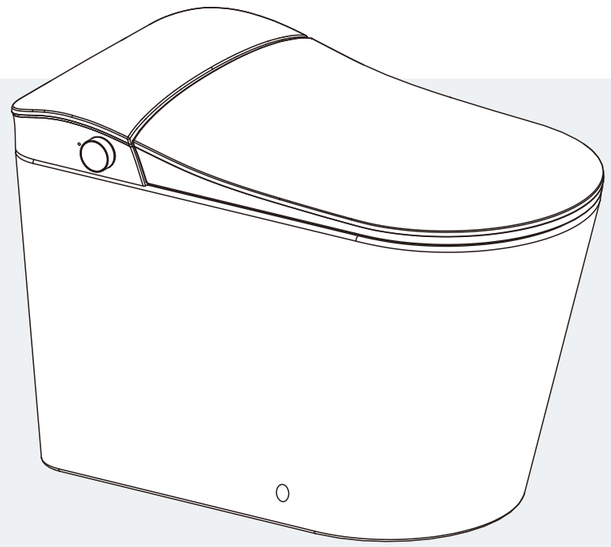
Smart Toilet

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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C002979060

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

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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.

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BEFORE USE

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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

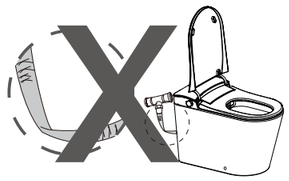
Do not remove the water inlet filter screen or the drain plug with integrated filter while the water supply angle valve is open.

- 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

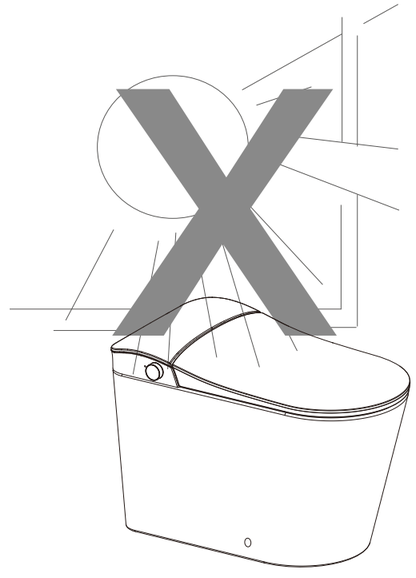
If the toilet is clogged, unplug the power cord and use a commercially available toilet plunger or drain-clearing tool to remove the obstruction.

- 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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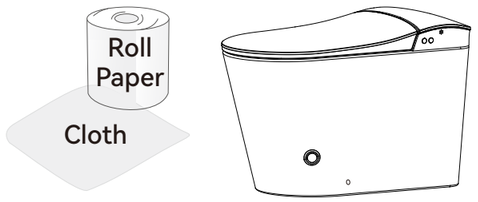
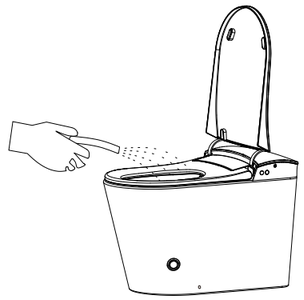
Precautions for Use

Incorrect Cleaning Methods

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

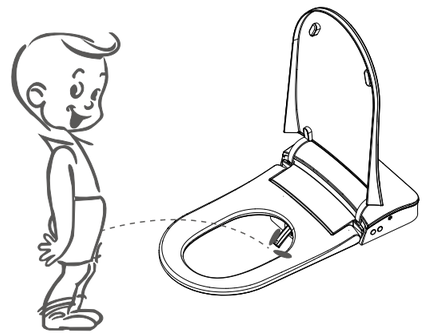


Never rinse the product directly with water.

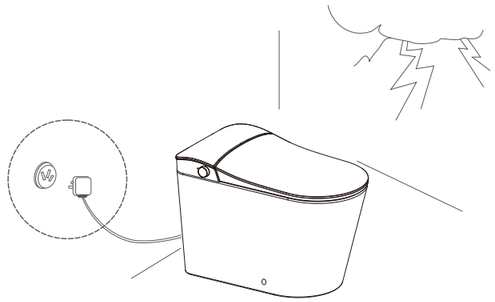


Routine Care

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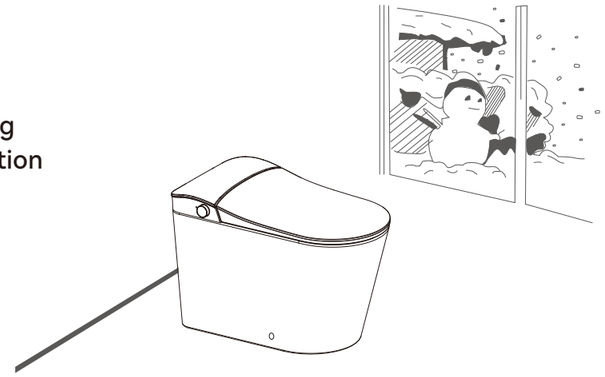
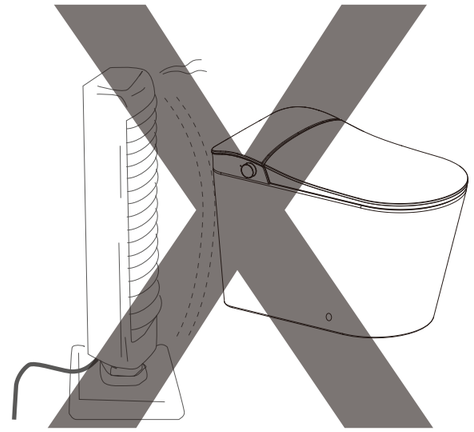
On winter nights when freezing may occur, take freeze-protection measures to prevent damage.



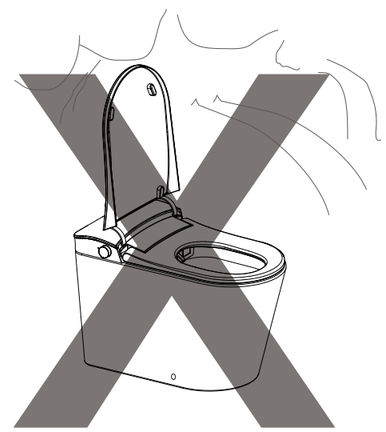
Do not place a space heater or stove near the main unit.

- 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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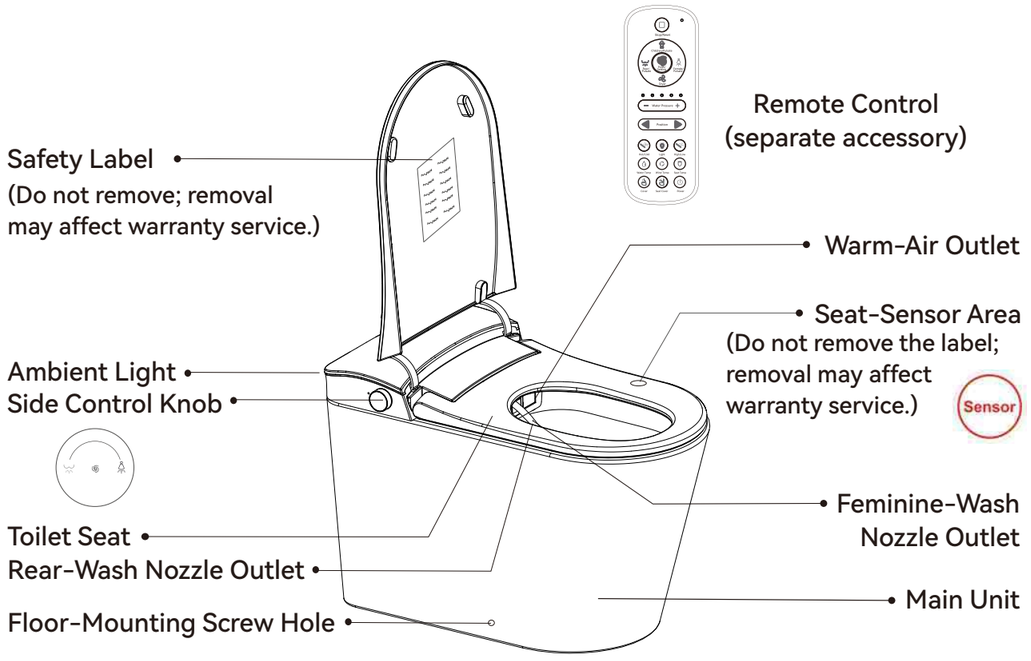
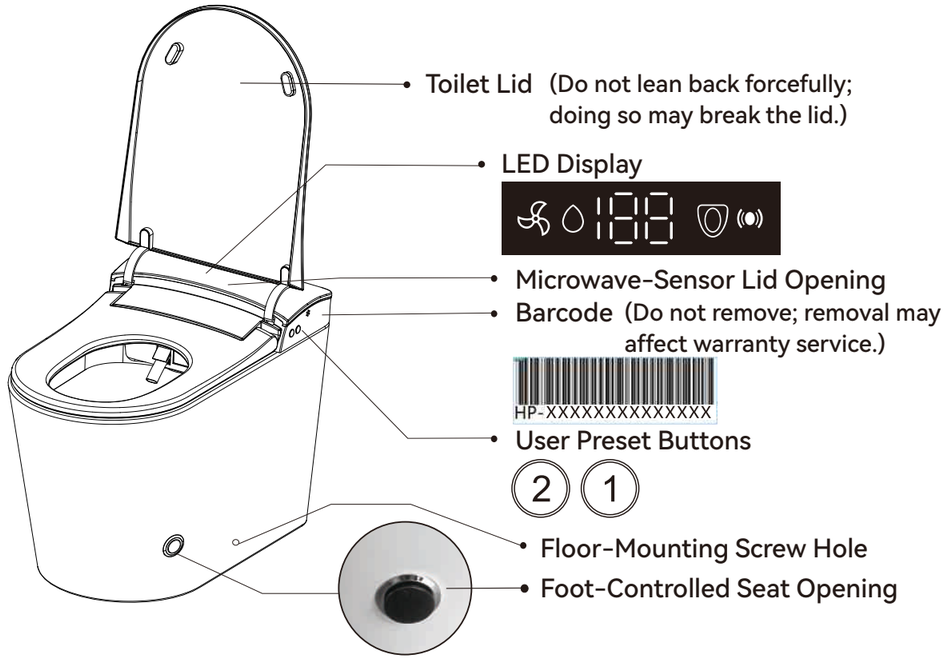
Names of Parts





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Main Functions

Feminine Wash	Rear Wash	Child Wash
Decrease Water Pressure - Increase Water Pressure +	Move Nozzle Forward ◁ Move Nozzle Backward ▷	Flush
Water Temperature Adjustment	Air Temperature Adjustment	Seat Temperature Adjustment
Alternating Warm/Cool Massage	Pulsating Massage	Warm-Air Drying

Convenience Functions

Nozzle Self-Cleaning	Night Light	Energy Saving
Ambient Light	Wireless Remote Control	Automatic Lid Opening

Safety Features

Electrical-Leakage Protection	Fire Protection	Antibacterial Protection

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INSTALLATION GUIDE

Installation Guide

Required Tools

Screwdriver

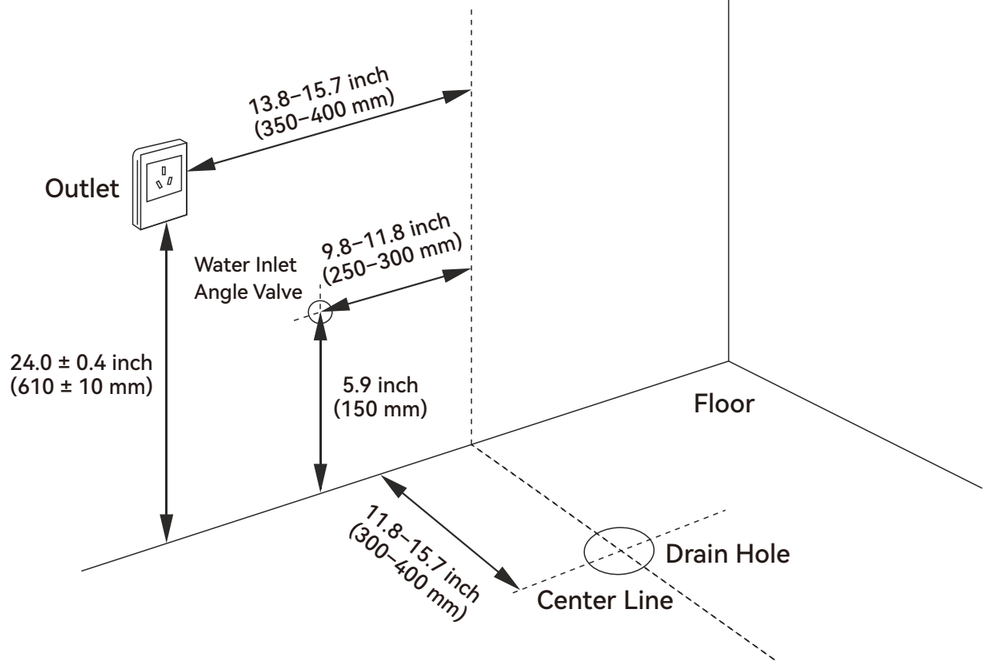
Wrench

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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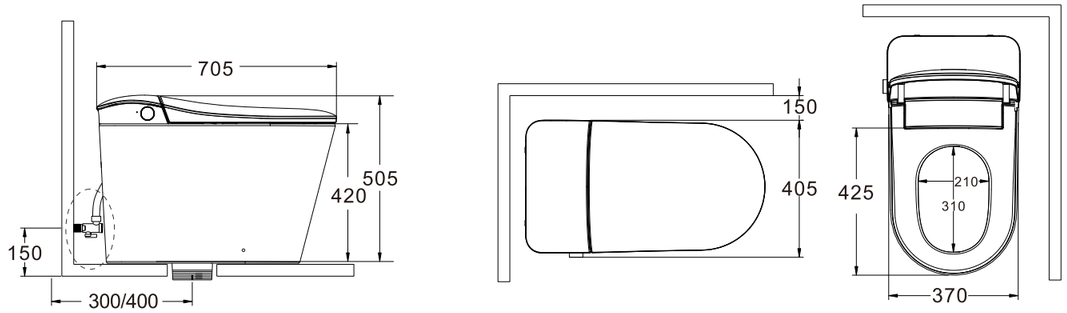
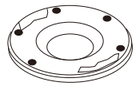
Installation Steps

Product Dimensions (Unit: mm)

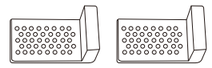


1. Prepare the required installation hardware.

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)

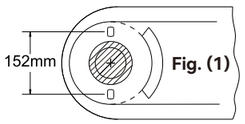
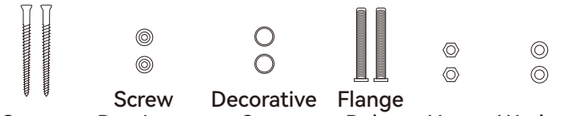


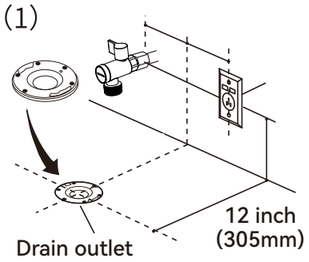
Fig. (1)



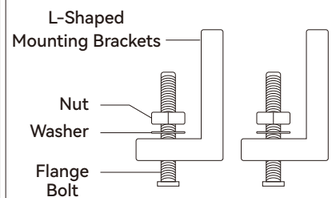
Screws | Screw Retainers | Decorative Caps | Flange Bolts | Nuts | Washers

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.

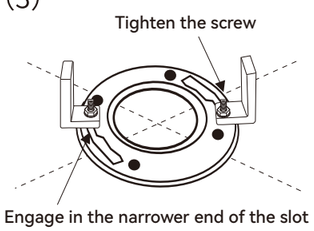
(1)



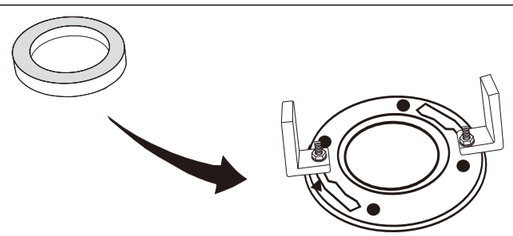
(2)



(3)



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



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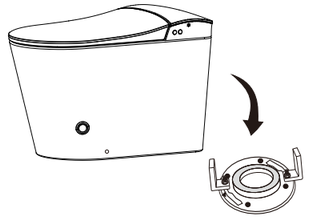
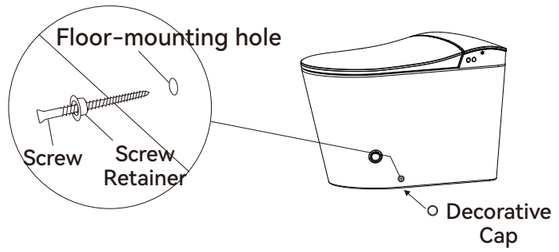
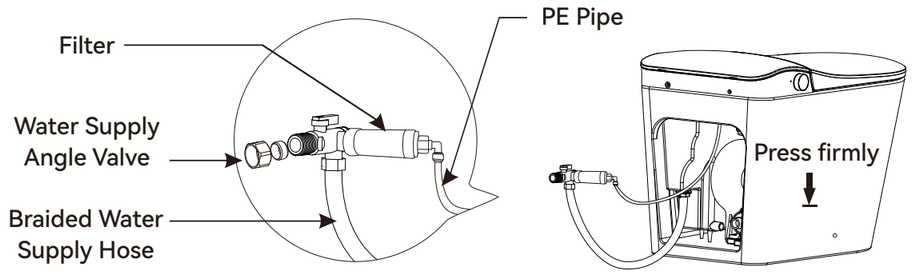
4. Align the toilet outlet with the flange. At the same time, align the flange screws and L-shaped mounting brackets with the corresponding mounting holes.



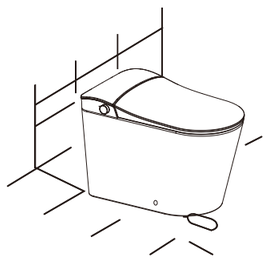
5. Insert each screw through its screw retainer and into the floor-mounting hole on each side of the toilet. Tighten the screws and install the decorative caps.



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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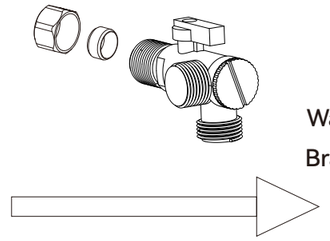
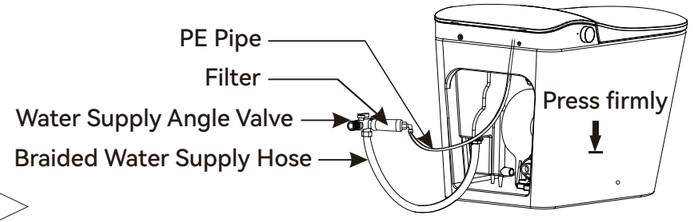
Water Supply Connection and Installation

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.

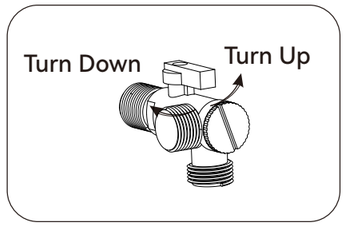
Old angle valve



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

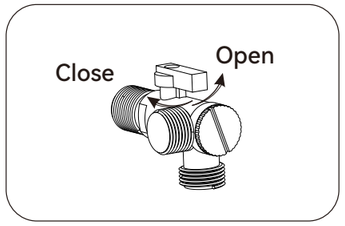
Note: This product uses vortex siphon jet flushing technology. In high-water-pressure areas above 3kgf/cm² (approximately 43psi), a small amount of splashing and excessive jet noise may occur during vortex flushing of the ceramic bowl. Slowly turn the angle valve to the right to reduce the water pressure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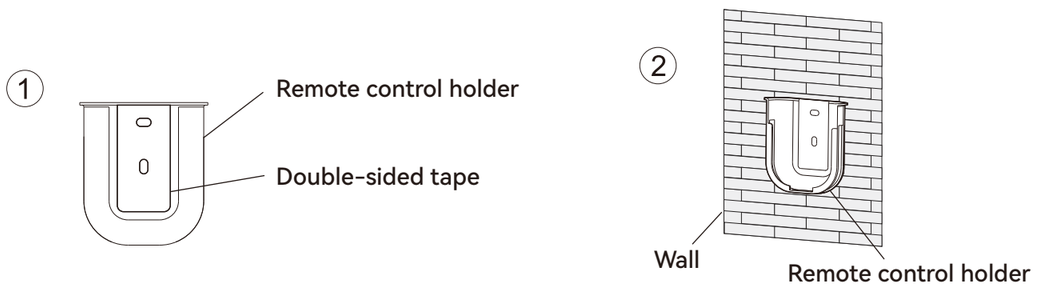
Installing the Remote Control

Installation



1. Apply the double-sided tape to the back of the remote-control holder.
2. Press the holder firmly against the wall to secure it.

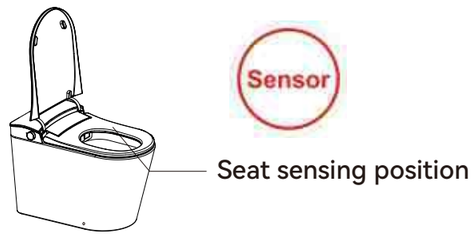
Adhesive Precautions:

1. **Clean and dry the installation area. Press the tape evenly and firmly, then wait 15 minutes before using the holder.**
2. **The tape is suitable only for smooth tiled walls and will not adhere securely to wallpaper.**

Test Run

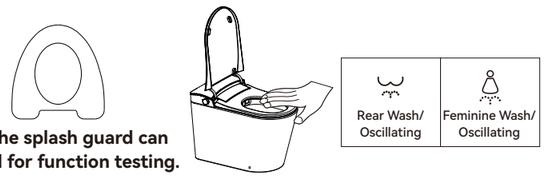
1. Seat Detection

Functions can be activated only after the marked seat-sensor area detects a seated user. The buzzer beeps once when the user sits down and once when the user leaves.



2. Basic Wash Functions

After seat detection is activated, press Rear Wash/Oscillating or Feminine Wash/Oscillating. Install the splash guard for the water test.



Note: The splash guard can be used for function testing.

3. Warm-Air Drying

With seat detection active, press Dry to start warm-air drying.





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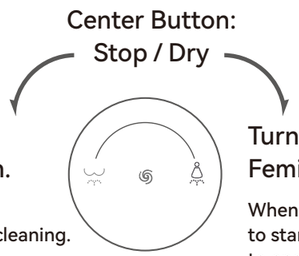
OPERATING INSTRUCTIONS

EN

Control Knob and User Preset Buttons

Control Knob



Turn Counterclockwise:
Rear Wash / Oscillating Wash.

When no user is seated, briefly turn counterclockwise to start nozzle self-cleaning.

Turn Clockwise:
Feminine Wash / Oscillating Wash.

When no user is seated, briefly turn clockwise to start Foam Shield. Hold clockwise for 5 seconds to enable or disable Automatic Foam Shield mode.

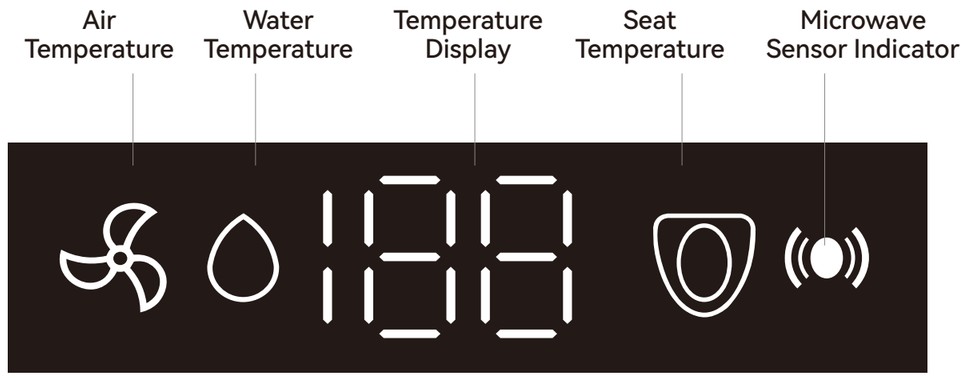
User Preset Buttons

While seated, press and hold to save User 2 settings;
press briefly to recall them.



While seated, press and hold to save User 1 settings;
press briefly to recall them.

Digital Display



Note: The display enters sleep mode after 10 minutes without operation and wakes when a user sits down.

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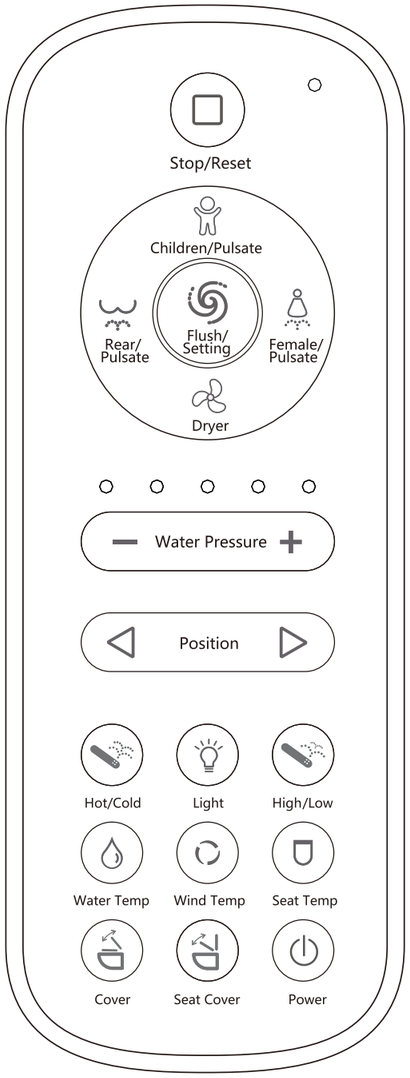
Remote Control



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–Flush–Warm-Air Dry cycle at medium water pressure, water temperature, and air temperature. Press Stop to end. This function can be used without seat detection.

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. Flush — Press Flush/Set to flush once. After more than 10 seconds of seating, the toilet flushes 10 seconds after the user leaves. If Rear or Feminine Wash is started with the side knob, flushing occurs automatically afterward. On pump models, allow at least 30 seconds between flushes.

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.

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.

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.

Foam Shield
On equipped models, press Dry “ ” while no user is seated to start. Hold Dry “ ” for 5 seconds to toggle automatic mode. While seated, hold Stop for 5 seconds to start.

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.

Seasonal Automatic Temperature Control
When no user is seated, hold Rear Wash to toggle. Seat, water, and air temperatures adjust automatically to room temperature; “199” appears when enabled. Off by default.

User Presets (Must be reset after a power outage)
Setting User 1: After sitting down, adjust the water temperature, air temperature (dryer temp), seat temperature, washing position, and water pressure level. Then, long press the Personalized Button 1 to save Personalized Setting 1 (note: the washing positions for feminine wash and rear wash are set separately).

When sitting down: Short press "User 1". The buzzer will beep once, executing the personalized "User 1" settings: including water temperature, air temperature, seat temperature, washing position, water pressure level, etc. Then, use the remote control to activate the washing function.

Setting User 2: After sitting down, adjust the water temperature, air temperature, seat temperature, washing position, and water pressure level. Then, long press the Personalized Button 2 to save Personalized Setting 2 (note: the washing positions for feminine wash and rear wash are set separately).

When sitting down: Short press "User 2". The buzzer will beep twice, executing the Personalized Setting 2: including water temperature, air temperature, seat temperature, washing position, water pressure level, etc. Then, use the remote control to activate the washing function.

Human-Detection Functions

Microwave Sensor
The lid opens when a person approaches. After the person leaves, the seat and lid close after 120 seconds; when they close together, the toilet flushes once.

Foot-Controlled Lid / Seat
With the lid closed, press once to open it. With the lid open, press once to raise the seat and again to lower it.

Advanced Functions

UV Sanitization (Optional)
After at least 60 seconds of seating, UV sanitization starts 3 seconds after the user leaves and the lid closes.

Microwave Sensor Adjustment (Optional)
Hold Night Light, then use Water Pressure + or - to adjust. Level 05 is the longest range; level 00 turns it off. Holding Lid also turns it off.

Auto Flush After Leaving
Hold Pulsating Massage to toggle. Two beeps mean OFF; one beep means ON.

Soft Power-Off
When no user is seated, hold Stop on the knob to turn off.

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

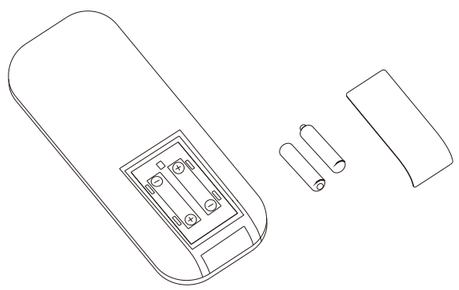
Replacing the Remote Control Batteries

If the batteries are depleted, the remote control may respond slowly or stop operating. Replace them with alkaline batteries.

CAUTION

1. Install the positive and negative terminals correctly; the spring contacts the negative terminal.
2. Do not mix new and used batteries.
3. Use alkaline batteries only.

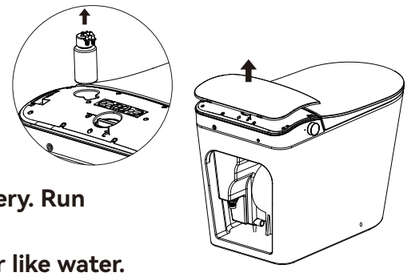
Note: Batteries are included. Store them out of reach of young children.



Foam Shield

Installing and Replacing the Foaming Solution

If foaming performance decreases, open the decorative panel, remove the bottle, install a new bottle, reinstall the cover, and close the panel. Make sure the bottle is fully seated.



Notes:

1. During first use, air in the tubing may delay delivery. Run Foam Shield once before normal output begins.

2. Replace the solution when its color becomes clear like water.

Operation

1. When no user is seated, briefly press Dry to start. Hold Dry for 5 seconds to switch between automatic mode (two chimes) and manual mode (one chime).
2. Manual mode is selected by default at startup.
3. When no user is seated, briefly turn the knob clockwise to start.
4. When no user is seated, briefly press Dry to start.
5. Stops automatically after 10 seconds.
6. Press Stop to end while operating.
7. In automatic mode, starts when a user sits down.

Notes:

1. At least 30 seconds must pass after leaving before automatic operation can start again.

2. Foam Shield cannot start while flushing.

Foam Shield Troubleshooting

Problem	Possible Cause	Corrective Action
No Foam From the Outlet	The foaming solution has been depleted	Add foaming solution
	Knob not turned clockwise while no user was seated	Check knob operation
Poor Foaming Performance	The water supply angle valve is closed	Open the valve
	The foaming solution has become diluted	Replace the foaming solution
Automatic Foam Shield Does Not Start After the User Sits Down	Automatic Foam Shield has not been enabled	Enable Automatic Foam Shield
	The user is not seated within the effective seat-sensor area	Adjust the sitting position
Remote Control Can Not Start the Function	Batteries low	Replace the batteries

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

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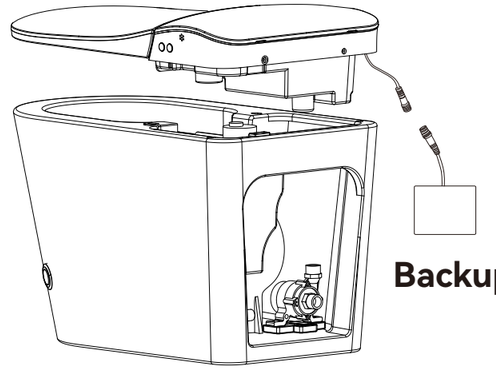
APPENDIX

EN

Replacing the Backup Batteries

1. Unplug the power cord.
2. Unscrew the black battery-connector cap on the rear.
3. Remove the battery cover.
4. Install the batteries correctly, reconnect the cable, and tighten the cap.
5. Press Flush and confirm normal operation.



Backup Batteries

⚠ CAUTION

1. Use the supplied holder with AA alkaline batteries only. Do not use carbon-zinc or other batteries.

2. Low or missing batteries may prevent normal flushing, including power-outage flushing.

3. Replace approximately every two years and inspect regularly. Replace promptly if flushing is abnormal to avoid holder damage.

4. Recycle or dispose of used batteries properly.

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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: 99°F

Level 4: 104°F

Heating time varies with the incoming-water temperature.



Seat Sensor

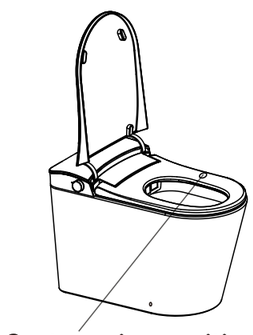
Because a seat sensor is installed, the nozzle will not spray and the wash functions will not start if a button is pressed when no user is seated.

When the Seat Sensor Does Not Operate

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

Environmental Usage Instructions

It is recommended that no obstacles be placed within a 1.5m radius of the toilet; otherwise, the toilet seat may execute incorrect commands.



Seat sensing position

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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.

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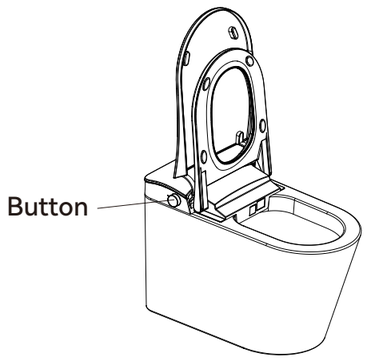
Remote Troubleshooting

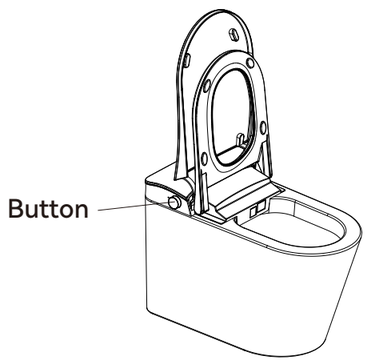
Use the toilet-body controls to check flushing. Perform a test run to confirm washing and drying after seat detection.



Emergency Flushing

Without a water supply, pour more than 2.1gal. (8L) of water from a bucket into the ceramic bowl.

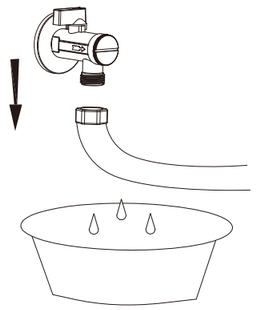
Note: Do not let it overflow.



Extended Nonuse / Winter Freeze Protection

Drain the tank and lines when the home will be unoccupied in winter.

1. Close the angle valve and press the side Flush button once to empty the tank.
2. Unplug the power cord.
3. Disconnect the hose at the angle valve, drain it, and reconnect.
4. Add an appropriate amount of plumbing antifreeze to water remaining in the bowl.



Note: Before reuse, open the angle valve and reconnect power.

⚠ **CAUTION: Disconnect power before draining.**

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Routine Maintenance

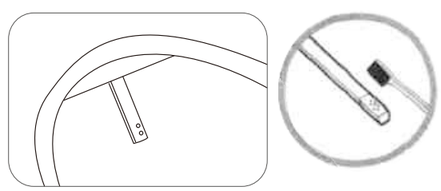
Exterior

1. Wipe with a sponge, soft dry cloth, or cloth dampened with diluted neutral detergent.
2. Do not use thinner, light petroleum solvents, strong detergents, or other chemicals. Do not spray insecticide, fragrance, deodorizer, or similar products.

Note: Discoloration is usually caused by oxidation from liquids such as perfume, toilet cleaner, or nail polish, or by color transfer from the rubber backing of a heated seat cover.

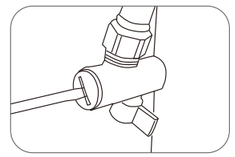
Nozzle

1. Please clean the nozzle regularly: First, prepare a toothbrush and a soft cloth. When no one is seated, press the side Rear Wash button to extend the spray wand for cleaning the spray pipe and nozzle.
2. Use a toothbrush and a soft cloth to clean. After cleaning is finished, press the Stop button and the spray wand will automatically retract.

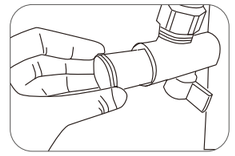


Water-Supply Filter

1. Close the angle valve. Turn the inlet filter counterclockwise with a flat-head screwdriver and remove it.
2. Clean with a toothbrush under running water and reinstall.
3. Tighten securely and reopen the angle valve.



Unscrew the filter screen.



Rinse the filter screen with water to remove dirt.

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Product Specifications

Category			Specification
Rated Voltage			110V AC, 60Hz
Rated Power			1200W (incoming-water temperature 59°F ± 36°F; pressure 0.2 MPa)
Washing Functions	Incoming-Water Temperature		70°F–95°F
	Incoming-Water Pressure		0.15–0.75 MPa (21.8–108.8 psi)
	Warm-Water Temperature		Room temperature to 104°F
	Water Flow	Rear Wash	Approx. 0.4–0.65 L/min at 0.2 MPa
		Feminine Wash	
	Nozzle Position	Rear Wash	50–110 mm
		Feminine Wash	
	Water Heater Power		1400W
	Wash Safety Devices		Flow sensor, water-temperature sensor, thermostat, thermal fuse
Warm-Air Drying	Air Speed		≥4 m/s
	Air Temperature		4 levels, room temperature to approx. 131°F
	Heater Power		250W
	Safety Devices		Temperature controller, thermal fuse
Heated Seat	Surface Temperature		4 levels, room temperature to approx. 104°F
	Seat Heater Power		45W
	Safety Devices		Temperature controller and thermal fuse
	Closing Mechanism		Seat and lid with soft-close dampers
	Additional Safety		Electrical-leakage protection and seat sensor

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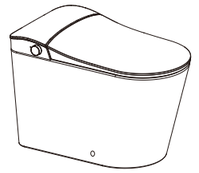
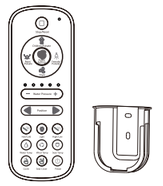
Parts List



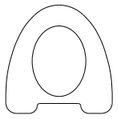
Smart Toilet x1



Remote Control x1 Set
(Including remote control, bracket, double-sided tape)



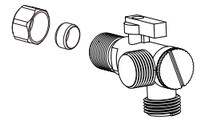
Flange Ring x1



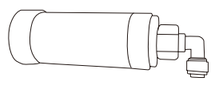
Flange Ring x1
(Please keep this accessory for function testing)



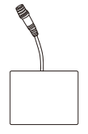
User Manual x1



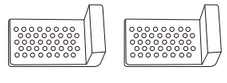
Angle Valve x1
(Compression copper ring x1, Compression nut x1)

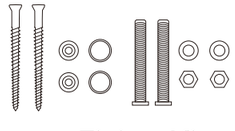


Filter x1



Battery Box x1





Flange Fixing Kit x1

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EN

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!