

**HOROW®**

# **Two-Piece Toilet**

## **Installation & User Manual**

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- Thank You for Choosing HOROW. Please read the instructions carefully before installation and keep it available for future maintenance or reference.
- We are not responsible for the accidents resulting from the user's negligence.
- HOROW reserves the right to make revisions to this manual without notice.



**Need help? Contact HOROW Customer Service Team.**

**Phone: (+1)209-200-8033**

**Monday to Friday**

**Email: support@horow.com**

## Important Information



1. Two people are required to handle and install this product as it is fragile.
2. Please read this manual carefully before installation. Always use the appropriate tools and always wear appropriate personal safety accessories to protect your safety.
3. The limited warranty is void for any commercial installation.
4. We are not responsible for local code compliance for this product. Building and plumbing codes may vary from state to state by location. We are not responsible for providing any compliance certifications.
5. We are not responsible for providing any type of certification for this product.
6. Under no circumstances shall we be liable for any incidental damages sustained in connection with this product.

# Product Installation

## Tools Needed for Installation

Please have these tools prepared prior to installation.



Safety Glasses



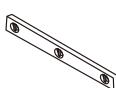
Putty Knife



Spanner



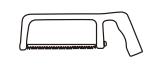
Measuring Tape



Level



Flexible Supply Hose



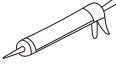
Hacksaw



Screwdriver



Floor Flange

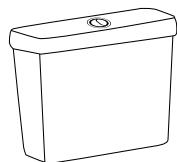


Caulk Gun &amp; Sealant

## Parts Included

Please confirm that all items below are inside the box.

Tank with Lid



Tank Fittings



Dual Flush Button

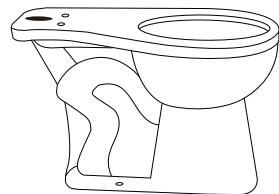


Flush Valve

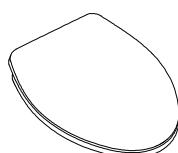


Fill Valve Adapter

Toilet Bowl



Toilet Seat with Installation Kit



Wax Ring and Bolt Kit



Wax Ring



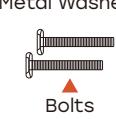
Plastic Disks



Metal Washers



Plastic Washers

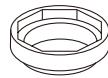


Bolts

Tank Connection Kit



Tank Connection Parts



Tank Gasket

### Note:

This is a general instruction manual. For some parts, please refer to the actual product received.

## Prior to Installation

Follow all plumbing and building codes according to state and local requirements.

Please confirm that all the aforementioned items in the package are present. In case of any missing or damaged parts, please feel free to contact our Customer Service Team. Illustrations above are for reference only. The ceramic product may have slight deformation during the firing process. Please consult the actual product for accurate details.

Verify the product dimensions and secure enough installation space. The rough-in size refers to the distance between the center of the toilet flange to the finished back wall. Our toilets have both 12" and 10" rough-ins. Please reserve the installation space based on the actual product received.

The minimum water pressure required is 3 psi, and the maximum water pressure is 80 psi. If the minimum water pressure is not met, the toilet may not achieve the optimal cleaning performance.

## Installation Procedure

Install your toilet using the following steps:

Please remove the old toilet first if any and ensure the mounting surface is clean and level before the new toilet is installed.

**1**

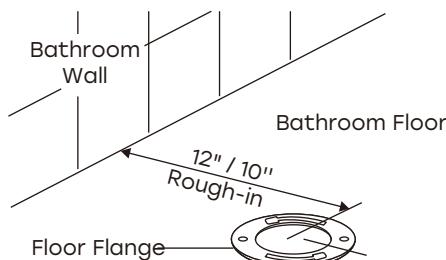
### Remove Old Toilet

1. Shut off the water supply. If there is no shut-off valve near the toilet, turn off the main water supply.
2. Flush the old toilet completely to empty the tank. Remove the remaining water in the tank or bowl with a sponge.
3. Disconnect and remove the water hose from the toilet's tank.
4. Unscrew and remove the nuts that attach the toilet to the floor, then detach the toilet and remove the bolts from the flange.
5. Use a putty knife to remove any old wax ring or putty sealant from the flange area.
6. Remove any remaining debris and wipe up any water in the installation area.
7. Temporarily seal the flange with a flange plug or a towel to prevent any gases from escaping.

**2**

### Prepare Floor Flange

Measure the distance from the wall to the center of the flange to confirm the rough-in size. Ensure the flange (not included) is properly prepared and installed beforehand.



**3****Install Floor Bolts**

Install the floor bolts into the flange channels and turn 90°. Position them 6" (152 mm) apart and parallel to the side wall.



Note: the bolts may need to be cut and shortened to fit the bolt caps properly.

**4****Install Wax Ring**

Carefully turn the toilet on its side or upside down onto a soft blanket to avoid scratches on the toilet surface. Install the wax ring onto the drain hole at the bottom of the ceramic toilet and press it firmly into place.

Note:

1. Both the installer and all bystanders must wear safety glasses.
2. Store the wax ring at room temperature (70 to 75 °F) before use.

**5****Position Toilet on Flange**

Lift the ceramic toilet with two people and gently lower it onto the flange, aligning the bolts with the mounting holes.

Press down firmly on the ceramic toilet to ensure the wax ring forms a complete seal.

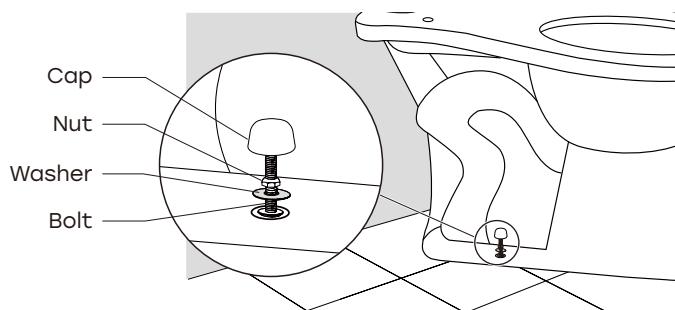
Avoid rocking the toilet, as this can break the seal and require replacing the wax ring.

Note: Shims may be needed under the bowl edge to accommodate slight manufacturing variations or an uneven floor, which does not indicate a defect in the toilet.

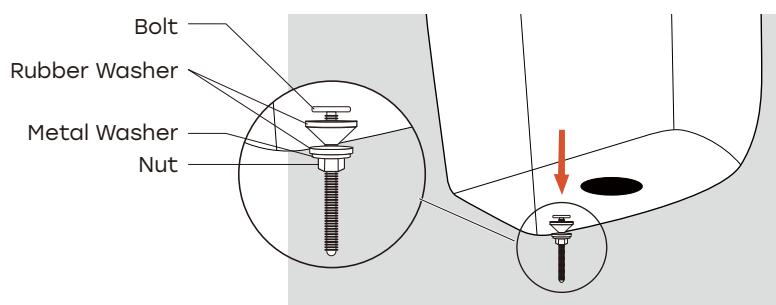


**6****Install Ceramic Toilet**

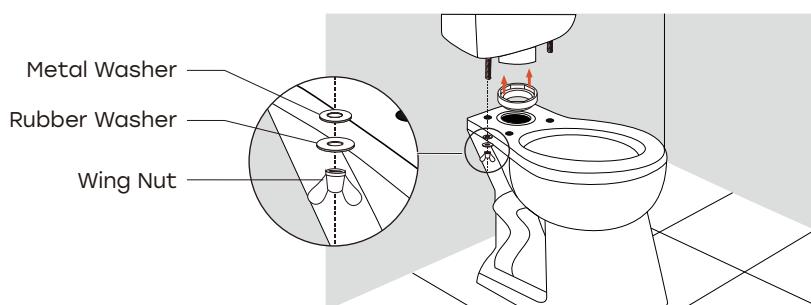
Place the plastic washers onto the bolts, followed by the metal washers, and then the nuts. Tighten the nuts securely to ensure the toilet is firmly seated on the floor. Put the caps on the nuts.

**7****Install Tank onto Toilet Bowl**

Insert the tank bolts with rubber washers into the mounting holes at the bottom of the tank. Place the rubber washers and metal washers successively onto the bolts and tighten the bolts with nuts to create the seal.

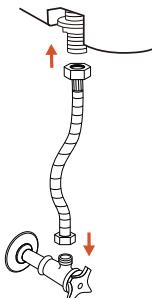


Attach the large rubber sealing gasket to the outlet under the tank. Gently place the tank on the bowl. Align the bolts with the mounting holes on the bowl and then tighten the bolts with washers and wing nuts.



**8****Connect Water Hose to Angle Valve**

Connect the flexible water hose (not included) to the toilet tank. Select the adapter based on actual requirement. Connect the water hose to the angle valve. Tighten the coupling nuts by 1/4 turn beyond hand tight.

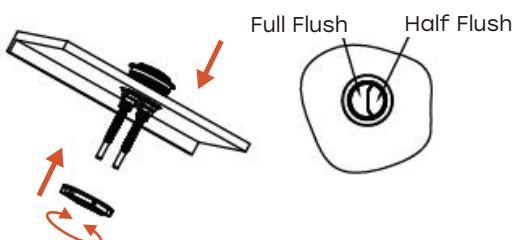


Note:

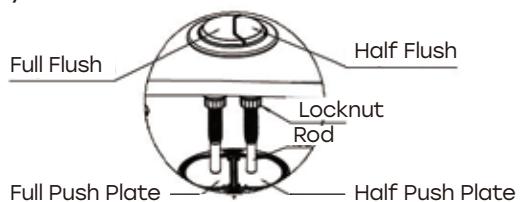
Our toilet fits both 7/8" and G1/2 water hoses.

**9****Install Flush Button**

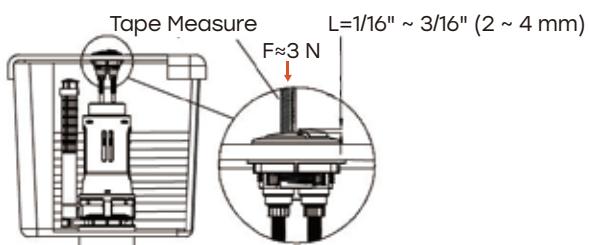
Unscrew the nut to remove it. Insert the flush button assembly into the mounting hole on the tank lid, and tighten the nut to secure it.



Rotate the flush valve body to align the half flush rod with the half push plate and the full flush rod with the full push plate. Unscrew the locknuts on the connecting rods to adjust them to the right position, making the rods touch relevant button properly.



Fill the tank to water level, and lightly tap the full or half flush button ( $F < 3$  N, do not start flush) to ensure  $L$  is between  $1/16" \sim 3/16"$  ( $2 \sim 4$  mm).



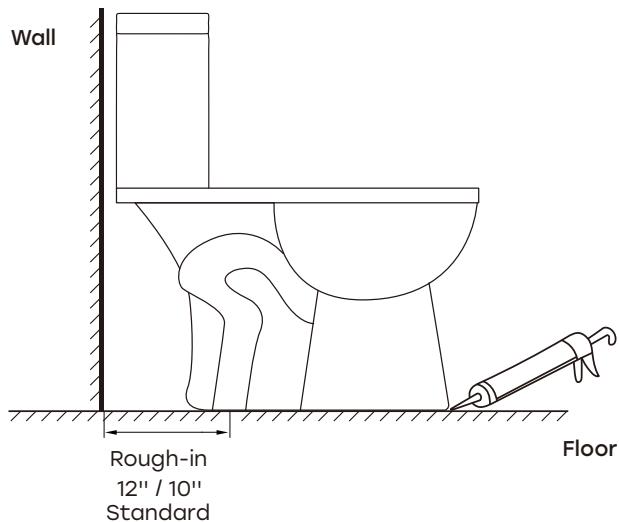
## Product Test Run



1. Turn on the angle valve on the water supply pipe and allow the tank to fill.
2. Check all connections for leakage and tighten them as needed.
3. Once the tank is filled with water, flush it 4 to 5 times to test the flushing system. At the same time, check the bottom of the toilet for leakage to ensure that the wax ring is properly installed and sealed.
4. If there is no leakage, you are ready to finalize the installation. If any shims are installed at the bottom of the toilet bowl, trim them as needed.
5. Apply the silicone sealant around the base of the toilet. Allow 24 hours for the silicone to dry before using the toilet.

**Note:**

Leakage may not occur during or immediately after installation. Make sure to check for leakage every couple of hours on the first day after installation and then occasionally each day for the next week to ensure that the toilet is properly installed and no leakage occurs. If any leakage is detected, immediately shut off the water supply valve and contact your local plumber to fix it.



## Care and Cleaning

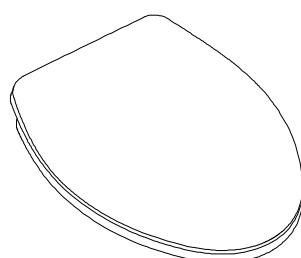


The new toilet is made of vitreous china, which is resistant to stains, acids and abrasion. Clean the outside surface with mild soap, warm water and a soft cloth. For stubborn stains, use a powdered detergent with a damp sponge or nylon scouring pad. Avoid abrasive scouring powders, cleansers or pads, as they can scratch, damage and dull the surface. HOROW is not responsible for any tank fitting damage caused by the use of cleaners containing chlorine (calcium hypochlorite).

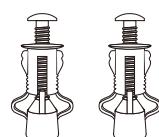
To clean the toilet seat, wash it with mild soapy water, rinse thoroughly with clean water and dry with a soft cloth. Avoid using detergents, disinfectants or aerosol cleaning products. Never use abrasive scouring powders on the seat. Some bathroom chemicals and cosmetics may damage the seat's finish, so always test your cleaning solution on a small and inconspicuous area before applying it to the entire surface.



## Toilet Seat Installation



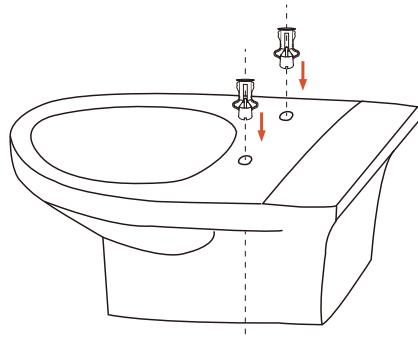
Metal Washers



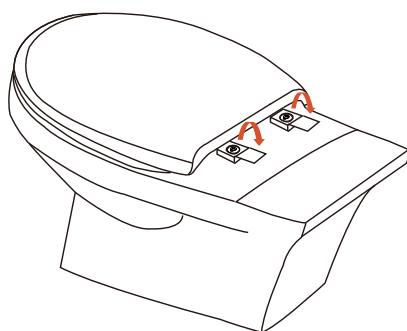
Anchors and Lock Screws

**1**

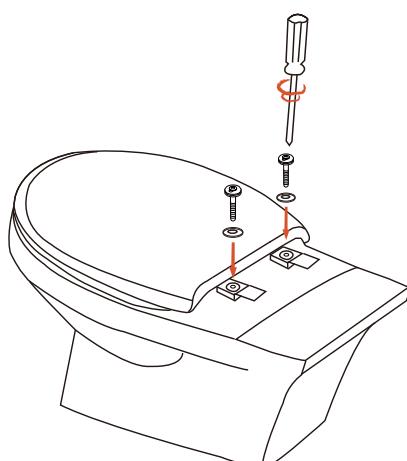
Insert the two plastic anchors into the two holes on the toilet bowl and push them in until fully seated.

**2**

Open the hinge cover on the seat and place the toilet seat and lid on the bowl.

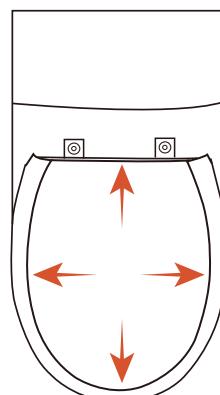
**3**

Put the provided metal washers onto the seat hinge holes, and then insert the lock screws. Lightly tighten the hinges with a screwdriver to allow for later adjustment.

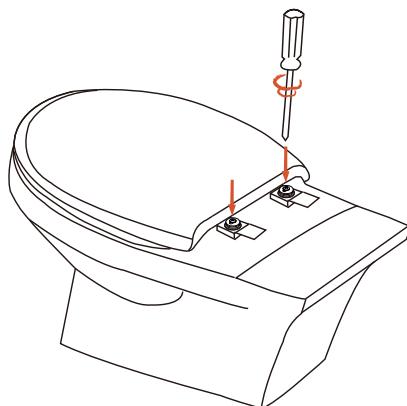


**4**

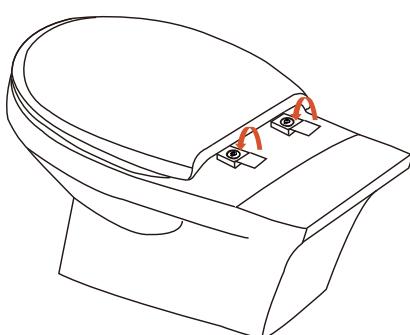
Adjust the seat position and align the toilet seat to the top rim of the toilet bowl.

**5**

Use a screwdriver to firmly tighten the lock screws to the bowl.

**6**

Close the decorative hinge cover.



# Troubleshooting

This Troubleshooting Guide is for general aid only. If the user encounters any problems, please first consult the troubleshooting guide below. If the problem persists, please contact our Customer Service Team.

Scan the QR code for video resources and find the troubleshooting videos you need.



## Tank Fittings for Dual Flush

Phenomenon	Fault Diagnoses	Solutions
Water level is too high or too low.	Fill valve is not adjusted to a suitable position.	Adjust the water level to the appropriate water level.
Fill valve does not shut off.	The tank wall has blocked the movement of the fill valve float.	Adjust the fill valve to the appropriate position and make sure the float can move freely.
	The refill tube wasn't installed properly.	Follow the instructions to re-install the refill tube correctly.
	Leakage of flush valve.	Make sure no leakage of flush valve.
	The water level is above overflow pipe of flush valve.	Re-adjust water level to appropriate position.
Fill valve does not turn on.	Water supply valve/angle valve is off.	Turn on the water supply valve/angle valve.
	The tank wall has blocked the movement of the fill valve float.	Adjust the fill valve to the appropriate position and make sure the float can move freely.
	Filter screen is dirty.	Clean filter screen.
Flush valve leaks.	The connecting rods are too long.	Cut off excess part and readjust. Note: cut the upper end of the rod.
	The valve body is dirty.	Remove the valve body for cleaning if affected by dirt in water.
	The valve body does not fit the base properly.	Re-install the valve body and the base to let them fit properly.
	The sealing gasket does not seal well.	Re-install the sealing gasket to form a complete seal.
Little or no flush volume when the push button is activated.	The connecting rods are too short.	Re-install the push button and adjust the rod length when connecting rods are too short.
Full flush or half flush water level is too high or too low.	Flush valve is not adjusted to a suitable position.	Readjust full flush adjustor, full flush float and half flush float.

# Warranty

## ONE YEAR LIMITED WARRANTY

HOROW products are made with high-quality materials and workmanship to provide customers with products that are built to last. If any defects in material or workmanship are detected during normal use within the first year of purchase, such as the replacement of any product or product part that you consider to be defective, HOROW will provide replacement parts free of charge. We are **not responsible** for all damages that result from **improper installation resulting in unavailability, repair and maintenance**. This warranty applies only to the original purchaser. Proof of purchase and **evidence of damage** will be required in the case of a **claim**.

HOROW recommends the installations to be made by a licensed, professional plumber.

HOROW will not be held responsible for any damage or product failure due to improper installation, misuse, or failure to use a licensed professional. HOROW is not responsible for any removal or installation cost.

This One Year Limited Warranty will be voided if:

The installation recommendations were not followed.

The product has been moved from its initial place of installation.

The product has been modified.

The product has been subjected to improper maintenance, abuse, misuse, excessive use of chemicals, accident or other damages.

HOROW makes no implication that products comply with any or all local building or plumbing codes. It is the consumer's responsibility to determine local code compliance. This warranty extends to the original purchaser and first consumer.

HOROW is not liable for any incidental, consequential or special damages associated with the return, replacement, installation or use of your product. This includes freight costs, labor, travel time, lost profit, home damages and other contingent liabilities and costs (including, without limitation, costs associated with experts, investigations, analyses, attorneys and other professionals and services).

The HOROW warranty is a comprehensive and explicit limit of liability, and all items outside of it are not addressable by or the responsibility of HOROW. Certain states have variances regarding implied warranties and in those situations, we remain fully compliant.

## Warranty Registration

Proof of purchase is required to validate this limited warranty. HOROW encourages you to register your product upon purchase to create a record of ownership at [www.horow.com](http://www.horow.com). Registration is voluntary and not required to maintain your limited warranty rights.



**For any questions or claims, please contact us by phone or email.**

**Phone: (+1)209-200-8033**

**Monday to Friday**

**Email: support@horow.com**

When making a claim, please prepare a photo of the evidence of damage so that we can quickly resolve the claim for you.



## Warning

Content may contain sharp and other possibly harmful pieces and may cause hazard to children and adults, HOROW is not responsible in any way for personal damage.