

ALIK SMART TOILETS

USER MANUAL

Complete Guide to Your ALIK Smart Toilet

Thank you for choosing ALIK — Canada's premier smart toilet brand.

This manual covers installation, daily use, features, cleaning, troubleshooting, and warranty information for all ALIK models.

WARRANTY

2-Year Full Coverage

SUPPORT

support@alikhome.com

WEBSITE

alikhome.com

COUNTRY

Canadian Owned & Operated

TABLE OF CONTENTS

01 Safety Information

- Important Safety Guidelines
- Electrical Safety
- Water Safety

02 What's in the Box

- Package Contents
- Tools Required

03 Getting to Know Your ALIK

- Product Overview
- Model Lineup
- Control Panel & Remote
- Key Features by Series

04 Installation

- Before You Begin
- Step-by-Step Installation
- Water & Electrical Connections
- Professional Installation Service

05 First-Time Setup

- Power On
- Remote & App Pairing
- Personalizing Your Settings
- My Favourite Presets

06 Daily Use

- Seat & Lid Functions
- Bidet Functions
- Dryer & Deodorizer
- Night Light
- Eco & Auto Modes

07 Cleaning & Maintenance

- Daily Cleaning
- Monthly Maintenance
- Nozzle Self-Cleaning
- Filters & Cartridges
- Storage / Extended Absence

08 Troubleshooting

- Common Issues
- Error Codes
- When to Call Support

09 Specifications

- Technical Specs
- Water & Power
- Compatibility

10 Warranty & Support

- 2-Year Warranty
- What's Covered
- Making a Claim
- Contact Us

Safety Information

Please read all safety information carefully before operating your ALIK smart toilet. Proper use ensures optimal performance, longevity, and the safety of all users.

Important Safety Guidelines

■ **WARNING** Do not use this toilet during a power outage without first switching to manual flush mode (see page XX).

- Keep all electronic components away from direct water exposure beyond the unit's waterproofing design.
- Do not stand on or apply excessive weight to the seat — maximum supported weight is 265 lbs (120 kg).
- This product is not intended for use by children under 5 without parental supervision.
- Do not insert foreign objects into the nozzle area or flush opening.
- Never attempt to disassemble or modify internal components — this voids the warranty.
- Ensure the GFCI outlet is installed and tested before connecting the unit.

Electrical Safety

■ **WARNING** Always use a dedicated, grounded 15A outlet with GFCI protection. Do not use extension cords.

- The power cord must not be pinched, bent sharply, or run under rugs or flooring.
- Disconnect power before performing any cleaning of the unit beyond wiping the exterior.
- If the power cord is damaged, contact ALIK Support immediately — do not attempt to repair it yourself.
- In case of a short circuit or sparking, turn off the circuit breaker and contact support.

Water Safety

- Water temperature is factory-limited to a maximum of 104°F (40°C) for bidet functions.
- Do not adjust internal plumbing connections without first shutting off the water supply.
- Ensure all connections are secure and leak-tested before first use.
- In sub-zero temperatures, drain water lines if the unit will be unused for extended periods.

What's in the Box

Every ALIK smart toilet ships with the following items. Please verify all contents upon delivery before installation.

Package Contents

- ALIK smart toilet unit (bowl and seat integrated)
- T-valve water supply adapter (braided stainless steel)
- Power cord with GFCI plug (5 ft / 1.5 m)
- Wireless remote control (2 × AAA batteries included)
- Quick-start guide (multilingual: EN / FR)
- Mounting hardware kit (bolts, washers, wax ring)
- Deodorizer filter cartridge (pre-installed)
- Warranty registration card



TIP

Download the ALIK app (iOS & Android) to unlock advanced features including custom presets, scheduling, and usage analytics.

Tools Required for Installation

Adjustable wrench	For water supply connections
Flathead screwdriver	For mounting bolt covers
Phillips screwdriver	For seat hinge brackets
Measuring tape	To verify rough-in dimensions
Level	To ensure unit is plumb
Bucket & towels	For managing residual water
Plumber's tape (PTFE)	For threaded water connections

Getting to Know Your ALIK

Product Overview

ALIK smart toilets combine premium ceramics, advanced bidet technology, and intelligent seat controls into a seamlessly integrated unit. All ALIK models feature a skirted elongated bowl design, slow-close lid, tankless flushing system (or dual-flush tank depending on model), and a heated comfort seat — designed for Canadian homes and commercial spaces.

Model Lineup

Signature	A-900, A-1100	Flagship — full feature suite	\$5,999 – \$8,999
Essential	A-500, A-600	Core comfort features	\$3,499 – \$4,499
Compact	A-300C, A-350C	Space-saving design	\$2,999 – \$3,799
Accessibility	A-700AC, A-750AC	ADA-compliant, comfort height	\$4,199 – \$5,499
Commercial	A-COM1, A-COM2, A-COM3	High-traffic, sensor-activated	\$3,999 – \$6,499

Control Panel & Remote

Your ALIK comes with a wall-mountable wireless remote and an integrated side panel on the seat unit. Signature and Essential series also support full app control via the ALIK mobile app.

Power	On/Off — also activates auto-mode
Rear Wash	Activates posterior bidet spray
Front Wash	Activates feminine wash spray
Dry	Activates warm air dryer
Stop	Immediately stops any active function
Seat Temp	Cycles through 3 seat heat levels (Low / Med / High)
Water Temp	Cycles through 3 water temperature levels
Water Pressure	Adjusts spray intensity (5 levels)
Nozzle Position	+ / – buttons to adjust nozzle angle
Deodorizer	Manual activate / deactivate

Night Light	Toggle ambient under-bowl LED
Flush	Manual flush (also activates auto-flush override)
My Favourite	Recalls your saved preset

Key Features by Series

Heated Seat	✓	✓	✓	✓	✓
Rear & Front Bidet	✓	✓	✓	✓	✓
Warm Air Dryer	✓	✓	✓	✓	✓
Auto Open/Close Lid	✓	✓	–	✓	✓
Auto Flush	✓	✓	✓	✓	✓
Deodorizer	✓	✓	–	✓	✓
Night Light	✓	✓	✓	✓	–
Massage Mode	✓	–	–	–	–
Tankless Flushing	✓	✓	–	–	✓
App Control	✓	✓	–	–	✓
Self-Cleaning Nozzle	✓	✓	✓	✓	✓
ADA Compliant Height	–	–	–	✓	✓

Installation

ALIK recommends professional installation for all models. If you choose to self-install, please follow the steps below carefully. Improper installation may void your warranty.

Before You Begin

■ WARNING Turn off the water supply at the shutoff valve behind/below the existing toilet before beginning any work.

- Verify your rough-in measurement: standard is 12" (305 mm) from the wall to the drain centre. ALIK models support 10"–14" with the included adapter.
- Confirm a GFCI-protected electrical outlet is within 5 feet of the toilet — required for all ALIK models.
- Check that your floor can support the unit weight (110–165 lbs / 50–75 kg depending on model).
- Remove the existing toilet and clean the flange area before proceeding.

Step-by-Step Installation

- 1 Shut off the water supply valve and flush the existing toilet to drain the tank and bowl.
- 2 Disconnect the water supply line. Remove the toilet by unscrewing the base nuts and lifting away.
- 3 Clean the floor flange. Inspect for cracks or damage — repair before proceeding.
- 4 Position the wax ring (included) over the flange horn with the tapered side up.
- 5 Lower the ALIK unit onto the flange, aligning the bolt holes with the floor bolts. Press down firmly and evenly to seat the wax ring.
- 6 Hand-tighten the flange nuts (do not overtighten — ceramic can crack). Alternate sides to ensure even pressure.
- 7 Attach the T-valve adapter to the shut-off valve. Connect the braided supply line from the T-valve to the ALIK inlet port.
- 8 Route the power cord to the GFCI outlet. Do not plug in yet.
- 9 Turn on the water supply slowly. Check all connections for leaks. Tighten as needed.
- 10 Plug in the power cord. The unit will power on, run an automatic self-test (approx. 30 seconds), and be ready for setup.
- 11 Attach the mounting bolt covers and side panel trim to complete the installation.

Professional Installation Service

ALIK offers a professional installation service across Canada for \$499 CAD per unit. Alberta customers purchasing two or more units receive free installation (electrical wiring not included; a separate quote is

provided if no outlet is within 4 feet of the installation location).

✓ TIP

Book your professional installation at alikhome.com/install or call our team directly. Installation is typically completed within 2 hours.

First-Time Setup

After installation, follow these steps to personalize your ALIK experience before first use.

Power On & Self-Test

- 1 Once plugged in, the ALIK will automatically run a 30-second self-test. The LED indicator on the side panel will cycle through white → gold → blue during this sequence.
- 2 The lid will open and close once, the nozzle will extend and retract, and the seat will briefly warm. This confirms all systems are operational.
- 3 If any error code appears (e.g., E-03), refer to Chapter 08 — Troubleshooting.

Remote & App Pairing

- 1 Insert the included AAA batteries into the remote. Press any button — the remote LED will blink twice to confirm pairing with the unit.
- 2 To connect the ALIK app: download 'ALIK Smart Home' from the App Store or Google Play.
- 3 Open the app, create an account, and tap 'Add Device'. Enable Bluetooth on your phone and hold the remote's 'Pair' button for 3 seconds.
- 4 Follow the in-app prompts to connect to your home Wi-Fi network (2.4 GHz required for Signature and Essential series).

Personalizing Your Settings

We recommend configuring these settings during initial setup for the best experience:

Seat Temperature	Press Seat Temp to choose Low / Medium / High. Medium is recommended for most users.
Water Temperature	Press Water Temp to select your preferred wash water warmth. Start at Medium and adjust.
Water Pressure	Use the Pressure + / – buttons. Level 2–3 is ideal for most first-time users.
Nozzle Position	Adjust with the Nozzle +/- buttons while seated for most accurate positioning.
Night Light	Toggle on for ambient under-bowl lighting — useful for nighttime use.
Auto-Open/Close	Enable in Settings → Auto Lid to activate proximity sensing (Signature, Essential, Accessibility models).
Language	Via the ALIK app: Settings → Display → Language (English / Français).

Saving Your Favourite Preset

- 1** Adjust all settings (seat temp, water temp, pressure, nozzle position) to your ideal configuration.
- 2** Hold the 'My Favourite' button on the remote for 3 seconds until the LED flashes gold — settings are saved.
- 3** To recall: press 'My Favourite' once. All saved settings will activate instantly.
- 4** For multiple users, create individual profiles in the ALIK app (Signature and Essential series support up to 4 user profiles).

Daily Use

Your ALIK is designed to provide a seamless, intuitive experience every day. Here's how to use each feature.

Seat & Lid Functions

Auto-Open Lid	The lid opens automatically as you approach (proximity sensor). It closes after you step away for 30 seconds (adjustable in app).
Slow-Close Lid	The lid uses a hydraulic hinge to close silently. Never press it down forcefully.
Heated Seat	The seat heats within 30 seconds on High, 90 seconds on Low. It auto-shuts off after 30 minutes of inactivity.
Seat Sensor	An infrared occupancy sensor detects when you are seated and enables bidet functions only while seated — a key safety feature.

Bidet Functions

- **Rear Wash:** Press the Rear button. The nozzle extends and delivers a gentle, targeted spray. Adjust pressure and position as needed.
- **Front Wash:** Press the Front button for feminine hygiene wash — the nozzle angle adjusts automatically.
- **Massage Mode (Signature only):** Press Rear or Front, then Massage — delivers an oscillating spray for enhanced comfort.
- **Wide Spray:** Available on Signature series — broadens the spray area. Press and hold Rear/Front for 2 seconds.
- **Stop:** Press Stop at any time to immediately retract the nozzle and end all spray functions.



TIP New to bidets? Start with the lowest water temperature and pressure (Level 1) and gradually adjust to your preference over a few sessions.

Warm Air Dryer

- Press Dry to activate the built-in warm air dryer. It operates for up to 3 minutes or until you press Stop.
- Adjust dryer heat via the app: Settings → Dryer Temperature (Low / Medium / High).
- The dryer auto-shuts off if the seat sensor no longer detects occupancy.

Deodorizer

The built-in catalytic deodorizer activates automatically when the seat sensor detects occupancy and runs for 90 seconds after. It can also be triggered manually by pressing the Deodorizer button. The filter cartridge (pre-installed) lasts approximately 6 months under daily use.

Night Light

Press the Night Light button to toggle the ambient LED under the bowl. The light defaults to a soft white glow and can be adjusted to gold or blue in the ALIK app. Auto Night Light mode (Settings → Night Light → Auto) activates the light between 10pm and 6am automatically.

Eco & Auto Modes

Eco Mode	Reduces seat heating and standby power by 30%. Activates automatically after 1 hour of inactivity. Seat re-warms within 45 seconds when occupied.
Auto Mode	Enables all auto functions: lid open/close, auto-flush, auto deodorizer, and night light scheduling.
Away Mode	Activates via app when you'll be away for extended periods. Disables heating, maintains minimum frost protection.

Cleaning & Maintenance

■ WARNING Never use abrasive cleaners, bleach, or chemical solvents on any part of the ALIK unit. These will damage the ceramic glaze, seat materials, and electronic components.

Daily Cleaning

- Wipe the exterior of the seat and lid with a soft, damp cloth. Use a mild, pH-neutral cleaner if needed.
- Clean the bowl interior with a soft toilet brush and a non-abrasive, bleach-free cleaner.
- Wipe the remote control with a lightly damp cloth. Do not submerge or spray directly.
- Avoid spraying water near the side control panel or power cord area.

Monthly Maintenance

- 1 Run the nozzle self-clean cycle (see below). Inspect the nozzle tip for mineral deposits.
- 2 Wipe the T-valve and supply line connection with a dry cloth. Check for any moisture indicating a slow leak.
- 3 Inspect the power cord for any wear, kinking, or damage near the plug end.
- 4 Test the GFCI outlet by pressing the 'Test' button on the outlet, then 'Reset' to restore power.
- 5 Check the deodorizer filter indicator in the ALIK app — replace if indicated.

Nozzle Self-Cleaning

All ALIK models include an automatic self-cleaning nozzle. The nozzle rinses itself before and after each use automatically. You can also run a manual clean cycle:

- 1 Press and hold the Stop button for 3 seconds. The nozzle will extend.
- 2 The unit will spray clean water over the nozzle for 15 seconds.
- 3 The nozzle retracts automatically. Wipe away any residue with a soft cloth.

✓ TIP For mineral-heavy water areas (common in parts of Alberta and BC), run the nozzle self-clean cycle weekly and consider using a water softener or filter.

Filter & Cartridge Replacement

Deodorizer Filter	Replace every ~6 months. Part #: ALIK-DF-01. Available at alikhomes.com/parts .
Water Filter (if equipped)	Replace every 3 months. Part #: ALIK-WF-02.

How to Replace

Press the deodorizer cover release tab on the side of the unit, slide out the old cartridge, and slide in the new one until it clicks.

Storage / Extended Absence

- 1 Enable Away Mode via the ALIK app before departure.
- 2 If the space may reach freezing temperatures, shut off the water supply valve and disconnect the supply line.
- 3 Press Rear Wash and Front Wash manually to expel any remaining water from the nozzle lines.
- 4 Leave the lid closed but do not lock the seat in a compressed position.
- 5 Upon return, reconnect the water supply, plug in the unit, and run the self-test cycle before first use.

Troubleshooting

Most issues can be resolved quickly without a service call. Use the guide below before contacting support.

Common Issues

Unit won't power on	No power to outlet	Check GFCI outlet — press Reset button. Check circuit breaker.
Remote not responding	Battery or pairing issue	Replace AAA batteries. Re-pair: hold Pair button 3 sec.
Bidet water is cold	Water heater warming up	Wait 30 sec after sitting. Increase Water Temp setting.
Weak spray pressure	Low water pressure or filter	Check home water pressure. Clean or replace water filter.
Seat not heating	Eco Mode active or temp set low	Check seat temp setting. Disable Eco Mode in app.
Lid won't auto-open	Proximity sensor blocked	Clear any objects within 3 ft of the sensor area.
Water leaking at base	Wax ring or supply line issue	Shut off water. Check supply line connections and wax ring seal.
Auto-flush not working	Sensor needs cleaning	Wipe flush sensor area (top-back of unit) with damp cloth.
Nozzle won't retract	Obstruction or error state	Press Stop. If unresolved, power cycle: unplug 30 sec, replug.
App not connecting	Wi-Fi or Bluetooth issue	Ensure 2.4GHz Wi-Fi. Re-pair via app: Devices → Add New.
Unusual noise	Air in water lines	Run Rear Wash for 10 sec to purge air. Noise should resolve.
Deodorizer inactive	Filter needs replacement	Check filter indicator in app. Replace if overdue.

Error Codes

E-01	Water supply interrupted — check shutoff valve and supply line connection.
E-02	Water temperature sensor fault — power cycle the unit. If persistent, contact support.

E-03	Seat sensor error — ensure seat is properly secured and no debris under sensor.
E-04	Nozzle motor error — press Stop, then run self-clean cycle. Power cycle if unresolved.
E-05	Overtemperature protection triggered — unit has shut down to cool. Wait 10 min, then restart.
E-06	EEPROM / memory error — perform a factory reset: hold Stop + Dry for 10 seconds.
E-07	Communication error between seat and bowl unit — reseal the seat hinge connectors.
E-08	Water flow sensor fault — check for kinks in supply line. Contact support if persistent.

When to Call Support

- Any error code that does not resolve after a power cycle and the steps above.
- Visible water leak that cannot be resolved by tightening connections.
- Any burning smell, sparking, or unusual electrical behaviour — turn off the circuit breaker immediately.
- Physical damage to the unit, power cord, or seat hinge.
- Any issue arising within the 2-year warranty period that is covered under the ALIK Warranty.



TIP

Before calling, have your model number and serial number ready — located on the label inside the seat hinge cover on the right side of the unit.

Specifications

Specifications listed represent values for the full ALIK lineup. Refer to your model's spec sheet (available at alikhome.com/specs) for model-specific values.

Technical Specifications

Bowl Shape	Elongated (standard & ADA comfort height)
Rough-In	12" standard (10"–14" compatible with adapter)
Unit Weight	110–165 lbs (50–75 kg) depending on model
Maximum User Weight	265 lbs (120 kg)
Ceramic Glaze	Premium nano-glaze, anti-bacterial coating
Seat Material	High-density polypropylene, UV-resistant
Seat Heating Range	86°F – 104°F (30°C – 40°C), 3 levels
Water Heating	Instant tankless (Signature, Essential, Commercial) or in-tank warm
Bidet Water Temp	Up to 104°F (40°C)
Spray Pressure	5 levels, 0.6 – 1.4 bar
Dryer Temperature	Up to 140°F (60°C)
Night Light	LED, colour adjustable (Signature, Essential, Compact)
Noise Level	< 45 dB (flush), < 35 dB (dryer at high)

Water & Power

Power Supply	120V AC, 60Hz, 15A dedicated GFCI outlet
Power Consumption (active)	1,350 – 1,850W depending on model
Standby Power	< 5W (Eco Mode active)
Water Supply	Standard 7/8" toilet supply connection
Operating Water Pressure	15 – 110 psi (1.0 – 7.5 bar)
Water Temperature (supply)	Cold water supply (unit heats internally)
Certifications	CSA B651 (Accessibility), cUL Listed, WaterSense

Compatibility

- ALIK app: iOS 14+ / Android 10+ — available on App Store and Google Play.
- Wi-Fi: 2.4 GHz 802.11 b/g/n (Signature, Essential, Commercial series).
- Bluetooth: 5.0 for remote pairing (all models).
- Alexa and Google Home voice control available via ALIK app (Signature series).
- Rough-in compatibility: 10", 12", 14" with included adapter kit.

Warranty & Support

ALIK 2-Year Warranty

All ALIK smart toilet models are backed by a comprehensive 2-year limited warranty covering defects in materials and workmanship under normal residential or commercial use. ALIK is committed to standing behind every product we sell — because quality isn't just a promise, it's a guarantee.

What's Covered

- All electronic components: seat heater, water heater, nozzle motor, sensors, remote control receiver.
- Ceramic bowl and tank: manufacturer defects, glaze failures.
- Seat and lid components: hinge mechanisms, slow-close hardware.
- Software and firmware: covered via free OTA updates for the life of the warranty.
- Labour for warranty repairs performed by ALIK-authorized technicians.

What's Not Covered

- Damage caused by improper installation (non-ALIK installer without following this manual).
- Damage from using non-approved cleaning products (bleach, abrasives, solvents).
- Normal wear items: wax ring, water filter cartridges, deodorizer filters.
- Cosmetic damage not affecting function (surface scratches from improper cleaning).
- Damage resulting from water pressure exceeding 110 psi.
- Acts of nature: flooding, freezing pipes, power surges (use a surge protector).

Making a Warranty Claim

- 1 Register your ALIK online at alikhome.com/warranty within 30 days of purchase (or retain your receipt as proof of purchase date).
- 2 Contact ALIK Support via email or phone to describe the issue. Provide your model number, serial number, and proof of purchase.
- 3 Our support team will diagnose the issue and determine if the claim qualifies under warranty.
- 4 Warranty repairs are completed within 10 business days of receiving the unit or by scheduling an in-home service visit.
- 5 If repair is not feasible, ALIK will provide a replacement unit at no charge.

**TIP**

Register your warranty online to receive priority support, extended service notifications, and firmware update alerts.

Contact ALIK Support

Website	alikhome.com
Email	support@alikhome.com
Warranty Registration	alikhome.com/warranty
Installation Booking	alikhome.com/install
Parts & Accessories	alikhome.com/parts
Social Media	@alikhome — Instagram, Facebook, Pinterest
Support Hours	Monday – Friday, 9am – 6pm MT
Response Time	Within 1 business day via email
Shipping	Free nationwide shipping on all orders across Canada

Thank you for choosing ALIK — Canada's premier smart toilet brand. We are committed to elevating your everyday experience with quality, innovation, and exceptional support.

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