

Bidet Toilet Seat

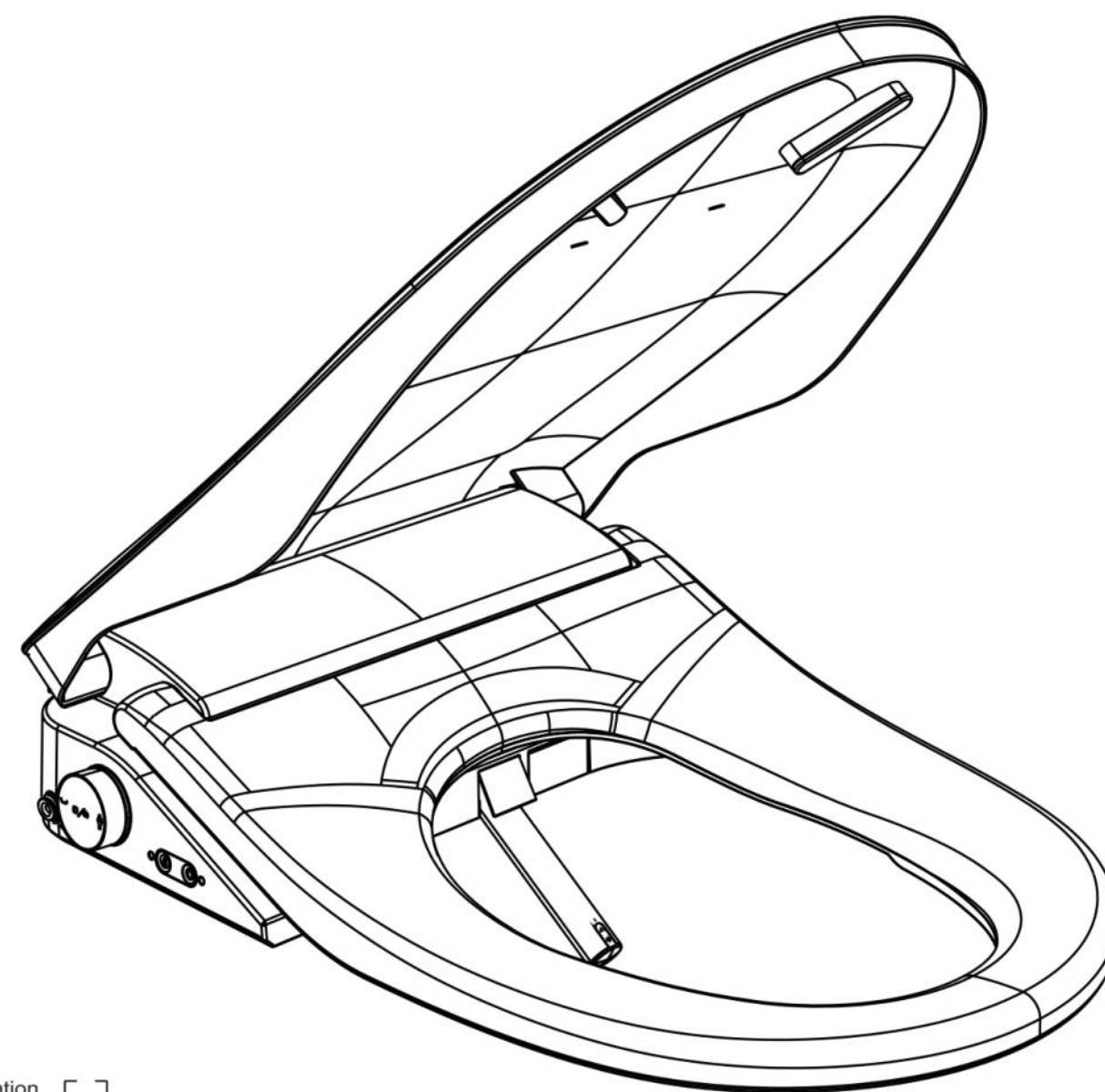
Please read this manual carefully
before use and keep it properly

Model: Cleanslet-2

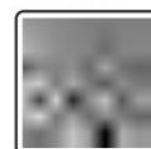
Thank You for Choosing Smartwhale

After Sales Service :Support@ismartwhale.com

We provide 7/24 customer service,
if you have any questions, please feel free
to contact us.



Installation
Instruction



Scan the QR code to get a
seamless setup in less than
3 minutes!

If you encounter any problems, please feel free
to contact us at support@ismartwhale.com

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※ Before installation , please read the manual carefully.

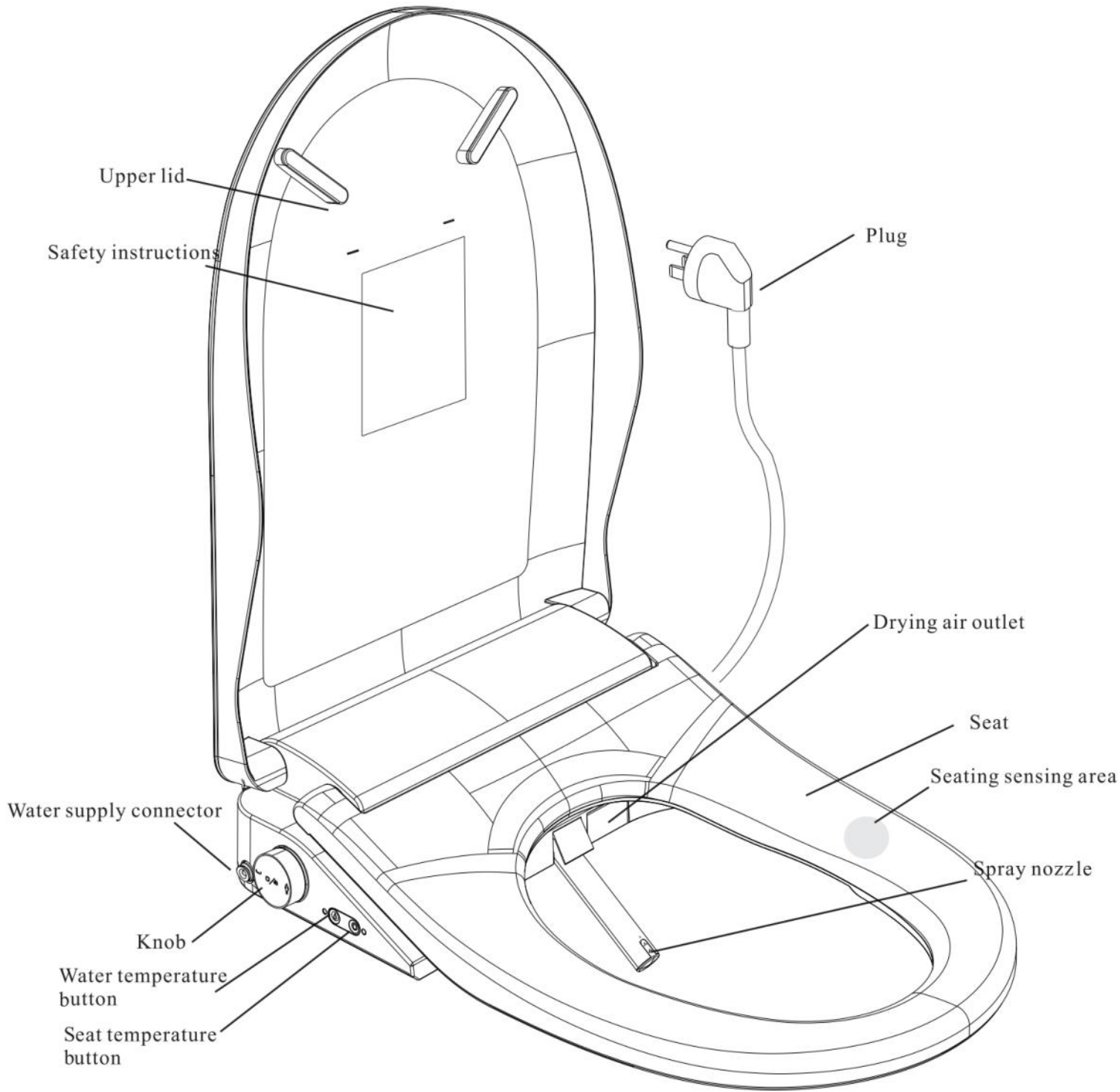
※ There is a warranty in this manual, so please keep it properly for future reference.

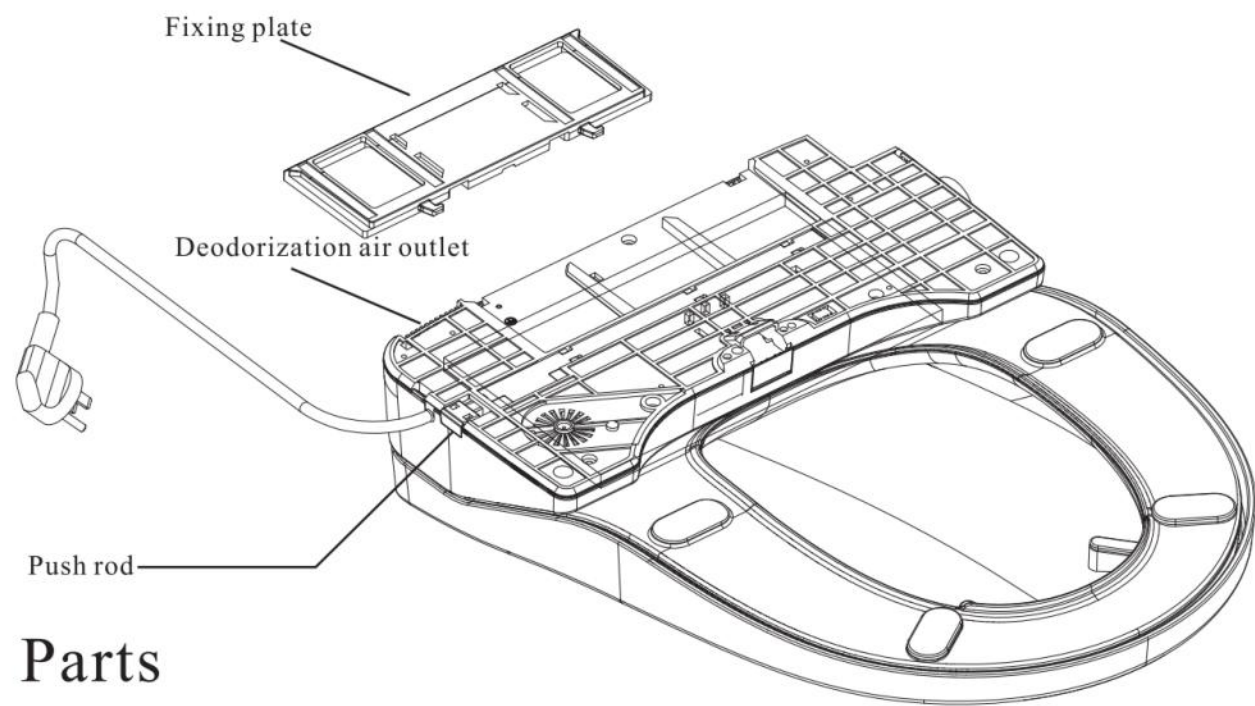
Functions

○ indicates that the function is available .

Models		Cleanslet-2
Functions		
Basic functions	Seat heating	○
	Water heating	○
	Rear/Front Wash	○
	Warm air drying	○
Additional functions	Deodorization	
	Lid slow close	○
	Auto flushing	
	Smart Remote Control	○
	Leakage protection switch	
	Oscillating wash	○
	Sterilization of electrolyzed water	
	Antibacterial seat	○
	External filter	
	Energy saving	○
	Silent Mode	○

Part Names



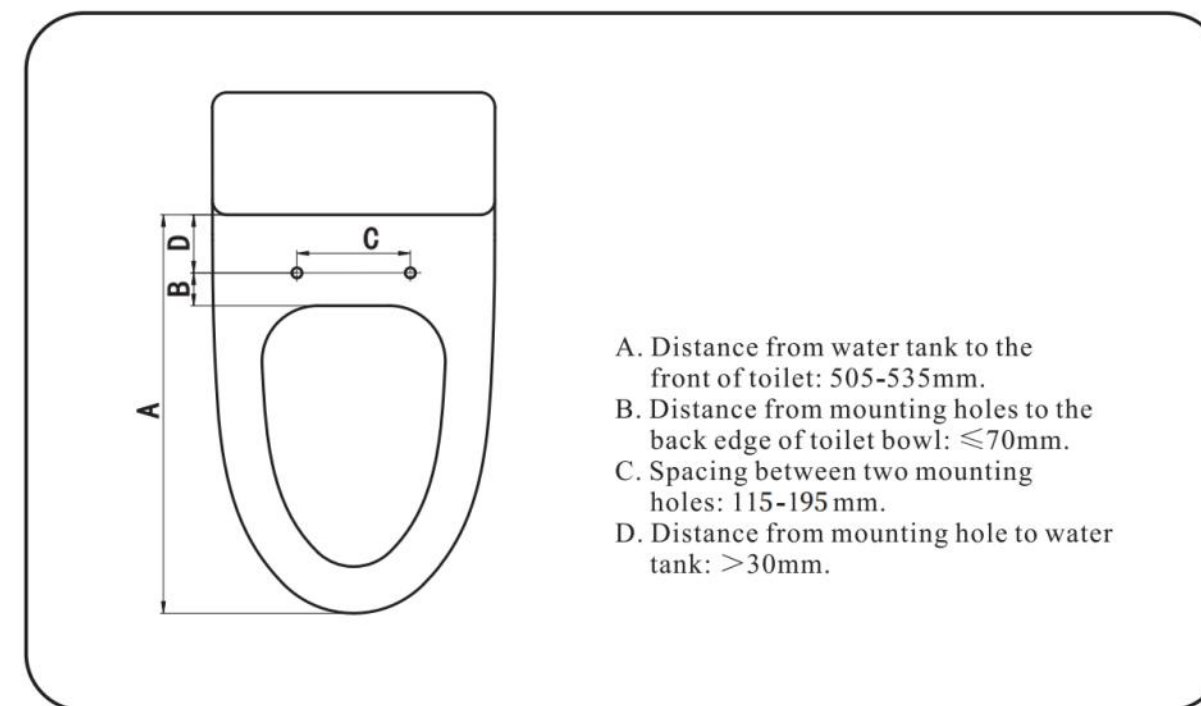


Parts

NO.	Name	Quantity	Sketch	NO.	Name	Quantity	Sketch
1	Main part	1pcs			Remote control	1pcs	
2	Accessories			4	Remote fixing plate	1pcs	
	Fixing plate	1pcs			Battery	2pcs	
	Adjust Block	2pcs		5	User's manual	1pcs	
	Expansion bolt	2pcs		6	Installation cardboard	1pcs	
3	Waterway accessories T joint	1pcs					
	Waterway accessories	1pcs					

How to Install

Size requirements of adapter cover

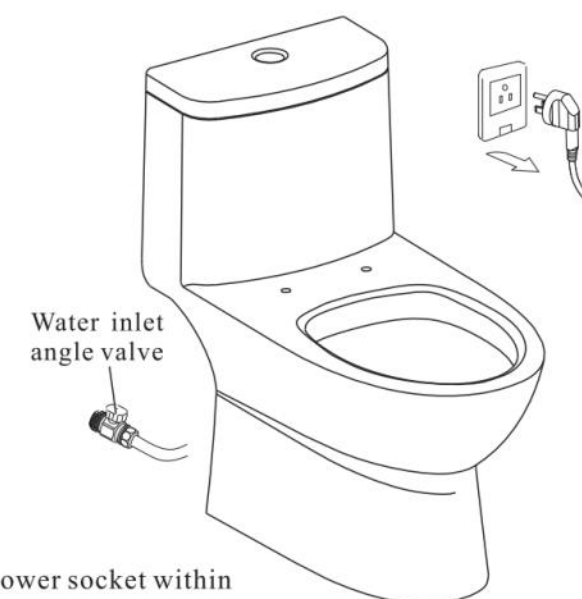


Preparation before installation

Before installing the smart toilet cover:

1. Remove the existing toilet cover and turn off the water supply system.
2. Press the flush button to release the remaining water from the water supply pipe.
3. Prepare a container to fill in excess water during disconnection
4. Disconnect your existing water hose from the tank or from the water valve

Caution: When determining the outlet position of the circuit, it is necessary to follow the local standards.

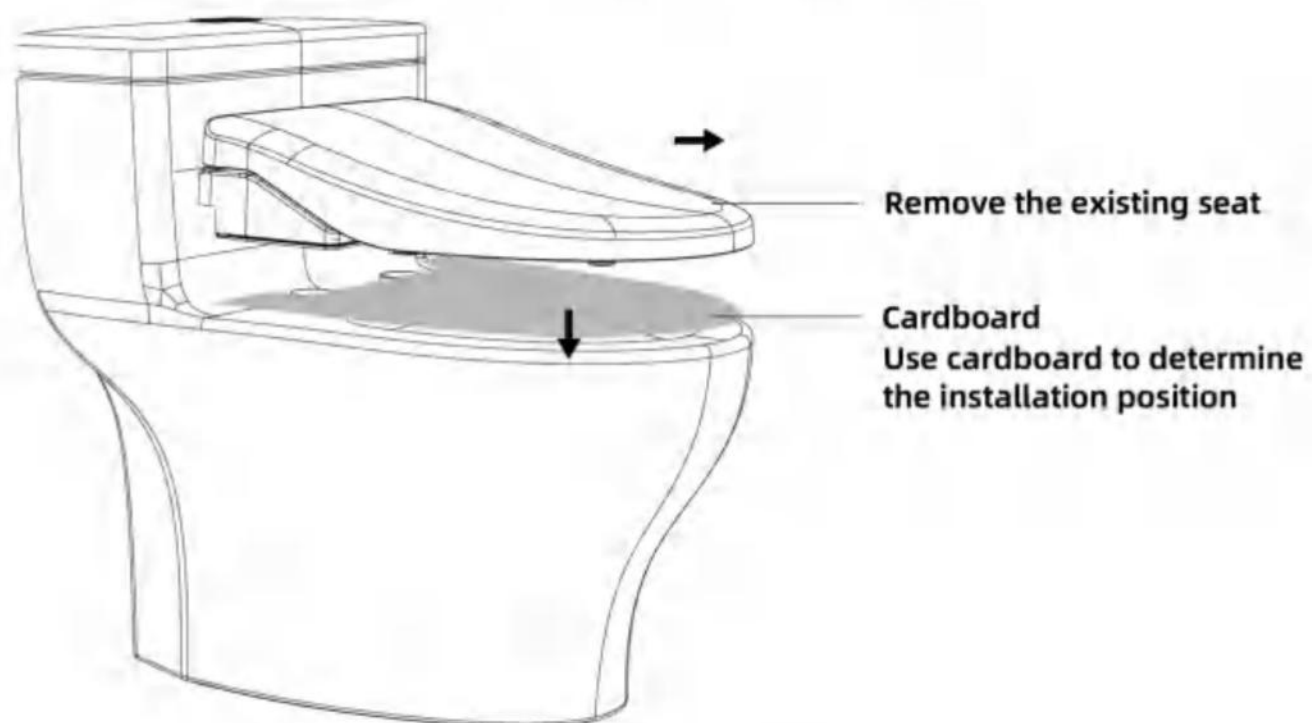


Install circuit outlet:

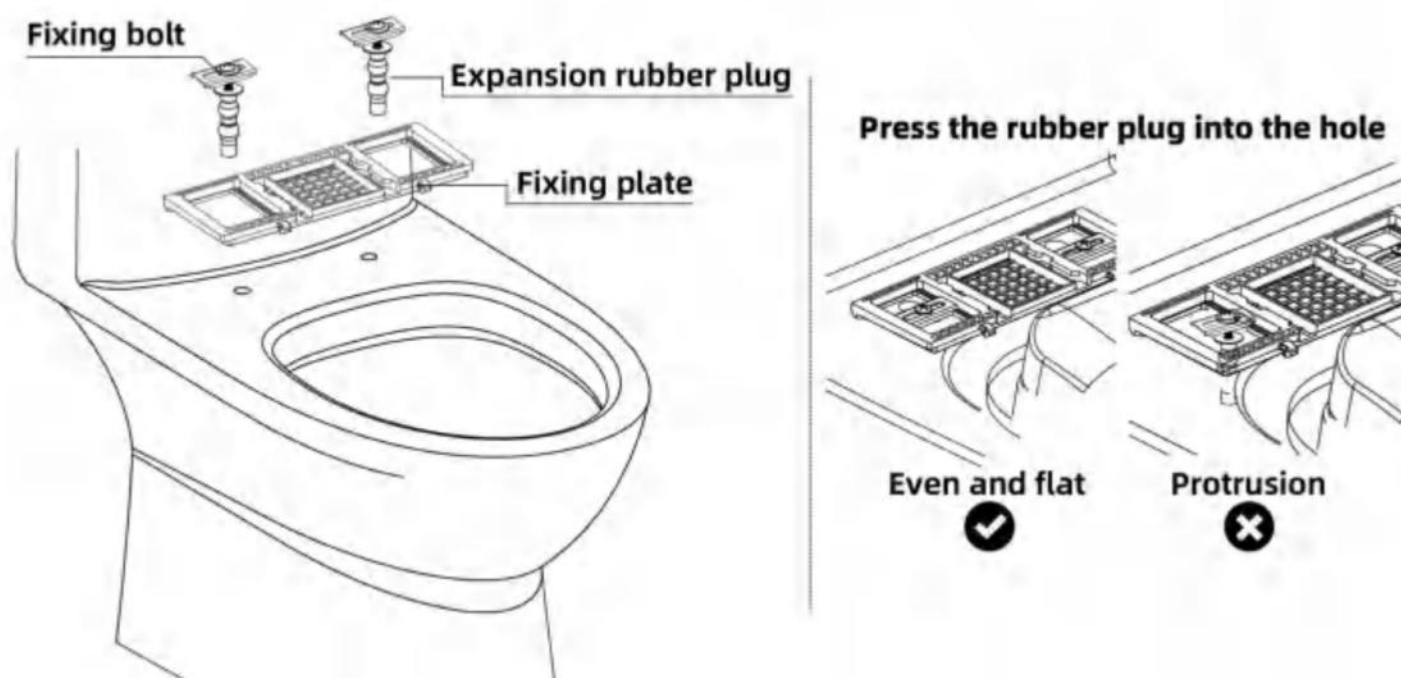
1. Before installation, please reserve a power socket within about 1m on the right side of the toilet.
2. It is recommended to use waterproof socket instead of extension cord connection products.

※All ceramic body outline drawings in this manual are for demonstration only.

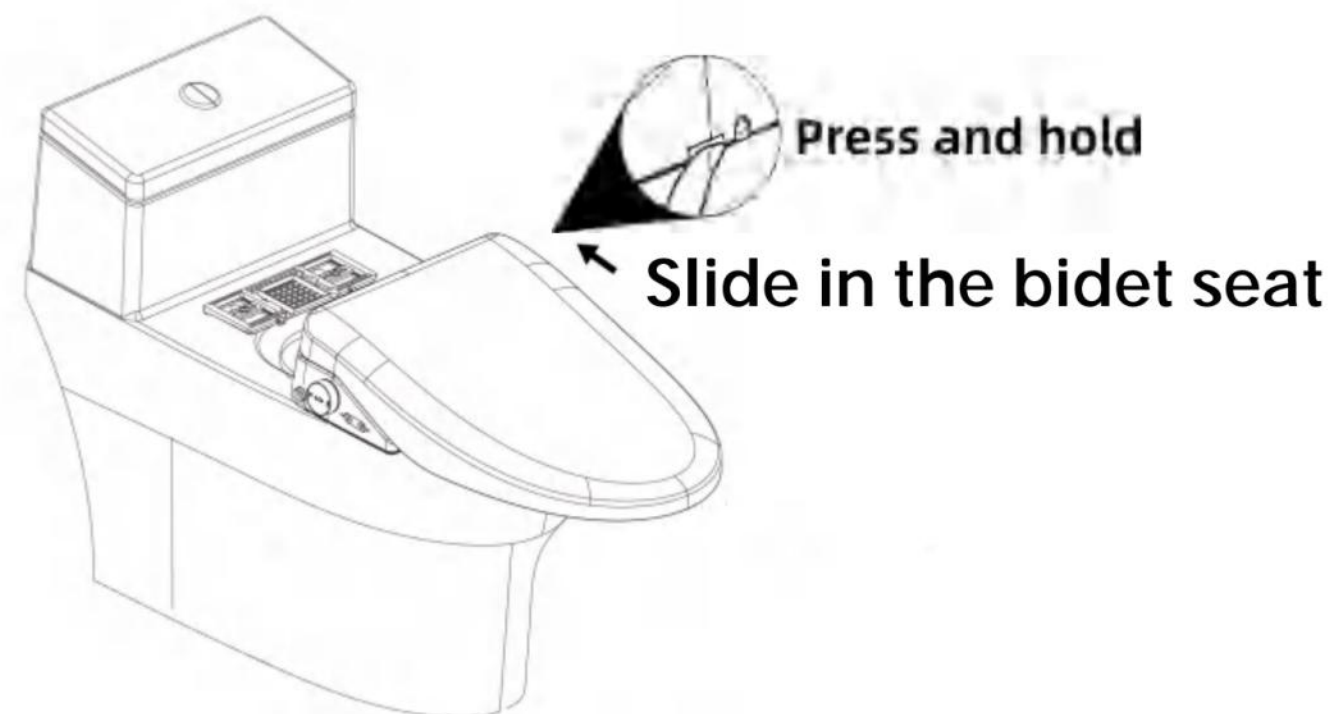
1 Remove the existing bidet seat



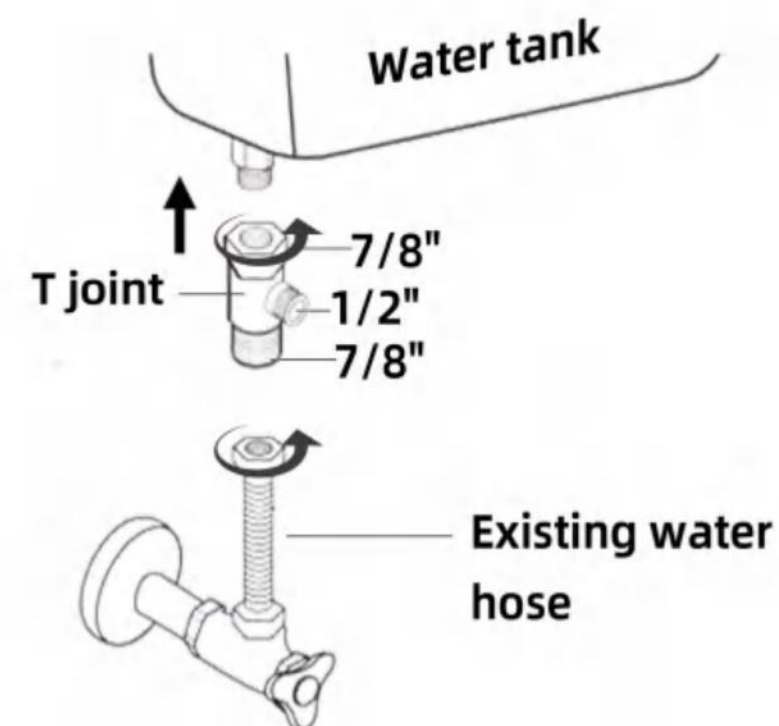
2 Install the mounting bracket



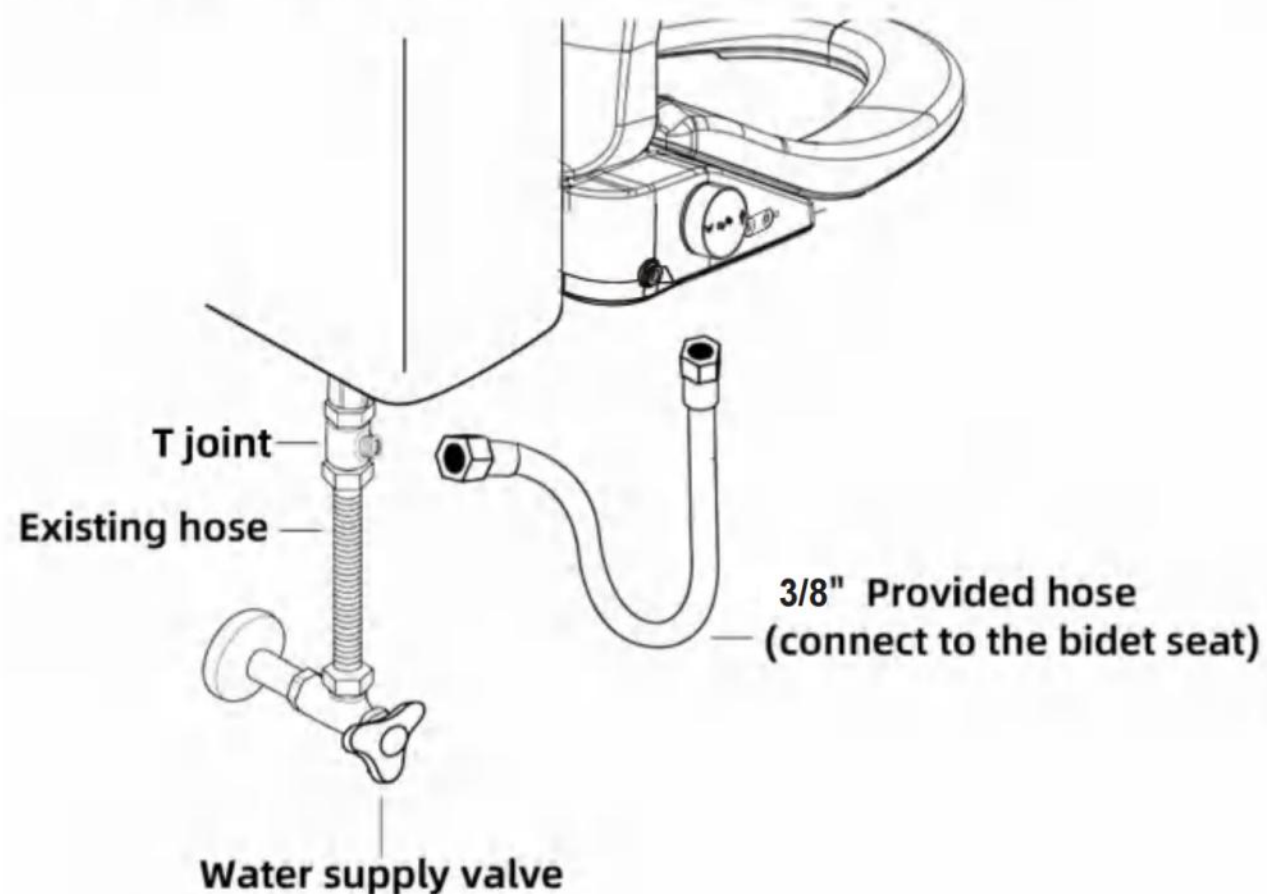
3 Install the new bidet seat body



4 Connect T-Valve to Toilet Tank Inlet



5 Connect Bidet Seat and T-valve with the Provided Water hose



Plug in power

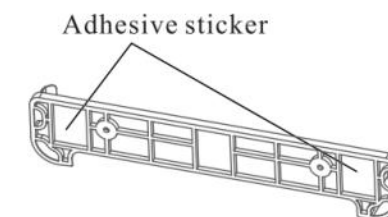


110v-120v

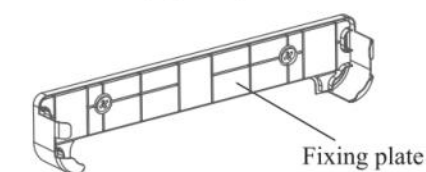
Remote control installation

Installation method I

1. Remove the EVA adhesive sticker on the back of the remote control base.(as shown in Figure 1).
2. Stick the remote control base at the verified position.(as shown in Figure 2).
3. After the base is installed, put the remote control on the base as shown in the figure.(as shown in Figure 5)



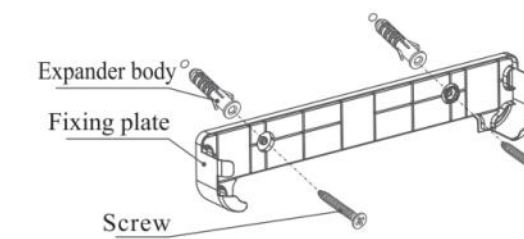
(Figure1)



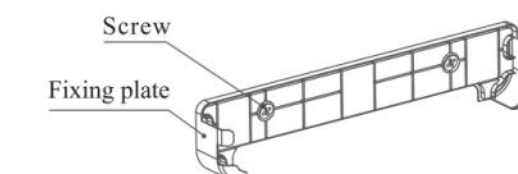
(Figure2)

Installation method II

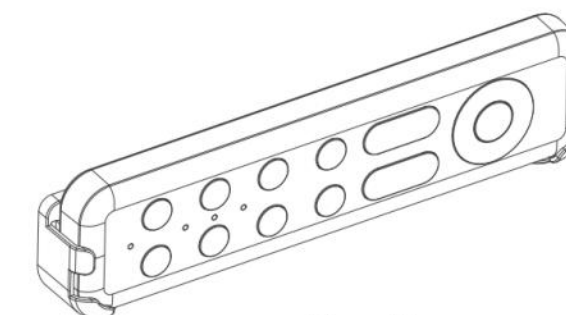
1. Facing the fixing hole of the remote control base, drill two expansion pipe holes with diameter of 6 on the wall and insert the expansion pipe.(as shown in Figure 3)
2. Install the remote control base and fix it with screws.(as shown in Figure 4)
3. After the base is installed, put the remote control on the base as shown in the figure.(as shown in Figure 5)



(Figure3)



(Figure4)

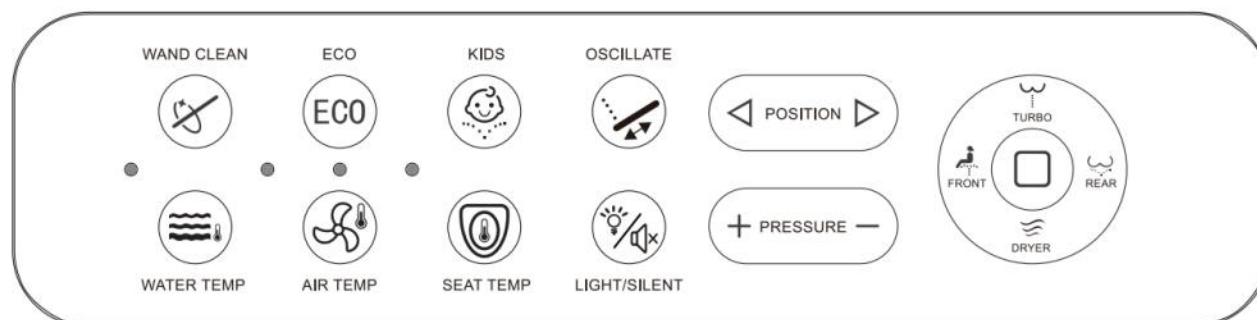


(Figure5)

Operation Guide

Remote Control

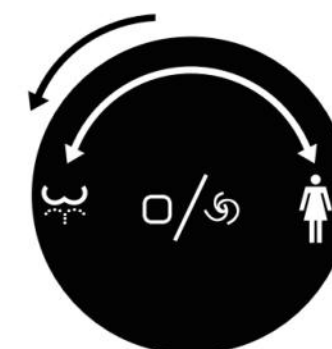
How to use the control remote



	Press STOP button to end the running function such as "rear wash", "front wash", "air drying" and "turbo wash".
	When the seat ring senses someone sitting: press REAR button to initiate rear washing function after a beep, press the button again to switch between moving and fixed washing state. It stops after 90 seconds. If the person leaves the seat ring, washing function also stops.
	When the seat ring senses someone sitting: press FRONT button to initiate female front washing function after a beep, press the button again to switch between moving and fixed washing state. It stops after 90 seconds. If the person leaves the seat ring, washing function also stops.
	When the seat ring senses someone sitting: press TURBO button to initiate power washing function after a beep. It stops after 90 seconds. If the person leaves the seat ring, washing function also stops.
	When the seat ring senses someone sitting: press DRYER button to initiate drying function after a beep. It stops after 3 minutes. If the person leaves the seat ring, drying function also stops.
	Press WATER TEMP button to adjust the water temperature in the REAR and FRONT wash modes. There are 3 levels and a stand-by mode. Level 3 is the highest temperature.
	Press AIR TEMP button to adjust the air outlet temperature in drying mode. There are 3 levels and a stand-by mode. Level 3 is the highest temperature.
	Press SEAT TEMP button to adjust the seat ring temperature. There are 3 levels and a stand-by mode. Level 3 is the highest temperature.
	Press LIGHT/SILENT button to turn on or turn off the decorative light of the control knob; Long press LIGHT/SILENT button to enable or disable silent mode.
	Press WAND button, and the wand will come out. Then the cleaning pipe will spray water to clean the wand for 10 seconds. Press stop button to stop it when it is running.
ECO	Press ECO button to start power-saving function (the buzzer rings once); press the button again to stop the power-saving function (the buzzer rings twice for a short time). The seat temp. will be 82.4°F in the ECO mode.
	Press KIDS button in stop or other modes, it will start child washing function after a beep, and stop after 90 seconds. In the child wash mode, the water pressure is level 1, the position is level 3, the water temperature is level 1, and the seat ring is level 1 (People don't have to sit on the toilet seat when using this function).
	Press OSCILLATE button to turn on oscillating wash.
POSITION	Press POSITION button to change the water position.
+ PRESSURE -	Press PRESSURE button to change the water pressure.
REMOTE PAIRING	Press and hold the Front Wash button on the remote control for 3 seconds until the indicator light starts flashing. Turn on the bidet power switch. The bidet will automatically pair with the remote control after startup.

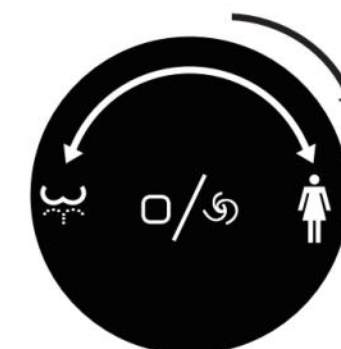
Side Control

Quick use of knob



Seated

Turn backward to start rear wash function, and turn again to reduce water pressure.



Seated

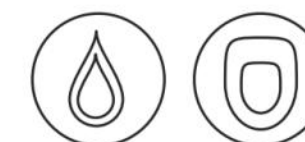
Turn forward to start the female wash function, and turn again to increase the water pressure.



Seated

Long press for 2 seconds to initiate power wash function. Rotate forward and backward to adjust water pressure.

In the cleaning state, press once to stop the current mode, and press again to start the drying mode. In the non cleaning state, press once to start the drying mode.



How to use the button

Water temperature button: Short press the button to switch the water temperature to level1, level2, level3, off, and cycle in turn.

Long press the button to switch the wand moving or fixed cleaning state when using the rear wash/front wash function.

Seat temperature button: Short press the button to switch the seat temperature to level1, level2, level3, off, and cycle in turn.

Long press the button to switch the wand position to level1, level2, level3, level2, level1, and cycle in turn when using the rear wash/front wash function.

NOTE:

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

-Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio/TV technician for help.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Function Descriptions

Function	Name	Description
Basic Function	Rear Wash	Wash people's anus
	Front wash	Special wash for women
	Turbo wash	Special wash for Constipation
	Warm Air Drying	Blow warm air to dry people's hip
	Water Pressure	Adjust the water volume and pressure
	Oscillating Washing	Moving the wand forth and back while washing
Convenient Function	Water Temperature	Adjust the water temperature
	Seat Temperature	Adjust the seat temperature
	Wind Temperature	Adjust the air temperature
	Remote	Convenient to use all function by a remote
	Status Display	The decorative light of the knob glows white when no one is seated, red in rear wash function, blue in front wash function, and flashes red when a fault occurs
	Silent Mode	To enable or disable silent mode by long-pressing stop button
Shortcut Function	ECO	Save power when not in use
Care Function	Seat Heating	Make people not feel cold
	Lid Slow Close	The damping device is used to make the seat ring, the lid flips smoothly and the noise is small
Safety Function	Overheating Protection	Thermal fuse to prevent the water temperature and seat temperature from being too high
	Anti-scald System	After sitting for 15 minutes, the seat temperature will be automatically adjusted to level 1.
Secondary Function	Control Knob	The knobs and buttons on the side of the toilet lid can be used when the remote control fails
	Manual Flushing	Manual flushing during power outages
Clean Function	Troubleshooting	Sense abnormality and remind
	Wand self-cleaning	The wand will be cleaned by strong water pressure before and after use
	Wand cleaning	Clean the wand

The function of the remote controller shall be subject to the actual object.

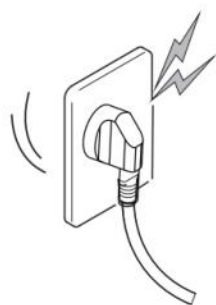
Preparation Before Use

Open valve

Open the inlet valve to provide water for the whole machine.

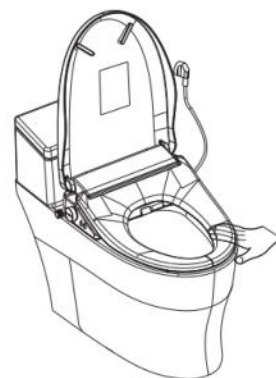
1. Check power supply.

Confirm that the power plug is plugged in tightly and the indicator light of side knob is on, indicating that the system has been powered on. After power on, you can hear the "tick" sound of the system buzzer. If the indicator light is off, unplug the device and plug it back in to restart.



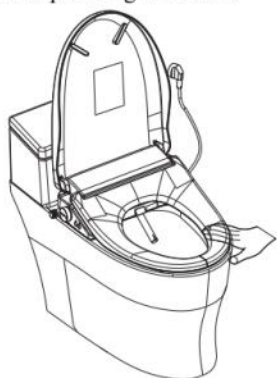
2. Human-body seating sensor

In the area shown in the figure, someone raises the seat sensing. The system function can be enabled only when the system senses that someone is seated.



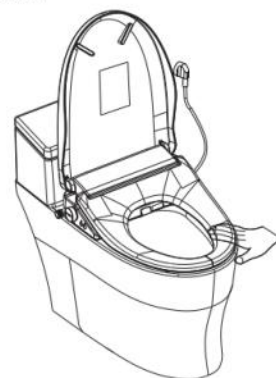
3. Check basic functions

When the human body seating sensing is on, press the " " or " " function on the quick panel to start the corresponding function.



4. Check the drying function

When the human body is seated in the conduction state, press the " " function on the quick panel to start the corresponding function.



This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

Changes or modifications not expressly approved by the party responsible for compliance could void your authority to operate the equipment.

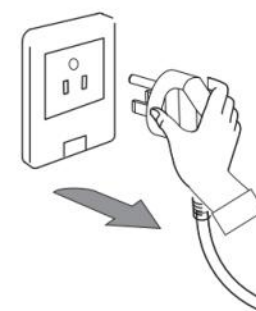
The device has been evaluated to meet general RF exposure requirement.

Cleaning Procedures

Product Cleaning

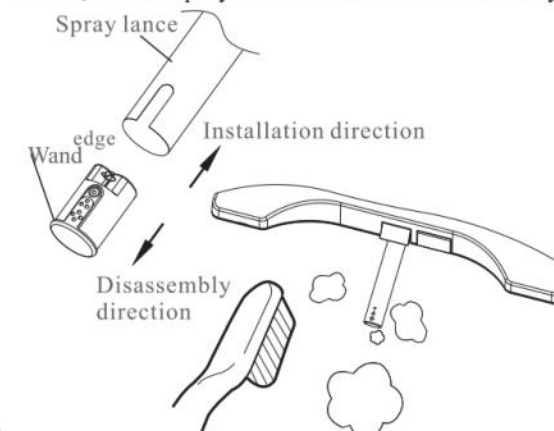
1. Power cut

Unplug the power plug before cleaning the product body.



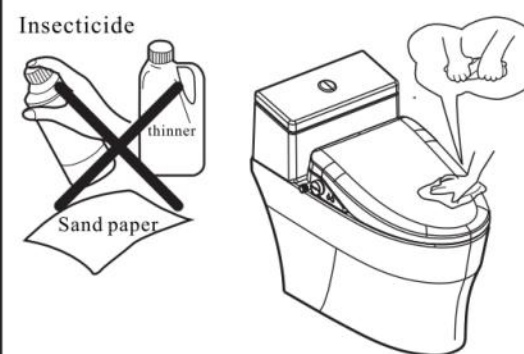
2. Wand Cleaning

Press the " wand cleaning" button on the panel of the remote control, and the wand will automatically come out to facilitate the user to clean. Use a soft cloth or soft bristled toothbrush to dip into the kitchen and wipe the wand with detergent. You can also remove the wand for cleaning. The method is holding the spray lance in one hand (not shaking) and pull out the spray wand with the other hand, and the spray wand will be taken out. After cleaning, it can be installed back. Finally, press the "stop" button, and the spray lance will return automatically.



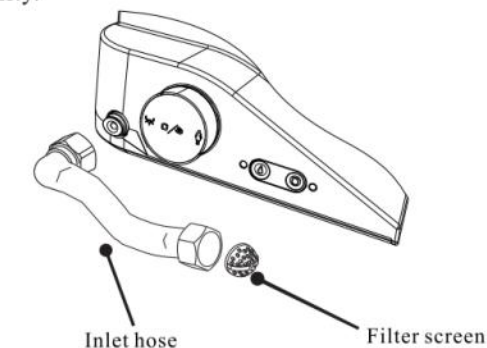
3. Clean the external parts of the product

Clean the product with a soft cloth and neutral detergent. Do not use hydrogen chloride cleaner, thinner, benzene, sandpaper, polishing machine, perfume and insecticide and other cleaning products.



4. Clean the filter screen

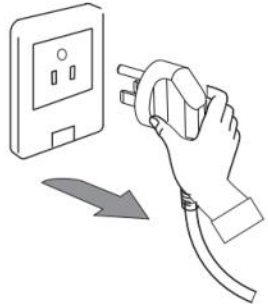
When users feel that the water flow is less than normal during use, they can clean both ends of the filter screen with a brush. The product must be completely separated from the water supply hose during cleaning. If the product is connected to an external filter, please replace it regularly according to the water quality.



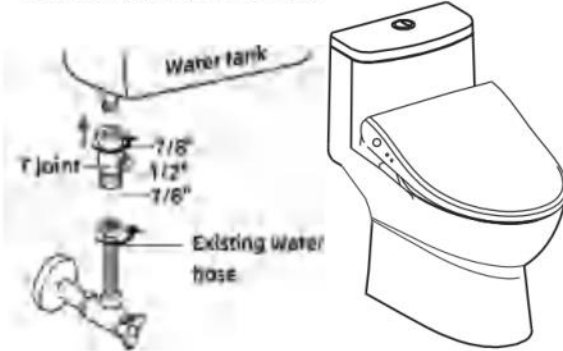
Long-Term Storage Instructions

Drain and cut off the power supply

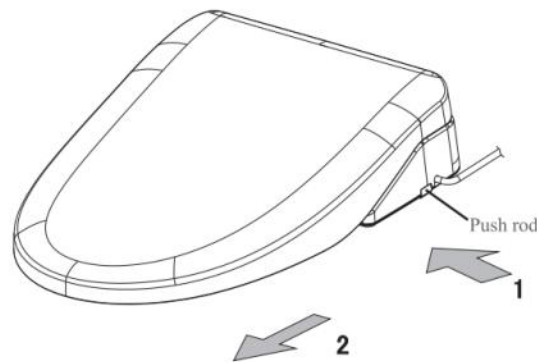
1. Pull the plug out.



2. Close the valve and stop supplying water to the system. Remove the water inlet hose from the water inlet valve and drain the water in the hose.



2. Press and hold the push rod in the direction of arrow 1, and then horizontally remove the toilet in the opposite direction of the water tank (arrow 2).



CAUTION

When using the product again, please confirm and test run (refer to the part Product Installation).



Troubleshooting and Maintenance

If you think there is a fault, please read the following items first and take measures. If the fault cannot be solved, please contact the purchase place, exclusive store or our customer service center.

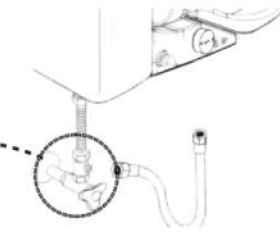
※Please unplug the power cord before maintenance.

CAUTION

! Important

- ※ When the power cord is damaged, it shall be replaced by the manufacturer, after-sales service center or professional personnel (with qualification certificate) to avoid safety accidents.
- ※ In case of water leakage, first rotate the handle of the inlet valve clockwise, close the valve and stop water supply.

Close your water supply valve



● Please confirm the following precautions before maintenance

Fault Problem	Checking	Solution
Power		
Function non-responding	● Is there power outage? Is there power in the power socket? ● Is the main power turned on?	● Please wait until power is restored. Please turn on the power socket. ● Please turn on the main power.
Rear wash/ Front wash/ Turbo wash		
No water	● Is water cut off? ● Is water valve closed? ● Did you not touch the sensing area?	● Please wait for water. ● Please open the water valve. ● Please sit on the sensing area.
Water pressure is decreasing	● Is the warm water switch off or the water temperature setting is low? ● Is the filter or external filter clogged?	● Turn up the water pressure by control knob or remote control. ● Clean the filter; Change the external filter regularly
Water temperature is low	● Is the warm water switch off or the water temperature setting is low?	● Adjust the water temperature by control button or remote control
Stop spraying water after 90s of washing	● Just a setting. Not a fault problem	● Use the washing functions again

Fault Problem	Checking	Solution
Water stop during washing	Probably that the human body doesn't touch the sensing area of the seat ring	Adjust sitting position to make sure sitting on the sensing area
Seated sensing area of the seat ring		
It activates the washing or deodorizing function without being seated.	Is the seat be splashed with water or has a wet towel on it?	- Please wipe the water off with dry towel; - Please take the wet towel away.
Seat heating		
Seat temperature is low	- Is the warm seat switch off or the seat temperature setting is low? - Is it in ECO mode?	- Adjust the water temperature by control button or remote control; - Please wait for 5 mins after seated. Or turn off ECO mode.
ECO function		
ECO function is not activated	- Is power outage or the power cord be unplugged? - Is the battery on the remote control depleted?	- Press the ECO button on the remote control for activating the function - Replacement battery.
Remote control		
Remote control not responding	- Is the battery on the remote control depleted? - Is the battery installed incorrectly? - Probably that the human body doesn't touch the sensing area of the seat ring?	- Replacement battery. - Please install the battery correctly. - Adjust sitting position to make sure sitting on the sensing area.

Fault Problem	Checking	Solution	
Warm air drying			
Air temperature is low	Is the air temp. setting low?	Adjust the air temp. by remote control.	
Function stops during drying	Normally it stops after 3 mins of drying	- Use this function again. - Adjust sitting position to make sure sitting on the sensing area	
Air drying is not activated	Probably that the human body doesn't touch the sensing area of the seat ring	Adjust sitting position to make sure sitting on the sensing area	
Others			
Dirt not cleaned	- Is the water valve fully open? - Water pressure too low when sharing water with bathroom.	Open the water valve	
Water pipe connection leaking	Is the nut of the connecting pipe not tightened?	Tighten it	
If there is any abnormal situation other than the above table, please contact the seller.			
 Knob Light			
Troubleshooting			
Alert	Knob light alert	Buzzer	Fault description
Seat temp. sensor alert	Flash red once	1 beep	Sensor open or short circuit will alarm and stop seat heating
Air temp. sensor alert	Flash red twice	1 beep	Sensor open or short circuit will alarm and stop air drying
Water temperature sensor alarm	Flash red three	1 beep	The outlet water temperature is greater than 45 °C. (After 3 subsequent alarms, it returns to normal if there is no abnormality)

WARNING

- Do not disassemble, repair or refit the product by yourself.
- May cause electric shock, fire or failure.



Technical Parameters

Model	Cleanslet-2
Technical parameters	
Rated power	120V~ 60Hz
Rated power	1220W (The inlet water temperature is 15 °C, the outlet water temperature is at the maximum level, the water pressure is 0.2MPa, the water pressure is at the maximum level, and 30 seconds before the Rear wash operation).
Power line length	1.5m
Warm water heating mode	Instant heating
Water temperature	The temperature adjustment range is about 30 °C - 39 °C
Safety device	Flow monitoring sensor, water temperature sensor, bimeta temperature control switch, temperature fuse.
Wind temperature	Adjustable temperature range (room temperature-55°C)
Drying heating power	250W
Seat ring surface temperature	Adjustable temperature range (room temperature-38°C)
Seat ring heating power	45W
Water supply pressure	0.15MPa-0.75MPa
Environment temperature	1-40°C
Product size	L513xW387xH108mm
Product weight	4.0kg/8.8 lbs

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

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.

This product is factory equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product. Do not modify the plug provided — if it will not fit the outlet, have the proper outlet installed by a qualified electrician. If the product must be reconnected for use on a different type of electric circuit, the connection should be made by qualified service personnel. **CAUTION:** Risk of property damage. If it is necessary to use an extension cord, a single cord may be used provided that the “Type” begins with “SJ” , the cord is a 12 gauge, grounded (12/3), is no longer than 25 feet (7.6 meters), and is plugged into a GFCI* electrical outlet. Promptly replace an extension cord that exhibits any sign of damage.

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. Unplug this product before filling. Fill (reservoir) with water only unless otherwise specified by manufacturer.

Do not overfill (or specify filling instructions).

SAVE THESE INSTRUCTIONS

■ IMPORTANT SAFETY INSTRUCTIONS

When using an electrical appliance, basic precautions should always be followed, including the following:

READ ALL INSTRUCTIONS BEFORE USING (THIS APPLIANCE)

WARNING – To reduce the risk of fire, electric shock, or injury:

1. Do not allow to be used as a toy. Close attention is necessary when used by or near children.

2. Use only as described in this manual. Use only manufacturer's recommended attachments.

3. Do not use with damaged cord or plug. If Appliance is not working as it should, has been dropped, damaged, left outdoors, or dropped into water, return it to a service center.

4. Do not pull or carry by cord, use cord as a handle, close a door on cord, or pull cord around sharp edges or corners. Do not run Appliance over cord. Keep cord away from heated surfaces.

5. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.

6. Do not handle plug or Appliance with wet hands.

7. Turn off all controls before unplugging.

SAVE THESE INSTRUCTIONS

Please use the new hose assembly included with the product. Do not reuse old inlet hose.

WARNING: IF CONNECTION IS MADE TO A POTABLE WATER SYSTEM, THE SYSTEM SHALL BE PROTECTED AGAINST BACKFLOW

Safety Precaution

In order to prevent hazards and property losses caused by users and others, please read the safety precautions in detail to use this product correctly.

The following information is related to safety, please pay special attention!

● The logo and its meaning are described below:

 Warning	It means that if you ignore this sign and misoperate, you may cause serious injury or death.
 Caution	It means that if this sign is ignored, personal injury or financial loss may be caused.

Sign	Description
	This sign means: Enforce obedience.
	This sign means: Prohibit
	This sign means: No disassembly or refit
	This sign means: Keep dry
	This sign means: No touching with wet hands.
	This sign means: Ground Connection.
	This sign means: No high temperature and flammable objects.

WARNING

Do not splash the product with water.



May cause fire or electric shock.



※Reminder :

Children, people with physical (intellectual) disabilities and lack of experience or common sense should be accompanied by special personnel when using this product. This product must be connected with cold water supply (water inlet temperature is 1-40 °C), otherwise it may burn or machine failure.

WARNING

If you ignore this sign and operate incorrectly,
it may cause danger!



Check whether the power socket is grounded.

- This product must be well grounded and can only be connected to the special 120V, 60Hz, 10A circuit with grounding fault short circuit or grounding leakage protector.



Ground connection
The appliance have
to be earthed.



Remove the dust on the plug and completely
insert the plug into the socket.

- Pull out the plug and clean it with a dry cloth.



Enforce
obedience



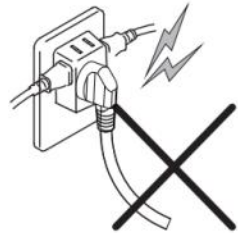
It is only suitable for AC voltage of
120V (60Hz).

It is forbidden to use too much load on the same
socket.

- May overheat or
cause fire.



Prohibit



Do not use loose sockets.

- May cause fire or electric shock.



Prohibit

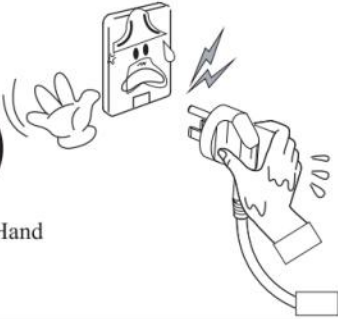


Do not plug/unplug the power plug when
your hands are wet.

- May get electric shock hazard.



No Wet Hand



Do not pour water or detergent on the body
or power plug.

- May cause fire or electric shock.



Keep dry



WARNING

If you ignore this sign and operate incorrectly,
it may cause danger!



Do not pull the power plug or power cord at
will.

- May cause fire or electric shock.



Prohibit



Ensure that the product uses tap water, and do
not use other water sources other than tap water
that do not meet the sanitary standards.

- May cause skin infection.
- May cause machine
failure.



Prohibit



Please pull out the plug before cleaning the
product.

- May get electric shock
hazard.



Pull off the plug.



Do not disassemble or refit the product by
yourself.

- May cause fire or electric shock.



No disassembly



Do not put high temperature and
inflammables near the product.

- May cause fire.



No high temperature

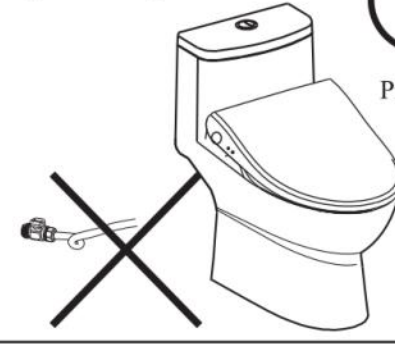


Do not bend or twist the water hose.

- May be leaking.



Prohibit



WARNING

If you ignore this sign and operate incorrectly,
it may cause danger!



Do not place heavy objects on the seat ring or cover.
● May damage the product.



Do not use the following items to clean this product.
Benzene, paint thinner, decontamination powder,
nylon brush, etc.

- May damage the product.



When the cover is open, please do not
continue to force out. Do not close the cover
forcefully.

- The product may be
damaged



For models with auto open/close function,
please do not intervene manually during the
automatic opening and closing of the cover.

- The product may be
damaged

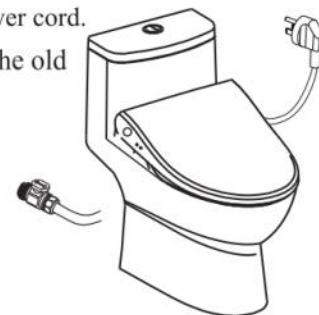


When replacing the power cord, observe the following:

- If the power cord is damaged, contact the retail store where you purchased this product
or the nearby customer service center.
- Only authorized technicians can replace the power cord.
- Please use the matched new hosepipe assey, the old
hosepipe assey is non-reuseable.



Enforce obedience.



WARNING

Please follow the following guidelines



Do not expose the product to direct sunlight.

- May causes discoloration, plastic corrosion and
damage.



Do not use DC or AC power supply with
voltage not 120V.

- May cause product fault.

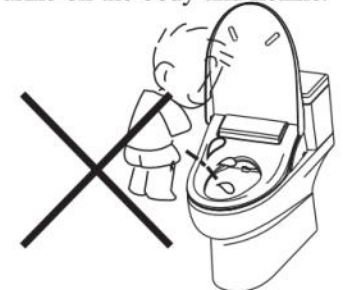


When using the product, make sure you don't
lean against the cover.

- The cover may be damaged.



Do not pour urine on the body and nozzle.



Warranty Information

SmartWhale® is warranted to the original purchaser to be free from defects in materials and workmanship under normal use for a period of one (1) years from the date of purchase.



Warranty Extension

Scan now for prolonged protection and peace of mind with SmartWhale.

To extend your warranty to 2 years, please register your product with us.

Register now and enjoy your product with added confidence!

Register Warranty: <https://www.ismartwhale.com>

What is Covered:

This warranty covers the bidet seat and its components (control panel, water heater, nozzles, etc.). It includes protection against manufacturing defects and malfunctions under normal use and maintenance.

What is NOT Covered:

Damage resulting from improper installation, misuse, abuse, or maintenance. Normal wear and tear, including scratches, chips, and discoloration.

Incidental or consequential damages.

Damage due to environmental conditions, such as hard water deposits.

Exclusive Remedy: In the event of a defect, malfunction, or other failure to conform with this warranty, we will, at our discretion, repair or replace the defective part or product with a new or refurbished part or product. Replacement parts may be different but functionally equivalent to the original parts.

We recommend registering your warranty the day you receive the product so that we can help you as quickly and efficiently as possible.

How to Obtain Service:

Contact SmartWhale customer service department with proof of purchase, model number, and a detailed description of the issue.

We will provide instructions for sending the product or the defective part to our service center.

Support Email: support@ismartwhale.com

SmartWhale® warranty only covers the products that have been purchased from our authorized source (Amazon only). Products purchased from an unauthorized source are NOT eligible for **SmartWhale®** warranty coverage.

Share Your Experience - Leave a Review!

To help us improve our products and service, we would love to get feedback from our valued customers. Your honest review can help us understand what we're doing right and where we can improve to serve you even better in the future. It also provides valuable insights to potential customers who are considering our products.



INSTALLATION VIDEO

Scan the QR code below to access our step-by-step installation video. Follow along to ensure a seamless setup of your SmartWhale bidet seat.

STAY CONNECTED - Follow Us on Social Media

Connect with us on social media to stay updated on the latest product tips, promotions, and more. Scan the QR codes below to follow us on your favorite platforms.



*Join our online community for exclusive content and engage with fellow SmartWhale enthusiasts!

ANYTIME ASSISTANCE - SmartWhale Customer Support

Need assistance or have questions? Contact us at support@ismartwhale.com to get our customer support. Our team is here to help you make the most out of your SmartWhale experience.

Thank you for choosing SmartWhale!