOMO shall not be responsible or liable for any failure of, or damage to, this product caused by either chloramines in the treatment of public water supply or cleaners containing chlorine (calcium hypochlorite).

**NOTE:** The use of a high concentrate chlorine or chlorine related product's can seriously damage the fittings. This damage can cause leakage and serious property damage.

**THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY SOTOMO. REPAIR, REPLACEMENT OR OTHER APPROPRIATE ADJUSTMENT AS PROVIDED UNDER THIS WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO THE ORIGINAL PURCHASER. SOTOMO SHALL NOT BE RESPONSIBLE FOR LOSS OF THE PRODUCT OR FOR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED BY THE ORIGINAL PURCHASER, OR FOR LABOR OR OTHER COSTS DUE TO INSTALLATION OR REMOVAL, OR COSTS OF REPAIRS BY OTHERS, OR FOR ANY OTHER EXPENSE NOT SPECIFICALLY STATED ABOVE. IN NO EVENT WILL SOTOMO'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR USE OR FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, OR THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION AND EXCLUSION MAY NOT APPLY TO YOU.**