

MOEN® 摩恩

分体式陶瓷坐便器

安装使用说明书

Two-Piece Ceramic Toilet INSTALLATION INSTRUCTIONS

如需安装支持，配件丢失等，请联系MOEN。
(中国) 400-630-8866
www.moen.cn

PLEASE CONTACT MOEN FIRST
For Installation Help, Missing or Replacement
Parts
(China) 400-630-8866
www.moen.cn



图片仅供参考
(款式因型号而异)

Image is for reference only
(Style varies by model)

推荐工具

为了安全和让安装和替换变得容易，Moen建议您使用以下工具：

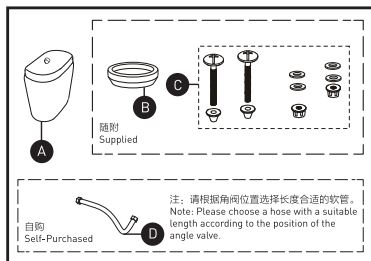
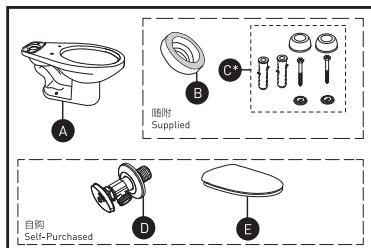
HELPFUL TOOLS

For safety and ease of replacement, Moen recommends the use of these helpful tools.



记录购买的型号：
(保存安装说明书以备将来参考)

Record Purchased Model Number:
(Save instruction sheet for future reference)



注：本说明书标注的产品示意图仅供参考，请以实物为准。

Note: The product schematics marked in this manual are for reference only, please refer to the actual product.

安装前确认

· 安装前请仔细阅读此安装说明书，以便准备和熟悉所需要的安装工具、材料、安装步骤和注意事项，避免因安装不当导致的不必要的损失。

- 安装前，卫生间墙、地砖应已完成施工，且预留了坑管和给水管路。
- 请核对您选购的产品坑距尺寸与预留坑距相符（通常产品坑距为305/400mm，定制款坑距请以实物规格为准。）
- 如果有旧的坐便器，先关闭水源再拆除旧坐便器并清洁地面。如果是新安装坐便器，请关闭供水并清洁地面。

注意：

- 地面应平整，否则可能导致坐便器安装后开裂。
- 在安装之前和过程中，请用干净的物品堵住地面排污口，防止工具、水泥、油泥等杂物掉落坑管内，堵塞管路。

坐便器底座零件清单

- A. 陶瓷坐便器底座
- B. 油泥密封圈
- C*. 地脚固定配件包
- D. 供水角阀
- E. 坐便器盖板

*部分型号包含此配件，具体以实物为准。

Toilet Base Parts List

- A. Toilet Base
- B. Wax Ring
- C*. Screw Package
- D. Angle Valve
- E. Toilet Seat

*Include for some models, please refer to the actual product.

水箱零件清单

- A. 水箱
- B. 橡胶密封圈
- C. 水箱安装配件包
- D. 供水连接管

Cistern Parts List

- A. Cistern
- B. Rubber Sealed Loop
- C. Screw Package
- D. Supply Hose

Checklist before Installation

- Please read these instructions carefully to familiarize yourself with the required tools, materials, and installation sequences. This will help you avoid costly mistakes.
- Final wall and Ceramic tiles are finished and the suggested water supply and drain are reserved before installation.
- Ensure that the drain has the correct roughing-in dimension. The drain pit distance is 305/400mm for regular products. The customized products have its specific pit distance.
- If the toilet is installed from scratch, turn off the water supply and clean floor. If the toilet is to replace old toilet, turn off the water supply and then remove the old toilet and clean floor.

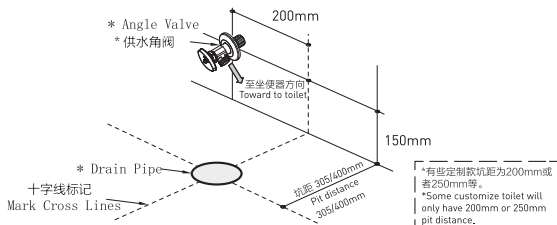
Note:

- Ensure the floor is smooth, or it will cause toilet damage.
- Before and during the installation, block the drain with clean objects, to prevent tools, cement, sludge and other debris from falling into the pit pipe and blocking the pipe.

1

确认供水角阀及排污口预留尺寸

Check angle valve and drain pipe dimension



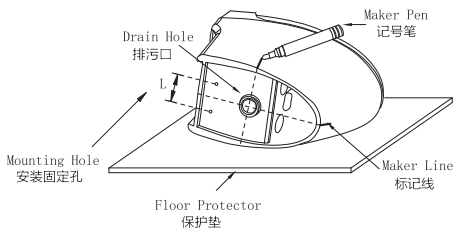
- * 供水角阀为自购件，不包含在马桶产品包装里。
- * 排污口孔径请参考相关建筑标准，通常为110mm。
- * 排污管的坑距通常305mm或400mm，也有一些定制款只有200mm或者250mm，安装前请检查坐便器坑距。

- * Angle valve is self-purchased part, not included in toilet product package.
 - * Drain pipe diameter need to comply with building standard specification, which is 110mm generally.
 - * Pit distance is 305mm or 400mm generally, some customized products can be 200mm or 250mm.
- Please check the pit distance before installation.

2

在中心位置做标识

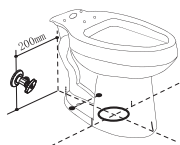
Mark center line of drain hole on toilet



- a. 在地上垫一块厚纸板或者泡沫保护垫。
- b. 将坐便器轻轻放于保护垫上。
- c. 坐便器排污口为中心，在产品对称左右后面分别用记号笔做标记线。

- a. Put a protector, such as presspaper or foam panels, on the floor.
- b. Lay the toilet down on its side on the floor protector.
- c. Mark the center line of the drain hole on the side of the toilet.

3



预安装

将坐便器轻放在预安装位，注意对齐地面上标记的十字线和标记在坐便器侧面的中心线，并用记号笔标记两个安装孔位置。

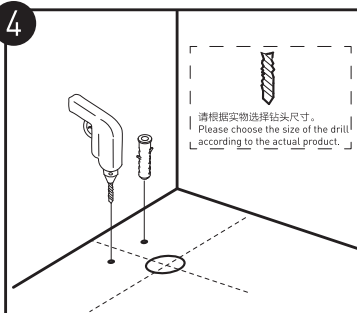
警告：坐便器比较重而且表面光滑，需专业人士操作。

Preinstallation

Position the toilet and align with marked cross lines and marked center lines, use maker pen to mark position of two mounting holes.

Warning: Toilet is heavy and smooth, need at least two professionals to remove toilet.

4



用电钻在安装孔的标记处钻孔并安装膨胀管。

警告：请佩戴防护镜并注意安全。确保钻孔的地方没有隐藏的电缆或管路，控制钻孔深度防止破坏防水层！

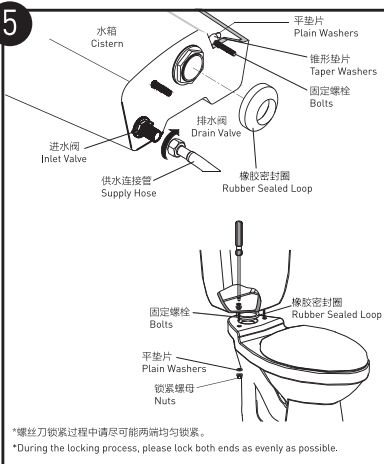
注意：全包管道坐便器如需按此步骤加固，请自购地脚螺丝固定配件包。

Drill the expansion pipe on the ground according to the position of the installation hole marked by the marker pen.

Warning: Please wear protective goggles. Make sure there is no pipeline or cable buried in any position that needs to be punched. And please also control the drilling depth to prevent damage to the waterproof layer!

Note: If VC toilet with non-exposed design need to follow this step, please purchase screw package by yourself.

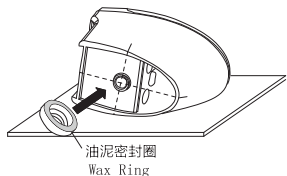
5



连接供水连接管，套上橡胶密封圈，用水箱安装配件包将水箱固定在坐便器底座上。注意锥形垫片和橡胶密封圈方向。

Connect the supply hose, put on the rubber sealed loop, and fix the cistern on the toilet base with installation accessories. Pay attention to the direction of the taper washer and the rubber sealed loop.

6



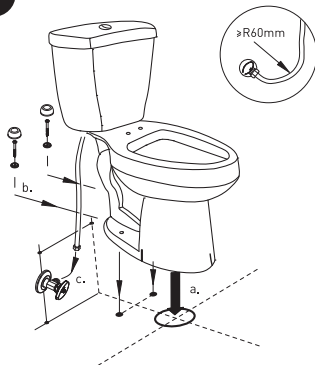
a. 撕开油泥密封圈保护纸，将油泥密封圈的大口端朝向坐便器排污口并压入（不跌落即可）。切勿过于用力导致变形影响后面密封效果。

b. 将供水软管的一头与进水阀连接。

a. Tear off the protective paper of the wax ring, and press the large end of the wax ring toward the toilet drain (do not fall). Do not use too much force to cause deformation and affect the sealing effect behind.

b. Connect one end of the water supply hose to the water inlet valve.

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a. 平抬坐便器，将其竖直坐落在标记位置。

在对位过程中和对好后，切忌左右摇晃坐便器，否则会令油泥密封圈严重变形从而影响密封效果。

a. Lift the toilet and place it vertically at the marked position. During and after alignment, do not shake the toilet, otherwise the wax ring will be seriously deformed and the sealing effect will be affected.

b. 按顺序安装地脚螺丝及帽盖。

螺丝切勿过紧，防止陶瓷开裂。

b. Install the anchor screws and caps in order.

Do not overtighten the screws to prevent the ceramic from cracking.

c. 连接供水软管到供水角阀。

c. Connect the supply hose to angle valve.

注意：

· 部分型号的水件已经安装，如在安装过程有问题可以咨询摩恩当地经销商或者拨打摩恩热线电话：400-630-8866

· 坐便器盖板的安装步骤请参考盖板配套的说明书。

Note:

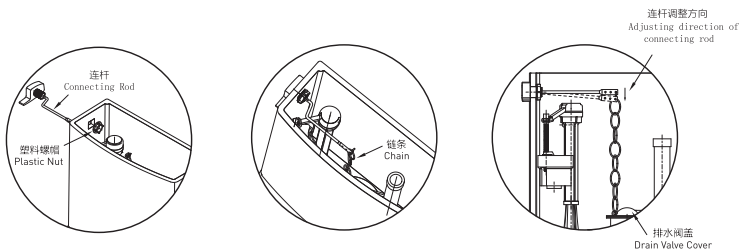
· Some models of water fittings have been installed. If you have any questions during the installation process, please contact MOEN local dealer or MOEN hot line: 400-630-8866.

· For the installation steps of toilet seat, please refer to the instructions provided with the seat.

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※ 如未安装侧按水件的请参考以下步骤，如已安装，请忽略。

※ Please refer to the following steps if the side press water parts are not installed, and ignore them if they are installed.



- 从水箱中取出侧按扳手，然后将铜连杆插入水箱侧面方孔，拧紧侧扳螺丝，最后套入塑料螺帽并旋紧固定。
- 将排水阀链条挂钩挂在铜连杆的第三个孔中。
- 检查链条状态：可调整链条卡扣位置，调整链条松紧，使排水阀盖正确闭合。
- 检查冲水状况：水箱蓄水后，按下按钮，观察连杆与水件是否干涉、卡住，排水阀盖关闭情况是否正常，有无渗漏现象。

- Take out the side press wrench from the water tank, then insert the copper connecting rod into the side square hole of the water tank, tighten the side pull screw, and finally sleeve it into the plastic nut and tighten it.
- Hang drain valve chain hook in third hole of copper connecting rod.
- Check the status of the chain: you can adjust the position of the chain snap, adjust the chain tightness, so that the drainage cover is closed correctly.
- Check the flushing condition: After the water tank is filled with water, press the button to observe whether the connecting rod and water parts are interfering and stuck, the drain valve cover opening and closing situation is normal and whether there is any leakage.

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试冲水及密封 Test flushing and sealing



※ 硅胶干燥前请勿使用
※ Do not use the toilet until the caulk is dried.

- 确认水件及供水管道正确连接后，打开供水角阀。
- 待水箱蓄水结束后，按下冲水按钮，然后检查各个连接部位是否漏水。
- 确定安装没问题后，在座便器底部涂抹适量的硅胶密封。

- Open the water supply angle valve after confirming the correct connection between water parts and water supply pipeline.
- After the water storage of the water tank is finished, press the flush button and then check whether the connecting parts are leaking.
- Apply a proper amount of silicone seal to the bottom of the toilet after making sure that the installation is ok.

用户须知

注意：用柔软的肥皂和温水清洗釉面陶瓷洁具的外表面。用一块清洁软布将整个表面彻底擦干。许多清洁剂中含有较强化学成分，诸如氨，这些物质会损坏釉面。不要使用这类清洁剂。

可适用的供水压力范围为0.02Mpa~0.8Mpa；推荐工作供水水压为0.05Mpa~0.5Mpa，如果水压超过0.5Mpa，请加装减压阀。

如果你居住地方的水质是硬性，你必须保持冲水孔清洁，以确保坐便器冲水正常。每星期应最少使用坐便器清洁剂清洁一次。用长把手的刷子清洁冲水孔，并尽量伸入排污管洗刷，防止矿物质聚集。

大多数坐便器清洁剂对坐便器表面是无害的。请认真遵循坐便器清洁剂制造商的指引来操作。

请勿使用磨蚀性清洁剂或溶剂。

警告：提防楼宇受损或损坏产品。请勿在水箱内使用冲洗剂。这些长期使用于坐便器、水箱内的冲洗剂（通常为蓝色固体）因含氯（次氯酸钙）会严重破坏水箱内的配件（如：橡皮、镀铬），从而引起渗漏，或对楼宇结构造成损坏。

我公司对此类因使用氯（次氯酸钙）而引致的水箱配件损毁，概不负责。

警告：在安装本坐便器时切勿使用任何水泥。因为水泥的热膨胀可能使坐便器的脚部挤破或损坏。我司对所有因为水泥安装而引起坐便器破裂恕不负责。

警告：提防损坏产品。
请不要向便器内冲入新闻纸、纸尿裤、妇用卫生巾等容易堵塞的物品。
请不要用力撞击陶瓷，以防止破损漏水。
不要在0°C以下的水环境中使用。

警告：请勿使用钢丝球等硬质材料擦洗产品表面，特别是产品商标处。

本指引所记载的一切资料，均以印刷时所有的最新产品情况为基础，摩恩保留权利随时更改产品特性、包装或供应情况，恕不另行通知。

Important Consumer Information

Notice: Clean the outside surfaces of your vitreous china fixture with mild soap and warm water. Wipe the entire surface completely dry with a clean and soft cloth. Do not use those cleaners which contain harsh chemicals, such as ammonia, which can damage the finish.

Water supply pressure is 0.02Mpa-0.8Mpa; The recommended pressure is 0.05Mpa-0.5Mpa. A protection valve should be equipped if the supply pressure exceeds 0.5Mpa.

If the water in the place where you live is hard, keep the flush hole clean to ensure that the toilet flushes normally. Use toilet cleaner at least once a week. Use a brush with a long handle to clean the flushing hole, and extend it into the drain pipe as much as possible to prevent mineral accumulation.

Most toilet cleaners are harmless to the surface of the toilet. Please follow the instructions provided by the cleaner manufacturer carefully.

Do not use abrasive cleaners or solvents.

WARNING: Risk of property or product damage.
Do not use in-tank cleaners. Products containing chlorine (calcium hypochlorite) can seriously damage fittings in the tank. This damage can cause leakage and property damage.

Moen shall not be responsible or liable for any damage to these tank fittings caused by the use of cleaners containing chlorine [calcium hypochlorite].

CAUTION: Don't use any cement while installing the toilet. Heat expansion of the toilet may damage the feet of the toilet. Moen will not be responsible for any damage because of using cement.

WARNING: Risk of product damage.
Do not throw into the toilet what is easy to block it, such as newspaper, paper pilch, sanitary towel. Do not bump the vitreous china with great force to prevent it from damaging and leaking.
Do not use the product in the water below 0°C.

CAUTION: Please do not use hard materials (like scouring pad) to clean product surface, especially the product logo.

All information in this instruction sheet is based upon the latest product information available at the time of publication. Moen reserves the right to make changes in product characteristics, packaging, or availability at any time without notice.

清洗水箱水件的过滤器 Clean the Filter of Tank Fitting

注意：请定期清洗过滤器

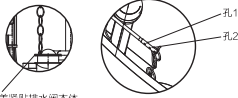
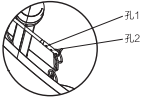
Note: Please clean filter regularly.




常见故障处理 General Troubleshooting

常见故障处理表		
现象	原因	处理措施
大小档失灵	按钮没有按到底。	正确操作按钮。
	A. 进水阀浮桶受阻没有浮到位。 B. 排水阀漏水。 C. 进水阀水位超过排水阀溢流管。	A. 检查浮桶是否卡涩，能不能上下浮动自如。 B. 确认排水阀没有漏水。 C. 重新调整进水阀水位及安装高度。
水位线高度不正确	阀门浮杯内装水不足以使其稳定。	在水箱注水时，把浮球按在水中数秒，使其注够水份稳定下来。
水箱注水需时过长或噪音过大	阀门入水口或供水管堵塞。	清洗进水阀进口的过滤网。
冲水不灵	A. 水位太低。 B. 坐便器排污管或冲水孔堵塞。 C. 污水管或通道堵塞。 D. 供水管止水阀未完全打开。 E. 补水管安装不正确。	A. 调校水箱水位。 B. 通开冲水道及清洁喉面孔。 C. 清除污水管或通道的堵塞物。 D. 打开供水管止水阀。 E. 按照补水管安装附图将补水管安装正确。
厕所溢水	A. 排污管堵塞。 B. 污水管或通道堵塞。	A. 用通渠泵清理排污管。 B. 清除污水管或通道的堵塞物。
冲水掣不灵	按钮未能联接冲水杆或冲水阀。	把按钮联接好。

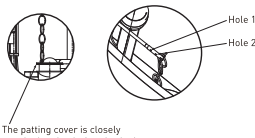

常见故障处理表

现象	原因	处理措施
漏水	A. 进水阀螺母没旋紧。 B. 排水阀没安装好。 C. 链条与铜连杆距离太短，止水垫不能紧贴排水口。	A. 旋紧进水阀螺母。 B. 根据排水阀安装步骤重新安装。 C. 通过调换挂钩在把手连杆上的位置，使排水阀拍盖紧贴排水阀本体。  拍盖紧贴排水阀本体
按下按钮不排水或排水太少	链条太长，没有完全抬起拍盖。	将链条挂钩调整到连杆空位1或2。 

Troubleshooting Chart

Symptoms	Probable Causes	Corrective Action
Dual flush fail	Push button do not touch seat.	Operate push button correctly.
Fill valve continues to run, allowing water to enter tank	A. Valve float cup does not float in place. B. Water leaking past drain valve. C. Water level of fill valve height than overflow hole.	A. Check fill valve float cup can move up and down smoothly, does not jam fault. B. Ensure drain valve seal well. C. Adjust fill valve water level to make sure lower than overflow hole.
Incorrect water level height	Valve float cup does not contain enough water to provide required ballast.	During fill cycle, hold float under water a few seconds to allow it to fill with water ballast.
Long or noisy tank fill cycle	Plugged valve inlet or supply line.	Clean the filter of inlet valve.
Poor flush	A. Water level is too low. B. Trapway or rim holes are obstructed. C. Soil pipe or vent is obstructed. D. Supply shut-off valve not fully open. E. Water replenishing pipe install in wrong way.	A. Adjust tank water level. B. Unclog trapway; clean rim holes. C. Clear obstruction from soil pipe or vent. D. Open supply shut-off valve. E. Install water replenishing pipe in right way according to belowing diagram.  The pipe is not inserted into the overflow pipe.
Toilet overflows	A. Toilet trapway is obstructed. B. Soil pipe or vent is obstructed.	A. Use plunger to unclog. B. Clear obstruction from soil pipe or vent pipe.
Toilet does not activate	Push button is not connected to lift rod or flush valve.	Reconnect the push button.

Troubleshooting Chart

Symptoms	Probable Causes	Corrective Action
Leak water	A. Inlet valve nut is not tightened. B. The drain valve is not installed properly. C. The distance between the chain and the copper connecting rod is too short, and the water stop pad cannot be tightly attached Drain outlet.	A. Tighten the inlet valve nut. B. Reinstall according to drain valve installation procedure. C. Drain valve by changing the position of the hook on the handle linkage The cover is tightened against the body of the drain valve. 
Pressing the button does not drain or drains too little	The chain is too long to fully lift the patch	Adjust the chain hook to the hole 1 or 2 on the connecting rod. 

用水效率等级

敬告：本产品符合GB25502《坐便器用水效率限定值及用水效率等级》规定，具体用水量及水效等级请看粘贴在产品上的水效标识的标贴，其中水效等级划分指标如下：

Water Efficiency Grades

Notice: This product complies with GB25502 "Limited value of toilet water efficiency and water efficiency grade". For the specific water consumption and water efficiency grades, please refer to the water efficiency label on the product. The water efficiency grade classification are shown in the table below.

单位:升 Unit: Liter

坐便器水效等级 Water efficiency grades	1级 Grade 1	2级 Grade 2	3级 Grade 3
坐便器平均用水量 Average water consumption	≤4.0	≤5.0	≤6.4
双冲坐便器全冲用水量 Full water consumption of dual flush	≤5.0	≤6.0	≤8.0
注意：每个水效等级中双冲坐便器的半冲平均用水量不大于其全冲用水量最大限定值的70%。 NOTE: For dual flush toilet, half flush water consumption shall not be more than 70% of full flush water consumption.			

产品售后保修条款

摩恩产品是在高质量标准及生产工艺下制造的，摩恩承诺为消费者购买的洁具产品提供有限期限免费保修及终身维修服务。

材质为陶瓷的部件免费保修期为5年，非陶瓷材质部件，如水箱内的水件、冲洗阀、坐便器盖板等免费保修期为3年。均自消费者购买日（以摩恩产品分销商开具的发票或收据上载明日期为准）起计。

免费保修范围为产品及产品配件（落水以及溢水等）由于材质及工艺原因而造成的故障或损坏。免费保修期内，我们将无偿为您提供维修服务及更换发生故障的产品或产品配件。摩恩的售后服务责任仅限于对故障产品的修理，而不延及您因产品故障而发生的其他损失，法律另有规定的除外。

您需了解：产品外观碰伤、刻划痕迹，以及滥用及不正当保养所导致的故障或损坏，均不属于免费保修范围。即使在免费保修期内，属下列（1）-（5）情况之一的，需酌情收取修理费用：

1. 不能出示相符的保修卡和有效购买凭证情况的，
2. 未按使用说明告知的使用方法和注意事项造成的故障，
3. 自行拆卸、维修、改装所造成的故障和损坏，
4. 由于不可抗力等外部原因引起的故障和损坏，
5. 由于运输、搬运、挤压等造成的损坏。

对于保修期外或不在保修范围内的产品，如需维修，摩恩将酌情收取上门费、人工费及材料费。

本保修条款仅对原始消费者和酒店行业的购买者有效，并不适用于本产品工业、商业、贸易和非酒店行业的使用。

如对本保修条款内容有任何疑问，请拨打400 630 8866 咨询热线，或向当地分销商咨询。

MOEN LIMITED WARRANTY

We offer limited warranty and lifetime maintenance for Moen products, which are all manufactured with high standards of workmanship.

The period of warranty shall start from the date of purchase of the product (according to the invoice or receipt issued by Moen distributors) and shall cover a period of the following: the warranty period for ceramic parts is 5 years, non-ceramic parts, such as water fittings, flush valve, toilet seat, etc. is 3 years.

This warranty is your coverage against material and workmanship malfunction or defects in Moen products or components (Pipe kit etc.). During the warranty period, we offer free maintenance and changing of malfunctioned products or product components. Moen's after sales service liability is limited to the maintenance of faulty items and does not cover your other losses caused by product malfunction, except for otherwise stipulated by law. Cosmetic damages (scratches, dents, etc.) and malfunction or defects caused by abuse or improper maintenance is not covered by this warranty. Although the warranty period remains valid, in case of the following conditions (1) - (5), the maintenance cost (material cost and labor cost) shall still be charged as the case may be:

1. Corresponding warranty card and valid invoice cannot be presented;
2. Faults were caused by the incompliance with the instructions and precautions provided in the user's manual;
3. Damages and faults were caused by self-actuated dismantling, repair and refit;
4. Faults and damages were caused by external factors such as force majeure;
5. Damages were caused by transportation, unloading and extrusion, etc.

This warranty is valid for the original consumers only (including hotel use), and excludes industrial and commercial use of the product (except for hotel use). This card is only responsible for product maintenance rather than any other liabilities.

In the event that the product requires maintenance but exceeds the warranty period, or that the product is not covered by this warranty, labor cost and material cost shall be charged as the case may be. Please call 400-630-8866 or contact local dealer for any question.

MOEN® 摩恩

合格证

Compliance Certification

产品名称 分体式陶瓷坐便器
Product Name Two-Piece Ceramic Toilet

检验员 _____
Inspector

生产日期 _____
Date of Production

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中国（上海）自由贸易试验区新杨公路
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