

# Troubleshooting

Malfunctions	Reason	Solutions
No incoming water	<ol style="list-style-type: none"> <li>1. The main water valve does not open.</li> <li>2. Incoming water filter net is clogged.</li> <li>3. Floating ball of water inlet valve in cistern does not work.</li> </ol>	<ol style="list-style-type: none"> <li>1. Turn on the valve.</li> <li>2. Clean the net.</li> <li>3. Readjust the floating ball.</li> </ol>
Non-stop incoming water	<ol style="list-style-type: none"> <li>1. Higher water pressure. (The standard is 0.1-0.3MPa)</li> <li>2. Floating ball of water inlet valve does not work.</li> <li>3. Water inlet valve is broken.</li> <li>4. Floating ball of water inlet valve touches the inwall of cistern.</li> </ol>	<ol style="list-style-type: none"> <li>1. Reduce water pressure.</li> <li>2. Readjust the floating ball.</li> <li>3. Call your dealer to replace a new inlet valve.</li> <li>4. Adjust the direction of floating ball.</li> </ol>
Inadequate flushing water	<ol style="list-style-type: none"> <li>1. The water level of inlet valve is too low.</li> <li>2. The push button does not reach pushing point.</li> <li>3. Press the wrong button. (Dual Flush)</li> </ol>	<ol style="list-style-type: none"> <li>1. Adjust the water inlet valve to appropriate position.</li> <li>2. Adjust water level rod.</li> <li>3. Identify small and large flushing button or call you dealer.</li> </ol>
Slow drainage (Inadequate suction)	<ol style="list-style-type: none"> <li>1. The drainage outlet is not aligned with the outside drainage pipe.</li> <li>2. Drainage pipes are obstructed.</li> <li>3. Inadequate flushing water.</li> </ol>	<ol style="list-style-type: none"> <li>1. Readjust or reinstall the product.</li> <li>2. Clean the drainage pipes.</li> <li>3. Adjust the water in cistern.</li> </ol>
Leakage	<ol style="list-style-type: none"> <li>1. The hexangular nuts of water inlet valve are not fastened.</li> <li>2. The water supply spacer of inlet valve is damaged.</li> <li>3. The water supply spacer on the bottom of cistern is damaged. (Separate Water Closet)</li> </ol>	<ol style="list-style-type: none"> <li>1. Fasten the nuts.</li> <li>2. Change the water supply spacers.</li> <li>3. Change the water supply spacers.</li> </ol>
Overflow from drainage pipe	<ol style="list-style-type: none"> <li>1. Drainage pipes are obstructed.</li> <li>2. Water outlet pipes are obstructed.</li> </ol>	<ol style="list-style-type: none"> <li>1. Clean the drainage pipes.</li> <li>2. Clean the water outlet pipes.</li> </ol>

## NOTE

1. Do not use water which is under 32 degrees Fahrenheit.
2. Clean the flushing hole and pipe with a long handled nylon brush and cleaner to prevent accumulation of mineral deposits in order to keep the flushing function working well. (Cleaning suggestion: once a year)
3. Clean the filler at least once a year to prevent slow or no incoming water.

Please follow what is specified below to avoid discoloration, deformation, or scratches on toilet seat.

1. Do not expose the toilet seats to sunlight or sources of heat such as a kitchen.
2. Do not use sharp edged or abrasive materials to clean toilet seats.
3. Do not use corrosive chemicals to clean toilet seats.
4. Do not put heavy or hard materials on toilet seats such as the toilet tank or a flowerpot.

We reserve the final explanation right to this manual. If there is any discrepancy with previous manuals, this manual shall be regarded as standard.

# Installation Instruction for Water Closet

## Before Installing

1. Read the instruction carefully to be familiar with the tools, fittings and installation procedures to prevent any unnecessary damage.
2. Check the fittings for correct form and check whether there is any damage of the product.
3. Check whether the roughing-in on installation position is aligned with that of the product. Plan accordingly to facilitate installation of all necessary pipeline(s) for water supply.
4. Because porcelain is delicate, please handle with care and do not overtighten hardware.
5. The floor of installation position should be flat and hard.
6. If you want to change the toilet, please turn off water supply and flush the water closet to make sure no water remains inside the product. Remove the soft pipe for water supply and unfasten screws. Then remove the old toilet, along with old gasket, and clean the end of the outlet for drainage.

Note: DO NOT REUSE OLD GASKET. This will mostly cause water leaks

7. Make sure water supply has been turned off..

NOTE: 1. Refer to the newest information of the printed matter. We reserve the rights to change the features, packing and fittings of the products without notice.

2. Please read the installation instruction carefully (including installation procedure, fitting form, trouble shooting and disclaimer.)

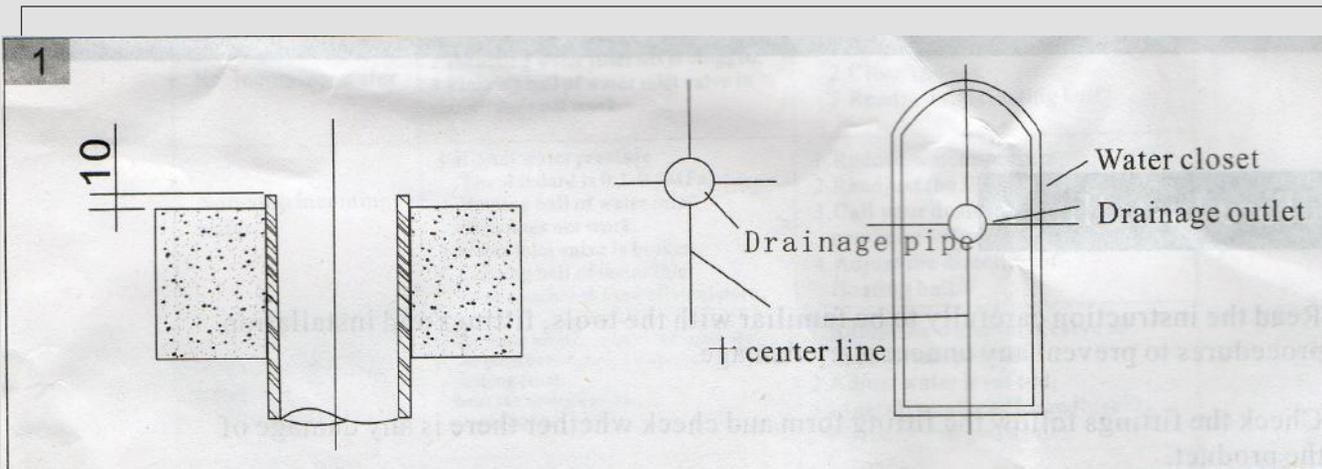
## Tools and Fittings (Not supplied with the product)

- 1.monkey wrench
- 2.pipe wrench
- 3.tapeline
- 4.percussive drilling
- 5.level

- 6.screw driver
- 7.hacksaw
- 8.sinker
- 9.water supply valve

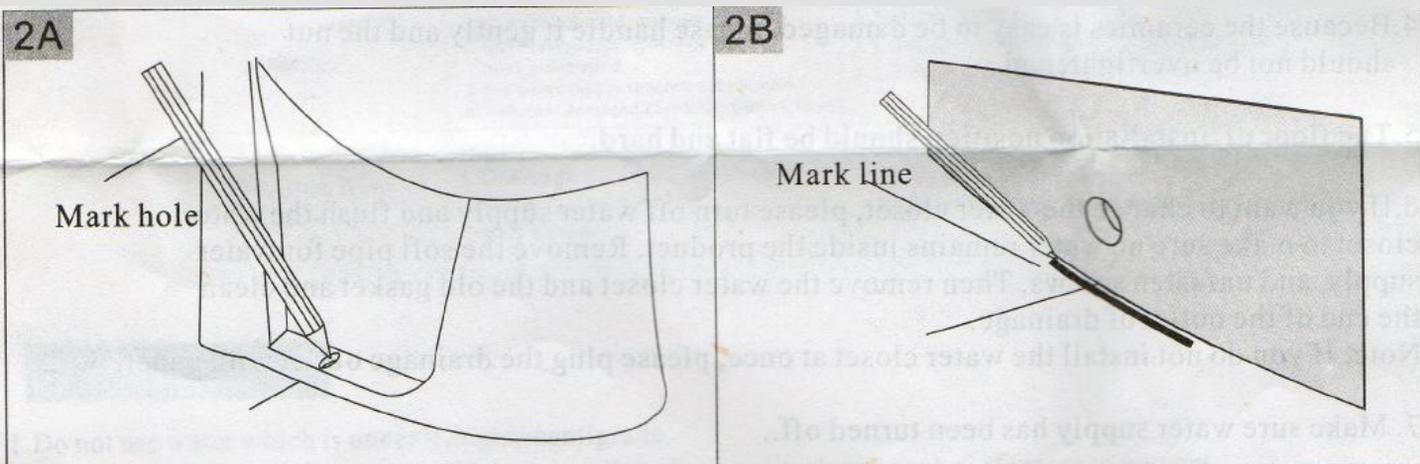
- 10.connecting soft pipe
- 11.silicone
- 12.flange
13. corner bracket/brace
14. installation screws/caps

# Installation Procedure



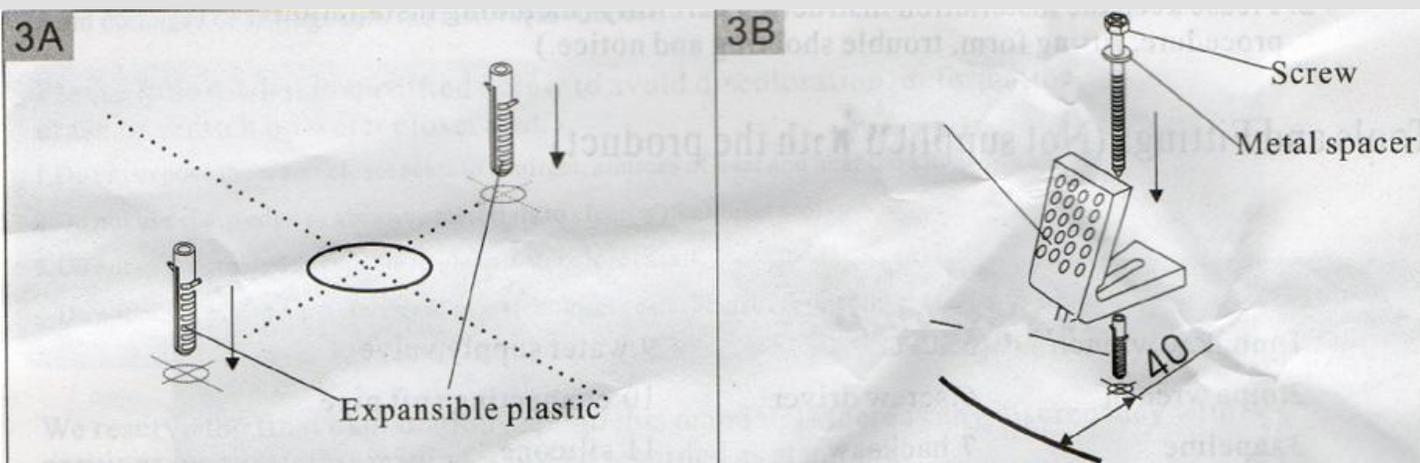
1. Mark the + centre line according to the drainage outlet on the floor and that of the toilet.

NOTE: The drainage pipe should be higher about 10mm from floor for better sealing.



2. Put the toilet into the installation position. Make sure the + center lines of floor and toilet are aligned properly.

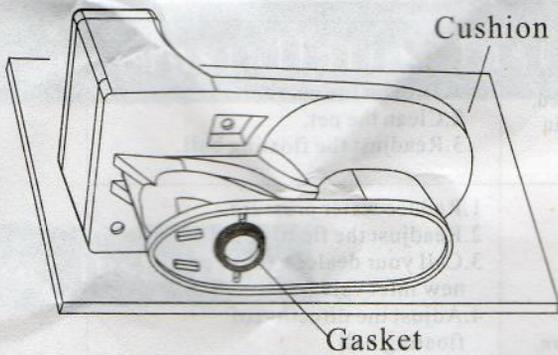
Then mark the installation holes with pencil.



3. Remove the product and drill holes according to the marks. Then insert the plastics.

Note: Please plug the drainage outlet on in the floor with paper or rag to prevent anything falling into the pipe.

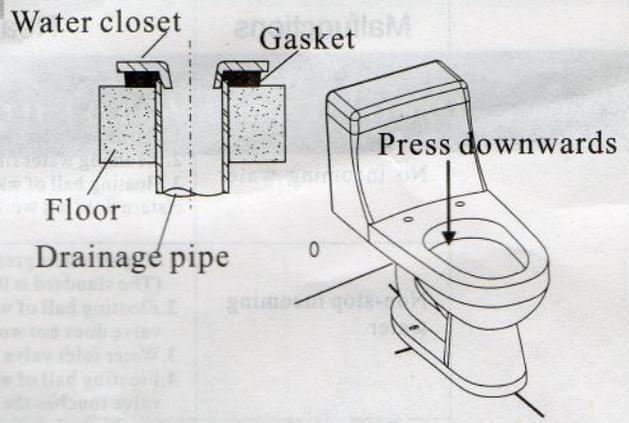
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4. Put the product onto the cushion flatly, then place the wax ring gasket onto the drainage outlet tightly.

Note: Two people are required for this step because the product is heavy.

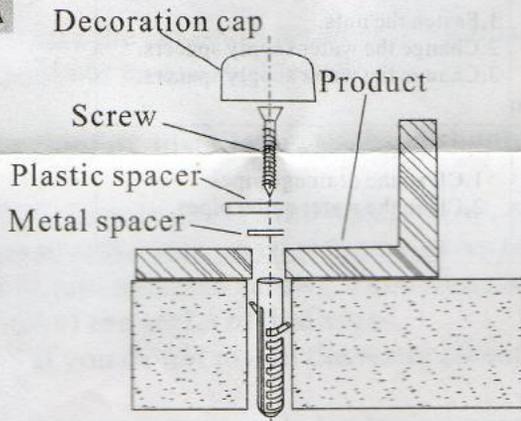
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5. Clean the drainage outlet, then put up the toilet to make the its center line aligned with the one on floor and the center of the waste outlet aligned with the center of the drainage outlet. Press the product downwards until it is flat.

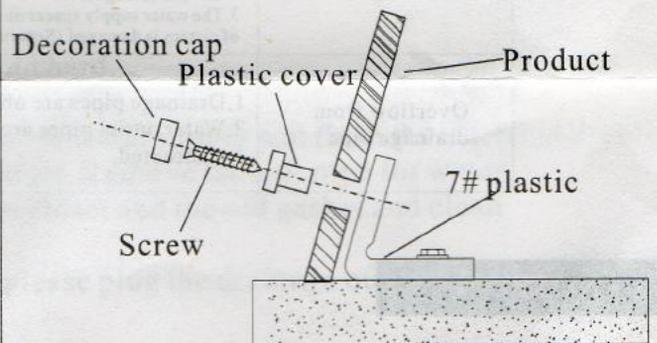
Note: Do not put it up or remove it again after the toilet installed. Change the wax ring gasket if it does not work any more.

6A

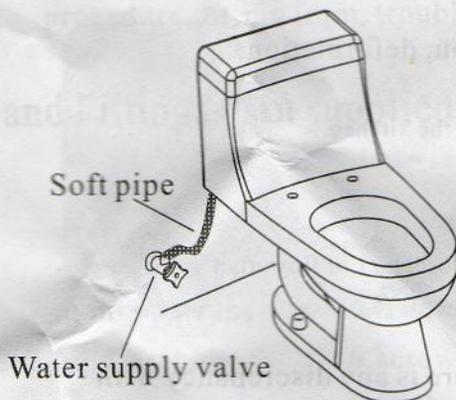


6. Fix the product on the floor with screws and plastic covers, then cover the decoration caps.

6B



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7. Install the water supply valve. Connect the filter and water supply soft pipe of cistern. Check the connection carefully to make sure there is no leakage.

8



8. Install toilet seats according to the installation instructions, then dab a layer of silicone between the product and floor.