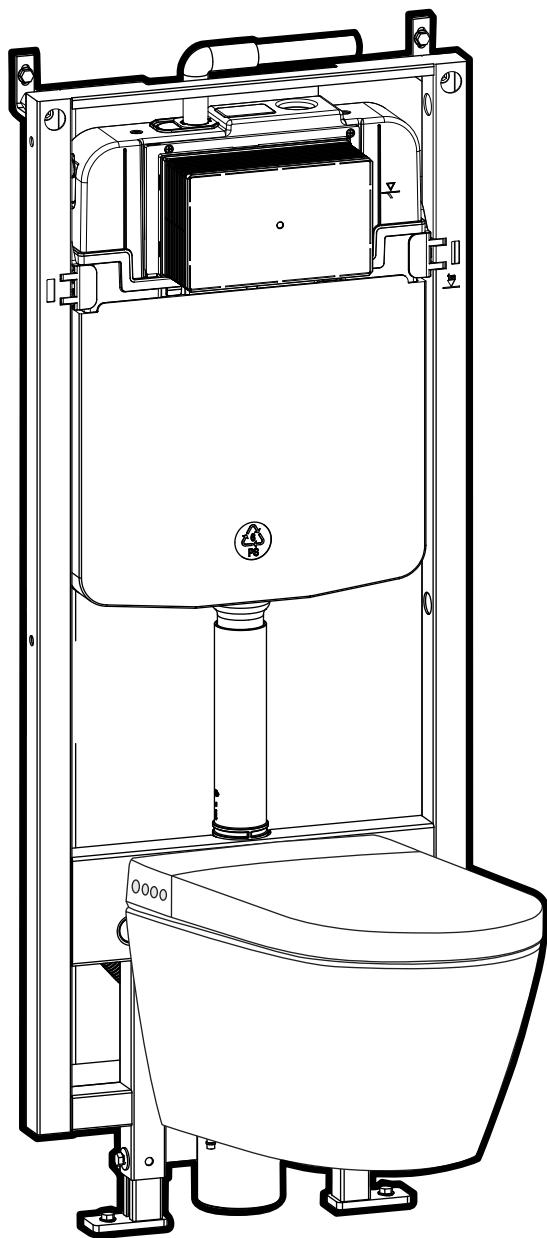


# Wall-Hung Carrier System

## INSTALLATION INSTRUCTIONS





## PRIOR TO INSTALLATION:

- Inspect product to ensure no damages have occurred while in shipping.
- Observe all plumbing and building codes in accordance with your state and local requirements.
- All dimensions are nominal! Be sure to measure your toilet prior to installation.
- The step-by-step guidelines in the installation instructions are a general reference. Should there be any discrepancies, Swiss Madison cannot be held liable. It is recommended to install all Swiss Madison products by hiring a licensed professional.
- Read installation and maintenance instructions thoroughly before installing. Be sure to use proper tools and always wear proper personal safety accessories for your protection.
- Be sure to properly bleed all air from the piping system, trapped air can cause damage to the flushing system and toilet bowl.
- Additional floor and wall preparations may be necessary to avoid damage to the product. Swiss Madison recommends using a cement board or tile backer board for the wallboard backing, avoid gypsum board as it may compromise the load strength of the toilet installation.

## QUESTIONS OR CONCERNS?

Please contact us:

1-434-623-4766

[info@swissmadison.com](mailto:info@swissmadison.com)

## SUGGESTED TOOLS & MATERIALS:



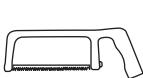
Safety Glasses



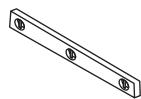
Plumbers Grease



Wrench



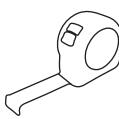
Hacksaw



Level



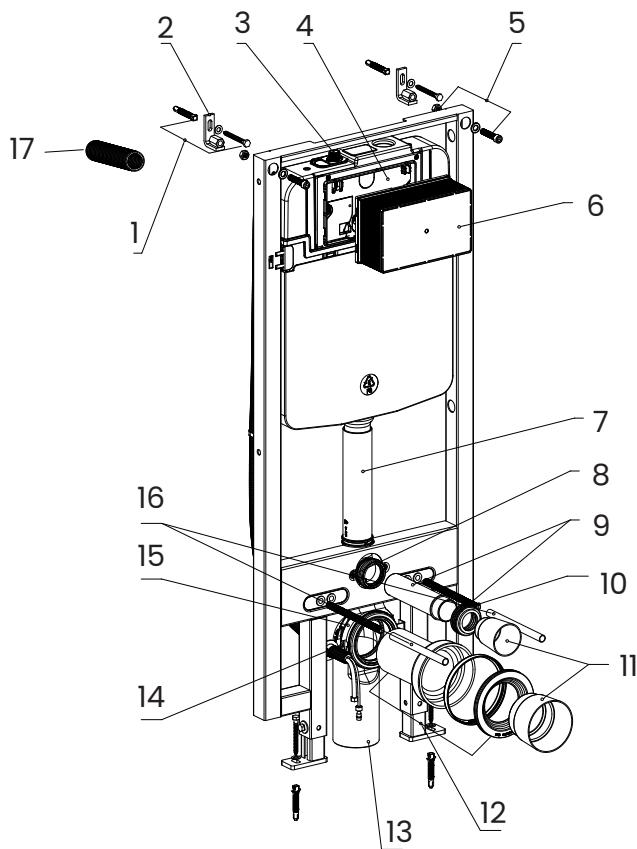
Flat File



Tape Measure



Drill

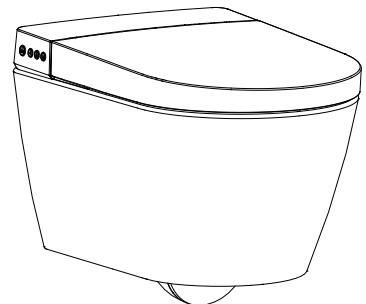


#### Included Parts (Carrier):

- Cistern cover
- Mounting box
- Mounting box cover
- Flush pipe assembly
- Drain pipe assembly
- Discharge pipe assembly
- Pipe clamp
- Ground fixation screws
- Allen screws
- Anchor & screw components
- Bellows
- Braided hose
- Stop valve
- Bolt components
- Tee
- Panel holder and rods
- Mounting panel
- Dust Covers
- Power wire
- Off-seat flushing module
- Flush Plate

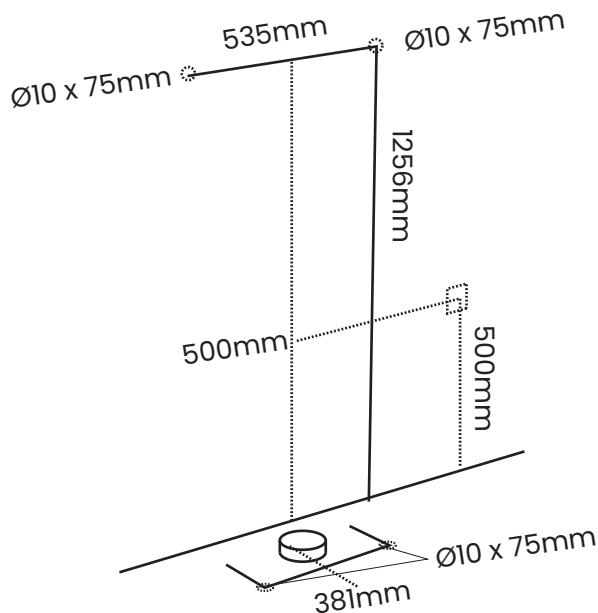
#### Included Parts (Toilet):

- Smart toilet
- Transition pieces
- Nuts & washers
- Bolt covers
- Ball valve switch
- Volcros
- Remote control
- Water inlet hose
- Power cord
- Mounting pad



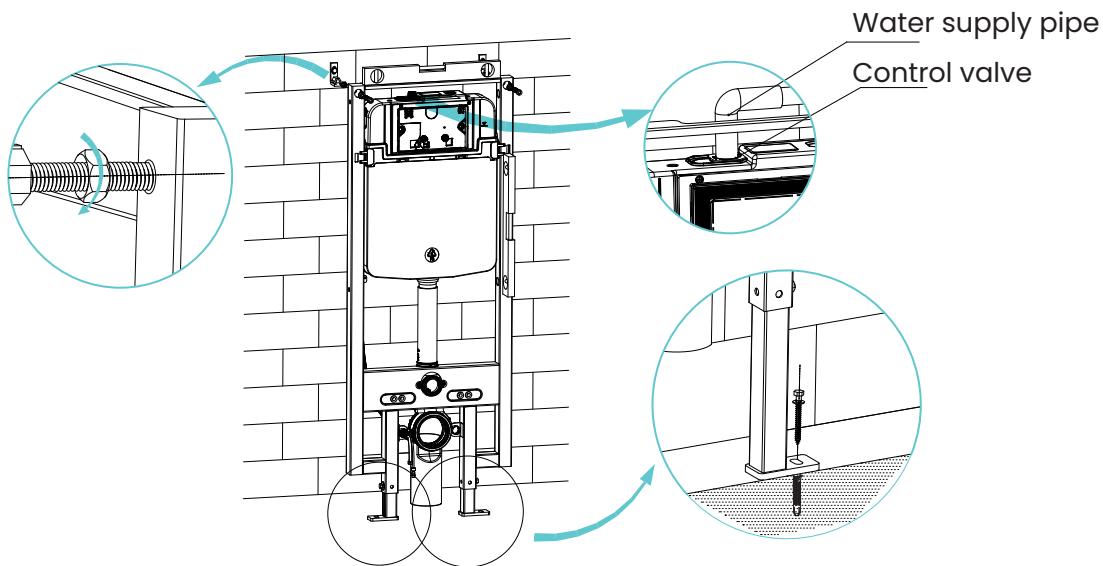
## 1 Measure Frame

Measure frame to confirm cistern installation location.



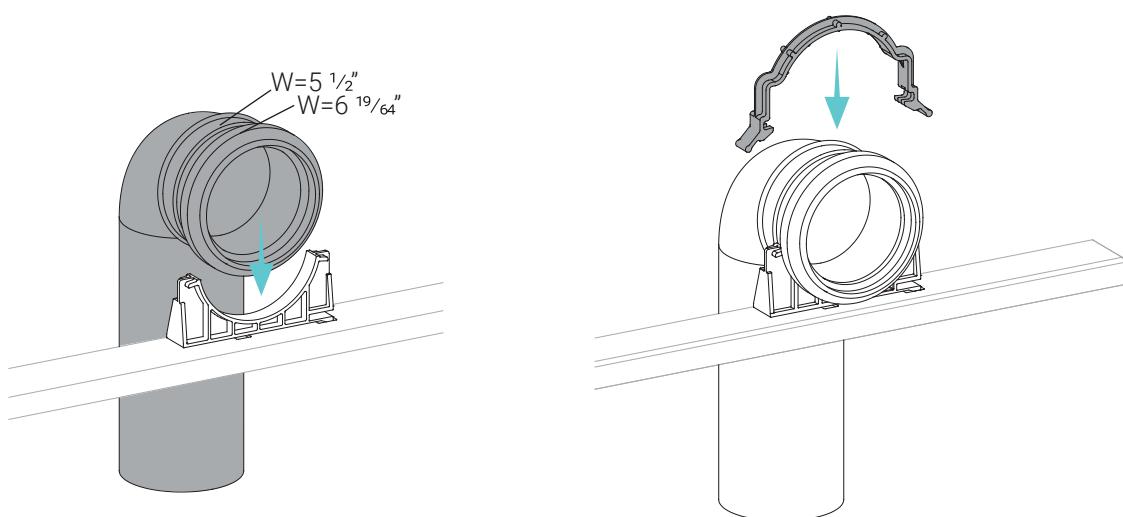
## 2 Fasten Mounts

- After adjusting bowl height, fasten four mounts (A).
- Screw carrier to wood framing flush across the front.
- NOTE:** It is recommended to use  $2\frac{1}{2}$ " screws and  $1\frac{1}{4}$ " fender washers (4 of each total).
- Ensure frame is flush and level before fastening.
- Install the stop valve on water line in unfinished wall.



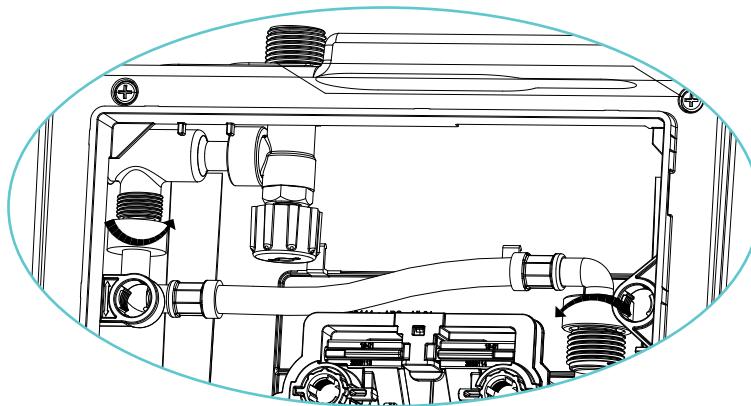
## 3 Connect Discharge Pipe

- Find the center of the discharge pipe before fastening. Drill a  $3\frac{5}{8}$ " hole through framing for later installation.
- Once discharge hole is drilled through framing, connect bracket as shown.



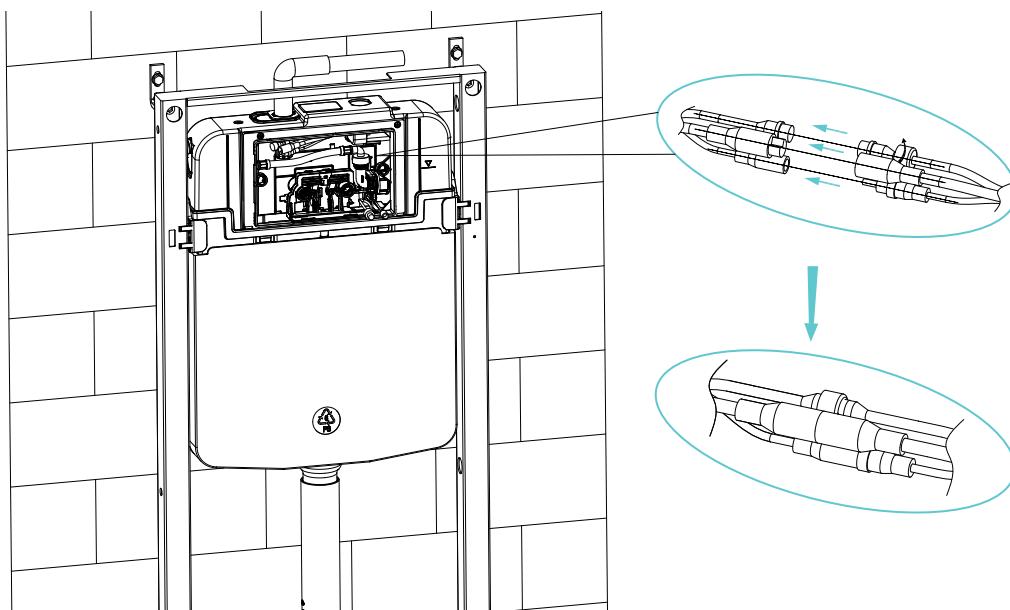
#### 4 Install T-Connector

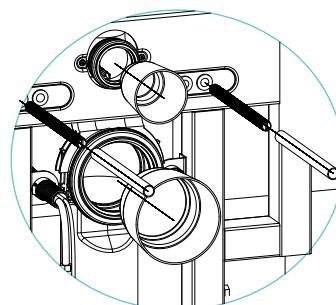
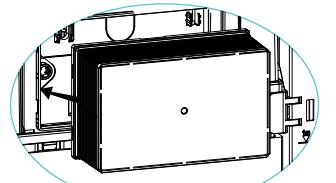
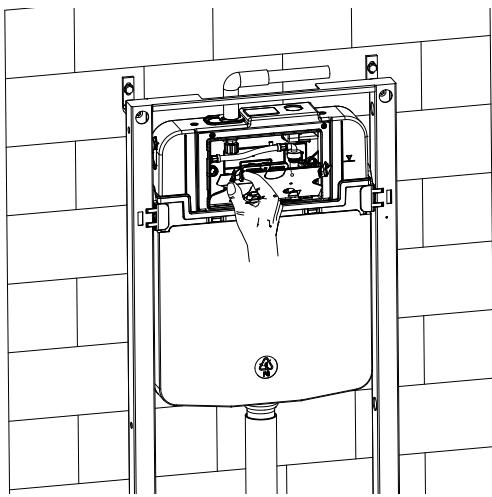
- Install the t-connector inside the mounting box.



#### 5 Install Auto Flush Module

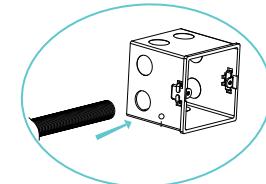
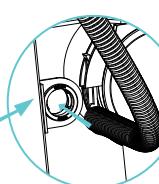
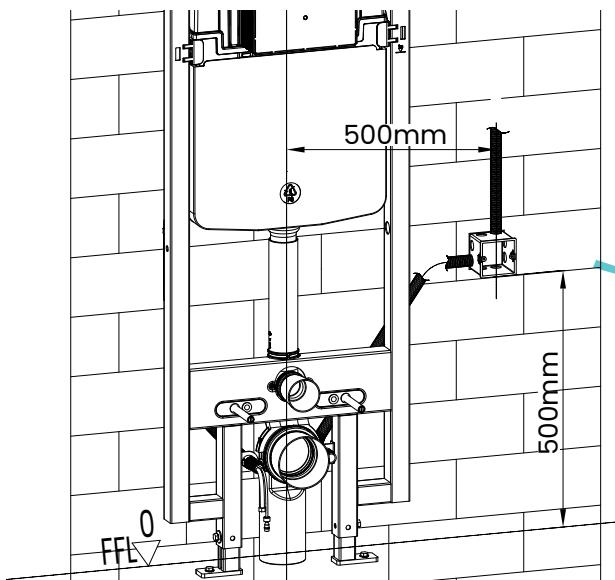
- Insert module to the designated location at the top right of the mounting box.
- Connect the 3 corresponding wires.
- Turn on the stop valve to do a water test.



**6** Install Cistern Cover, Mounting Box & Dust Covers**7** Connect Power Source

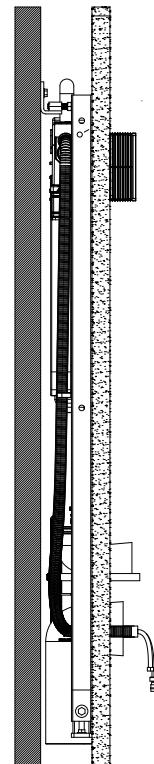
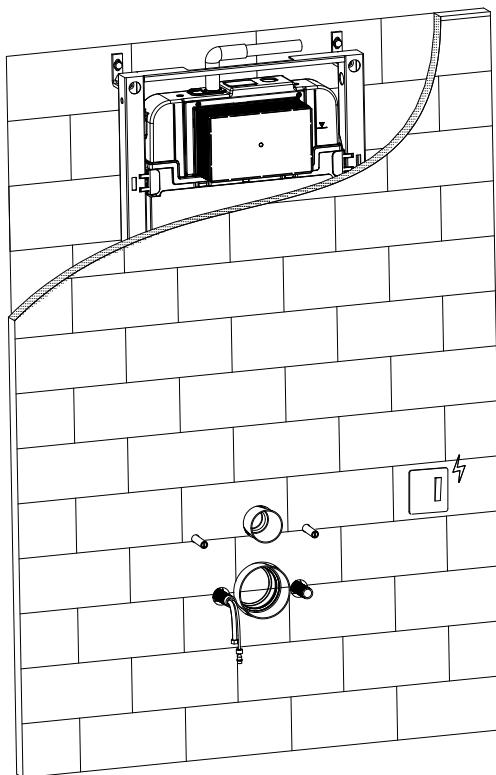
A) For wired connection to junction box/circle breaker.

- Attach corrugated pipe (below) to the frame by running pipe through the bottom right hole of the frame.
- Pass the pipe through the lower right side of the frame through the designated hole and connect the opposite end to your junction box/circuit breaker.
- After connecting the corrugated pipe to the junction box, you may finish the wall and proceed with power connection after wall is sealed.
- Remove the dust covers and protective sleeves.
- Cut off excess corrugated pipe and detach mounting box.
- Install the power cord connector as shown below.



**8 Connect Power Source cont.**

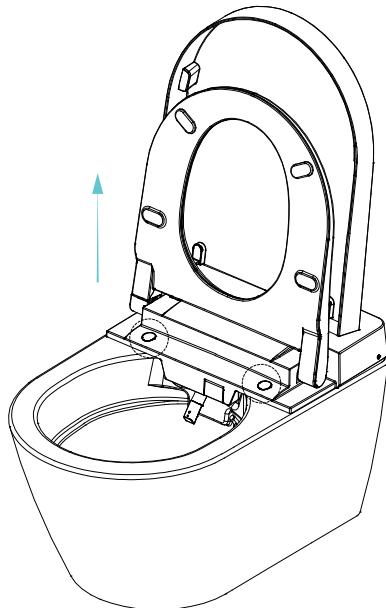
- Install the power cord connector.
- Cut plug from end of power cord.
- Pass power cord through corrugated pipe and into junction box.
- With the power turned off, install the circuit breaker in accordance with the circuit breaker manual.



## TOILET INSTALLATION

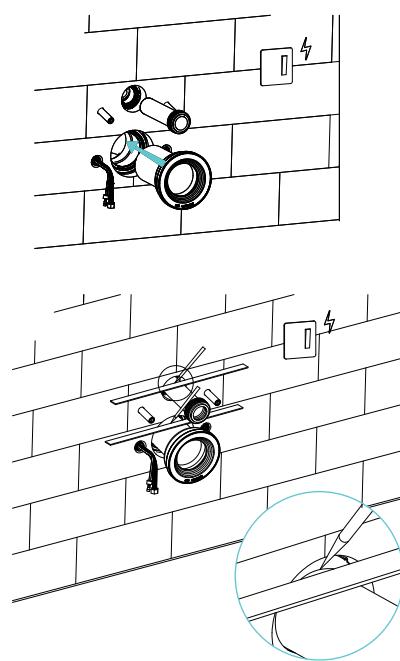
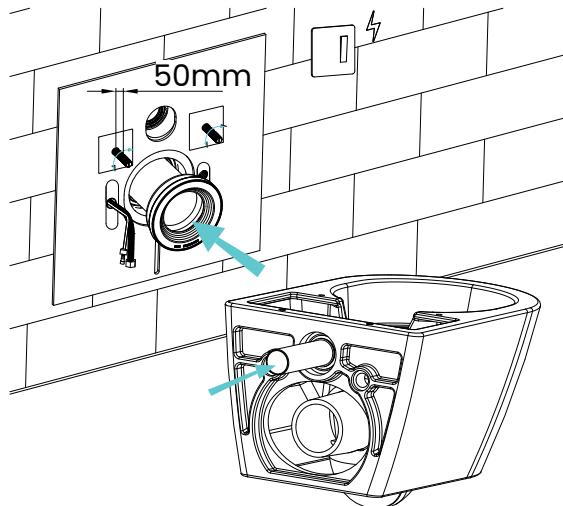
### 1 Remove Seat

- Open seat lid and remove fixing screws/washers from seat lid.
- Remove the bidet seat from the toilet bowl.



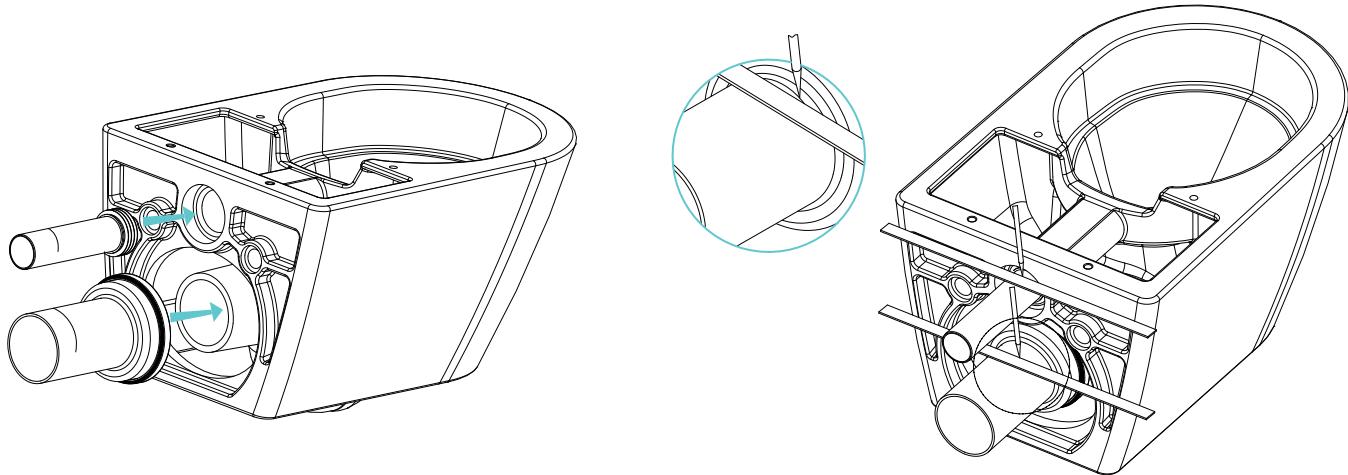
### 2 Dry Fit Outlet Pipe and Inlet Pipe

- Attach mounting pad.
- Fully insert straight tube into cistern flushing outlet then connect pipe into discharge outlet.
- Draw lines to mark the finished wall location on each pipe as pictured below.



### 3 Determine Pipe Size

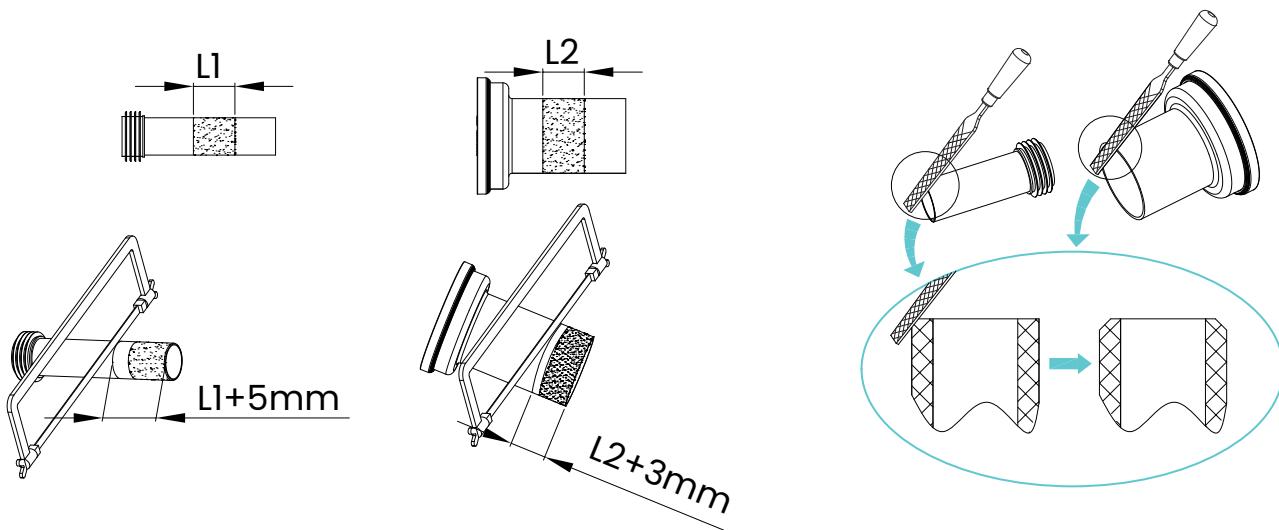
- Apply lubricant on rubber washers of straight tube and connecting pipe, then insert into holes.
- Draw lines on pipes as pictured below.



### 4 Cut Pipes

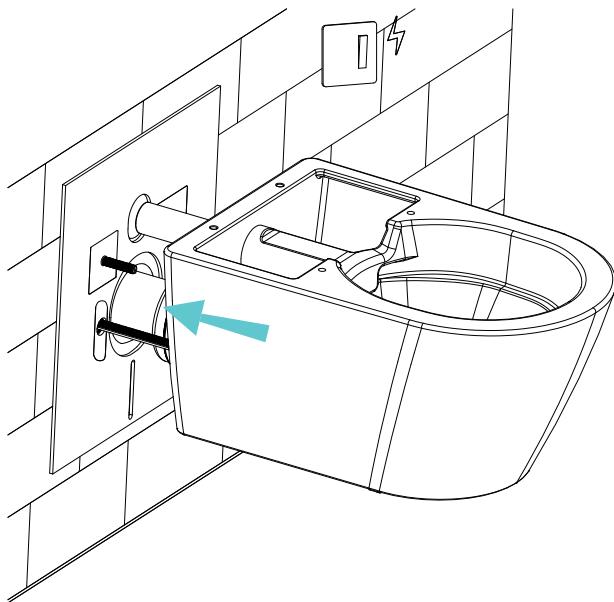
- Measure the distance between both marked lines on pipe. Take measured distance, deduct from bald end of pipe and cut pipes as shown below.
- After cutting, take a file and remove all burrs. Try and bevel pipe edge.

**L1:** The distance between the two lines on the straight tube.  
**L2:** The distance between the two lines on the connecting pipe.



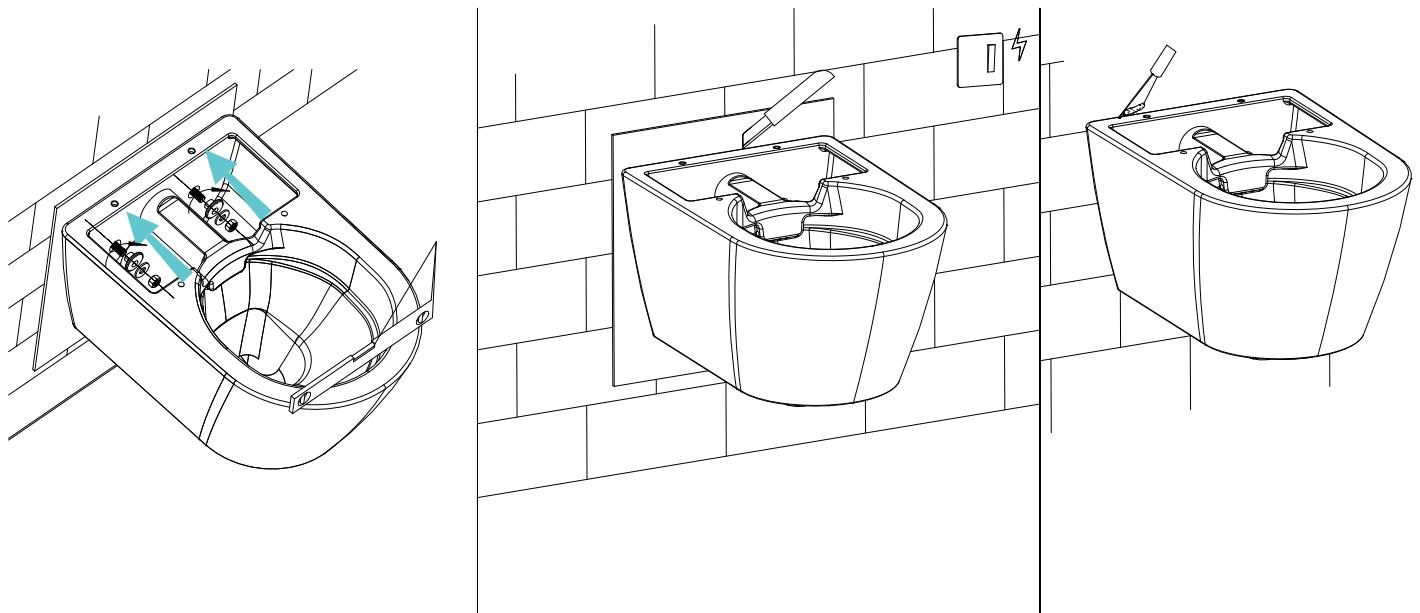
## 5 Mount Toilet Bowl

- Apply lubricant to the joint surface on straight tube and connecting pipe.
- Mount the toilet bowl to the wall.



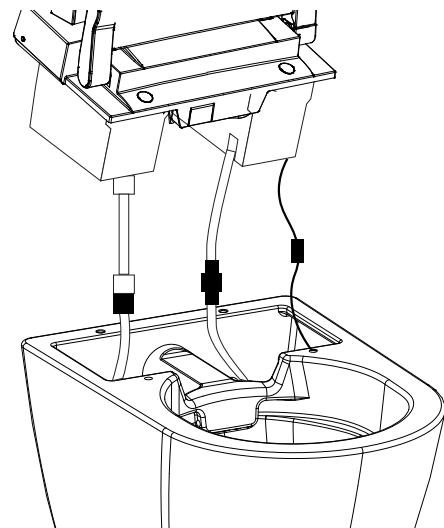
## 6 Level and Attach Bowl

- Attach bowl using the washers and bolts, make sure the bowl is level, then cover with included cap.
- Remove extra liner along the outline of the toilet.
- Fill any gaps with cement or sealant.



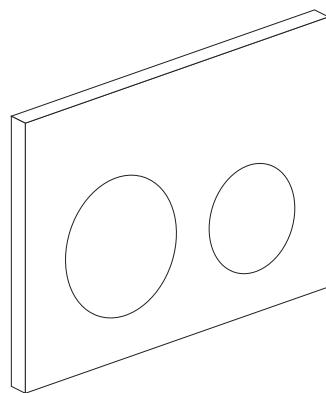
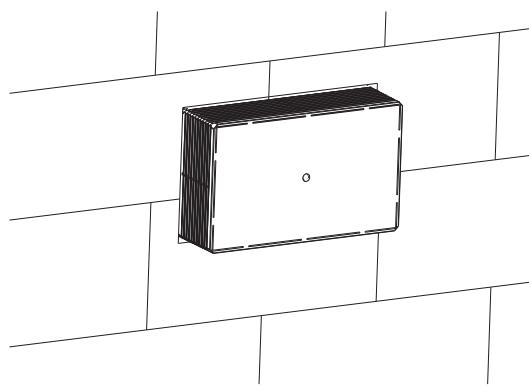
## 7 Connect Bidet Seat

- Connect water inlet hose in the toilet with ball valve switch in the bidet seat.
- Connect power cords between the toilet and the bidet.
- Wrap both previous connections with Velcro.
- Wrap Velcro around off seat auto flush wire and connect between bidet and toilet.
- Secure with Velcro to the bottom of the toilet.
- Reinstall bidet seat using screws and bolt covers.



## 8 Install Flush Plate

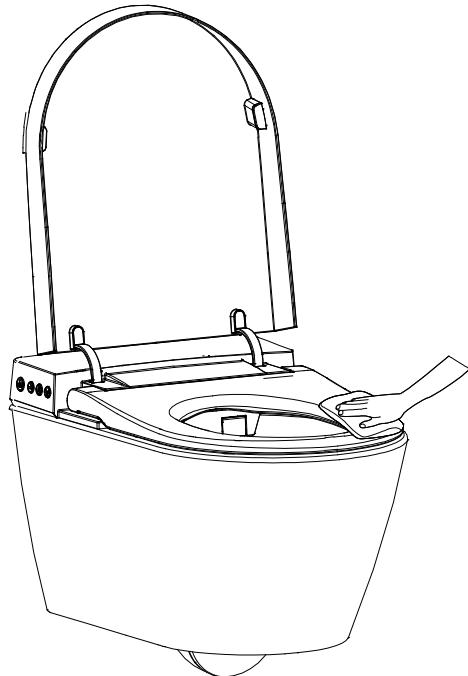
- Install flush actuator plate according to installers instructions.



## Daily maintenance

### Main unit maintenance

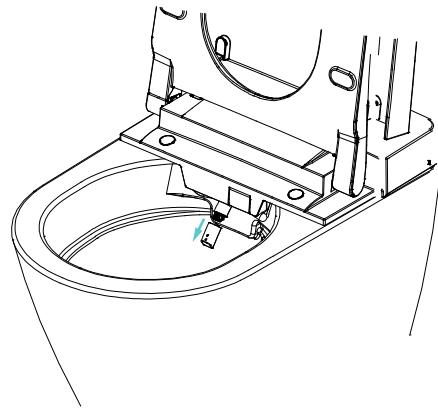
1. Disconnect the power before maintenance.
2. Use only a soft, damp cloth to clean. Avoid using harsh chemicals.



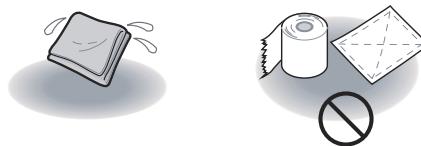
3. Safety self-inspection
  - After cleaning, re-connect the toilet with the power supply.

### Spray nozzle maintenance

1. While not sitting on the unit, short press the "REAR/MOVE" Button on the main unit, the spray nozzle will extend outward and water will flow out.
2. The spray nozzle can be removed and cleaned separately. After the spray nozzle extends outward, hold the nozzle housing with one hand, remove the nozzle itself by gently pulling it towards with the other hand.



3. Use only a soft, damp cloth to clean. Avoid using harsh chemicals. DO NOT pull the nozzle housing outward or inward to prevent damage of the nozzle and motor.



4. Once cleaning is completed, re-install the nozzle to the nozzle housing. Press the "STOP" button on the main unit/remote control to return the nozzle rod to its normal position.

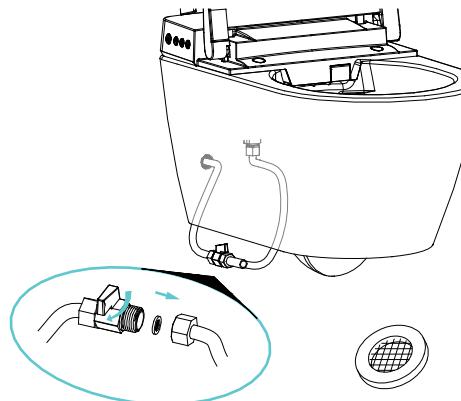
Tips: In this state, the nozzle rod will return to its normal position if sitting on the unit or no operation for 10 minutes.

## Emergency troubleshooting

### Filter maintenance

If poor spray performance occurs under normal conditions:

1. Turn off the water supply at the ball valve switch and disconnect water inlet hose.



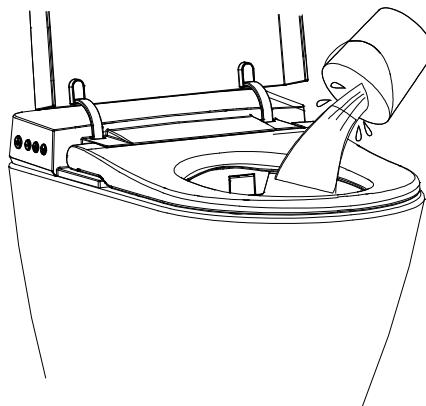
Connect the end of the cover seat

2. Remove the filter.
3. Clean out filter under running water.
4. Re-install the filter, re-connect water inlet hose and then turn on water supply.

### Water and power failure

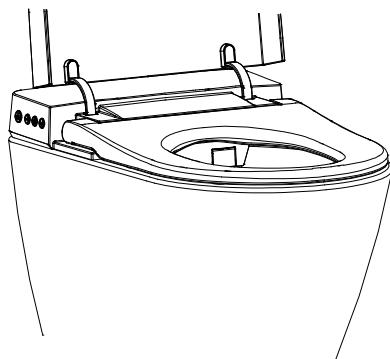
1. How to flush the toilet in water and power failure:

- Fill water in a large bucket (around 8L), flush the toilet from the center of the toilet bowl. Be careful to avoid water overflowing from the toilet.



### Remote control is not working

1. Use the buttons on the main unit to operate.

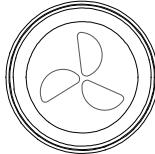


2. Remote control battery replacement:

- Take down the remote control from the hanger, open battery cover and replace batteries, place the remote control back into the hanger.

Tips: When replacing batteries of remote control, the auto functions and energy saver settings will return to default and need to be reset.

## Function description of main unit buttons

Operation instructions of main unit buttons	
	<ol style="list-style-type: none"> <li>1. Long press the "STOP" button (for about 3s), the main unit will enter power-off mode (red light will turn off). Long press the "STOP" button again, the main unit will return to working mode (red light will turn on). In power-off mode, all buttons cannot be used except the "STOP" button on main unit.</li> <li>2. While sitting on the unit, a short press to the "STOP" button can stop the ongoing front/rear washing or drying function. While not sitting on the unit, a short press to the "STOP" button can switch between working mode (red light) and energy saver (blue light).</li> </ol>
	While sitting on the unit, press "Dry" button to activate the drying function. Press "STOP" button to stop drying. It'll stop automatically after one cycle if the "STOP" button is not pressed.
	While sitting on the unit, press "FRONT/MOVE" button to activate front washing. During the front washing process, press "FRONT/MOVE" button to activate the front moving washing function. Press "STOP" button to stop washing.
	<ol style="list-style-type: none"> <li>1. While sitting on the unit, press "REAR/MOVE" button to activate rear washing. During the rear washing process, press "REAR/MOVE" button to activate the rear moving washing function. Press "STOP" button to stop washing.</li> <li>2. While not sitting on the unit, short press "REAR/MOVE" button, the rod will extend outward to allow access for washing. After washing is completed, short press "STOP" button to retract rod.</li> </ol>

Tips:

1. In working mode, the power light is on and Energy Saver light is off. In Energy Saver mode, the power light is off and Energy Saver light is on. In standby mode, all lights are off.
2. All function settings are set to the middle level by default. Once the settings are changed by remote control or main unit buttons, these settings will be saved and stay unchanged for the next use.

## Troubleshooting guide

Problem	Cause	Solution
No Water is Released from the Spray Nozzle	Water Inlet hose is bent or kinked	Ensure inlet hose is connected to the unit and is not kinked or bent
	Inlet Stop Valve is turned "OFF"	Turn the ball valve switch "ON"
	Water supply is not connected	Connect water supply and wait for water to come
Poor Water Pressure	Water Inlet hose is bent or kinked	Ensure inlet hose is directly connected to the unit and is not kinked or bent
	Ball valve switch is not fully open	Turn the ball valve switch "ON"
	Inlet filter is blocked	Remove and clean the Filter as outlined in the section "Filter Maintenance"
High or Low Water Temperature	The Water temperature is set too high or too low	If the Water temperature is too hot or too cold, adjust the temperature on the remote control
High or Low Seat Temperature	The Seat temperature is set too high or too low.	If the Seat temperature is too hot or too cold, adjust the temperature on the remote control
	The unit is in Standby Mode	Switch to Operating Mode and wait about 3 minutes for the seat to warm up
High or Low Drying Temperature	The dryer temperature is set too high or too low.	If the dryer temperature is too hot or too cold, adjust the temperature on the Remote control
Dryer is not blowing	The unit is in Standby mode or power saving mode	Switch to operating mode to use dryer function
Nozzle rod cannot retract	There is no power to unit	Manual retract nozzle rod gently. Wait for power.
	The Nozzle rod is clogged	Clean out the Nozzle as outlined in the "Nozzle Maintenance" section.
Nozzle rod cannot extend	There is no power to unit	Wait for power.
	User is not within the sensing area of the seat	Adjust position on seat to activate the sensor.
Remote control is not working	The batteries in the remote have been installed in the wrong direction or The batteries in the remote are lack of power and cannot supply enough power	Reinstall the batteries in the correct direction. Replace 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 the user leaves the seat. This ensures complete removal of odors.
Attention	If the problems cannot be solved by above methods, please turn off the power and contact service provider for maintenance.	
	If the leakage circuit breaker often trips off, it means the unit has electricity leakage, please turn off the power and contact service provider for maintenance.	

## SAFETY PRECAUTIONS

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

1. This product is not intended for children (without proper adult supervision).
2. This product is not intended for individuals with reduced physical, sensory, or mental capabilities.

## READ ALL INSTRUCTIONS BEFORE USING



### **DANGER** –To reduce the risk of electrocution:

1. Do not place or store product where it can fall or be pulled into a tub or sink.
2. Do not place in or drop into water or other liquid.
3. Do not reach for a product that has fallen into water. Unplug immediately.
4. Do not wash the main unit or electrical plug with water or detergent.
5. **Do not handle the electrical plug with wet hands.**
6. **Never block the outlet of the air dryer.**
7. **Never disassemble, repair or modify this product.**
8. Ensure Power Cable is unplugged during the installation and maintenance of the appliance.



### **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 individuals with disabilities.
2. Use this product only for its intended use as described in this manual. Do not use attachments which are 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.
4. If the electric cord is damaged, it must be replaced by the manufacturer, its service center or equivalent specialist.
5. Keep the cord away from heated surfaces.
6. Never use while sleepy or drowsy.
7. Never drop or insert any object into any opening or hose.
8. This appliance MUST be plugged directly into a properly grounded electrical outlet.  
Extension cords are NOT permitted. (See Grounding Instructions)
9. Do not throw cigarettes and/or other ignited materials into toilet.
10. This product is an electric appliance, please avoid direct contact with water or other liquids.
11. Do not position the product on its side or upside down while making electrical connections.
12. It is not recommended to use other electric appliances in the same outlet.
13. Do NOT reuse any existing water supply hoses, 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** – Failure to follow the instructions may cause bodily injury or property damage.

1. Do not install or use the product in wet or damp locations such as a steam room.
2. Ensure the electrical outlet is positioned where it will not come in contact with water.
3. This product should be used with 110V-120V, 50/60Hz 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. It is recommended to unplug the unit during thunderstorms to prevent electrical damage.
5. Do not stand on product, seat or seat cover.
6. Do not lean against the seat cover when using the product.
7. This product is equipped with a soft-closing seat cover. Do not push the toilet seat closed, or damage may occur.
8. Do not use any caustic chemicals to clean this product.
9. Exposure to direct sunlight is not recommended.
10. Only use tap water or portable water, otherwise it may cause irritation to the skin or malfunction.
11. Do not connect water supply to a HOT water supply. Make sure inlet water temperature is between 37.4~95°F.
12. Do NOT expose the Bidet Seat or Toilet to freezing conditions.
13. If the unit will not be used for an extended period of time (over 3 days), it is recommended to unplug the electrical connection, turn off water supplies, and drain any water present in the product.
14. If the unit is malfunctioning, unplug from electrical connections, and turn OFF water supply.
15. The product itself is not equipped with an emergency power circuit breaker, a power circuit breaker should be connected in series in the power input loop of the same room where the product is installed before safe use. Otherwise, the accidental failure of this product may cause bodily injury or property damage.
16. If this product is installed without a power cord plug, a switch device capable of disconnecting the power supply of this product must be installed at the front end of the fixed wiring.

## 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 electrical current. 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-head terminal.

Check with a qualified electrician or serviceman if the grounding wire instructions are not completely understood, or if in doubt as to whether the product is properly grounded.

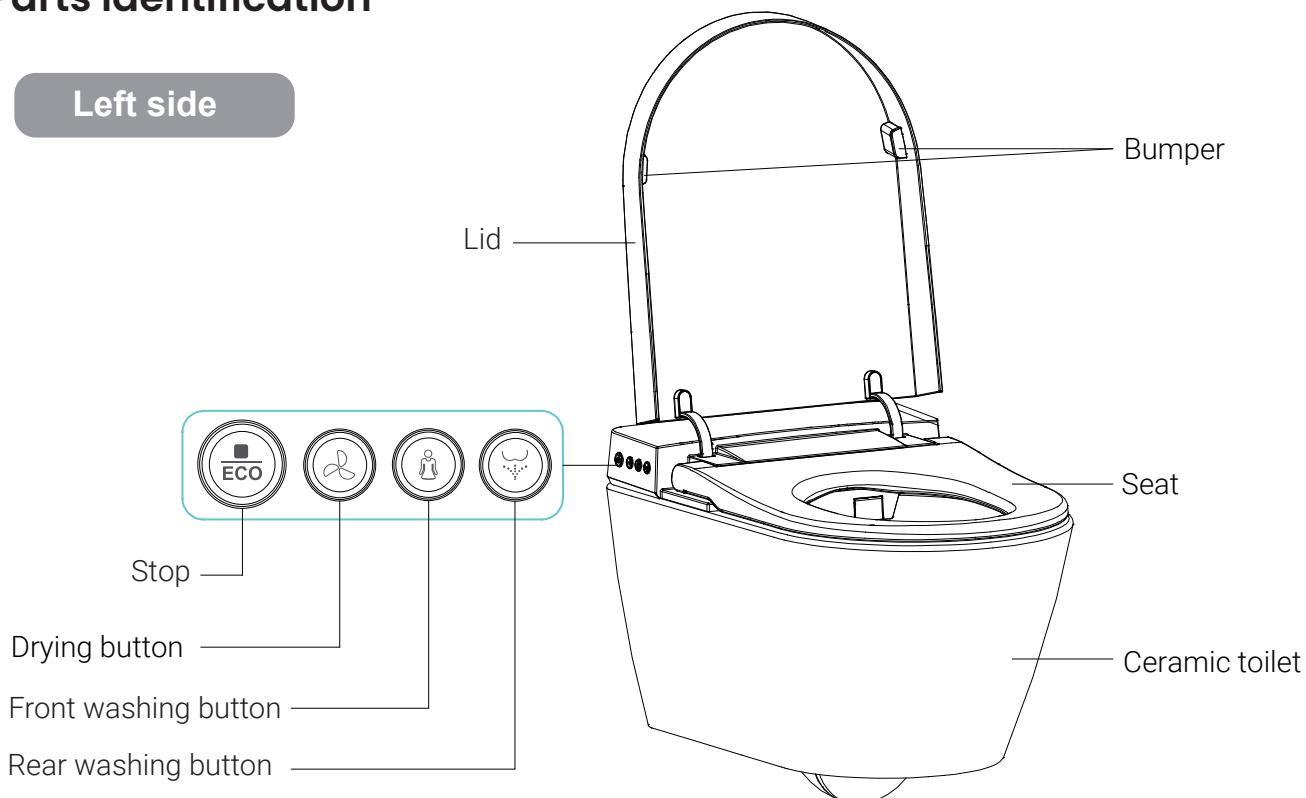
This product is factory equipped with a specific electric cord and plug to permit connection to a proper electric circuit. Make sure that the product is connected to an outlet having the same configuration as the plug. No adapter should be used with this product. Do not modify the plug provided – if it will not fit the outlet, please 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.

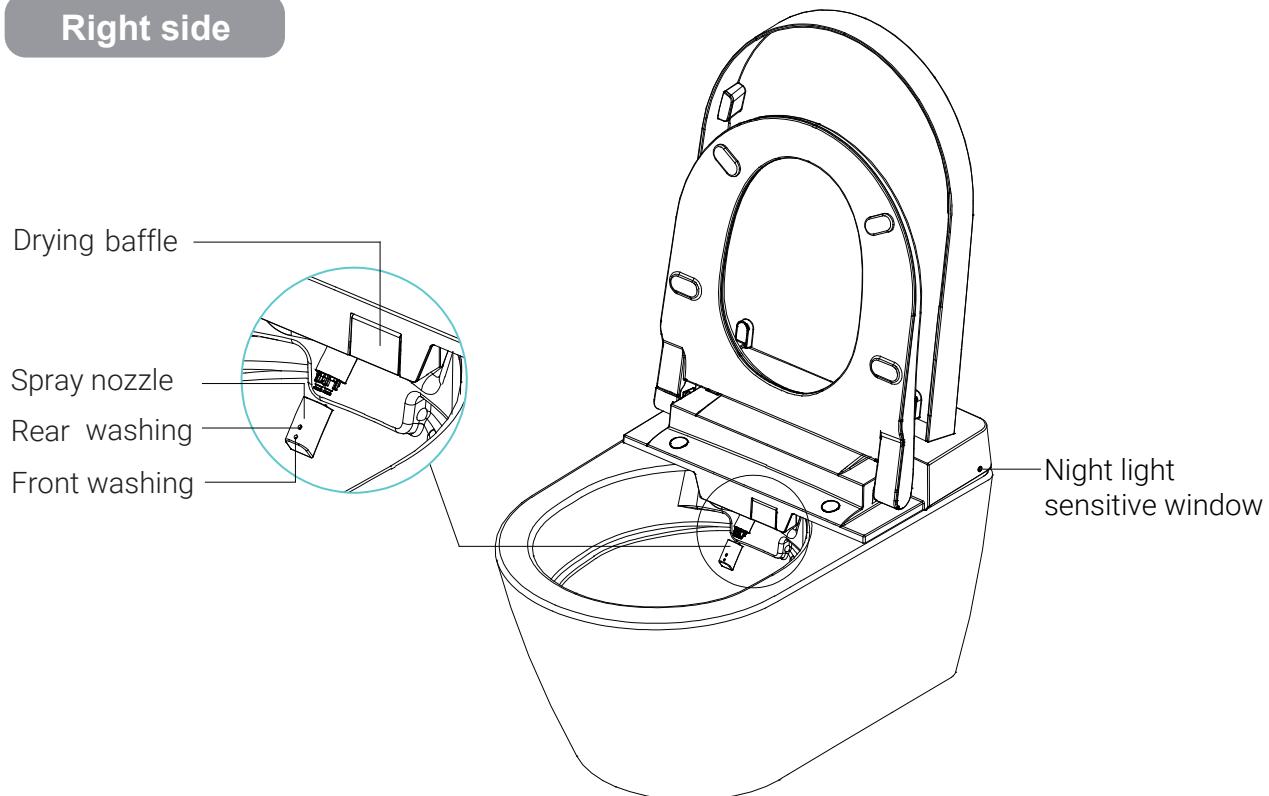
## SAVE THESE INSTRUCTIONS

## Parts identification

### Left side



### Right side



## ONE-YEAR LIMITED WARRANTY

Swiss Madison® products are made with quality materials and excellent craftsmanship to provide our customers with beautiful, durable, long-lasting products. Should there be any defects in materials or craftsmanship under regular use that are discovered within the first year after delivery, Swiss Madison® will provide replacement parts at no charge, or at its discretion, replace any product or part of the product that is deemed defective, under normal installation, use, service or maintenance. This warranty applies only to the original purchaser. Proof of purchase must be submitted with any warranty claim.

Swiss Madison® recommends that all installations of Swiss Madison® products to be conducted by a licensed plumber or contractor. Swiss Madison® will not be held responsible for any damage or product failure due to improper installation, misuse, or failure to utilize a licensed plumber or contractor for installation. Swiss Madison® is not responsible for any installation or removal costs.

### THIS ONE-YEAR LIMITED WARRANTY WILL BE VOIDED IF:

- The installation instructions were not followed by the installer
- The product has been moved from its initial place of installation
- The product has in any way been modified from its original condition
- The product has been subjected to improper maintenance, abuse, misuse, excessive use of chemicals, accidents, or other damages

Swiss Madison® makes no warranty that its products comply with any local building or plumbing codes. It is the consumer's responsibility and obligation to determine local code compliance prior to and during installation.

Swiss Madison® is not responsible for any special, incidental or consequential damages associated with the installation, replacement, return or use of the original purchaser's product. This includes, but is not limited to: freight costs, labor, travel time, lost profit, home damages and other contingent liabilities and costs (including, without limitation, costs associated with 'professionals' or 'experts', investigations, audits, analyses, attorneys and any other professional/hired services). Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

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**QUESTIONS OR CONCERNS?** Please contact us directly at: 1-434-MADISON (623-4766)



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