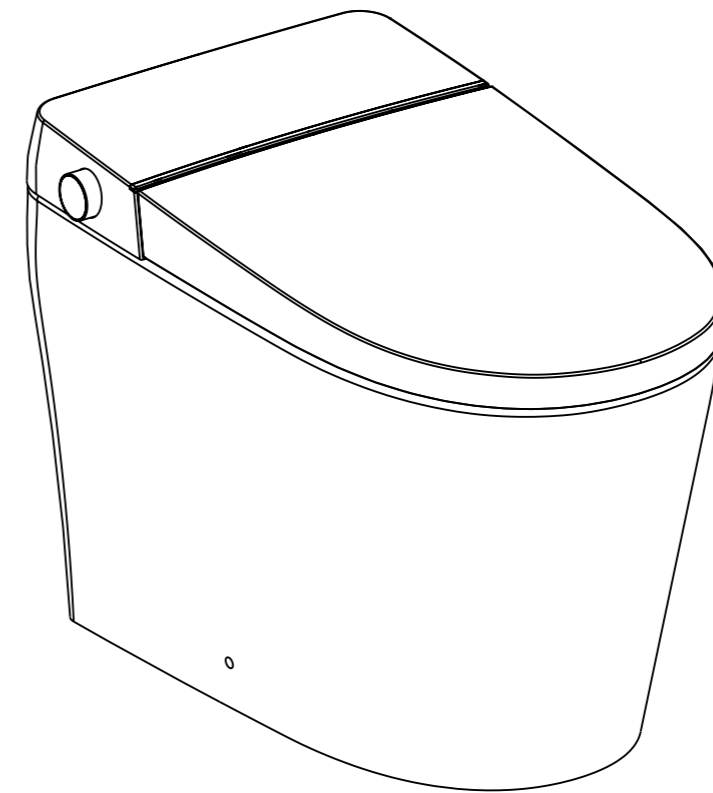


# OVE<sup>TM/MC/MP</sup>

## ELLA

### Instructions

ENGLISH



Thank you for purchasing our product. Please read this manual before installation and use to ensure that your product will function at peak performance. Read this manual thoroughly and store in a safe place for future references.

\*Para obtener instrucciones en español, escanee el código QR o visite <https://qrcodes.pro/M687Fk>



**Questions, problems, need help?**  
Before returning to your retailer, contact our customer service department with the QR code :

8 a.m. - 5 p.m., EST, Monday - Friday

[support.ovedecors.com](http://support.ovedecors.com)



1-866-839-2888

# OVE

# OVE

Version: 2025-01



# IMPORTANT SAFEGUARDS

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

## READ ALL INSTRUCTIONS BEFORE USING

### **DANGER – To reduce the risk of electrocution**

1. Do not use while bathing.
2. Do not place or store 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 a product that has fallen into water. Unplug 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 people 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. Contact OVE customer service for further assistance.
4. Keep the cord away from heated surfaces.
5. Never obstruct the product's vent openings or place it on a soft surface, such as a bed or couch, where airflow could be restricted. Vent openings should be kept clear of lint, hair, and any other obstruction.
6. Never use while sleeping or drowsy.
7. Never drop or insert any object into any opening or hose.
8. Do not use outdoors or operate where aerosol (spray) products are being used or where oxygen is being administered.
9. Connect this product to a properly grounded outlet only. See Grounding Instructions.
10. Do not use while bathing.
11. Risk of Electric Shock. Connect Only to a Grounding Type Receptacle Protected by a Ground-Fault Circuit-Interrupter (GFCI).

OVE

# SAVE THESE INSTRUCTIONS

## 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 electric 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 the cord or plug requires repair or replacement, do not connect the grounding wire to either flat blade terminal. The grounding wire is identified by its green insulation, with or without yellow stripes. If the grounding instructions are unclear or if you are unsure whether the product is properly grounded, consult a qualified electrician or service technician.

ENGLISH



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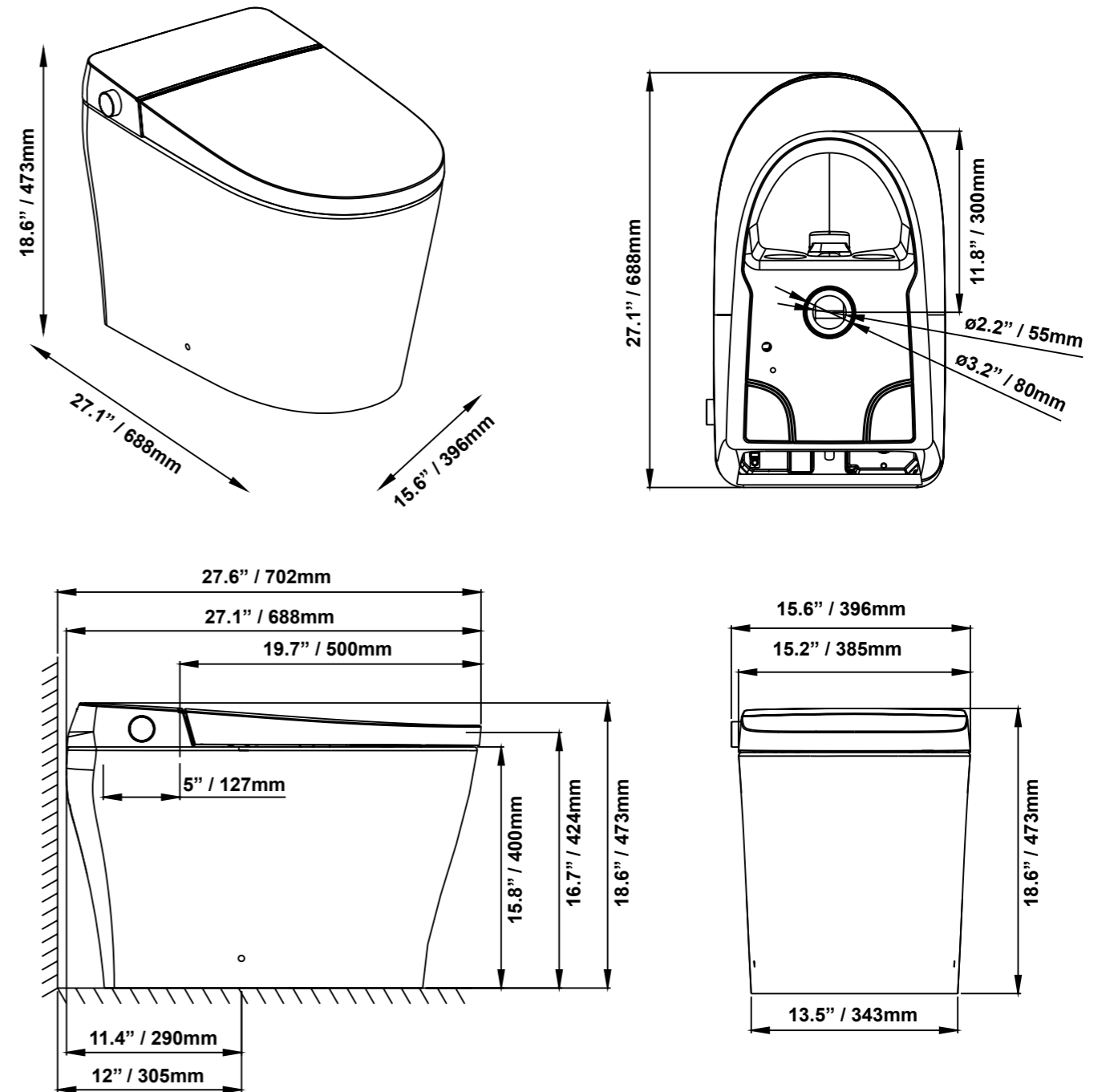
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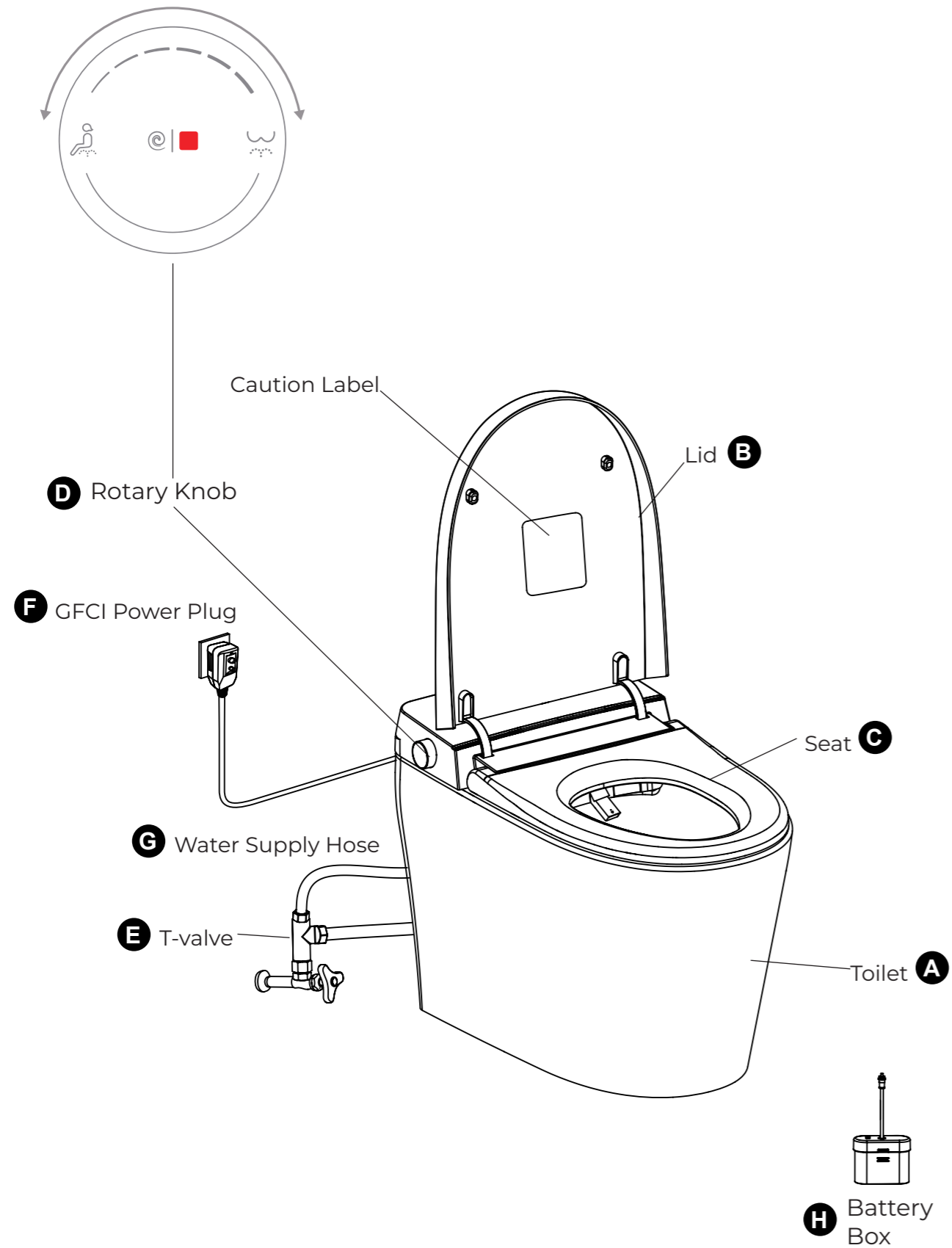
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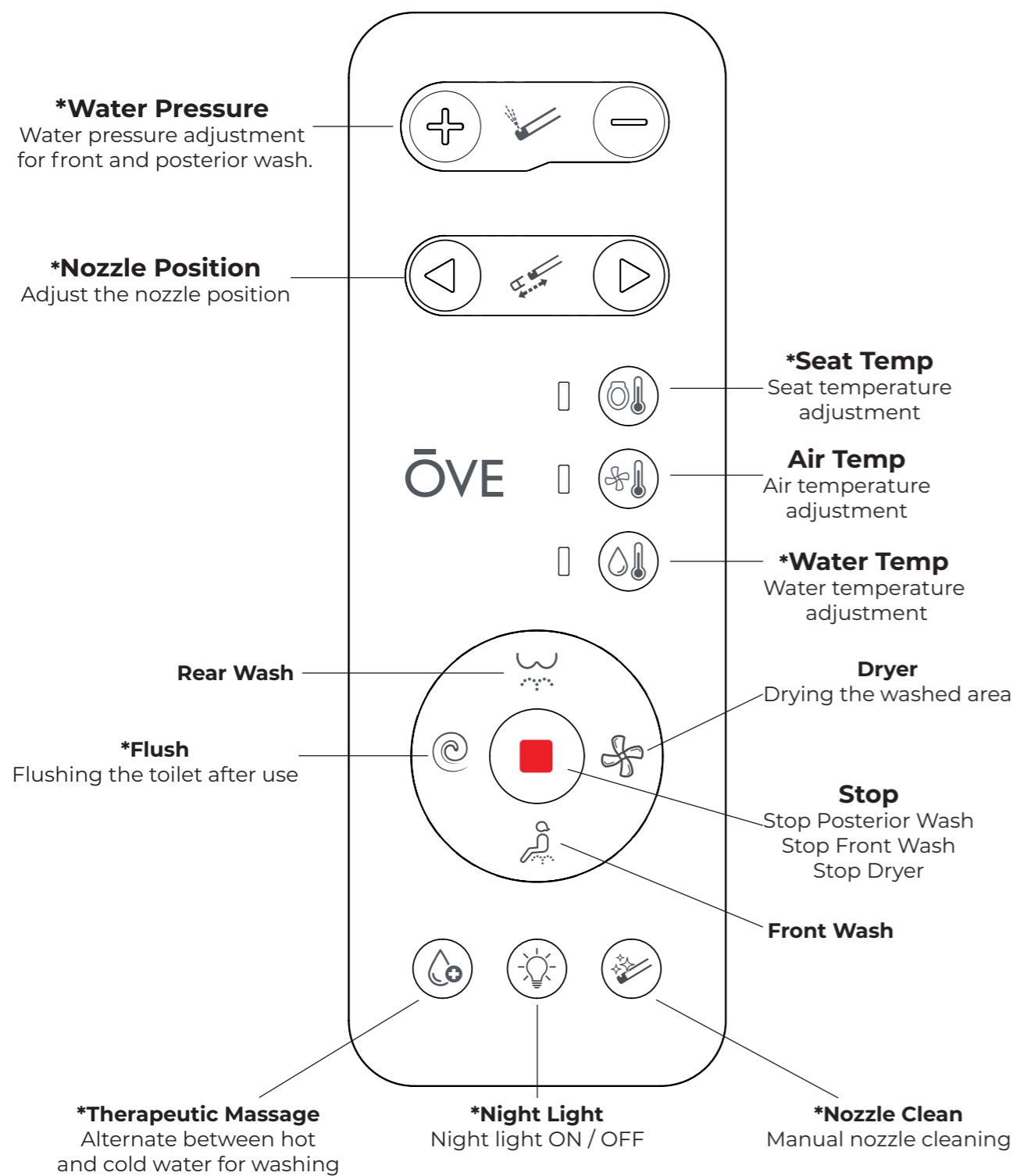
## PRODUCT DIMENSION



# PARTS INFORMATION



PART #	DESCRIPTION	QUANTITY	CODE
A	Toilet	1	--
B	Lid	1	99TOI-IO3SX0OU-YI
C	Seat	1	99TOI-F84L6302-YI
D	Rotary Knob	1	--
E	T-valve	1	99TOI-18T4OUE4-YI
F	GFCI Power Plug	1	--
G	Water Supply Hose	1	99TOI-XP9GZ56N-YI
H	Battery Box (batteries not supplied)	1	99TOI-N2Y96N9S-YI
--	Wax Ring	1	99TOI-20WNB9VX-YI
--	Fixation Hardware Kit (L-bracket)	1	99TOI-2IY248ZX-YI



- \*Long press the "Therapeutic Massage" button to turn on/off the power saving ECO function.
- \*Long press "Night Light" to turn on/off all Function Prompt Tones (all function sounds).
- \*Long press "Water temp" to turn on/off auto flush function.
- \*Short press "Flush" for ECO flush.
- \*Long press "Flush" for full flush.
- \*Long press "Nozzle clean" to turn on/off pre-wetting.
- \*Long press "Water pressure+" to store USER PRESET (1); long press "Water pressure-" to activate the saved USER PRESET (1).
- \*Long press "Nozzle forward" to store USER PRESET (2), long press "Nozzle backward" to activate the saved USER PRESET (2).

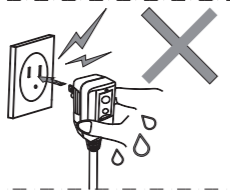
## WARNINGS AND SAFETY

The hazards and warnings listed here are important for the safety of our users. Please take a moment to read them carefully. The DISTRIBUTOR and MANUFACTURER will not be liable for any damage or injury caused by the product due to improper use and/or failure to follow safety warnings.

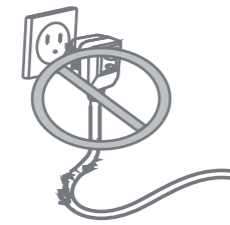
This product must be properly grounded. Be sure to have a certified electrician perform the installation.



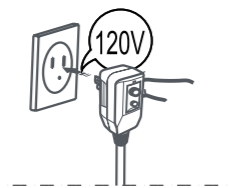
Do not touch, insert, or pull out the power plug with a wet hand.



Do not use a power socket in poor condition or a damaged power plug.



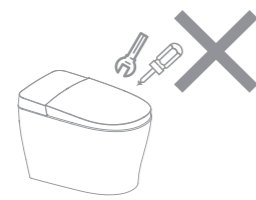
The power socket in use must be a dedicated line and rated for AC120V, 1800w.



Do not use the product during thunderstorms and other severe weathers. Disconnect the power plug during storms.



Do not dismantle, repair or alter this product on your own. Contact our customer service for further suggestion.



Do not place a lit cigarette along with other burning objects near or into the product.



Do not use the product if smoke is emitted from the product. Immediately turn off the power and water supply.



Do not expose the smart toilet to direct sunlight, as it may cause color changes



Do not pull, damage, bend, twist, stretch, roll, bundle, clamp, or pinch the power cord. Do not place or hang anything on the power cord.

If the power cord is damaged, contact a qualified electrician immediately and do not use the product.

If the seat ring or lid is damaged, be sure to unplug the toilet and turn off the water supply. Contact Customer Service immediately for replacement parts.

Persons with disabilities, the elderly and children should use this product under the supervision of another individual.

This product is not a toy.

## WARNINGS AND SAFETY

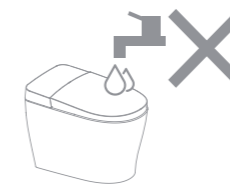
To clean or maintain plastic parts (seat, lid, cover, etc.), do not use harsh cleaning agents. (including, but not limited to, products such as: concentrated sulfuric acid, concentrated nitric acid, glacial acetic acid, carbon tetrachloride, chloroform, acetone, butanone, benzene, methylbenzene, phenol, methyphenol, dimethylformamide, methyl ether, soybean oil, acetate, 40% nitric acid, thick salt acid, 95% alcohol, gasoline, kerosene, brake oil, paint thinner, diesel fuel, etc.)



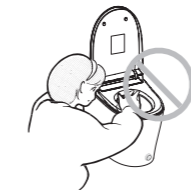
Do not stand on the lid. Do not force the lid or seat to open or close. Do not use the lid to store anything.



Do not install the product in a damp or wet environment. Do not spray or soak this product with any form of liquid to prevent damage to the product and the surrounding environment.



Do not place your hand or any other object into the dryer trap during use. Do not block the dryer with any object.



Do not add water or detergent to the product or remote control.

Do not soak the product in detergent water.

Do not use polluted or industrial water. Untreated water may cause corrosion of the product and may result in electric shock or fire.

Do not spray the water trap.

When using the battery in the remote control and battery box:

Install the battery correctly with the correct polarity.

Do not mix new and old batteries.

Do not mix different types of batteries.

Do not mix different brands of batteries.

Remove all batteries for long term storage or when not in use.

Replace all batteries before they reach the end of their life. Failure to do so may result in product malfunction.

Dispose of the battery in accordance with local regulations.

Keep batteries out of the reach of infants and small children.

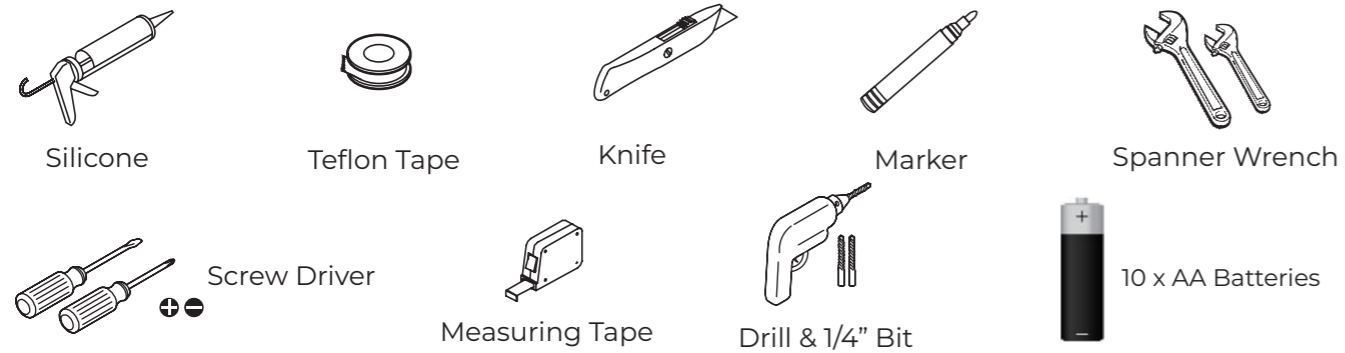
\*If a battery is swallowed, consult a physician immediately.

If battery fluid leaks or enters skin or eyes, do not rub and rinse with clean water. Seek medical attention immediately.

## INSTALLATION TOOL

### TOOLS REQUIRED

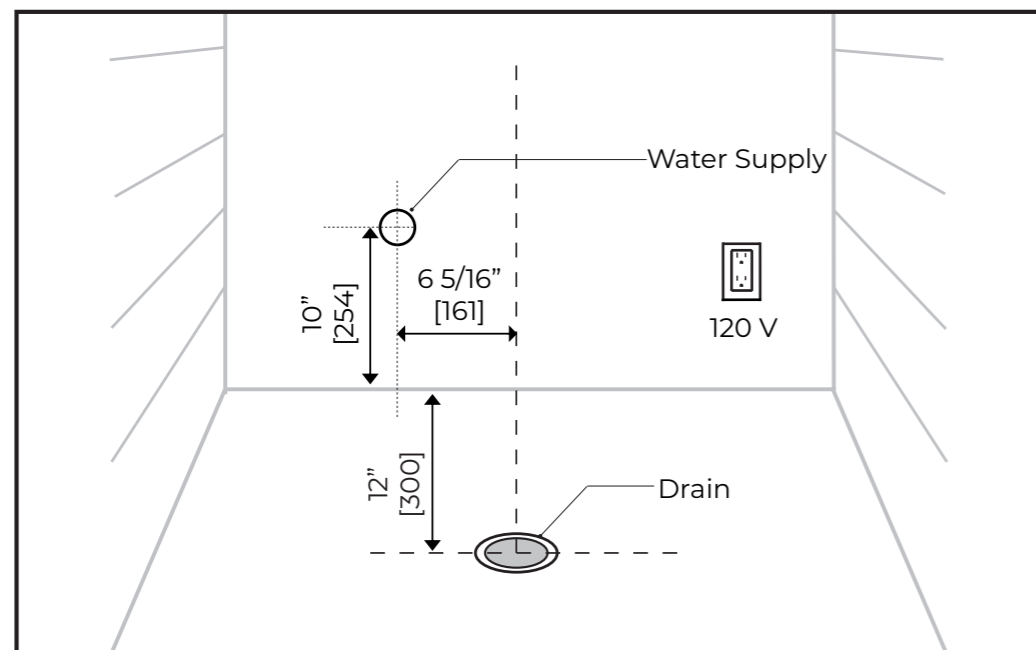
Required tools for installation (not supplied. Please have these tools prepared prior to installation).



## BEFORE YOU START

### INSTALLATION AREA REQUIREMENT

The minimum dynamic operating water pressure is 11.6 psi, and the maximum static water pressure is 108 psi.



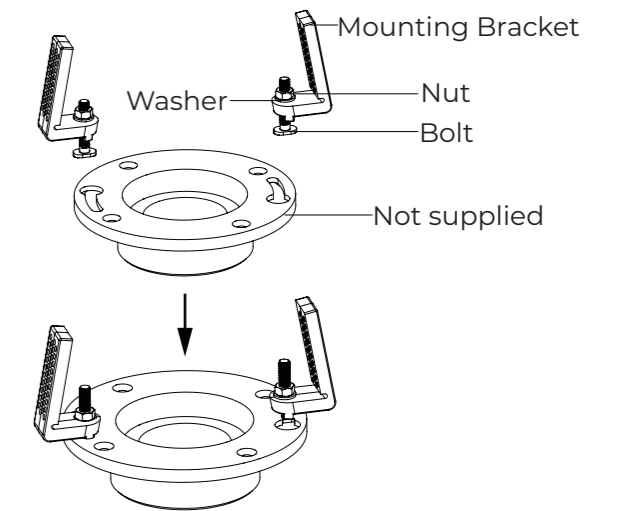
OVE

## INSTALLATION

1

### Mounting bracket installation

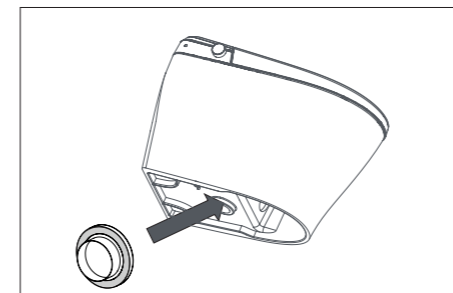
Assemble the mounting bracket with bolts and then install them to the pre-installed flange plate on the ground and lock tight with nuts.



2

### 2.1 Install the wax ring

Place the wax ring on the drain hole at the bottom of the ceramic.



### 2.2 Install the toilet

Install sealing flange into drain outlet.

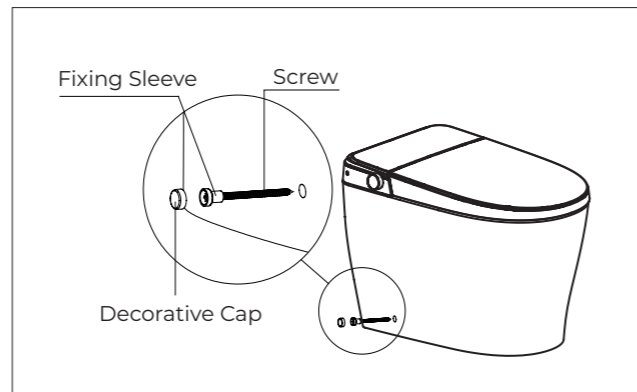


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3

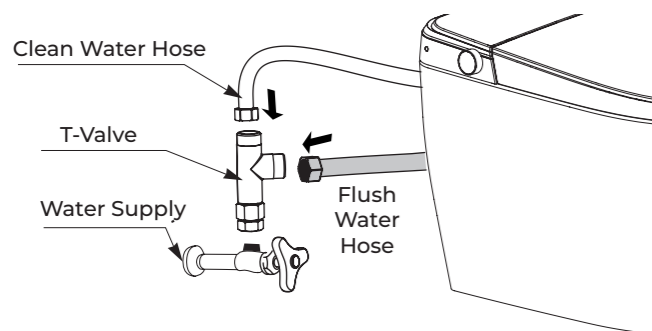
### Mounting bracket installation

Put the screw through the fixing sleeve and then install it through the holes (on both sides of the toilet ceramic) to the mounting bracket on the ground, and lock tight with a tool. Put the decorative cap on the fixing sleeve.

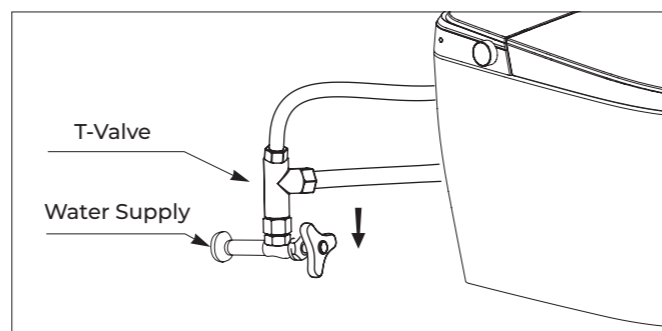


4

**4.1 Attach the flush water hose and the clean water hose to the T-valve and tighten.**

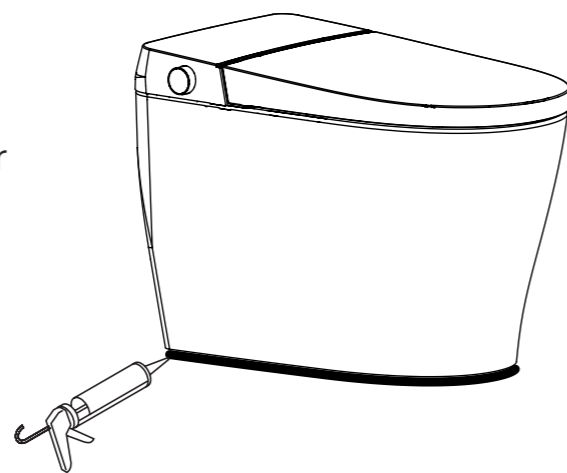


**4.2 Connect the T-valve to the water supply and tighten.**



**4.3 Turn on the water supply and check for leaks.**

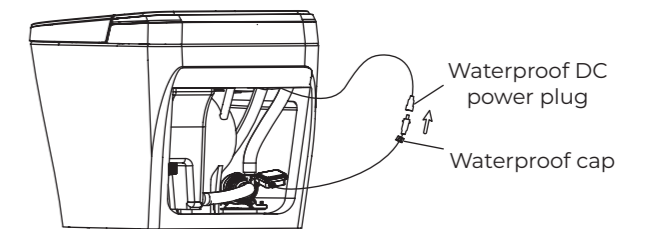
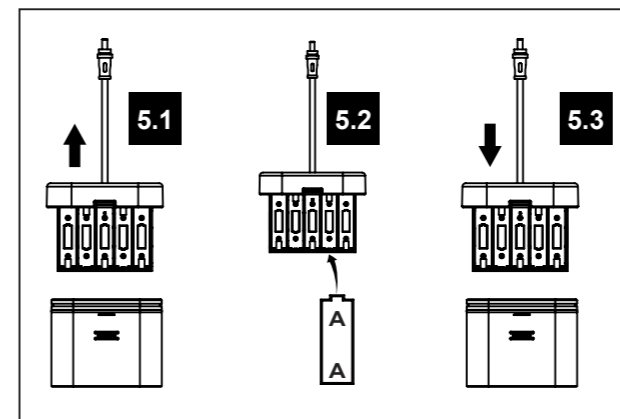
Apply silicone around the base of the toilet and allow to dry for 24 hours.



5

### Battery box installation (for emergency flush during power outage)

1. Prepare 10 AA batteries (not supplied).
2. Disassemble the battery box and take out the battery holder.
3. With reference to the installation picture of the battery, insert 10 AA batteries into the battery box and re-assemble the battery box.
4. Connect the waterproof DC power plug and tighten the waterproof cap.
5. Place the battery box in a suitable position as shown.
6. For any questions, please call the customer service center or your local dealer.
7. The battery should be placed out of the reach of children.
8. Some batteries and connecting wires may have slots. Please do not forcibly insert, otherwise, it will lead to product damage.



6

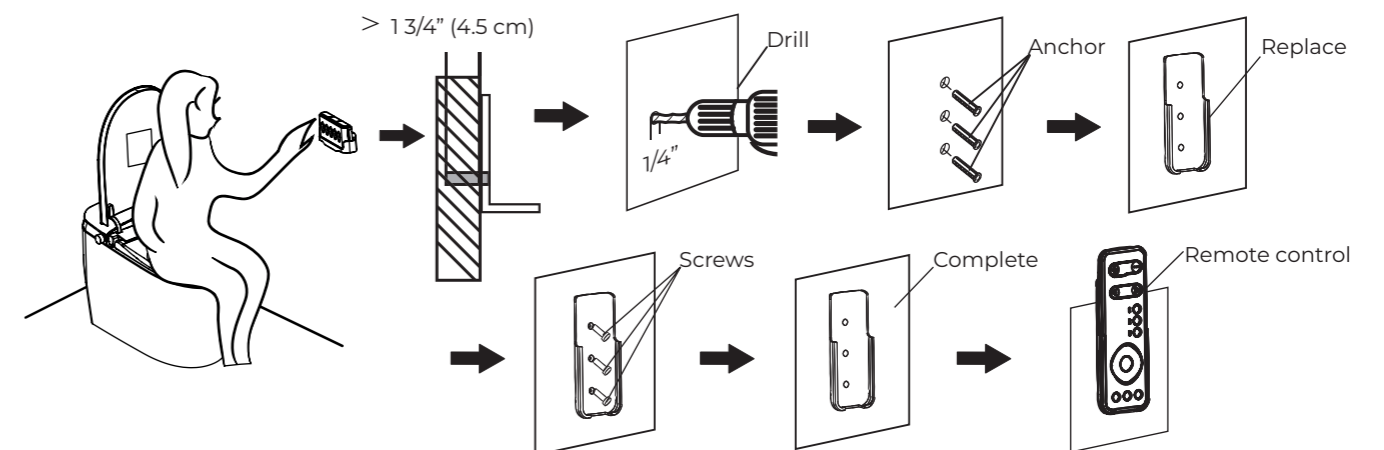
### Remote control holder installation (optional)

1. Use the remote control holder as guide to drill three 1/4" hole on the wall.
2. Insert the wall anchor and install the holder with a screwdriver.
3. Install the provided AAA batteries to the remote control.

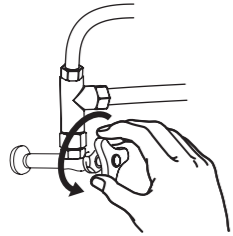
### Caution

The remote control holder should be installed away from the bidet's spray area. The remote control holder should be installed within reach when seated on the toilet.

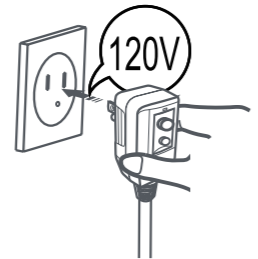
Make sure there is no interference between the toilet and the remote.



1. Open the water supply valve to maximum as shown in the figure.  
2. Check if there is any water leak.



Plug in the GFCI power plug.

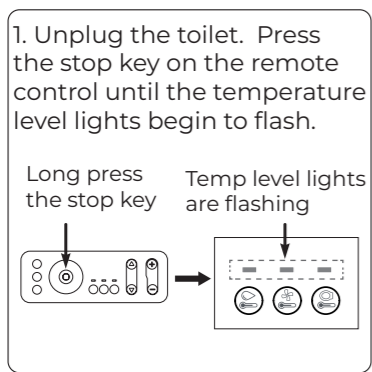


1. Check to see if the toilet power light is on.  
2. Press the rotary knob to confirm the toilet is powered on.

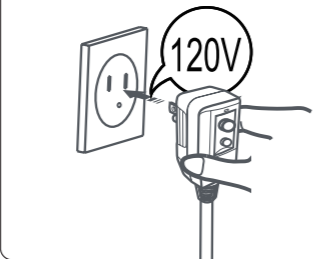
### Pairing your remote control (for remote control replacement)

When the product leaves the factory, the remote control and the product are paired. Should the remote control unpair, please use the following method to re-pair.

1. Unplug the toilet. Press the stop key on the remote control until the temperature level lights begin to flash.

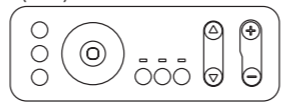


2. Plug the power plug making sure the remote control is close to the toilet.



3. Temperature level lights will stop flashing and remain steady.

All temp level lights (red) are on

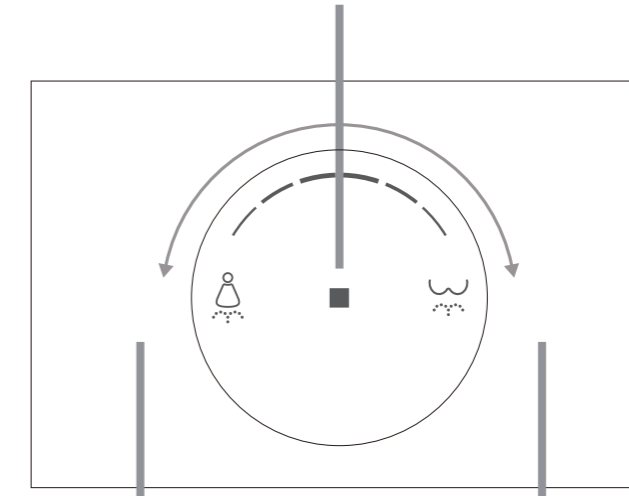


4. Pairing successful when all temperature level lights are steady.

## ROTARY KNOB FUNCTIONS

### ■ Power / Stop

Press and hold for 3 seconds to enter sleep mode. Press and hold for 3 seconds to activate the toilet. While activated and seated: Press and release for flush, press and hold for 3 seconds to activate drying function. Press and release to stop all bidet functions.



### ■ Front Wash

**While seated on the toilet without dryer or nozzle cleaning in operation.**

Rotate knob back 45° to activate front wash. Default operation: Nozzle will automatically move back and forth. Cycle will operate for 1.5 minutes of washing and 4 minutes of drying after auto flush. Water pressure can be adjusted by rotating the knob.

### ■ Rear Wash

**While seated on the toilet without dryer or nozzle cleaning in operation.**

Rotate knob back 45° to activate rear wash. Default operation: Nozzle will automatically move back and forth. Cycle will operate for 1.5 minutes of washing and 4 minutes of drying after auto flush. Water pressure can be adjusted by rotating the knob.

### ■ Auto Flush

When the seat sensor no longer detects a user, the toilet will automatically flush.

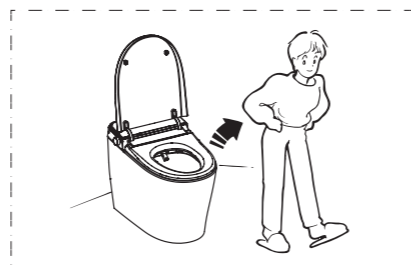
The toilet will only flush once.



### ■ Auto Deodorization

This function runs automatically.

Once the user is seated, the deodorization fan is automatically turned on, and the deodorization is turned off 3 minutes after the user leaving the seat.

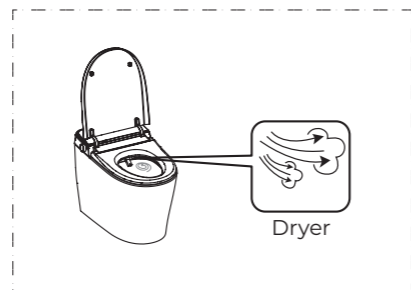


### ■ Dryer

Press the "Dryer" button.

The warm air function is activated and a flush is performed.

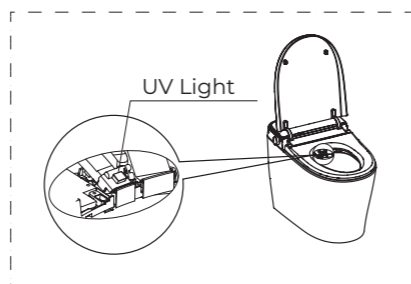
\*Front/Rear wash is not available during flushing.



### ■ UV Sterilization

Irradiation at the nozzle.

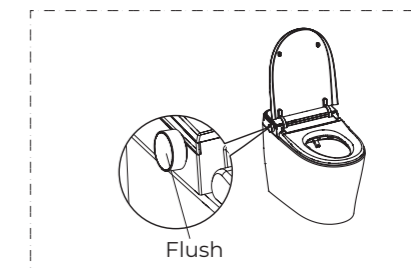
10 seconds after user unseated, the UV sterilization (ultraviolet lamp) will initiate automatically and last for 3 minutes. During this time, either press "Stop" button or activate the seat sensor to stop UV sterilization.



### ■ Emergency Flush

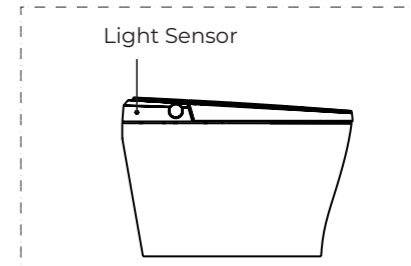
In case of a power outage, press the rotary knob to flush.

For use during power outage only. If the toilet does not respond to above operation, you will need to replace the batteries in the battery box.



### ■ Night Light

Operates automatically depending on surrounding ambient light intensity.

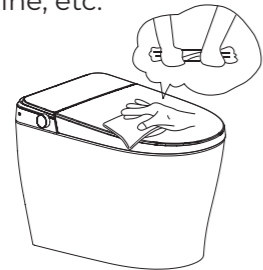


## MAINTENANCE AND CARE

**Unplug the toilet and turn off the water supply before maintenance.  
Direct water wash to the toilet is prohibited.**

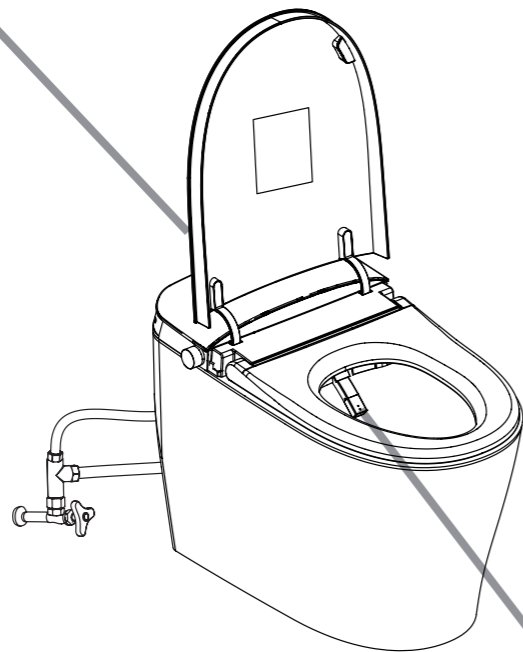
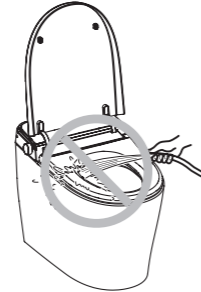
Wipe dust or stains with a soft wet cloth. A wet soft brush, cloth or sponge may be used to clean the ceramic area.

Do not use abrasive cleaning solutions, such as alcohol, bleach, paint thinner, cresol, benzene, gasoline, etc.



### **Warning**

Do not spray water, cleaning solution, detergents on the toilet, remote control or the power cord. Doing so may cause electric shock or fire.



### **Maintenance during winter season or long term storage.**

During winter season, the water inside the toilet may freeze after long periods of storage and non-usage. Please take necessary measures to prevent any potential damage to the toilet.

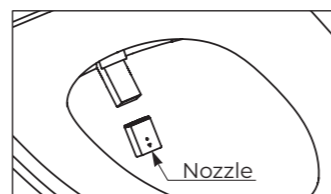
Before turning on the power and water supply, allow it to defrost with warm room temperature for 30 minutes.

In case of extreme cold/freezing environment, wrap the water inlet with a warm towel. Never pour hot water or use hot dryer directly on the toilet.

### **Maintenance of the nozzle.**

Without being seated, Press the "Clean Nozzle" button on the remote control to extend the nozzle. Clean the nozzle with a soft bristle brush.

Do not move the nozzle with force. If blocked, gently pull out the nozzle and rinse with running water.



## TROUBLESHOOTING GUIDE

**If the user run into any issue, please consult the troubleshooting guide below.**

**If the problem is not resolved, please contact customer service with image/video of the issue.**

ISSUE	POSSIBLE CAUSE	SOLUTION
Toilet is constantly beeping / light flashing.	Abnormal operation.	Unplug the toilet for 1 minute, then plug it back for a manual reset. If the problem persists, contact customer service with a video of the issue.
Toilet not working.	No power supply.	Check if the toilet power plug is firmly plugged in and if there is power supply from the socket.
	The toilet is set to POWER OFF.	Press the rotary switch for 3 seconds, then the power light is on.
Front / Rear / Dryer can not start.	Sensor not detecting user.	Please sit on the seat rim.
No water from the nozzle spout.	Shut off valve is turned OFF.	Turn ON the shut off valve.
	Shut off valve filter is blocked.	Clean the filter or change the filter if necessary.
	Water supply hose is blocked or bent.	Check the water supply hose status.
The cleansing water pressure/intensity is weak.	The wash nozzle head is blocked.	Manual clean the nozzle head.
	The water supply pressure is low.	Check the water pressure / Confirm Water Flow Rate to SPEC.
	The cleansing water pressure set to a low level.	Use the remote control to re set a proper water pressure level.
	The water inlet filter is blocked.	Clean the filter or change the filter if necessary.
The cleansing water is cold.	The water temperature set to OFF.	Use the remote control to re-set a proper water temperature level.
	The inlet water temperature is low.	Check the water pressure / Confirm Water Flow Rate to SPEC.
Unusual water flow from the nozzle spout.	Abnormal operation.	Unplug the toilet for 1 minute, then plug it back for a manual reset.
Water pouring from nozzle when not in operation	Abnormal operation.	Unplug the toilet for 1 minute, then plug it back for a manual reset.
The seat temperature is too low or it is not warm.	The toilet is on the POWER OFF status.	Press the rotary switch for 3 seconds, then the power light is on.
	The seat temperature set to OFF.	Use the remote control to re-set a proper seat temperature level.
The remote control does not work.	Batteries are drained.	Replace the battery.
	The toilet is on the POWER OFF.	Press the rotary switch for 3 seconds, then the power light is on.
	The remote control is not paired with the toilet.	Follow the instruction manual to pair the remote control.

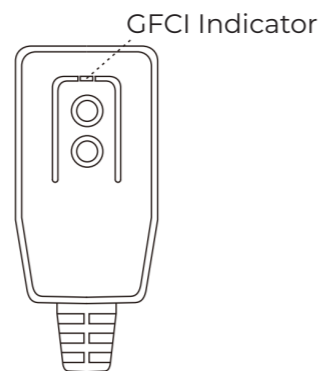
ISSUE	POSSIBLE CAUSE	SOLUTION
Can not flush from the rotary flush button when there is a power outage.	Batteries are drained.	Replace AA batteries.
No audible sound when pressing the buttons.	Toilet sounds are set to mute.	Follow the instruction manual and use the remote to set the MUTE mode OFF.
Lazy flush/Weak flush	Abnormal operation.	Unplug the toilet for 1 minute, then plug it back for a manual reset.
The toilet seat or lid is stuck opened/closed.	The soft close mechanism is damaged.	Contact customer service for the part replacement.

## GFCI MAINTENANCE GUIDE

This GFCI is shipped from the factory in the tripped condition and cannot be reset until power is supplied to the device. Plug the GFCI to your receptacle. The GFCI plug will test the line & load connections automatically, the status indicator will turn green if there is no failure. Ensure that the GFCI is still in the tripped condition by pressing the TEST button.

Press the RESET button fully and release. The Status Indicator turns Green. If the Status Indicator turns Off and the GFCI cannot be reset, press the TEST button to trip the GFCI. Contact your electrician as the Line and Load connections in your receptacle might be reversed.

IMPORTANT: Press the TEST button (then RESET button) every month to assure proper operation. If the Status indicator continuously blinks, or the GFCI cannot be reset / tripped, it must be replaced.



## SPECIFICATIONS

Description	SPEC
<i>Electric Load</i>	AC 120V / 1050W / 60HZ (when inlet water temperature is 59 °F (15 °C))
<i>Electric Cord</i>	35.5 in (0.9 m) insulated power cord
<i>Water Supply Hose</i>	DN 15 (G 1/2 in)
<i>Back Flow Prevention</i>	Yes
<b>Bidet Cleaning System</b>	
<i>Water Temp</i>	OFF / 93.2 °F - 102.2 °F (34 °C - 39 °C), 4 Levels
<i>Overheating Safety</i>	Temperature safety reset protector integrated. Toilet will shutdown if the temperature or water flow is out of specs.
<b>Drying System</b>	
<i>Drying Air Temp</i>	OFF / 95 °F - 131 °F (35 °C - 55 °C), 4 Levels
<i>Air Speed</i>	> 4m/s
<i>Overheating Safety</i>	Temperature Fuse
<b>Heating Seat</b>	
<i>Seat Temp</i>	OFF / 93.2 °F - 102.2 °F (34 °C - 39 °C), 4 Levels
<i>Overheating Safety</i>	Thermal Fuse
<b>Deodorization System</b>	
<i>Deodorizer</i>	Eliminates odors through an odor fighting catalyzer.
<b>Limitations</b>	
<i>Water Supply Pressure</i>	Minimum: 11.6 psi Maximum: 108 psi (static state)
<i>Water Supply Temp</i>	59 °F - 95 °F (15 °C - 35 °C)
<i>Ambient Temp</i>	59 °F - 104 °F (15 °C - 40 °C)

# WARRANTY

## **LIMITED PRODUCT WARRANTY**

Warranty Period (from date of sale to first retail purchaser):

1 year on electronic components.

5 years on fittings and ceramic components.

Limited Warranty: THE DISTRIBUTOR warrants to the original retail purchaser that within a reasonable time after notification from purchaser, THE DISTRIBUTOR will repair or replace the Product, or any part or component of the covered Product, distributed by THE DISTRIBUTOR which is proven to the satisfaction of THE DISTRIBUTOR to be defective in workmanship or materials, and which has failed during normal use and within the warranty period. This Limited Warranty does not apply to Products that have been damaged, or which fail, as a result of causes other than manufacturing defects (such as but not limited to improper installation including damage to finishes; lack of or improper care or maintenance; exposure to elements including corrosive products, environments or external water damage; external causes or impact such as electrical surges, fire or impurities in the water supply, alteration; abuse or misuse). The warranty commences on the first date a Product is purchased by the customer. This warranty applies exclusively to products purchased and used in the country of sale.

Warranty Claim Procedure: To make a claim please email or call THE DISTRIBUTOR to trouble-shoot the issue and start the claim process. Products may be inspected or evaluated by THE DISTRIBUTOR and any Product, part or component found to meet the above warranty criteria will be repaired or replaced at THE DISTRIBUTOR's option. Replacement or repaired parts will be shipped at no cost to customer via ground freight to USA and CANADA destinations only. Any expedited methods of shipments are customer's expense.

**DISCLAIMER AND EXCLUSION OF WARRANTIES: This warranty is meant to be a complete and exclusive statement of the terms of all limited warranties offered by THE DISTRIBUTOR.**

**To the fullest extent permitted by law, other than the express warranty set forth in this instrument there are NO WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE EXTENDED BY THE DISTRIBUTOR. Some states do not allow the exclusion of, or limitations to the duration of, implied warranties so the above limitation may not apply to you.**

This warranty gives you specific legal rights. You may also have rights, which may vary under applicable state or national legislation, which cannot be disclaimed or modified by the above Disclaimer. Except as permitted, the Disclaimer is not intended to waive, modify, release or limit the applicability of preemptive state or national legislation inconsistent with the terms of this Limited Warranty and Disclaimer. However, to the extent permitted by law, no implied warranties of merchantability or fitness are intended or extended hereunder. Notwithstanding the Disclaimer if any implied warranty is imposed by operation of law, to the extent permitted, the duration of such implied warranties is limited to the shorter of the term of the express warranty or the applicable statute of limitations.

The Products listed above are intended to be installed and used for personal, consumer residential use. Use of Products for any other purpose such as commercial purposes voids this warranty. The Limited Warranty is applicable only to the Products listed herein, and no warranty is extended to products not distributed by THE DISTRIBUTOR. The warranty is applicable only to the first retail purchaser.

Transferability: This warranty is not transferable.

**LIMITATION AND EXCLUSION OF REMEDIES AND DAMAGES: THE DISTRIBUTOR's sole responsibility under this Limited Warranty shall be to evaluate, inspect, repair and/or replace, at its option, any defective Product, part or component. In certain instances THE DISTRIBUTOR reserves the right to provide refurbished parts. Purchaser agrees that this is the sole and exclusive remedy under this Limited Warranty. THE DISTRIBUTOR will not be responsible for any incidental, consequential, special or indirect damages, including loss of use as a result of any manufacturing defect in a Product. THE DISTRIBUTOR will not be responsible for labor, or any other fees associated with the removal or installation of the warranted Product, parts and/or components. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to you.**

Product modification: THE DISTRIBUTOR reserves the right to change, modify or improve the Products without obligation to incorporate such changes in Products previously sold or installed.

Authority and Modification: The retail seller is not the agent of THE DISTRIBUTOR and is not authorized to vary or modify the terms of the Limited Warranty. In addition, the retail seller cannot bind THE DISTRIBUTOR or make any representations or promises about the Product that are binding on THE DISTRIBUTOR.