

Troubleshooting

Malfunctions	Reason	Solutions
No incoming water	1. The main water valve does not open. 2. Incoming water filter net is clogged. 3. Floating ball of water inlet valve in cistern does not work.	1. Turn on the valve. 2. Clean the filter. 3. Readjust the floating ball.
Non-stop incoming water	1. Higher water pressure. (The standard is 0.1-0.3MPa) 2. Floating ball of water inlet valve does not work. 3. Water inlet valve is broken. 4. Floating ball of water inlet valve touches the inwall of cistern.	1. Reduce water pressure. 2. Readjust the floating ball. 3. Call your dealer to replace a new inlet valve. 4. Adjust the direction of floating ball.
Not enough flushing water	1. The water level of inlet valve is too low. 2. The push button does not reach pushing point. 3. Press the wrong button(Dual Flush).	1. Adjust the water inlet valve to appropriate position. 2. Adjust water level rod. 3. Identify small and large flushing button or call you dealer.
Slow drainage (Inadequate suction)	1. The drainage outlet is not aligned with the outside drainage pipe. 2. Drainage pipes are obstructed. 3. flushing water is not enough.	1. Readjust or reinstall the product. 2. Clean the drainage pipes. 3. Adjust the water in cistern.
Leakage	1. The hexangular nuts of water inlet valve are not fastened. 2. The water supply spacer of inlet valve is damaged. 3. The water supply spacer on the bottom of cistern is damaged.(Separate Water Closet)	1. Fasten the nuts. 2. Change the water stop spacers. 3. Change the water stop spacers.
Overflow from drainage pipe	1. Drainage pipes are obstructed. 2. Water outlet pipes are obstructed.	1. Clean the drainage pipes. 2. Clean the water outlet pipes.

NOTE:

- Do not use the toilet when the water temperature is 0°C below, when the temperature is under 0 degree centigrade, clean out the water in toilet. Otherwise the product will be damaged by the water freezing expansion.
- Do not throw newspaper, baby diapers, sanitary towel or other similar articles in the toilet.
- Do not impact the ceramic part heavily in case of any damages.
- For keeping the normal flushing function of the toilet and preventing the accumulation of mineral substance, please use a long-handle nylon brush and a neutral cleanser to clean up the flushing hole or pipes. It is suggested to make cleaning once a week.
- Clean up the filter once a month at least to prevent filling water slowly or water blockage in the tank.
- Do not use any cleanser in the tank; otherwise, the accessories(rubber) in the tank may be damaged, thus causing leakage or damage to the building.

Please follow what is specified as below to avoid color fading, discoloration, deformation, craze or scratch.

- Do not put the cover to in sunbursts, sources of heat and near the kitchen.
- Do not use sharp edge or abrasive materials to clean the seat cover.
- Do not clean the cover with using corrosive chemicals.
- Do not put heavy or hard materials on water closet seats. Such as tank cover, flowerpot and so on.

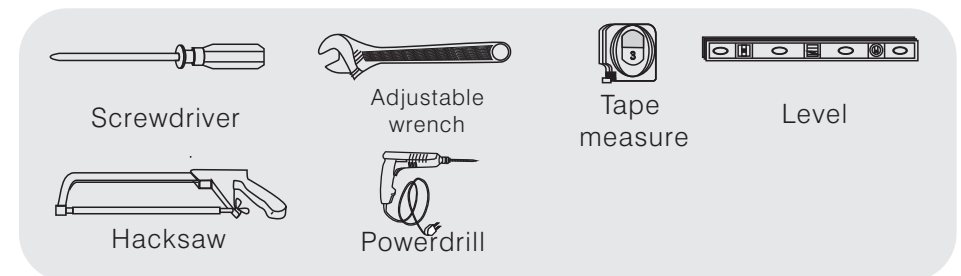
Installation Instruction for Toilet

Before Installing

- Realize all the stipulates for pipelines preposition for water supply and drain.
- Make sure the wall should be straight.
- Read the instruction carefully to be familiar with the tools, fittings and installation procedures to prevent any unnecessary damage.
- Check whether the toilet roughing-in is right for the installing position and reserved the water supply piping.
- Because the ceramics is easy to be damaged, please handle it gently and the nut should not be overtightened.
- If you want to change the water closet, please turn off water supply and flush the water closet to make sure no water remains inside the product. Remove the hose of water supply, and unfasten screws. Then remove the water closet, take out the old gasket and clean the drain outlet.
- Make sure water supply has been turned off.

NOTE: All informations in these instuction is in base on the latest product information available at the time of publication. We reserve the rights to change the features, packing and fittings of the products anytime without notice. Prohibit to use high-congealed material(cemen&mortar) for installation. otherwise the bottom of the product will be damage by that materials. we has no responsibility for that damage.

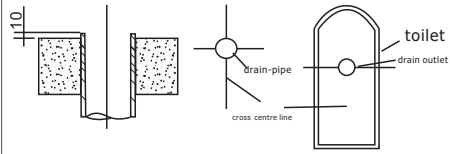
Tools and Fittings (Not supplied with the product)



Note: You will need additional tools or fittings when installing the product.

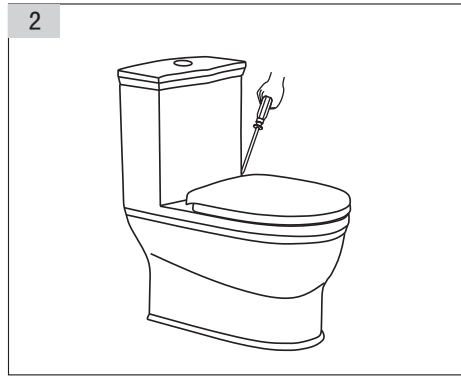
2、Installation Steps

1



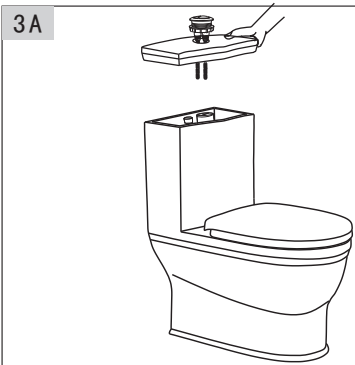
1、make a cross centerline on the floor drain outlet and the toilet drain outlet. Note: we suggest that the drain pipe should be higher 10mm than the floor for sealing with the toilet drain easily.

2



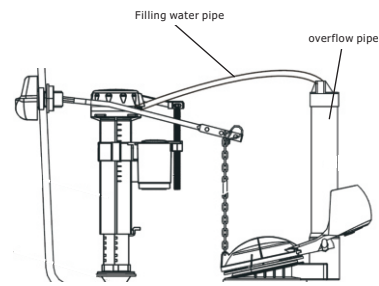
2、Install the cover to the toilet according to the cover installation manual.

3A

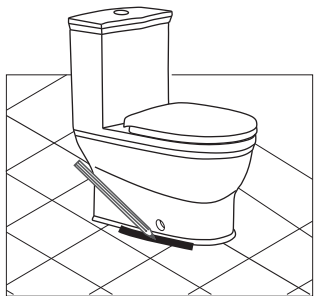


3、Install the button according to the fitting installation manual, (a button of the top) adjust the button connecting rod to a suitable place. It will influence the flushing function if the button was adjusted too loose or close. Notice: the filling water pipe should be insert into overflow pipe, Otherwise it will cause the poor flushing.

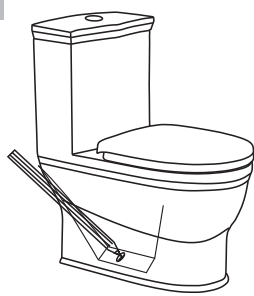
3B



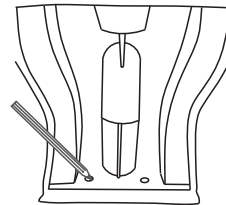
4A



4B

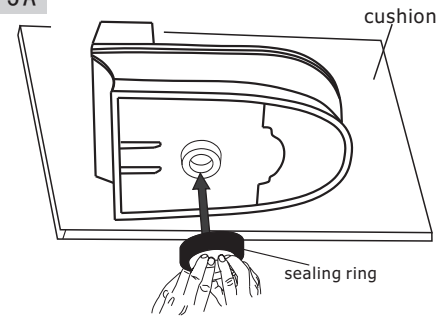


4C



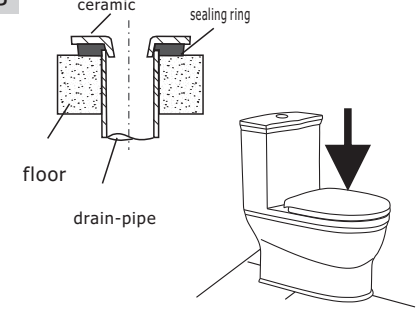
4、Put the toilet on the installation position, make sure to align the cross centerline that both marking on the floor and the toilet(choose the corresponding installation way),mark the installation hole position with a pencil, then remove the toilet, drill holes and install fang bolts as drawing. (Ignore this step if the product needn't use the fang bolts.)

5A



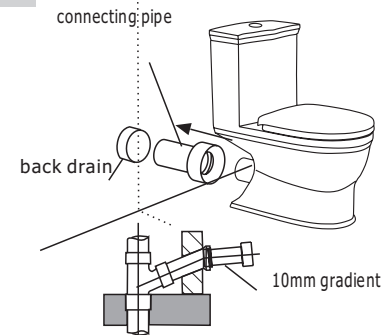
Put the toilet on the cushion flat as picture, put the sealing ring into the toilet drain and try to make it with more tightly. Notice: suggest install the product by two persons together because of it is heavy.

5B



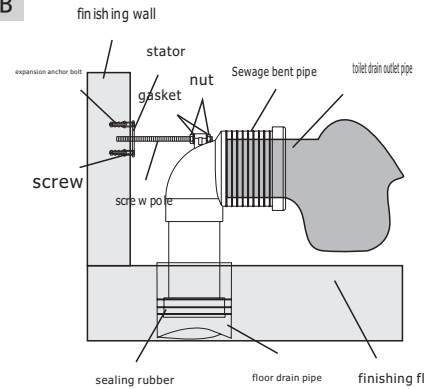
Make sure that the drain outlet is unlogged, then take up the toilet, align the cross centerline that both marking on the floor and the toilet, the toilet drain outlet centre must be in alignment with the floor drain outlet. The toilet cannot be uplifted again or shaken after it is put downward pressure. If the sealing function of sealing ring is damage, it must be replaced a new sealing ring.

6A



The P-trap toilet can choose the installation for back drain or chance back drain to floor drain, then install it according to the installation way of the S-trap toilet. Note: we suggest that the drain outlet should be higher 10mm than the wall drain outlet for sealing with the toilet drain easily.

6B



the sketch map of a P-trap pipe change to S-trap pipe

7



7、Install a water-stop valve of water service pipe, connect the tank water supply hose and filter. Then turn on the water-stop valve for checking whether the connections have the water leakage phenomenon. Use sealants on the contact area of the toilet and floor.