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› HOCANFLO Upflush Macerating Toilet System User Manual

HOCANFLO FLO-MY500

HOCANFLO Upflush Macerating Toilet System

Model: FLO-MY500

Brand: HOCANFLO

1. INTRODUCTION

This manual provides detailed instructions for the installation, operation, and maintenance of your HOCANFLO Upflush Macerating Toilet System. This system is designed to offer an efficient and convenient solution for bathroom installations where traditional gravity-fed plumbing is not feasible. Please read this manual thoroughly before installation and use to ensure proper function and safety.

2. SAFETY INFORMATION

- Always disconnect power before performing any maintenance or service.
- Ensure all electrical connections comply with local codes and regulations. It is recommended to have electrical work performed by a qualified electrician.
- Ensure all plumbing connections are secure and leak-free to prevent water damage.
- Do not dispose of foreign objects (e.g., sanitary products, wipes, excessive paper, chemicals, grease) into the toilet, as this can damage the macerator pump and void the warranty.
- Keep children away from the unit during operation and maintenance.
- If the unit malfunctions, disconnect power immediately and refer to the troubleshooting section or contact customer support.

3. PACKAGE CONTENTS

Verify that all components listed below are present and undamaged before beginning installation:

- Elongated Toilet Bowl
- Toilet Tank
- 500 Watt Macerator Pump

- Connecting Pipe (for pump concealment)
- Slow Close Seat Cover
- Installation Hardware (clamps, connectors, etc.)



Figure 3.1: Included components of the HOCANFLO Macerating Toilet System. This image displays the toilet bowl, tank, macerator pump, various pipes, clamps, and covers that are part of the complete package.

4. SPECIFICATIONS

Feature	Detail
Model Number	FLO-MY500
Power	500 Watt (2/3 HP)
Voltage	110V - 120V

Frequency	60Hz
Flush Volume	1.6 Gallons Per Flush (GPF)
Vertical Discharge	Up to 29.5 ft (9 meters)
Horizontal Discharge	Up to 328 ft (100 meters)
Input Ports	4 (for toilet, sink, urinal, hand basin, bath)
Toilet Material	Porcelain
Seat Material	Polypropylene
Product Dimensions (D x W x H)	25.4" x 14.8" x 29.3"
Item Weight	98.3 lbs
Noise Level	Low noise operation (approx. 39 dBA)
Motor Speed	3600 RPM (tested over 50,000 cycles)

PERFECT COMFORT HEIGHT FOR YOU



Figure 4.1: Detailed dimensions of the HOCANFLO Upflush Macerating Toilet System, including bowl and tank measurements.



Figure 4.2: The HOCANFLO macerator pump highlighting its 500W power, low noise level, flow rate, and pumping distances.

5. INSTALLATION (SETUP)

The HOCANFLO Upflush Macerating Toilet System is designed for relatively easy installation without the need for breaking concrete floors. It is a floor-mounted unit.

5.1 Placement Considerations

- Choose a location that allows for proper drainage and access for maintenance.
- Ensure the unit is placed on a stable, level surface.
- Consider the proximity to a power outlet (110V-120V, 60Hz) and water supply.

5.2 Connecting Additional Fixtures

The macerator pump features four input ports, allowing connection to various sanitary devices in addition to the toilet. These can include:

- Sink
- Urinal

- Hand Basin
- Shower
- Washing Machine



Figure 5.1: The macerator pump's capability to connect to multiple fixtures, including a toilet, sink, shower, and washing machine, demonstrating its versatility.

5.3 Plumbing Connections

1. Connect the toilet outlet to the macerator pump inlet using the provided connecting pipe. This pipe allows for flexible placement and can help conceal the pump.
2. Connect the discharge outlet of the macerator pump to your main waste stack. Ensure the discharge pipe is correctly sized and sloped for efficient waste removal. The pump can discharge waste up to 29.5 feet vertically and 328 feet horizontally.
3. Connect the water supply line to the toilet tank.
4. If connecting additional fixtures, plumb their waste lines to the available input ports on the macerator pump.
5. Secure all connections with appropriate clamps and ensure they are watertight.

5.4 Electrical Connection

Connect the macerator pump to a dedicated 110V-120V, 60Hz electrical outlet. Ensure the circuit is properly grounded and protected by a Ground Fault Circuit Interrupter (GFCI) for safety.



Figure 5.2: An installed HOCANFLO Upflush Macerating Toilet System, showing the compact setup of the toilet and the macerator pump unit.

6. OPERATION

The HOCANFLO Upflush Macerating Toilet System operates automatically once properly installed and connected to power and water.

6.1 Flushing the Toilet

To flush the toilet, press the flush button on the tank. The system uses a 1.6 GPF (Gallons Per Flush) volume for efficient waste removal. The 500W macerator pump activates automatically, grinding waste into a slurry and pumping it through the discharge pipe.

6.2 Low Noise Operation

The macerator pump is designed with stainless steel non-clog blades and a robust electric motor with copper wires, contributing to a low noise flush operation (approximately 39 dBA).

6.3 Slow Close Seat Cover

The included slow close seat cover prevents slamming, ensuring quiet and gentle closing.



Figure 6.1: A top-down view of the HOCANFLO Upflush Macerating Toilet System, showing the elongated bowl and the compact design of the unit.

7. MAINTENANCE

Regular maintenance ensures the longevity and optimal performance of your HOCANFLO Macerating Toilet System.

7.1 Cleaning

- Clean the porcelain toilet bowl and exterior surfaces with standard non-abrasive bathroom cleaners.
- Avoid using harsh chemicals or abrasive tools that could damage the finish or internal components.
- The system features activated carbon deodorization to help maintain hygiene and prevent odors.

7.2 Preventing Clogs

To prevent clogs and ensure the efficient operation of the stainless steel non-clog blades:

- Only flush human waste and toilet paper.
- Do not flush sanitary napkins, tampons, wet wipes (even if labeled "flushable"), paper towels, cotton balls, dental floss, or any other non-biodegradable items.
- Avoid pouring grease, oil, or harsh chemicals down connected sinks or showers.

8. TROUBLESHOOTING

If you encounter issues with your HOCANFLO Macerating Toilet System, refer to the common problems and solutions below. If the problem persists, contact customer support.

Problem	Possible Cause	Solution
Pump does not activate	No power; electrical fault; pump obstruction	Check power supply and circuit breaker. Ensure unit is plugged in. Disconnect power and check for obstructions in the pump or blades.
Pump runs continuously or frequently	Leak in plumbing; faulty sensor; discharge pipe blockage	Check all connections for leaks. Inspect discharge pipe for partial blockages. Contact support if sensor is suspected.
Poor flushing performance	Partial clog; insufficient water supply	Ensure water supply valve is fully open. Check for partial clogs in the toilet bowl or macerator unit.
Unusual noise or vibration	Foreign object in pump; worn components	Immediately disconnect power. Inspect the macerator chamber for foreign objects. If noise persists, contact customer support.

9. WARRANTY AND SUPPORT

HOCANFLO stands behind the quality of its products.

9.1 Warranty Information

- **1 Year Manufacturer Warranty:** For product replacement.
- **2 Year Manufacturer Warranty:** For product repair.

Please retain your proof of purchase for warranty claims.

9.2 Customer Support

For any concerns, installation questions, or issues with your macerator toilet, please email HOCANFLO customer support. We aim to respond to all inquiries within 12 hours.

Contact: Refer to your purchase documentation or the HOCANFLO official website for the most current contact email address.