

T162A Smart Toilet - Trouble-Shooting

Phenomenon	Reasons	Measures
The product is not working	- Whether the power supply is plugged in- Power outage- The leakage protector is disconnected	- Insert the plug or check the power socket.- Wait until the power supply is restored.- Restart the product.
Rear cleaning / Bidet cleaning / Dry / Toilet does not flush even when the button is pressed	- The wand extends but water does not come out.- Water pressure is weak.- Low water temperature.- The seat sensor does not sense someone sitting.	- Wait until the water supply is restored.- Open the water outlet valve.- Check if the water filter drain valve is clogged with foreign matter. Clean or replace the filter.- Use remote control to adjust the water.- Sit on the toilet seat properly.
The nozzle stops cleaning suddenly	- If the user moves too fast or leaves the seat, the seat sensor may turn off the nozzle.	- Press the "Rear" or "Bidet" button again. Sit on the toilet seat properly, then press the button.
Low water pressure under rear/bidet wash	- Filtration screen of inlet angle valve may be blocked.- The water-inflow hose may leak.	- Clean or replace the filter.- Check the hose and tighten it.
Deodorization effect is not obvious	- The seat sensor does not sense someone sitting (no deodorizing sound).- The activated carbon filter is clogged.	- Sit on the toilet seat properly.- Remove the deodorizing window to clean or replace the activated carbon filter.
Deodorant function continues working after use	- The deodorant function will continue to work for 20 seconds to remove residual odor after use.	- This is a common phenomenon.
Water comes out unexpectedly from the wand	- Abnormal operation.	- Disconnect the power plug and wait about 1 minute before inserting it again.
Water comes out unexpectedly from the inlet hose	- The inlet hose is defective.	- Replace the inlet hose.
The toilet seat does not get warm	- The seat sensor does not sense someone sitting.- Low seat temperature.	- Sit on the toilet seat properly.- Use the remote control to adjust seat temperature.
The air drying temperature is low	- The air drying temperature is set to the lowest level.	- Use the remote control to adjust air drying temperature.
The toilet does not flush	- Water is not available from the water supply.- The water supply valve is not fully open.	- Check the water supply and flush again.- Check the tee valve.
Water supply pressure is weak / Toilet does not flush completely	- The water supply valve is not fully open.- The water filter is clogged.- Weak water supply pressure.- The waste material consistency.	- Clean the filter.- Check the water supply.- Flush again. If the bowl is not cleaned, remove stains with a brush or other tools.
Residue on the bowl unit surface	- Oil and other hard-to-see grime may stick to the bowl unit surface.	- Clean the bowl with a non-abrasive toilet detergent.
The remote control fails to control the toilet	- Low battery.- Battery polarity is reversed.- The remote control is too far from the toilet.- The remote signal emitter is blocked.- The remote is unpaired.	- Replace with new batteries.- Reinstall the batteries properly.- Get closer to the toilet.- Clean the emitter surface.- Pair the remote again after restarting the toilet.
LED light doesn't turn on	- The indoor light is too bright.- Accidentally turned off by remote.	- Turn off the indoor light and close the curtain.- Follow instructions in the user manual to turn it back on.
The top unit is unstable	- There is clearance between the toilet seat and the cushion.	- This is a common phenomenon.
Water is leaking from pipe joints	- Pipe joints are loose.- Pipe joints keep leaking.	- Tighten the hose.- Close the water outlet valve and replace the hose.
Smart toilet makes sound while working	- The built-in deodorization fan will work when the user is using the toilet.	- This is a common phenomenon.
Water is not filling the bowl	- Hose connection is not correct.	- Reverse the water hoses below the upper part.