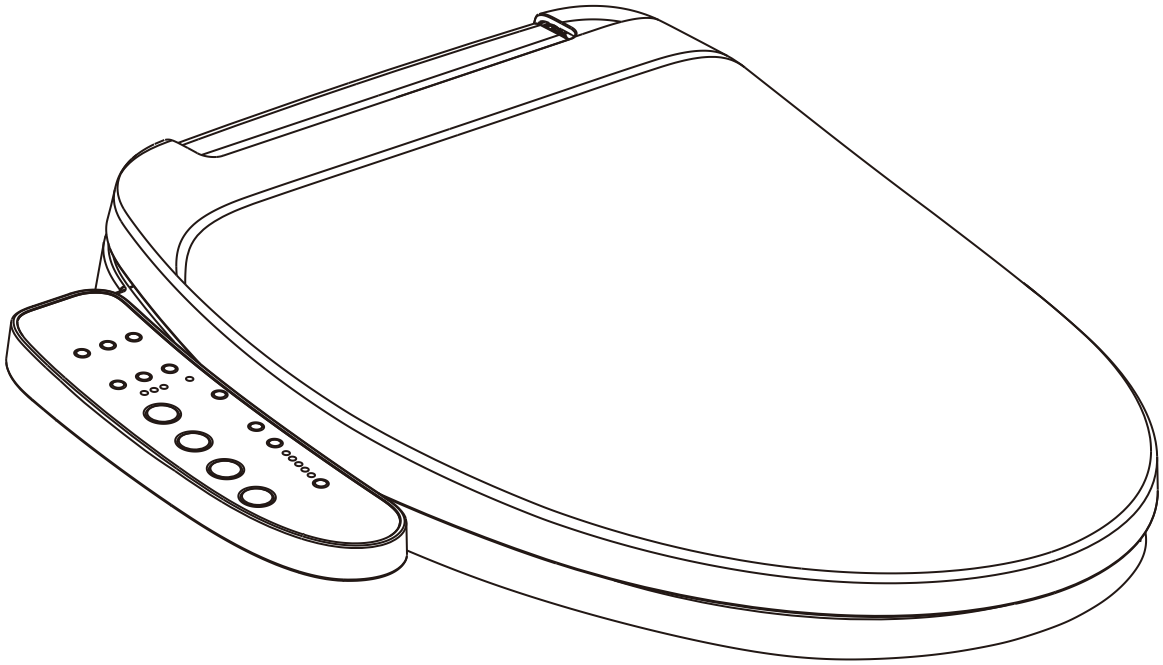
HOROW®

Installation & User Manual

HOROW HR-204B

Bidet Toilet Seat



Contents

Important Safeguards 1
- Important Information 1
- Grounding Instructions 2
- Explanation of Terms and Symbols 2

Overall Sketch 7

Function Table 8

Product Installation 9
- Tools Needed for Installation 9
- Parts Included 9
- Prior to Installation 10
- Installation of Bidet Toilet Seat 12
- Product Test Run 15
- Usage Instructions 16

Daily Maintenance 18
- Maintenance of Lid, Seat and Plastic Parts 18
- Maintenance of the Nozzle 19
- Cleaning of the Steel Mesh Filter 19

Troubleshooting 20

Specifications 22

Warranty 23

- 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. Connect this product to a properly grounded outlet only.
   See **Grounding Instructions**.
10. Caution - Risk of electric shock. Do not remove the toilet lid (or back) on your own. Refer servicing to qualified service personnel.

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. The product is equipped with a cord that has a grounding wire and a grounding plug. The plug must be inserted into an outlet that is properly installed and grounded.

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

1. If repair or replacement of the cord or plug is necessary, do not connect the grounding wire to either flat blade terminal. The wire within insulation having an outer surface that is green with or without yellow stripes is the grounding wire.
2. Check with a qualified electrician or serviceman if the grounding instructions are not completely understood, or if in doubt as to whether the product is properly grounded.
3. 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.
4. 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!	Protective grounding.

⚠ Warning

This product needs to be properly grounded.

※ Risk of electric shock.
※ If unsure, contact an electrician.

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

※ Risk of fire.

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

※ Risk of electric shock.

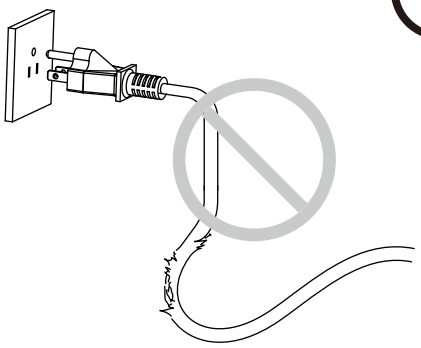
Do not use during thunderstorms (pull out the power plug during storms).

※ 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.

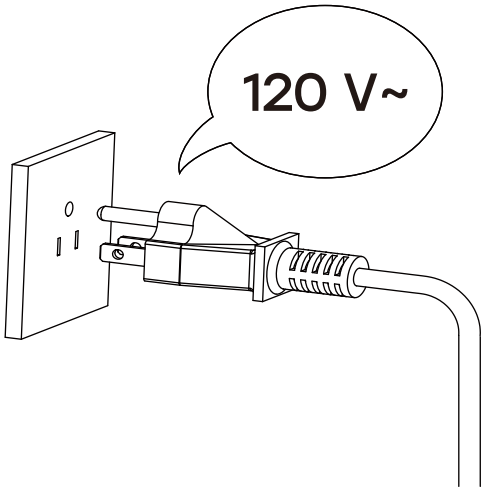


When the seat ring or the lid is damaged, to avoid any harm, be sure to pull off the power plug, close the water source and contact your local electrical installation company for replacement.

※ 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.

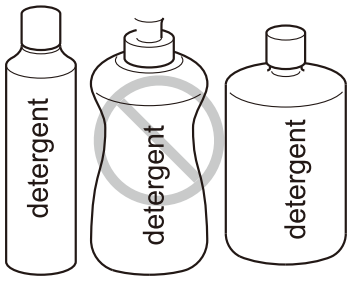
If the power cord is damaged, to prevent any injuries or accidents, it should be replaced by a professional.

※ 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 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 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 add water or detergent onto the bidet seat or the power plug. Do not soak the product with water or cleaner.

※ Risk of fire and/or electric shock.

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 place your hand or any other object into the dryer trap, and do not cover the dryer and dryer trap during product use.



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

Do not spray urine at the dryer.

※ Risk of electric shock.

⚠ Attention

Do not use the heated seat or warm dryer temperature 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.



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

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

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.

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.

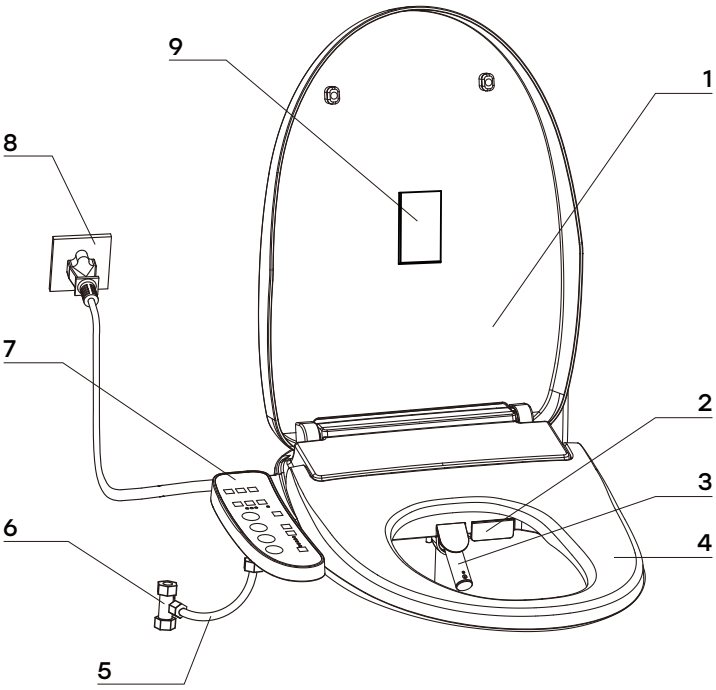
Please use the provided parts for installation. Do not use old parts.

※ Risk of water leakage and/or property loss.

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

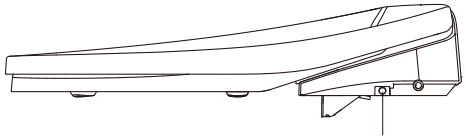
※ Risk of water leakage and/or property loss.

Overall Sketch



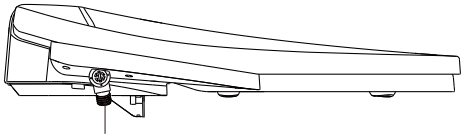
1	Lid
2	Warm Dryer
3	Nozzle
4	Heated Seat
5	Bidet Water Supply Hose
6	T-valve
7	Control Panel
8	Power Plug
9	Caution Label

Right View



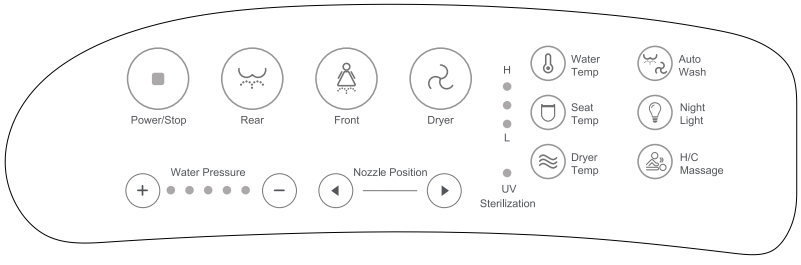
Release Button
(For easy installation and removal)

Left View



Water Inlet

Control Panel



Function Table

Category	Functions \ Model	HR-204B
Hygiene	Front Wash	●
	Rear Wash	●
	Movement Wash	●
	H/C Massage	●
	Self-cleaning Nozzle	●
	Detachable Nozzle	●
	Nozzle Clean	●
	UV Sterilization	●
	Anti-bacterial Seat	●
Comfort	Instant Heating	●
	Adjustable Water Temperature	●
	Adjustable Water Pressure	●
	Bubble Wash (Water & Air Mixed)	●
	Adjustable Nozzle Position	●
	Heated Seat	●
	Adjustable Seat Temperature	●
	Warm Dryer	●
	Adjustable Dryer Temperature	●
Convenience	Auto Wash	●
	Night Light	●
	Soft Close	●
	Factory Data Reset	●
Safety	SUS Filter	●
	Air Isolation	●
	Multiple Protections	●

Product Installation

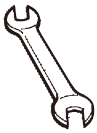
Tools Needed for Installation

Please have these tools prepared prior to installation.

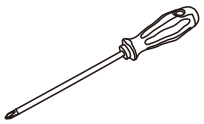


Adjustable Spanner
(Width > 1")

OR



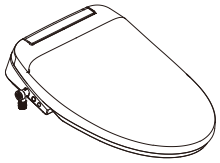
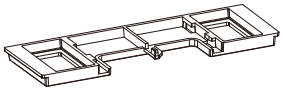
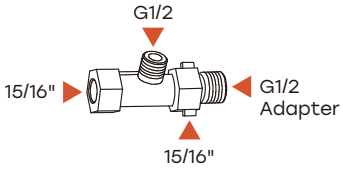
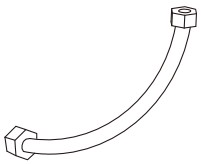
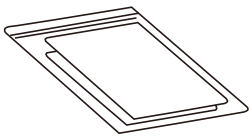
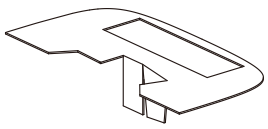
Open End Spanner
(15/16" - 1")



Philips Screwdriver

Parts Included

Please confirm that all items below are inside the box.

Bidet Toilet Seat (1 set) 	Catch Plate (1 pc) 	Screw Components (1 set) 
T-valve (1 pc)  	Bidet Water Supply Hose (1 pc) 	Installation & User Manual (1 pc) 
Fixed Card (1 pc) 		

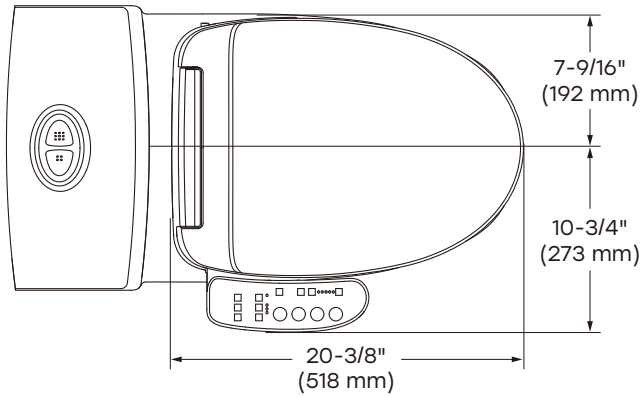
Prior to Installation

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

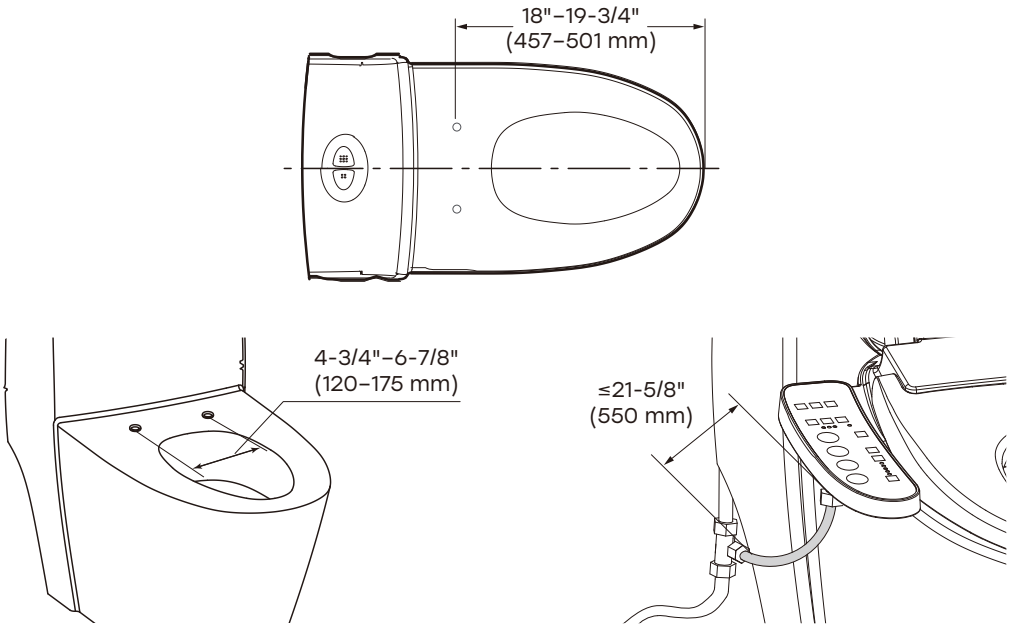
Please measure your toilet to ensure there is enough space for the bidet seat: 20-3/8" (518 mm) in length.



※ The distance between the two mounting holes should be between 4-3/4" (120 mm) and 6-7/8" (175 mm).

※ The distance between the mounting holes and the front edge of the toilet bowl should be between 18" (457 mm) and 19-3/4" (501 mm).

※ The distance from the filter to the bidet inlet should not exceed 21-5/8" (550 mm).



Water Pressure Requirements

The minimum dynamic water pressure required is 11.6 psi, and the maximum static water pressure is 116 psi. If the water pressure requirements are not met, the product may not achieve its optimal performance.

Electrical Requirements

Electrical requirements for this product: 16 Amps at AC 120 V, 60 Hz.

Make sure the power outlet is within reach of the 47-1/4" (1200 mm) power cord and away from any water splashes.

This product must be properly grounded. Installation should be performed by a licensed professional electrician. Do not plug in the product until installation is fully complete to avoid malfunction.

※ This product does not have a Ground Fault Circuit Interrupter (GFCI). It must be installed on a circuit protected by a GFCI. Failure to do so may result in electric shock, injury or property damage.

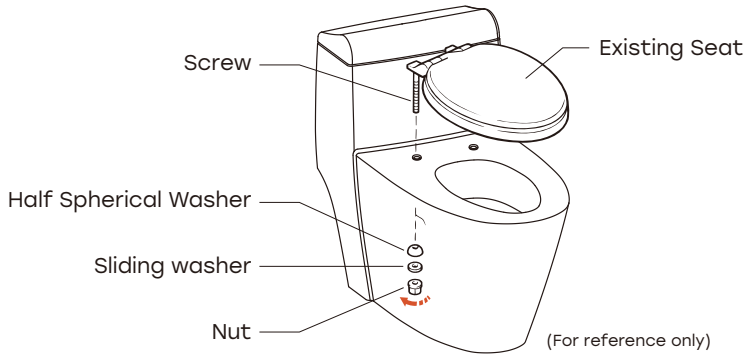
Installation of Bidet Toilet Seat

Install your bidet seat using the following steps:

1

Remove the existing toilet seat

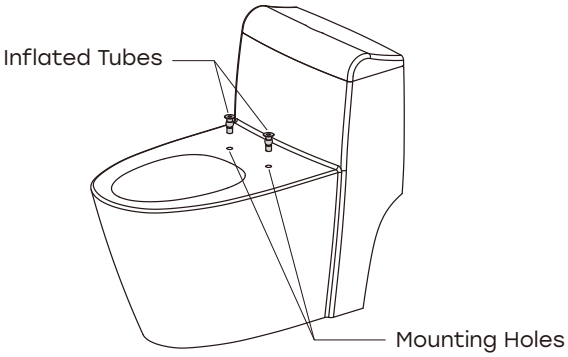
Remove the toilet seat mounting screws, and then remove the existing toilet seat from the toilet.



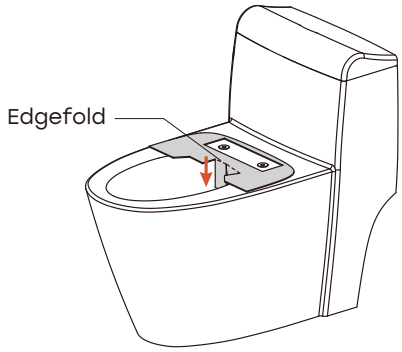
2

Install the bidet seat

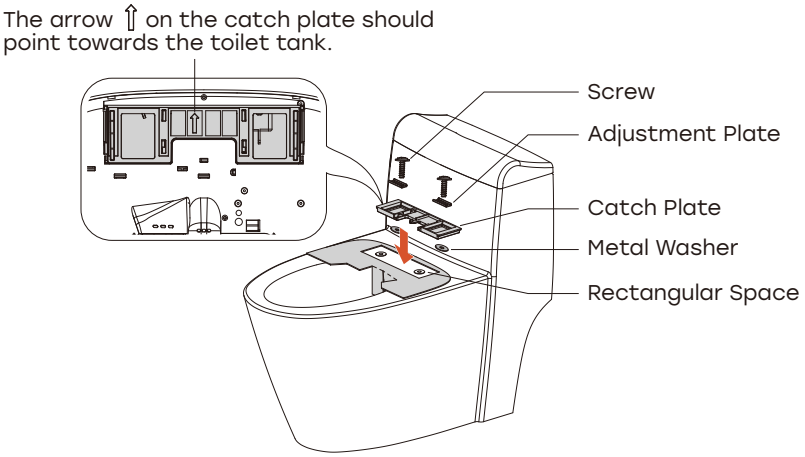
Insert the inflated rubber tube set into the mounting holes on the toilet bowl.



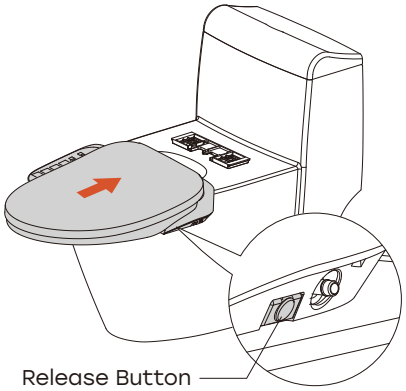
Place the fixed card on the toilet bowl, aligning it with the mounting holes. Fold the fixed card as shown below and make sure the edgefolds are vertically downward and close to the rim of the nozzle and dryer outlet.



Place the metal washers onto the inflated tubes. Position the catch plate in the rectangular space of the fixed card on the toilet, with the arrow pointing towards the toilet tank. Place the adjustment plates on the catch plate, then insert and tighten the screws.

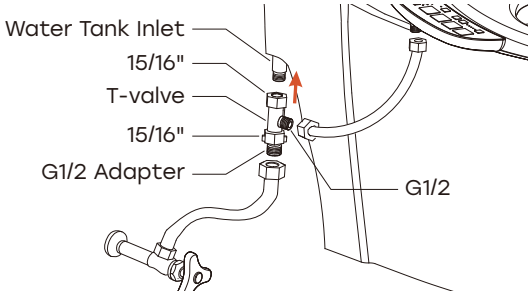


Remove the fixed card. Press and hold the release button and slide the seat into the catch plate. Adjust the seat for the best fit. Loosen the screws for adjustment if needed.



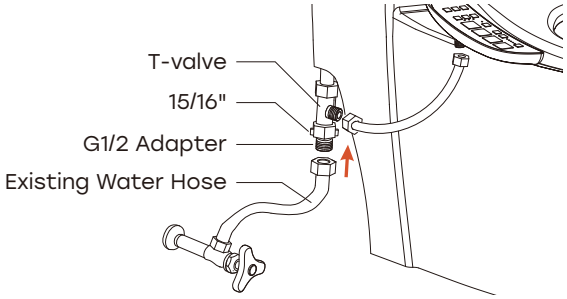
3 Install the T-valve and water hoses

Connect the T-valve to your toilet tank inlet as shown below.
Use Teflon tape on all threaded connections to ensure a water tight seal.



Connect the existing water hose to the T-valve (available in G1/2 adapter) and tighten it.

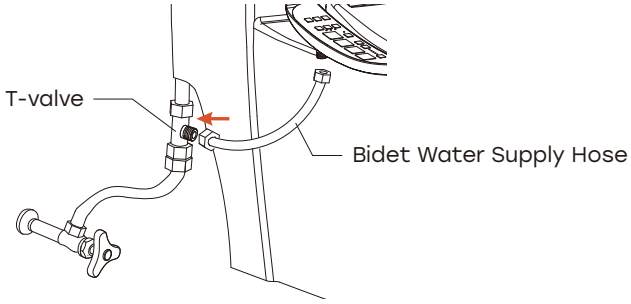
※ Do not overtighten the connections, and ensure the hose is not bent or twisted.



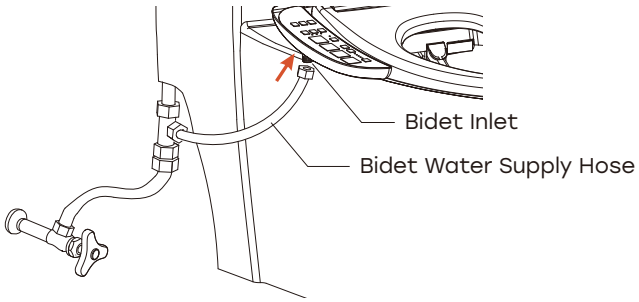
Note:

Our T-valve fits both 7/8" and G1/2 water hoses. If your existing water hose is 7/8" (which suits the 15/16" connector), you can directly connect it to the T-valve; If your existing water hose is G1/2, please screw on the provided adapter, then connect the hose.

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.



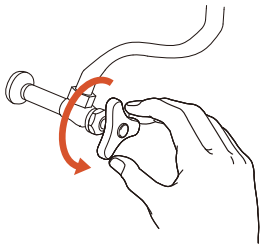
Product Test Run

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.

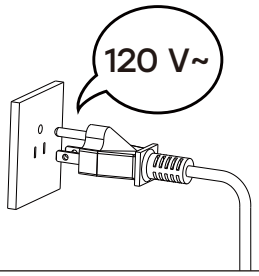


2 Power Connection

Ensure the electrical requirements are met: 16 A at AC 120 V, 60 Hz.

Plug the power plug of the bidet seat into AC 120 V socket.

Confirm the product is powered on.



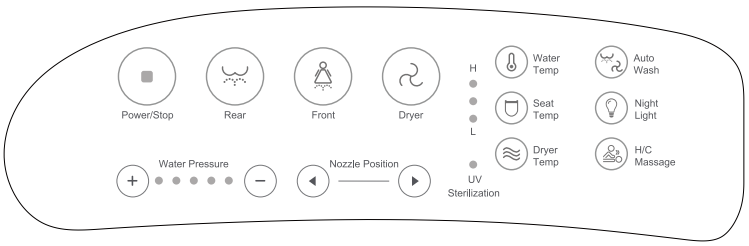
3 Test Running

Are all functions working properly?

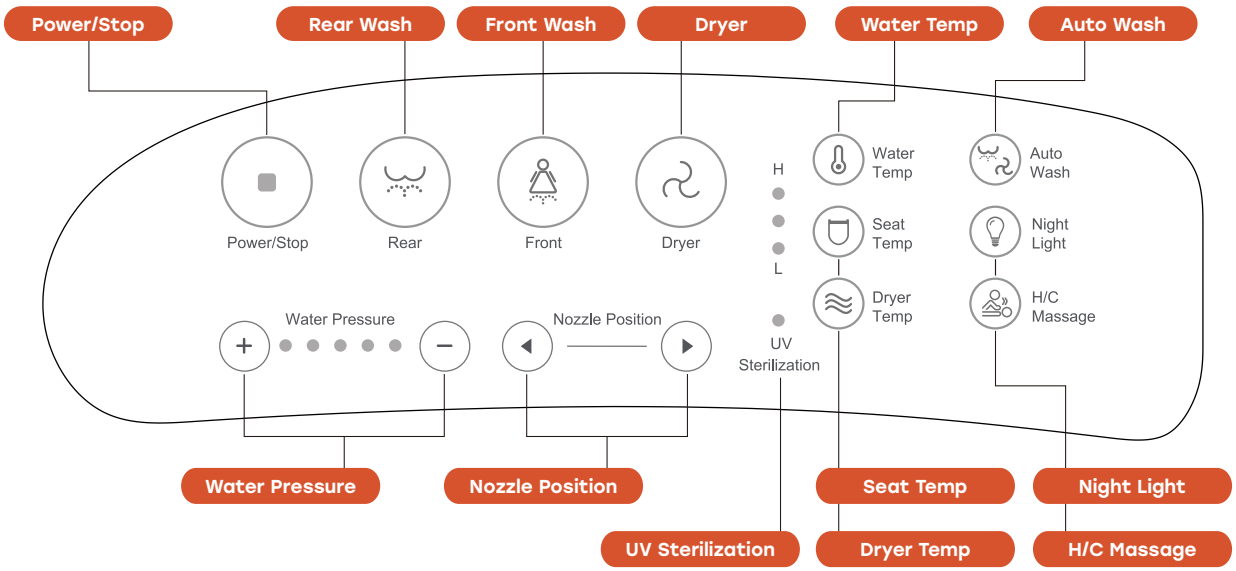
Test all function buttons on the control panel.

Confirm the functionality of Front Wash, Rear Wash (including water pressure and nozzle position adjustment), Warm Dryer, Dryer Temperature and Water Temperature Adjustment, Nozzle Clean and Night Light.

All functions listed above should be tested. Please ensure all specified functions run correctly. Front wash, rear wash and warm air drying functions should be tested while the seat is occupied.



Usage Instructions



Press **Rear** to start rear cleaning while seated. Movement wash is provided by default. Press again to stop movement wash and return to rear wash.

Press **Front** to start feminine cleaning while seated. Movement wash is provided by default. Press again to stop movement wash and return to front wash.

Press **Dryer** to dry off the water after using the wash function. It will stop automatically after approximately 4 minutes.

Press **Power/Stop** to stop any activated wash functions (front wash or rear wash) or the dryer. Press **Power/Stop** to turn on or off the product when no function is running.

Press **Water Temp** to adjust the water temperature for any wash function. Four temperature levels are available: Off, Low, Medium and High. Press the button once to display the current temperature setting through the indicator. Press the button again to adjust the temperature. Keep pressing until your desired temperature level is set.

Press **Seat Temp** to adjust the heated seat temperature. Four temperature levels are available: Off, Low, Medium and High. Press the button once to display the current temperature setting through the indicator. Press the button again to adjust the temperature. Keep pressing until your desired temperature level is set.

Press **Air Temp** to adjust the warm air temperature of the dryer during drying. Four temperature levels are available: Off, Low, Medium and High. Press the button once to display the current temperature setting through the indicator. Press the button again to adjust the temperature. Keep pressing until your desired temperature level is set.

Press **Water Pressure** to adjust the cleaning intensity of front wash and rear wash. Press + to increase the intensity; Press — to decrease it.

Press **Nozzle Position** to adjust the nozzle position. Press ◀ to raise the nozzle angle; Press ▶ to lower it. Five nozzle position levels are available.

Press **UV Sterilization** to sterilize the nozzle surface with the ultraviolet light. UV sterilization will start automatically 10 seconds after the seat is unoccupied and it will work for 3 minutes.

Press **Auto Wash** to start the smart wash cycle while seated. The entire process includes rear wash and warm air drying, taking approximately 5.5 minutes. During the rear wash of the auto wash process, press the button again to stop the rear wash and start the warm air drying.

※ Auto wash is more convenient for kids and elders.

Press **Night Light** to turn the night light on or off.

Press **H/C Massage** to switch between warm and cold water washing during any wash process.

• Factory Data Reset

To reset the product to its original factory settings, pull out the plug, wait for 1 minute, and then plug it back in. The water temperature, seat temperature, warm air temperature, cleaning intensity, and nozzle position will return to their default medium level settings.

Daily Maintenance

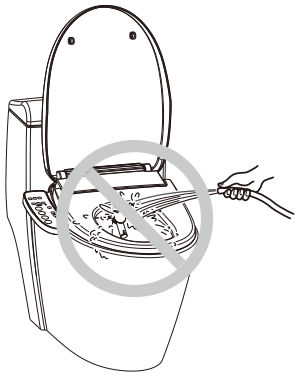
Regular maintenance is required to ensure normal use.

Note:

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

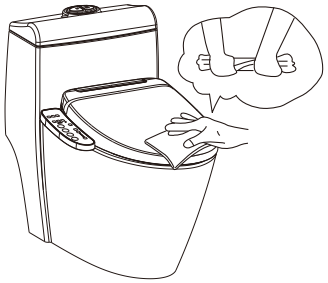
Warning:

Do not spray water or detergents on the bidet seat, control panel or the power cord. Doing so may cause electric shock or fire.



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).



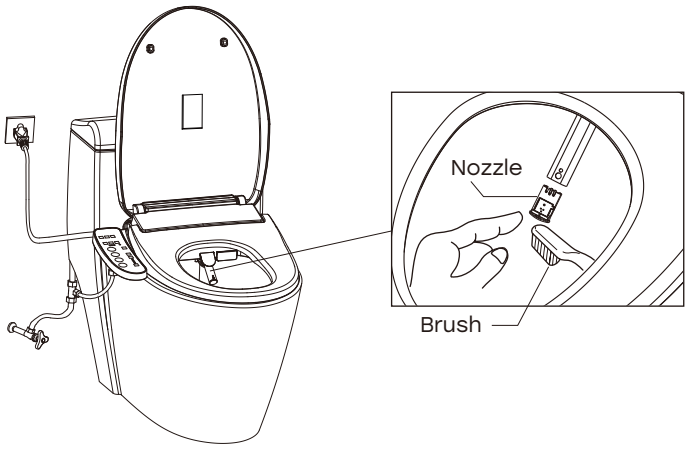
※ Do not use abrasive cleaners. If needed, please use neutral cleaners only.

Maintenance of the Nozzle

Press and hold **Water Temp** button on the control panel without occupying the seat. The nozzle will extend out. Proceed to clean it with a soft brush.

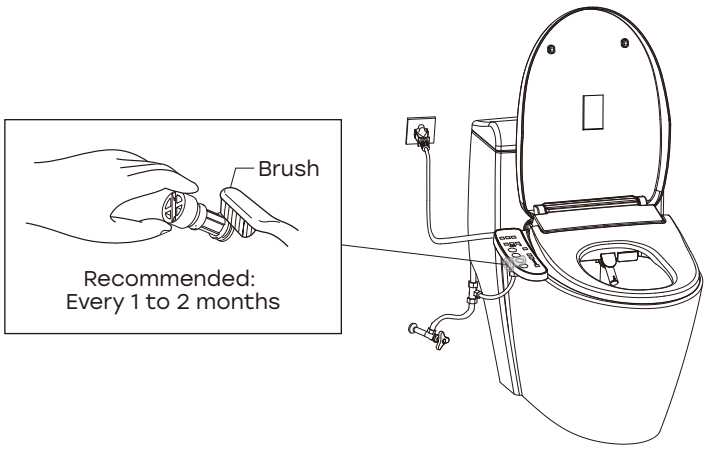
※ Do not forcefully hold the nozzle, otherwise it may break.

※ Please replace the nozzle with a new one if it is clogged.



Cleaning of the Steel Mesh Filter

1. For your health and to ensure optimal bidet performance, please clean the filter regularly.
2. If you notice that the water pressure is becoming weaker, please wash the filter promptly.
3. Please make sure to turn off the water supply completely before removing the filter.
4. Turn the coin counterclockwise to open the filter and use a brush to clean it thoroughly. Reinstall the cleaned filter securely to prevent leakage.



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.

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 the power button until 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

Wash Functions

Phenomenon	Fault Diagnoses	Solutions
No water from the spout	Check whether the water supply cuts off or not	Wait for the water supply restoring
	Check whether the angle valve switches off or not	Open the angle valve
	Check whether the water filter is blocked or not	Clean the filter mesh or change the water filter
	Check whether the inlet pipe is flexed or not	The inlet pipe must be straight
The intensity of cleaning is not strong enough	Check whether the water pressure of cleaning switches to low level or not	Regulate the water pressure according to the Installation & User Manual
	Check whether the inlet filter is blocked or not	Clean the filter mesh or change the water filter
Unusual water flow from the spout	Abnormal operation	Unplug the attaching plug for one minute and then plug it again
The water temperature is not warm enough	Check whether the water temperature switches to low level or not	Regulate the water temperature according to the Installation & User Manual
Water is leaking	Some parts are loose or damaged	Please contact our Customer Service Team
The cleaning function is not working normally	Check whether the seat is lifted or some object blocks seat	Lower the seat, make sure to sit on the seat, and remove any object on it
	The seat sensor is broken	Please contact our Customer Service Team

Dryer

Phenomenon	Fault Diagnoses	Solutions
The dryer blows cold air	Check whether the dryer switches off or not	Regulate the temperature of dryer according to the Installation & User Manual
	Check whether the heating element of dryer is damaged or not	Please contact our Customer Service Team
The dryer stops during use	The dryer will stop automatically every 4 mins	Enable the dryer again

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

Other

Phenomenon	Fault Diagnoses	Solutions
Lid or seat closes fast	The damping is broken	Please contact our Customer Service Team
Functions work in turns nonstop	QA testing mode is activated	Unplug the attaching plug for one minute and then plug it again

Specifications

Product Model		HOROW HR-204B
Product Dimensions		20-3/8" (L) * 18-5/16" (W) * 4-13/16" (H)
Rated Voltage		120 V~
Rated Frequency		60 Hz
Rated Power		1050 W (When inlet water temperature is 59 °F)
Power Cord Length		47-1/4"
Ambient Temperature		39.2 °F ~ 104 °F
Water Inlet	Inlet Water Temperature	39.2 °F ~ 95 °F
	Minimum Pressure	11.6 psi, ensuring a flow of water at least 3.65 GPM
	Maximum Pressure	116 psi (static state)
Cleaning	Way for Heating	Instant Heating
	Temperature of Warm Water	Off/about 93.2 °F ~102.2 °F (4 levels)
Dryer	Warm Air Temperature	Off/about 95 °F ~131 °F (4 levels)
Heated Seat	Seat Temperature	Off/about 95 °F ~ 102.2 °F (4 levels)

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.