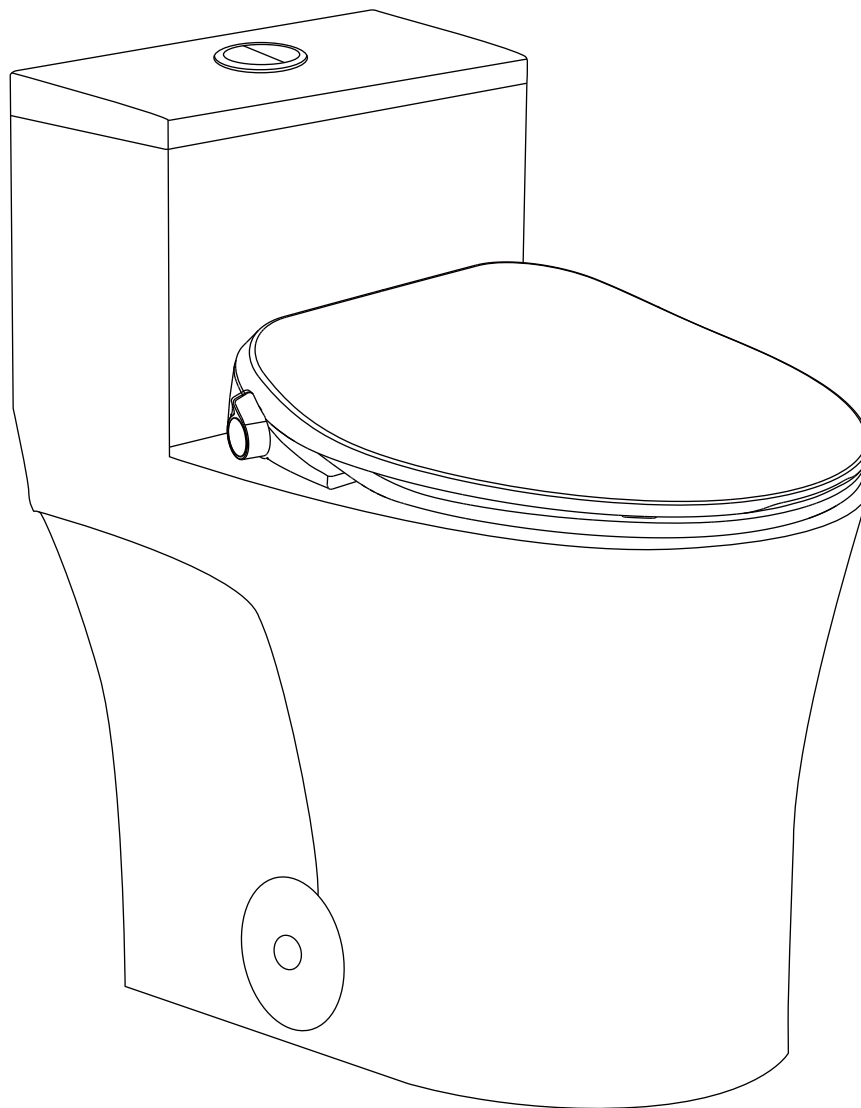


HOROW®

Installation & User Manual

HOROW T0338W-BD

One-Piece Toilet with Bidet Seat



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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 Safeguards

Read All Instructions Before Using

Important Information

When using the product, especially when children are present, basic safety precautions should always be followed, including the following:



DANGER - To reduce injury to persons:

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 wash the main unit with water or detergent.
5. During installation, disassembly, repair and maintenance of the product, the water supply must be shut off.



WARNING - To reduce the 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 HOROW.
3. Never operate this product, if it is not working properly, or if it has been dropped, damaged, or immersed in water. If any of these conditions apply, contact our Customer Service Team directly.
4. Never use while sleeping or drowsy.
5. Never drop or insert any object into any opening or hose.
6. Do not use outdoors or in environments where aerosol (spray) products are being used or oxygen is being administered.
7. Caution - Do not remove the toilet lid (or back) on your own. Refer servicing to qualified service personnel.

Explanation of Terms and Symbols

To ensure proper and safe use of this product, please read this section carefully before use. After reading, store this manual in a safe place for any needed future reference.

The hazards and warnings listed herein are important to our user's safety. Significant consequences may result from failure to heed warnings. The company will not be held liable for any injuries or damages caused by improper use or failure to follow the safety instructions.

Warning	Indicate possible injury resulting from improper usage due to negligence of this sign.
Attention	Indicate human injury or property loss that may result from improper usage due to negligence of this sign.
	Indicate a strict request to follow noted precautions when used with the above "Warning" and "Attention" signs.
	Prohibit any individual from performing any action with this symbol.
	Prohibit any individual from dismantling product.
	Keep product away from any wet environments, including, but is not limited to, humid environments, close proximities to baths, showers or sinks.
	Keep away from any extreme heat or fire!
	Operate only as instructed!

Warning

Do not bend or twist the water supply hose.



Do not place a lit cigarette along with other burning objects into the unit.

※ Risk of fire.



Do not add water or detergent on to the bidet seat. Do not soak the product with water or cleaner.

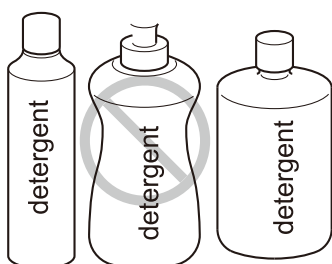
※ Risk of product damage.



Any person with a disability, the elderly, and children should be using this product with the supervision of another individual.



For cleaning or maintenance of plastic parts, do not use any harsh cleaning agents. (These include, but are not limited to products such as concentrated sulfuric acid, concentrated nitric acid, glacial acetic acid, carbon tetrachloride, chloroform, benzene, phenol, methylphenol, dimethylformamide, methyl ether, soybean oil, acetate, 40% nitric acid, thick salt acid, 95% alcohol, gasoline, kerosene, etc.)



- ※ Risk of damaging parts that can lead to accidents and injuries.

Do not use polluted water or water meant for industrial use.



- ※ Risk of cystitis and dermatitis.
- ※ Untreated water may also cause internal corrosion of the product.

Do not apply any force to the seat and lid. Do not stand on the lid or open or close the lid and the seat forcefully.



- ※ Risk of product damage and/or user injury.

Do not install the product in a humid environment or a soaked room. Do not spray or soak this product with any form of liquid to prevent any damage to the product.



- ※ Risk of accident that may lead to user injury.

This product is not a toy. Advise children not to play with product.



- ※ Risk of injury.

Do not dismantle, repair or alter this product on your own. Call in a professional for further advice.



- ※ Risk of accident that may lead to injury.

Attention

Do not spray urine in the direction of the bidet nozzle.

- ※ Doing so may result in blockage to the bidet nozzles and cleaning area.

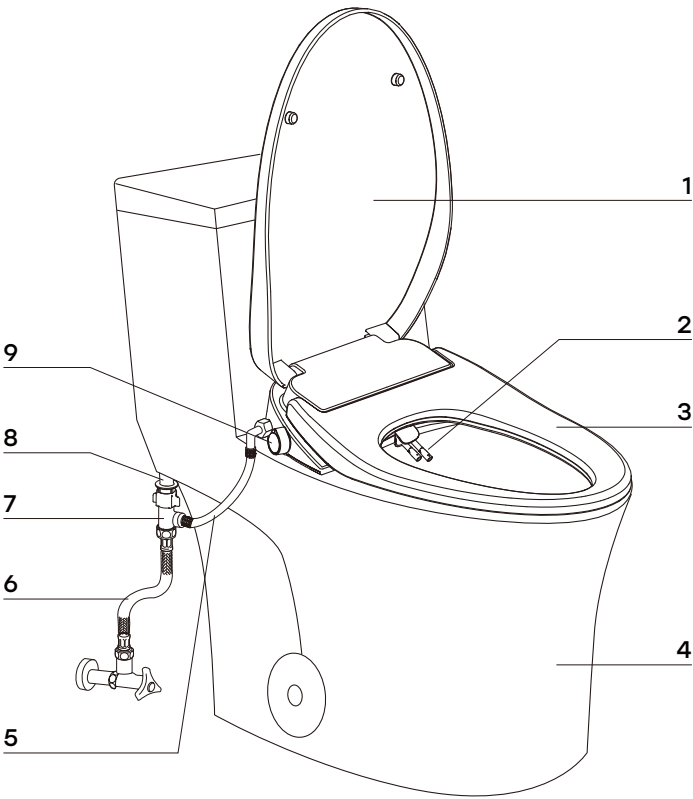


Avoid direct sunlight or heat.

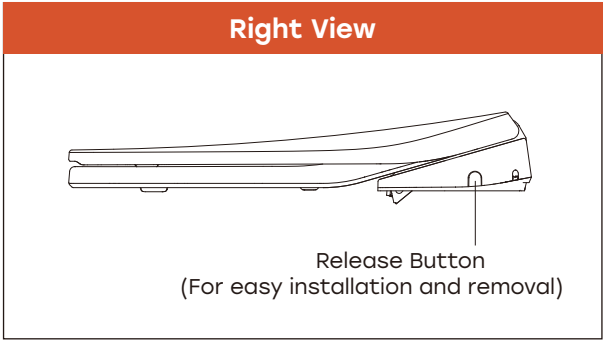
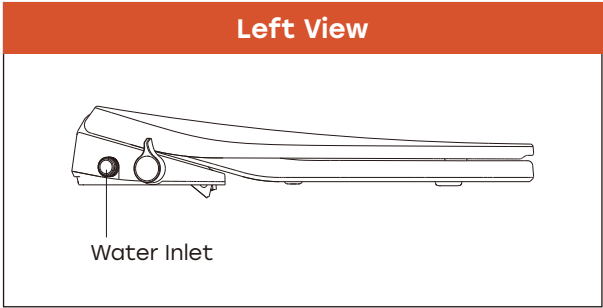
- ※ Risk of product discoloration.



Overall Sketch

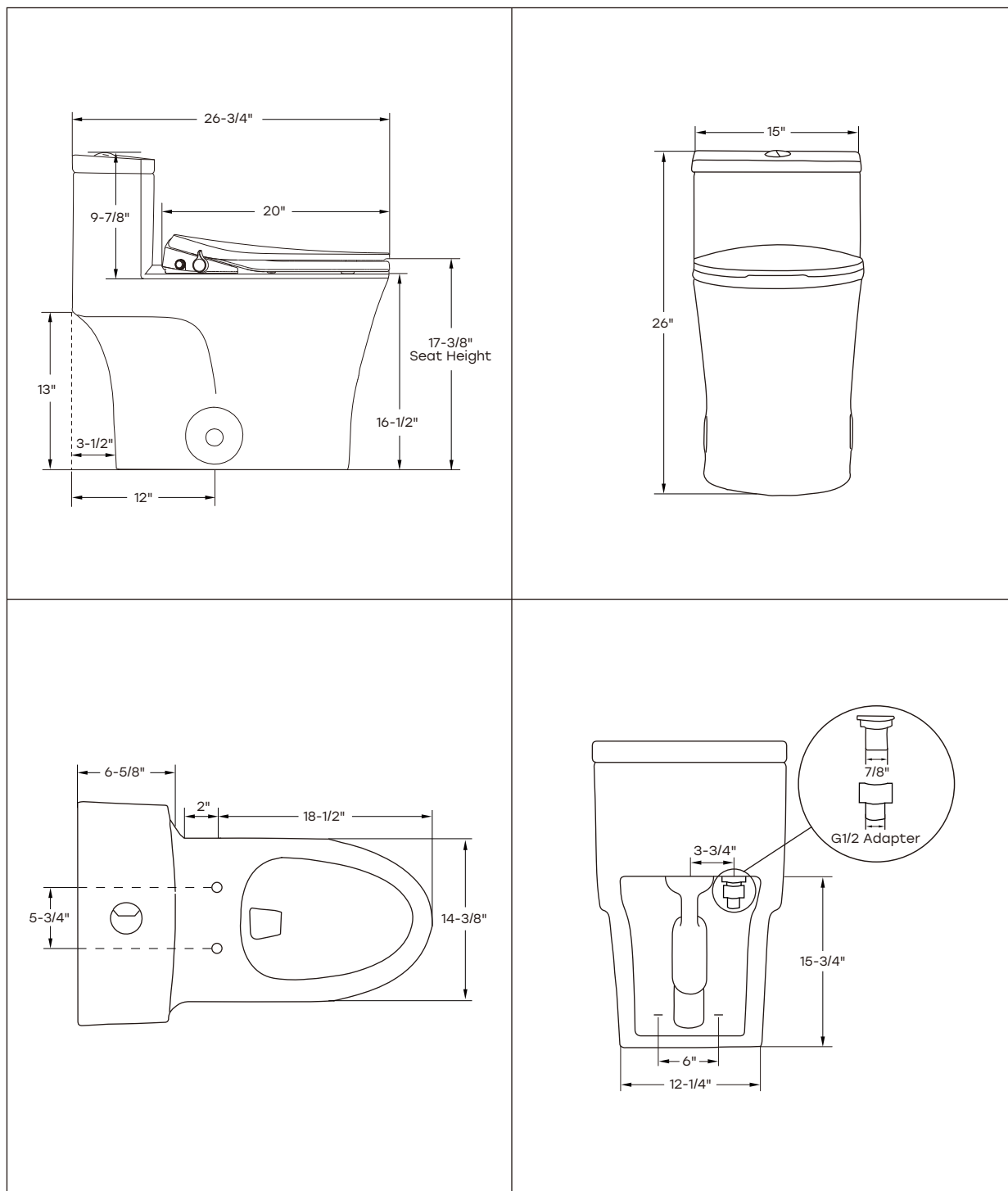


1	Lid
2	Nozzle
3	Seat
4	Ceramic Toilet Bowl
5	Bidet Water Supply Hose
6	Existing Water Hose
7	T-valve
8	Tank Inlet
9	Knob



Note:
No electricity is required for this bidet toilet seat, and it only provides cold water wash.

Dimensions

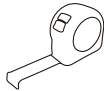
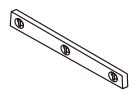
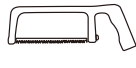
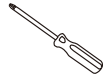
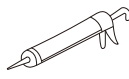


The dimensions are standard and may vary. Please refer to the actual product received.

Product Installation

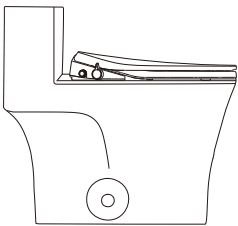
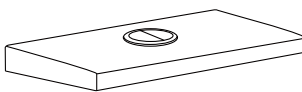
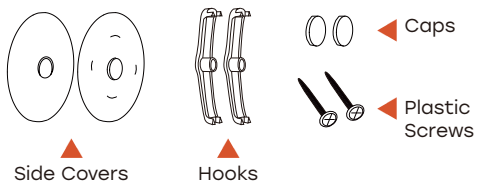
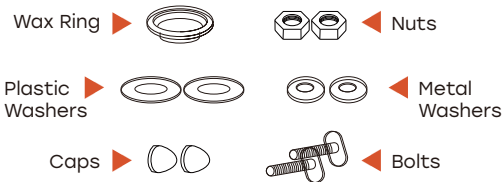
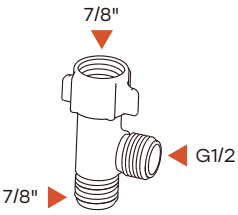
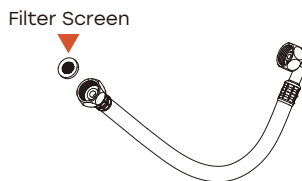
Tools Needed for Installation

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 & Sealant

Parts Included

Please confirm that all items below are inside the box.

Toilet with Seat 	Tank Lid with Flush Button 
Decorative Caps  Side Covers Hooks Caps Plastic Screws	Bolts Pack and Wax Ring  Wax Ring Nuts Plastic Washers Metal Washers Caps Bolts
T-valve (1 pc)  7/8" 7/8" G1/2	Bidet Water Supply Hose (1 pc)  Filter Screen

Prior to Installation

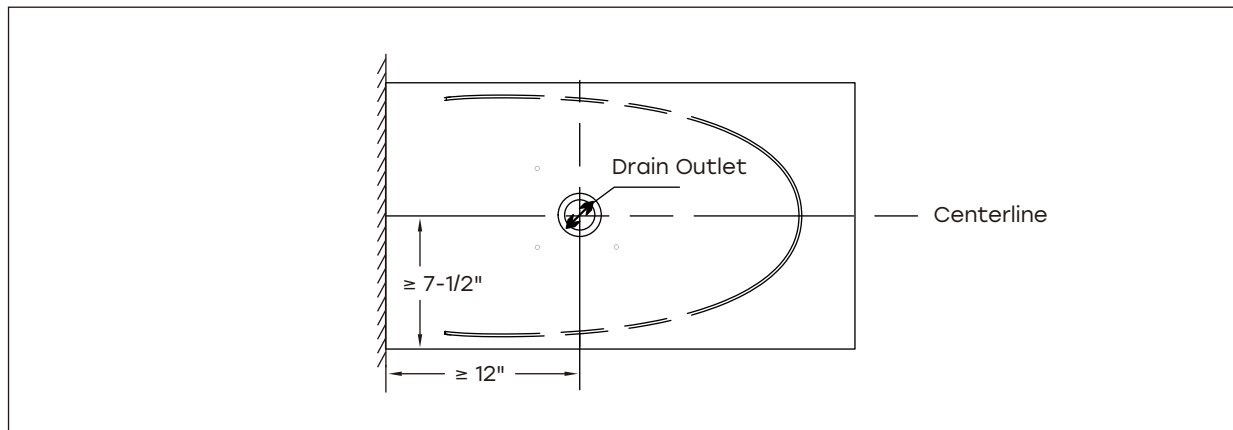
Parts Check

Please confirm that all the aforementioned items in the package are present. In case of any missing parts, please feel free to contact our Customer Service Team. Illustrations above are for reference only. Please consult the actual product for accurate details.

Size Requirements

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. 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 7-1/2" 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" is recommended.



Water Pressure Requirements

The minimum dynamic water pressure required is 10 psi, and the maximum static water pressure is 108 psi. If the water pressure requirements are not met, the product may not achieve its optimal performance.

Others

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

The angle valve shall be located close to the product location for easy installation and maintenance. Turn off the valve before installation.

Please use the braided hose that comes with the product to prevent water leakage. When installing the braided hose, ensure that the black gasket does not fall out.

Installation Procedure

Install your product using the following steps:

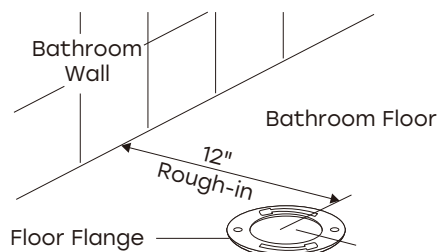
Please remove the old toilet first if any and ensure the mounting surface is clean and level before the new toilet is installed.

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

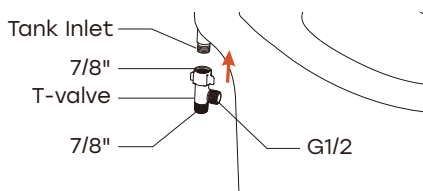
Measure the distance from the wall to the center of the flange to confirm the rough-in size. Ensure the flange (not included) is properly prepared and installed beforehand.



3 Connect the T-valve to Toilet Tank

Connect the T-valve to the toilet tank inlet as shown below.

Use Teflon tape on all threaded connections to ensure a water tight seal.



Note:

1. Please connect the T-valve 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 wall.

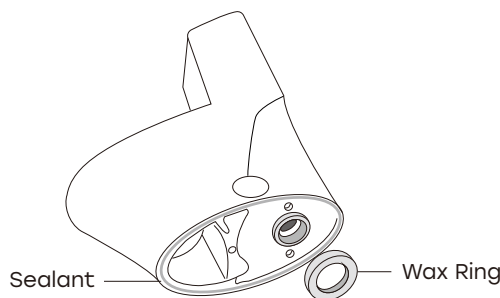


5 Install Wax Ring

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

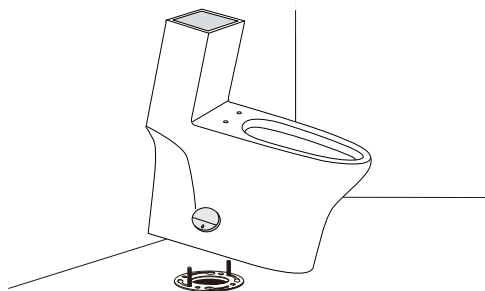
Lift the ceramic toilet with two people and gently lower it onto the flange, aligning the bolts with the mounting holes.

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:

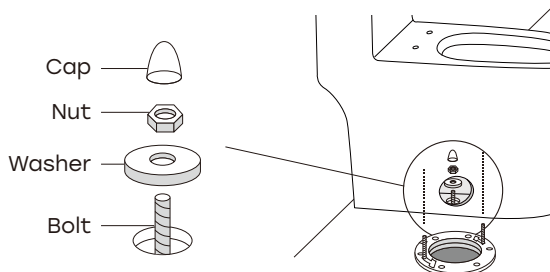
Shims may be needed under the bowl edge to accommodate slight manufacturing variations or an uneven floor, which does not indicate a defect in the toilet.



7

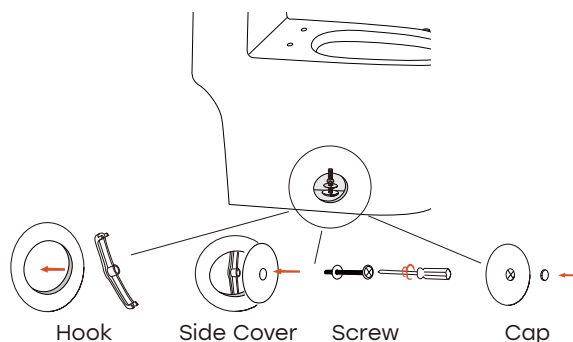
Install Ceramic Toilet

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

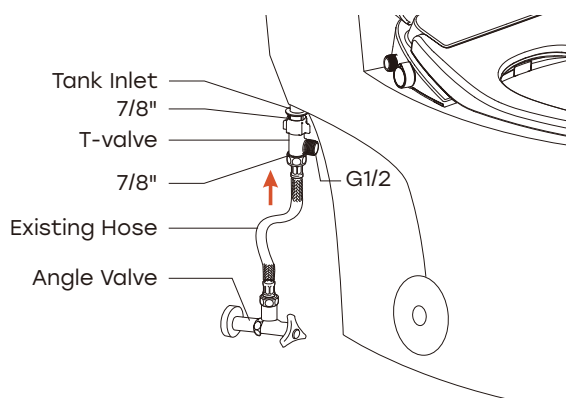
Pre-install the side covers and the hooks with the plastic screws. Insert the hooks into the holes on both sides of the ceramic toilet. Use a flathead screwdriver to tighten the side covers and finally put the decorative caps onto the screw heads.


9

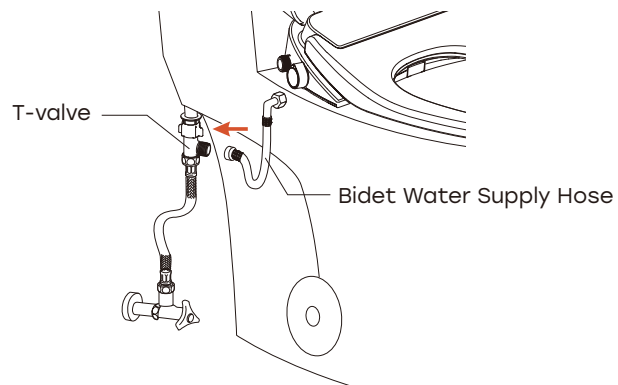
Connect Water Hoses

Connect the existing water hose to the T-valve and tighten it.

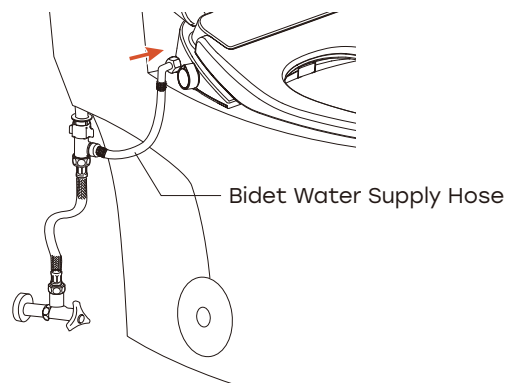
※ Do not overtighten the connections, and ensure the hose is not bent or twisted.



Connect the provided bidet water supply hose to the T-valve and tighten it.



Connect the provided bidet water supply hose to the bidet inlet and tighten it.



Product Test Run

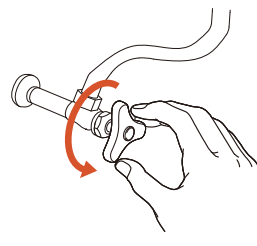
1

Water Connection

Turn the water supply angle valve to the maximum opening, as shown in the diagram.

Make sure no leakage is found at various connection parts.

※ In case of any water leakage, unfasten the nuts and install them again.

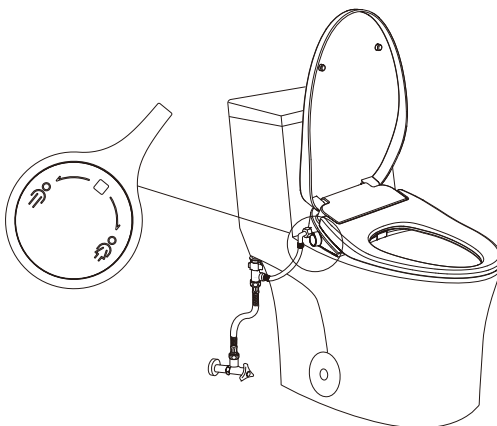

2

Test Running

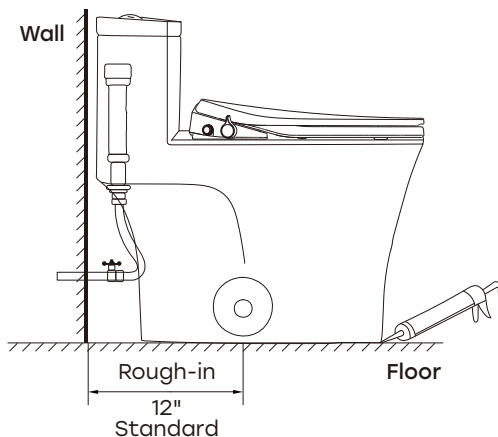
Are all functions working properly?

Test all function buttons on the knob.

Confirm the functionality of Posterior Wash and Feminine Wash.



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. Apply the silicone sealant around the base of the toilet. Allow 24 hours for the silicone to dry before using the toilet.



Usage Instructions



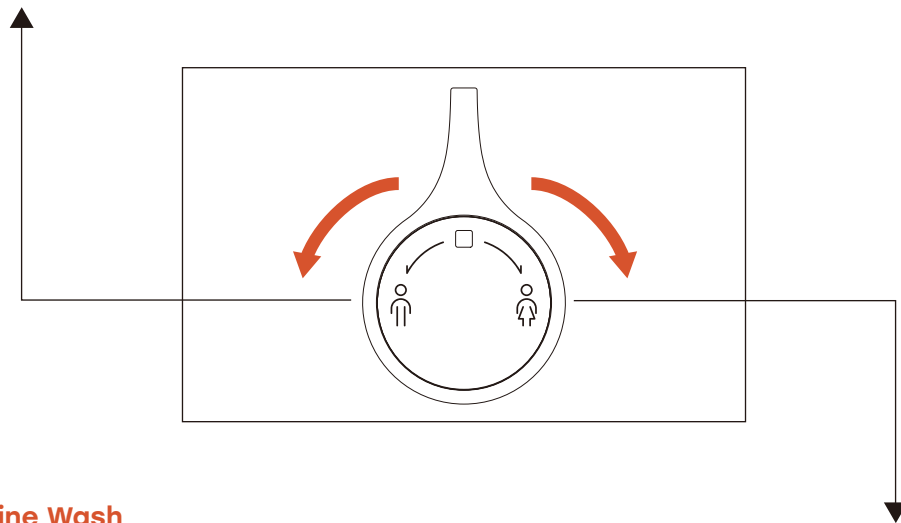
Posterior Wash

Rotate counterclockwise

Rotate the knob counterclockwise to the first position to start nozzle self-cleaning; rotate further to extend the nozzle out and start the posterior wash.

During a posterior wash, rotate the knob counterclockwise to increase the cleaning intensity, and clockwise to decrease it.

Rotate the knob back to the middle position to stop cleaning.



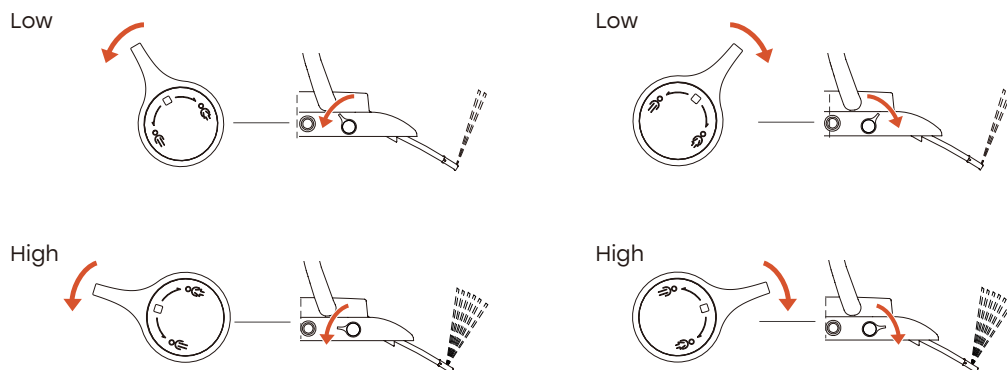
Feminine Wash

Rotate clockwise

Rotate the knob clockwise to the first position to start nozzle self-cleaning; rotate further to extend the nozzle out and start the feminine wash.

During a feminine wash, rotate the knob clockwise to increase the cleaning intensity, and counterclockwise to decrease it.

Rotate the knob back to the middle position to stop cleaning.



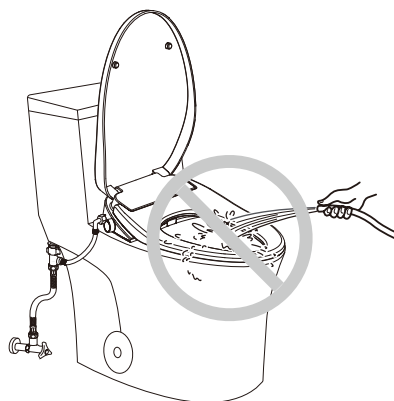
Daily Maintenance

Regular maintenance is required to ensure normal use.



Note:

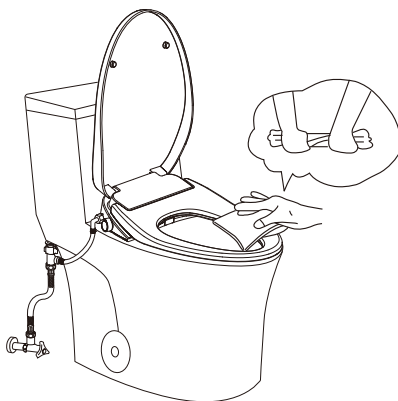
1. Cut off the water supply before maintenance.
2. Direct water wash to the entire product is prohibited.



Maintenance of Lid, Seat and Plastic Parts



1. Wipe the lid, seat, and plastic parts with a wet soft cloth.
2. Wipe with water regularly to prevent dirt and debris from building up, as it may become difficult to remove later. Regular wiping also helps reduce static electricity, which can attract dust and make the product become dirty.
3. For a deeper clean, you can remove the bidet seat from the toilet to clean the surface underneath. To remove the bidet seat, press the release button located on the right side of the seat, then lift the it slightly to extract. (Do not remove the bidet seat forcefully).



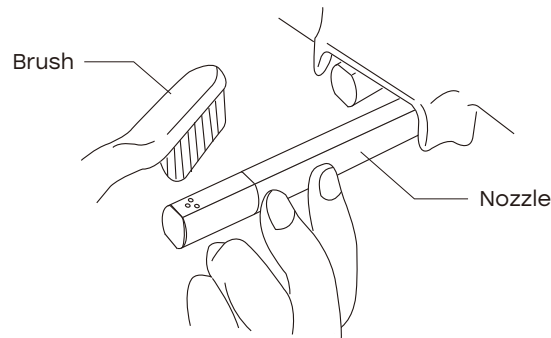
※ Do not use abrasive cleaners. If needed, please use neutral cleaners only.

Maintenance of the Nozzle



Pull out the nozzle gently. Hold it and wipe it with a soft cloth, sponge or small brush using a mild detergent.

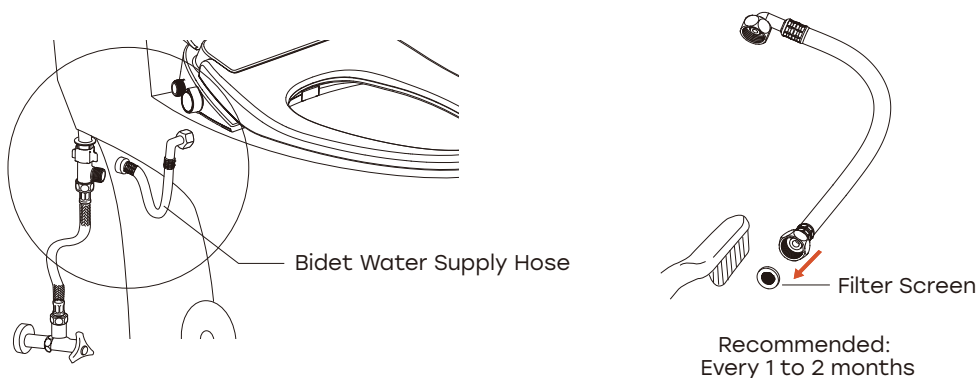
- ✗ Do not forcefully hold the nozzle, otherwise it may break.
- ✗ Please replace the nozzle with a new one if it is clogged.



Cleaning of the Filter Screen



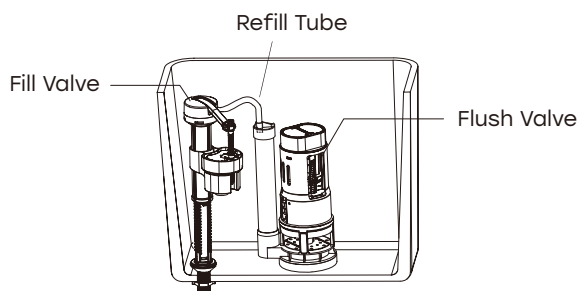
1. For your health and to ensure optimal bidet performance, please clean the filter screen regularly. The filter screen is located inside the connector of the bidet water supply hose, as shown below.
2. If you notice that the water pressure is becoming weaker, please wash the filter screen promptly.
3. Please make sure to turn off the water supply completely before removing the filter screen.
4. Remove the bidet water supply hose, take out the filter screen and use a brush to clean it thoroughly. Reinstall the cleaned filter screen securely to prevent leakage.



Installation Instructions for Tank Fittings

This page is for reference only, as all necessary tank fittings have already been properly installed, and all required settings have been completed by the manufacturer. If replacement or adjustment of the tank fittings is needed, please refer to the instructions below.

- ✕ Remove the inoperative tank fittings and carefully clean the water tank.
- ✕ Make sure all debris has been removed before installing the new tank fittings.



Precautions

1. Please read the following installation instructions carefully in order to avoid component damage or injury to the installer.
2. Do not use abrasive cleaners or solvents, or any related chemicals. Cleaners and solvents containing chlorine or calcium hypochlorite will cause serious damage to fittings to lead leakage. We shall not be responsible for any damage and failure of fittings caused by using such cleaners or solvents.
3. Do not use parts other than those specified to install our fittings, such as glass glue. We shall not be responsible for failures that are contributed to the use of parts other than those specified.
4. Water Temperature: 35.6 °F to 113 °F.

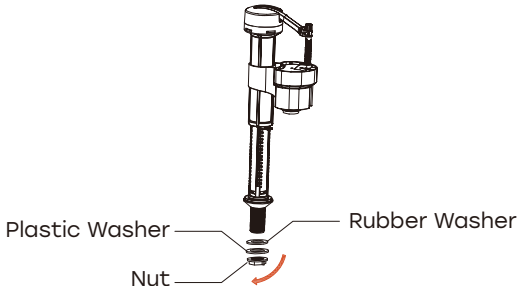
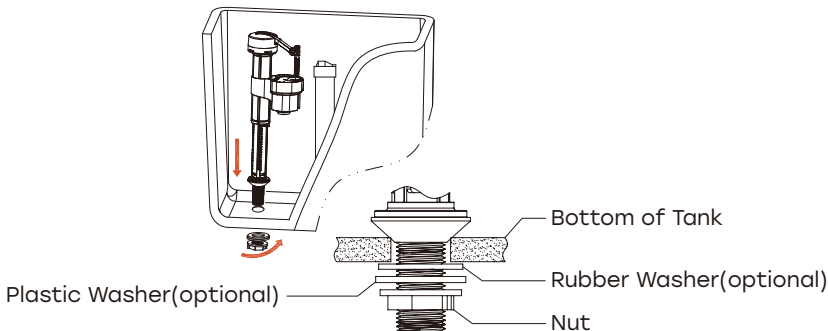
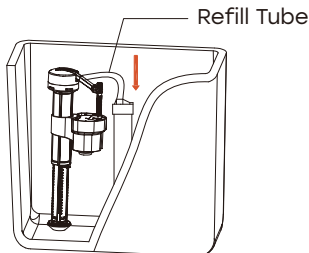


Warning:

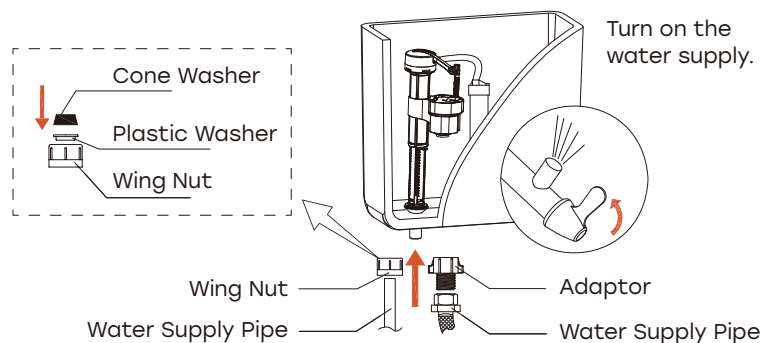
Do not use or drop any chlorine or any chemical related components. Use of such products will: (1) result in damage to tank components and may cause flooding and property damage and (2) void warranty. Do not overtighten nuts, or tank/bowl may crack.



Fill Valve Installation Instructions

+	Fill Valve Installation
	Unscrew the nut and remove the plastic and rubber washers (optional).  Plastic Washer Nut Rubber Washer
	Insert the fill valve into the mounting hole at the bottom of the tank, install the rubber and plastic washers and tighten the hex nut. Installation torque recommendation: ※ Recommended torque for locknut with rubber washer and plastic washer or with plastic washer only is 4 ~ 6 N.M. (Newton Meters) ※ Recommended torque for locknut without rubber washer and plastic washer is 7 ~ 10 N.M. (Newton Meters) ※ Note: Please check if there is any leakage after installation. After tightening the nut, the ceramic mounting hole may distort and can result in leaking.  Plastic Washer(optional) Bottom of Tank Rubber Washer(optional) Nut
	Connect the refill tube onto the overflow pipe of the flush valve.  Refill Tube

Install the water supply pipe (the flexible water hose) onto the shank of the fill valve and turn on the water supply. Select the adaptor or wing nut based on actual requirement.

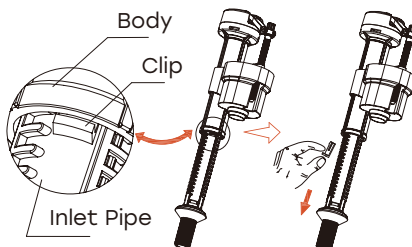


Water Level Adjustment

There are two ways to adjust the water level. Follow the instructions below to adjust the water level significantly or minorly based on actual requirement.

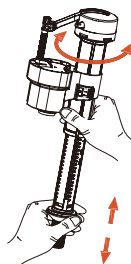
Major Water Level Adjustment

Remove the clip located between the fill valve body and the inlet pipe as shown below.

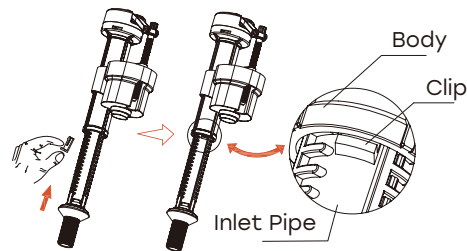


Grasp the inlet pipe and unscrew the fill valve body by rotating counterclockwise. Adjust the body to the desired height by pushing it up or down. Refasten the body by turning clockwise.

※ Push the valve body up to increase the water level, down to lower it.

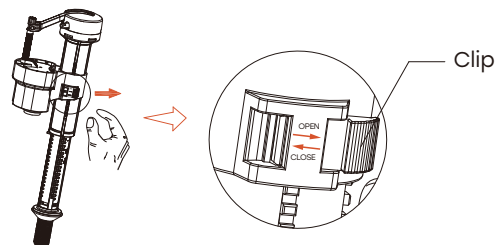


Re-install the clip as shown below.

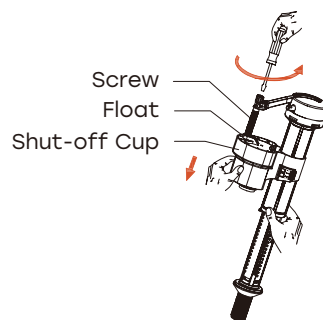


Minor Water Level Adjustment

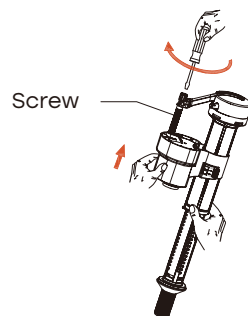
Slide the clip to the right in the **Open** direction, as shown below.



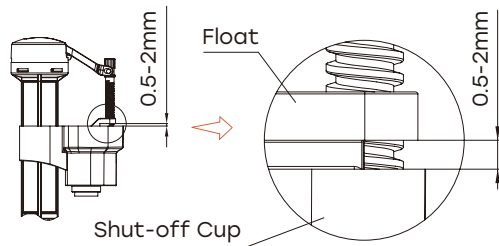
To reduce water level: Lower the shut-off cup to the desired height and rotate the thumbscrew (adjustment rod) counterclockwise to move the float down.



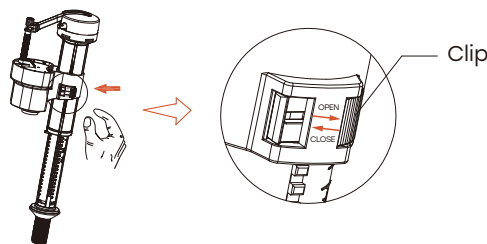
To increase water level: Rotate the thumbscrew clockwise to lift the float to the desired position and push the shut-off cup up.



Note: Make sure that the distance between the float and the shut-off cup is about 1/16" (0.5 ~ 2 mm) during adjustment.



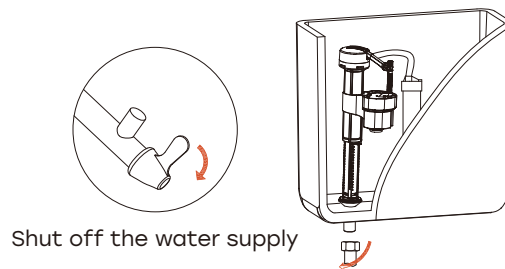
Slide the clip to the left in the **Close** direction, as shown below.



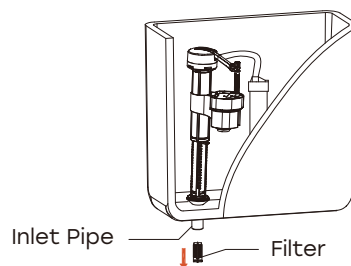
+ Filter Cleaning

The filter located inside the fill valve shank requires periodic cleaning.

Shut off the water supply, then remove the water hose from the inlet adaptor.

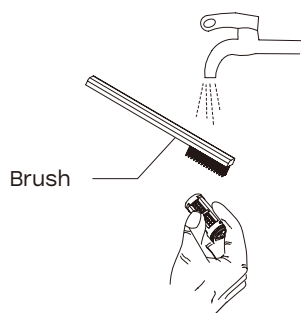


Remove the filter screen from the inner portion of the shank.

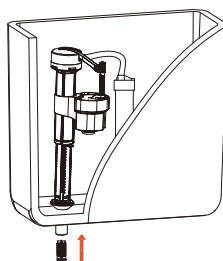




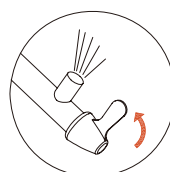
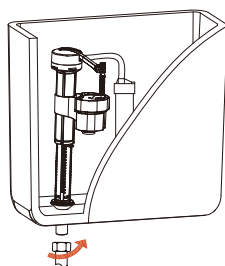
Clean the filter screen with water and brush.



Re-install the clean filter back into the inner portion of the shank.



Connect the water hose back to the fill valve shank and turn on the water supply.



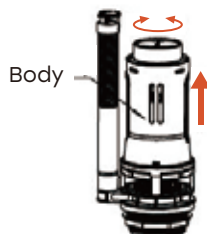
Turn on the water supply

Flush Valve Installation Instructions

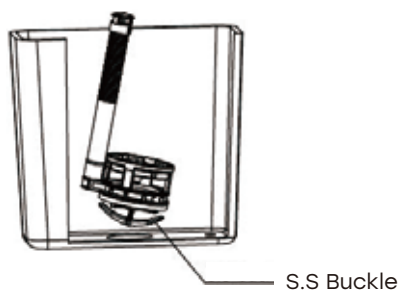


Flush Valve Installation

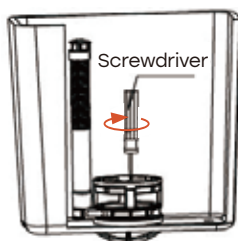
Rotate the valve body and lift it off the valve base to remove it.



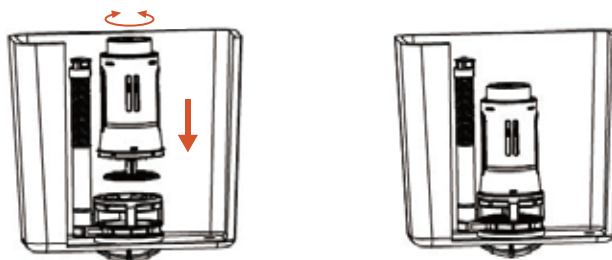
Loosen the S.S buckle to the end of the screw. Put the buckle side into the tank flush hole first, then the other side.



Fit the sealing gasket to the water tank and tighten the screw with a screwdriver to prevent any leakage.



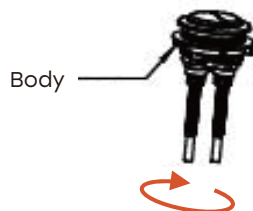
Re-install the valve body into the valve base.



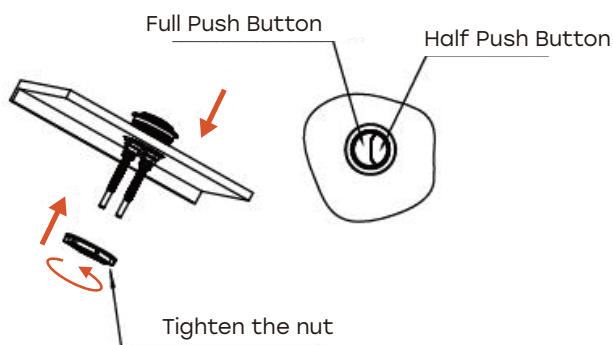


Push Button Installation

Unscrew the nut clockwise to remove the nut.

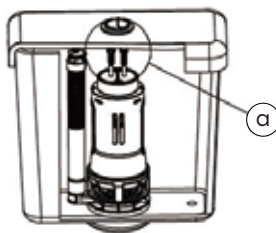


Insert the push button assembly into the mounting hole on the tank lid, and rotate the nut counterclockwise to tighten it, as shown below.

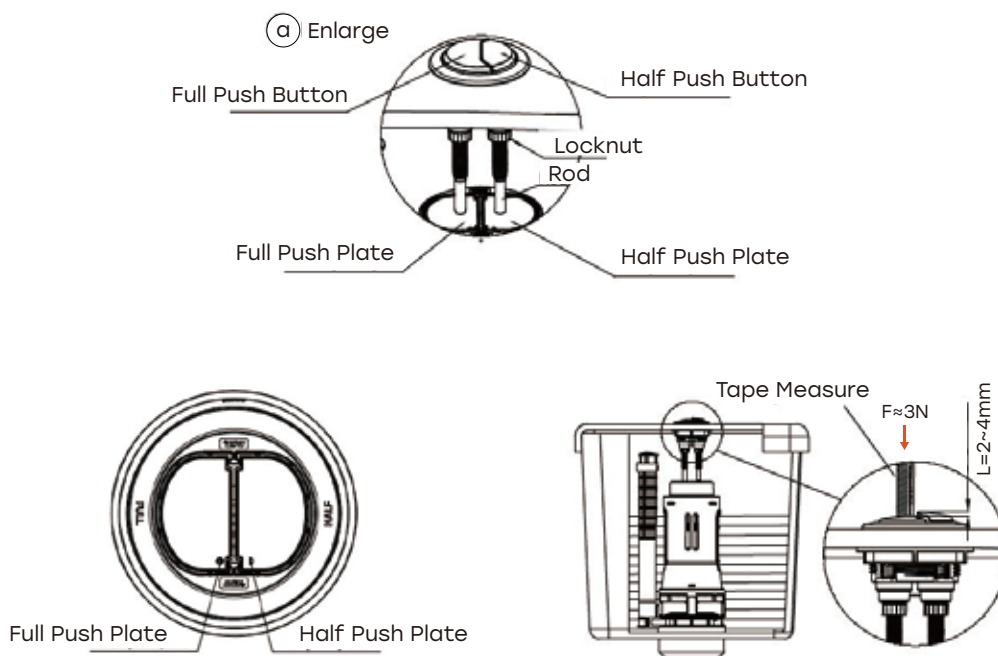


Push Button Installation with Flush Valve

Rotate the flush valve body clockwise or counterclockwise 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. Rotate the connecting rods clockwise or counterclockwise to the right position, making the rods touch relevant buttons properly. Then, tighten the locknuts.

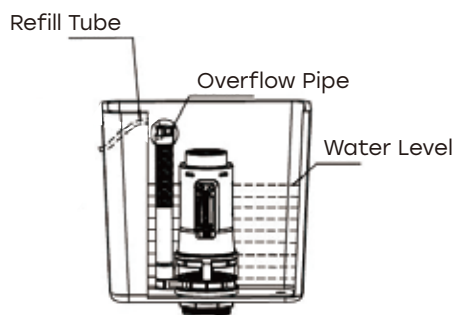


Fill the tank to water level, and lightly tap the full or half push button ($F < 3 \text{ N}$, do not start flush) to ensure L is between $1/16'' \sim 3/16''$ ($2 \sim 4 \text{ mm}$)



Refill Tube Installation

Connect the refill tube onto the overflow pipe of the flush valve.



Note: Make sure the refill tube is above the water level.

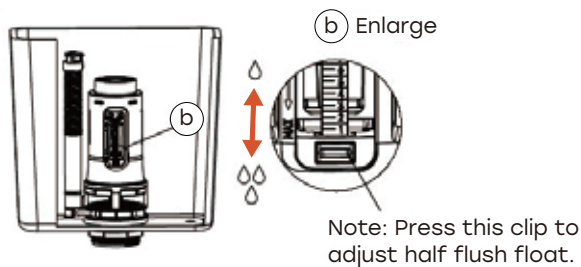


Flush Volume Adjustment

The flush volume (GPF) is preset at the factory and requires no additional adjustments. Follow the instructions below to adjust the half or full flush volume based on actual requirement.

Adjustment of Half Flush Volume

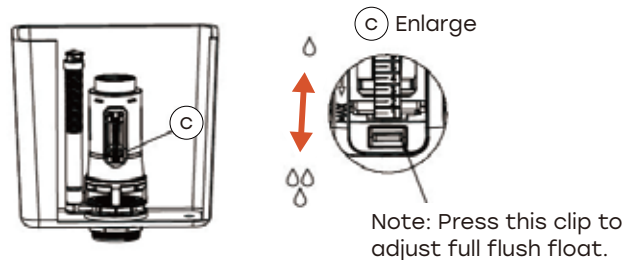
Press and hold the clip on the half push button side, then slide the clip up to reduce the half flush volume or down to increase it.



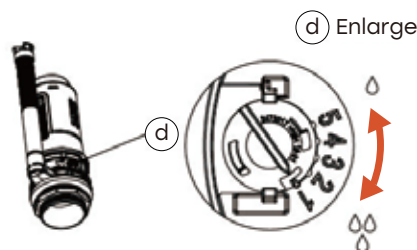
Adjustment of Full Flush Volume

There are two ways to adjust the full flush volume.

Press and hold the clip on the full push button side, then slide the clip up to reduce the full flush volume or down to increase it.



Rotate the clip under the valve body counterclockwise to reduce the full flush volume or clockwise to increase it.



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

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	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.

Wash Functions

Phenomenon	Fault Diagnoses	Solutions
The cleaning intensity is not strong enough.	Check whether the knob is rotated to the maximum position.	Rotate the knob to the maximum position.
	Check whether the water pressure is too low.	Contact a qualified plumber.
No water comes out from the nozzle.	Check whether the angle valve is off.	Turn on the valve.
	Check whether the filter screen is blocked.	Clean the filter screen.
	Check whether the nozzle is clogged.	Remove the nozzle and clean it.
The nozzle cannot retract properly.	Check whether the nozzle is clogged due to poor water quality.	Clean the nozzle.
Water continues to flow when no wash function is in operation.	Check whether the water pressure is too high.	Contact a qualified plumber.

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.