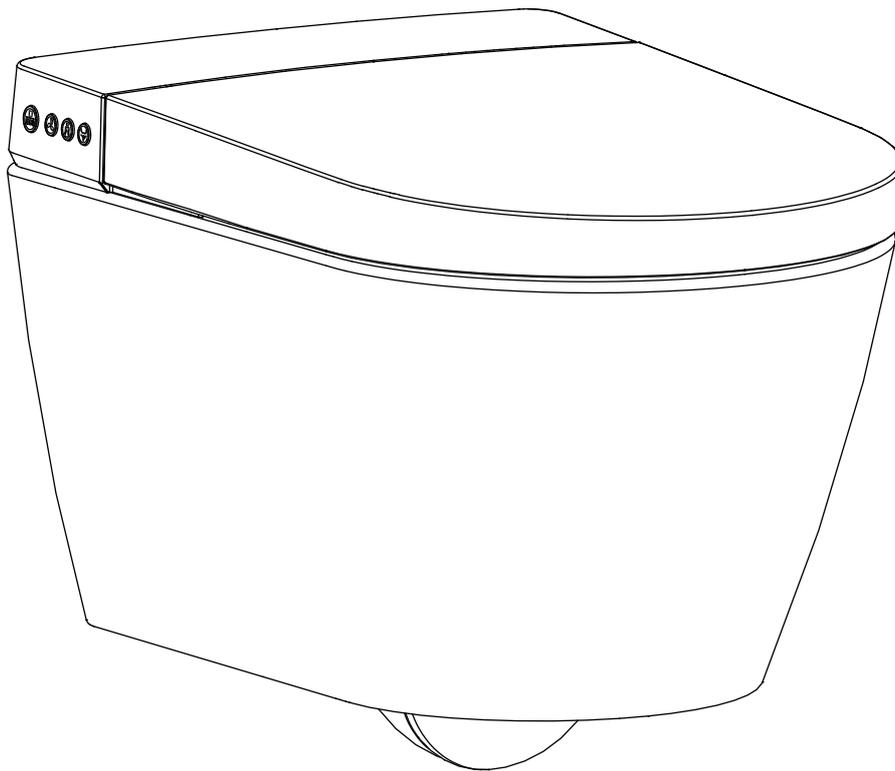


# EPLO<sup>®</sup>



Model: EP-W20  
[service@eploglobal.com](mailto:service@eploglobal.com)

## User Manual

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

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# SAFETY INSTRUCTIONS

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

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

## READ ALL INSTRUCTIONS BEFORE USING



**DANGER**—To reduce the risk of electrocution:

1. Do not 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. During installation, disassembly, repair and maintenance of the product, the power plug must be switched off and water supply be shut off.



**WARNING**—To reduce the risk of burns, electrocution, fire, or injury to persons.

1. Close supervision is necessary when this product is used by, on, or near children or individuals with disabilities.
2. Use this product only for its intended use as described in this manual. Do not use attachments not recommended by the manufacturer.
3. Never operate this product if it has a damaged cord or plug, if it is not working properly, if it has been dropped or damaged, or dropped into water. Return the product to a service center for examination and repair.
4. Keep the cord away from heated surfaces.
5. Never use while sleeping or drowsy.
6. Never drop or insert any object into any opening or hose.
7. Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
8. Connect this product to a properly grounded outlet only. See Grounding Instructions.
9. Do not throw cigarettes and other burning materials into toilet, otherwise it might cause fire.
10. This product is an electric appliance, so it must be placed far away from water and other liquid.
11. Do not lay the product on its side or upside down during the electrical circuit.
12. It is prohibited to use other electric appliances in the same socket.
13. It is forbidden to use the power extension or unstable loose outlet.
14. Do not reuse any existing water supply hoses, otherwise it might cause leakage, fire or electrical shock. Installation should include specified components and a 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 places such as a steam room etc.
2. It is recommended to use water-proof electrical outlet which should be installed in a place where is not easily to get wet.
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. When it thunders, it is strongly recommended to pull out the power plug.
5. Do not stand on product unit, seat and cover.
6. Do not lean against the seat cover when using the product, to avoid damage.
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 or scrubbing brush to clean this product.
9. Exposure to direct sunlight is prohibited.
10. Only use tap water or potable water; otherwise it may cause chafing.
11. Do not connect water supply to a hot water supply. Make sure inlet water temperature is between 3~35°C/37.4~95°F.
12. Raise room temperature to prevent the toilet from damage due to freezing.
13. When not using the product over three(3) days, drain the water out of the toilet and pull the electrical plug from the wall outlet.
14. Stop using the product and shut off the power when product malfunctions. Call for professional service.
15. Means for full disconnection must be incorporated in series in the power input loop of the same room where the product is installed, that is at the front end of the fixed wiring to ensure safe use.

## 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

# Technical specification

Model		EP-W20
<b>Main Unit</b>	Rated voltage	110V-120V, 50/60Hz
	Rated power	850W
	Water proof	IPX4
	Water pressure range	0.08MPa - 0.8MPa (static pressure)
	Power cord length	About 2.2m
<b>Toilet</b>	Flush volume	1.6/1.1Gpf, 6.0L(full flush)/4.1L(half flush)
	Flushing mode	Washdown
	Outlet height	212mm
	Outlet outside diameter	102mm
	Drainage method	P-trap
<b>Cleaning device</b>	Heating power	1400W
	Water temperature	6-level adjustment (Neutral level included)
	Water volume	3-level adjustment
	Cleaning mode	Rear washing/Oscillating washing, Front washing/Oscillating washing
	Nozzle position	5-level adjustment
	Water pressure protector	Pressure maintaining device, Automatic pressure relief device
	Anti-fouling device	Automatic nozzle cleaning, Anti-syphon device, Anti-backflow device, Filter device
	Safety device	Thermal fuse, Water temperature sensor, Ground protection, Thermostat, Over temperature protection, Leakage protection device
<b>Drying device</b>	Warm air speed	Over 4m/s
	Warm air temperature	6-level adjustment (Neutral level included)
	Heating power	230W
	Safety device	Thermal fuse, Leakage protection device, Thermostat
<b>Deodorization</b>	Deodorization method	Diatom Deodorization
<b>Heated seat</b>	Surface temperature	6-level adjustment (Neutral level included)
	Heating power	50W
	Open and close device	Quiet soft-close
	Burn protection	After 10 minutes of use, the seat temperature will automatically drop slowly to a low level.
	Safety device	Seat sensor, Temperature sensor, Thermal fuse, Thermostat, Leakage protection device

<b>Caring device</b>	Night light assembly	Intelligent, Always on, Always off
	Noise-free setting	The buzzer is off at night for a quite environment.
	User ID setting	To avoid interference when used by multiple users
	Automatic flushing	Toilet will automatically flush as user walks away from bowl.
Antibacterial site		Seat, Nozzle

**Rated power:**

Under the condition of ambient temperature 23°C/73°F, water static pressure 0.18MPa±0.02MPa, water temperature 15°C/59°F, power toilet on, set water pressure, seat temperature, water temperature to the highest level in turn and perform one rear washing cycle.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

- (1) this device may not cause harmful interference, and
- (2) this device must accept any interference received, including interference that may cause undesired operation.

**Warning:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

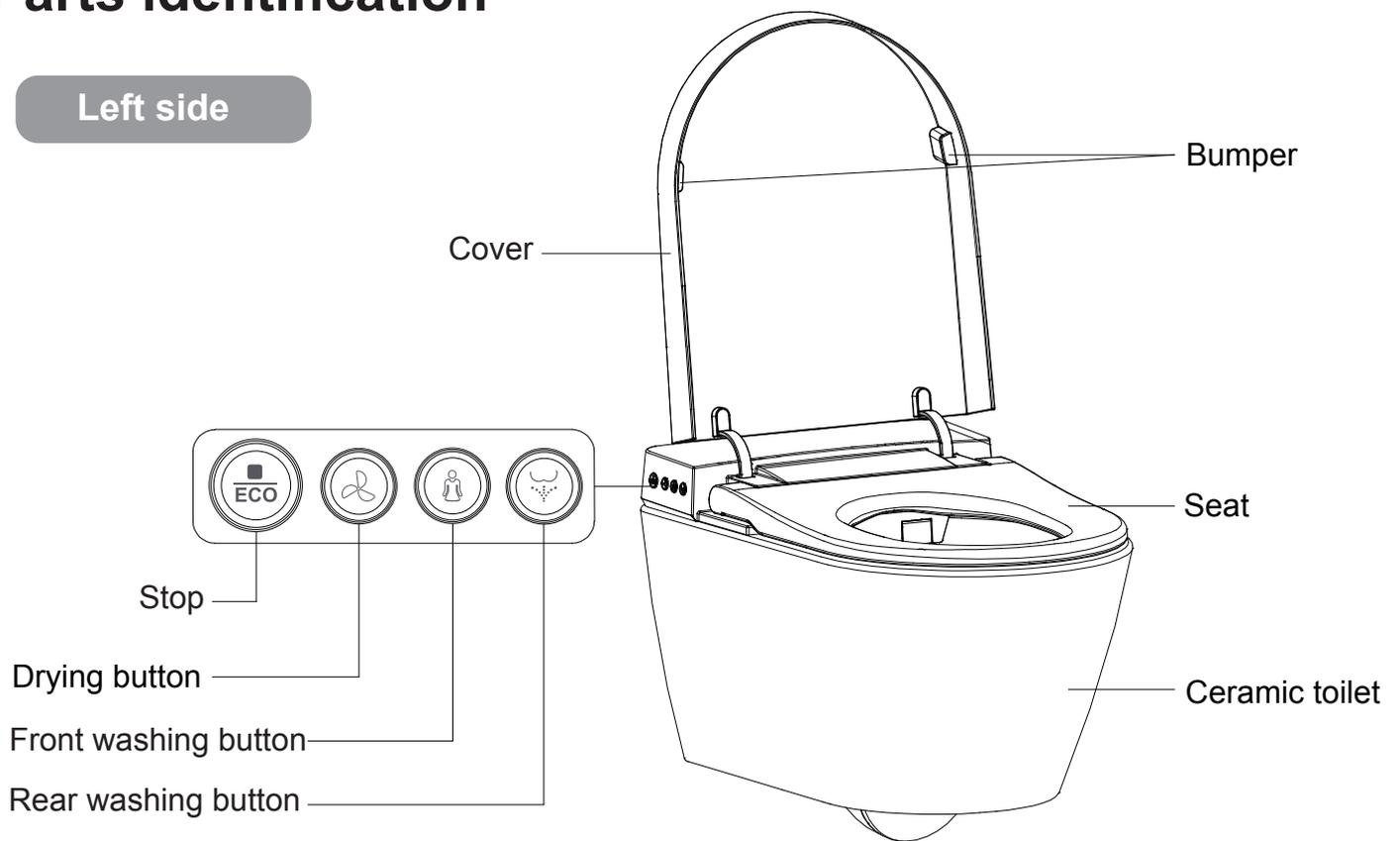
**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

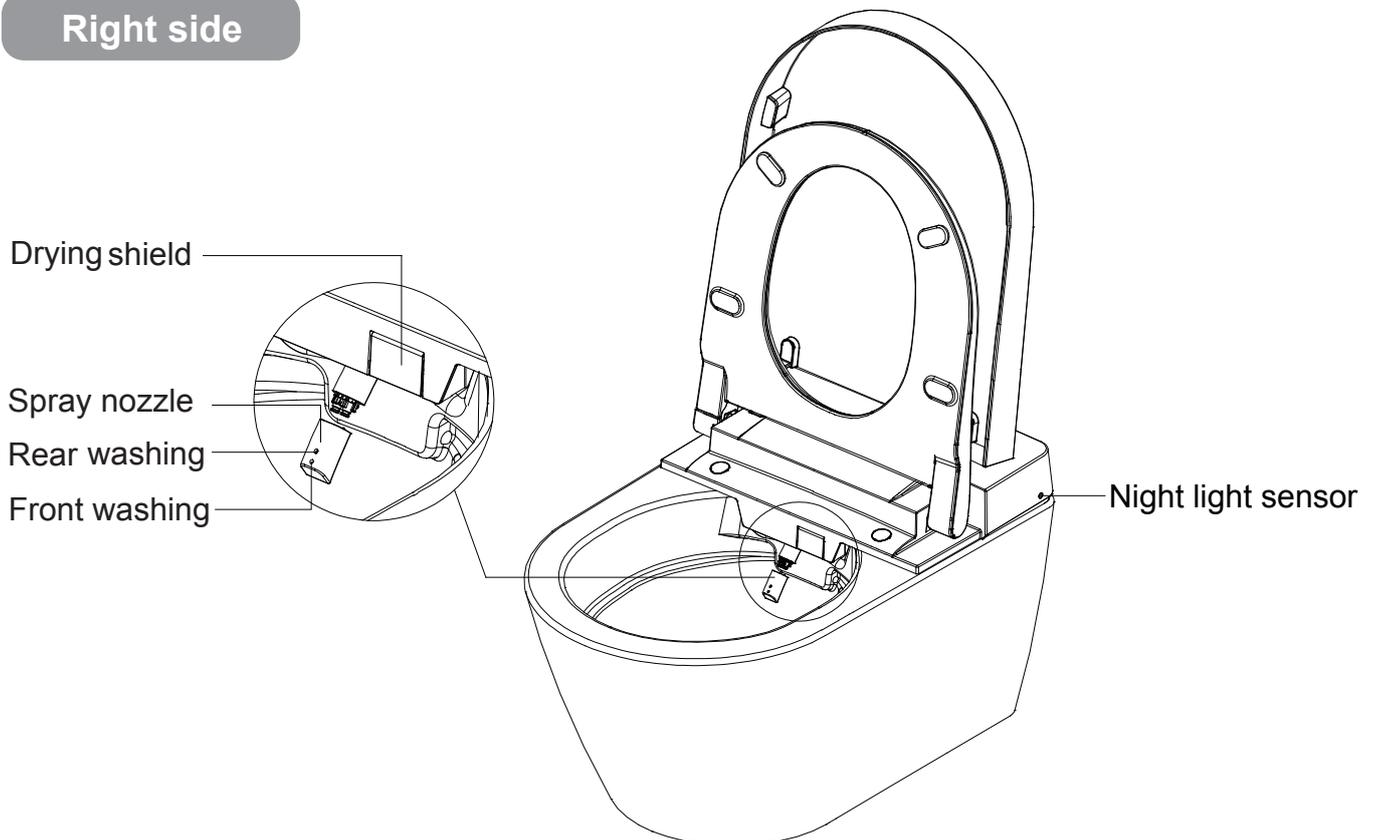
- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician for help.

# Parts identification

## Left side



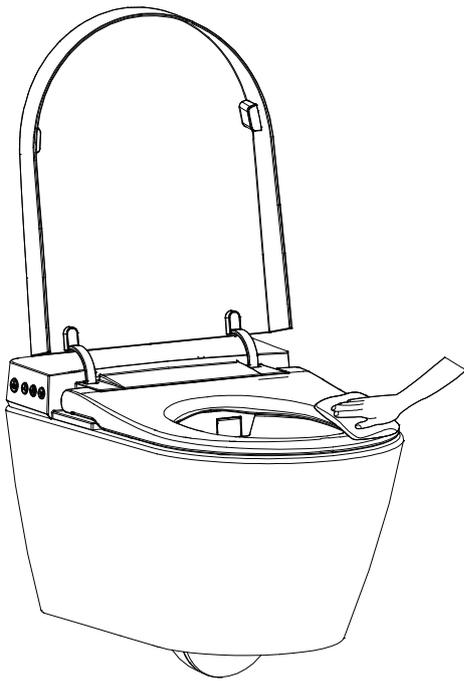
## Right side



# Maintenance

## Main unit care and maintenance

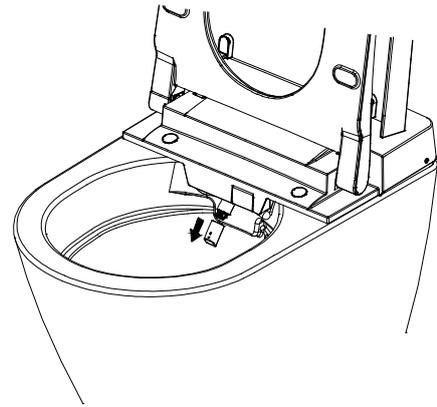
1. Shut off power supply before doing maintenance.
2. Use only a soft, damp cloth to clean. Avoid using harsh chemicals.



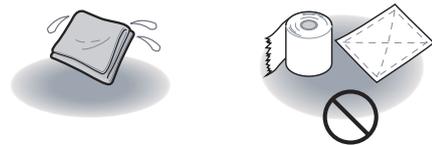
3. Once cleaning is completed and all surfaces are dry, re-connect the power plug.

## Spray nozzle care and maintenance

1. When no one is seated, short press "REAR/MOVE" Button on the main unit, the nozzle will automatically stretch out to allow access for cleaning.
2. When the nozzle moves forward, the nozzle can be removed and cleaned separately.



3. Use only a soft cloth or soft brush to clean. Do not pull or push the wand, to avoid damage.



4. Put the nozzle back on and press "Stop" Button to return the spray wand to its normal position.

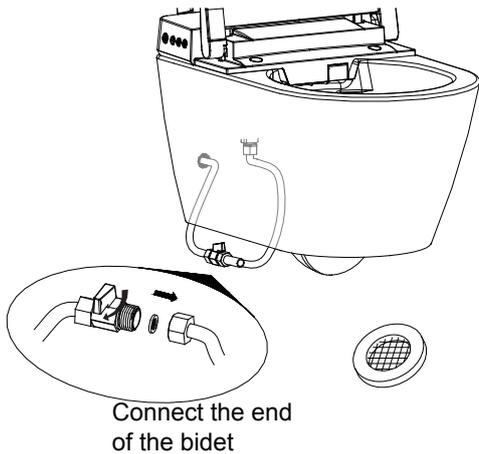
**Note:** The spray wand will retract automatically after 10 minutes or if the seat is used.

# Emergency troubleshooting

## Filter maintenance

If poor spray performance occurs under normal conditions:

1. Turn off power and ball valve, unscrew water supply hose.

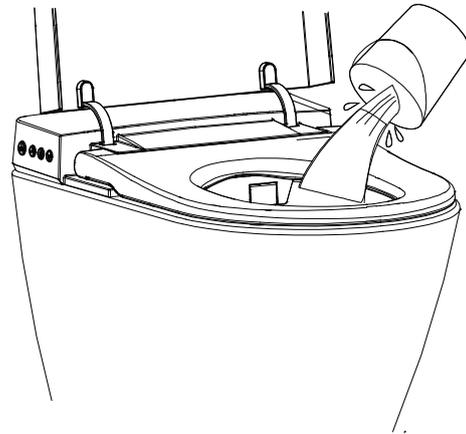


2. Remove the filter.
3. Clean out filter under running water.
4. Reinstall filter and water supply hose, turn on ball valve and connect power.

## Power and water failure

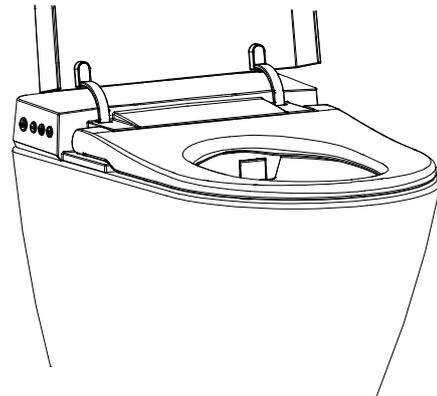
- Put around 8L water into a barrel and flush the ceramic bowl.

Note: Avoid water spilling from bowl.



## Failure of remote control

1. Operate via buttons on the main unit.

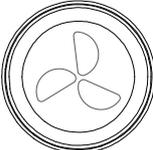


## 2. Battery replacement

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

Note: After battery replacement, the settings of auto functions and energy saving will be restored to the defaults. Please reset.

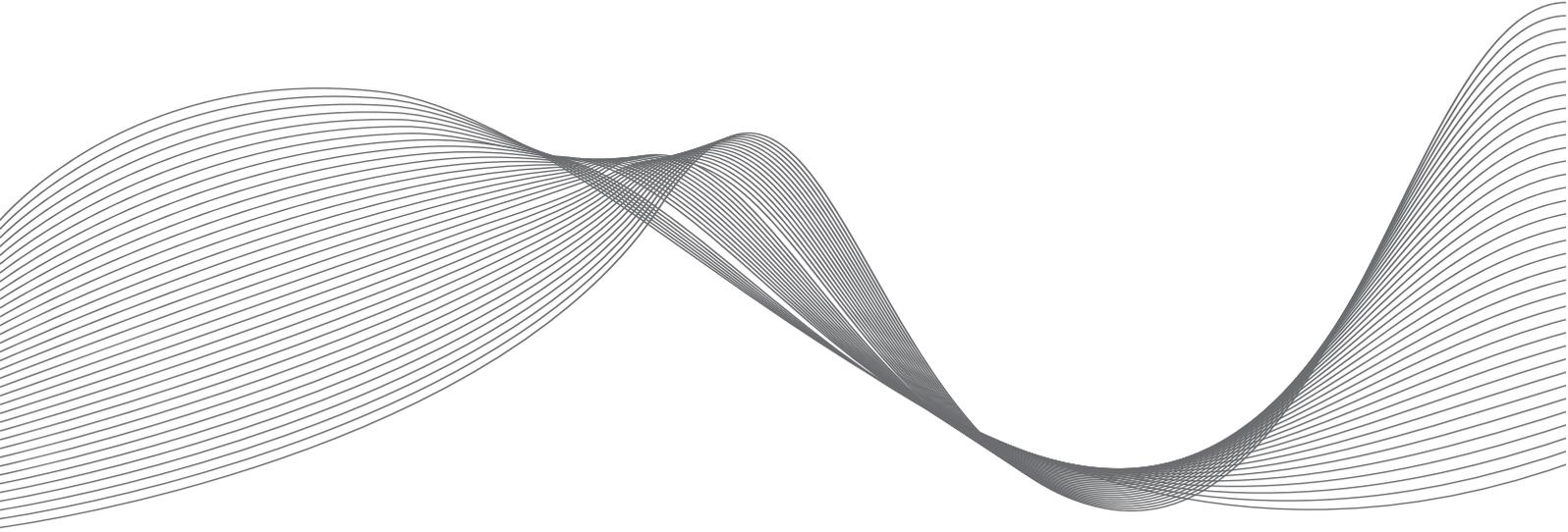
# Description of the button function

Description of the button function	
	<ol style="list-style-type: none"> <li>1. Press “Stop” Button for longer than 3 seconds to enter shutdown mode (red light off). Press “Stop” Button again to return to functional mode (red light on). In shutdown mode, all functions and buttons (with the exception of the Stop Button) will not operate.</li> <li>2. When seated, short press “Stop” Button to stop front washing, rear washing or drying functions; When no one is seated, repeatedly press “Stop” Button, the main unit will switch between functional mode (red light) and energy saving mode (blue light).</li> </ol>
	<p>When seated, press “Dry” Button to start drying function. The drying will stop automatically after one cycle, while it will stop immediately if the user presses “Stop” Button.</p>
	<p>When seated, press “FRONT/MOVE” Button to start front washing function and press again to shift to oscillating washing. Press “Stop” Button to stop front washing immediately.</p>
	<ol style="list-style-type: none"> <li>1. When seated, press “REAR/MOVE” Button to start rear washing function and press again to shift to oscillating washing. Press “Stop” Button to stop rear washing immediately.</li> <li>2. When no one is seated, press “REAR/MOVE” Button, the nozzle will stretch out to allow access for cleaning; Press “Stop” Button, the nozzle will retract.</li> </ol>

- Note: 1. In energy saving mode, power indicator is off, and energy saving indicator is on; In functional mode, power indicator is on, and energy saving indicator is off; In shutdown mode, all indicators are off.
2. Default settings for all functions are intermediate when powering on. Use remote control to switch to the function level set before.

# Troubleshooting guide

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



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