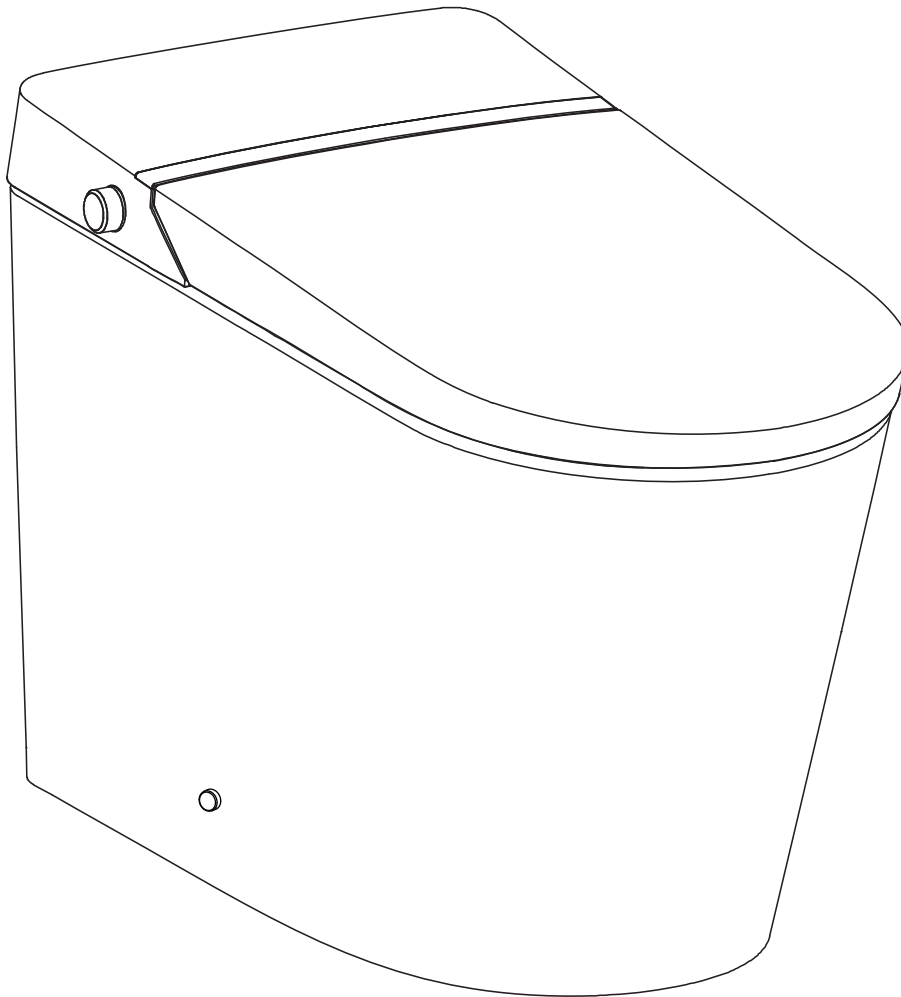


ENJOY SMART LIFE

EPLO®



## Installation Manual

■ Model:G20PRO/G27PRO

Thank you for choosing our products. Please read the instructions carefully before installation and keep it available for future maintenance or reference.

**E-mail:service@eplo.com**

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## Installation

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# IMPORTANT SAFEGUARDS

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

1. The appliance is not to be used by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.
2. Children being supervised not to play with the appliance.
3. This appliance can be used by children aged from 8 years and above and persons with reduced physical, sensory or mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of the appliance in a safe way and understand the hazards involved.
4. Children shall not play with the appliance.
5. Cleaning and user maintenance shall not be made by children without supervision.

## READ ALL INSTRUCTIONS BEFORE USING



**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.
5. Do not wash the main unit or electrical plug with water or detergent.
6. Do not handle the electrical plug with wet hands.
7. Do not put a hand or other staff over the outlet of air dryer or block the outlet of air dryer.
8. Never disassemble, repair or modify this product.
9. During installation, disassembly, repair and maintenance of the product, the power plug must be switched off and water supply be shut off.



**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 use while sleeping or drowsy.
6. Never drop or insert any object into any opening or hose.
7. Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
8. Connect this product to a properly grounded outlet only. See Grounding Instructions.
9. Do not throw cigarettes and other burning stuff into toilet, otherwise it might cause fire.
10. This product is electric appliance, so it must be placed far away from water. Please don't drench urine and other liquid to it.
11. Do not lay on side or upside the product during the electrical circuit.
12. It is prohibited to use other electric appliances in the same socket.
13. It is forbidden to use the power extension or unstable loose outlet.
14. The old aging water supply hose can not be used, otherwise it might cause leakage, fire or electrical shock. Installation of the bidet seat should include specified components and new water supply hose.

# IMPORTANT SAFETY INSTRUCTIONS



**CAUTION**—Indicates that failure to follow the instruction may cause body injury or property damage.

1. Do not install or use the product in wet places as steam room etc.
2. It is recommended to use water-proof electrical outlet which should be installed in the place where is not easily got wet.
3. This product should be used with 120V, 60Hz electrical current only, load current is at least 15A. Power plug must be equipped with ground fault circuit interrupter or ground fault electrical leakage protector or similar high sensitive, rapid type leakage switch (Rated sensitive current under 6mA).
4. When it thunders, it is strongly recommended to pull out the power plug.
5. Do not stand on ceramic toilet.
6. Ceramic toilet must install floor fixing bolt.
7. Do not stand on product unit, seat and lid.
8. Do not lean against the seat lid when using the product, to avoid damage.
9. This product is equipped with soft-closing seal lid. Heavy pressing or pushing may damage the soft-closing damper.
10. Do not use lacquer thinner, petrol, liquid medicine, detergent, insecticide, toilet cleanser and scrubbing brush to clean the product.
11. Exposure to direct sunlight is prohibited.
12. Only use tap water or potable water; otherwise it may cause chafing.
13. Do not connect water supply to heater outlet. Make sure inlet water temperature at 3~35°C/37.4~95°F.
14. When the room temperature is under zero degree, please dry up the water tank, to avoid freezing.
15. Raise rest room temperature to prevent the toilet from damage due to freezing.
16. When move the product from cold or wet environment into normal room temperature, wait for 2 hours until the condensation water is fully volatilized. Doing so can prevent the product from electrical short-circuit.
17. When not using the product over three(3) days, drain the water out of the container and pull the electrical plug from the wall outlet.
18. Stop using the product and shut off the power when product malfunctions, please contact the service people for professional service.

## 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.

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 reconnection should be made by qualified service personnel.

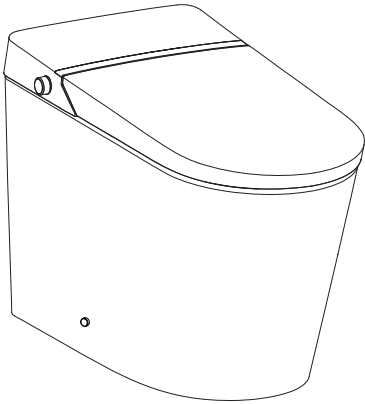
## SAVE THESE INSTRUCTIONS

# Technical specification

<b>Main Unit</b>	Rated voltage	120V, 60Hz
	Rated power	1120W
	Water proof	IPX4
	Water pressure range	0.08MPa - 0.8MPa
	Power cord length	About 2.2m
<b>Toilet</b>	Flush volume	1.6/1.1Gpf, 6.0L(full flush)/4.1L(half flush)
	Flushing mode	Siphonic jet
	Rough-in	305mm
	Outlet outside diameter	≤100mm
	Drainage method	S-trap
<b>Cleaning device</b>	Heating power	1400W
	Water temperature	6-level adjustment
	Water volume	3-level adjustment
	Cleaning mode	Rear washing/Oscillating washing, Front washing/Oscillating washing
	Nozzle position	5-level adjustment
	Water pressure protector	Pressure maintaining device, Automatic pressure relief device
	Anti-fouling device	Automatic nozzle cleaning, Anti-syphon device, Anti-backflow device, Filter device
	Safety device	Thermal fuse, Water temperature sensor, Ground protection, Thermostat, Over temperature protection, Leakage protection plug
<b>Drying device</b>	Warm air volume	Over 0.2m <sup>3</sup> /min
	Warm air temperature	6-level adjustment
	Heating power	250W
	Safety device	Thermal fuse, Temperature sensor, Thermostat
<b>Deodorization</b>	Deodorization Method	Diatom Deodorization

<b>Heated seat</b>	Surface temperature	6-level adjustment
	Heating power	50W
	Burn protection	After 10 minutes of use, the seat temperature will automatically drop slowly to a low level
	Safety device	Seat sensor, Temperature sensor, Bimetallic thermostat, Thermal fuse, Leakage protection plug
<b>Caring device</b>	Night light assembly	Intelligent, Always on, Always off
	User ID setting	To avoid interference when used by multiple users
	Automatic flushing	Automatic flushing after use
	Flushing during power failure	Manual flushing after use
	Foot sensor flushing	Foot sensor flushing
	Lid opening	Lid auto open/close
<b>Antibacterial site</b>		Seat, Nozzle

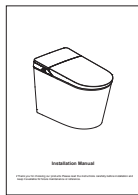
# List of materials



Main Unit



Remote Control Components



Installation Manual



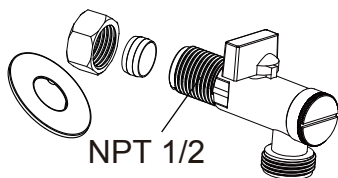
Installation Cardboard



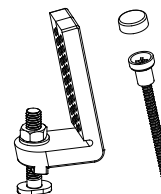
Sealing Flange



Hose(Installed)

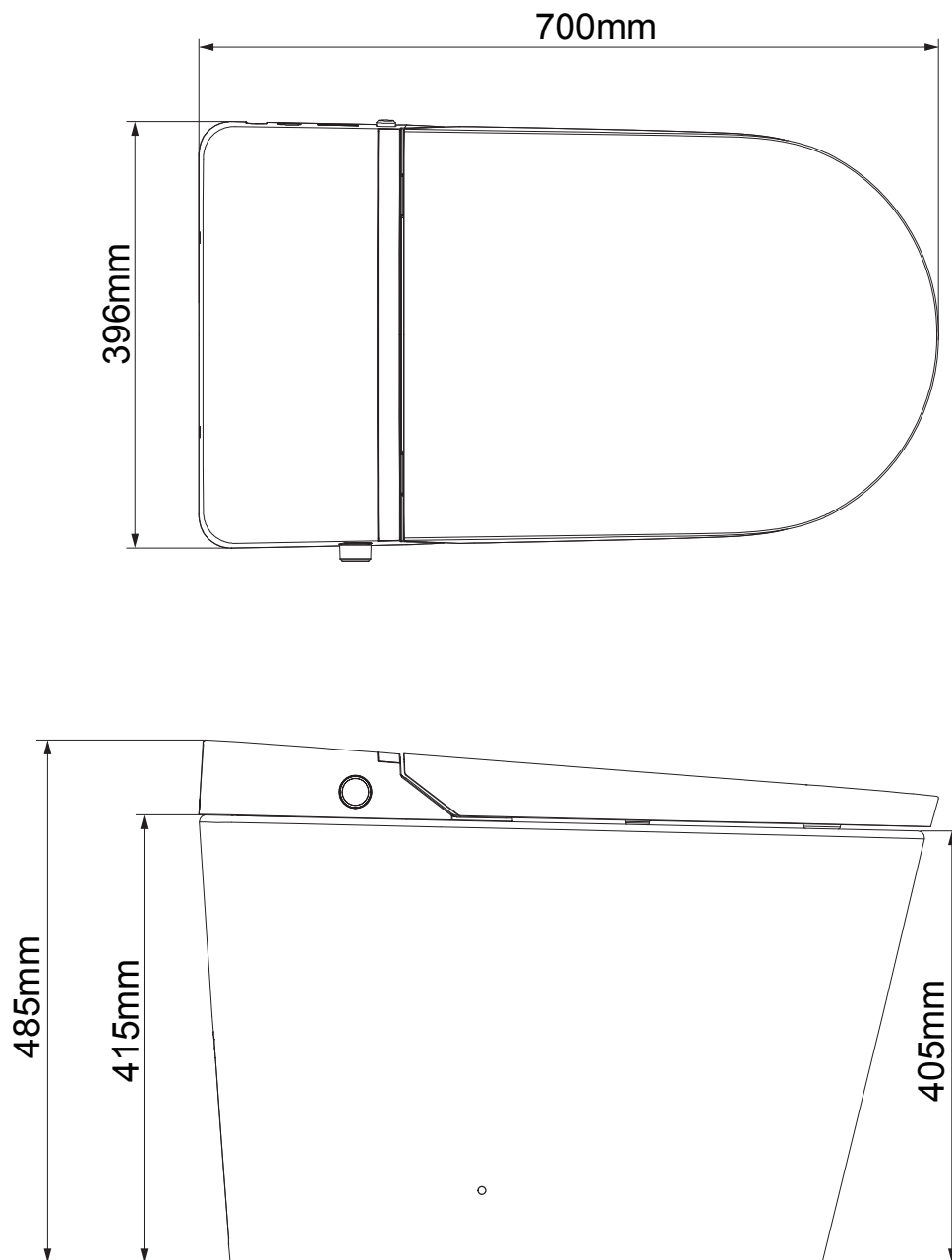


Angle Valve



Mounting accessory kit

# Technical drawing

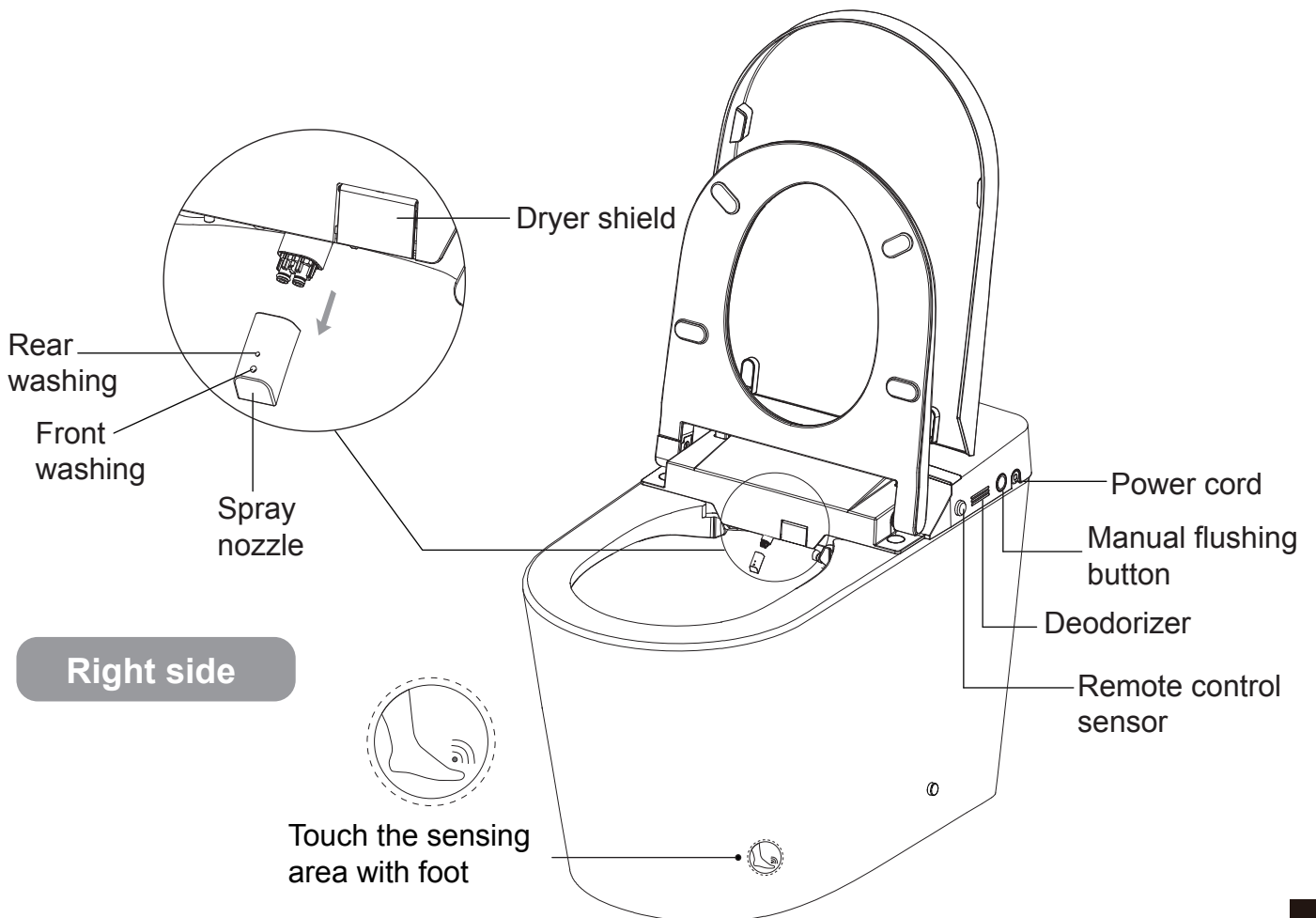
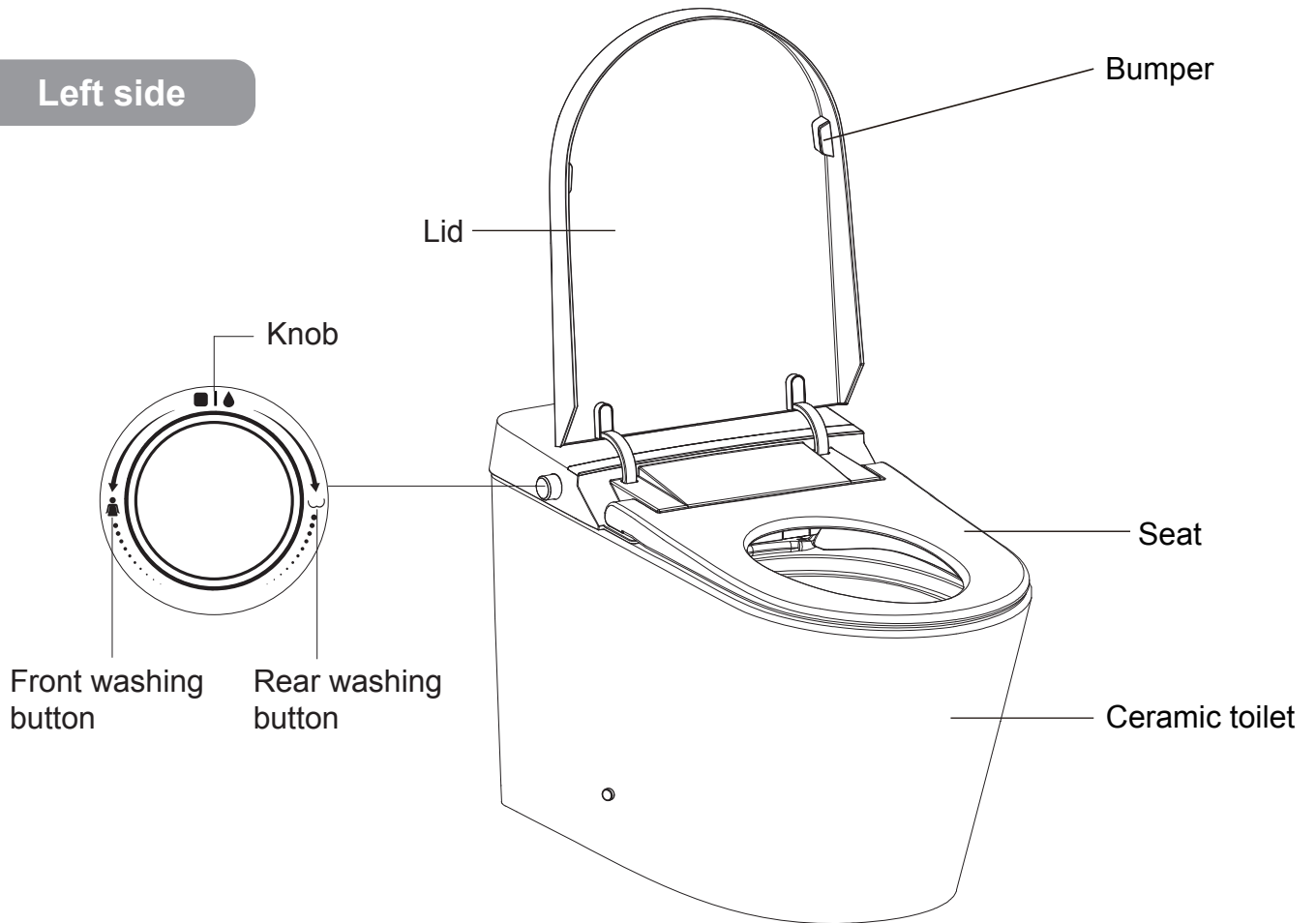


1. The drawing is for reference only, and we reserve the right to modify the product appearance.
2. Product appearance is subject to change in kind.



# Parts identification

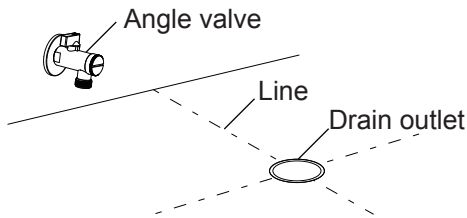
## Left side



# Toilet installation

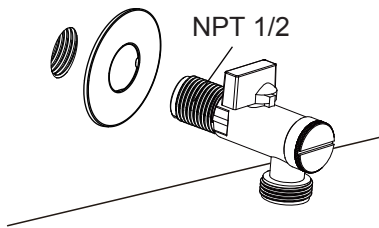
## 1. Installation of angle valve

- Draw drain outlet centerline on the floor. Install angle valve at proper position on the the wall according to dimension of toilet.

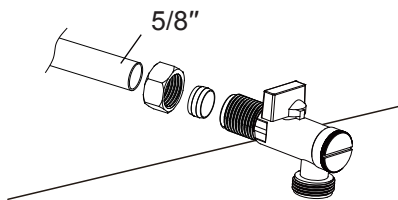


- Choose the correct size of mating angle valve that compatible with your water outlet from the package.

Installation Method 1:

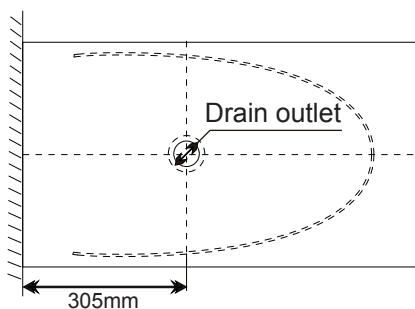


Installation Method 2:



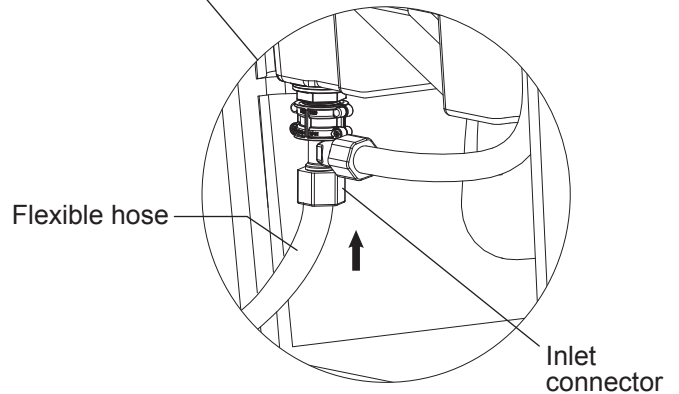
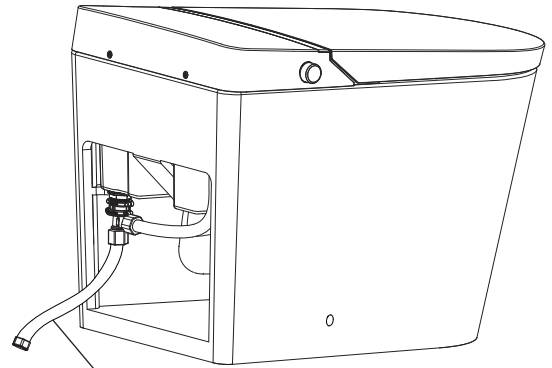
## 2. Cardboard installation

- Align cardboard with the centerline of drain outlet.
- Draw contour line according to cardboard.



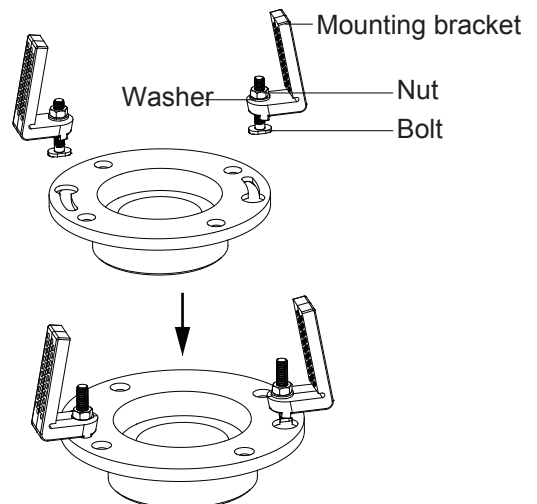
## 3. Connect hose to toilet water inlet

- Connect one end of hose to the water inlet of the toilet and tighten the connection.



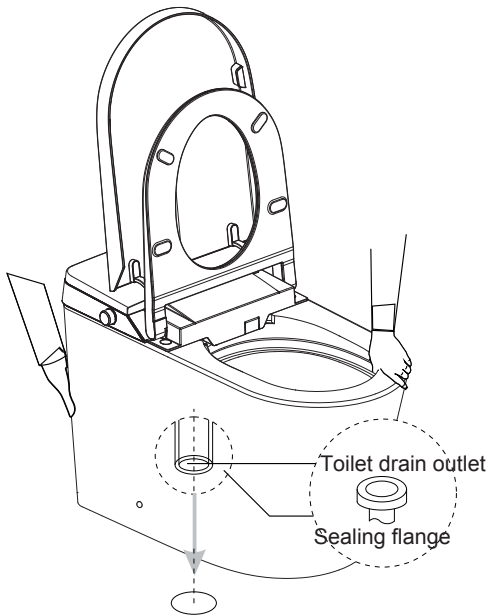
## 4. Mounting bracket installation

- Assemble the mounting bracket with bolts and then install them to the pre-installed flange plate on the ground and lock tight with nuts.



## 5. Ceramic toilet installation

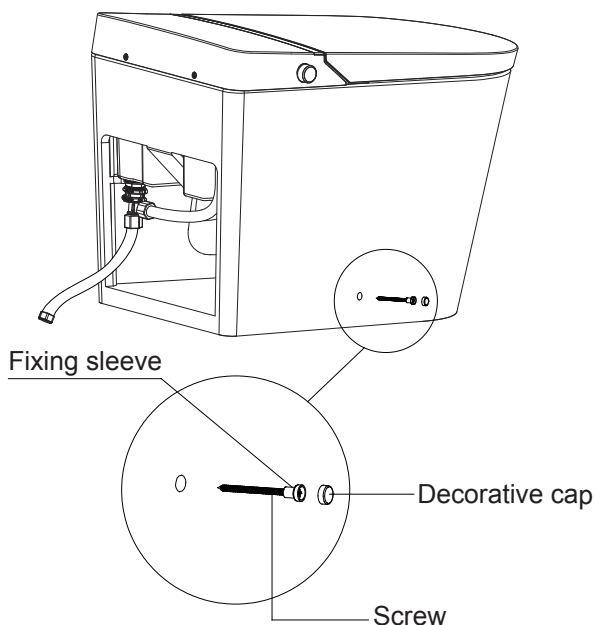
- Install a sealing flange into drain outlet.
- Install ceramic toilet on the corresponding position.



Note: Two people are required to carry the toilet.

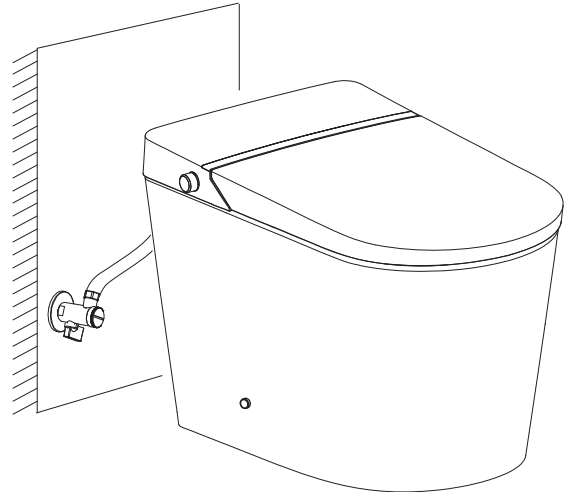
## 6. Screw installation

- Put the screw through the fixing sleeve and then install it through the holes (on both sides of the toilet ceramic) to the mounting bracket on the ground, and lock tight with a tool.
- Put the decorative cap on the fixing sleeve.



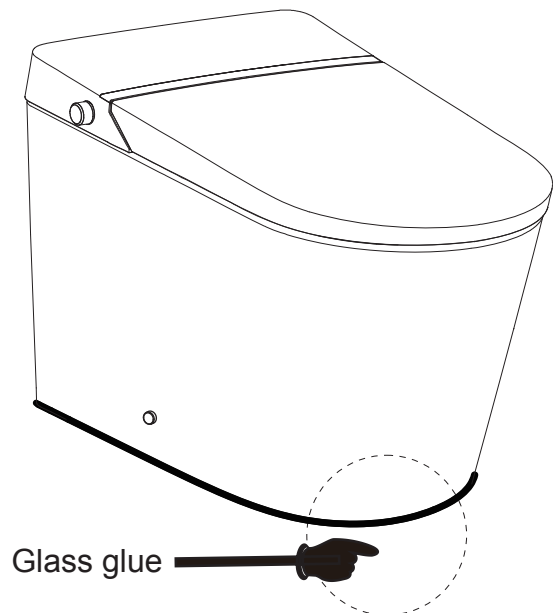
## 7. Connect hose to angle valve

- Connect the other end of hose to angle valve and tighten the connection.



## 8. Glass glue application

- Apply high quality mildew-proof glass glue around the lower edge of the toilet.

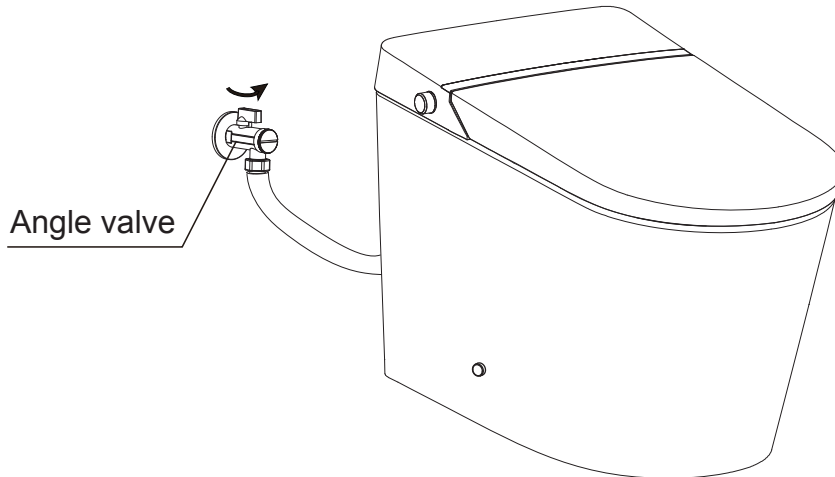


Note:  
Please clean up the drain outlet;  
Please make sure ceramic toilet outlet sits perfectly on drain outlet.

# Preparation

## 1. Turn on the angle valve

- Check the threaded connection for leaks to ensure complete sealing. Turn the angle valve counterclockwise to the full open position.  
(Note: The angle valve opens with a large torque for the first time.)

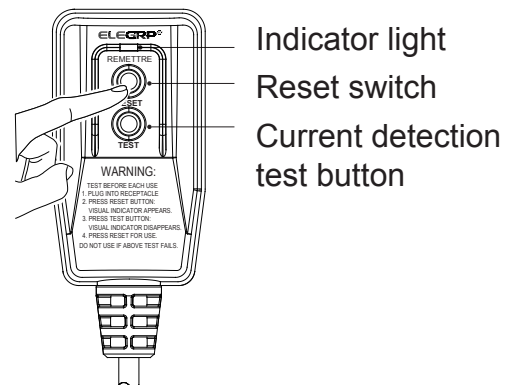


## 2. Power Connection

- Insert the leakage protection plug into a power socket, press the reset switch, plug indicator lights up, indicating that the power is on.

### Note:

Press the test button prior to usage, the reset switch pops up indicating that the leakage protection function is normal.



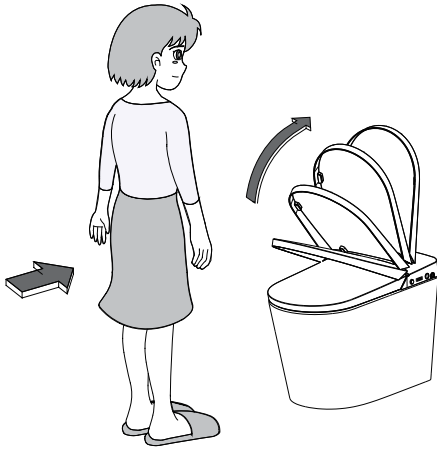
- \* Only for models with leakage protection plug.
- \* Please refer to the actual product.

## 3. Self-inspection

1. Once power is connected, the buzzer beeps. The knob lights up in blue, and the self-inspection starts.
2. The buzzer beeps again, then the self-inspection completes, and the knob lights up in red.
3. The product is ready to use.

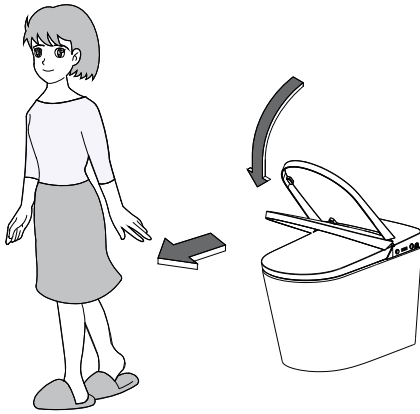
# Lid auto open/close

## 1. Only for the product with auto lid opening/closing function.



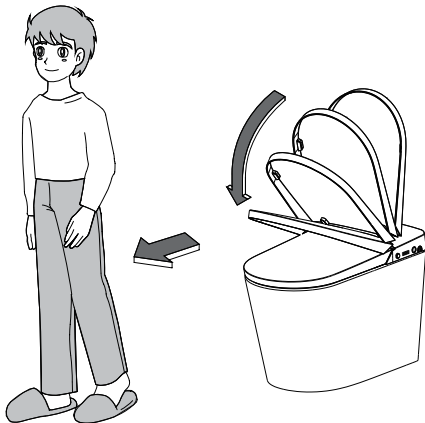
### Approaching the toilet

1. When user enters the sensing range, the power and energy-saving indicators light up and then the seat lid opens automatically.



### Leaving the toilet

The seat lid closes automatically 180 seconds after user leaves.



### Standing up to urinate

1. Open the seat by remote control or hand.
2. The seat and lid close automatically 180 seconds after user leaves.

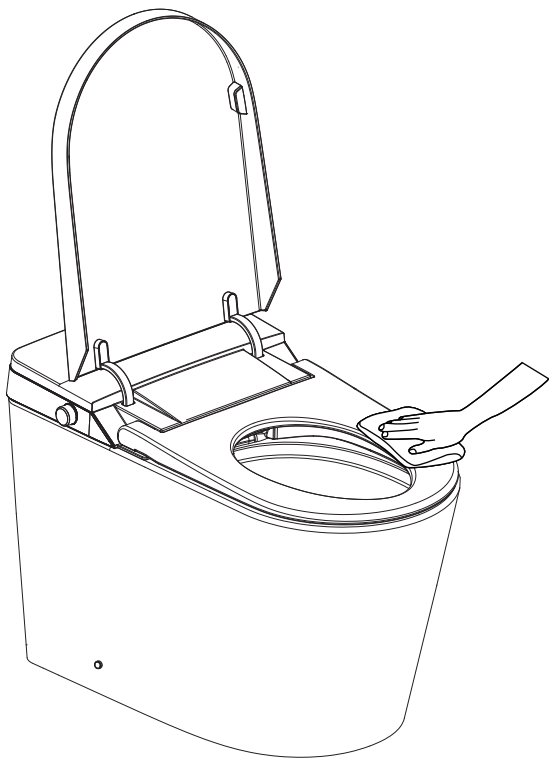
## 2. If the model you purchased is with foot sensor.

1. When the seat and lid are both closed, touch the sensing area with your foot to open the lid.
2. When the lid is open and seat is closed, touch the sensing area with your foot to open the seat.
3. When the seat and lid are both open, touch the sensing area with your foot to activate half flush.

# Maintenance

## Main unit care and maintenance

1. Shut off power supply before doing maintenance.
2. Use only a soft, damp cloth to clean. Avoid using harsh chemicals.



## 3. Safety self-inspection

- Once cleaning is completed and all surfaces are dry, re-connect the power plug.

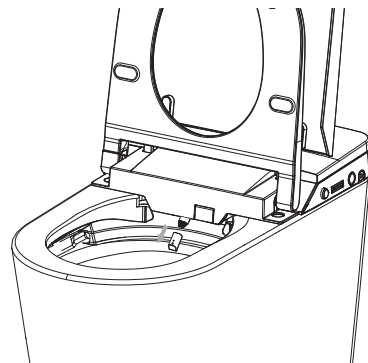
## Spray nozzle maintenance and care

### 1. Nozzle self-cleaning

- When no one is seated, turn the knob clockwise. The nozzle will automatically stretch out to allow access for cleaning.

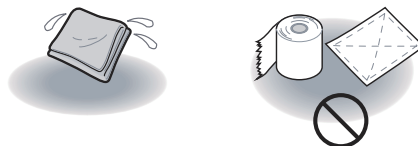
### 2. Spray nozzle disassembly

- When the nozzle moves forward, the nozzle can be removed and cleaned separately.



### 3. Use only a soft cloth or soft brush to clean

- Do not pull or push the wand, to avoid damage.



### 4. Nozzle retraction

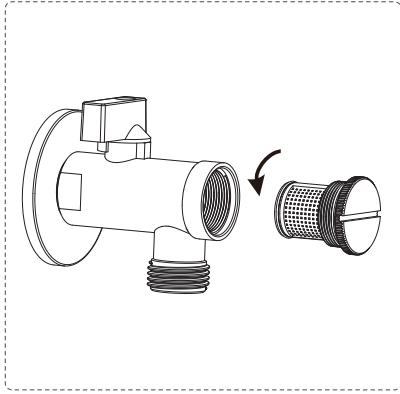
- Put the nozzle back on and press the “Stop” button to return the spray wand to its normal position.

# Emergency troubleshooting

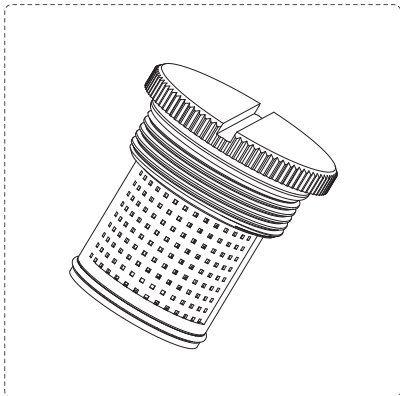
## Filter maintenance

- If poor spray performance occurs under normal conditions:

### 1. Unscrew angle valve nut



### 2. Remove filter net



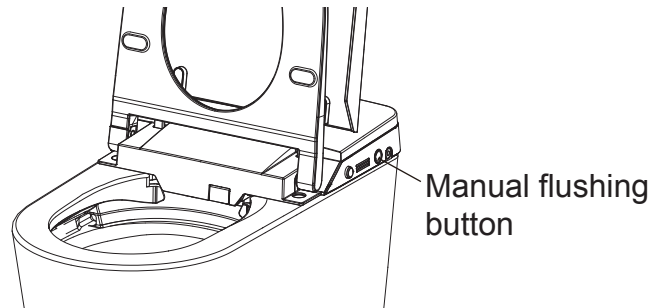
### 3. Clean out the filter net under running water using a toothbrush

### 4. Reinstall filter net and angle valve nut

## Power and water failure

### 1. No power

- Press and hold the manual flushing button for 4 seconds to flush



### 2. No water supply

- Put around 8L water into a barrel and flush the ceramic bowl.

Note: Avoid water spilling from bowl.



## Failure of remote control

1. Operate via buttons on the main unit



## 2. Battery replacement

- Remove the remote control from holder.
- Open the battery cover and replace the batteries.
- Put the remote control back.

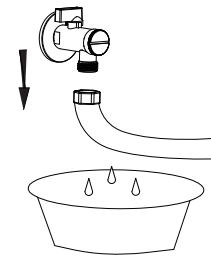
Note: After battery replacement, the remote control settings will be restored to the defaults. Please reset.

## Product unused for a period of time

- When the product is left unused for a long time, especially in cold weather, it is highly recommended to drain the water to prevent freezing.

## To discharge water

1. Unplug and cut off the electricity
2. Activate flushing, and then turn off angle valve to stop water supply.
3. Disconnect the hose from angle valve, drain the water and reconnect.



4. For your safety, it is recommended to put antifreeze into the remaining water in the bowl.

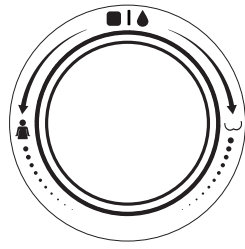
Note: Please turn on power and water supply when using again.



Note: Before water discharging, the power must be cut off.



# Description of the knob function




1. When seated, turn the knob clockwise to start rear washing function, and turn counterclockwise to start front washing function. Rear and front washing function will automatically enter into the drying function after completion. (Note: default water pressure, water temperature, air temperature, seat temperature, wand position are intermediate.)
2. When no one is seated, turn the knob clockwise to start manual cleaning function of the nozzle.
3. During rear and front washing, turn the knob clockwise to move the spray wand forward, and counterclockwise to move the spray wand backward; Long press the knob to switch to the water pressure adjustment function. Clockwise rotation increases the water pressure, and counterclockwise rotation decreases the water pressure. (Note: During washing, long press the knob to switch between the functions of water pressure adjustment and spray wand position adjustment.)
4. During drying, clockwise rotation increases air temperature and counterclockwise rotation decreases air temperature.
5. In functional mode, press the knob to stop function in progress: rear washing, front washing, drying or nozzle cleaning. In addition, press the knob to flush the toilet.
6. To enter into standby mode, press and hold the knob.
7. To enter into functional mode, press and hold the knob.

Below shows the indicator light status:

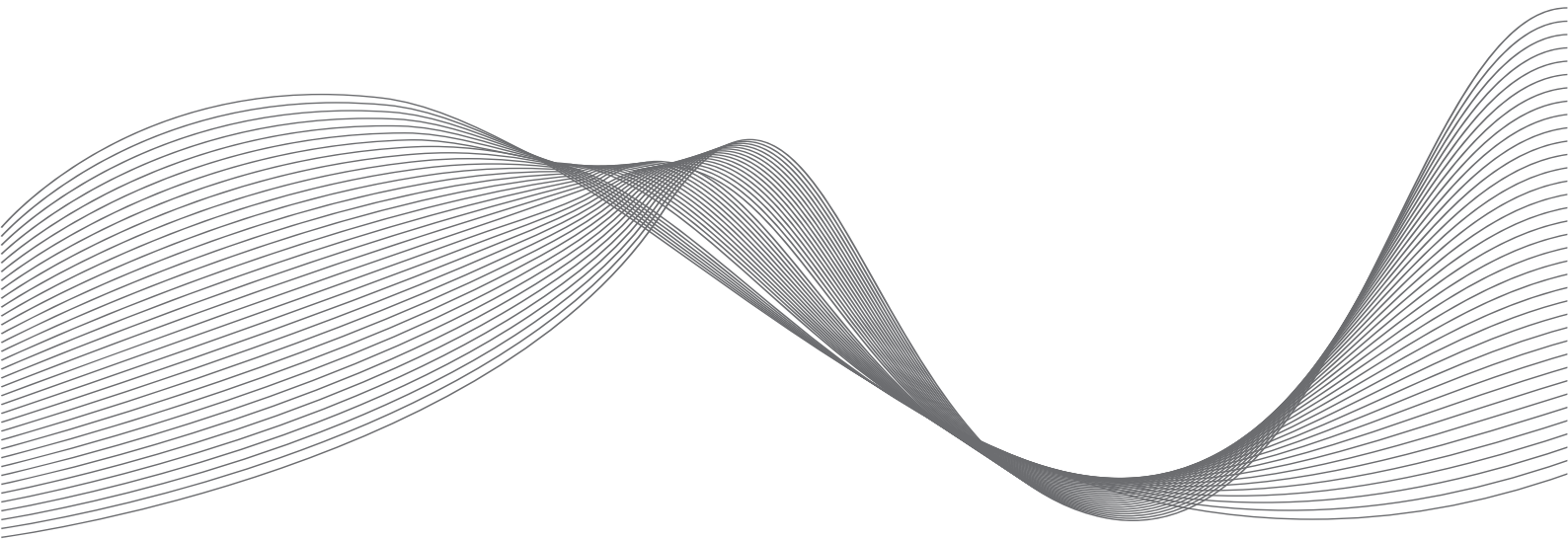
Functional mode: Red light;                      Energy saving mode: Blue light;  
Flushing mode: Purple light;                      Standby mode: Light off.

\* Default settings for all functions are intermediate when powering on. Use remote control to switch to the function level set before.

# Troubleshooting guide

Problem	Cause	Solution
No water from nozzle	Water supply hose is kinked	Straighten the hose to remove the kink
	Angle valve is off	Turn on the angle valve
	A water failure occurred	Restore the water supply
Poor water spraying	Water supply hose is kinked	Straighten the hose to remove the kink
	Angle valve is not fully turned on	Turn on the angle valve fully
	Filter clogged	Clean the filter
Low water temperature	The water temperature is not set properly	Adjust the water temperature
Low seat temperature	The seat temperature is not set properly	Adjust the seat temperature
	In standby mode	Switch to functional mode and wait for 3+ minutes
Low dryer temperature	The dryer temperature is not set properly	Adjust the dryer temperature
Dryer not blowing	In standby mode or energy saving mode	Switch to functional mode to use dry function
Spray wand cannot retract	Power off	Push back the spray wand gently and put power on
	Get stuck by impurities	Remove the impurities
Spray wand cannot stretch out	Power off	Turn on the power
	User is not within the sensing area of the seat	Adjust position on seat to activate the sensor
Remote control cannot display	The positive and negative direction of the batteries is incorrect	Reload the batteries
Malfunction of deodorization	User is not within the sensing area of the seat	Adjust position on seat to activate the sensor
	Deodorization function continues after user leaves	It is normal for the deodorizing function to continue operating after user leaves, for complete odor removal.
 Caution	If the problem cannot be resolved as per above solutions, please disconnect the power and contact service providers.	
	If the power leakage protection switch always trips, it means that the product is leaking. Please disconnect the power and contact service providers.	





The picture of product may not be entirely consistent with actual appearance and color because of product improvements, please in kind prevail.