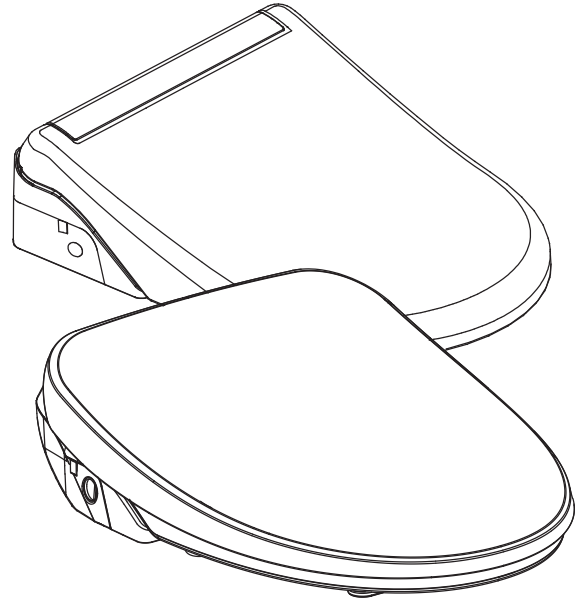
SMARTO®
Your one-stop bidet provider
smarto.net.au

7 Series (X7-AU, B7-AU)
5 Series (X5-AU, B5-AU)



user manual

SMARTO®
Your one-stop bidet provider

7 Series & 5 Series

Instructions for Use (X7-AU, B7-AU, X5-AU, B5-AU)

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Something Important

- **Don't install, relocate, or disassemble the machine by a non-authorized service person (including any third-party plumbers not authorized by SMARTO®).**
  If you do that, **SMARTO®** treats you to acknowledge the above term and accept that your product no longer enjoys warranty term even if it's still in warranty time.
- **Don't press the lid to speed up when the machine cover closes.**
  Doing so will cause the soft-close system to break.
- **Don't excrete on the nozzle when the washing function is on.**
  Doing so may cause a failure or discoloration.
- **Don't keep your pets in the bathroom.**
  Pets might bite the water pipe to leak.
- **Don't lean against the toilet lid.**
  Doing so will cause the soft-close system to break.
- **Always read troubleshooting before your repair reporting.**
- **If you need to relocate the machine, please contact the SMARTO® service team for a machine relocation service.**
- **Please retain the original lid and bolts for relocation services. If you require the toilet to be restored to its original condition, the original lid and bolts must be provided by you.**

How to report a repair

1. You can report a repair through the installer, seller, or SMARTO® customer service team through the website.
2. When asking for repair, please provide your full information such as name/phone number/installation address/purchase receipt /photos, or videos that can show the problem. The above information will assist us in checking your record and initial diagnosis.
3. The SMARTO® service team will visit you ASAP once a repair report is received. A call-out fee will be charged before visits. For any machines diagnosed as a quality problem and still under warranty after visiting, this fee will be refunded, you will get free labor and parts service, or a labor and parts fee will be charged.

Safety Precautions

IMPORTANT SAFEGUARDS

READ ALL INSTRUCTIONS BEFORE USING Symbols and Meanings

⚠ **WARNING**	May result in death or serious injury.
⚠ **CAUTION**	May result in injury or property damage.

The following symbols are used to indicate important safety instructions for the use of the product.

Symbol	Meaning
	This symbol indicates a prohibited use of the product.
	This symbol is used to indicate a required step in the use of this product.

⚠ WARNING



Do not plug or unplug the power plug with wet hands.
- Doing so may cause electrical shock.

Do not get any water or cleaning solution on the main unit or power plug.
- Doing so may cause fire, electrical shock, heat or short circuit.
- Doing so may cause the product to crack resulting in injury or water damage.

Never disassemble, repair or alter.
Doing so may cause fire, electrical shock, overheating, short circuit or breakdown.

Do not install the product on moving vehicles such as wheeled vehicles or boats.
- Doing so may cause fire, electric shock, short circuit or malfunction.
- The toilet seat, toilet lid, main unit, or other parts may come loose and fall off, resulting in injury.

Do not use the product if a malfunction occurs.
- In case of breakdown or other problem, be sure to cut off power by means such as unplugging the power plug.
  Close the water shutoff valve to stop water supply.
  Possible malfunctions:
  - Water is leaking from a pipe or the main unit.
  - The product is cracked or broken.
  - The product makes a strange noise or emits a strange odor.
  - The product emits smoke.
  - The product is abnormally hot.
  - The toilet seat cushion is out of place.
- Continued use after malfunction could cause a fire, electric shock, heat, short circuit, injury or water damage.

⚠ WARNING



Do not use other water then allowed by the laws and ordinances of the region of use. Only Use drinking water.
Do not use seawater or recycled water.
- Doing so may cause irritation to the skin and malfunction.

Do not touch the power plug during thunderstorms.
- Doing so may cause electrical shock.

Do not allow the water supply hose to touch the power plug or outlet.
- Doing so may cause condensation resulting in a fire, electrical shock, heat or a short.

Do not do anything that may damage the power cord, power plug.
Do not strike, yank, twist, excessively bend, damage, alter, or heat the power cords.
Also, do not place anything heavy on, bind or pinch the power cords.
- Using a damaged power cord may result in a fire, electrical shock, heat or short.

Do not use a loose or faulty electrical outlet.
- Doing so may cause fire or short circuit.

Do no use any outlet or wiring equipment beyond its specified rating.
- Plugging too many plugs into the same outlet, for example using outlet splitters, can cause fire due to heat.

Do not use any power supply other than the one specified.
AC 240V, 50Hz
- Doing so may cause fire or excessive heat.

Do not stick a finger or anything else into the warm air outlet.
Do not place anything on the warm air outlet or drape clothes over it.
- Doing so may cause burns, electrical shock or malfunction.

Keep cigarettes and other open flames away from the product.
- Failure to do so may cause fire.

Refrain from sitting on the seat for long periods.
- It may cause low-temperature burns.
  To prevent the following persons from getting a moderate temperature burn during use, other person should turn off the toilet seat heater.
  - Young children, the aged and other users unable to set the temperature appropriately themselves.
  - The ill, physically disabled and others who do not have freedom of movement.
  - Those using any medicines that cause drowsiness (sleeping or cold medicine), those who have been drinking heavily, anyone severely fatigued and anyone else liable to fall asleep.

Safety Precautions (Continued)

⚠ WARNING

This is an electrical product. Do not install it anywhere water is likely to get on the product or anywhere with humidity high enough that water is likely to form on the surface of this product. When using the product in a bathroom, install a fan or ventilation port and ensure good air fl ow through the bathroom.
- Failure to do so may cause fire or electrical shock.

Always connect the product to the cold water supply.
- Connecting to hot water supply may result in burns and equipment damage.

Make sure that a properly grounded (3 prong) outlet has been installed.
- Failure to install a grounded outlet could cause electrical shock in the event of a malfunction or short circuit.

Insert the power plug securely into the outlet.
- Failure to do so may cause fire, heat or short circuit.

To unplug, hold the power plug, not the power cord.
Do not unplug by pulling the power cord.
- Pulling on the power cord may cause damage and result in fire or heat.

If the power cord is damaged, avoid danger by having the manufacturer's repair department or equivalent specialist replace it.

Always unplug the power plug from the outlet before maintenance or inspection.
- Failure to do so may cause electrical shock or malfunction.

Periodically remove dust and dirt from the power plug and make sure it is securely plugged into the wall outlet.
- Failure to do so may cause fire, heat or short circuit.

Pull the power plug out from the outlet and wipe clean with a dry cloth.

Always unplug the power plug from the outlet before removing the main unit.
- Failure to do so may cause fire or electrical shock.

When leaking battery fluid adheres to your body or clothes, wash it away with clean water.
- The fluid may damage your eyes or skin.

Preliminary studies in females suggest that overuse of continuous spraying can increase the possibility of vaginal mucosa drying and potential reduction in desirable microbial organisms.
Although these studies have not been validated, please consult your healthcare provider for concerns regarding whether these circumstances may apply to you.

More importantly, if you are an individual suffering from any immune deficiency as a result of disease, chemotherapy, or other medical condition compromising the immune system you should consult your healthcare provider before use of this product.

⚠ CAUTION

Do not use the product if the main unit is unstable.
- Doing so may cause the main unit to come loose and fall, resulting in injury.

If the product is damaged, do not touch the damaged section.
- Doing so may cause electrical shock or injury.

Replace it immediately.

Do not apply strong force, mechanical shock, step on or stand on the toilet seat, toilet lid or main unit. Also do not place any heavy object on the toilet seat, toilet lid or main unit.
- Doing so may cause cracking or cause the main unit to come loose and fall, resulting in injury.
- Doing so may damage the product and cause injury or water damage.

Do not lift up this product by the toilet seat or lid.
Do not raise the toilet seat or lid while objects are resting on top of the unit.
- Doing so may cause the main unit to come loose and fall, resulting in injury.

When maintaining the plastic parts (main unit etc.) or the water supply hose, use a neutral kitchen detergent diluted with water. Do not use any of the following.
Toilet cleaner, household cleaner, benzene, paint thinner, powdered cleanser or nylon scrubbing brush.
- These items may damage or crack the plastic and cause injury or malfunction.
- These items could damage the water supply hose and cause a water leak.

To prevent a sudden water leak, do not remove the water filter drain valve when the shutoff valve is open.

Doing so will cause water to spurt out.

Do not fold or crush the water supply hose; do not damage by cutting with a sharp object.
- Doing so may cause water leaks.

Do not install the base plate, which is not attached.
- Doing so may cause damage.

Safety Precautions (Continued)

⚠ CAUTION

If a water leak should occur, always close the shutoff valve.

When the ambient temperature is likely to drop to 32 °F (0 °C) or lower, prevent damage to the pipes and hoses due to freezing.

- Frozen water pipes could cause the main unit and the pipes to break, resulting in a water leak.
- Regulate the room temperature to prevent the pipes and hoses from freezing during cold months.
- Drain the water.

When not using the product over an extended period of time, drain the water out of the main unit and the water supply hose after closing the water shutoff valve, and pull the power plug from the outlet.

- When using the product again, allow the product to refill with water first. Otherwise, the water in the tank might become contaminated and cause skin inflammation or other problems.
- Leaving the power on may cause fire or heat.

When installing the water filter drain valve, make sure that it is securely tightened in its proper position.

- Failure to securely tighten it may cause a water leak.

Push the main unit securely on to the base plate.

- After pushing the main unit until a click sound is heard, pull it slightly toward you to make sure that the product does not detach.
- Doing so may cause the main unit to come loose and fall, resulting in injury.

Make sure of the plus and minus signs on the batteries before inserting them.
Remove depleted batteries immediately.
When replacing the batteries:
Replace both batteries with new ones.
Use the same brand for both new batteries (any brand available).

- Failure to do so may cause the batteries to leak fluid, generate heat, rupture, or ignite.

When the product is supposed not to be used for long time, remove the batteries from the remote control.

- Failure to do so may cause the batteries to leak fluid.

⚠ DANGER To reduce the risk of electrocution:

1. **Do not use while bathing.**
2. **Do not place or store the product where it can fall or be pulled into a tub or sink.**
3. **Do not place in or drop into water or other liquid.**
4. **Do not reach for the product when it has fallen into water. Unplug it immediately.**

⚠ 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 invalids.
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, is not working properly, has been dropped or damaged, or has been dropped in water. Return the product to a service center for examination and repair.
4. Keep the cord away from heated surfaces.
5. Never block the air openings on the product or place it on a soft surface, such as a bed or couch, where the air openings may be blocked. Keep the air openings free of lint, hair, and other similar items.
6. Never use while sleepy or drowsy.
7. Never drop or insert any object into any opening or hose.
8. Do not use outdoors. Do not operate where aerosol (spray) products are being used or where oxygen is being administered.
9. Connect this product to a properly grounded outlet only.
10. The tank should be filled with water only.

- Servicing should be performed by an authorized service representative.
- This product is for household use.

Safety Precautions (Continued)

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.

This product is equipped with a cord having a grounding wire with a grounding plug.

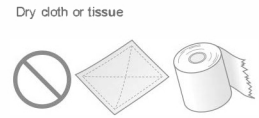
The plug must be plugged into an outlet that is properly installed and grounded.

⚠ 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 fl at-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.

Operational Precautions



■ For prevention of damage

- Wipe plastic areas such as the main unit and remote control with a soft cloth tightly wrung out with water

For prevention of malfunctions and failures



Disconnect the power plug if there is a risk of lightning.

- Do not lean against the toilet lid.



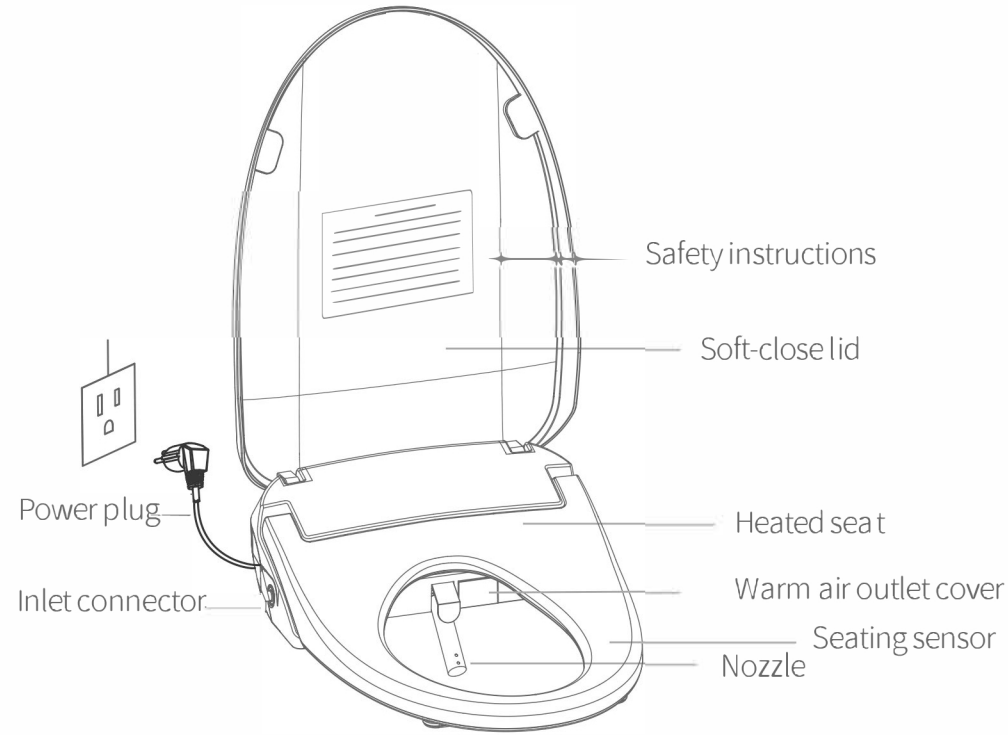
A toilet seat cover or a toilet lid cover cannot be used.
The seat switch may not function properly. Additionally, the toilet sear and lid may not open or close properly.

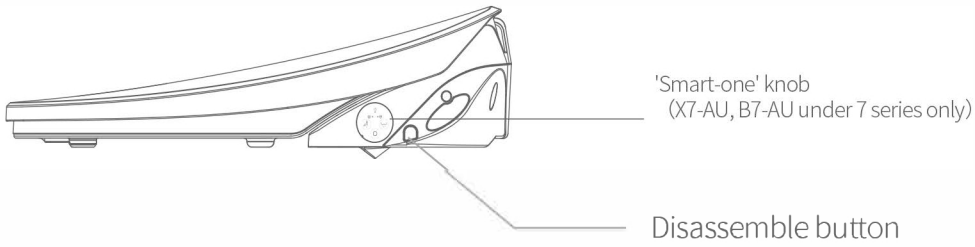
- Do not urinate on the main unit, toilet seat or nozzle.
  (Doing so may cause a failure or discoloration.)
- Do not apply strong forces to the control panel of the remote control.
- When using a toilet cleaner to clean the toilet, rinse it off within 3 minutes and leave the toilet seat and toilet lid open.
  (If vapor from a toilet cleaner enters the main unit, it may cause a malfunction.)

  Wipe off any cleaner that remains on the bowl unit.
- Do not use the product with the toilet lid removed.
- Do not expose to direct sunlight.
  (Doing so may cause changes in color, irregular heated seat temperature, remote control malfunction or the product malfunction due to the change in temperature.)
- Use radio, etc. away from the product.
  (The product could cause interference with the radio signal.)

  If you use a booster seat for infants or a soft highchair, remove it after use.
  (Keeping it installed may prevent some of the functions from being used.)
- Do not apply force to the remote control. (May cayse malfunction.)
  To prevent the remote control from being dropped, set it in the hanger when you are not using it. Be careful not to expose it to water.
- Do not place anything on the toilet seat and lids, and do not press them with hands.
  (Failure to do so may turn on the switch, causing the floor to get wet if buttons on the remote control are touched and warm water comes out from the nozzle.)

Packing List

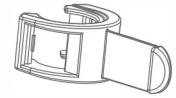




Packing List



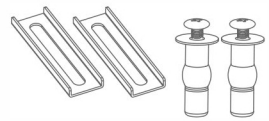
User manual



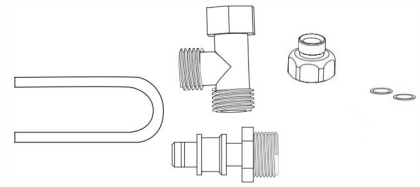
Metal snap



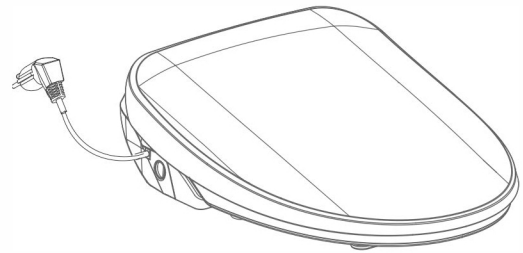
Remote control



Mounting bracket / Machine scew M6*45



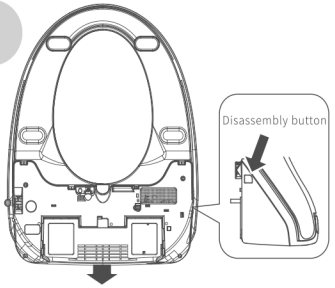
Inlet pipe asse mbiy / Tee joint /
Straight thread / Gasket / Adapter



Complete Machine

Installation of Smart Bidet and Toilet Body

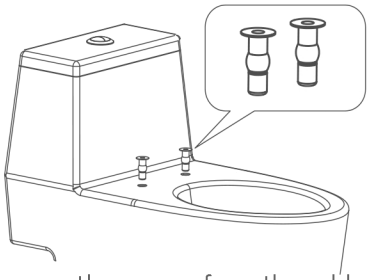
1



Pull down the machine mounting plate lightly

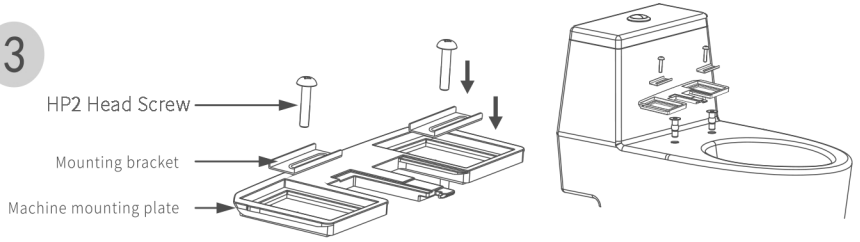
Press and hold the disassembly button, pull down the machine mounting plate, and take out the machine mounting plate from the machine;

2



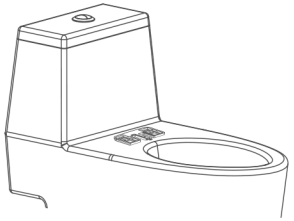
Remove the screws from the rubber screw set, then insert the two rubber plugs into the toilet seat mounting holes on the toilet body, ensuring that the rubber rims remain outside.

3



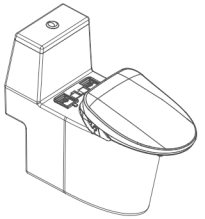
Place the machine mounting plate, mounting bracket, and cross cup head machine screw 6*45 above the mounting hole of the ceramic body;

4



Secure the mounting plate to the toilet body with two screws, tightening them firmly.

5

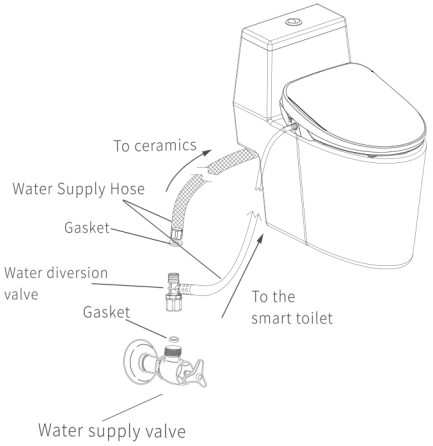


Align the bottom of the toilet with the direction of the machine's mounting plate.
Lift the back of the body upwards and slide it towards the machine mounting plate until you hear a 'click.

Water Supply Hose and Smart Bidet Installation

1

1.Close the water supply valve and unlink the flex hose from the water supply valve connected to the toilet cistern.
2.Install the tee fitting onto the water supply valve.
3.Attach the push-in connectors to both the smart toilet and the tee fitting.
4.Cut a length of the supplied water tube, ensuring the cuts are flat and smooth, and insert it into the push-in connectors on both the tee fitting and the smart toilet.



2

Ensure all connections are secure, then turn on the water valve and check for any leaks.

Remark:
If the toilet is narrow and it's difficult to install the water supply hose after attaching the body, you can first connect the water supply hose to the smart bidet, and then install the bidet onto the toilet body.

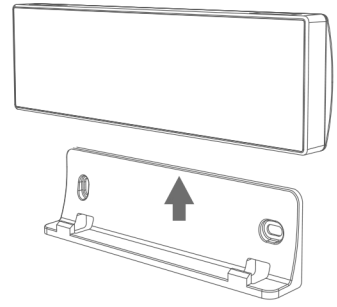
Acceptance Inspection Items After Installation

Once installation is complete, the unit must be tested and inspected item by item according to the following checklist:

- Confirm if it is connected to a power outlet providing 240V~, 50Hz, and 10A with proper grounding.
- Check if the power plug is securely inserted.
- Ensure the main water supply valve is fully open.
- Verify all joints are tightened and secure.
- Confirm that the power indicator is illuminated.
- Test the functions of the product, ensuring that all operations work correctly, including:
  - o Rear and bidet functions (with water pressure adjustment),
  - o Dryer (with warm air intensity adjustment),
  - o Water temperature and seat temperature adjustments,
  - o Nozzle self-cleaning

Installation of the Remote Control

Select a suitable and dry surface. Peel off the double-sided adhesive and attach the remote-control holder.
Insert the remote control into the holder. (It is recommended to place the remote control in a dry and easily accessible position. Remove the battery if the remote will not be used for an extended period.)



Note

The company is not responsible for any accidents or injuries if the product is not installed according to the instructions, or if specified parts are not used.

Light indicator

The LED lights on the remote control indicate the intensity levels: one light for low, two lights for medium, and three lights for high. No light means the function is off. If the remote does not show intensity levels, observe the color of the LED: green for low, blue for medium, red for high, and no color means the function is off. This apply to “Air Temp”, “Water Temp.” “Water Pressure” and “Seat Temp.”

Water Pressure

When the washing function works, press this button to adjust the pressure of the water. The water pressure has 3 levels adjustable.

Rear /Move

Press this button to start the ‘rear wash’ function when sitting.
This function can work for a maximum of 4 minutes and then stop.
When this function works:
Press this button again to turn on/off the “moving wash” function.
press the “Massage” button to turn on/off the “massage wash” function.
Press the “Position ∧ ∨” button to adjust the cleaning position.
Press the “Water Temp.” button to adjust the water temperature.
Press the “Pressure+ -” button to adjust the water pressure.

Front /Move

Press this button to start the “front wash/bidet” function when sitting.
This function can work for a maximum of 4 minutes and then stop.
When this function works:
Press this button again to turn on/off the “moving wash” function.
press the “Massage” button to turn on/off the “massage wash” function.
Press the “Position ∧ ∨” button to adjust the cleaning position.
Press the “Water Temp.” button to adjust the water temperature.
Press the “Pressure+ -” button to adjust the water pressure.

Dryer

Press this button to start the "dryer" function when sitting.
This function can work for a maximum of 4 minutes and then stop.
When this function works, press the “Air Temp.” button to adjust the air temperature.

Hot & Cold SPA

Press this button to start the “hot & cold spa” function when sitting. The water wash will be an alternative between warm and cold water for this function.
This function can work for a maximum of 4 minutes and then stop.
When this function works:
Press this button again to turn on/off the “moving wash” function.
Press the “Position ∧ ∨” button to adjust the cleaning position.
Press the “Pressure+ -” button to adjust the water pressure.

Position

Press this button to adjust the nozzle position only when the rear/front washing function is on.

Water Temp.

When the washing function works, press this button to adjust the temperature of the washing water.
The washing water temperature is 4 levels adjustable:
No temperature/37 °C/39 °C/41 °C.

Seat Temp.

When sitting, press this button to adjust the temperature of the seat.
The seat temperature is 4 levels adjustable:
No temperature/37 °C/39 °C/41 °C.

Air Temp.

When the dryer function works, press this button to adjust the temperature of the air. The air temperature is 4 levels adjustable: No temperature/48 °C/50 °C/52 °C.

Deodorization

Press the “Air Temp” button for 3 seconds to turn on/off the “deodorization” function. If you turn this function on, it will start the deodorizer when you sitting down, and last 30 seconds later after you leave. “Nano Sheild” will work automatically together with deodorization. This function is default setting as "off". Long press the “Air Temp” button to turn it on/off.

Nozzle Cleaning

Press this button to let the nozzle come out. Water comes out from around the nozzle. Use a soft brush or soft wet close to clean the nozzle, don’ t pull the nozzle by hand. Press again after cleaning to let the nozzle turn back.

Massage

Press this button to start the “massage” function only when the rear/front washing is on. The wash will be alternatively between strong/weak water pressure.

Stop

Press the “Stop” button to stop all the working functions.

Night Light

The auto night light is designed to switch on when it detects low-light conditions and turn off if the environmental light is bright enough. If there’ s no “Night Light” button on your remote control, press the “Energy Saver” button for 3 seconds to turn it off/on. This function is default setting as "on". Use the “Night Light” button to turn it off/on.

Energy Saver

Press the “Energy Saver” button to turn on/off the energy saver function. You can check by LED whether this function is on/off.



Energy Saver LED of 5 series products
(X5-AU, B5-AU)
When the energy saver function is on, the “Energy saver” LED on the side button will be on.
When the energy saver function is off, the “Energy saver” LED on the side button will be off.



Energy Saver LED of 7 series products
(X7-AU, B7-AU)
When the energy saver function is on, the backlight LED of the “Smart-one” knob will turn blue.
When the energy saver function is off, the backlight LED of the “Smart-one” knob will turn white.

“Smart-one” knob (7 series product only)

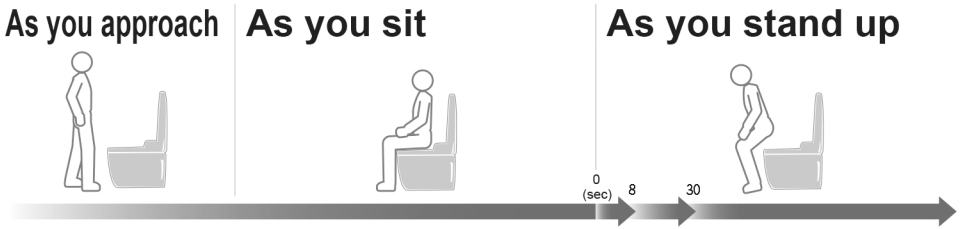
(X7-AU, B7-AU)



SMARTO® “Smart-one” knob provides you with a quick and easy way to enjoy the bidet. You can fulfill basic functions by just switching one knob.

Turn the knob forward or backward to activate the front or rear wash feature.
Turn the knob again in the same direction to activate the moving wash.
Short press the knob to stop the current function.
Long press for more than 3 seconds to start the drying function.
Long press for more than 5 seconds to turn the entire device off or on.

Mechanism of Auto Functions



Deodorizer

Starts the deodorizer

Removing odors inside the bowl unit.

It stops after about 30 s you leave. Deodorizer function is default setting as “off”. Long press the “Air Temp” button for 3s to turn it on/off.

Auto Nozzle Clean

Auto nozzle clean function will work for 8 seconds before you use it. The nozzle extends to clean with the “UV+WATER” that comes out of the base.

Auto Nozzle Clean

Auto nozzle clean function will work for 6s after you leave.

“Nano Shield”

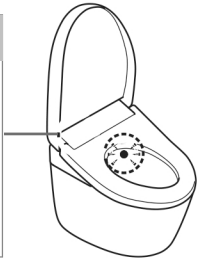
“Nano Shield” will work automatically together with deodorization.

"UV+WATER Shield" is used automatically for all washing functions.
"UV+WATER Shield" is used automatically to clean the nozzle .
"Oxygen infusion wash" is used automatically for all washing functions.

Below functions are default setting functions.

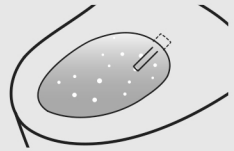
Auto Night Light

- The auto night light is designed to switch on automatically when it detects low light conditions. It will turn off automatically when the environment is light enough.
- Use the "Night Light" button to turn it off/on.
- If there’s no “Night Light” button on your remote control, press the “Energy Saver” button for 3 seconds to turn it off/on.



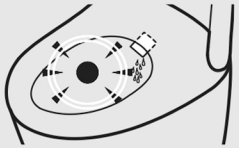
What is meant by "Oxygen infusion wash"?

“Oxygen infusion wash” is the technique that infuses oxygen into the wash water. The water then comes out with tons of tiny bubbles. These air bubbles break up the water stream for a gentler feeling when the water hits the skin, and a more effective washing effort by propelling the water.



What is meant by “UV+Water Shield”?

With a UV purifier system, “UV+Water Shield” purifies the water free of nasty bacteria, viruses, parasites, or other harmful microbes to a drinking standard level, it is used automatically for all washing functions. This function apply to Patent No. ZL201720055950.3



What is meant by “Nano Shield”?

With nano-TiO 2 photocatalyst technology, 'Nano Shield' can effectively kill 99.9% of germs, including Staph, Escherichia coli, Candida albicans, and other bacteria, it can also achieve deodorization and purification.
It doesn't need to change any material and will run automatically with the deodorization function. This technology apply to Patent No.ZL021620889162.x.

Troubleshooting

First, try the actions described on the troubleshooting page, if the problem persists, consult the installer, seller, or **SMARTO®** customer service team.

The machine does not work

Is the breaker on the distribution board turned on?
Check whether there is a power outage, or the breaker has turned “OFF”.

Does your socket still work?
If your socket has a switch button, check whether the switch is on.
Plug a hair dryer into the outlet to test whether your socket is good.

Is the machine plugged tight enough?
Re-plug your machine to make sure the plug is not loose.
If your machine plugs into a power board, check whether your plug is loose or poor contact.

Is your machine turned “ON”?
For the 5 series products, check the power LED on the side of the machine, if the power is turned on, the LED is red.

For the 7 series products, check the backlight LED of the “smart-one” knob, if the power is turned on, the LED is white or blue (energy saver model).

Is the remote control working?
If the power LED is lit but the machine is not working, replace the remote controller batteries and try again.

Are you sitting on the seat properly?
The seat sensor will not turn on unless you are sitting on it. If children or thin people use this machine, you can use your hand to cover the sensor to trigger the machine.

Troubleshooting

Do you use a toilet seat cover, a toilet lid cover, or a seat for infants?
Remove any covers. Or the function will not be triggered.

Water leak

If a water leakage occurs, turn off the shut-off valve.

Is the leak from the toilet suite?
Power off the machine and flush your toilet, check whether the leak still occurs, if it still happens, it means the water tank of your toilet is leaking, you should ask for a plumber to get help.

Is the leak from your shutoff valve or plumbing connections?
Check whether the leak is from your shutoff valve or plumbing connections. If the nut of the connection pipe is loosened, retighten it by hand. (Do not use any tool.)

If the water leak doesn’t stop or you can't make a judgment, turn off the shutoff valve and contact **SMARTO®** customer service to get help.

The nozzle or cleansing water does not come out

Are you sitting on the seat properly?
The seat switch will not turn on unless you are sitting on the sensor, if children or thin people use this machine, you can use your hand to cover the sensor to trigger the machine.

Do you use a toilet seat cover, a toilet lid cover, or a seat for infants?
Remove any covers. Or the function will not be triggered.

Troubleshooting

The nozzle extends but the cleansing water does not come out/the cleansing water pressure is inadequate.

Has a water failure occurred?
Press the “stop” button on the remote control and wait until the water service is re-supplied.

Is the shut-off valve closed?
Fully open the shutoff valve.

Have you adjusted the water pressure to a low level?
When using the washing function, press the “pressure” button on the remote control to adjust.

The cleansing water is cold

Is the warm temperature set to “OFF” or a low level?
When the temperature of the water supply or the bathroom temperature is low, the water temperature may be low on the first spay.

The water or the dryer stops in the middle of use

The feature stops automatically after about 4 minutes of continuous use.

Does the seating sensor have difficulty detecting?
Check your seating position, make sure you’re seating on the seating sensor label.

Troubleshooting

Is the machine plugged tight enough?
Re-plug your machine to make sure the plug is not loose.
If your machine plugs into a power board, check whether your plug is loose or poor contact.

The toilet seat is cold

Is the toilet seat temperature “OFF” or on a low level?
For the 5 series products, check the seat LED on the side of the machine, if this function is turned on, the LED is white. if this function is turned off, the LED is off.

There’s no seat LED for 7 series products. Press the “Seat Temp” button to adjust the temperature on the remote control.

Is the energy saver in operation?
When the energy saver is on, the seat temperature may drop to a lower temperature level for energy saving. You can turn off the energy saver and try again. (Check the instructions about “Energy Saver”.

Do you use a toilet seat cover, a toilet lid cover, or a seat for infants?
Remove any covers. Or the function will not be triggered.

Troubleshooting

The deodorizer seems to be not working

Have you triggered this function?

Press the “Air Temp.” button for 3 seconds to turn on/off the “deodorization” function.

A strange odour is emitted.

Are you using an air freshener or deodorizer that you purchased separately?

Doing so may reduce the effectiveness of the products’ deodorizer or cause strange odours. Please remove the air fresheners or deodorizers.

Function List

Series / Model	7 Series		5 Series	
	X7-AU	B7-AU	X5-AU	B5-AU
Machine size	Long	Short	Long	Short
"Smart-one knob"	√	√	-	-
Remote control	√	√	√	√
Auto night light	√	√	√	√
"UV+WATER shield"	√	√	-	-
"Nano shield"	√	√	√	√
Ag+antibacterial seat	√	√	√	√
Deodorization	√	√	√	√
Nozzle self-cleaning	√	√	√	√
Nozzle cleaning	√	√	√	√
Heated seat	√	√	√	√
Soft -close seat	√	√	√	√
"Oxygen infusion wash"	√	√	√	√
Rear wash	√	√	√	√
Front wash	√	√	√	√
Moving wash	√	√	√	√
Massage wash	√	√	√	√
Hot& Cold Spa	√	√	√	√
Nozzle position adjustment	√	√	√	√
Warm dryer	√	√	√	√
Air temperature adjustment	√	√	√	√
Engery saver	√	√	√	√
IPX4 waterproof	√	√	√	√
Build-in backflow valve	√	√	√	√
Build-in earth leakage protector	√	√	√	√

Specificaton

Product name	Smart toilet bidet
Brand	SMARTO®
Model	X7-AU,B7-AU,X5-AU,B5-AU
Type of water heater	Instant heating
Rated power supply	AC240V, 50HZ
Rated power consumption	1080W
Maximum power consumption	1450W
Water supply pressure	Minimum required water pressure: 0.07MPA<dynamic>; Maximum water pressure:0.75MPA <static>
Water temperature	Adjustable temperature range: OFF, about 37°C,39°C,41°C
Warm air temperature	Adjustable temperature range: OFF, about 45°C,50°C,55°C
Heated seat temperature	Adjustable temperature range: OFF, about 37°C,39°C,41°C
Water protection level	IPX4
Earth leakage protector	Inbuld
Backflow prevention device	Inbuld
Certificated by	Watermark, SAA,SIAA, RCM,TGA，ISO 9001

Limited Warranty

1. **SMARTO®** warrants its products to be free from defects in materials and workmanship during normal use when installed and serviced by the authorized service provider of **SMARTO®**, for one (1) year from the date of installation.

This limited warranty is extended only to the ORIGINAL purchase of the product and is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the product. This warranty applies only to **SMARTO®** products purchased and installed in Australia.

2. **SMARTO®**'s obligations under this warranty are limited to repair, replacement, or other appropriate adjustment, at SMARTO®'s option,
of the product or parts found to be defective in normal use, provided that such product was properly installed, used, and serviced by instructions.

SMARTO® reserves the right to make such inspections as may be necessary to determine the cause of the defect.

3.**SMARTO®**provides free visits, labor, and parts during the warranty.
However, SMARTO® reserves the right to pre-charge a call-out fee before the visit. If it’ s a quality issue and your product is under warranty, the pre-charged fee will be refunded, **SMARTO®** will not charge for labor and parts related to warranty repairs or replacements.

If there’ s not a quality problem after inspection, the call-out fee will not be refunded, and a labour and parts fee will be charged.

An extra visit fee will be applied for clients not located in the free visit zone; this fee won’ t be refunded.

4. Please note that this product is a personal cleaning product, and we do not provide a return service after installation. If the customer abandons the purchase due to personal preference after the installer visits, the installer call-out fee will be paid. If the installation conditions are not met due to force majeure, the call-out fee will be waived.

Limited Warranty

5. This warranty does not apply to the following items:

a) Installation, movement, or modification of the product by an unauthorized third party.

b) Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.

c) Damage or loss resulting from any accident, unreasonable use, misuse, abuse, negligence, improper care, or maintenance of the product.

d) Damage or loss resulting from sediments or foreign matter contained in a water system.

e) Damage or loss resulting from the quality of water in the region where the product is used.

f) Damage or loss resulting from improper installation or installation of the product in a harsh and/or hazardous environment, or improper removal, repair, or modification of the product. This includes locations where the water pressure is above local codes or standards. (NOTE: Product model codes allow a maximum of 0.75MPa. Check local codes or standards for requirements).

g) Damage or loss resulting from electrical surges lightning strikes or other acts which are not the fault of **SMARTO®** or which the product is not specified to tolerate, including failure to use the factory-equipped cord and plug or use of a loose or faulty electrical outlet or use of a current or socket other than a 240V, 50Hz electrical current from a GFI (ground, fused) socket.

h) Damage or loss resulting from normal and customary wear and tear, such as gloss reduction, scratching, or fading over time due to use, cleaning practices, or water or atmospheric conditions, including but not limited to, the use of bleach, alkali, acid cleaners, dry (powder) cleaners, or any other abrasive cleaners or the use of metal or nylon scrubbers.

6. For this limited warranty to be valid, proof of purchase is required. **SMARTO®** will save the installation and purchase records for you on the system. However, if you cannot provide proof of purchase, and if the data in the system is missing or cannot be found, **SMARTO®** is not responsible for it.

7. If the product is used commercially or is installed outside the service area of **SMARTO®**, this warranty does not apply.

8. Make sure to read the troubleshooting before reporting your repair, to obtain warranty repair service under this warranty, you must provide your full information, including your name, address, contact number, a photo or video that shows the problem, and proof of purchase.

The current address must be the same as your proof of purchase, or we can find a record your machine relocation service is made by our authorized service provider.

Limited Warranty

WARNING! SMARTO® shall not be responsible or liable for any failure of, or damage to, this product caused by either chloramine in the treatment of public water supply or cleaners containing chlorine (calcium hypochlorite).

NOTE: The use of high-concentrate chlorine or chlorine-related products can seriously damage the fittings. This damage can cause leakage and serious property damage.

THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY **SMARTO®** . REPAIR, REPLACEMENT, OR OTHER APPROPRIATE ADJUSTMENT AS PROVIDED UNDER THIS WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO THE ORIGINAL PURCHASER.

SMARTO® SHALL NOT BE RESPONSIBLE FOR THE LOSS OF THE PRODUCT OR FOR OTHER INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED BY THE ORIGINAL PURCHASER, OR FOR LABOR OR OTHER COSTS DUE TO INSTALLATION OR REMOVAL, OR COSTS OF REPAIRS BY OTHERS, OR FOR ANY OTHER EXPENSE NOT SPECIFICALLY STATED ABOVE. IN NO EVENT WILL **SMARTO®** 'S RESPONSIBILITY EXCEED THE PURCHASE PRICE OF THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR USE OR FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED.

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