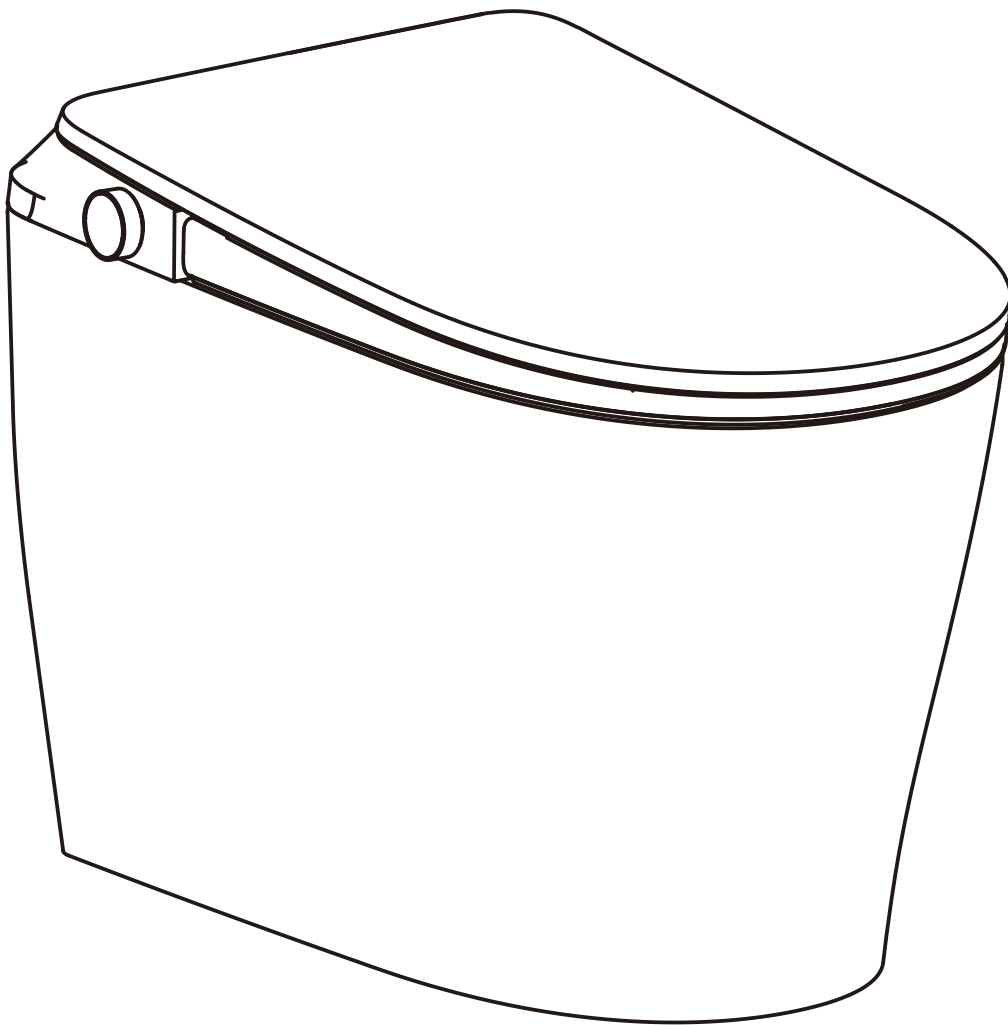


HOROW®

Installation & User Manual

HOROW T32

Smart Flush Toilet



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



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 it immediately.
5. Do not wash the main unit or electrical plug with water or detergent.
6. During installation, disassembly, repair and maintenance of the product, the power plug must be switched off and the 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 HOROW.
3. Never operate this product if the cord or plug is damaged, 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. Keep the cord away from heated surfaces.
5. Never block the air openings of the product or place it on a soft surface, such as a bed or couch, where the openings could be blocked. Ensure that the air openings remain free of lint, hair, and similar debris.
6. Never use while sleeping or drowsy.
7. Never drop or insert any object into any opening or hose.
8. Do not use outdoors or in environments where aerosol (spray) products are being used or oxygen is being administered.
9. Caution - Risk of electric shock. Do not remove the toilet lid (or back) on your own. Refer servicing to qualified service personnel.


DANGER - Improper use of the plug can result in a risk of electric shock.

1. 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.
2. 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.

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.



Do not touch!



Operate only as instructed!



Do not touch with a wet hand!



Pull out the power plug!



Keep away from any extreme heat or fire!

 Warning

Do not touch, insert or pull out the power plug with a wet hand.

※ Risk of electric shock.



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

※ Risk of fire.



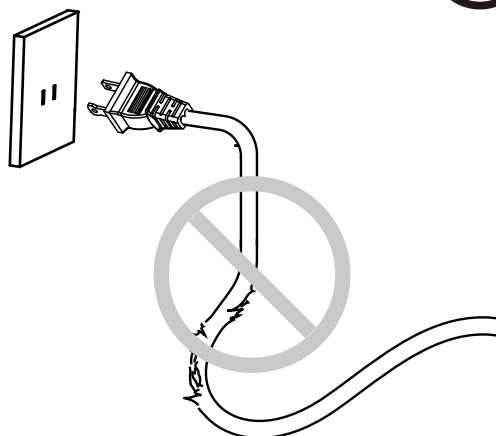
Do not use during thunderstorms (pull out the power plug during storms).

※ Failure in doing so may lead to injury or fault in the product.



Do not use a power socket in poor condition or a damaged power plug.

※ Risk of fire and/or electric shock.



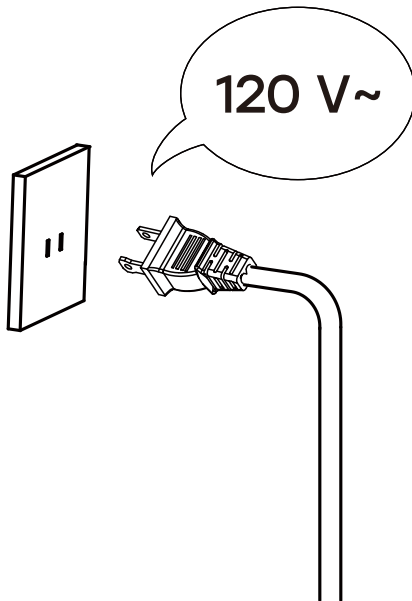
When the seat ring or the lid is damaged, to avoid any harm, be sure to pull off the power plug, close the water source and contact your local electrical installation company for replacement.

※ Risk of fire and/or electric shock.



The power socket in use should be within the specified range.

※ Risk of fire and/or electric shock.



Regularly pull out the power plug and wipe off any dust on the power plug using a clean dry cloth.

※ Risk of fire.



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

※ Be advised that sitting on the heated seat for an extended amount of time may result in burns.



Do not pull, damage, bend, twist, stretch, roll, bundle, clamp or squeeze the cord. Do not place anything on the cord.

※ Risk of fire and/or electric shock.



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

※ Risk of injury.



If the power cord is damaged, to prevent any injuries or accidents, it should be replaced by a professional.

※ Risk of fire and/or electric shock.



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

※ Risk of fire, electric shock, and/or other accident that may lead to injury.



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 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 fire, electric shock, and/or other accident that may lead to user injury.

Do not add water or detergent into the unit. Do not soak the product with water or cleaner.



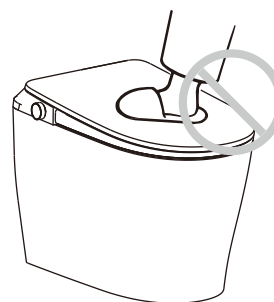
※ Risk of fire and/or electric shock.

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 and may cause electrical shock or a fire.

Do not apply any force to the unit's 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.

 Battery Warning

Read the following for proper battery usage.

- ① Remove the battery during long periods without use.
- ② Replace the battery in time.
 - ※ Failure to do so may result in interrupted control signals.
- ③ Cover the battery with tape before disposal. This will prevent battery fluid leaks that may cause fire and/or other damages.
- ④ Place the battery out of children and infant reach.
 - ※ If battery is swallowed, contact a doctor immediately.
- ⑤ If battery fluid leaks onto user, quickly rinse off using clean water.
- ⑥ If battery fluid gets into eyes, do not rub your eyes. Quickly rinse it with clean water and consult a doctor immediately.
 - ※ Failure to do so may result in vision impairment or blindness.

**When the battery is in use, do not do the following operations:**

- ① Do not hold or store with metal objects (such as a necklace or a watch).
- ② Do not mix new and old batteries.
- ③ Do not pull apart battery or throw it into water and/or fire. Battery fluids may cause a fire.



Attention

Do not use the heated seat for an extended amount of time.

- ※ Extended use may result in burns.



Avoid direct sunlight or heat.

- ※ Risk of product discoloration.



While using this product, make sure that the skin is in contact with the seat sensor area. Otherwise, the product may not operate correctly.

- ※ Children and smaller individuals may have trouble staying in contact with sensor area.



Pull out the power plug when the product is in disuse for an extended amount of time. Make sure to shut off the water and remove the water inside the product.

- ※ Risk of fire, leakage and product damage.



Do not supply electricity with an external switch, i.e., connecting the universal part to a timer switch.

- ※ Risk of problems caused by improperly resetting the thermal breaker.



In case of sudden power failure, pull out the power plug and turn off the angle valve to prevent water leakage.

- ※ Risk of water leakage and/or property loss.

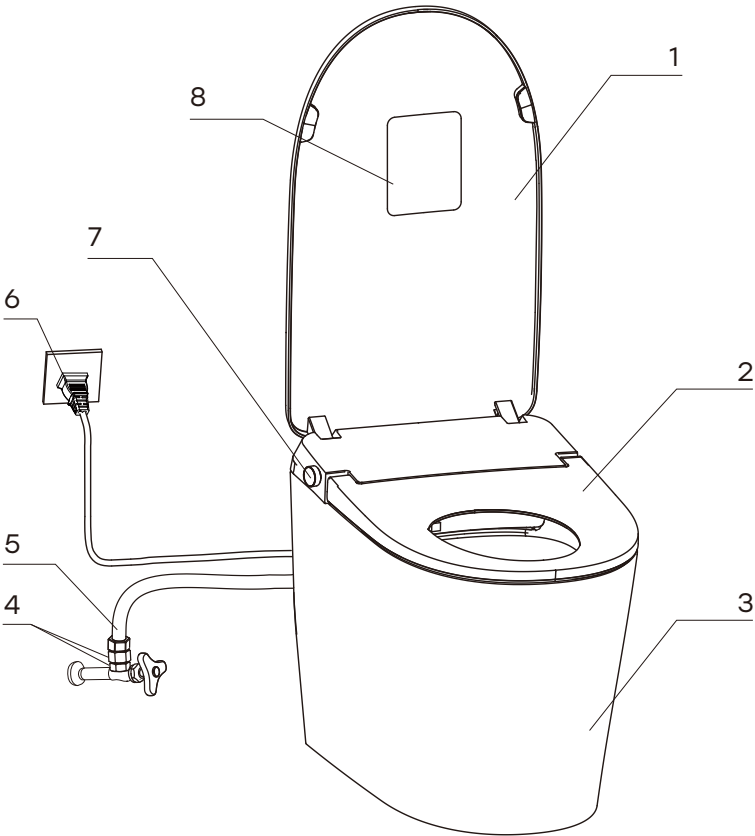


When storing or transporting in cold climate, make sure to remove all water from the unit. Product may crack and other damages may occur due to freezing water.

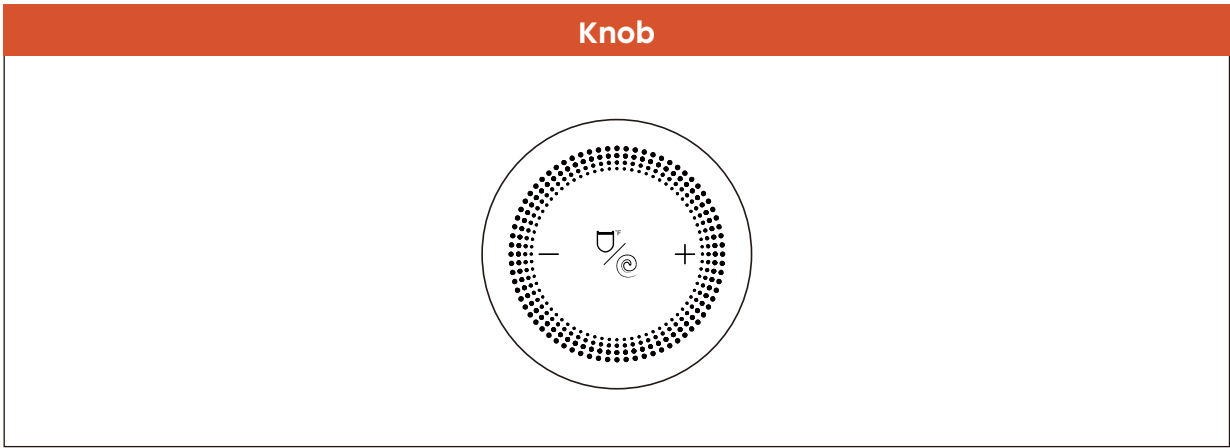
- ※ Risk of fire, leakage and product damage.



Overall Sketch



1	Lid
2	Heated Seat
3	Ceramic Toilet Bowl
4	Adapters
5	Water Hose
6	Power Plug
7	Knob
8	Caution



Function Table

Category	Functions \ Model	T32
Hygiene	Anti-bacterial Seat	●
	Easy-clean Glaze	●
	Pre-wet	●
Comfort	Heated Seat	●
	Adjustable Seat Temperature	●
Convenience	Auto Flush	●
	Blackout Flush	●
	Night Light	●
	Energy-saving Mode	●
	Soft Close	●
	Factory Data Reset	●
Safety	Air Isolation & Backflow Prevention	●
	Multiple Protections	●
	Fire and Heat Resistant	●

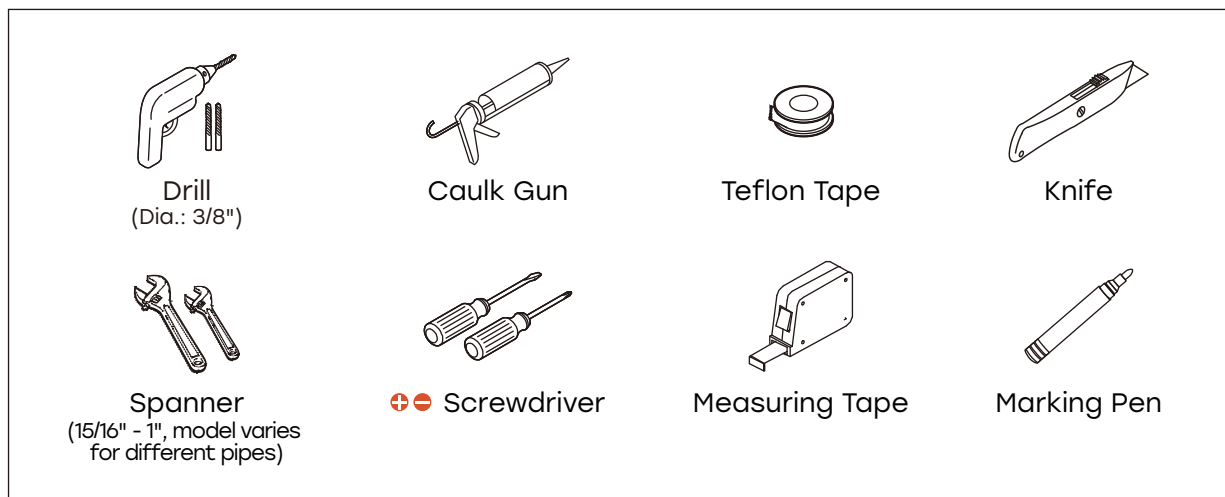
Note:

The blackout flush battery pack for power outage is not included and must be purchased separately. If you want to purchase the battery pack, please contact our Customer Service Team.

Product Installation

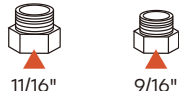
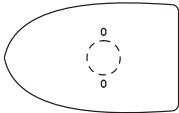
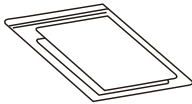
Tools Needed for Installation

Please have these tools prepared prior to installation.



Parts Included

Please confirm that all items below are inside the box.

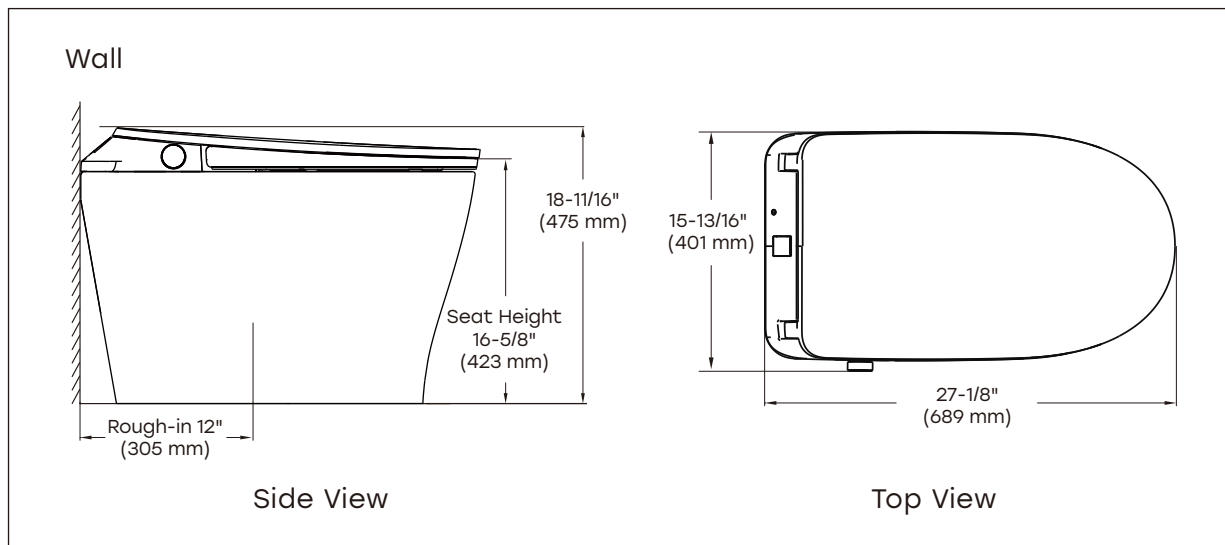
Smart Flush Toilet (1 pc) 	Wax Ring (1 pc) 	Adapter (2 pcs) 
Installation Template (1 pc) 	Floor Flange (1 pc) 	Installation & User Manual 
Mounting Accessory Kit:		
 Expansion Bolt (4 pcs)	 Mounting Block (2 pcs)	 Fixing Sleeve (2 pcs)
 Screw (4 pcs)	 Toilet Screw (2 pcs)	 Bolt (2 pcs)
 Washer (6 pcs)	 Nut (2 pcs)	 Decorative Cap (2 pcs)

Prior to Installation

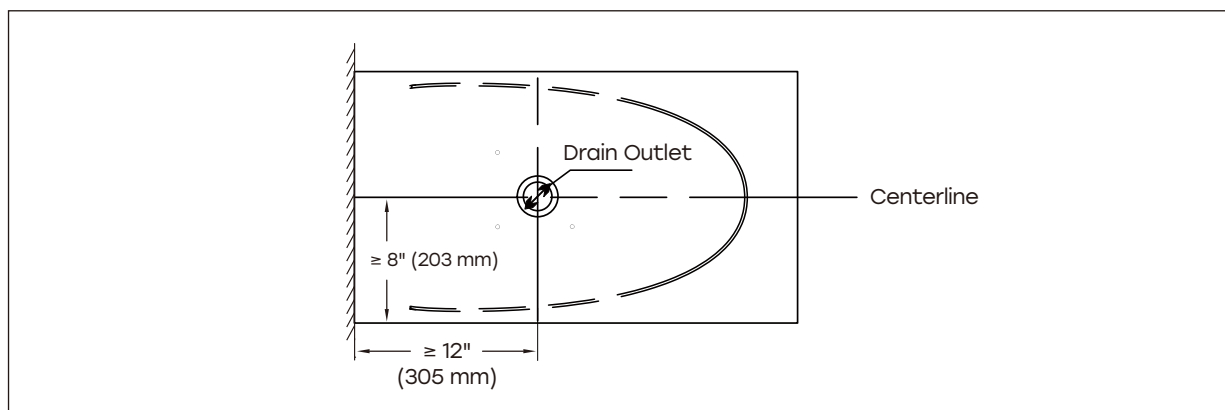
Please confirm that all the aforementioned items in the package are present. In case of any missing parts, please feel free to contact our Customer Service Team. Illustrations above are for reference only. The ceramic product may have slight deformation during the firing process. Please consult the actual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

※ All dimensions are manually measured with a certain degree of error. For the specific size, please refer to 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 8" (203 mm) 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" (229 mm) to 11" (279 mm) is recommended.



The minimum water pressure required is 11.6 psi, and the maximum water pressure is 108 psi. If the minimum water pressure is not met, the smart flush toilet may not achieve the optimal cleaning performance. However, since the product includes a built-in water tank and pump, its ceramic scouring effect is not affected by external water flow, pressure, or other environmental factors.

Electrical requirements for this product: 10 Amps at AC 120 V, 60 Hz.

Installation of Smart Flush Toilet

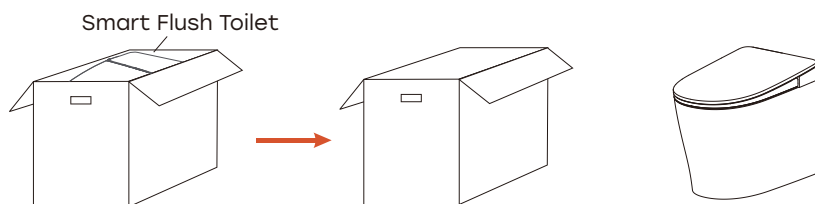
Install your toilet using the following steps:

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

1

Open the box right side up

Remove the accessories first, then lift the toilet with two people, remove the packaging, and gently place the toilet on the floor, as shown in the diagrams below.

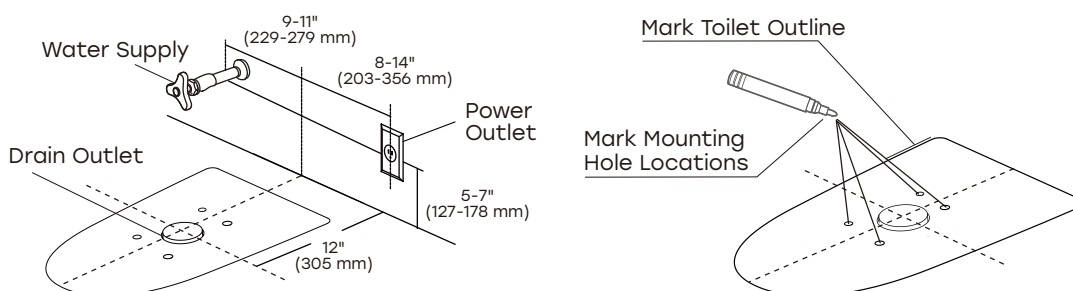


2

Install with installation template

Align the installation template with the centerline of drain outlet.

Mark four mounting holes based on the installation template with the marking pen. Then, outline the edges of the template to mark the toilet placement for later installation and remove the installation template.

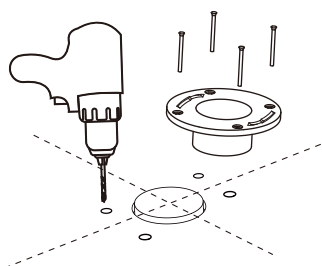


3

Install and fix the flange

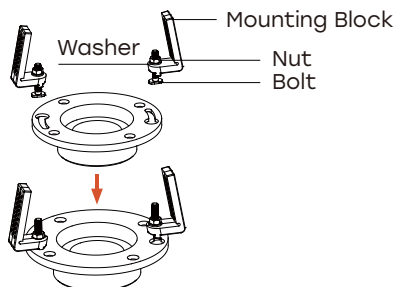
Drill four 3/8" (10 mm) holes at the marked locations from the previous step. Insert four expansion bolts into the holes. Position the flange on the drain pipe outlet, aligning the four flange holes with the drilled holes on the ground. Then, insert the washers and screws into the flange holes and tighten them using a screwdriver.

※ If an applicable flange is already in place, there is no need to install the new one.



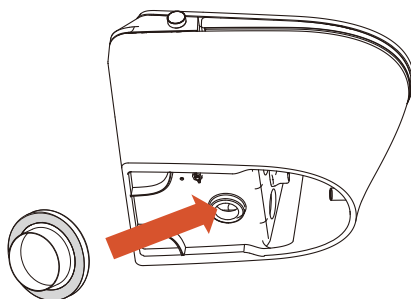
4 Install the mounting blocks

Assemble the mounting blocks with bolts, position the two mounting blocks on opposite sides of the flange on the ground and secure them with washers and nuts.



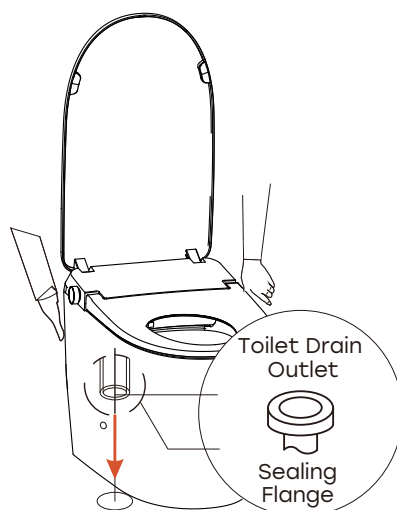
5 Install the ceramic toilet

Install the wax ring onto the drain hole at the bottom of the ceramic toilet and press it firmly into place.



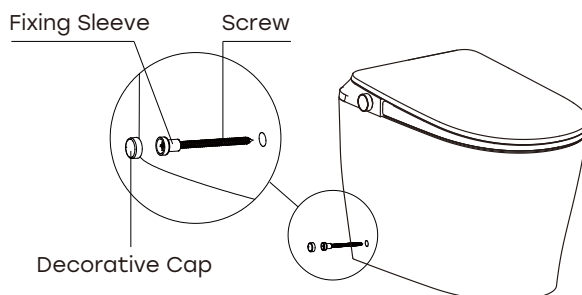
Lift the ceramic toilet with two people and gently lower it onto the flange, letting it well fit the mounting blocks.

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



Insert the screw through the fixing sleeve, then through the holes on both sides of the ceramic toilet and into the mounting blocks on the ground. Tighten them securely using a screwdriver.

Put the decorative cap onto the fixing sleeve.



Tips:

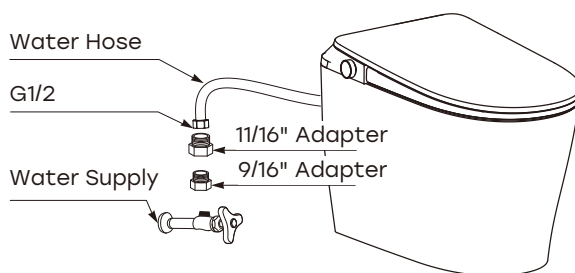
- ※ The toilet is heavy, and it needs two people to carry it.
- ※ Please clean the drain outlet.
- ※ Please make sure ceramic toilet outlet sits perfectly on the drain outlet.

6 Install the T-valve and water hoses

Connect the water hose to the water supply valve and tighten it. (Available in 9/16" and 11/16" adapters)

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

Use gasket to prevent water leakage.



Note:

If your water valve is G1/2, you could directly connect the water hose; If your water valve is 11/16" (which indicates a 1/2" outlet actually) or 9/16" (which indicates a 3/8" outlet actually), please install the adapters provided.

Installation of Battery Pack

The battery pack is primarily used for blackout flush in case of a power outage. It provides emergency power to the toilet and needs to be purchased separately. For any questions, please contact Customer Service Team.

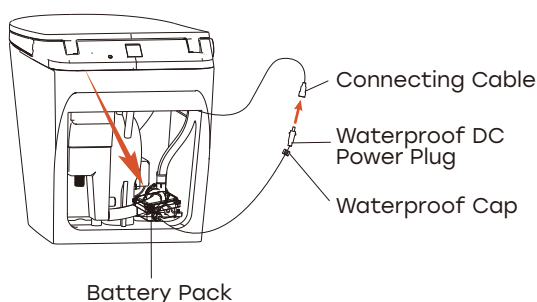


Install the external battery pack

Locate and hold the connecting cable at the position where indicated. Remove the protective cap from the connecting cable.

Insert the waterproof DC power plug of the battery pack into the connecting cable and tighten the waterproof cap securely.

Place the battery pack in an appropriate location as shown below.



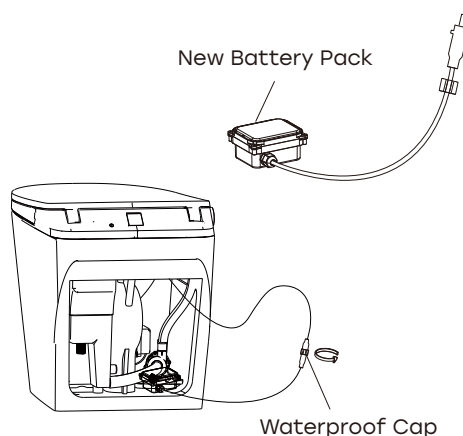
- ※ The battery should be placed out of the reach of children.
- ※ Some batteries and connecting cables may have slots. Please do not forcibly insert, otherwise, it will lead to product damage.

Replace the external battery pack

Unscrew the waterproof cap at the connection of the waterproof DC power plug.

Pull out the waterproof DC power plug.

Replace the battery pack with a new one, which can be used after installation.



- ※ The battery pack for blackout flush has an IPX6 waterproof rating. A single battery pack can support approximately 200 flushes during a power outage. Please note that the battery naturally degrades over time, even when not in use.

Product Test Run

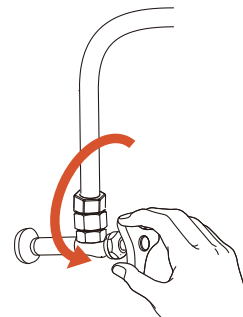
1

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.

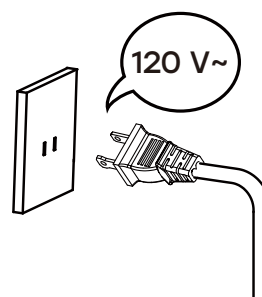

2

Power Connection

Ensure the electrical requirements are met: 10 A at AC 120 V, 60 Hz.

Plug the power plug into AC 120 V socket.

Press the knob on the toilet to start a flush and confirm the toilet is powered on.


3

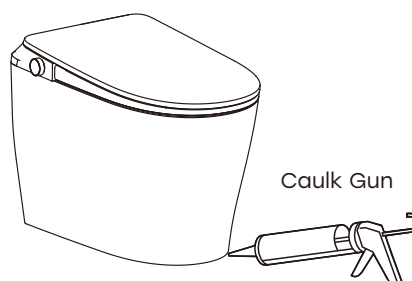
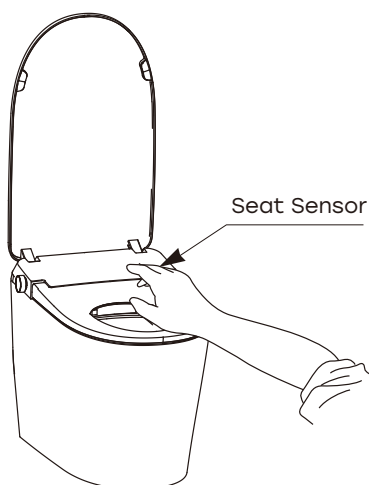
Smart Flush Toilet Running

Are all functions working properly?

Test the knob operations on the toilet.

Verify the normal operation of seat temperature adjustment and auto flush. Please ensure all specified functions run correctly.

After the toilet is installed and the test run is completed, it is recommended that you apply the silicone sealant around the base of the toilet. Please avoid applying sealant where the access covers meet the floor.



Usage Instructions

Function Explanations



Auto Flush

The toilet will automatically flush after the seat sensor no longer detects a user if no flush is performed during seat occupancy.

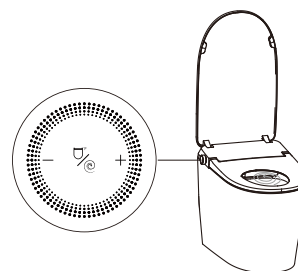


Blackout Flush

Blackout flush refers to the manual emergency flush during a power outage.

Press the knob on the toilet to activate blackout flush.

If the above operation does not work properly, you need to replace the battery pack or contact our Customer Service Team.



User-friendly Design

① Pre-wet

When the toilet seat is occupied, the product will flush automatically once towards the seat to moisten the toilet bowl.

② Multiple Protections

Multiple built-in safety features are designed to protect both the user and the product.

③ Memory Mode

The toilet automatically remembers and retains the last-used seat temperature setting. Such setting will revert to factory default in the event of a power failure.

④ Antibacterial Seat

The seat is made of antibacterial material to ensure enhanced hygiene.

⑤ Energy-saving Mode

When enabled, the toilet conserves energy by maintaining the heated seat temperature at 86 °F when not in use.

Knob Operations



Power/Stop

When the toilet is powered on and no one is seated, press and hold the knob for 3 seconds to enter the standby mode.

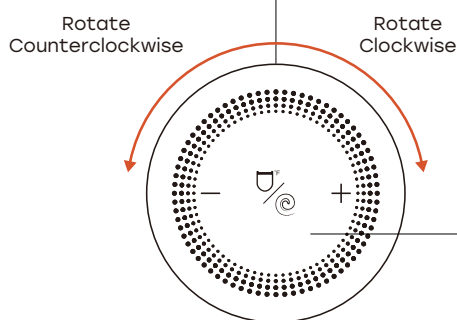
When the toilet is in standby mode, press and hold the knob for 3 seconds to activate it.

Seat Temperature

Rotate the knob clockwise to increase the seat temperature.

Rotate the knob counterclockwise to decrease the seat temperature.

Four adjustable seat temperature levels are provided. Each knob rotation toward corresponding direction will increase or decrease a temperature level.



Night Light

When the seat is occupied, press and hold the knob and rotate it clockwise to turn the night light on or off.

Flush

Press the knob to flush the toilet immediately.

Press the knob to start blackout flush during a power outage.

• Other Settings

Note: The following automatic functions are enabled by default from the factory, with the exception of the energy-saving mode. To make adjustments, please follow the steps below to enable or disable these functions.

When the seat is occupied, press and hold the knob for 3 seconds to enable /disable the auto flush function.

When the seat is unoccupied, press and hold the knob and rotate it clockwise to enable/disable the buzzer.

※ When disabled, no audio prompts will be heard during knob operations.

When the seat is occupied, press and hold the knob and rotate it counterclockwise to enable/disable the pre-wet function.

When the seat is unoccupied, press and hold the knob and rotate it counterclockwise to enable/disable the energy-saving mode.

※ When enabled, the toilet conserves energy by maintaining the heated seat temperature at 86 °F when not in use. Once seated, the seat returns to the preset temperature (Except for High Level, which will be heated to 98.6 °F).

Daily Maintenance

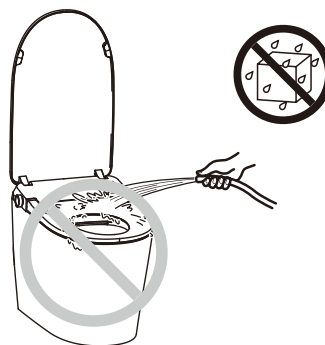
Regular maintenance is required to ensure normal use.


Note:

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


Warning:

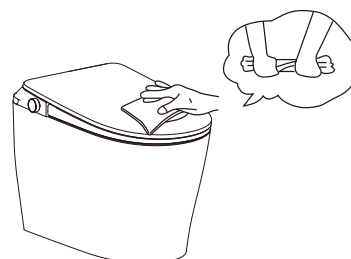
Do not spray water or detergents on the toilet or the power cord. Doing so may cause electric shock or fire.



Maintenance of Ceramics, Seat and Lid



1. Wipe dust or stains with a soft wet cloth.
 2. A wet soft brush, cloth, or sponge may be used to clean the ceramic area.
- ※ Do not use abrasive cleaners, such as alcohol, bleach, painter thinner, cresol, benzene, gasoline, etc.



Maintenance During Winter Season

During the winter season, the water inside may freeze after long periods of storage and non-use. Please take measures to prevent.


Note:

1. Before connecting the product to the water supply and electrical outlet, allow it to defrost for 30 minutes in a warm indoor environment.
2. In cases of extreme cold/freezing in place, wrap the water input line with a warm towel. Never pour hot water or use a hot dryer directly on the toilet.

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.



Power Button

Phenomenon	Fault Diagnoses	Solutions
Not working	Check whether the attaching plug is loose or not	Please check the circuit
	Check whether the power is switching on or off (the power light is not on)	Press and hold the knob, the power light is on
	Check whether there is any electric leakage or not	Unplug the attaching plug from the socket, plug it again later, if it is still not working, please unplug the attaching plug and contact our Customer Service Team

Heated Seat

Phenomenon	Fault Diagnoses	Solutions
The seat temperature is too low or is not hot	Check whether the temperature of toilet seat is on the OFF position or not	Regulate the temperature of toilet seat according to the Installation & User Manual

Toilet Bowl

Phenomenon	Fault Diagnoses	Solutions
The toilet does not flush cleanly	No power supply	Power restoration
	No water from the spout	Please contact our Customer Service Team
	No water but have the sound of flushing	Check whether the pipeline is blended or not, please keep the water supply pipeline open and smooth
	Have water all the time	Please contact our Customer Service Team if there is any unusual with the water inlet valve

Specifications

Product Model		HOROW T32
Product Dimensions		27-1/8" (L) * 15-13/16" (W) * 18-11/16" (H)
Product Weight (lb.)		99.21 lb
Rough In Size		12"
Seat Height		16-5/8"
Bowl/Seat Shape		Elongated
Flush Type		Tornado flush
Gallons Per Flush (US gallon)		Single Flush: 1.06
Installation Type		Floor-mount
Rated Voltage		120 V~
Rated Frequency		60 Hz
Rated Power		105 W
Power Cord Length		35-7/16"
Water Supply Type		DN15 (G1/2)
Water Inlet	Inlet Water Temperature	41 °F ~ 104 °F
	Minimum Pressure	11.6 psi, ensuring a flow of water at least 3.65 GPM
	Maximum Pressure	108 psi (static state)
Heated Seat	Seat Temperature	Off/about 93.2 °F ~ 102.2 °F (4 levels)
	Safety Devices	Thermal fuse, temperature sensor
Blackout Flush Battery		One lithium battery (Separate purchase required)

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.