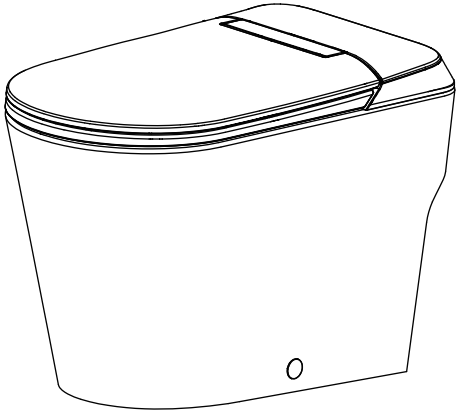
BCANHOME®



USER MANUAL

Non-Electric Optimized Bidet Toilet

NEO10B
NEO10G
NEO10W

SUPPORT@bcanhome.com

Thank you for placing your confidence in us.

Thank you for buying our products. You can learn from this manual about installation steps before initial start-up.

We hope you can learn how to install the product through this manual.

Please follow the instructions in this manual carefully.
Please keep the manual properly stored for future reference.
Regarding future product updates, the product is subject to change without prior notice.
Illustrations in this manual serve as visual demonstration.

In order to guarantee that the product will always function optimally, and to ensure your personal safety, please do the following:

Read these operating instructions carefully before initial start-up and follow these instructions.

For product assistance, please contact our customer service team at:
SUPPORT@bcanhome.com

SAFETY

Before using the product, please read the following safety instructions carefully. Pay attention to the following safety warnings.

We will not be responsible for any loss due to violation of either requirement below.

- **Qualification of installation person: The product should be installed by a specially trained qualified plumber.**
- **Before installing the product, please read the safety instructions right below and those in other parts of this manual. Please install the product as instructed in this manual. We will not be responsible for any adverse consequence due to a change of the installation method.**

SYMBOLS DESCRIPTION

Symbol	Description	Symbol	Description
	Inspect visually		Caution！A low risk possibly causing a light injury.
	Inspect tightness		Kind reminder

⚠ CAUTION!

Please avoid faults or damage of the product due to misoperation.

- Do not use industrial water, circulating water, sea water or waste water as the water source of the product. Please use a water source meeting the hygiene requirements for domestic drinking water.
- When installing the product, please abide by all the local regulations on water supply and drainage, and buildings to avoid safety hazards.
- When using the product, make sure the water supply pressure and the water supply flow are 0.1MPa to 0.86MPa (15PSI to 125PSI) and equal to or more than 9L/min(2.4gal/min), respectively, to ensure thorough flushing.
- Make sure that the water temperature is 4°C to 35°C (39.2°F to 95°F) and that the bathroom temperature is above 4°C (39.2°F).
- Do not bend, squeeze or wind the water supply pipe excessively.
- Do not use benzene, paint thinner, cleaning powder or nylon brush but a thinned neutral detergent to clean the product.
- Do not use an old hose repeatedly. Please use the new hose provided with the product.
- Do not strike the ceramic violently.
- Do not put the product upside down.
- Before installation, water-proof treatment should be done for the bathroom's floor and walls.
- To avoid product surface scratches, please remove the electrostatic film on the product after its installation.

SAFETY

⚠ CAUTION!

Please avoid faults or damage of the product due to misoperation.

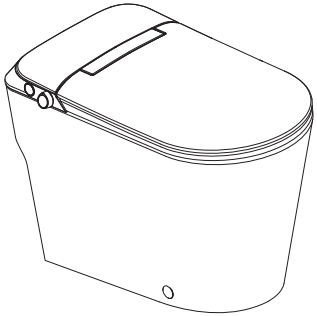
- The product is made of ceramic. Handle it gently in installation. Do not fix the ceramic with cement, otherwise the product will tend to get damaged; do not lock the nuts too tightly, otherwise the product may get damaged or crack.
- After installation, do a water supply test first.
- Leaning on the top cover when using the product may damage it.
- When moving or installing the product, hold its body with hands. If only its top cover and seat are held, they may separate from the body and cause injuries.
- Keep the product from direct sunlight to avoid its discoloration.
- Do not put any article tending to make the product clogged, such as newspaper, paper diaper or sanitary pad, into the product.

! KIND REMINDER!

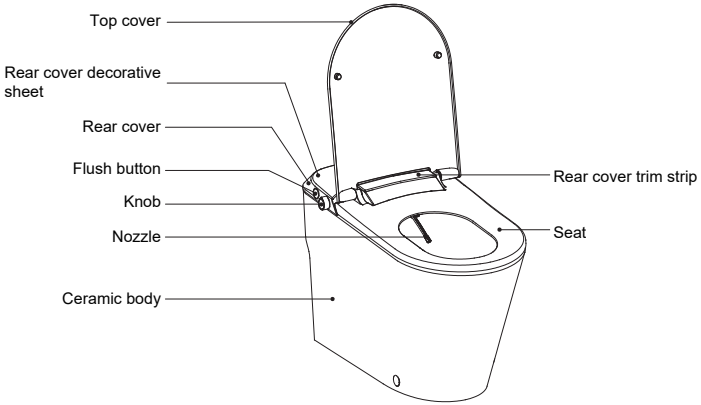
- The product has taken a water supply test before delivery. Therefore, it is normal that a few water drops flow out of it when it is being taken out of the packing box.

INTRODUCTION

OVERVIEW

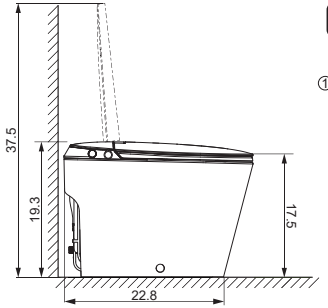


MAIN

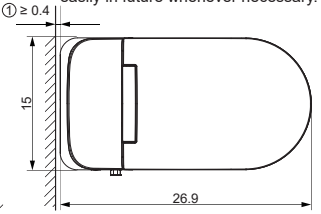


PRE-INSTALLATION CONFIRMATION

DIMENSION

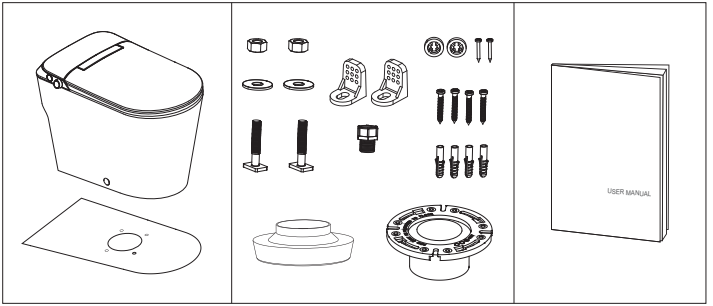


① Make sure the product is installed in a proper position from the wall so that it can be repaired or replaced easily in future whenever necessary.

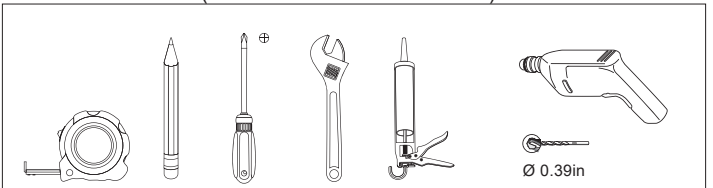


Unit: in

STANDARD DELIVERY CONTENTS



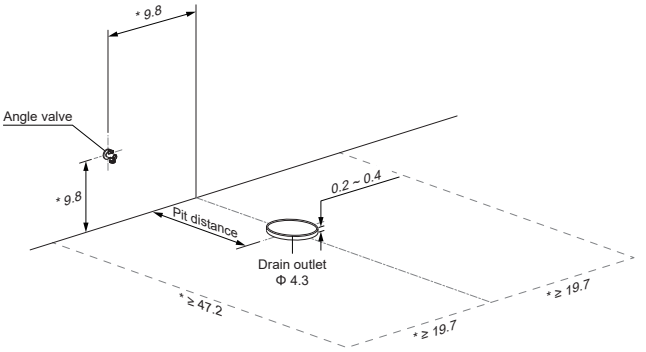
TOOLS NEEDED (PROVIDED BY CUSTOMER)



INSTALLATION

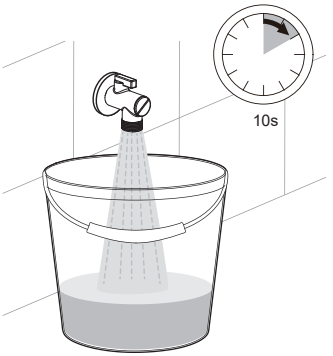
INSTALL PREPARATIONS

1. Make sure that the floor tiles and the wall tiles have been paved, and that a pit tube and a water supply pipe are reserved.
2. Reserve the installation position according to the dimensions given in the figure below (symbols * refer to the recommended dimensions) to ensure normal use of the water supply pipe.
3. Make sure the distance between center of the pit tube and the wall, i.e., the pit distance, matches with the product.
4. Turn on the water supply switch to drain water to flush away the mud and other foreign matters in the reserved water pipes to avoid blockage of the water pipes.

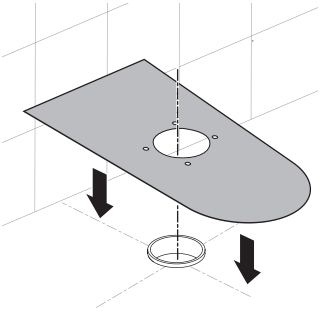


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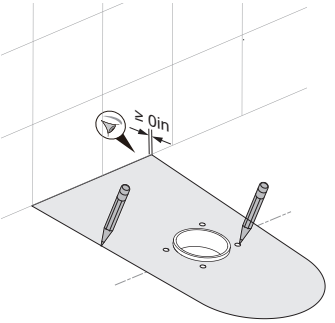
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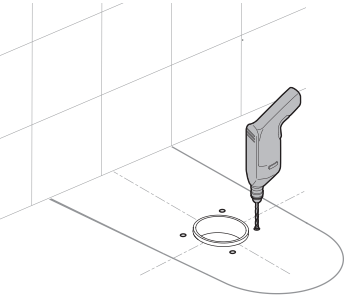
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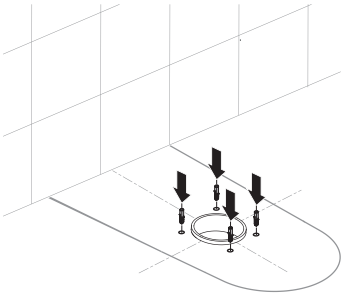
Make sure the product is installed in a proper position from the wall so that it can be repaired or replaced easily in future whenever necessary.

4

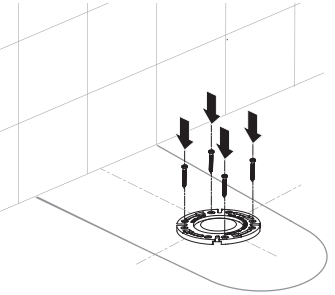




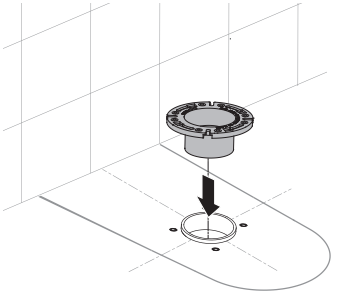
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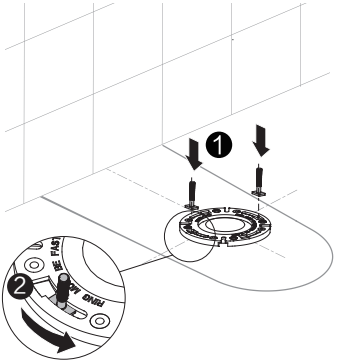


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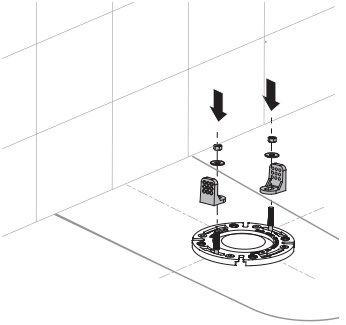


Make sure the flange is not higher the floor after install !

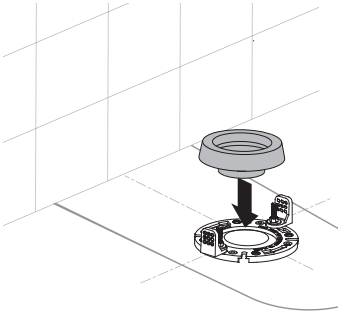
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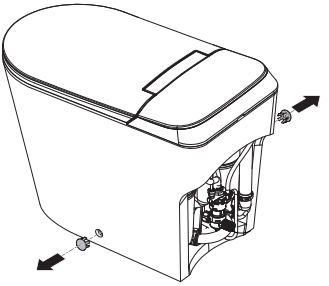
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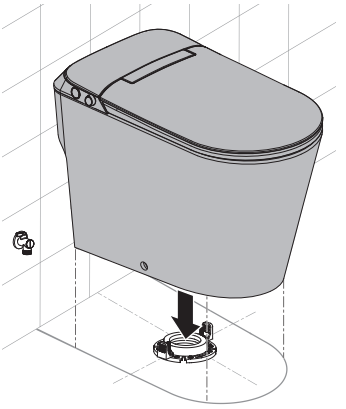
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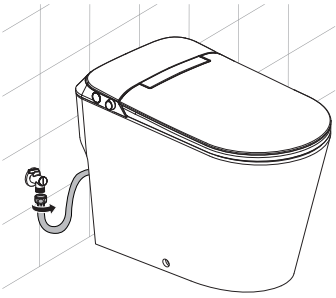
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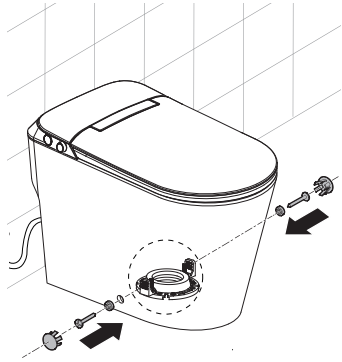
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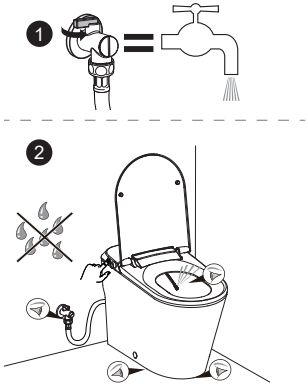


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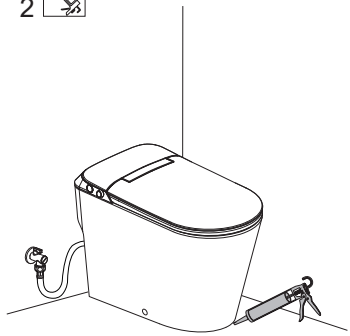


TEST

1



2



After installation, make the product stand for 24h before use.

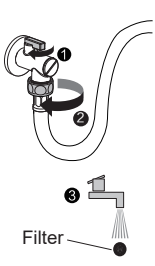
OPERATION

OPERATION KNOB

Function	Symbol	Operation	Remarks
Self-cleaning of the nozzle Bidet function		Turn the knob forward till the first position for self-cleaning of the nozzle, or to the second position for the bidet function. The water flow changes with rotation of the knob.	1. The nozzle does not stretch out in its self-cleaning. 2. The larger the rotating angles of the knobs, the larger the water flows will be.
Self-cleaning of the nozzle Hip washing		Turn the knob backward till the first position for self-cleaning of the nozzle, or to the second position for hip washing. The water flow changes with rotation of the knob.	
Flushing		Press the flush button .	/
		Kick the flush button  on the product body.	/

CLEAN & MAINTENANCE

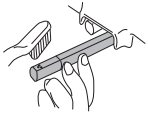
FILTER CLEANING



The filter needs to be cleaned at regular intervals. If the product fails in water supply, has a water supply pressure smaller than ordinary time or cannot work normally, please clean the filter first.

! In cleaning, make sure the water supply switch is off; after cleaning, mount the filter back and inspect and make sure there's no water leakage.

NOZZLE CLEANING



Pull out the jet pipe gently and pull it for at least 5 times. Hold the jet pipe gently and wipe it and the nozzle with soft cloth, sponge or small brush with some neutral detergent.

SURFACE CLEANING

Use a smooth sponge or a piece of soft cloth dipped with a proper amount of room temperature water or neutral detergent and then wrung out to wipe the product surface. When cleaning any other part of the product, lift the top cover and the seat. Do not lay down the to cover or the seat until the detergent in the product has been completely flushed away, otherwise the evaporated detergent may corrode the product surface.

WINTERIZATION

When in use, make sure the indoor temperature is not below 4°C (39.2°F). When the indoor temperature is below 4°C (39.2°F), stop using the product and operate as below.

- Turn off the angle valve to stop water supply. After that, drain the water in the tank to flush the product once.

! If the product is maintained before drainage, the product may damage and leak. If the product is moved from a cold place to a warm place, the water in it will condensate. In this case, make the product stand for a couple of hours before use.

TROUBLESHOOTING

TROUBLESHOOTING

If it is believed in that the product has a fault, eliminate the fault as below. If the product cannot work normally after that, please contact the local repair center or reach us through our service hotline.

Fault phenomenon	Cause analysis	Solution
Water leakage	Loose hose connector	Turn off the water supply switch and check whether the connector between it (or the product) and the hose is tightened.
Flushing failure	Abnormal water supply	Check whether the water supply switch is on and whether the filter is blocked.
Insufficient flushing force	Too low water supply pressure	Please make sure the water supply pressure is above 0.1MPa (15PSI).
	Insufficient water in the tank	Please make sure the interval between each twice flushing is longer than 60s.

TECHNICAL SPECIFICATION

Item	Description
Flushing capacity	3.8Lpf(1.0gpf)
Applicable water supply pressure (static pressure)	0.1MPa ~ 0.86MPa (15PSI ~ 125PSI)
Water supply temperature	4°C ~ 35°C (39.2°F ~ 95°F)
Ambient temperature	4°C ~ 40°C (39.2°F ~ 104°F)
Dimensions	26.9 x 15 x 19.3in (length x width x height)

WARRANTY CARD

To dear customers:

Thank you for choosing our product! If any problem occurs during use, please simply remove and check the problems pursuant to the user's manual. When you cannot remove such problems, contact your local supplier or call the service hotline.

I. Information:

Customer information	Customer name		
	Address		
	TEL		
Dealer information	Name		
	TEL		
Model		Product series number	
Purchase date	Y M D	Warranty period	One-year free warranty since the purchase date

II. Notes to warranty card:

1. Please complete the warranty card.
2. Warranty cards and invoices are important for the warranty service. If the product failure occurs during warranty period, please show the warranty card and the invoice when the dealer or after-sales service personnel of the Company provide on-site maintenance and repair.
3. The warranty card cannot be reissued, please keep it properly.

III. Rules on free maintenance

During the warranty period, the Company will provide repair free of charge according to the use instructions, precautions for normal use.

IV. Paid maintenance is required in the following circumstances that do not fall within the scope of free maintenance:

1. Out of warranty.
2. The valid invoice and warranty card cannot be provided during the warranty period.
3. Failure or damage caused by transportation, collision after purchase.
4. Product damage during abnormal use, failure and damage during the warranty period caused by human factors or natural disasters, such as fire, earthquake, flood, lightning or environmental pollution, etc.
5. Failure or damage caused by unauthorized disassembly, modification or maintenance due to user's cause or responsibility.
6. Failure or damage caused by violation of maintenance regulations in use, such as improper use of cleaning agent or wiping and maintenance methods not compliant with maintenance requirements.
7. The consumable items (such as sealing rings, etc.) or products have failed or damaged due to sand and impurities.
8. Conduct the secondary transfer according to the customer's requirements.

BCANHOME® LIMITED WARRANTY

BCANHOME warrants that the products listed below will be free from defects in material and workmanship under normal residential use, subject to the limitations and conditions outlined in this Limited Warranty.

Product Warranty Coverage

- Toilets & Bidets: 1-Year Limited Warranty
- Bathtubs, Whirlpool, Cold Plunge: 1-Year Limited Warranty
- Vanities & Vanity Tops: 1-Year Limited Warranty
- Sauna Rooms & Sauna Tents: 1-Year Limited Warranty
- Faucets: 1-Year Limited Warranty
- Medicine Cabinets & LED Mirrors: 1-Year Limited Warranty
- Sinks: 1-Year Limited Warranty
- Shower Wall Panels & Shower Bases: 2-Year Limited Warranty against material defects
- Shower Doors: Lifetime Warranty on glass components; 1-Year Limited Warranty on hardware components

1-Year Limited Warranty – Service Levels

POs within 30 days from delivery
Orders comply with Wayfair's return policy. BCANHOME provides unconditional returns and full refunds in accordance with Wayfair requirements.

POs within 90 days from delivery
For confirmed quality-related issues, BCANHOME will provide unconditional returns and refunds, or offer free replacement parts or a replacement unit, depending on the situation.

POs beyond 180 days and within 360 days from delivery
1) For quality-related or usage-related issues, BCANHOME provides after-sales support only, including troubleshooting and free replacement parts or replacement unit services, where applicable.
2) Orders beyond 180 days are not eligible for full refunds or return services.

Warranty Conditions

This Limited Warranty is non-transferable and applies only to products purchased and installed in the United States and Canada. It covers residential use only and excludes all commercial, industrial, and business applications. Proof of purchase, product model information, and photos or videos of the defect are required for all warranty claims. BCANHOME is not responsible for labor, removal, reinstallation, or installation costs.

Exclusions & Limitations

This warranty does not apply to products subjected to accident, negligence, improper installation, misuse, abuse, or the use of abrasive or non-recommended cleaners, including those containing alcohol, acids, ammonia, bleach, or solvents. Surface damage caused by chemical cleaners that penetrate or dissolve the finish, or damage caused by dropping sharp or heavy objects, is not covered. Improper care or use of abrasive cleaners will void this warranty.

Installation & Inspection Requirements

BCANHOME products must be installed by a fully licensed and insured professional contractor. Inspection of the product prior to installation is the responsibility of the installer acting on behalf of the end user. Products with visible damage or defects must not be installed. Installation by unlicensed or uninsured personnel will void this Limited Warranty.

Shipping Damage

Damage occurring during transit is the responsibility of the carrier. The recipient or installer must inspect the product immediately upon delivery. Any shipping damage must be reported promptly to both the seller and the carrier in writing and a freight inspection requested.

Disclaimer

Except as expressly provided herein, BCANHOME makes no other warranties, express or implied, including any implied warranties of merchantability or fitness for a particular purpose. BCANHOME shall not be liable for any incidental or consequential damages. Some jurisdictions do not allow limitations on implied warranties or exclusion of incidental or consequential damages, so these limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary by jurisdiction.

Bcan WhatsApp



Thank you for being our valuable customers!

Please feel free to get in touch with our after-sale service team if you have any problems, we will get back to you as soon as we can.

SUPPORT@bcanhome.com

If you encounter any issues with the product, please scan the QR code or contact us by email.