



DeerValley®

Frequently Asked Questions

DV-1S0371-V3



No.1

Q

Why does the smart toilet flush when I sit down?

The DV-1S0371-V3 has an automatic bowl pre-wet function that sprays a small amount of water to rinse the bowl when you sit down. The full flush occurs after you stand up. To turn this feature on or off, press and hold the Night Light button.

A

No.2

Q

How can I improve the flushing performance?

Make sure the water supply valve is fully open, and check the drain, trapway, and filter for any installation-related blockages. This toilet features a 1000g MaP-rated siphonic flushing system for strong and efficient performance.

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No.3

Q

Why might flushing performance vary?

This smart toilet uses a 1.28 GPF water-saving system and delivers strong single-flush performance when properly installed. Results may vary depending on water pressure, installation, or drainage conditions.

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No.4

Q

Why does the heated seat feel cooler than the displayed setting?

The displayed temperature indicates a setting level rather than an exact surface temperature. If ECO mode is enabled, the seat temperature is set to the lowest level and may feel cooler at first. Once seated, the seat will gradually warm to the selected setting.

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No.5

Q

Why is there blue liquid leaking from the back of the smart toilet?

The blue liquid is typically foam solution used by the toilet's foam shield system. Please ensure the foam solution tank is properly installed and securely closed, and check the tubing and connections for any signs of leakage.

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No.6

Q

Why may a standard plunger not fit the toilet bowl?

Due to the streamlined bowl design, some standard plungers may not fit all models. This is normal for certain modern toilet structures and does not affect normal operation when properly installed.

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No.7

Q

Why does the lid or seat sensor respond with a slight delay?

The smart toilet uses a motion sensing system designed for stability and to prevent accidental activation. Sensor response may vary slightly depending on lighting, installation distance, or approach angle.

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No.8

Q

How do I use the cleaning solution inlet with the plastic piece inside?

The plastic piece is part of the built-in inlet design and should not be pushed in or pulled out. Please use the cleaning solution according to the designated operation method in the user manual.

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No.9

Q

Does this smart toilet

No, it does not require a hot water supply. The unit has a built-in heating system that warms the water internally. Only a standard cold water line and a power outlet are needed. Water temperature can be adjusted through the bidet settings.

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No.10

Q

Can I use an extension cord with a GFCI outlet?

No. This smart toilet should be plugged directly into a properly grounded GFCI outlet. Do not use an extension cord. A 35 7/16" power cord is included. If needed, have a licensed electrician install a nearby outlet.

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No.11

Q

Is the toilet lighted?

Yes, it features a night light, LED display, and ambient lighting for easy use in low-light conditions.

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No.12

Q

Does it have power outage backup?

Yes, it supports manual flushing during power outages with battery backup. The backup system requires 10 AA batteries (not included) to enable emergency flushing when power is unavailable.

A

No.13

Q

Can the foaming function be controlled manually?

Yes, the foam shield function can be manually activated via the remote control, so it does not need to run every time.

A

No.14

Q

Can the auto flush be adjusted to activate after the lid is closed?

The auto flush is triggered when the user leaves the seat, not based on the lid position. At this time, there is no setting to delay or link the flush to lid closure. Users can manually close the lid after use, and the toilet will still auto flush once it detects the seat is unoccupied.

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No.15

Q

Does it offer memory settings for different users?

Yes. The DV-1S0371-V3 includes a memory function that stores personalized settings such as water temperature, water pressure, and seat preferences, so users don't need to adjust them each time.

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No.16

Q

Can you disable the auto-flush feature?

Yes. The auto-flush function can be turned off using the remote control. Simply press and hold the flush button to enable or disable the off-seat auto-flush feature.

A

No.17

Q

Does this smart toilet have a warranty?

Yes, it includes a 2-year warranty. It also features auto open/close, auto flush, a heated seat, and a powerful 1000g MaP-rated flushing system.

A