

DeerValley®

Frequently Asked Questions

DV-1S0029



No.1

Q

Does the toilet need hot water from the sink or does the toilet heat the water. In other is the water cold or warm?

This smart toilet has a built-in heating system, so it heats the water by itself. You do not need to connect it to an external hot water source. The water can be adjusted to warm or cold according to your preference.

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No.2

Q

How can I flush the toilet during a power outage?

In case of a power outage, you can connect the emergency battery pack (batteries purchased separately) to flush the toilet.

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No.3

Q

Can the toilet only be flushed with the remote control?

No, the toilet can be flushed either by the remote control or by the manual button on the unit, ensuring convenience in any situation.

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No.4

Q

Is the lid or seat loud when opening and closing?

No, the lid and seat are designed with a soft-close mechanism, so they open and close quietly without slamming.

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No.5

Q

Is the flushing process noisy?

The flushing process is engineered to be efficient yet quiet, minimizing noise while maintaining strong flushing performance.

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No.6

Q

Can I move the flush button to the other side?

No, the flush button is fixed in design. Attempting to disassemble or modify the toilet's electronic components may cause damage and void the warranty.

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No.7

Q

Will the heated seat get too hot?

No, the heated seat has adjustable temperature settings and built-in safety controls to prevent overheating.

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No.8

Q

Is the nozzle sanitary?

Yes, the nozzle is self-cleaning. It rinses itself automatically before and after each use for maximum hygiene.

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No.9

Q

Can I use bleach or harsh chemicals to clean the toilet?

We do not recommend using bleach or harsh chemicals, as they may damage the ceramic and electronic components. Please use mild, non-abrasive cleaners.

A

No.10

Q

Is it safe for children to use the smart functions?

Yes, the toilet is safe for children. However, we recommend adult supervision when small children use advanced functions such as the bidet or dryer.

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No.11

Q

Does the dryer fully replace toilet paper?

The dryer significantly reduces the need for toilet paper, but some users may still prefer using a small amount for added comfort.

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No.12

Q

Can I install this toilet myself?

Professional installation is recommended to ensure proper sealing, plumbing, and electrical connections.

A

No.13

Q

How do I clean the nozzle?

The nozzle has an automatic self-cleaning feature. For additional cleaning, you can extend it using the remote and gently wipe it with a soft cloth.

A

No.14

Q

Can I use toilet bowl tablets inside the tank?

No, toilet bowl tablets should not be used inside the tank, as they may damage internal components. Please use mild toilet cleaners directly in the bowl.

A

No.15

Q

Is the toilet strong enough for heavy users?

Yes, the toilet is designed to support up to 450 lbs, making it safe for most users.

A

No.16

Q

The seat is not heating — what should I do?

Please check if the power is connected and the heating function is turned on in the settings. If the issue persists, contact our customer support.

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