

After-sales service

Please read the following carefully

1.Before repair

If the product has a malfunction, please check it first according to the method in "Troubleshooting".
If the problem cannot be resolved, please contact installer, seller, or call our customer service center.
When the following situations occur, please contact the customer service center immediately to avoid accidents:

- The power cord is damaged and the socket is loose.
- Overheating of sockets, power plugs, or wires.

2.Please read through the warranty card

Please read this product manual and warranty card carefully when you need after-sales service to confirm whether it is within the scope of the free warranty.
※Please take good care of your warranty card.

3.When commissioning repair

■ Repairs within the warranty

Please be sure to present the warranty card before repair.

■ Repairs beyond the warranty

On the premise of maintaining product safety and functions, paid repairs could be carried out upon customer's request.

■ Information needed

1. Customer address, name, phone number
2. Model, factory number
(Please refer to the warranty card, product body, packing list)
3. Purchase date (please refer to the warranty card)
4. Fault content and abnormal conditions (as detailed as possible)
5. Expected date of on-site service

4.Other question about product or after-sale service

Please contact our local sales team or call the customer service center for consultation.

Warranty Card

(original)

Description	Smart toilet
Model	
Product No.	
Name	
Phone No.	
Address	
Zip code	
Date of Manufacture	
Date of Purchase	
Company name (Seal)	

Note: The information in the warranty card should be filled in completely. If the information is incomplete or false, the company reserves the right not to provide warranty services.

Note: Customers must fill in a copy of the warranty card and send it to our after-sales service department within 1 month.

After-sales Service Guide

Maintenance record

Maintenance date	Fault phenomenon	Maintenance point	Maintenance process	Guarantee (Yes/No)	Signature and seal of maintainer

Note: If you accept the service of the company's authorized repair point, please remind the maintenance personnel to fill in the maintenance record. Otherwise, the company will not recognize it



Warranty Card

(copy)

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Model	
Product No.	
Name	
Phone No.	
Address	
Zip code	
Date of Manufacture	
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