

HOROW HR-E17D

HOROW HR-E17D 17 Inch High Elongated Two-Piece Toilet

User Manual

1. PRODUCT OVERVIEW

The HOROW HR-E17D is a two-piece elongated toilet designed for comfort and water efficiency. It features an ADA-compliant comfort height, a powerful dual-flush system, and a soft-close seat for enhanced user experience.



Image 1.1: The HOROW HR-E17D two-piece elongated toilet, highlighting its design and features.

- **Comfort Height:** 17-inch seat height reduces strain, ideal for seniors, tall individuals, and those with limited mobility.
- **Dual Flush System:** Offers 1.1/1.6 GPF (Gallons Per Flush) options, saving up to 16,500 gallons annually compared to older models.
- **Powerful Flushing:** Features a 360° siphon flush with a MAP 1000g rating for complete waste removal and clog prevention.

- **Soft-Close Seat:** Durable PP seat with tensioned hinges prevents slamming.
- **Easy to Clean:** Dense, stain-resistant glazed ceramic surface ensures effortless maintenance.

2. SETUP AND INSTALLATION

The HR-E17D toilet is designed for straightforward installation with a standard 12-inch rough-in, eliminating the need for plumbing modifications in most bathrooms. All necessary accessories are included.

2.1 What's in the Box



Image 2.1: Included components: Toilet Bowl, Tank, Seat, Caps, T-Bolts, and Wax Ring.

2.2 Installation Steps (Summary)

1. **Prepare the Area:** Ensure the water supply is turned off and the old toilet (if any) is removed. Clean the flange area.
2. **Install T-Bolts:** Secure the T-bolts to the floor flange.
3. **Apply Wax Ring:** Place the wax ring onto the toilet bowl's discharge opening or directly onto the floor flange.
4. **Set the Bowl:** Carefully lower the toilet bowl onto the T-bolts, ensuring the wax ring creates a tight seal. Press down firmly and evenly.
5. **Secure the Bowl:** Place washers and nuts onto the T-bolts and tighten them alternately until the bowl is stable, but do not overtighten. Cover with caps.
6. **Install the Tank:** Attach the tank to the bowl using the provided bolts and gasket, ensuring a secure, leak-free connection.
7. **Connect Water Supply:** Connect the water supply line to the tank's fill valve. Turn on the water supply and check for leaks.
8. **Install the Seat:** Attach the soft-close seat to the bowl.

Refer to the detailed step-by-step guide provided in the packaging for complete instructions and safety warnings.

3. OPERATING INSTRUCTIONS

The HOROW HR-E17D toilet features a dual-flush mechanism located on top of the tank, allowing you to choose between a partial flush for liquid waste and a full flush for solid waste, optimizing water usage.

3.1 Dual-Flush Mechanism



Image 3.1: The dual-flush buttons on the tank lid. The smaller button is for a partial flush, and the larger button is for a full flush.

- **Partial Flush (1.1 GPF):** Press the smaller button for liquid waste. This conserves water.
- **Full Flush (1.6 GPF):** Press the larger button for solid waste. This provides a powerful 360° jet siphon flush to ensure complete waste removal.



Image 3.2: Illustration of the 360° Jet Siphon Flushing system, demonstrating its powerful action.

4. MAINTENANCE

Regular cleaning and proper care will ensure the longevity and optimal performance of your HOROW HR-E17D toilet.

4.1 Cleaning the Toilet

- Use a soft cloth or sponge with a mild, non-abrasive bathroom cleaner.
- Avoid harsh chemicals, abrasive pads, or strong acids, as these can damage the ceramic glaze and seat finish.
- The dense, stain-resistant glazed ceramic surface repels stains, making cleaning easier.

4.2 Soft-Close Seat Care



Soft Closing Seat

Tensioned hinges ensure a soft close



Image 4.1: The soft-close seat mechanism, designed for quiet operation and durability.

- Do not force the seat down, as this can damage the soft-close mechanism.
- Clean the PP seat with mild soap and water.
- The seat is reinforced for durability and stability.

5. TROUBLESHOOTING

This section addresses common issues you might encounter with your toilet.

Problem	Possible Cause	Solution
Toilet does not flush or flushes weakly	Low water level in tank; clogged siphon jet; flapper/fill valve issue.	Check water supply valve; adjust water level in tank; clear any obstructions in the bowl or siphon jet; inspect flapper and fill valve for proper function.

Problem	Possible Cause	Solution
Toilet runs continuously	Flapper not sealing properly; fill valve malfunction; float ball out of adjustment.	Inspect and clean flapper for debris; replace worn flapper; adjust float ball to ensure proper water level; replace faulty fill valve.
Leaks at the base of the toilet	Loose mounting bolts; worn wax ring; cracked toilet base.	Tighten mounting bolts (do not overtighten); replace the wax ring; if the base is cracked, the toilet may need replacement.
Slow tank refill	Partially closed water supply valve; clogged fill valve.	Ensure water supply valve is fully open; clean or replace the fill valve.

If you encounter issues not listed here or require further assistance, please contact HOROW customer service.

6. SPECIFICATIONS

Detailed technical specifications for the HOROW HR-E17D toilet.

HOROW® 12" Rough-in

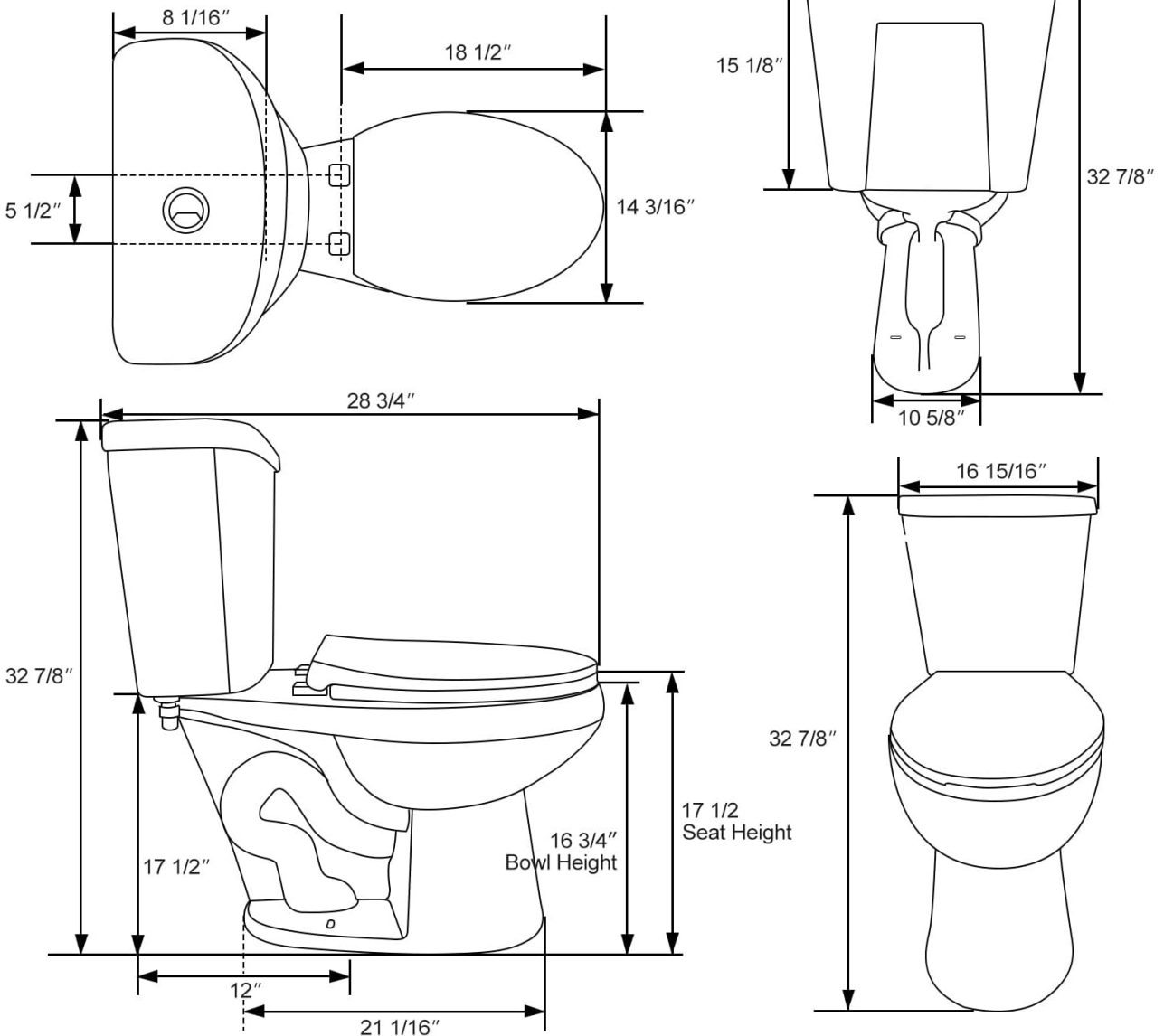


Image 6.1: Detailed dimensions and 12-inch rough-in measurement.

- **Model Number:** HR-E17D
- **Color:** White
- **Material:** Ceramic (Bowl/Tank), PP (Seat)
- **Product Dimensions (D x W x H):** 28.8" x 14.2" x 33"
- **Seat Height:** 17 inches (ADA Compliant)
- **Rough-in:** Standard 12 inches
- **Flush Type:** Dual Flush (1.1 GPF / 1.6 GPF)
- **Flushing System:** 360° Jet Siphon Flushing
- **MAP Rating:** 1000g
- **Installation Type:** Floor Mounted
- **Included Components:** Toilet Bowl, Tank, Seat, Caps, T-Bolts, Wax Ring

7. WARRANTY AND SUPPORT

HOROW is committed to providing quality products and excellent customer service.

- **Warranty:** This product comes with a 1-year limited warranty.
- **After-Sales Service:** Enjoy lifetime after-sales service.
- **Customer Support:** For any questions or assistance, our customer service team will respond within 12 hours. Please refer to the contact information provided in your product packaging or on the official HOROW website.