

■ Trouble Shooting

3. Water Flowing / Water Leaking

Trouble 1:

Water will flow out of the spray lid randomly when the unit is not in use.

Remedy:

The unit is automatically regulating the water pressure in the bidet. This is normal and not a malfunction.

Trouble 2:

Water flow down the spray wand into the toilet bowl when just sitting down, and this also occurs before or after spraying.

Remedy:

This is the nozzle self-cleaning feature of the bidet toilet seat. This is normal and not a malfunction.

Trouble 3:

Water flows out of the spray lid for more than 1 minute.

Remedy:

Unplug the power cord and plug it back in after 10 seconds.

4. Water Temperature

Trouble 1:

- When spraying, some cold water comes out before spraying warm water.
- While spraying, the water temperature has been set to the highest level, but the water is still not hot enough.

Causes:

During the winter months, incoming water that is too cold (<45°F) will interfere with the effectiveness of the nozzle's instantaneous heating.

Remedy:

- Appropriately close the water supply valve to reduce water flow allowing sufficient time for the nozzle to heat up the spray.
- Set the water temperature to a high level and wait for more than 30 seconds before spraying.

Trouble 2:

Water temperature/drying temperature needs to be adjusted from the lowest level to the highest level each time when used.

Causes:

The unit will automatically remember the temperature level you last selected. Please note that when you press the 'Rear Wash'('Front Wash') / 'Dry' button, all the blue lights on the remote control light up to indicate that the water/air temperature has been set to the highest level (even if the indicator light goes off). When you press the 'Water Temp' / 'Drying Temp.' button again it will cycle through the level settings from the highest to the lowest, this may create the impression that you need to readjust the temperature from the lowest to highest each time.

Remedy:

To maintain the temperature you have set, simply avoid pressing the 'Water Temp' / 'Drying Temp.' button again at the highest level, unless you intend to change the temperature level.

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5. Water Pressure

Trouble:

The water pressure is too low. / The water pressure became lower than before.

Remedy:

- Check that the water supply valve next to the toilet is fully open.
- Inspect the white pipe connected to the unit for any kinks or bends that may be restricting water flow. Straighten the hose if necessary to ensure a clear path for water.
- Check that the main water supply valve to the house (usually in the basement, mechanical room, and near the pressure tank) is open to its maximum.
- When not seated, press any spray button. While the spray wand is extended (but not spraying), lightly brush the nozzle with a toothbrush. When finished, press any wash button or the 'Stop' button to retract the spray wand.

6. Seat Temperature

Trouble:

Had the heated seats on all the time and when first seated the seats were cool and only after sitting for a while did feel the seats start to heat up.

Causes:

ESM mode may have been turned on by mistake. In ESM mode, the seat will only start heating when it senses an object.

Remedy:

Switch off ESM mode.

7. Temperature Display

Trouble :

The temperature of the water displayed on the screen does not match the warm - water temperature level that has been set.

Causes:

When spraying: The unit has a tolerance of $\pm 4^{\circ}\text{F}$ when heating cold water in the plumbing.

When not spraying: The water temperature shown on the screen is the tank water temperature.

Remedy:

This is normal and not a malfunction.

8. Remote Controls

Trouble:

The remote control has power but does not respond when pressed.

Causes:

The remote control may not be paired with the bidet toilet seat.

Remedy:

Press and hold the side knob for 5 seconds until you hear a beep and the screen starts flashing. Then press any button on the remote control. You will hear a beeping sound, indicating successful pairing.

9. Beep

Trouble:

How to turn off the beeping sound?

Remedy:

Long press the 'Rear Wash' button for about 5 seconds. You will hear a beep, which means the beeper is successfully switched off.

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10. Electrical Safety and Circuit Overload Warning

Trouble:

- Lights on the same circuit flicker or dim when the unit is operating.
- The unit frequently stops heating or operating automatically, or causes the home's circuit breaker to trip.
- The unit heats slowly, and the water temperature cannot reach the set level.

Causes:

This is an instant-warming bidet seat. Its maximum power draw and current vary by local voltage supply:

- At 110V: Maximum power is approximately 1100W, drawing about 10 Amps.
- At 120V: Maximum power is approximately 1300W, drawing about 12.5 Amps.

If a dedicated circuit of sufficient amperage is not used, activating the water heater can cause:

1. Circuit Overload: Sharing a circuit with other appliances (lights, outlets, etc.) can cause the total current to exceed the breaker's capacity, leading to tripping.
2. Voltage Drop: The high current draw causes a momentary voltage drop on shared wiring, resulting in light flickering and may affect the operation and lifespan of this unit and other appliances.

Remedy:

This is not a product malfunction, but the result of an electrical installation that does not meet safety specifications. To ensure safety and proper performance, the following electrical requirements are mandatory:

1. A Dedicated Circuit is REQUIRED. The unit must NOT share a circuit with any lights, outlets, or other appliances in the bathroom or any other area. It must have its own circuit running directly from the electrical panel.
2. Ensure Adequate Circuit Capacity. The dedicated circuit, wiring, and outlet must meet or exceed the following minimums based on your local voltage:
 - For 110V areas: Use a circuit, wiring, and outlet rated for a minimum of 10 Amps.
 - For 120V areas: Use a circuit, wiring, and outlet rated for a minimum of 12.5 Amps.
3. Professional Installation Required. This installation must be performed by a qualified, licensed electrician. The electrician will assess your home's wiring and install a properly rated, dedicated circuit in full compliance with national and local electrical codes.

■ Technical Parameter

Specification		HX-X9-L	HX-X9-R
Power Rating		AC 110V-127V, 60Hz, 1100W-1500W, 10A-12.5A	
Inlet Water	Inlet Water Temperature	59°F - 95°F	
	Inlet Water Pressure	0.05 - 0.75Mpa	
Wash Device	Adjustable	4 Levels	
	Warm Water Temperature	Actual water temperature, 92°F, 98°F, 104°F	
	Heater	1200W	
	Safety Devices	Negative Temperature Coefficient Sensor, Thermostat, Protection against dry heating	
Heated Seat	Adjustable	4 Levels	
	Temperature	Indoor temperature, 91°F, 99°F, 104°F	
	Heater	45W	
	Safety Devices	Earth leakage protection, Seating Sensor	
Warm Air Dryer Device	Adjustable	5 Levels	
	Dry Temperature Adjustable	Indoor temperature, Level 1, Level 2, Level 3, Level 4	
	Heater	190W	
	Safety Devices	Thermostat, Thermal Cutoff	
Power Cord Length		47.2in	
Ambient Temperature		59 °F - 95 °F	
Turbo & Vortex Function		√	√
Control Type		Remote Control	Remote Control
Package Dimension		21.8 x 19.3 x 7.5 in	21.8 x 19.3 x 7.5 in
Package Weight		23 lb	22 lb

■ Limited Warranty

1. Warranty Period:

The entire product is warranted for 1 year from the date of purchase on Amazon.

(Ensuring Correct Installation & Use: The product must be professionally installed (strongly recommended) or properly installed according to the included instructions and used normally within the product's design specifications.)

2. What is Covered:

We provide free replacement for malfunctions caused by material or manufacturing defects under normal use within 1 year of purchase.

3. Your Responsibilities:

- Ensure the product is correctly installed and used according to the instructions (professional installation is strongly recommended).
- Provide your Amazon order number.
- Provide a detailed description of the malfunction, including pictures and video.
- Contact us promptly first: Reach out to the seller through your Amazon order page.

4. What is NOT Covered:

- Normal wear and tear, aging, or consumable parts (e.g., filter, sealing rings).
- Damage resulting from negligence, accidents, abuse, misuse, improper installation (e.g., not following the manual, lack of grounding, incorrect water pressure/voltage), improper maintenance (e.g., lack of regular cleaning, use of corrosive cleaners), pet damage, unauthorized modifications, or disassembly.
- Problems caused by water quality/power supply issues, natural disasters, or use with incompatible accessories.
- Cosmetic damage (scratches, dents, discoloration) as long as normal functionality is not affected.
- Products purchased outside official Amazon sales channels.
- Orders that have been refunded or returned.

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.

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

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.