

# **INSTALLATION**

## *Product Manual*

Version: 460046-01-24A-JB

## 1.SAFETY INSTRUCTIONS

Note: please read all instructions carefully before installing and using the product



### **DANGER IN ORDER TO REDUCE THE POSSIBILITY OF ELECTRIC SHOCK**

- 1.Do not place or store the product where it may get wet.
- 2.Do not drop the remote control into the bathtub, sink and other liquids.
- 3.Do not spray water on the product or plug.



### **WARNING - TO PREVENT THE POSSIBILITY OF SCALDING, FIRE AND INJURY**

- 1.Young children and those with lower body paralysis who are less sensitive to temperature need to be accompanied by others when using the product, and adjust the temperature to the lowest level or turn off the seat temperature function.
- 2.The product is limited to the functions listed in this manual. Do not use auxiliary equipment not recommended by the company.
- 3.Please do not continue to use the product when the wire or plug of the product is damaged, the product fails, the product is damaged or falls into the water, and send the product to the nearby designated maintenance center for inspection, overhaul or adjustment.
- 4.Please make sure that the wire is not damaged by scalding.
- 5.Do not use this product in drowsiness or sleep.
- 6.Do not drop or insert anything into the product opening or water pipe.
- 7.Do not use this product outdoors.



Do not pour urine on the body and nozzle.

Please unplug the power plug in case of thunder.

Direct washing is strictly prohibited.

Do not wipe the product body (non ceramic part) and toilet seat and cover with dry cloth or toilet paper.

Please do not open the seat ring or seat cover roughly

Cracking or failure will occur



In the night when freezing may occur, please take anti freezing measures to prevent damage caused by freezing.



Please do not put the heater or stove close to the body. Discoloration or malfunction may occur.



## 2.SAFETY PRECAUTIONS

Note: please read this (safety precautions) carefully and use it correctly



**WARNING- THE PRECAUTIONS LISTED HERE ARE IMPORTANT SAFETY RELATED AND MUST BE OBSERVED.**

### EXAMPLES AND DESCRIPTIONS OF ICONS



It means that it is not feasible.  
The figure on the left shows (disassembly is prohibited).



Indicates what must be (enforced).  
The figure on the left shows (must be observed).

This product is an electrical product, so please do not install it in a place easy to be splashed by water or with high humidity. When it is used in the bathroom, please install a ventilator or air outlet to keep good air circulation in the bathroom.

### THE SOCKETS FOR POWER WIRING SHALL BE SET AS FOLLOWS

Be sure to install the socket more than 0.3m away from the floor.

The circuit of the socket shall be protected by high sensitivity and fast leakage switch (rated induced current less than 15mA) or insulated transformer (more than 1.5KVA and less than 3KVA).



The grounding wire of the product must be grounded and connected to the ground wire (if it is not grounded, it may cause electric shock)

Note: the grounding treatment here refers to that the grounding resistance is less than 100  $\Omega$ . and the grounding wire of the distribution board uses copper wire with a diameter of more than 1.6mm.

When using in the bathroom, please make sure that the power plug has been waterproof treated with silica gel (if it is not waterproof, it may cause fire or electric shock)

#### PAY ATTENTION TO HIGH TEMPERATURE SCALD

When sitting on the toilet seat for a long time, please adjust the temperature of the toilet seat to low temperature or close it.  
When the following personnel use the insulated toilet seat and warm air to dry, please adjust the temperature of the toilet seat to the normal temperature position, and the warm air temperature to the low wind temperature state.

Children and the elderly cannot adjust the temperature to an appropriate level by themselves. Patients, disabled people and other people with mobility difficulties. Sleepy people who take sleeping drugs (sleeping pills, cold drugs, etc.) and drink deeply and are excessively tired.

DO NOT USE POWER SOURCES OTHER THAN AC 220V  
May cause fire

DO NOT LET CIGARETTES AND OTHER KINDLING CLOSE TO THE PRODUCT  
May cause fire

DO NOT USE LOOSE OR UNSTABLE POWER SOCKETS  
May cause fire

DO NOT POUR WATER OR DETERGENT ON THE PRODUCT BODY OR POWER PLUG

It may cause fire or electric shock  
It may cause toilet rupture, damage or indoor water seepage.

WHEN NOT IN USE FOR A LONG TIME, PLEASE UNPLUG THE POWER PLUG  
For safety reasons, please unplug the power plug  
Please drain the water for a minute before using it again.

DO NOT USE THE TOILET TO FLUSH THINGS OTHER THAN URINATION AND DEFECATION  
Otherwise, the toilet seat may be blocked and sewage may overflow

Do not plug and unplug the power plug with wet hands  
May cause electric shock

Do not twist or damage the water inlet hose  
May cause water leakage

  
**MUST COMPLY**



PROHIBIT

#### **DO NOT CONTINUE TO USE THE PRODUCT IN CASE OF FAILURE**

In case of the following situations, please pull out the power plug, close the water inlet angle valve and stop water inlet.

- Water leakage of body
- Product cracks and cracks
- Abnormal sound and smell
- Product smoke
- Abnormal heating of product
- Toilet block
- If you continue to use it in case of failure, it may cause fire, electric shock or indoor water seepage.

#### **NEVER DISASSEMBLE, REPAIR OR TRANSFORM PRODUCTS WITHOUT PERMISSION**

- It may cause fire or electric shock

#### **DO NOT INSTALL THIS PRODUCT IN WET PLACES SUCH AS BATHROOM**

- It may cause fire or electric shock

#### **DO NOT DAMAGE THE POWER CORD OR TOILET CONNECTION CABLE**

- Don't pull
- Do not process
- Do not heat
- Do not bend by force
- Don't criticize
- Do not place heavy objects on the power line and toilet connection line
- Fire, electric shock and short circuit may be caused if the product is still used despite the damage. If the power cord is damaged, it needs to be repaired by professionals.

#### **DO NOT USE MULTIPLE WIRE SOCKETS**

- Do not connect wires or use extension cords in the middle of the way, which will lead to heating and fire and electric shock.

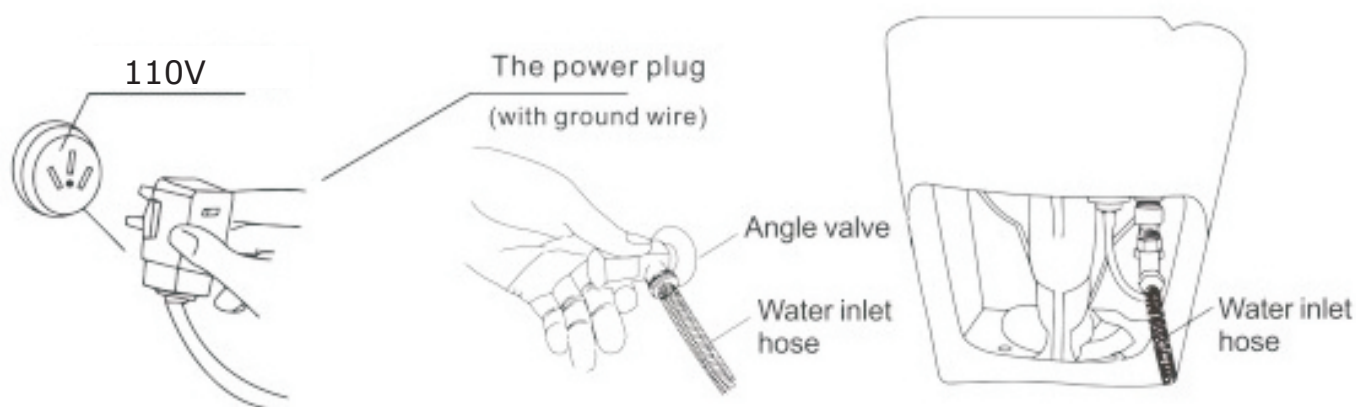
#### **DO NOT USE WATER SOURCES OTHER THAN TAP WATER**

- May cause skin inflammation and other problems

### **3.FIRST USE OF SMART TOILET**

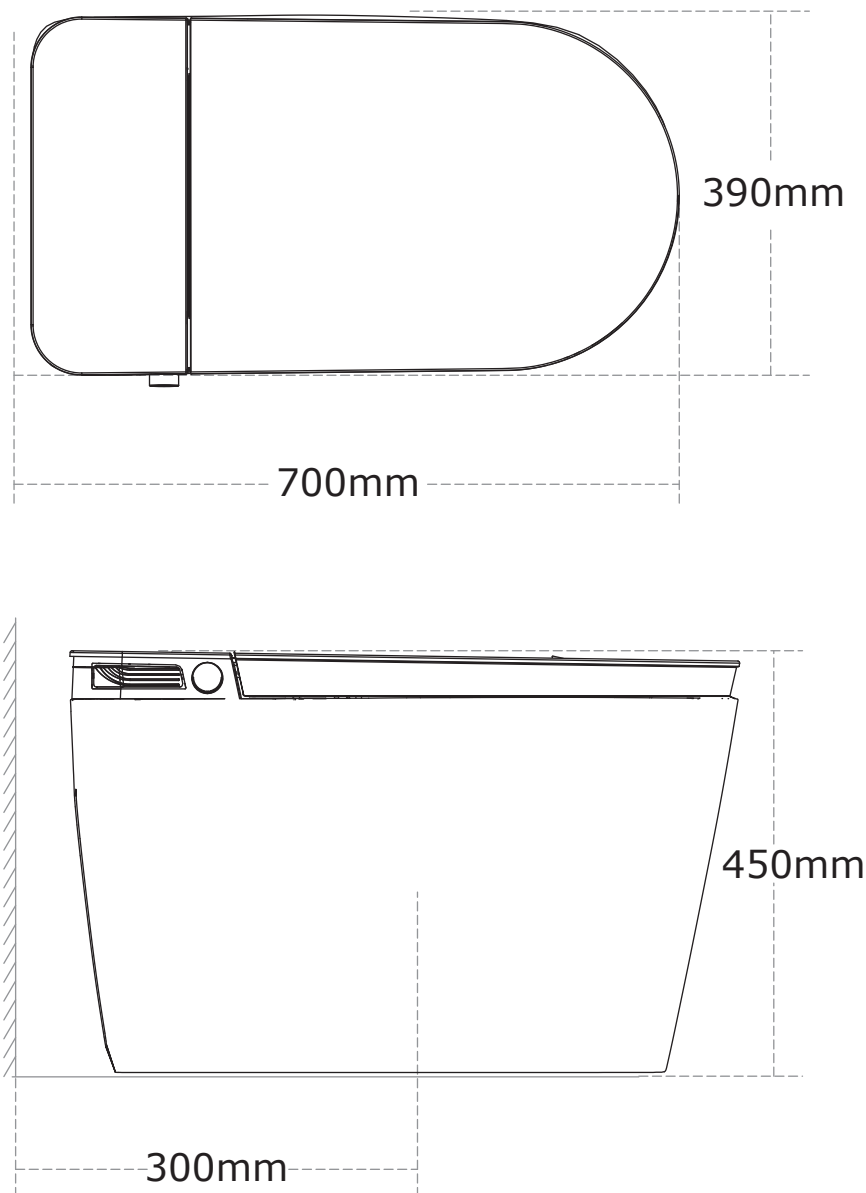
Note: in order to ensure the normal use of the product, please test according to this instruction

- 1.Insert the power plug into the AC110V socket
- 2.please confirm whether the indication on the digital display panel is on
- 3.confirm whether the water inlet valve is open
- 4.whether the hose between the wall angle valve and the toilet water inlet knob is installed in place



## Installation environment and specification confirmation

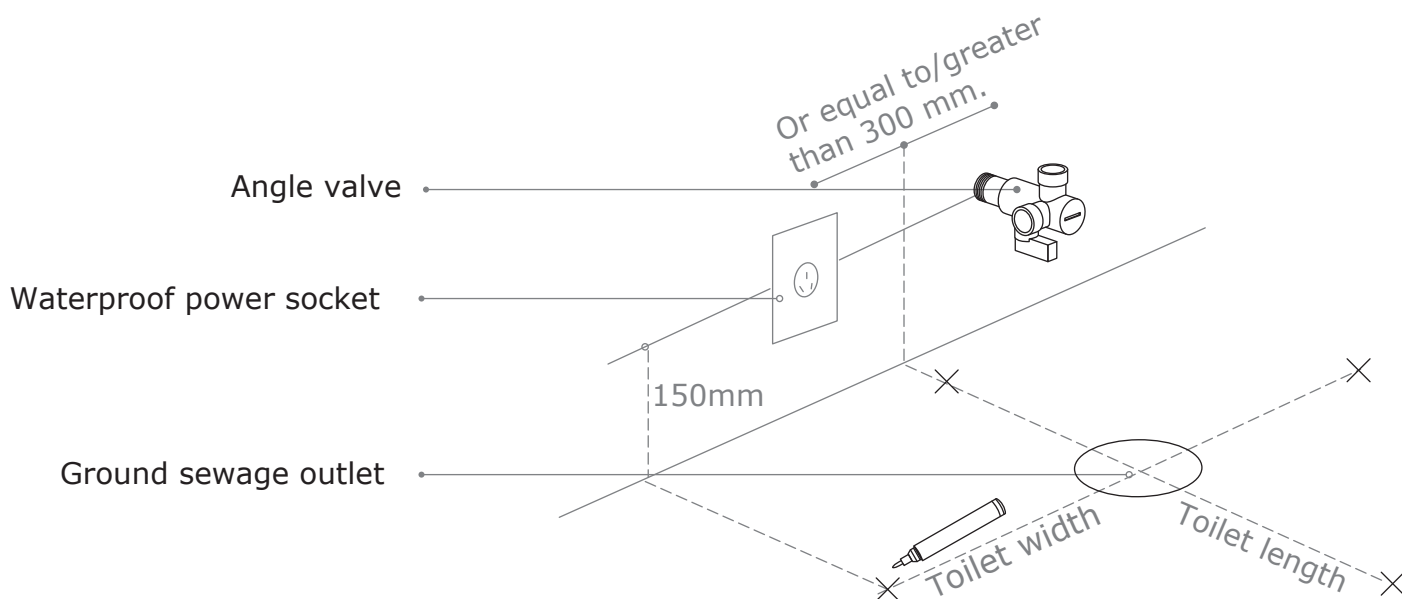
1. Check whether the pit spacing of sewage pipes and the smoothness of toilets meet the installation requirements.
2. Check whether the waterway, water supply pressure and circuit system are in compliance with the installation.
3. While ensuring the space required for installation, please pay attention to whether the surrounding objects (doors, cabinets, etc.) interfere with or affect the installation of the product and the use of functions (such as opening and closing of seat cover and seat ring).
4. If it is necessary to rebuild waterways and circuits, please seek professionals.



---

Tip: The dimensions, accessories and user interface of this product are schematic diagrams for reference only. Due to the update and upgrade of the product, the physical product may be slightly different from the schematic diagram, so please give priority to the physical product.

## Toilet installation

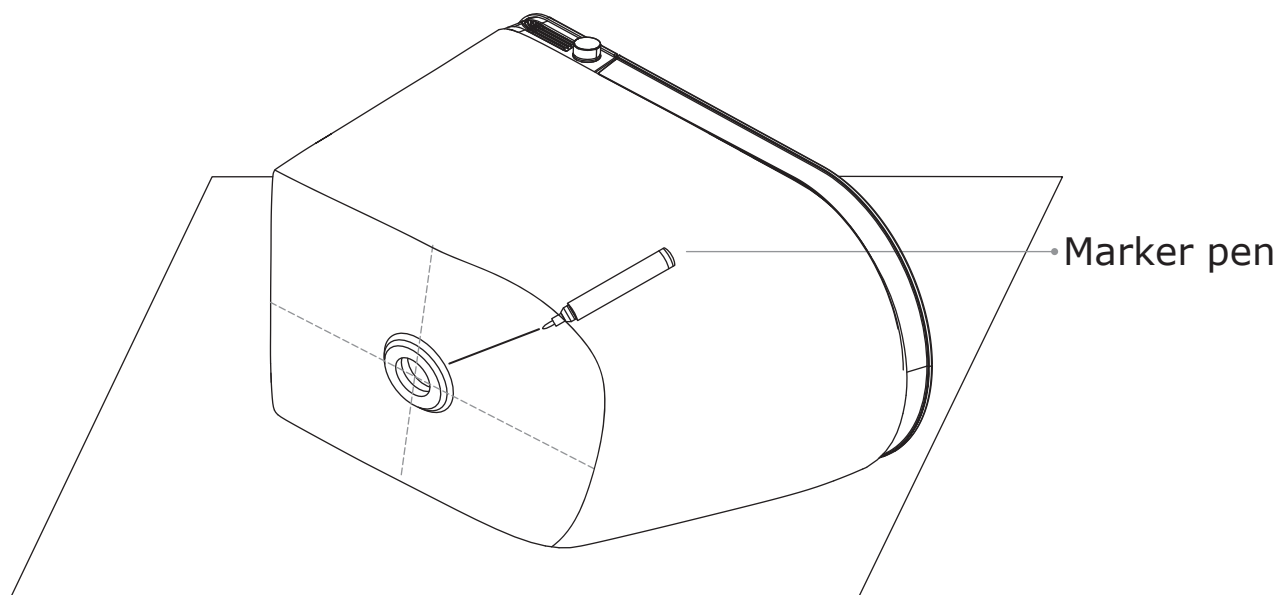


Install the water supply angle valve equipped with the toilet (if there is an old angle valve, please remove it).

Clean the bathroom floor and dry the water.

Measure the size of the bottom of the toilet (there is a slight deviation in the size of large ceramic products, subject to the actual product specifications), and mark the corresponding position on the ground with a marker.

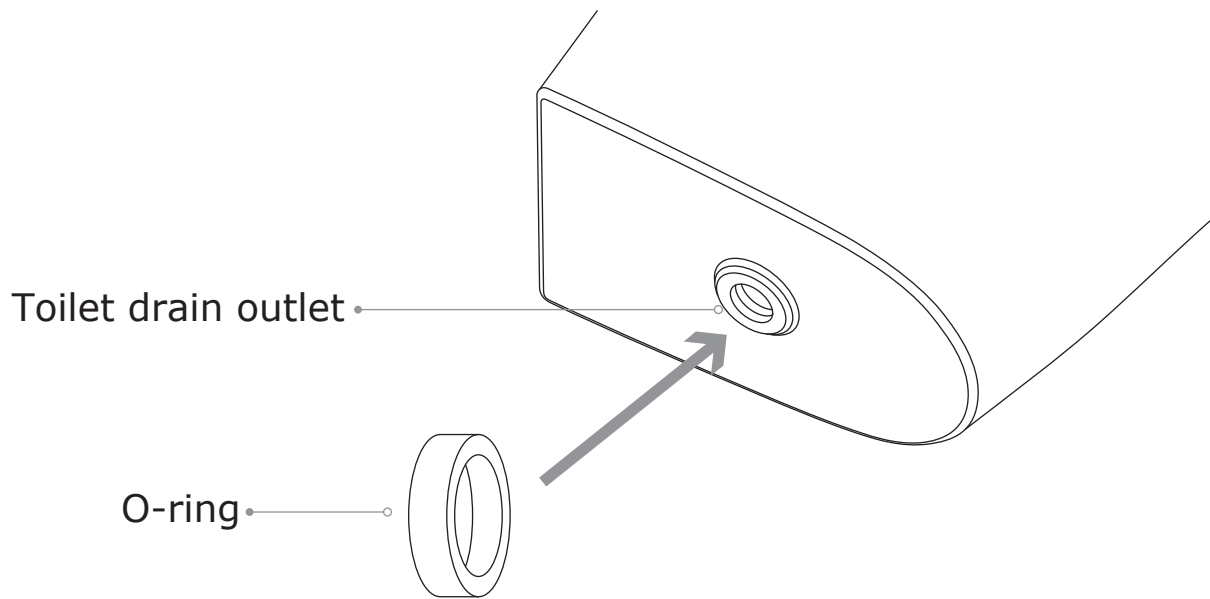
\* Please close the main water inlet valve before installation to avoid water leakage.



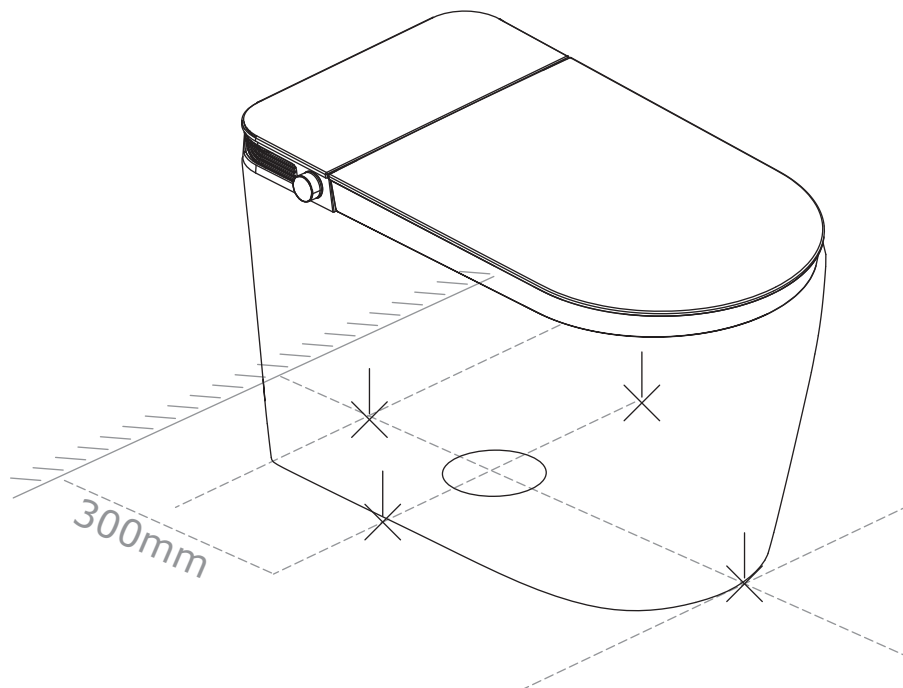
Turn the toilet over against the cardboard/foam.

Mark a line perpendicular to the ground on the side corresponding to the center point of the toilet sewage outlet and the center of the front of the toilet, so as to prepare for the rear installation that can be aligned with the sewage outlet.

## Toilet installation



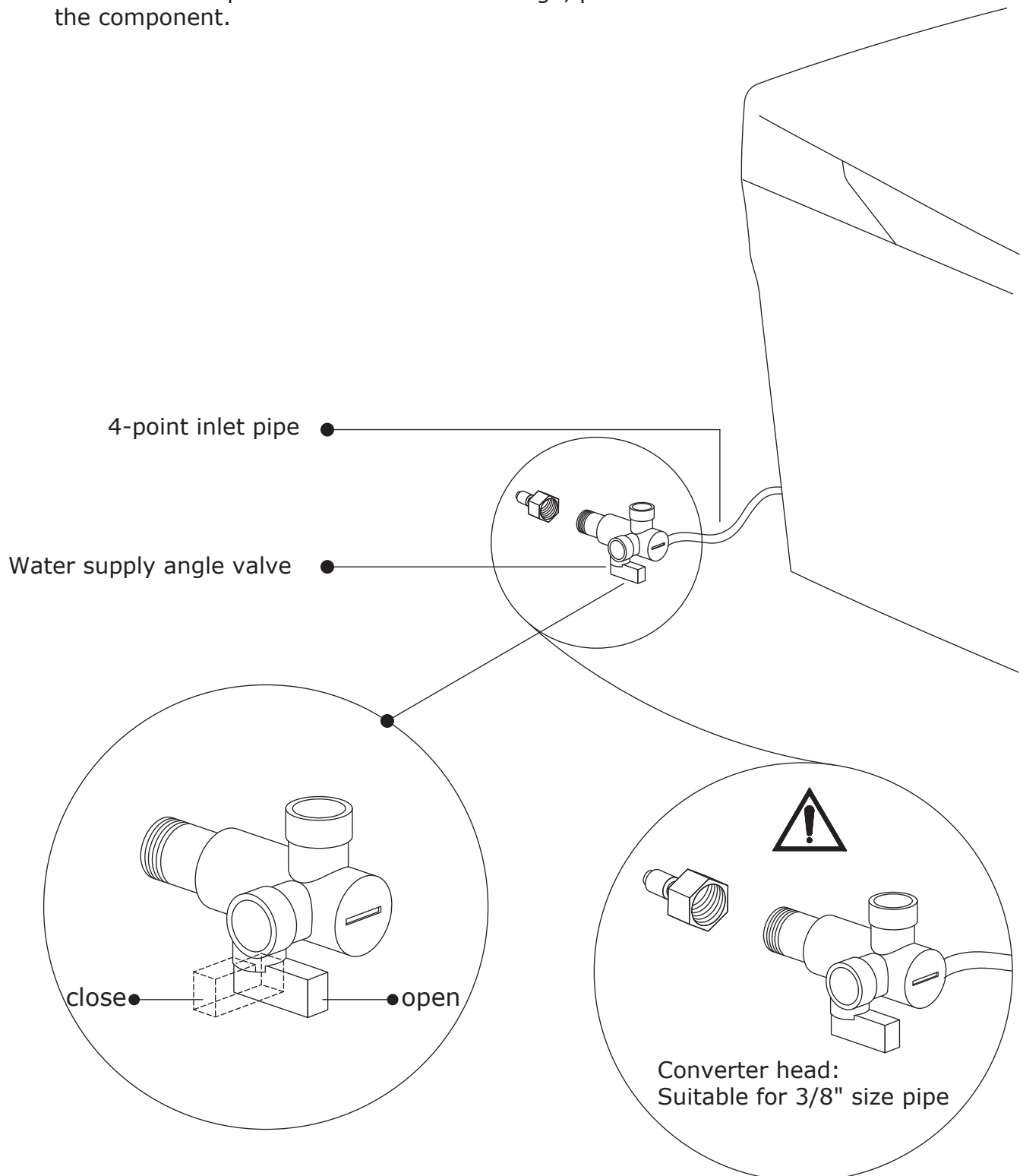
Install the sealing ring tightly at the bottom of the toilet drain.



Lift the toilet, align the mark on the toilet with the ground mark as a control, and slowly place the toilet on the ground to make the two marks overlap. After overlapping, the ceramic body is pressed down, so that the sealing ring fully contacts the ground and is closely connected with the ground. After placing the toilet, do not move the toilet or shake it from side to side, otherwise the sealing performance of the sealing ring may be damaged, resulting in water leakage.

Open angle valve to supply water.

- After taking out the toilet, connect the 4-point water inlet pipe to the angle valve and tighten it.
- Turn the water supply angle valve to the left to open it, and make sure that there is no water leakage/seepage at the connection part. If there is water leakage, please reinstall the component.

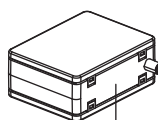
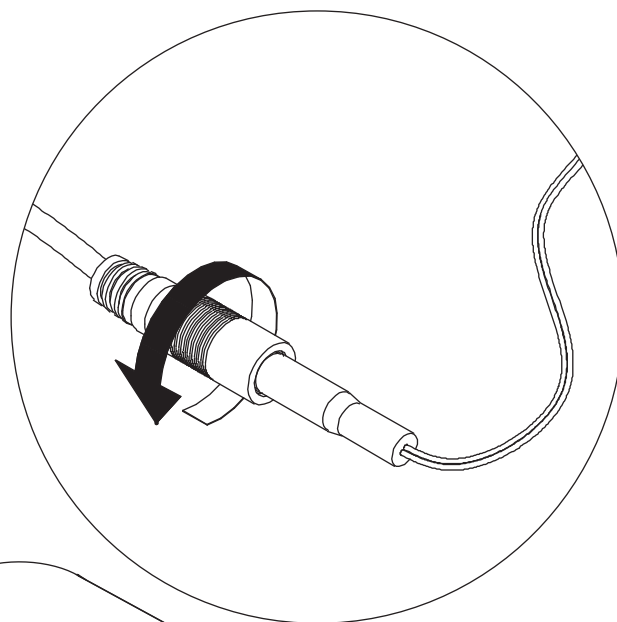
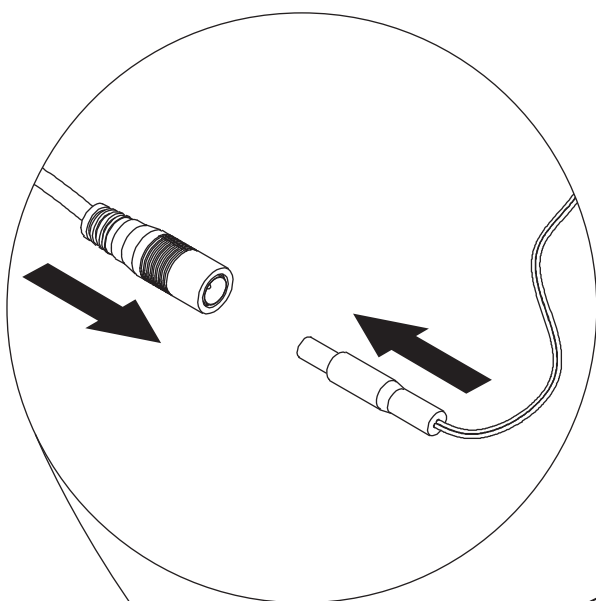




## Install backup battery box



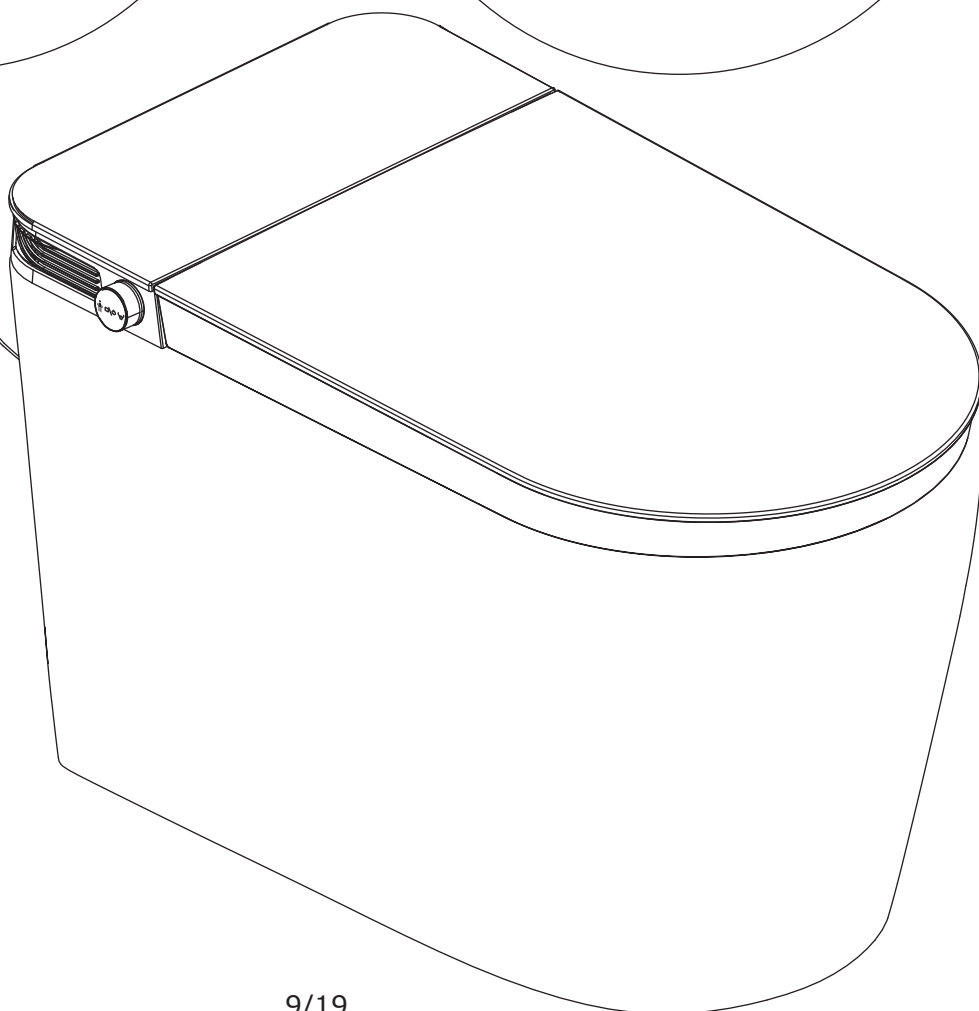
Spare battery box needs to be installed only when there is a power failure.



Spare battery box



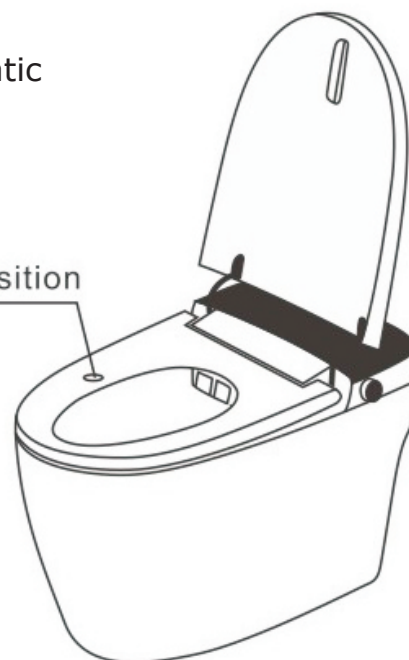
Please place 10 pieces of 1.5v AA batteries.



## **NOTE- CONFIRMATION BEFORE USE**

1. Check whether the nozzle and its water pipe are leaking. After wiping all parts of the water pipe, check with absorbent paper.
2. Press the seat ring and check whether there is a "drip" sound on the buzzer.
3. Check whether the actions of cleaning, drying, automatic deodorization and automatic flushing are normal
4. Check whether the damping and buffer mechanism is normal.

Seating sensing position



**WHEN CHECKING THE FUNCTIONS OF CLEANING, DRYING AND AUTOMATIC DEODORIZATION, CONFIRM THAT THE SEAT SENSOR IS STARTED.**

\*Using the wrong power supply is easy to cause fire\*



## **WARNING - ALWAYS CONNECT THE GROUND WIRE SECURELY**

The power plug of this product is a three-phase plug (with ground wire). In case of failure or leakage, there is a risk of electric shock. If there is no ground plug on the socket, please consult with the electrical installation company. Do not use power supply other than AC 110V, please conduct wiring according to relevant regulations.

## 4.Remote control instructions

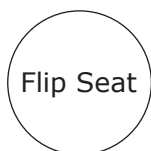
Note: please read the following carefully before using it.

### **AUTOMATIC FLAP**

Press this key, the seat cover will open automatically, and then press this key, the seat cover will close automatically.

### **AUTOMATIC FLIPSEAT**

Press this key, the seat ring will open automatically, and then press this key, the seat ring will close automatically.



### **THIS BUTTON IS LIMITED TO INDUCTIVE FLIP STYLE ONLY**

Note: if the remote control is used for the first time, there is no response, and the code needs to be checked.

### **WATER TEMPERATURE**

The outlet water temperature can be adjusted in four gears. The outlet water temperature can be set to about 34° C for green, 37° C for yellow and 40° C for red without heating.

### **SEAT TEMPERATURE**

The fourth gear can adjust the seat ring temperature. The seat ring temperature can be set to be about 34°C in green, about 37°C in yellow and about 40°C in red.

### **WIND TEMPERATURE**

The fourth gear can adjust the temperature of the air. The warm air temperature can be set as no warm air, about 35° C in green, about 45° C in yellow and about 55° C in red.

### **REMOTE CONTROL CODE MATCHING**

Long press the hip cleaning button on the side of the toilet for three seconds, and then press any key on the remote control to complete the code checking.

### **ENERGY CONSERVATION**

The toilet display or indicator light goes out effectively, and the toilet enters the intelligent power-saving standby state.

### **NIGHT LIGHT**

In the power on state, the night light can be turned on and off.

### **DRY**

After sitting, press this key to dry with warm air. After 3 minutes, the warm air drying will stop automatically.

### **HIP WASH/MOVEMENT**

Press this button after sitting, the hip washing nozzle will spray at the fixed position for 2 minutes, and then automatically stop spraying. Press this key again during the spraying process to move the cleaning.

### **FEMALE/MOBILE**

Press this key to stop the spray nozzle automatically after 2 minutes. Press this key again during the spraying process to move the cleaning.

### **WATER PRESSURE**

It can increase or decrease the force of cleaning water pressure. The washing water pressure can be set as weak, medium, strong and strongest.

### **FLUSH**

Press this key to start the toilet flushing function.

### **SPRAY BAR**

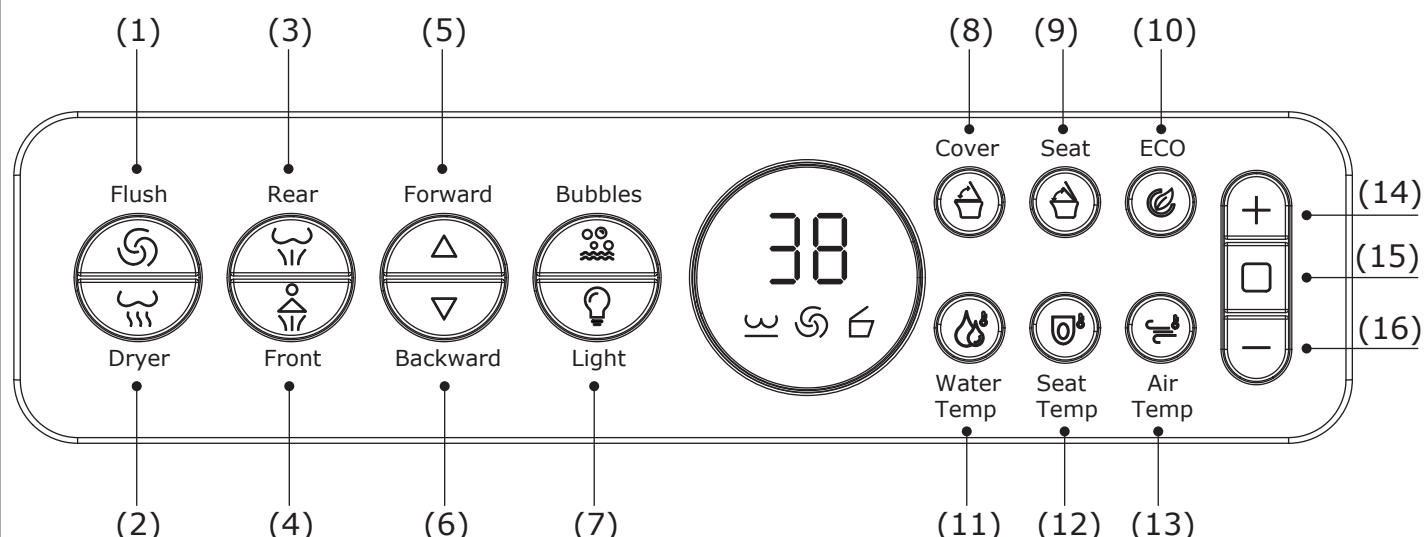
Press this key during "hip" or "female" spraying, and the position of the nozzle can be adjusted forward or backward when the mobile cleaning function is not used.

### **NOZZLE CLEANING**

The nozzle extends out and emits water for manual cleaning of the nozzle.

### **STOP**

It can stop the running functions such as "hip cleaning", "women's cleaning" and "drying".



### 1.Flush key:

short press flush sewage, long press to turn on or off automatic flush function.

### 2.Drying key:

short press to open the warm air drying function in the seated state.

### 3.Rear key:

When seated, short press to start hip cleaning, repeat short press to start hip mobile cleaning, and long press to turn on or off the sterilization function.

### 4.Front key:

In the seated state, short press to start female cleaning, and repeat short press to start female mobile cleaning.

### 5.Forward key:

During the cleaning process, press the cleaning rod to move forward.

### 6.Backward key:

During cleaning, press the cleaning rod to move backward.

### 7.Lighting key:

Short press to turn on or off the night light lighting when not seated, and long press to turn on the spray rod cleaning self-cleaning function.

### 8.Cover key:

Short press to open or close the upper cover, and long press to open or close the radar sensing function.

**9.Seat key:**

Short press to open or close the seat ring, and long press to adjust the strength of the flip ring.

**10.ECO key:**

Tap to enable or disable the energy saving mode.

**11.Water temperature key:**

Repeat short press to adjust the cleaning water temperature, and long press to open or close the seat moistening function.

**12.Seat temperature key:**

Repeat short press to adjust the seat ring temperature.

**13.Air temperature key:**

Repeat short press to adjust the drying air temperature.

**14.+ key:**

Short press to increase the cleaning water pressure, long press to enter the flushing time adjustment state.

**15.Stop key:**

Tap to close the ongoing function and hold down to enter the shutdown mode.

**16.- key:**

Short press to reduce the cleaning water pressure, and long press to enter the radar gear adjustment state.



**Note: Wait until an instruction is turned on or off before proceeding to the next instruction**

## Side button instructions

The forward button rotates counterclockwise) from women's mobile cleaning for 90 seconds → drying for 3 minutes → stop.

When women's fixed cleaning, it rotates counterclockwise again for women's full-automatic mobile cleaning, and when women's dynamic cleaning, it rotates counterclockwise again for women's full-automatic fixed cleaning.

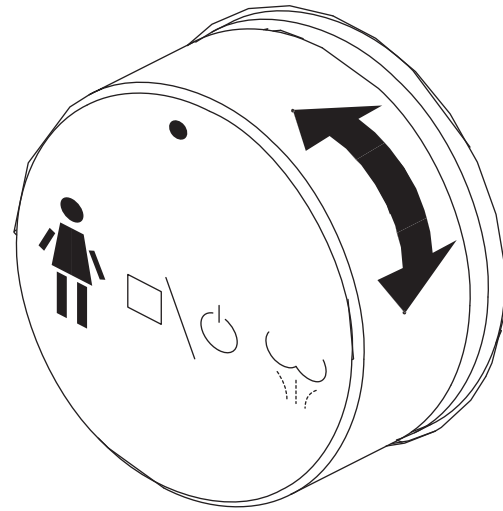
### Hip cleaning

Forward button (clockwise rotation) self-cleaning → hip moving cleaning for 90 seconds → drying for 3 minutes → stop. During hip fixed cleaning, rotate clockwise again for hip automatic moving cleaning, and rotate clockwise again for hip automatic fixed cleaning.



### Remote control pairing:

Turn the knob clockwise to the hip wash position, wait for the screen to blink after hearing a drop, and press the stop button of the remote control to pair



When people are seated and other functions are turned on, press the knob key to stop the function.

When people are seated and the function is not turned on, press the knob key to dry the function.

When the cover plate is powered off, long press the cover plate knob for 5 seconds to turn on the power-off flushing function.

Breathing lamp status: blue when using hip automatic function, pink when using women's, and red when drying.

It is always bright when people are seated, and it is always bright when people are not seated.

## 5. Description of other functions

### Foot feel flushing function

Close to the foot sensor and turn on the flushing function (manual flap)

### Foot feel flap and turn function

Close to the foot sensor, automatically open / close the upper cover and seat ring (automatic flap)

### Radar automatic flap function

Close to the front end of the toilet, automatically open the upper cover, automatically close the upper cover and flush automatically after leaving (automatic flap)

## 6. Daily cleaning and maintenance

Note: during cleaning and maintenance, be sure to unplug the power switch and cut off the power

## Intelligent toilet cleaning and maintenance method

Please wipe it with a soft cloth

- If the dirt is not removed in time, it will become difficult to clean.

Please wipe it with water frequently.

- Static electricity will absorb dust, resulting in the product becoming black and dirty. Wiping with water can prevent static electricity.

The body can be disassembled from the toilet to facilitate the cleaning of the parts between the toilet and the body.

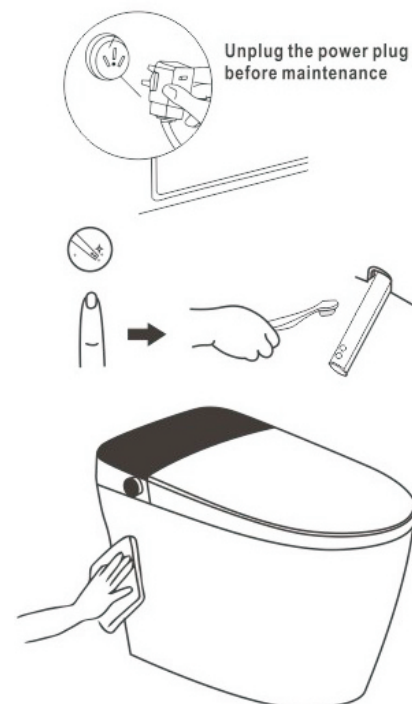
### Cleaning and maintenance method of nozzle

The nozzle cleaning shall be completed under the charged state.

Long press the "hip wash" button when the person is not seated.

The spray will automatically stretch out and stay for 60 seconds while self-cleaning. The nozzle can be brushed with a soft cloth or soft toothbrush.

After brushing, press the stop button to end the return or return automatically after 60 seconds.



MUST  
COMPLY

### Please remove the dust attached to the power plug regularly

When cleaning, unplug the power plug and wipe it with a dry cleaning cloth.

-Poor insulation may cause fire.

## 7.Common fault diagnosis

Note: if similar faults are found, please read the following troubleshooting or contact the after-sales department

Fault phenomenon	Fault analysis	Fault handling
Product does not work	Check whether there is electricity/whether the socket is loose	Please check the circuit
	Whether there is leakage (the display light of leakage protection plug is not on)	Unplug the power plug from the socket and plug it in again later. Press the reset switch of the leakage protection plug. If it still cannot operate, please unplug the power plug and entrust the repair
Nozzle does not discharge water	Check whether the water supply is cut off	To be restored
	Check whether the angle valve is closed	Open the angle valve
	Check whether the water inlet filter is blocked	Clean the filter screen or replace the filter
	Check whether the water inlet pipe is bent	Eliminate the bending of water inlet pipe
Insufficient cleaning intensity	Check whether the cleaning water pressure is adjusted to the lowest gear	Refer to the instruction manual to adjust the water pressure
	Check whether the water inlet filter is blocked	Clean the filter screen or replace the filter
The sprinkler emits water disorderly	Abnormal operation	Unplug the plug and re energize it after one minute
Insufficient water temperature	Check whether the water temperature is set to low gear	Refer to the instruction manual to adjust the water temperature
	Whether the hot and cold massage function is on	Refer to the instruction manual to turn off the hot and cold massage function
The washer often drips water	Solenoid valve failure	Ask professional personnel to repair
Remote control failure	Check whether the battery power of the remote control is too low	Please replace the battery

FAULT PHENOMENON	FAULT ANALYSIS	FAULT HANDLING
Drying / seat ring temperature Low / no heating	Check whether the temperature is set at low gear or normal temperature	Adjust the temperature according to the instructions
	Whether to turn on the power saving function	Select to turn off the power saving function according to the manual
Seat cover / ring falls too fast	Damping descent function failure	Ask professional personnel to repair
The cleaning function cannot be used normally	Is there any other hard object under the seat ring	Remove hard objects
	Is the human sensing area covered by skin	Adjust the sitting posture to cover the human body sensing area of the seat ring
	Is the power supply restored after power failure during seating	Unplug the plug and re energize it after one minute
	The skin completely covers the human sensing area of the seat ring	If the sensor fails, ask professional personnel to repair it
Seat cover / ring cannot be opened or closed"only for automatic flap / turn over modelsIt	Failure of automatic damping function	1. Unplug the plug and re energize it after one minute 2.The above treatment is invalid, please ask professional personnel for maintenance
It cannot be washed cleanwhen the water pressure is low	Filter clogging	Clean the filter according to the instructions
	Domestic water pressure is too low	Whether the water output is less than 5L in 15 seconds, it is recommended to buy booster pump
	Dead pipe	Observe whether the connecting pipeline is bent and keep the water supply pipeline smooth
When the water pressure is normal, there is no siphon and the flushing is not clean	Air leakage at sewage outlet	Ask professional personnel to repair
	S elbow blocked	Please purchase leather plugs in the market for dredging
The flushing is not clean and the water pressure is normal	Flushing valve failure	Ask professional personnel to repair



## 8.PRODUCT SPECIFICATION

<b>Rated voltage</b>	AC 110V±10%,50Hz/60Hz		
<b>Rated power</b>	Water inlet temperature 15C, water outlet temperature 40C, flow 750ml / min, power 1350W		
<b>Cleaning function</b>	Water yield	Hip cleaning	About 700ml/min
		Female cleaning	About 700ml/min
	Outlet water temperature		Normal temperature, about 94°F(34°C), 97°F(37°C), 99°F(40°C) (4th gear)
	Warm water heating mode		Instant heating / quick heating
	Heater power		Water inlet temperature 15C, water outlet temperature 40C, flow 750ml / min, power 1350W
	Safety device		Inlet and outlet water temperature sensor, temperature fuse, temperature controller and leakage protector
<b>Seat ring heating</b>	Seat ring temperature		Normal temperature, about 94°F(34°C), 97°F(37°C), 99°F(40°C) (4th gear)
	Heater power		About 40W
	Safety device		Temperature sensor, temperature fuse
<b>Warm air drying</b>	Warm air temperature		Normal temperature, about F1:95°F(35°C), F2:113°F(45°C), F3:131°F(55°C) (4 gears)
	Air volume		>0.2m3/min
	Heating wire power		About 220W on average (about 350W at maximum)
	Safety device		Bimetallic sheet, temperature fuse
<b>Deodorization</b>	type	Activated carbon high efficiency catalyst filter	
<b>Mobile cleaning</b>			The nozzle can move back and forth by 1.5cm
<b>Nozzle position</b>			Front and rear adjustable
<b>Water supply temperature</b>			5~40°
<b>Static pressure of water supply</b>			0.15-0.75mpa (at rest) is about 15 seconds, and the water output is 5L water

The details are for reference only, and the specific objects shall prevail

### IMPORTANT STATEMENT

Thank you for purchasing our intelligent toilet series products. In order to ensure the excellent quality of products, all purchased products have been strictly inspected before leaving the factory.

Our company also provides users with rabbit fee warranty service.

All ceramic products in the factory of the company meet or exceed the inspection and test of Chinese national standard gb6952-2015. In order to ensure the user's satisfaction, the user should choose the right face when purchasing.

If any quality problem (non-human damage) is found, please apply to the dealer for replacement within seven days after purchase. During the warranty period, our company will provide free door-to-door service and spare parts supply.

The cost of accessories will be charged outside the warranty period.

If the local seller fails to timely and effectively eliminate the fault for you, please contact the general distributor listed in the warranty card or the warranty service department of the company, and we will serve you wholeheartedly.

### WARRANTY SERVICE CONTENT

1. Within seven days of purchase, if the replacement is invalid due to improper use or other reasons, only warranty service will be provided and the cost will be charged.

2. In the following cases: the warranty is invalid, but only the material fee is charged for providing maintenance services.

- ① All human factors are damaged, including the damage caused by abnormal use, failure to install according to the installation instructions, etc.
- ② Customers repair and refit without permission or repair by units not authorized by the company.
- ③ Damage caused by poor transportation after purchase.
- ④ Damage caused by other force majeure (such as fire, flood, earthquake, etc.)

3. The company's products shall be replaced and guaranteed with the warranty card, and the purchase invoice or receipt shall be brought

4. No matter where you buy our products, you can get the same perfect service at the nearest after-sales service center. If the problem has not been properly solved, please call or write to our customer service department, and we will solve the problem for you in the shortest time.

5. The company reserves the right to modify and interpret the above terms.

## PRODUCT WARRANTY CARD

**USER SAVE**

<b>User name:</b>	
<b>User address / email:</b>	
<b>Sales unit:</b>	
<b>Product model:</b>	
<b>Date of production:</b>	
<b>Purchase date:</b>	
<b>Remarks:</b>	

## WARRANTY CARD STUB

**WARRANTY PRESERVATION**

<b>Date</b>	
<b>Warranty Department</b>	
<b>Fault phenomenon</b>	
<b>Warranty person</b>	
<b>Date</b>	
<b>Warranty Department</b>	
<b>Fault phenomenon</b>	
<b>Warranty person</b>	

• The materials in this manual have been carefully checked and strive to be accurate.

If there is any error that may be caused by misprinting, the company will not bear the consequences.

• The right of final interpretation of this manual belongs to the company. Any change is subject to no notice (including warranty card, please keep it properly)

# WARRANTY

## WARRANTY CLAIMS

- There is a 30-day warranty for broken furniture or any other problems that do not work properly. The warranty will start from the date of purchase which must be verified by proof of purchase.
- Before making a claim, we may be able to answer your query, simply call us. Please leave your purchase order number, along with some details of the problem, if you want a replacement part. We will arrange within 48 hours. If there is out of stock, we will reply with a shipping date.
- The product must be used in accordance with the instructions provided. For health reasons.
- For other reasons, if the furniture needs to be returned, it must be cleaned and dried and operated within 30 days of receipt.

## Type of Warranty Claim

- Failure to follow the furniture instructions will invalidate the warranty. Attention please.
- Does not include damage during installation, but includes damage during transportation.

## Scope of responsibility

- Shall not bear any responsibility for misuse or user damage and / or loss of parts during the installation of furniture.
- After using, the damage and scratches of the furniture are not covered by the warranty.

## The Warranty Relates to All Bought in The Us and Covers The Following Areas

- Sheet parts: 1 month from the date of purchase.
- Electrical parts: 1 month from the date of purchase.

# RETURNS

## CHANGED YOUR MIND AND NEED TO RETURN YOUR ITEM?

### PLEASE FOLLOW THE BELOW INSTRUCTIONS:

- If you have purchased and have simply changed your mind, follow the retailer's instructions for returns.

### DEFECTIVE ITEMS

- If your item is defective in any way, i.e. it doesn't work but you can't identify why, in the first instance, please call us.

### DAMAGED ITEMS

- If you receive an order with obvious shipping damage from the retailer, then we suggest the delivery is refused. If the delivery has been accepted and then shipping damage is found, please follow the specific instructions advised by the retailer.  
In all circumstances please save all packaging material and paperwork for the order. Please be aware that if you dispose of packaging material or attempt to return the merchandise without contacting the fulfiller, you jeopardise your chances of making a claim, and you may not receive a credit for the return.

### AFTER-SALES CONTACT



feedbackstation@163.com



(303)800-6387