

HOROW®

One-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

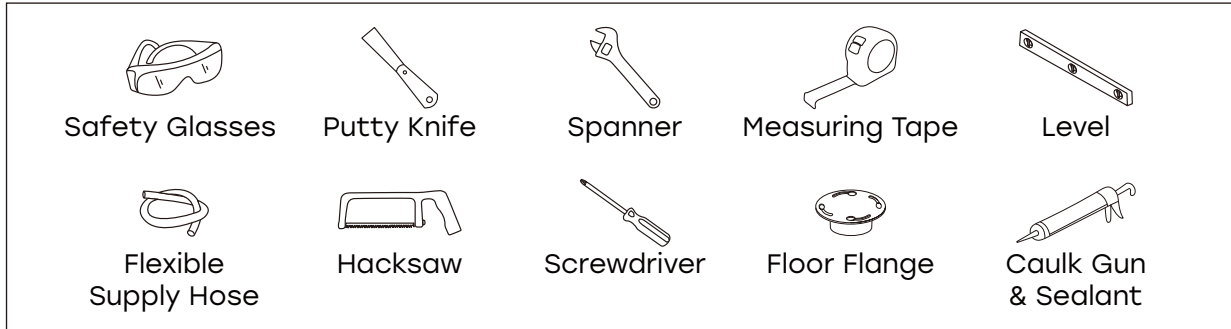


1. This product must be installed by a fully insured and licensed plumber only. Anyone other than a fully insured and licensed plumber who installs any of our products shall void the limited warranty. We recommend that such licensed plumbers have experience in the installation of products.
2. Two people are required to handle and install this product as it is fragile.
3. Please read this Manual carefully before installation. Always use the appropriate tools and always wear appropriate personal safety accessories to protect your safety.
4. The limited warranty is void for any commercial installation.
5. 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.
6. We are not responsible for providing any type of certification for this product.
7. Under no circumstances shall we be liable for any incidental damages sustained in connection with this product.

Product Installation

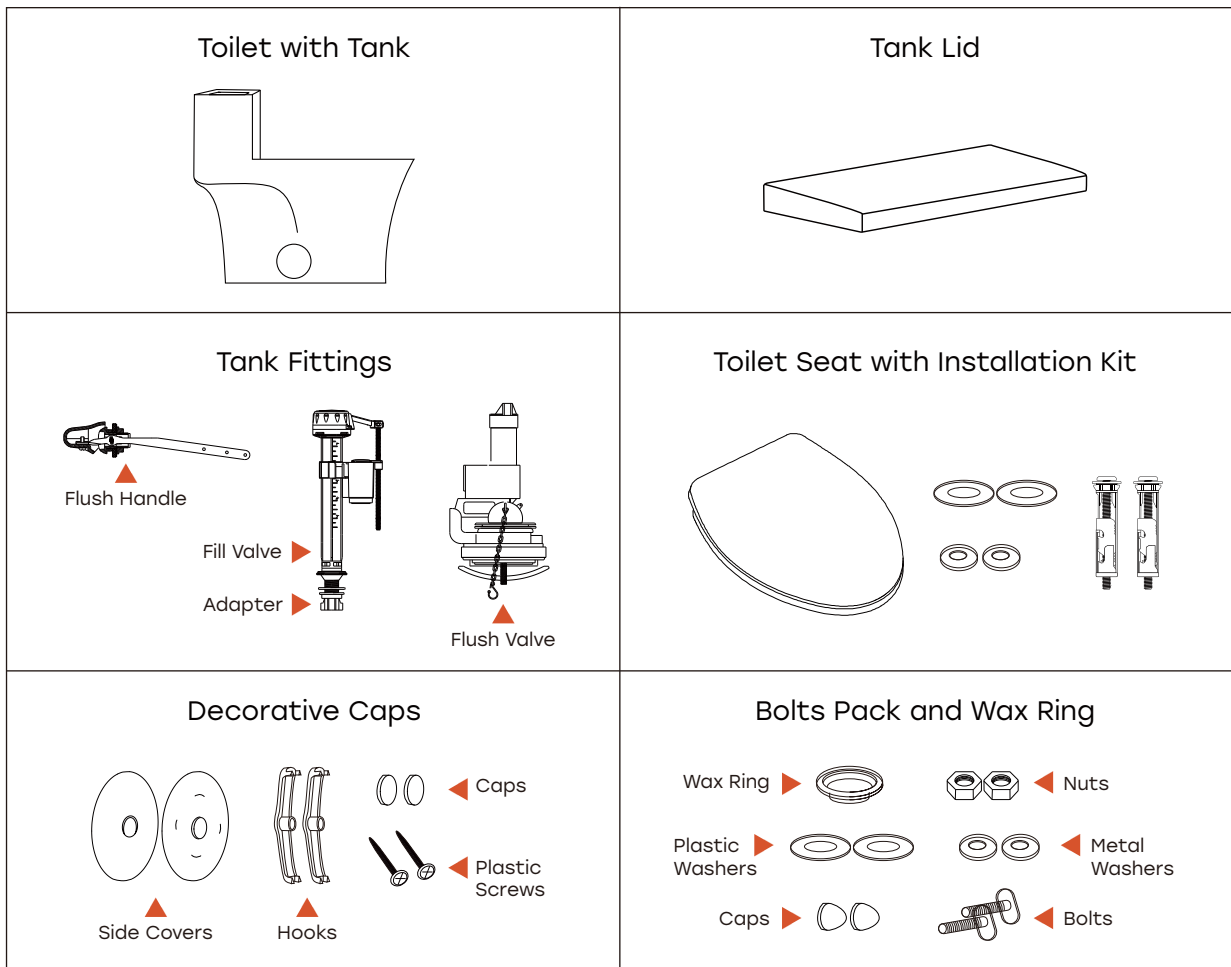
Tools Needed for Installation

Please have these tools prepared prior to installation.



Parts Included

Please confirm that all items below are inside the box.



Note:

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

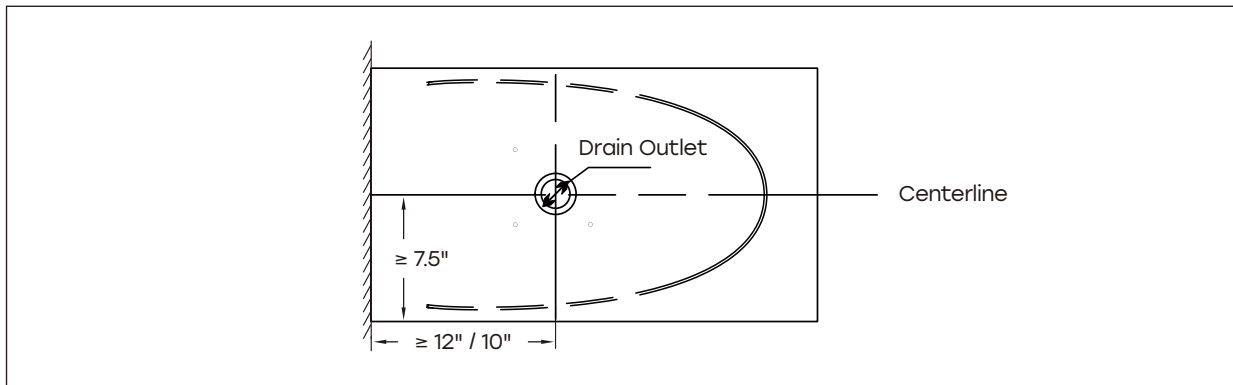
Prior to Installation

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.

To ensure proper installation, the distance between the water supply valve and the centerline of the toilet should be greater than half the width of the toilet bottom. The water supply valve should be about 7.5 inches away from the toilet centerline. For larger valves, a greater distance may be necessary to ensure proper clearance. For easy installation and maintenance, a range of 9 to 11 inches is recommended.



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:

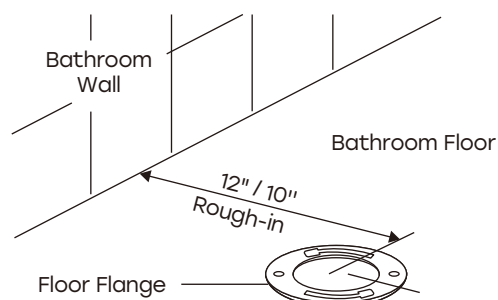
Please remove the old toilet first if any and ensure the mounting surface is clean and level before the new toilet is installed.

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.

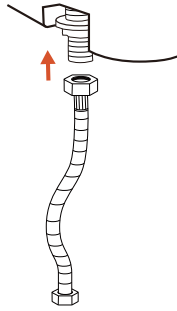


3 Connect Water Hose to Toilet Tank

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

Note:

1. Please connect the hose to the toilet tank inlet beforehand, as it will be difficult to do so after the toilet is installed.
2. Do not overtighten the nut on the tank connection. It may cause water leakage.

**4 Install Floor Bolts**

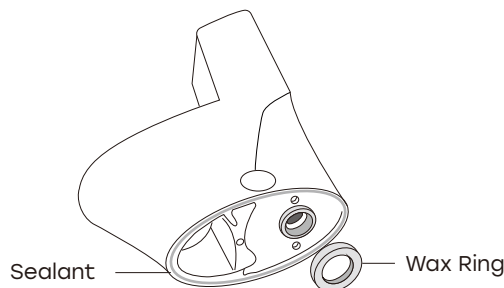
Install the floor bolts into the flange channels and turn 90°. Position them 6" (152 mm) apart and parallel to the side wall.

**5 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.



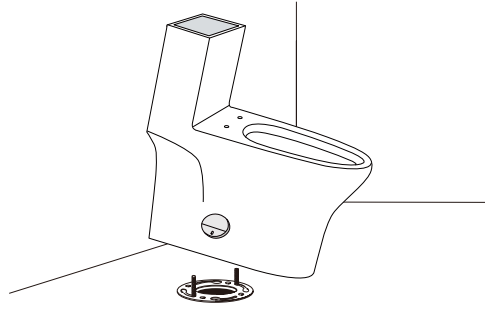
6 Position Toilet on Flange

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

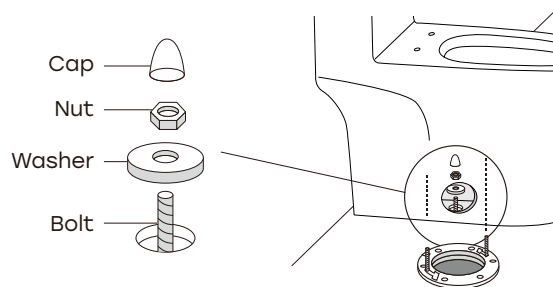
Press down firmly on the ceramic toilet to ensure the wax ring forms a complete seal.

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

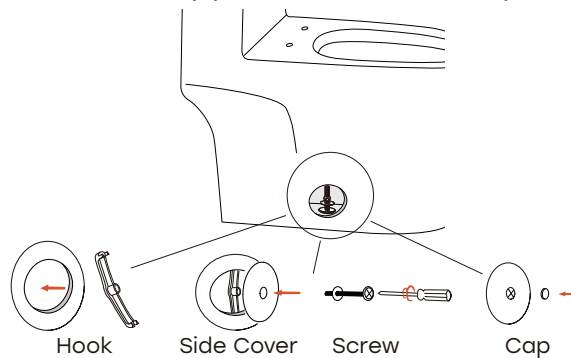
Note: Shims may be needed under the bowl edge to accommodate slight manufacturing variations or an uneven floor, which does not indicate a defect in the toilet.

**7 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.

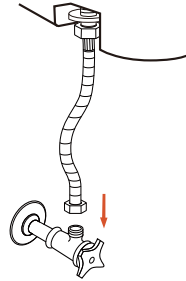
**8 Install Decorative Caps**

Pre-install the side covers and the hooks with the plastic screws. Insert the hooks into the holes on both sides of the ceramic toilet. Use a flathead screwdriver to tighten the side covers and finally put the decorative caps onto the screw heads.

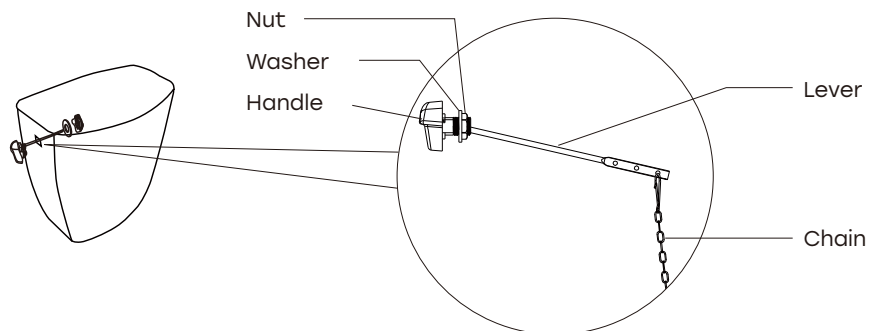


9 Connect Water Hose to Angle Valve

Connect the water hose to the angle valve. Tighten the coupling nuts by 1/4 turn beyond hand tight.

**10 Install Flush Button**

Unscrew the plastic nut and rubber washer to remove them from the lever. Insert the lever through the left mounting hole and then tighten the rubber washer and plastic nut. Hook the chain onto the lever. When the lever is stationary, the chain should be long enough to allow the flapper to fully close.



After installing the single flush handle properly, put the tank lid on the tank.

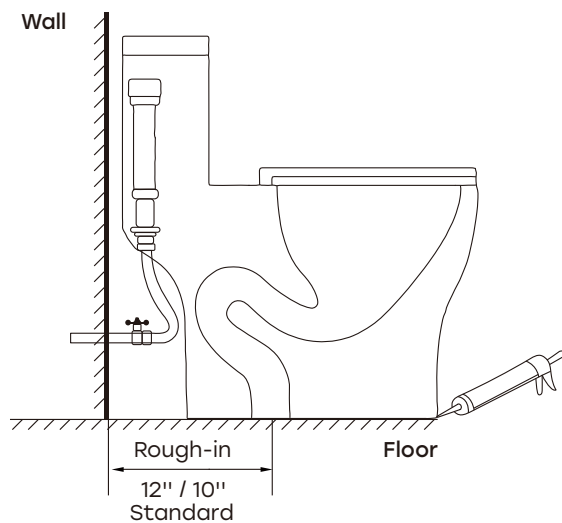
Product Test Run

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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.

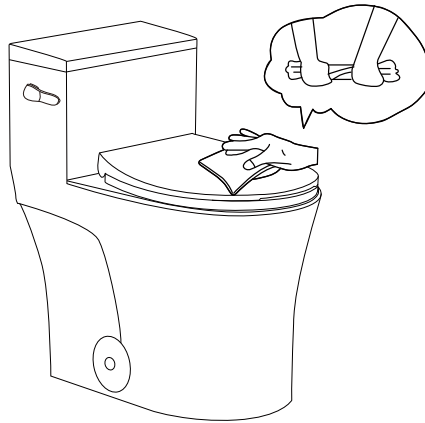


Care and Cleaning



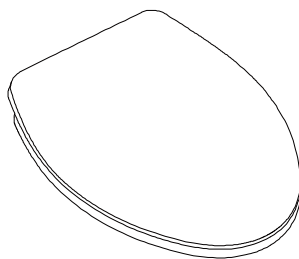
The new toilet is made of vitreous china, which is resistant to stains, acids and abrasion. Clean the outside surface with mild soap, warm water and a soft cloth. For stubborn stains, use a powdered detergent with a damp sponge or nylon scouring pad. Avoid abrasive scouring powders, cleansers or pads, 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

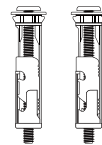
There are two ways to install the toilet seat. Please select the one based on the seat and parts you actually received.



Plastic Washers



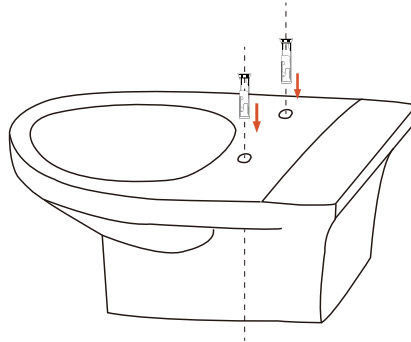
Metal Washers



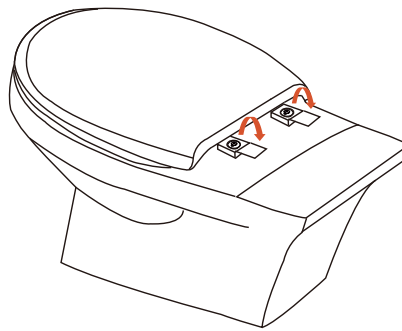
Anchors and Lock Screws

1

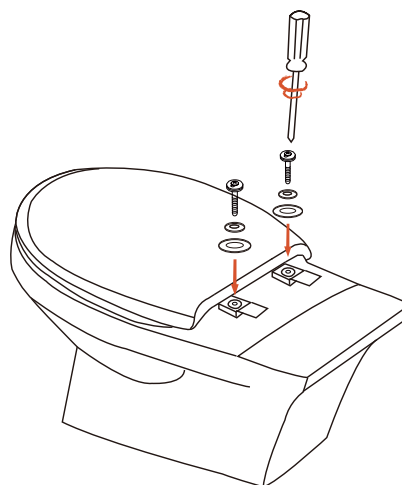
Insert the two anchors into the two holes on the toilet bowl and push them in until fully seated.

**2**

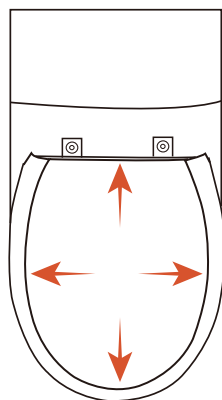
Open the hinge cover on the seat and place the toilet seat and lid on the bowl.

**3**

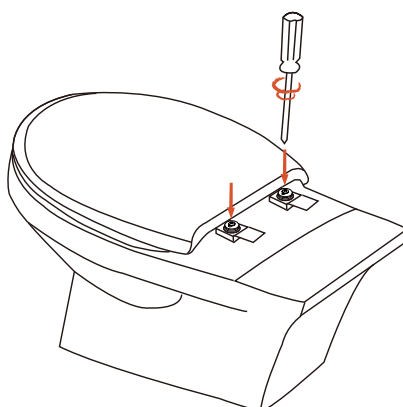
Put the provided plastic and metal washers successively onto the seat hinge holes, and then insert the lock screws. Lightly tighten the hinges with a screwdriver to allow for later adjustment.



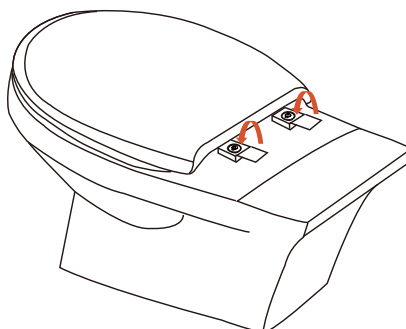
- 4** Adjust the seat position and align the toilet seat to the top rim of the toilet bowl.



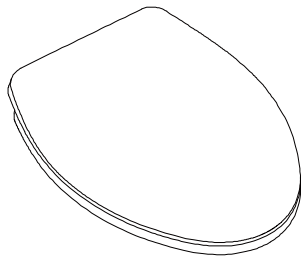
- 5** Use a screwdriver to firmly tighten the lock screws to the bowl.



- 6** Close the decorative hinge cover.



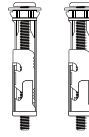
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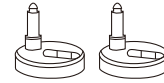
Metal Washers



Hinge Covers



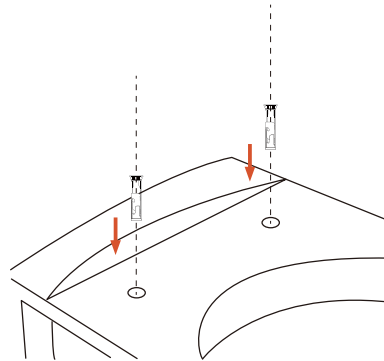
Anchors and Lock Screws



Hinges

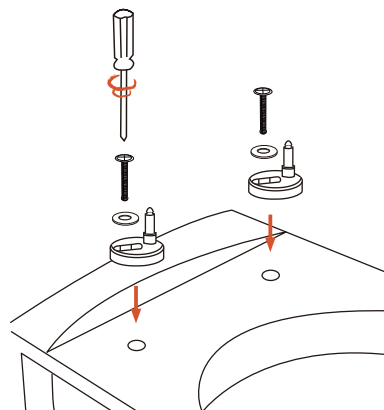
1

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



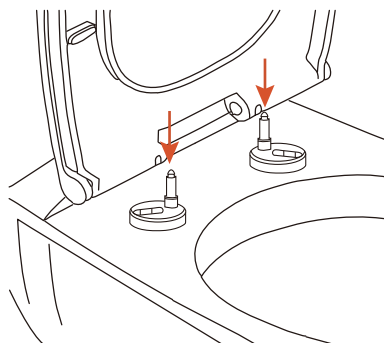
2

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

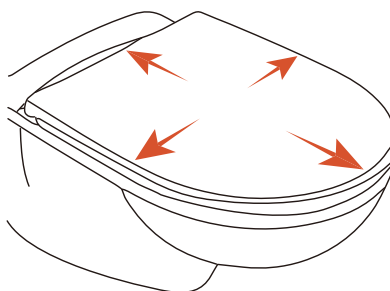


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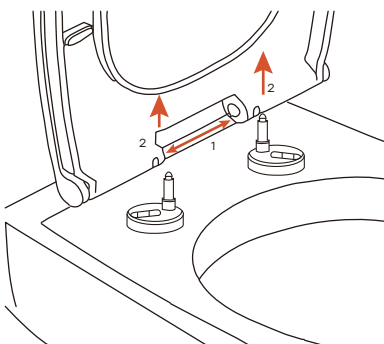
Attach the toilet seat to the hinges as shown below.

**4**

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

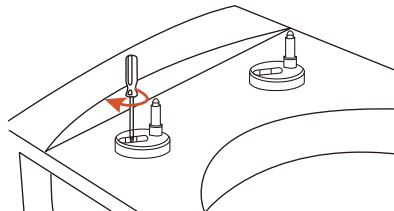
**5**

Remove the toilet seat by pressing the two push buttons.

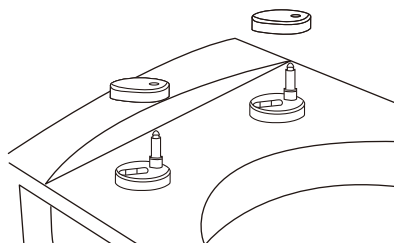


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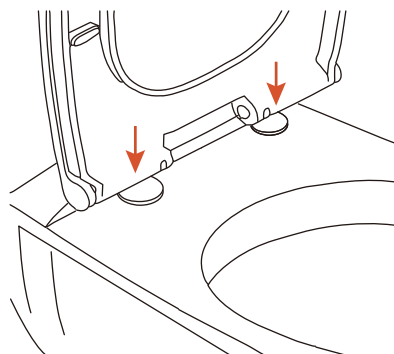
Use a screwdriver to firmly tighten the lock screws to the bowl.

**7**

Put the decorative hinge covers on the hinges.

**8**

Install the toilet seat back onto the hinges.



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 Single 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.
Water leaks from the base of fill valve.	Fill valve is not installed correctly.	Re-install the fill valve and tighten it properly.
Fill valve cannot stop water, or the water cannot enter into the flush valve.	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.
Water leaks from tank outlet.	Flush valve is not installed correctly.	Re-install the flush valve and tighten it properly.
Water leaks from flapper seal.	The washer is broken.	Replace the washer.
	Debris exists on the washer.	Clean the washer with warm water.
	The length of the chain is too short.	Adjust the chain length.
Flush valve does not work.	The length of the chain is too short or too long.	Adjust the chain length.

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. 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.