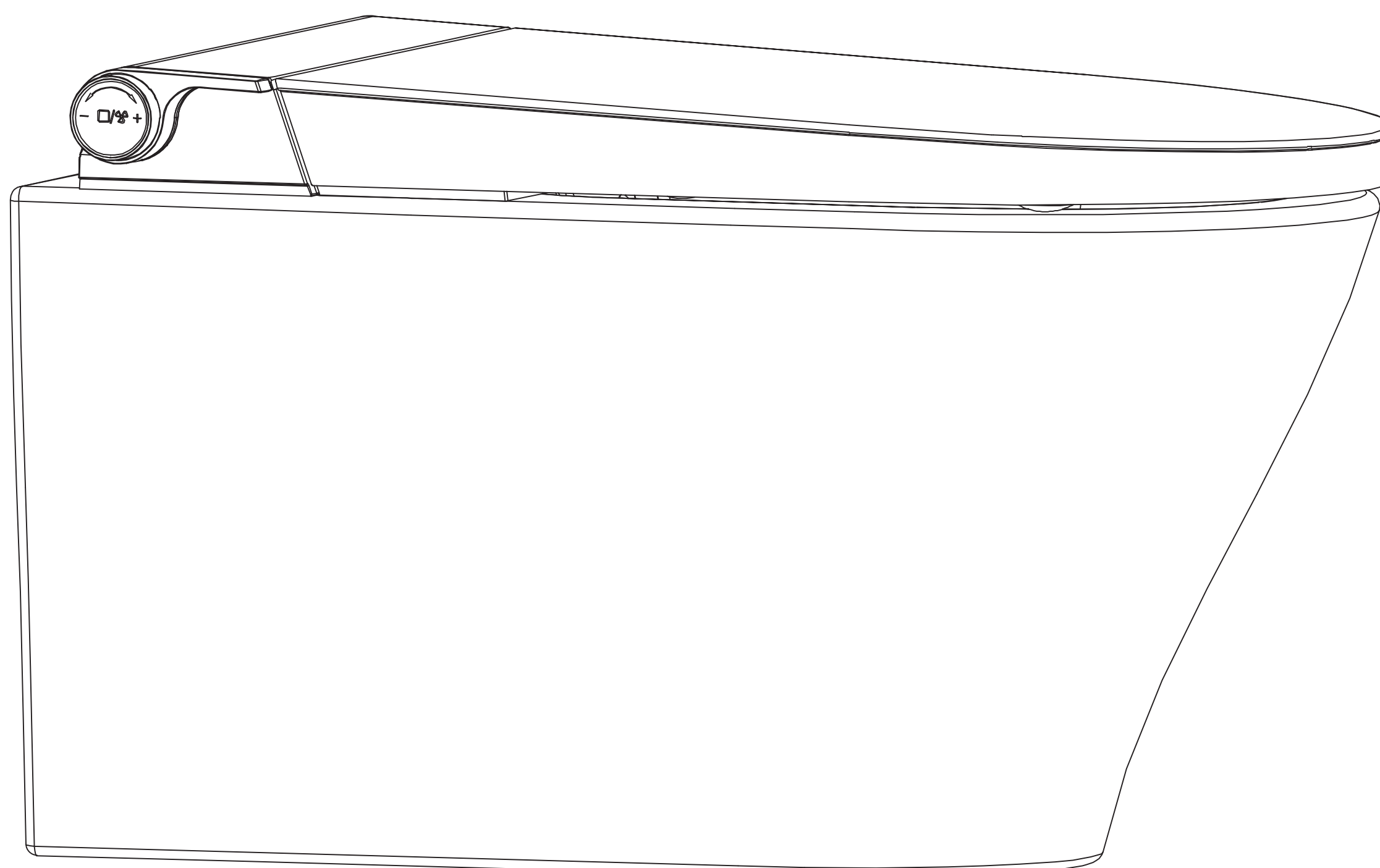


## Smart Toilet (DV-EU1S0422)



NOTE: Drawings may not exactly define contour of the product.



## **Pre-Installation Notes:**

- Check that all parts are included and inspect the toilet for shipping damage.
- Ensure water inlet and outlet sizes match specifications.
- Confirm the installation surface is level and stable.
- Verify the power supply voltage and reserve an outlet.
- Follow local plumbing and building codes.
- Installation should be done by professionals.

### **General Recommendations:**

Read the installation and maintenance instructions carefully before installing the toilet. Use proper tools and always wear appropriate personal protective equipment.

**If you have any questions or concerns,  
please contact us at:**

+44 7883 319408  
service@deervalleybath.com

## Safety Precautions

### Explanation of Symbols

- DANGER

Refers to a potentially dangerous situation that may cause serious injury or death.

- NOTICE

Refers to a potentially dangerous situation that may cause injury or property loss.

- FORBID

Refers to prohibited actions.

- MUST BE ABIDED

Refers to rules that must be followed.

- DANGER

The supplier shall not be liable for any loss arising from failure to comply with the following regulations.

1. This equipment is a Class I electric appliance and must be completely connected to the grounding system.
2. If the supply cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid a hazard.
3. This equipment is an electric appliance. Do not install it in places easily exposed to water splashes or high temperatures. Install an exhaust fan or ventilation opening to ensure proper ventilation when used in a bathroom.

- FORBID

1. Do not insert or remove the power plug with wet hands. Otherwise, there is a risk of electric shock.
2. Do not damage the power cord or plug. Otherwise, there is a risk of short circuit or fire.
3. Do not use a loose socket. Otherwise, there is a risk of electric shock or fire.
4. The power supply must comply with regulations. Otherwise, there is a risk of product damage or fire.
5. Do not disassemble, repair, or reassemble the product. Otherwise, there is a risk of electric shock or fire.
6. Do not place a stove or cigarettes near the product. Otherwise, there is a risk of fire.
7. Do not splash water, detergents, or urine on the product or power plug. Otherwise, there is a risk of electric shock, product damage, or fire.
8. Do not turn the product upside down. Otherwise, this may cause product damage.
9. Do not bend or twist the inlet hose. Otherwise, there is a risk of water leakage.
10. This appliance can be used by children aged 3 years and above and by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, if they are supervised or instructed on safe use and understand the hazards involved. Children shall not play with the appliance. Cleaning and user maintenance must not be carried out by children without supervision.
11. The bidet and remote control contain magnets, which may interfere with pacemakers, defibrillators, or other medical devices. For safety, please keep a certain distance between the bidet and such medical devices.

## Technical Specification

Model		DV-EU1S0422
Wash	Rear wash	●
	Front wash	●
	Massage	●
	Adjustable water temperature	5 steps (Default 3rd)
	Adjustable flow rate	5 steps (Default 3rd)
	Adjustable spray position	5 steps (Default 5th)
Warm air	Air drying	●
	Adjustable air rate	5 steps (Default 3rd)
	Adjustable dryer temperature	5 steps (Default 3rd)
Hygiene	Descaling	●
	Nozzle self-cleaning	●
	Manual nozzle cleaning	●
Remote control		●
Night light		●
Quick-release seat (ring only)		●
Installation of the toilet		Wall-hung
Water supply connector		G 3/8
Rated voltage		AC220~240V, 50/60Hz
Power		1200W
Length of power cord		1.8m
Water supply pressure		0.07~0.75MPa (0.7~7.5 bar)
Water supply temperature		4~35°C
Ambient temperature		4~40°C
Protection degree		IPX4
Wash device	Flow rate	350~650mL/min
	Water temperature	31~39°C
	Wash cycle time	3 minutes
	Heating type	Tank
	Maximum heater power	1200W
	Safety device	Thermal cutoff fuses / Liquid level switch / Thermostat
	Backflow prevention	Air gap of AB type
Dry device	Maximum air speed	≥4m/s
	Maximum dryer power	350W
	Dry cycle time	3 minutes
	Warm air temperature	OFF / 35~50°C
	Safety device	Thermal cutoff fuses / Thermostat
Remote control	Frequency range	2400~2520 MHz
	Maximum RF output power	0 dBm
	Battery type	3V CR2032
	Number of batteries	2 pieces
Operating frequency range		24.05~24.25 GHz
Maximum RF power		14 dBm
Other safety device		Residual current devices
Net weight		Approx. 35 kg
Overall dimensions		Approx. 580 × 376 × 355 mm



### NOTICE

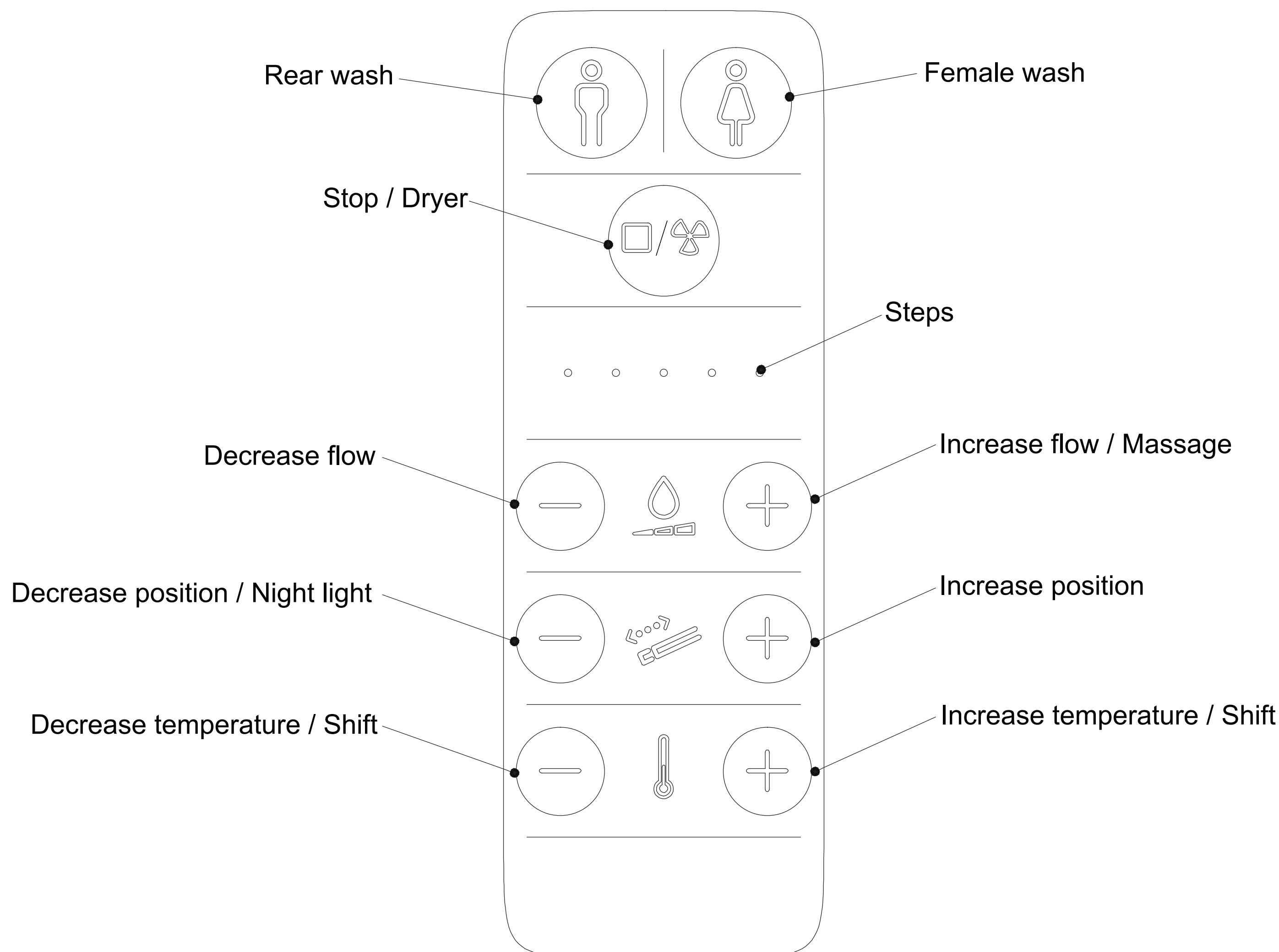
#### NOTICE

The manufacturer reserves the right to change the above specifications at any time without notice and without incurring any obligations.

In case of differences in shape, color, or accessories, please refer to the actual product.



## Remote Control



NOTE: 1. The remote control requires two batteries (Type 3V CR2032, not supplied).  
 2. The following remote-control operations apply only to models with a remote control.  
 3. Software version: V1.0 (Software updates will not be notified. Please refer to the actual remote control.)

## Function Introduction

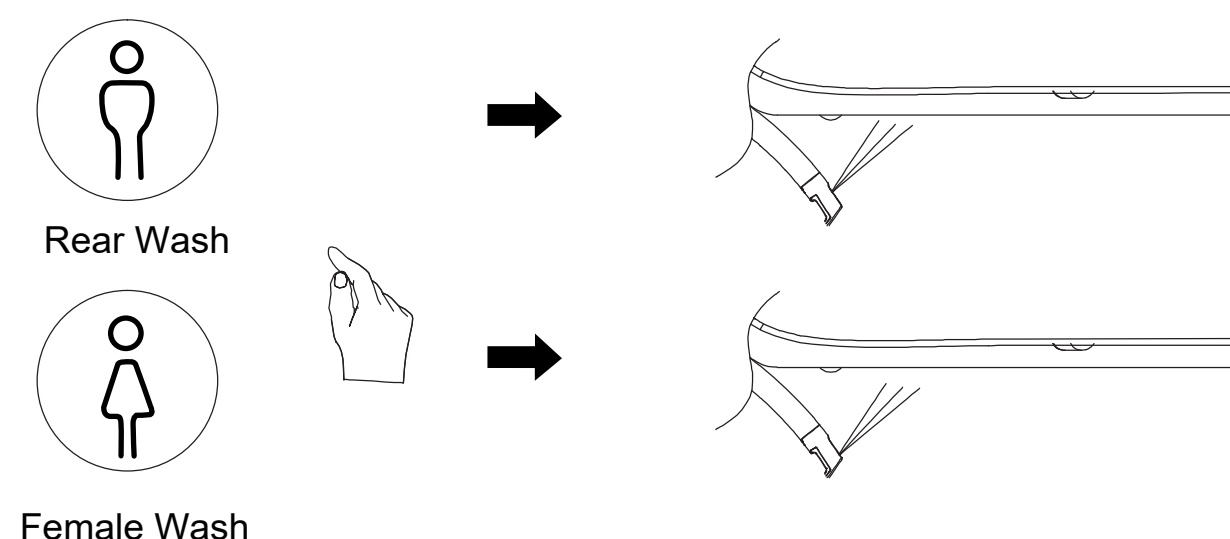
### Initialization

- After connecting the power supply, please wait for approximately 2–3 minutes to initialize the bidet, and do not operate it during this time.

### Wash Operation

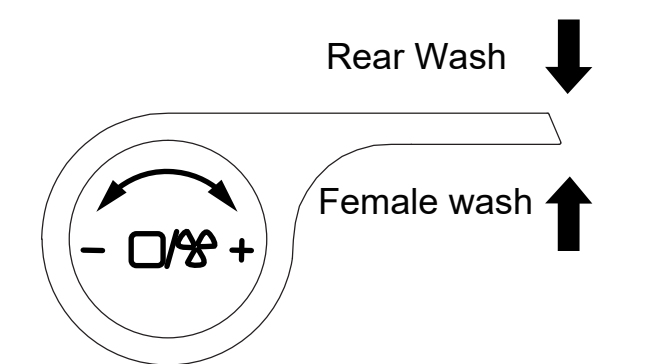
- Be seated.

Press the "Wash" button on the remote control to start washing. It will automatically stop after 3 minutes, or you can stop washing by pressing the "Stop" button.



OR

- You can lift the handle up and release to activate "Female Wash", or press the handle down and release to activate "Rear Wash".

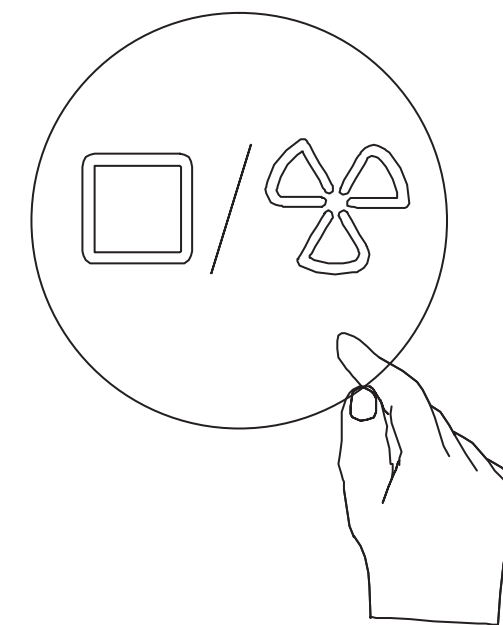


NOTE: During Rear Wash or Female Wash, the bidet will wash at a fixed position for approximately 10 seconds, then perform movable washing for about 18 seconds, and finally return to the fixed position until the end of the cycle.

## Function Introduction

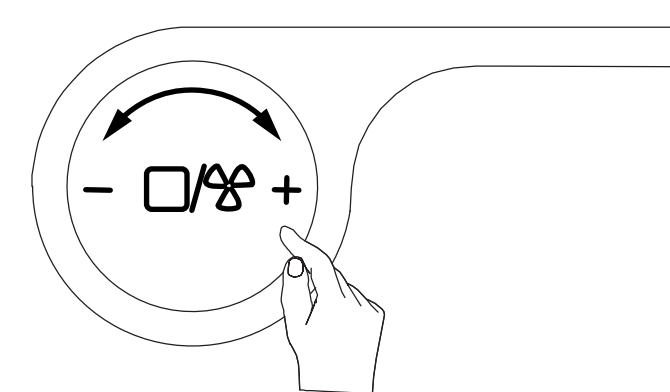
### Dry Operation

- Be seated.  
Press the "Dry" button on the remote control to start drying. Drying will automatically stop after 3 minutes, or you can press the "Stop" button to end drying.



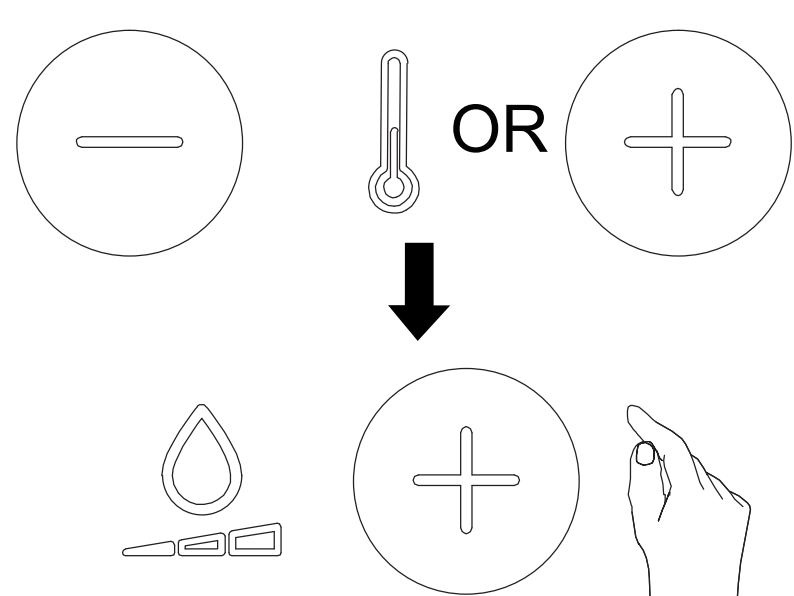
OR

- Be seated.  
When not in Rear Wash or Female Wash mode, press the knob to start drying. Drying will stop automatically after 3 minutes, or you can press the knob again to stop.

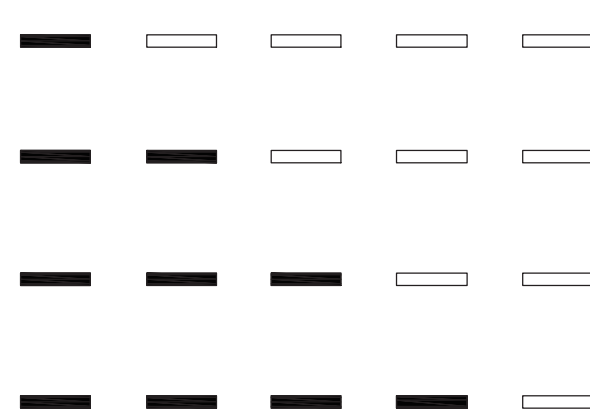


### Massage Operation

- During Rear Wash or Female Wash mode.  
Hold the "+" or "-" temperature button on the remote control, then press the "+" flow button. Press again to switch the wash to a different massage mode.



Remote control LED indicators

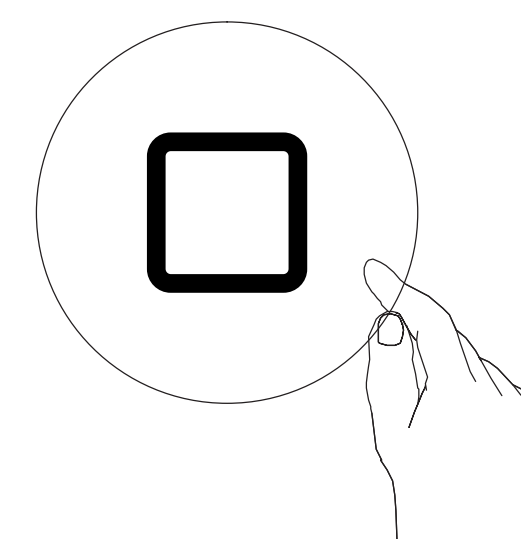


Massage Modes

- Close Mode
- Oscillating
- Pulsating
- Oscillating + Pulsating

### Stop Operation

- During Rear Wash, Female Wash, or Drying.  
Press the "Stop" button on the remote control to stop the operation.

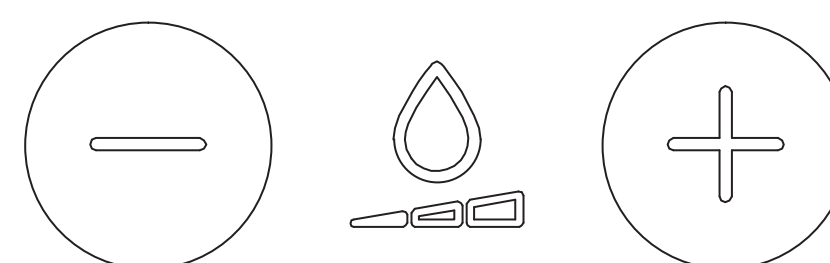


OR

- Press the knob to stop washing or drying.

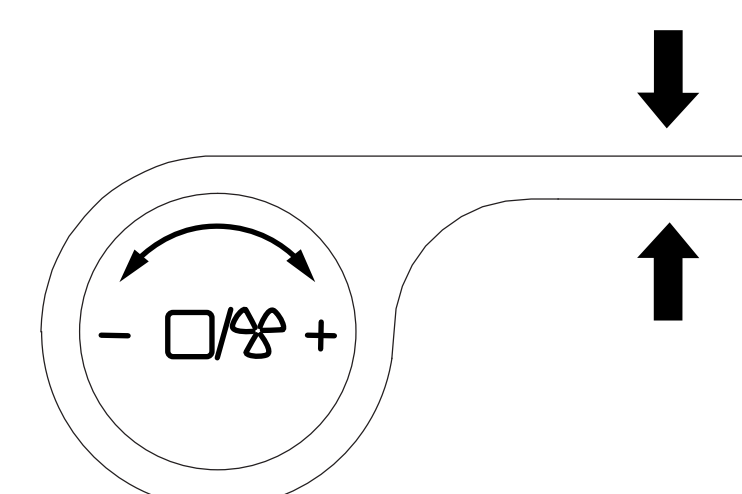
### Adjusting Water Flow

- In the process of Rear or Female washing.
- Default 3rd.  
Press the "+" or "-" button of flow on the remote control to adjust the flow rate. The indicator light of rate will be lighted up.



OR

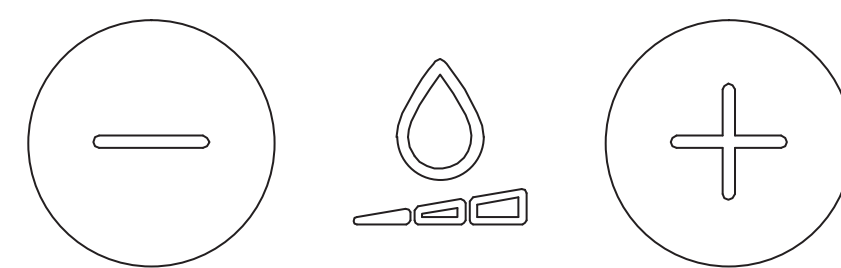
- During rear washing, turn the handle clockwise down and hold, water flow will change accordingly.
- During female washing, turn the handle anticlockwise up and hold, water flow will change accordingly.



## Adjusting Air Flow

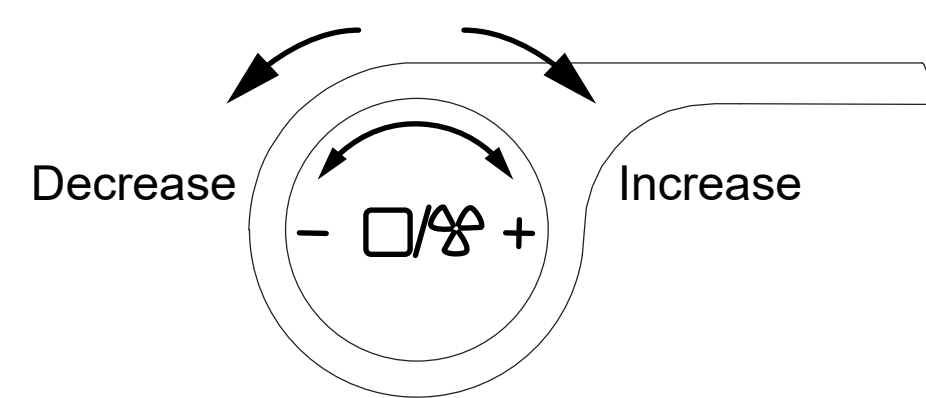
- In the process of drying.
- Default 3rd.

Press the "+" or "-" button of temperature on the remote control to adjust air flow.



OR

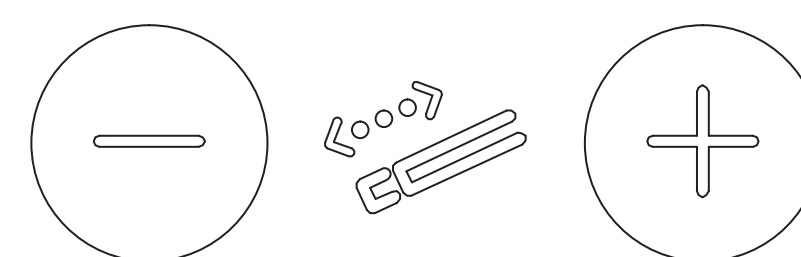
- You can operate by rotating the knob. The flow rate will increase clockwise and decrease anticlockwise.



## Adjusting the Nozzle Position

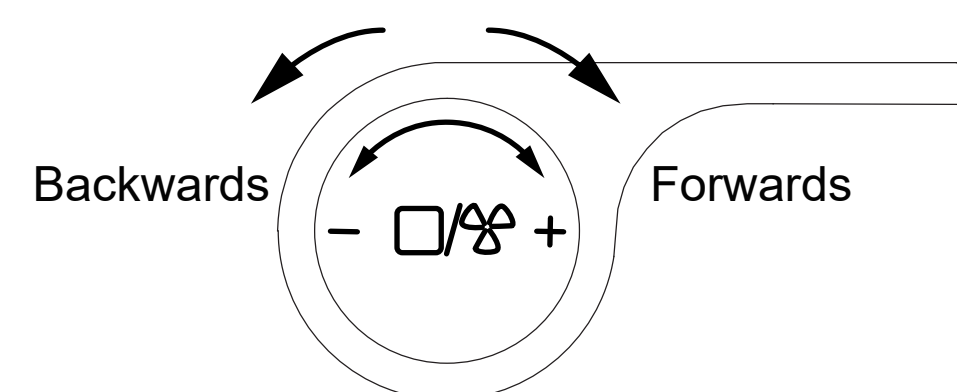
- In the process of Rear or Female washing.
- By default in the 5th position.

Press the "+" or "-" button of position on the remote control to adjust the nozzle forward or backward.



OR

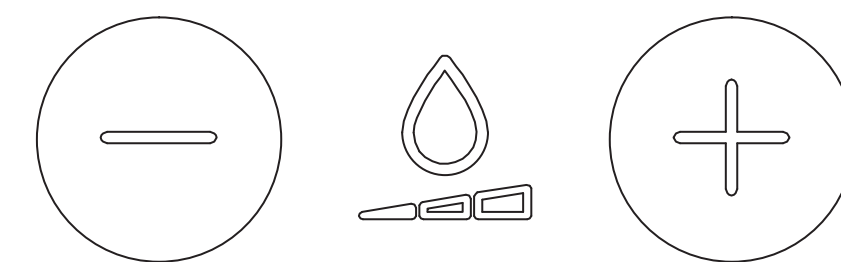
- You can operate by rotating the knob. The nozzle moves forward clockwise and backward anticlockwise.



## Adjusting Water Temperature

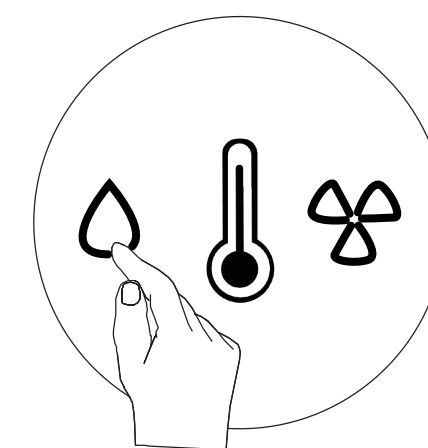
- During Rear or Female washing.
- Default: 3rd level.

Press the "+" or "-" temperature button on the remote control to adjust the water temperature.



OR

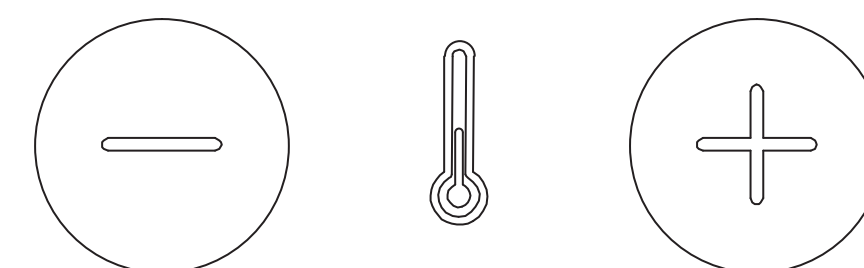
- Press the side button "Δ": Room temperature (no light) / Low temperature (blue) / Medium temperature (pink) / High temperature (red).



## Adjusting Air Temperature

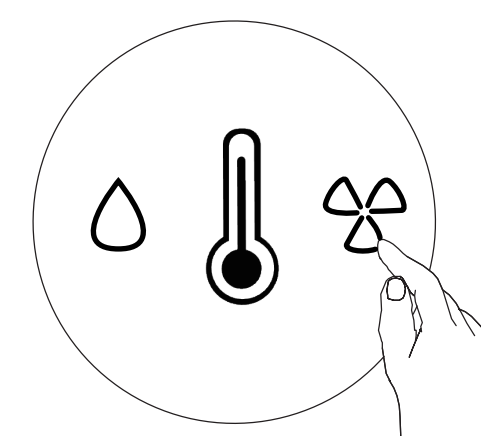
- During drying.
- Default: 3rd level.

Press the "+" or "-" temperature button on the remote control to adjust the air temperature.



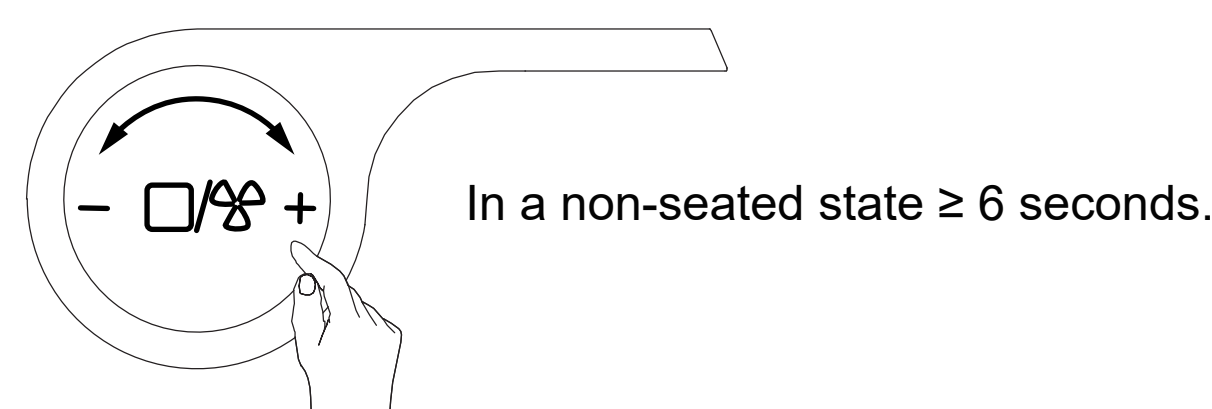
OR

- Press the side button "⊗": Room temperature (no light) / Low temperature (blue) / Medium temperature (pink) / High temperature (red).



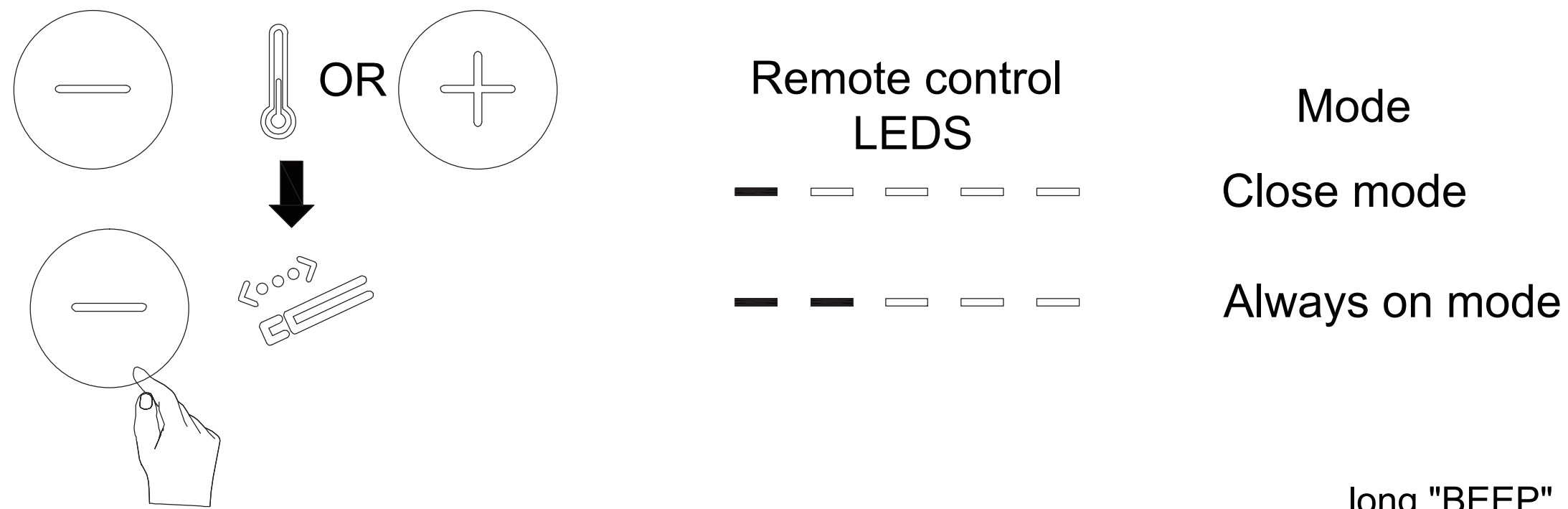
## Power Standby Setting

- When the bidet is idle:  
Press and hold the knob for more than 6 seconds to enter power standby mode. Press and hold the knob again for more than 6 seconds to restart.



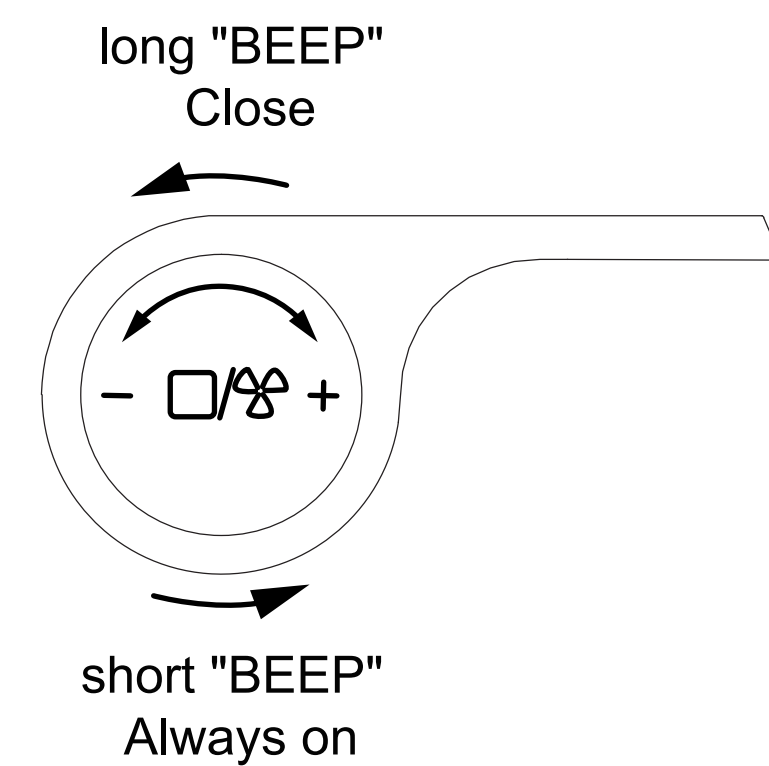
## Light Setting

- Always on mode for the night light by default. Keep pressing the "+" or "-" button of temperature on the remote control then press the decrease position "-" button on the remote control to change modes.



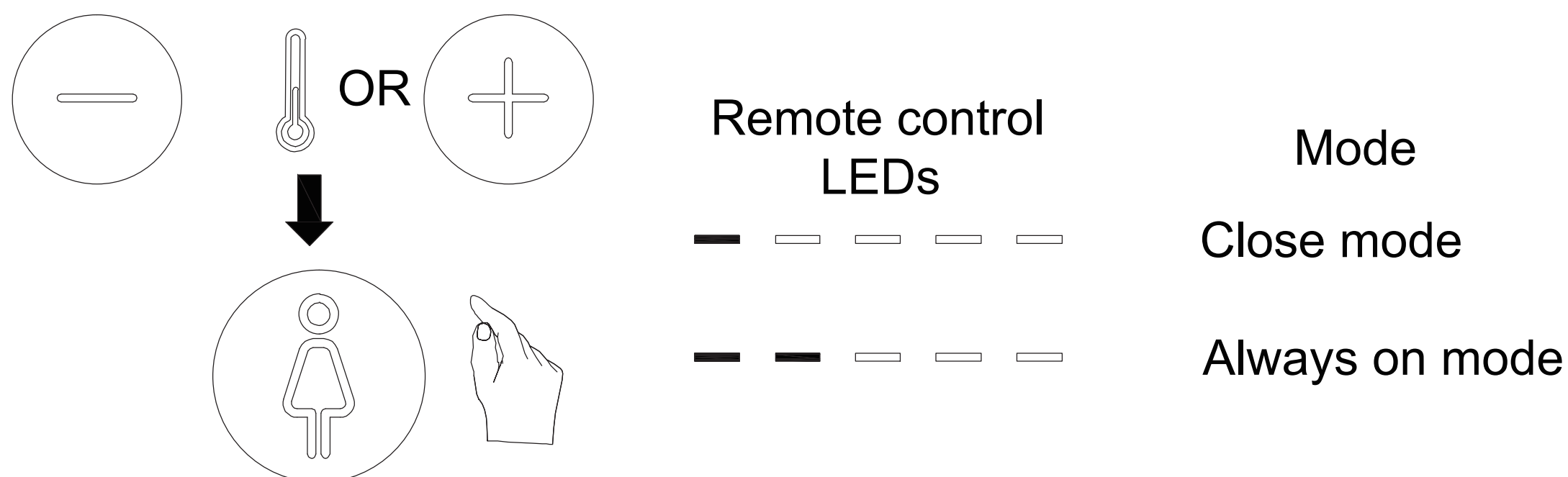
OR

In the status of unseated, rotate the knob in the anticlockwise direction to switch night light status. There is a short beep sound when the light is on "always on" mode, a long beep sound when the light is on "close" mode.



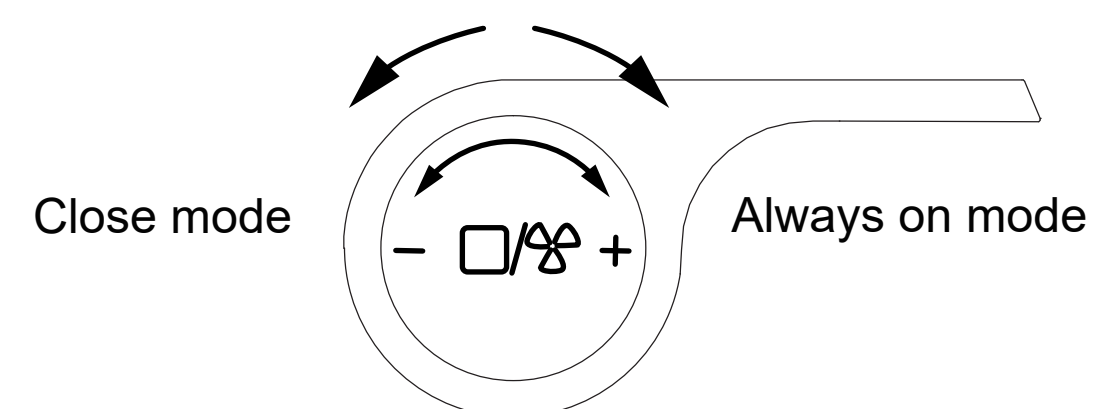
## Sound Setting

- The sound is on by default. Keep pressing the "+" or "-" button of temperature on the remote control, then press the "Female wash" button. Press it again, and the sound will be on or off.



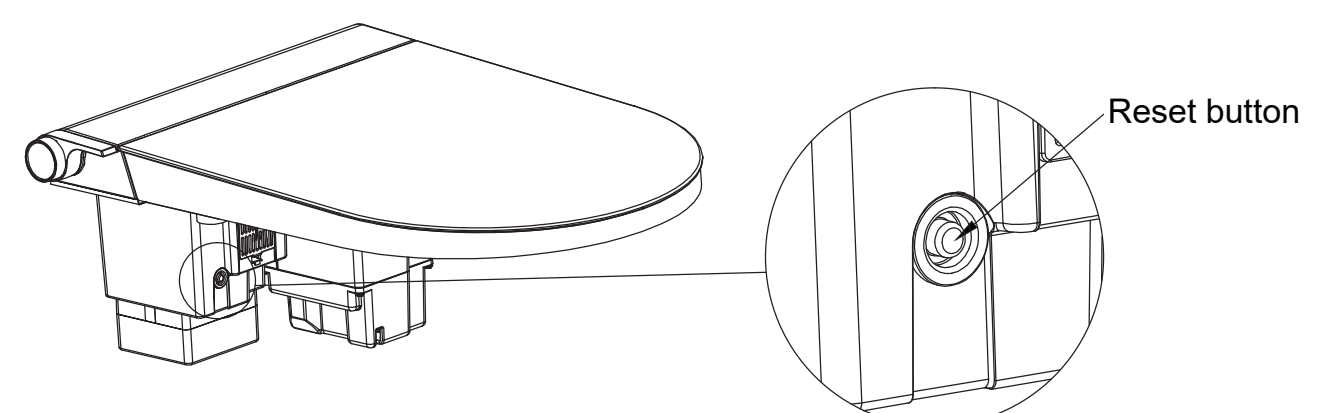
OR

Open the lid and seat, press and hold the side knob while simultaneously rotating the knob. The sound is on when rotated in the clockwise direction and off when rotated in the anticlockwise direction.



## Resetting the thermostat

- If the appliance needs to be reset (see troubleshooting), press the side reset button.





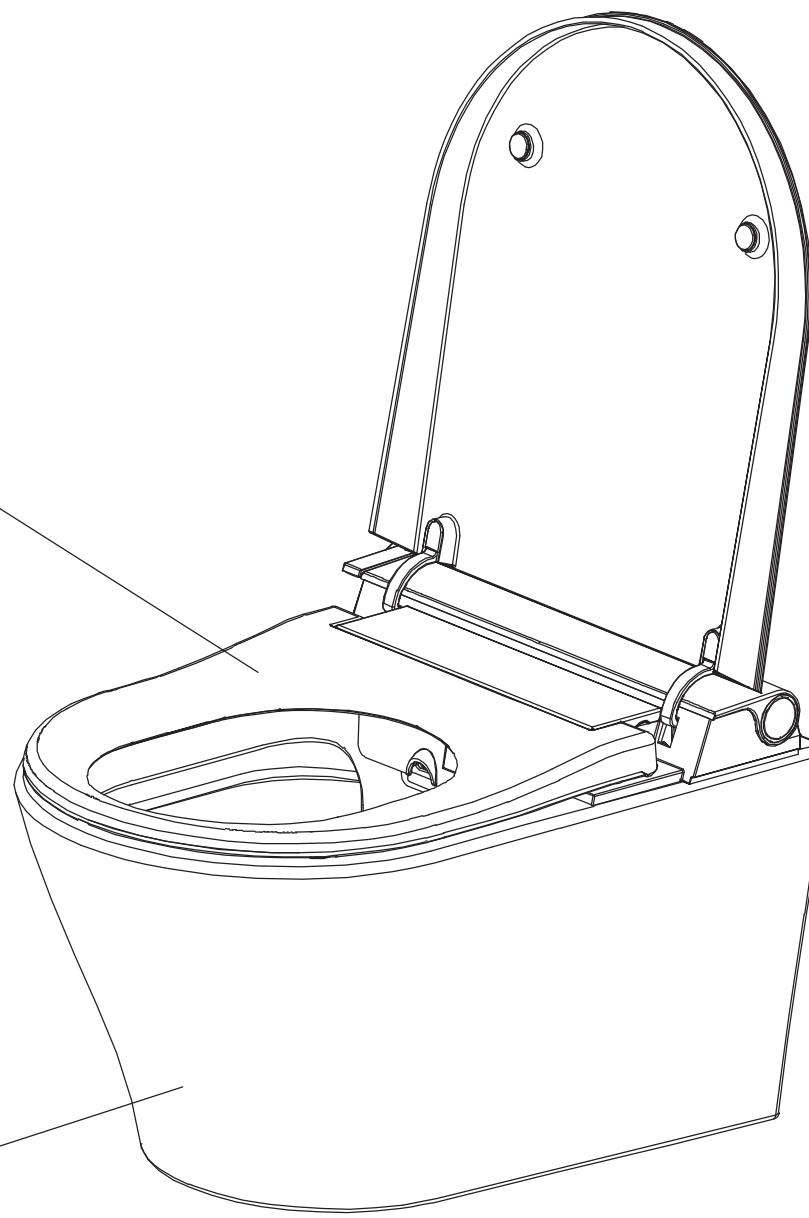



NOTE: Drawings may not exactly define contour of the product.

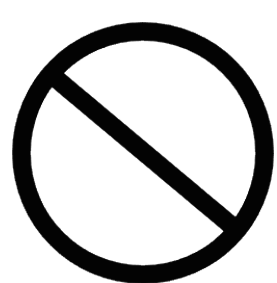
## Care and Cleaning

### ● General care and cleaning recommendations.

Maintaining interval	Maintaining activity
Daily	Remove water drops with a soft, lint-free cloth to avoid limescale stains.
Weekly	Clean all surfaces and corners. Clean the spray nozzle if required. See "Nozzle cleaning".
Monthly	Clean the WC ceramic appliance with low acidic cleaning agents.
Every half year	Replace the filter if required.
Every year	Descale the device. See "Descaling the device".

### ● Cleaning agents and tools

<p>For E-bidet</p>  soft cloths, lint-free cloths  mild cleaning agents that are kind to the skin	
<p>For WC ceramic appliance</p>  soft cloths, lint-free cloths  low acidic cleaning agents, e.g. heavily diluted citric acid  toilet brush	



Forbidden

Do not use cleaning agents with strong acid or alkali.  
 To clean the E-bidet, do not use hard brushes, e.g., toilet brush or nylon brush.  
 To clean the WC ceramic appliance, do not use metal brushes.  
 Aggressive descaling agents may damage the device.

NOTE: Drawings may not exactly define contour of the product.

## Nozzle cleaning

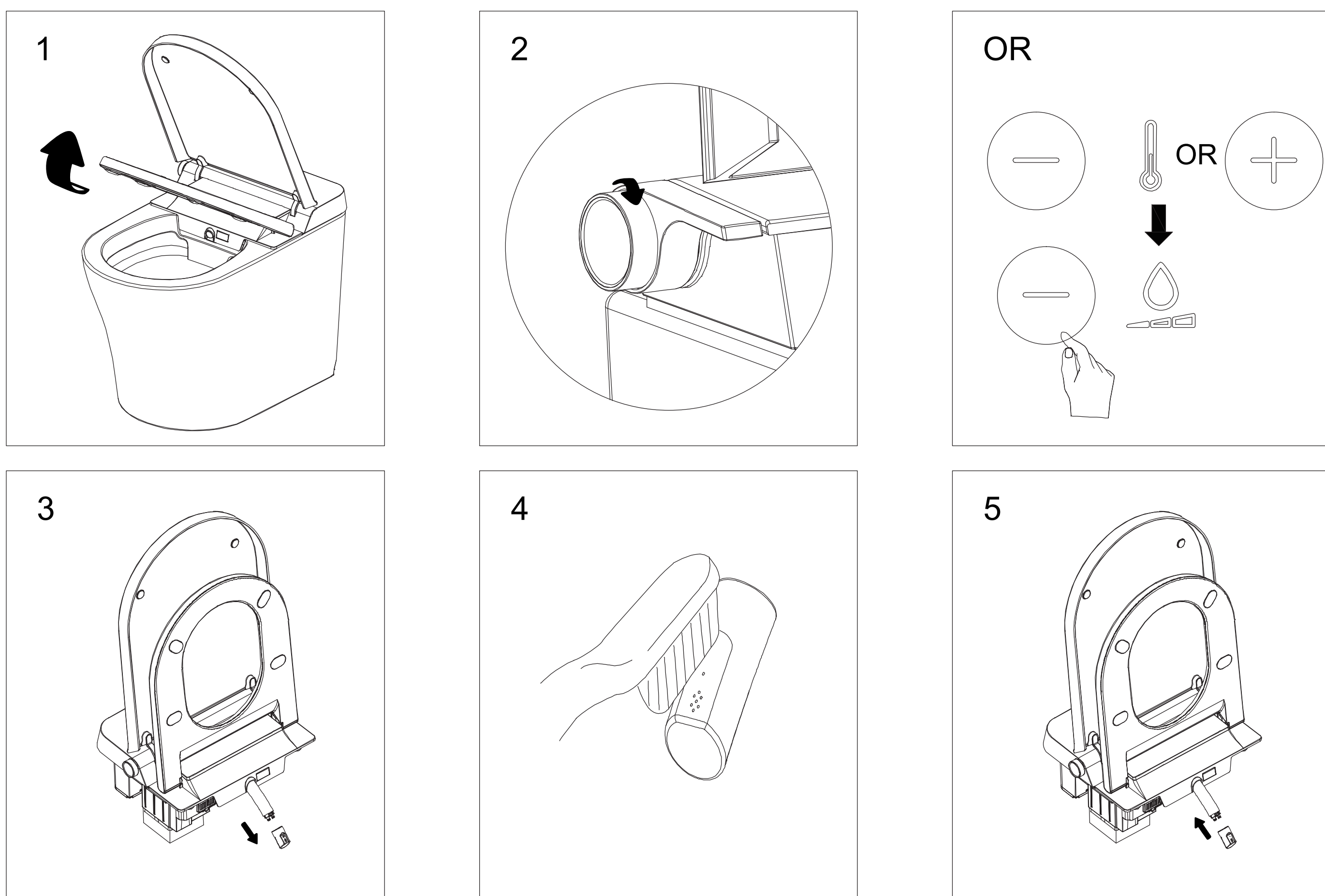
- Automatic: The nozzle will be automatically cleaned before washing and after washing.

Manual: The operation of manual cleaning is as follows:

Open the lid and seat, rotate the knob in the clockwise direction.

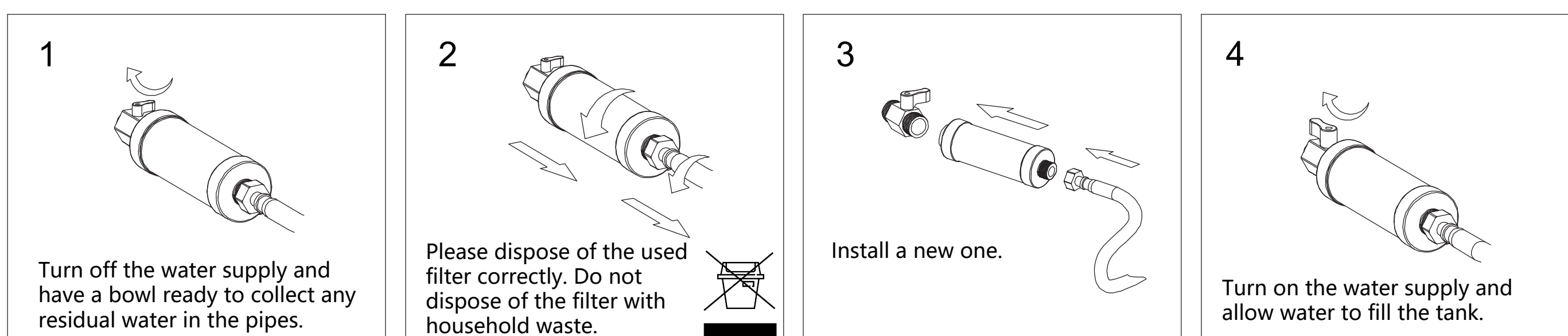
Or, keep pressing the "+" or "-" button of temperature on the remote control, then press the flow "-" button. The nozzle will come out with water, and the nozzle head can be removed and cleaned manually.

The nozzle will extend with cleaning water. It will return after 5 minutes or when the "Stop" button is pressed.



## Replacing the filter

- The filter has a service life of approximately 6 months depending on the type of water used. The filter should be replaced when the wash flow pressure is low.



NOTE: Drawings may not exactly define contour of the product.

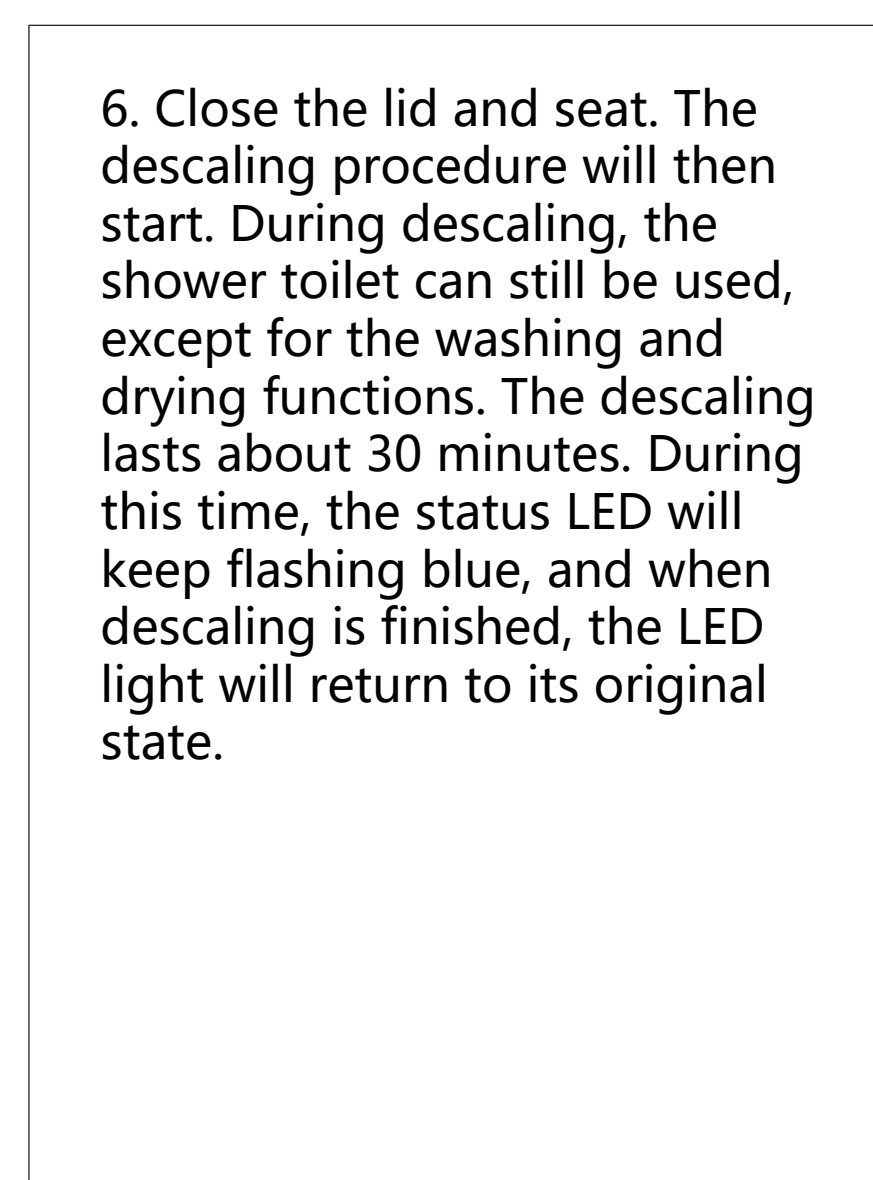
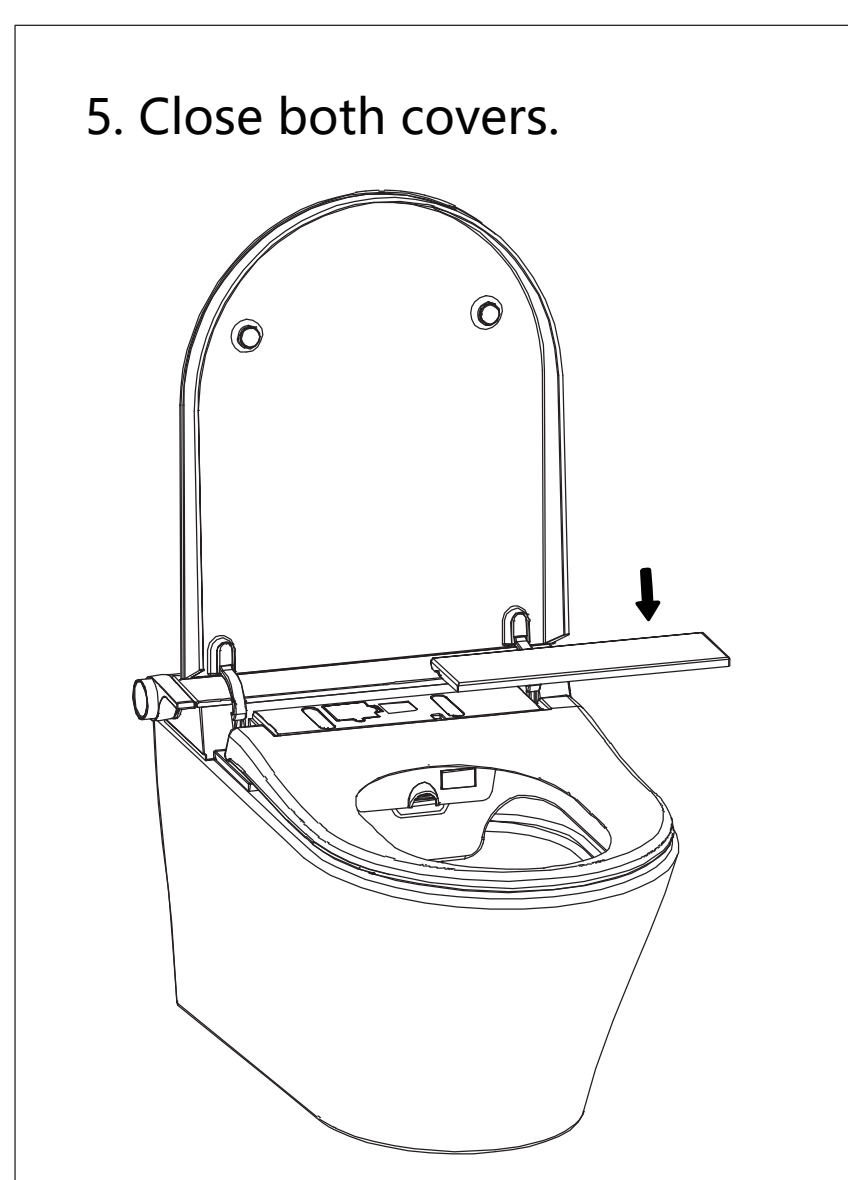
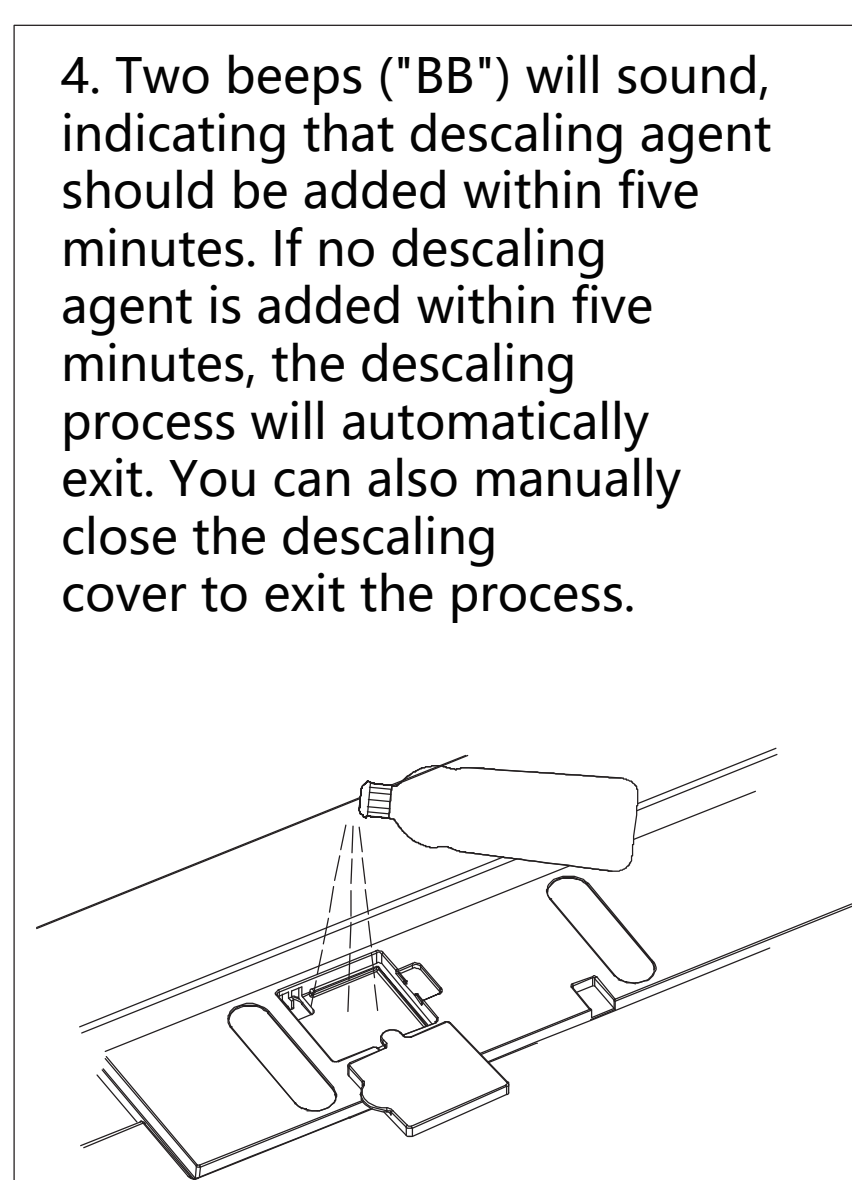
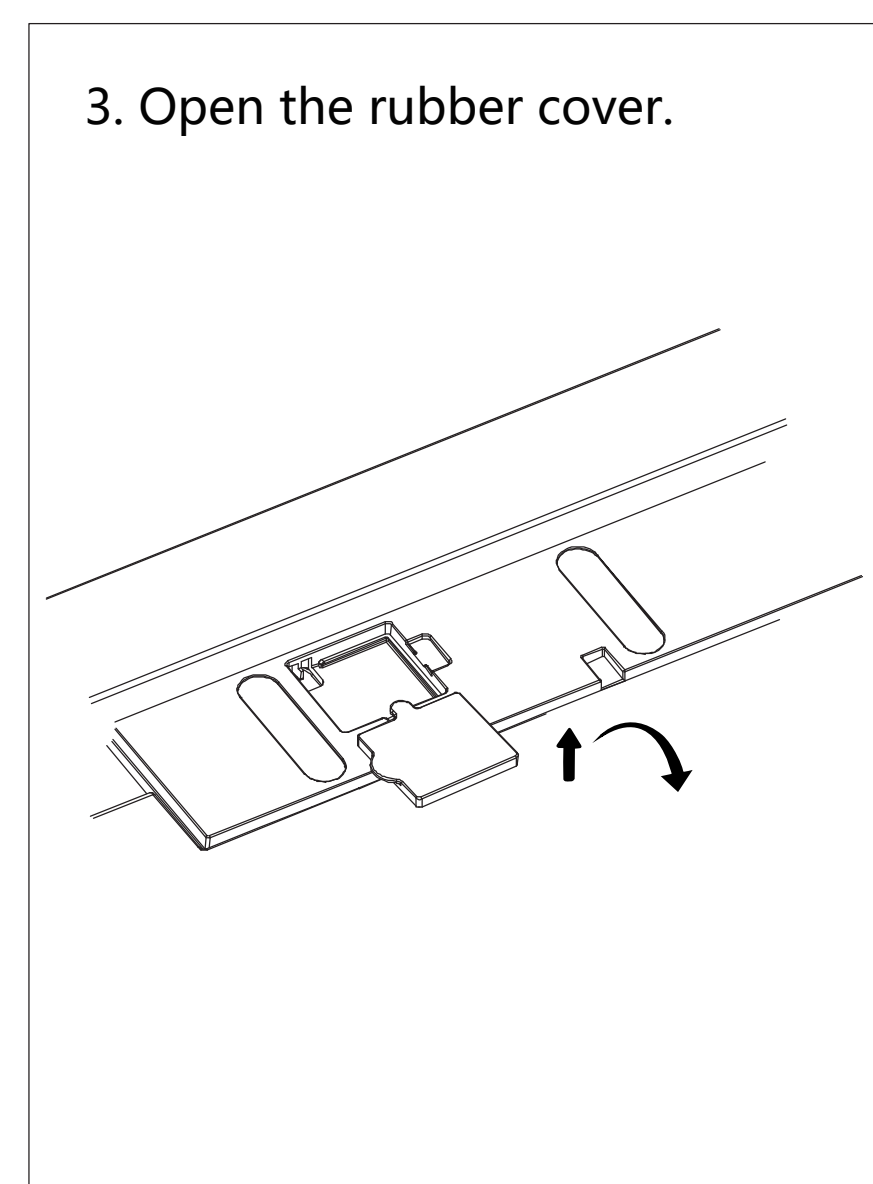
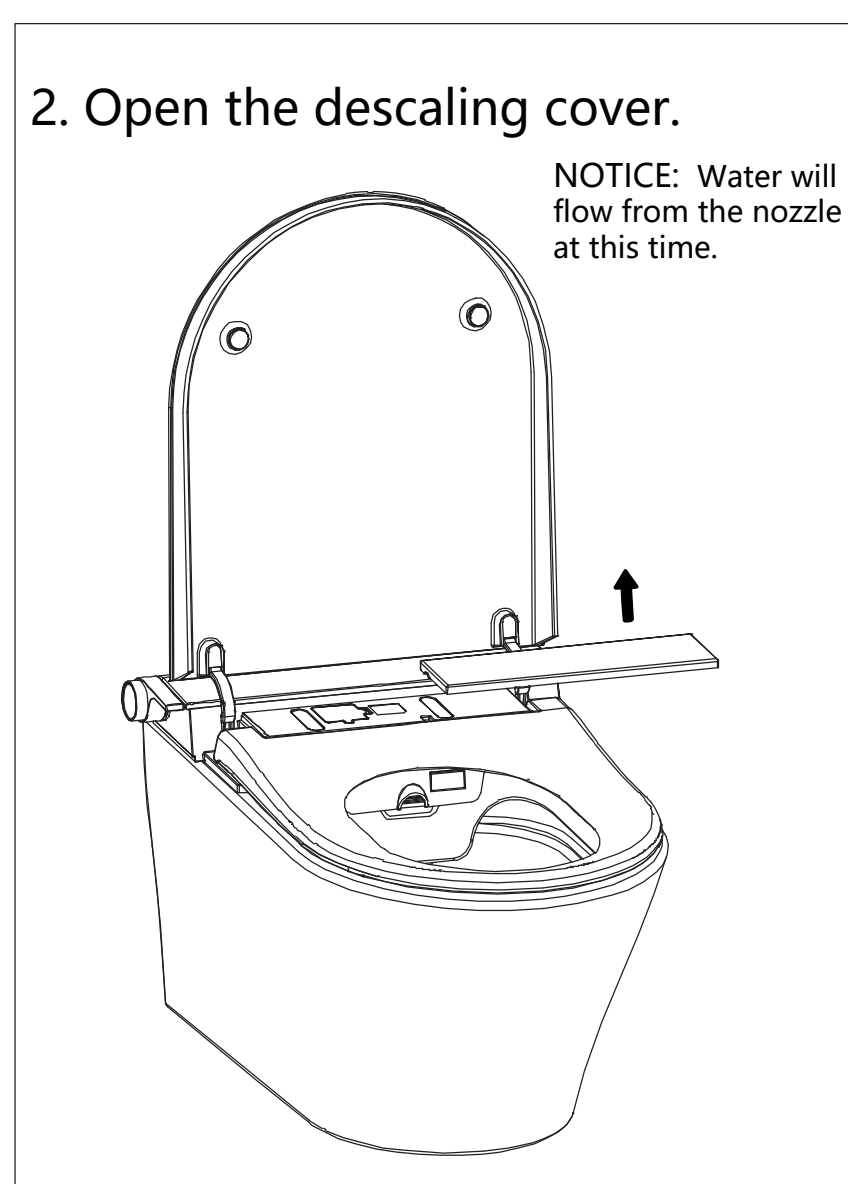
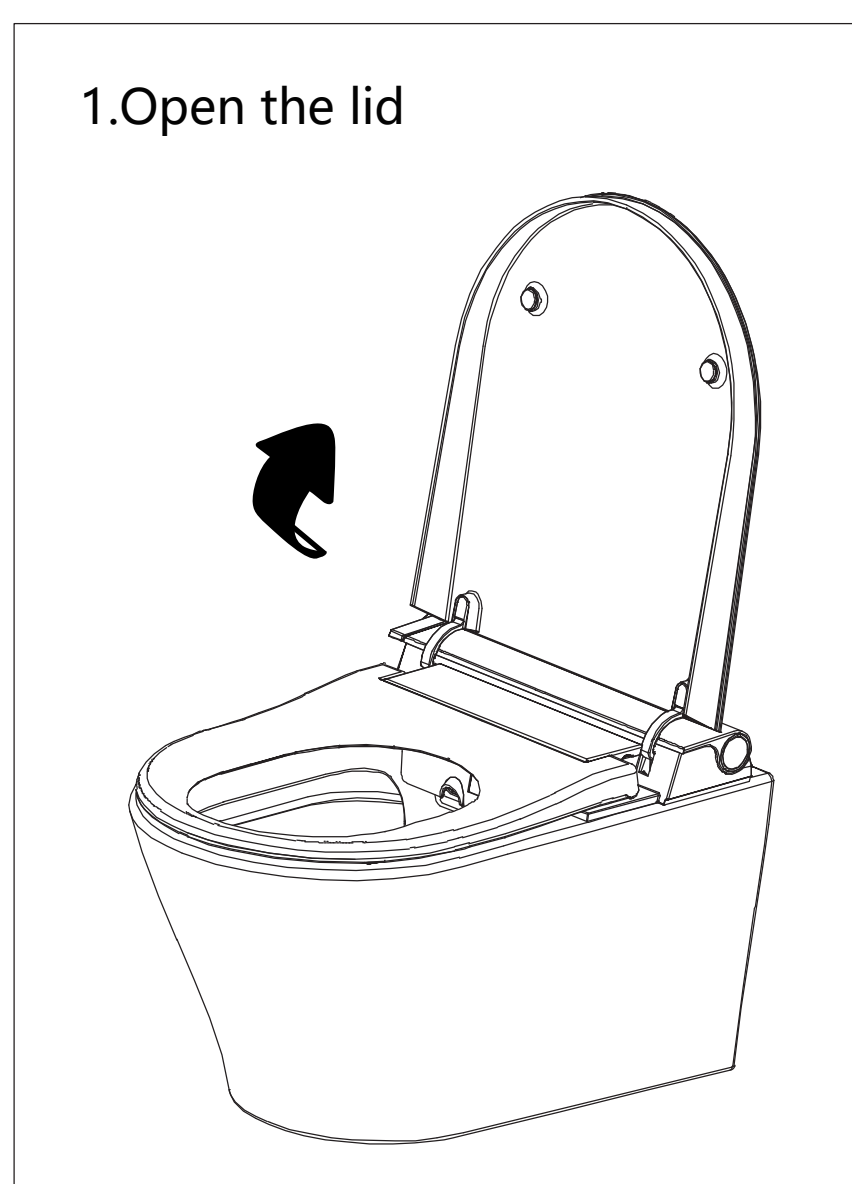
## Descaling the device

- You will need to descale the device at least once a year, or more often depending on the number of wash cycles and the water quality.
- During the descaling procedure, you can continue to use the toilet without the washing and drying functions.
- The descaling process will last for about 30 minutes. During the process, the LED light will keep flashing blue and the bidet will make a sound. After descaling, the LED light will return to its original state.
- Do not use descaling agents that produce foam.



### NOTICE

Damage to the human body and the device may result from using aggressive descaling agents.



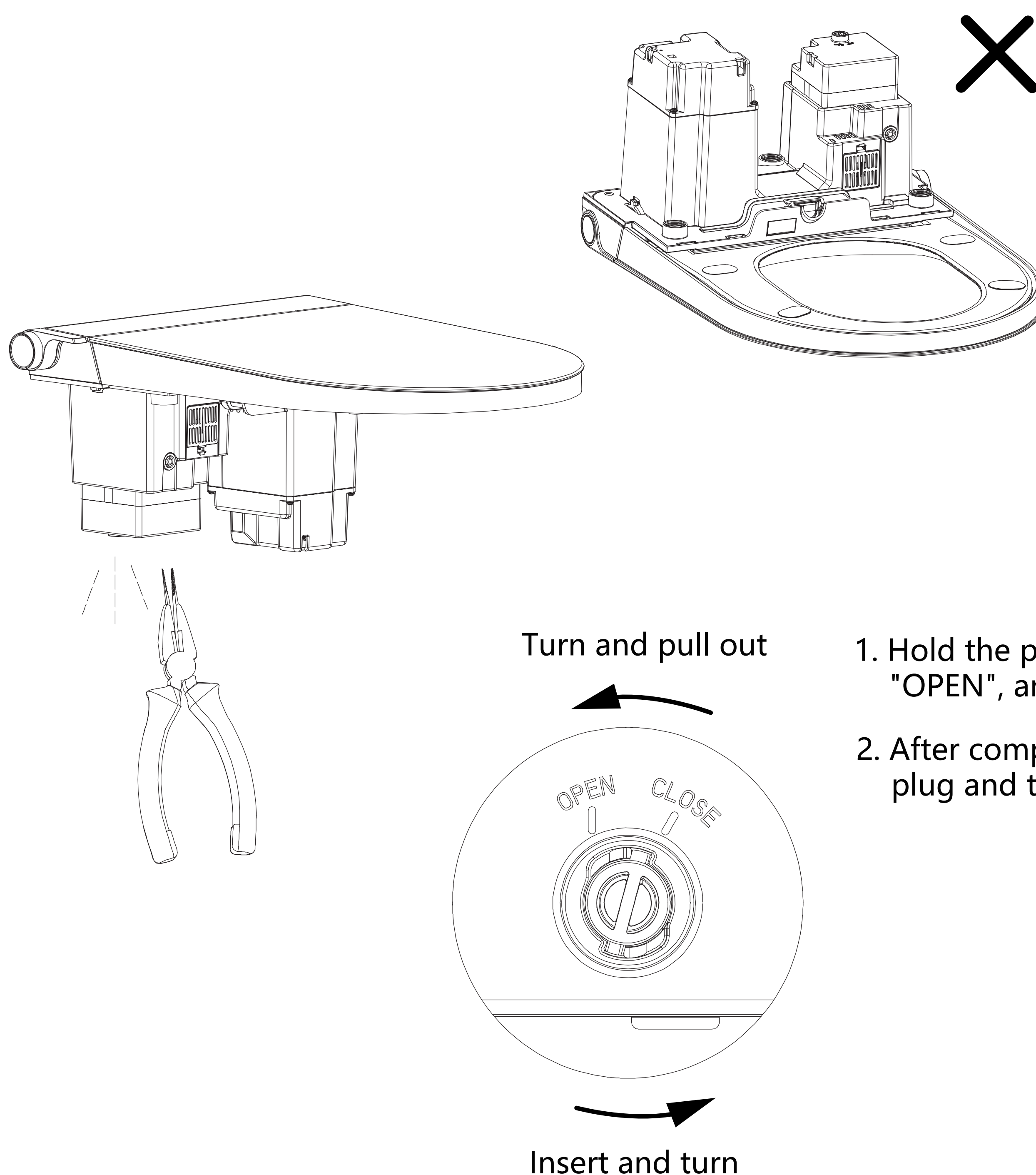
NOTE: Drawings may not exactly define contour of the product.

## Drain the Water Tank



### DANGER

- The water and power must be cut off before you disassemble the E-Bidet.
- Do not invert or tilt it before you finish draining the water tank.
- Once re-fitted, ensure to turn on the water supply and allow the tank to fill before operating any washing functions.

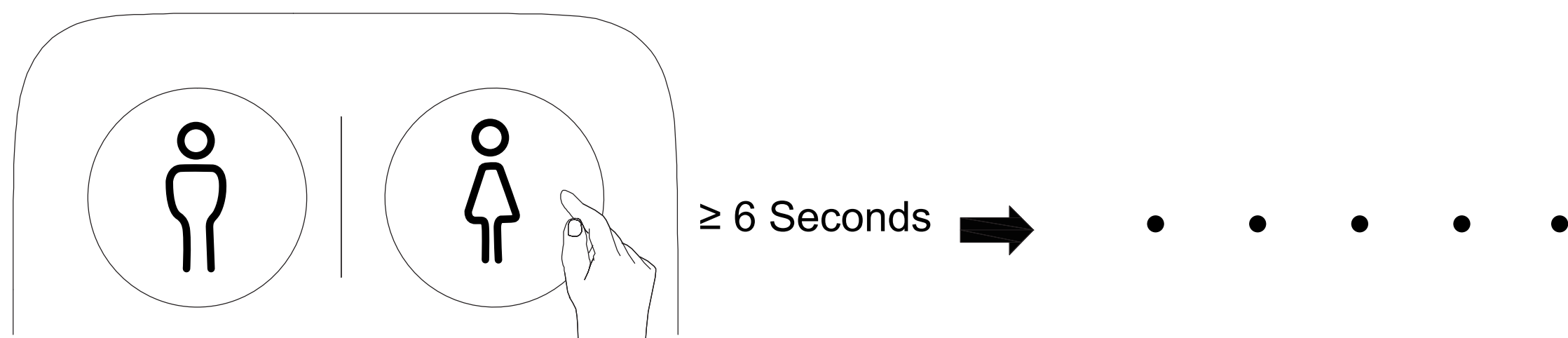


NOTE: Drawings may not exactly define contour of the product.

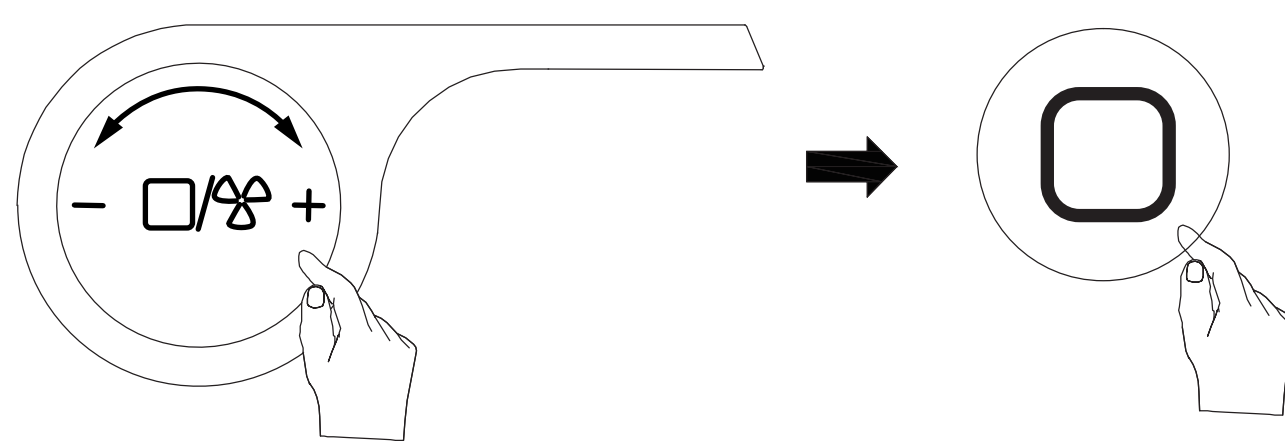
## One-ON-One Setting

When installing several shower toilets in the same area, if you want each remote control to control the specified shower toilet, please follow the steps below.

1. When the bidet is idle, press and hold the "Female wash" button on the remote control for more than 6 seconds until all five LED lights are on, then release.



2. Press the "Stop/Dry" button on the bidet. When you hear a long beep sound, the setting is completed.

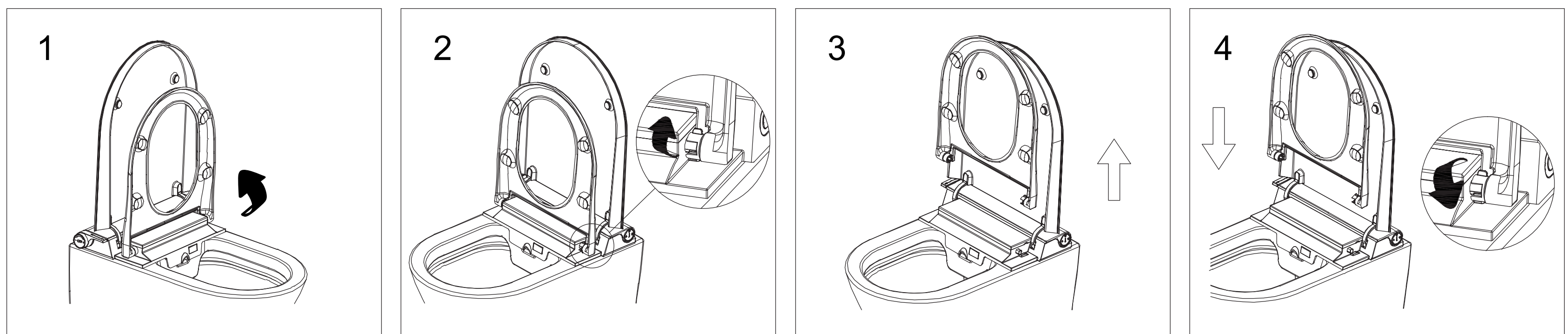


## Self-cleaning the tank

- If the unit has not been used for more than 72 hours, when the user starts a wash, the self-cleaning function will run for about 3 minutes. All buttons are disabled during self-cleaning, and the unit will return to normal operation afterwards.

## Seat Quick Release

- (Only available for models without heated seat)



NOTE: Drawings may not exactly define contour of the product.

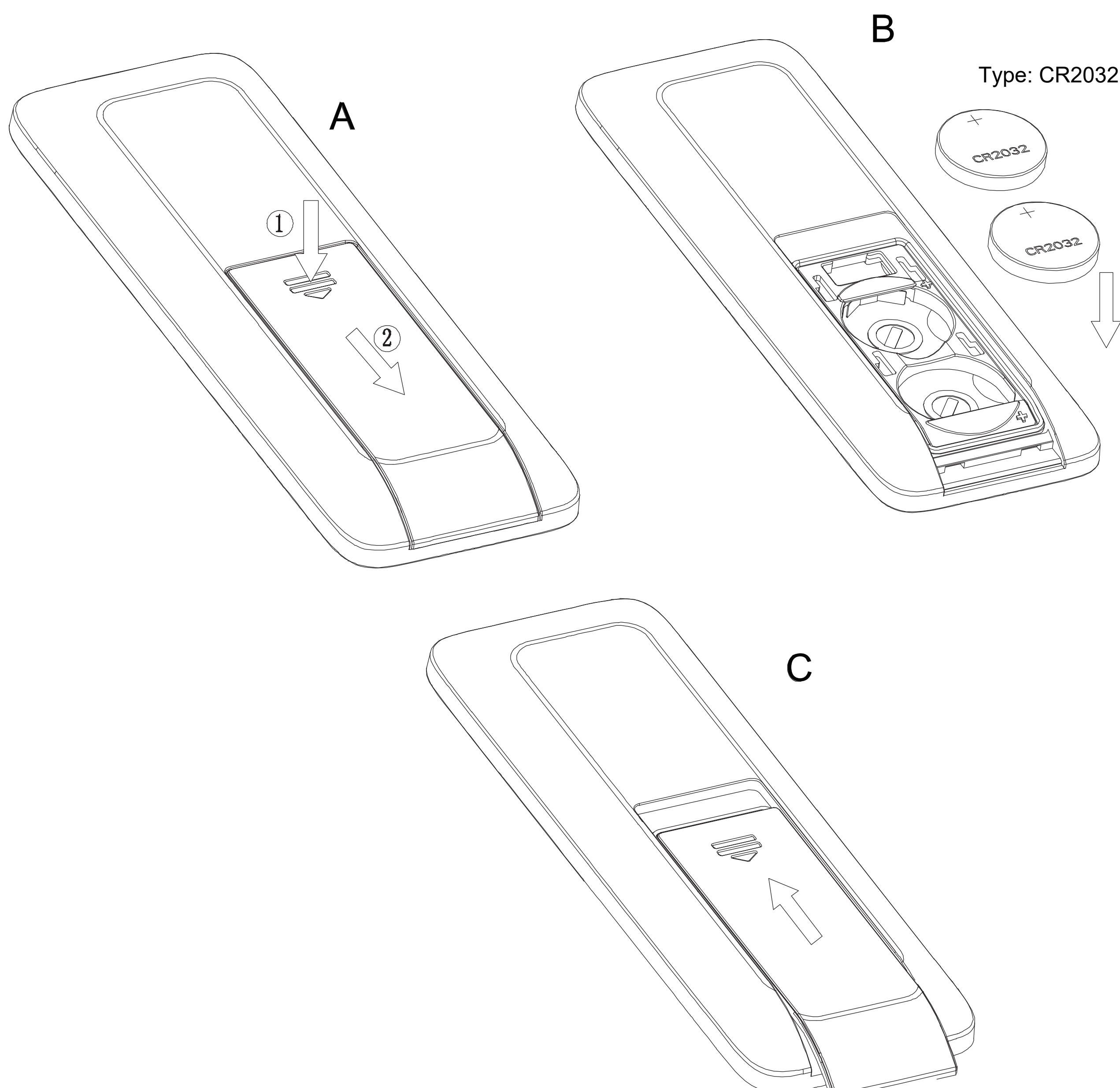
## Replacing the Batteries

- The remote control requires two batteries (type 3V CR2032).
- When the indicator light flashes continuously, please replace the batteries promptly.



### NOTICE

1. Non-rechargeable batteries must not be recharged.
2. Rechargeable batteries must be removed from the appliance before charging.
3. Different types of batteries or new and used batteries must not be mixed.
4. Batteries must be inserted with the correct polarity.
5. Exhausted batteries must be removed from the appliance and disposed of safely.
6. If the appliance will be unused for a long period, the batteries should be removed.
7. The supply terminals must not be short-circuited.

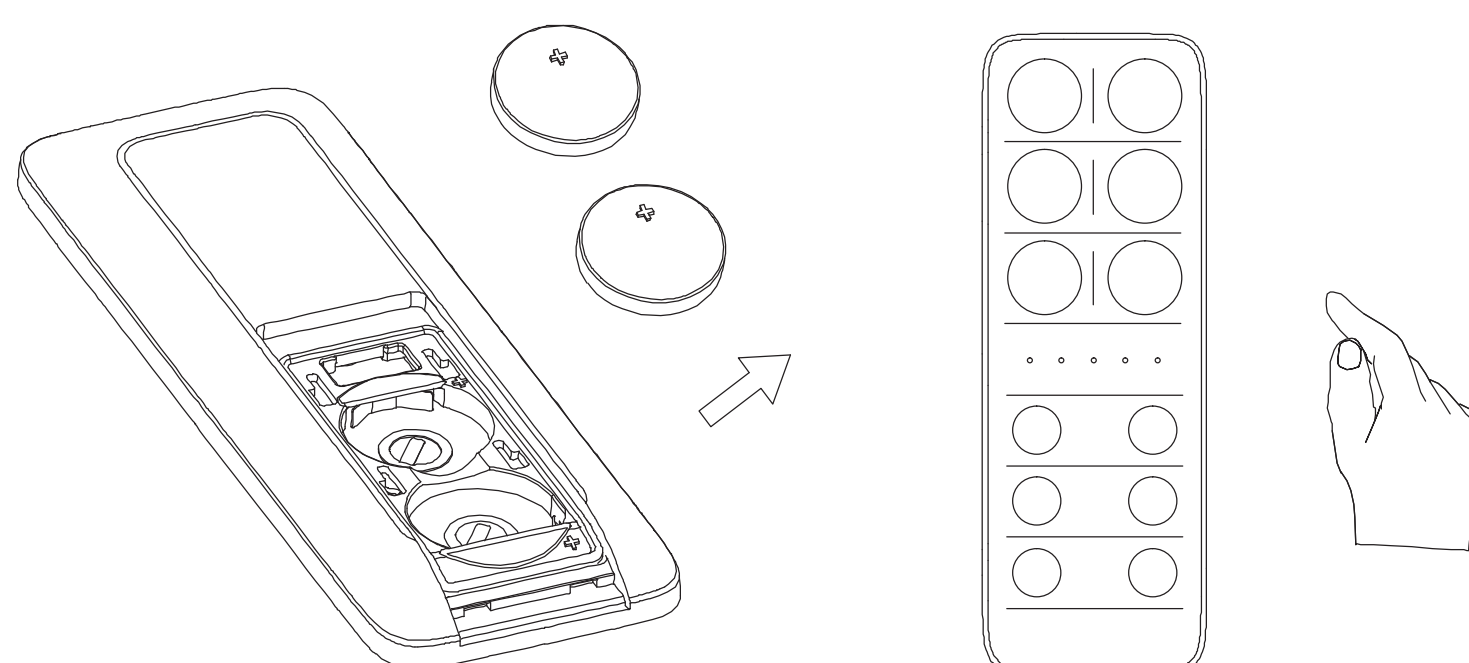


NOTE: Drawings may not exactly define contour of the product.

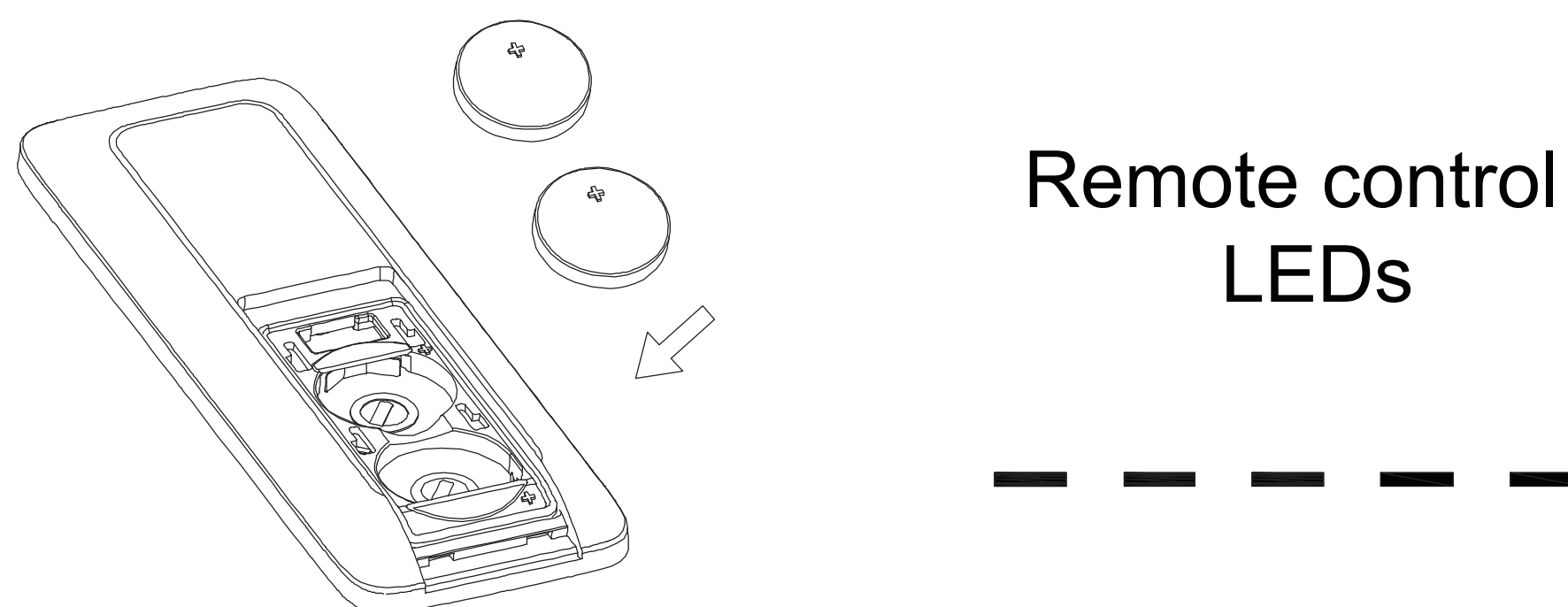
## Factory Data Reset

### When the bidet is idle:

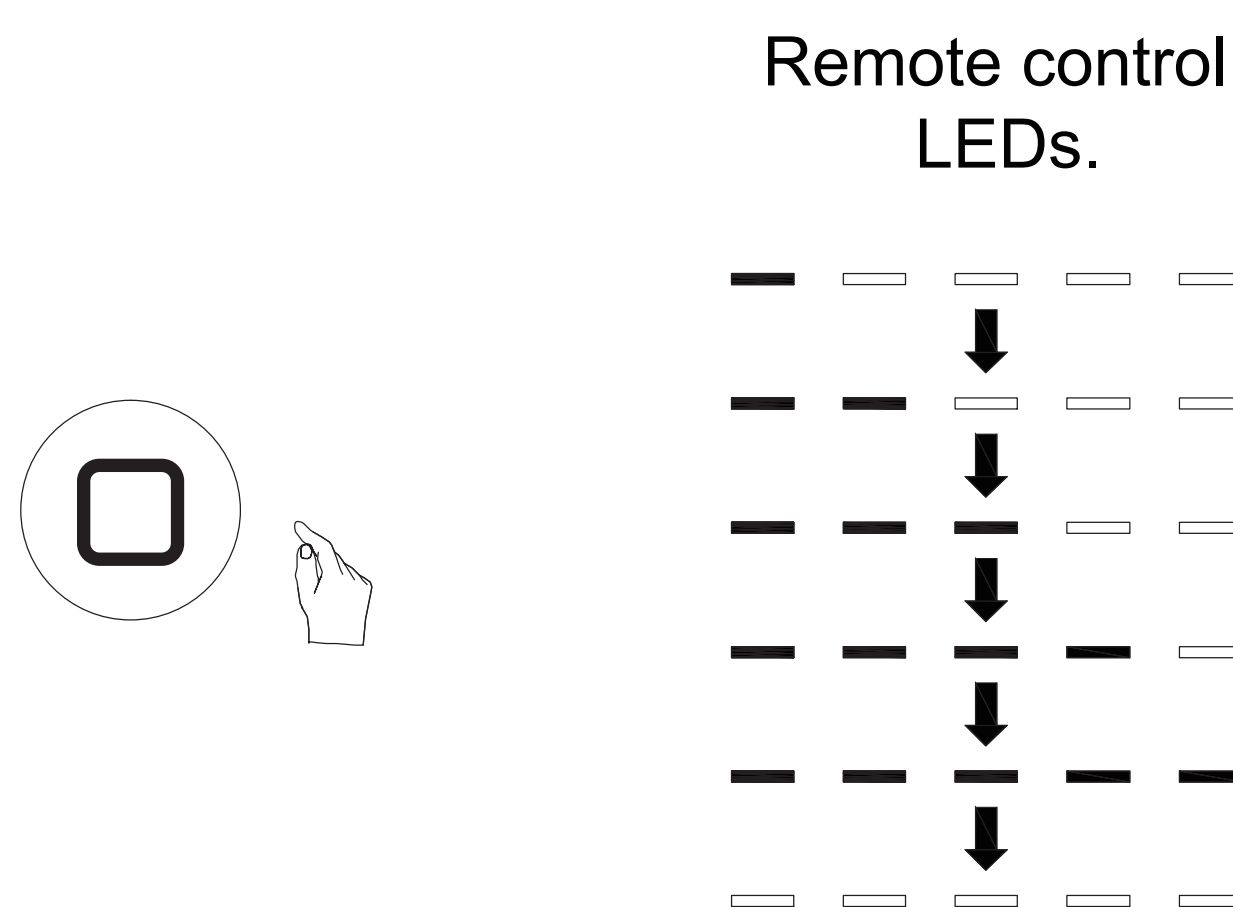
1. Take out the battery and press any button to consume the remaining power of the remote control.



2. Reinstall the battery. After the battery is installed, all five indicator lights of the remote control will turn on.



3. Press the "Stop" button on the remote control until the indicator lights turn on and then off successively.



4. There will be a "beep" sound from the bidet, which means the factory data reset process is complete.



### NOTICE

- Batteries cannot be inverted.
- Please complete the operation within 15 seconds after reinstalling the battery. During the process, press any button on the remote control to exit "factory reset".

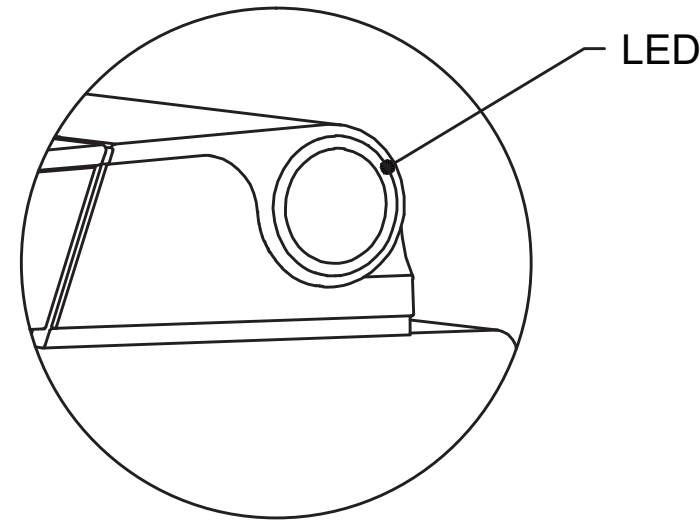
NOTE: Drawings may not exactly define contour of the product.

## Troubleshooting

Problem	Potential cause	Suggested action
The Washing Function not working	1. Power supply not turned on.	Turn on the power.
	2. Water supply not opened.	Open the inlet water valve or check if there is a water outage.
	3. Filter blocked.	Replace filter (service life ~6 months).
	4. Not in seating state.	Sit properly.
	5. Lid closed.	Open lid and sit.
	6. Not used for more than 72 hours.	Allow self-cleaning (~3 minutes) before washing. All buttons will be disabled during the self-cleaning process and will return to normal afterward.
The nozzle goes back suddenly	1. Washing cycle is 3 minutes — nozzle stops spraying then returns.	This is normal — re-press the "Wash" button if further washing is required.
	2. Problems with water supply.	Check if there is a water outage.
	3. User not properly seated.	Adjust your sitting position.
	4. Lid is closed.	Do not put down the lid during washing.
Low water flow rate	1. Water setting on low flow.	Set the water temperature to a higher level as per "Adjusting temperature" of operating instructions.
	2. Maybe the temperature of water supply is too low.	Check and ensure water supply pressure is $\geq 0.07$ MPa.
	3. Filter may be blocked.	Replace with a new filter.
	4. Nozzle may be blocked.	Replace with a new nozzle.
Low water temperature	1. The water temperature may be set at low.	Set the water temperature to a higher level as per "Adjusting temperature" of operating instructions.
	2. Maybe the temperature of water supply is too low.	If the supply water is too cold, set the water temperature higher or decrease the flow rate as per "Adjusting water flow rate".
	3. Thermostat needs to be reset.	Reset the thermostat.
The nozzle comes out slowly	When starting the washing function, the nozzle performs self-cleaning before extending.	This is normal.
Water flows out but the nozzle does not extend	1. When starting the washing function, the nozzle will perform a self-cleaning before extending. This feature also occurs after washing is complete	This is normal.
	2. The unit may not have been used for more than 72 hours.	This is normal. If not used for more than 72 hours, when the user operates the washing function, it will open the self-cleaning for about 3 minutes.
The dryer cannot work	1. The power supply may not be on.	Please turn on the power.
	2. The user may not be seated.	Please sit on the seat and adjust sitting position.
	3. The lid may be closed.	Please open the lid and sit on the seat.
	4. The unit may not have been used for more than 72 hours.	If not used for more than 72 hours, when the user operates the washing function, the nozzle will perform a self-cleaning for about 3 minutes. All buttons are inactive during self-cleaning, and normal operation resumes afterwards.
Low air temperature	1. The air temperature may be set too low.	Please set the air temperature to a higher level according to the "Adjusting Temperature" section of the operating instructions.
	2. The air heater may be faulty.	Please contact your local distributor if the problem persists.
The nozzle goes back automatically when manual cleaning	1. The nozzle goes back after washing for 5 minutes.	This is normal.
	2. The "Stop" button may have been pressed.	The manual cleaning will stop if the knob or the "Stop" button on the remote control is pressed.
	3. The seat sensor may detect that the seat is closing.	Do not lower the seat during manual cleaning.
The remote control is not functioning	1. There may be no batteries in the remote control.	Install the correct batteries in the remote control.
	2. The battery power may be too low.	Replace the batteries if the LED indicator flashes.
	3. The code of the bidet and remote control may not match.	Set the remote control code correctly.
There are BEEP sounds when the bidet is working	There is a short BEEP when you sit down, and a long BEEP when you leave. Also there is a short BEEP when the bidet receives commands.	This is normal. You can turn off the sound.
The bidet cannot work normally	There may be an abnormal condition.	Turn off the power and turn it on after 1 minute. If the bidet still does not work, please contact the local distributor.
The light around the knob flashes twice with a constant BEEP	The water supply temperature may be too high.	Turn off the power and water supply, stop using the product, and contact the local distributor.
The light around the knob keeps flashing	There may be something wrong with the product.	Check if the power supply and water supply are normal, turn off the power and restart the product. If the bidet still cannot work, contact the local distributor.

## Side button LED temperature setting display.

- Off grade: the light is off
- Low grade: stays on in blue
- Medium grade: stays on in pink
- High grade: stays on in red
- During descaling: blue light flashing
- Fault warning: red light flashing (flashes a different number of times per cycle for different faults as below)

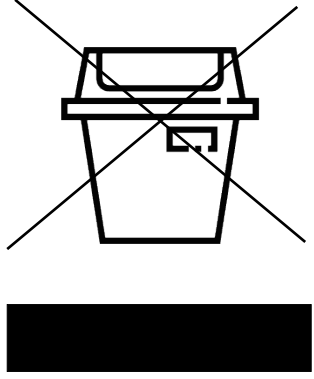


Fault Indication	Fault
LED: 1 flash No Beep	1. Heating element switch fault
LED: 2 flashes Continuous Beep	2. Outlet water temperature above 45 °C Beeping continues until temperature drops below 45 °C
LED: 3 flashes Continuous Bee	3. Dryer temperature above 55 °C Beeping continues until temperature drops below 45 °C
LED: 4 flashes Continuous Beep	4. Seat temperature above 55 °C Beeping continues until temperature drops below 45 °C
LED: 5 flashes No Beep	5. Level sensor failure or no water in tank
LED: 6 flashes No Beep	6. Tank refill too slow
LED: 7 flashes No Beep	7. Tank drain too slow
LED: 8 flashes No Beep	8. Outlet water thermistor fault
LED: 8 flashes No Beep	9. Dryer thermistor fault
LED: 8 flashes No Beep	10. Seat thermistor fault
LED: 9 flashes No Beep	11. Communication fault

- If you encounter an issue with the operation or function of your product, please contact Customer Service.
- To assist in resolving the issue, we will require your serial number and a video of the problem, including operation of the remote or dial, position of the seat, the side control, and sound to capture any beeps that occur. This will provide a full picture of the operation to help determine the best solution or guidance.

## Environment Protection

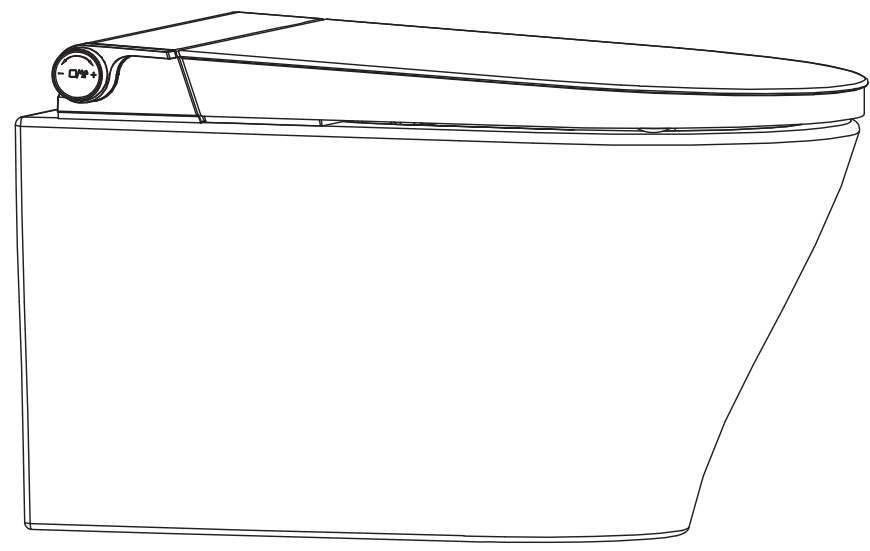
- Disposal of Electrical and Electronic Products



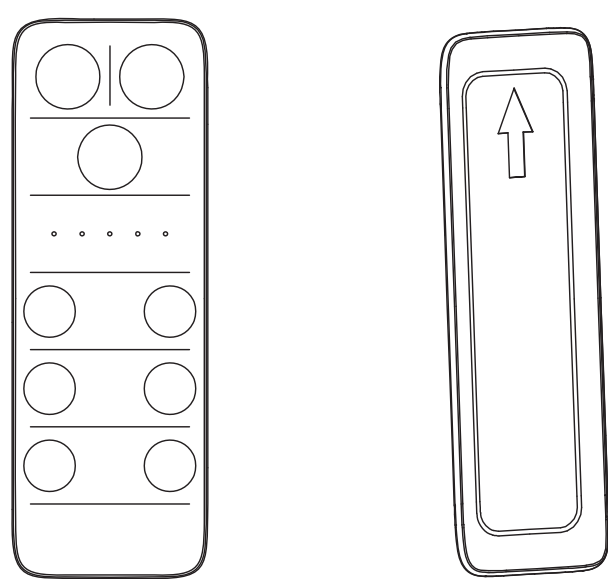
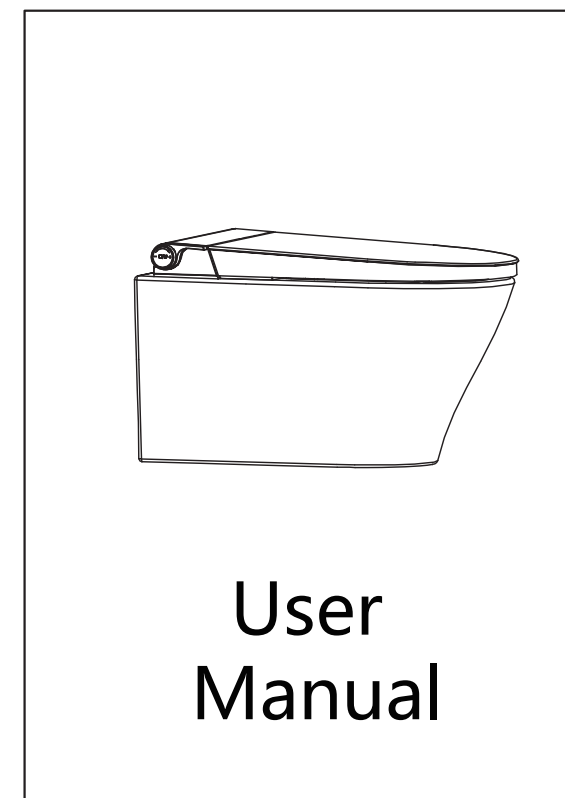
NOTE: This symbol and recycling system apply only within the European Union and not in other regions.

- We are committed to protecting the environment. Please help us by disposing of this product responsibly at the end of its life cycle, to prevent substances in electrical or electronic equipment from causing harm to human health or the environment.
- This product must not be mixed with general household waste.
- Household users should contact the retailer where they purchased this product or their local government office for details on where and how to recycle this item safely.
- Batteries should be removed beforehand and disposed of separately in appropriate recycling containers.

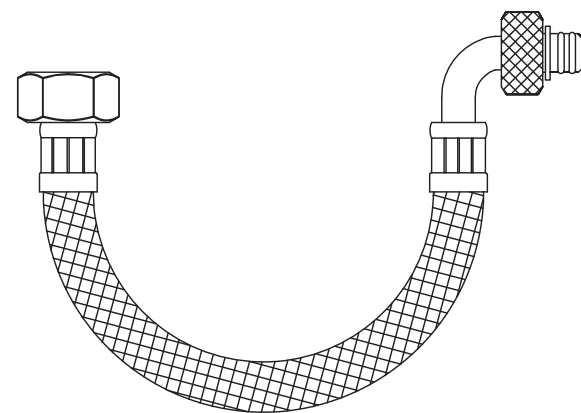
## Parts List



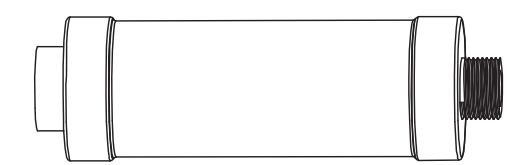
Toilet



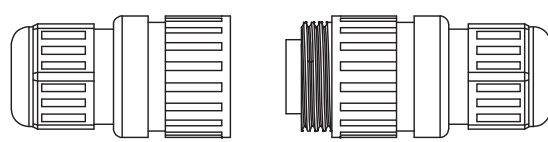
Remote Control / Holder  
(batteries not included)



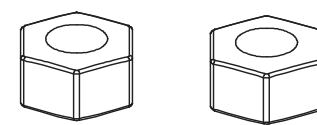
G1/2"-3/8"  
Inlet Hose



Filter



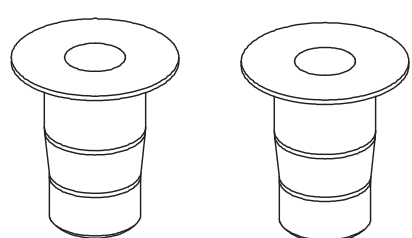
Coupler



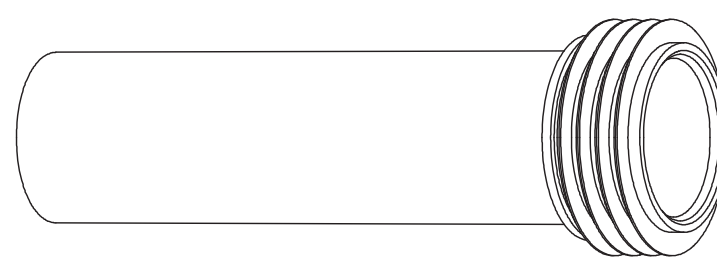
Wall Fixing Nuts



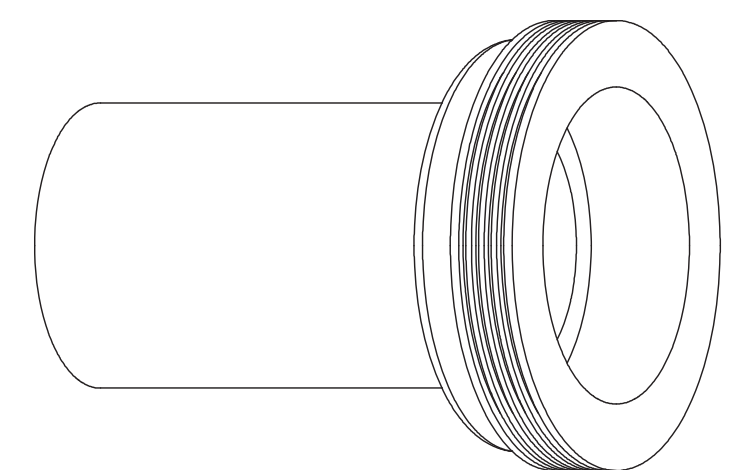
Wall Fixing Washers



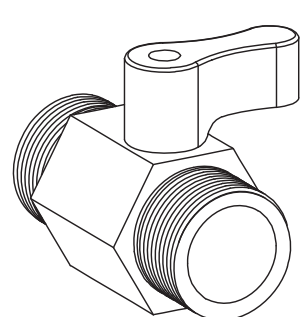
Side Fixing Bolt Sleeves



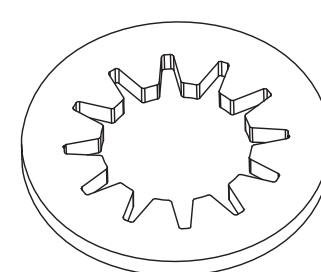
Flush Pipe and Seal



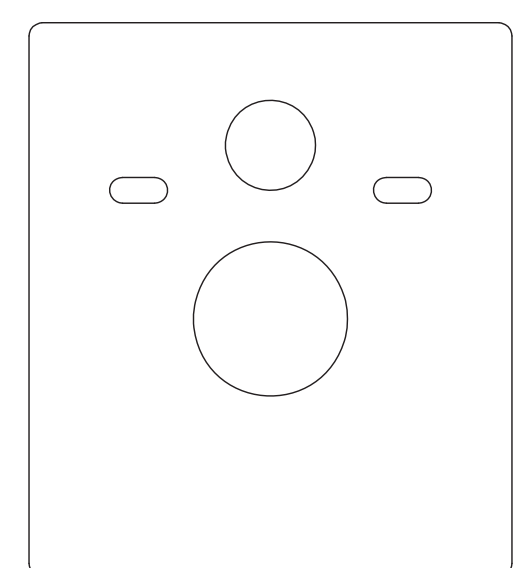
Waste Pipe and Seal



Stop Valve



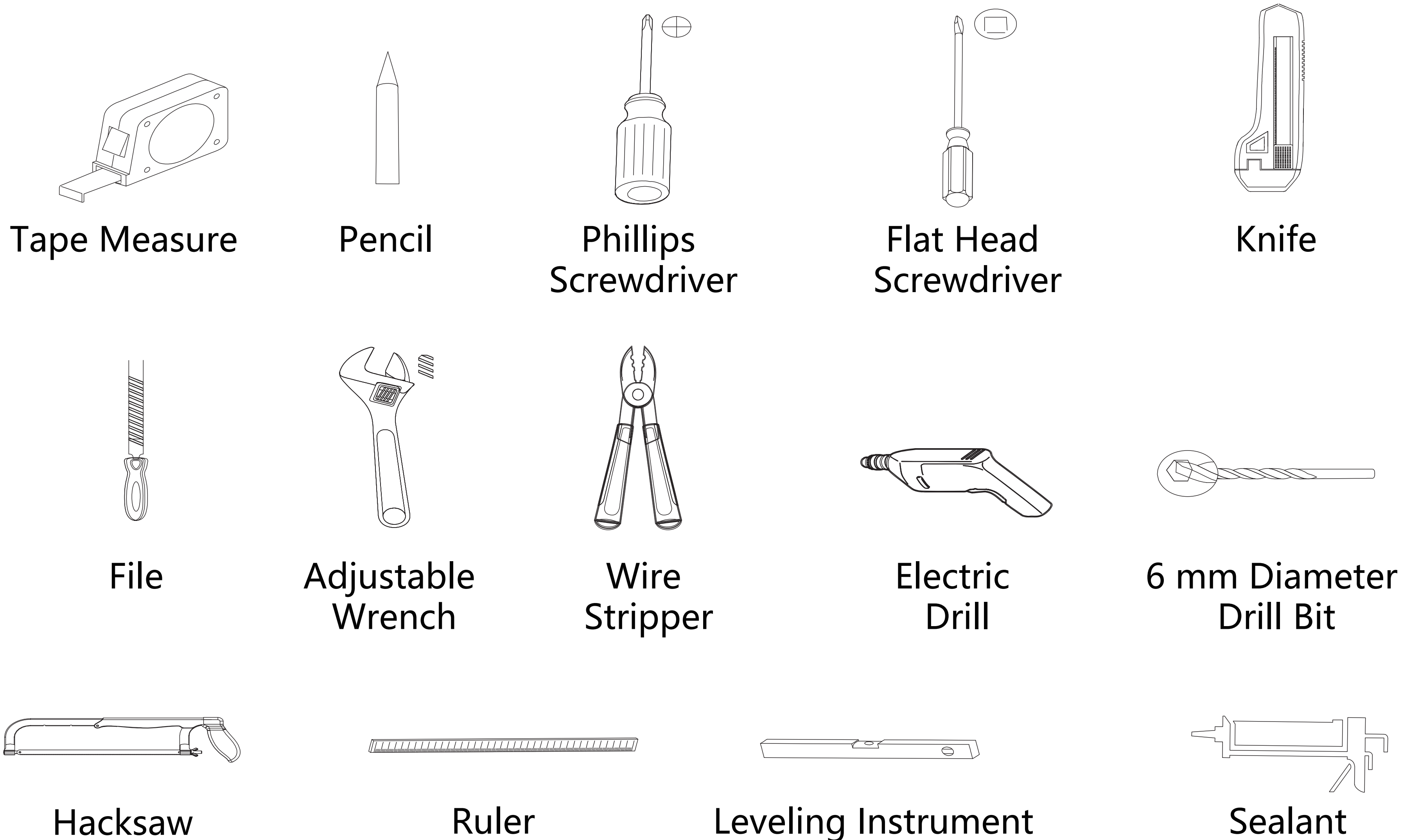
Flow Limiter



Wall Cushion

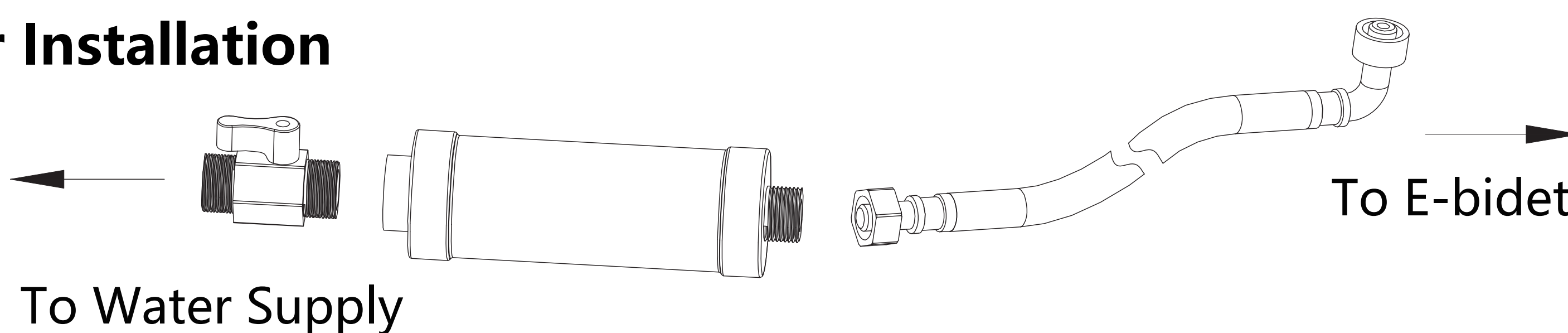
NOTE: Drawings may not exactly define contour of the product.

## Tools Required (Not Included)



## Before Installation

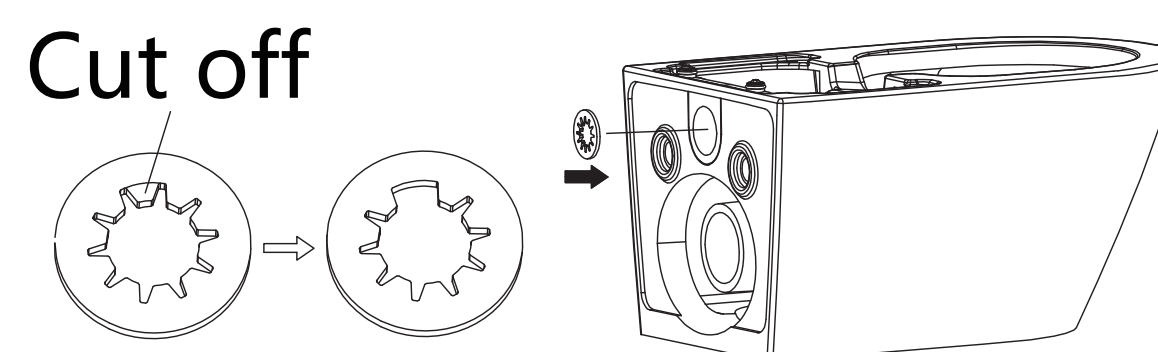
### Filter Installation



### NOTICE

If the water volume of the flushing cistern is too high, installing a flush rate limiter is necessary.

After installing the limiter, if the bowl cannot be washed properly, please cut off one or more teeth of the limiter



NOTE: Drawings may not exactly define contour of the product.

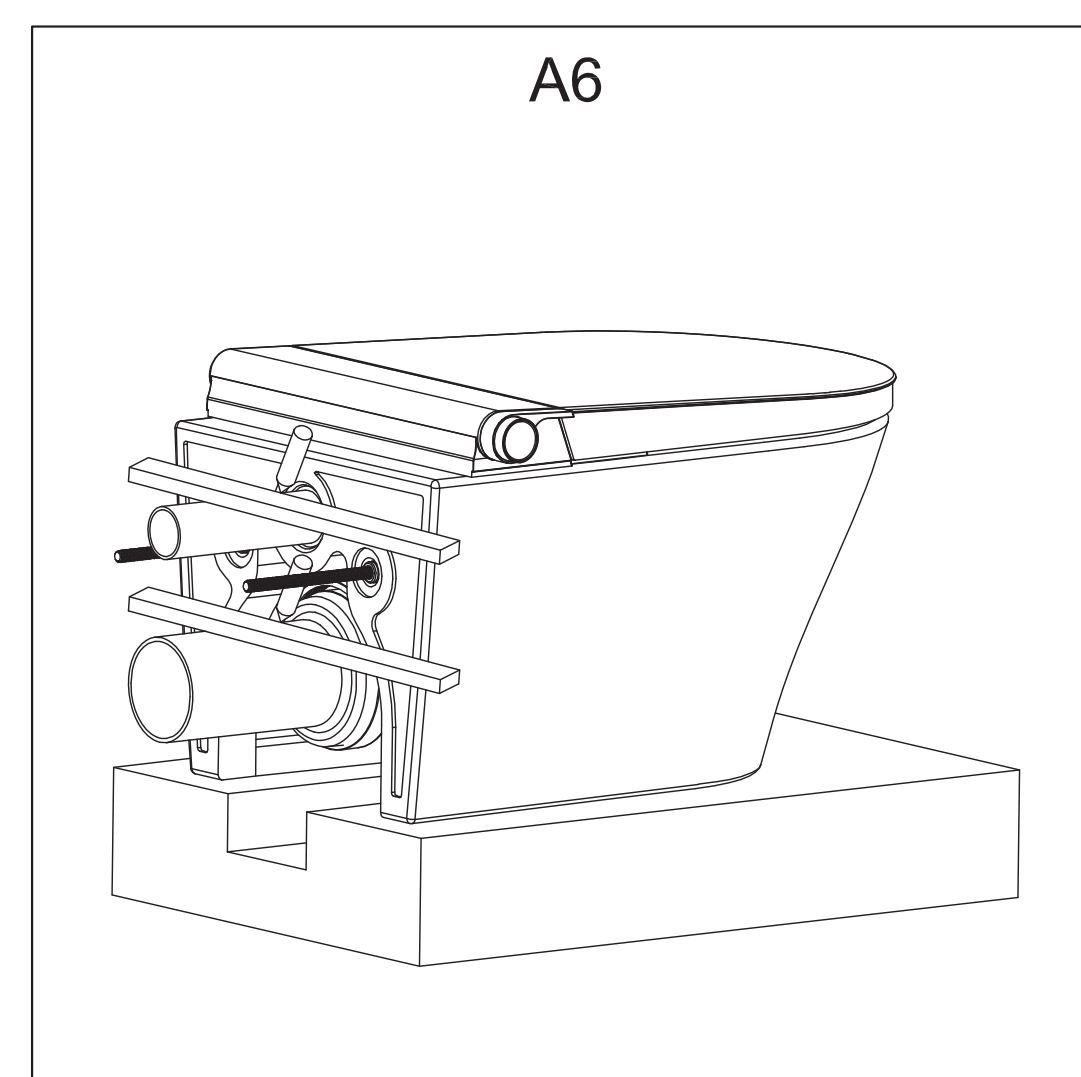
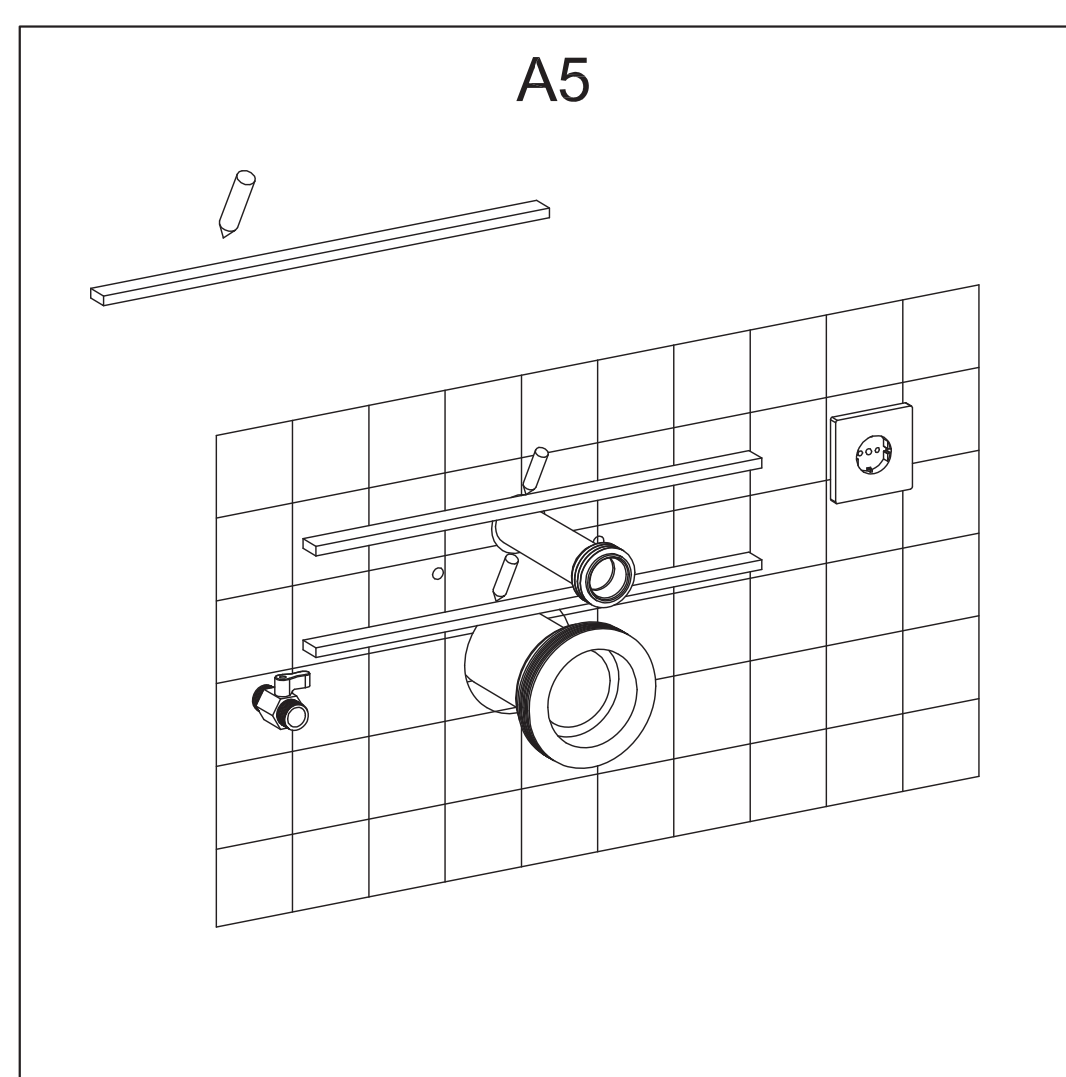
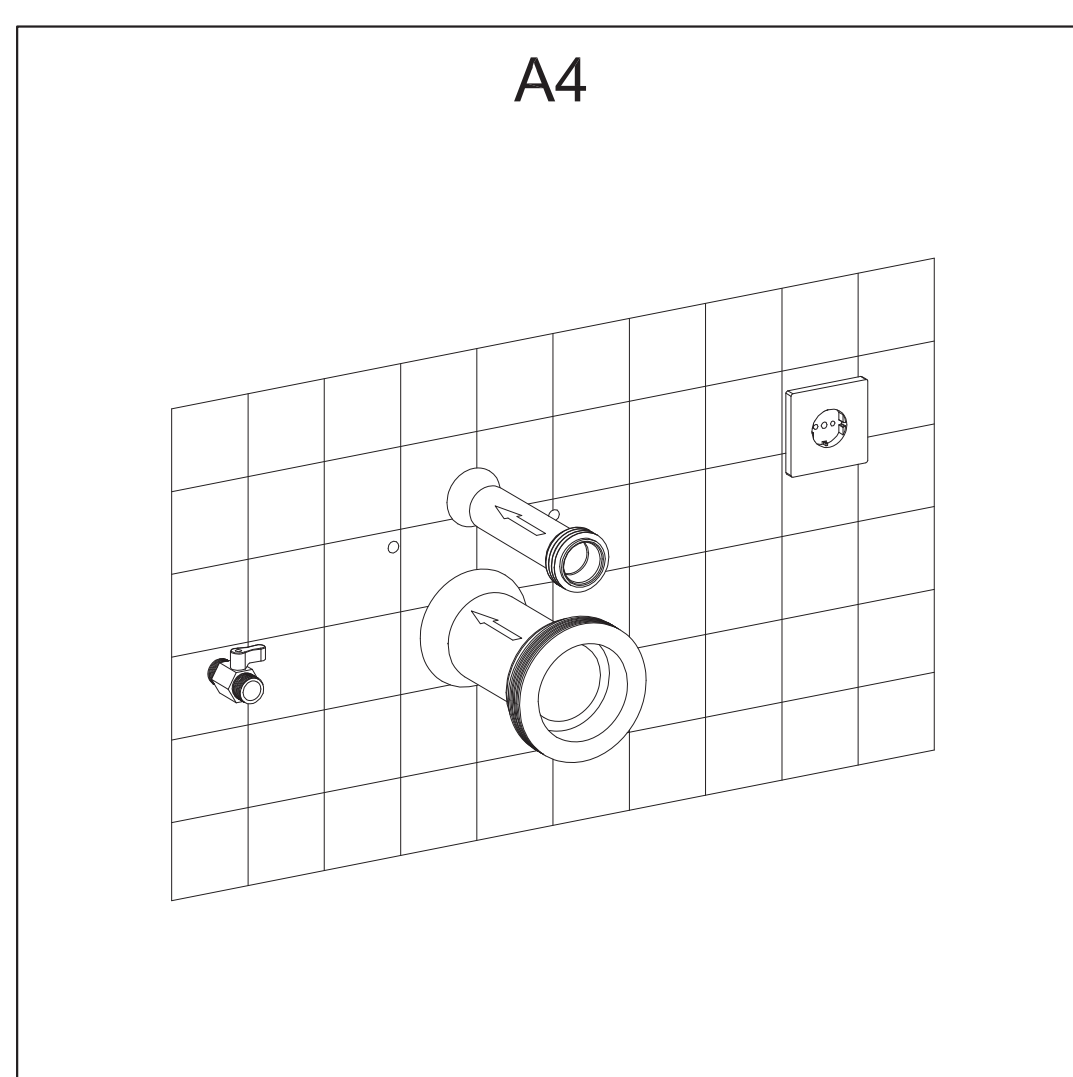
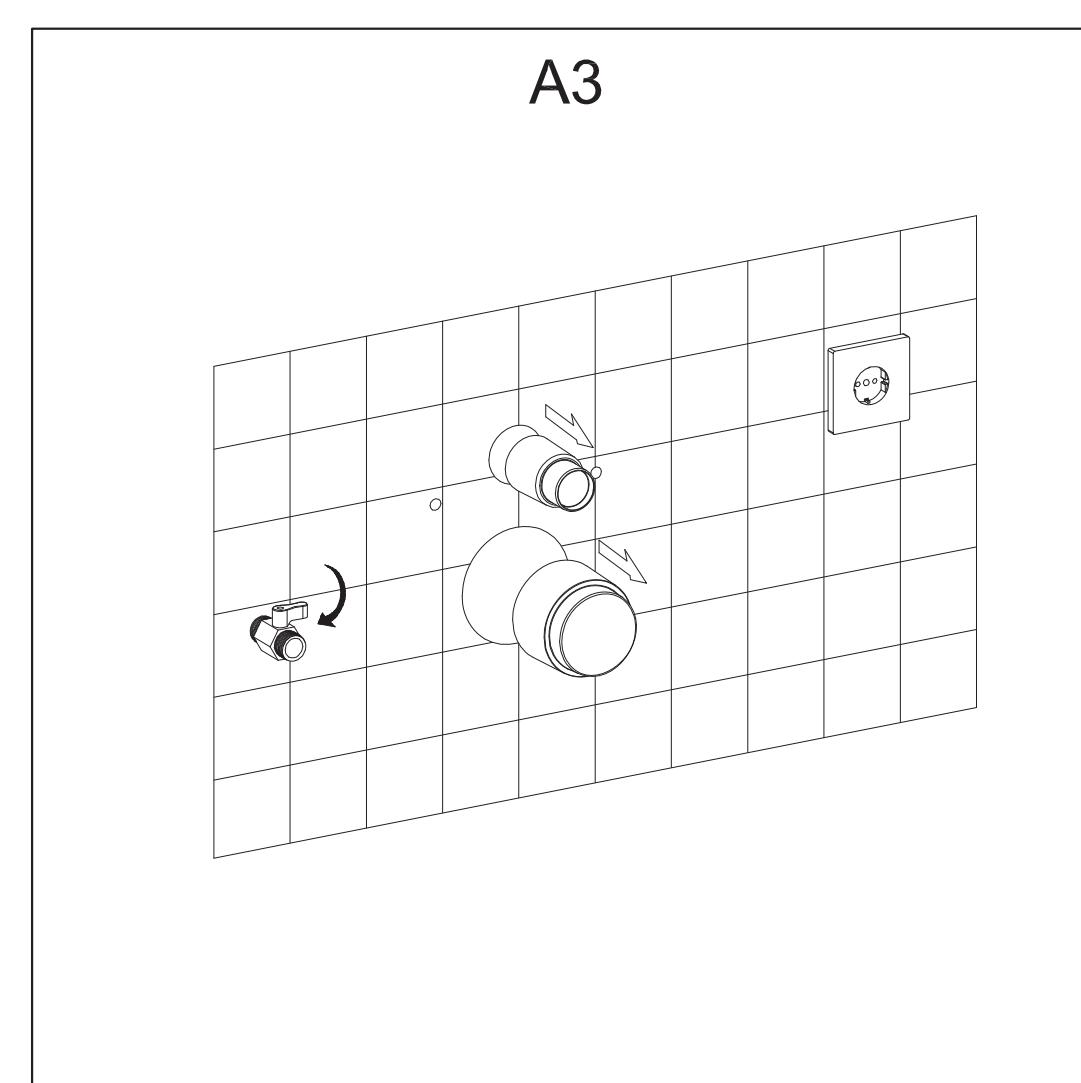
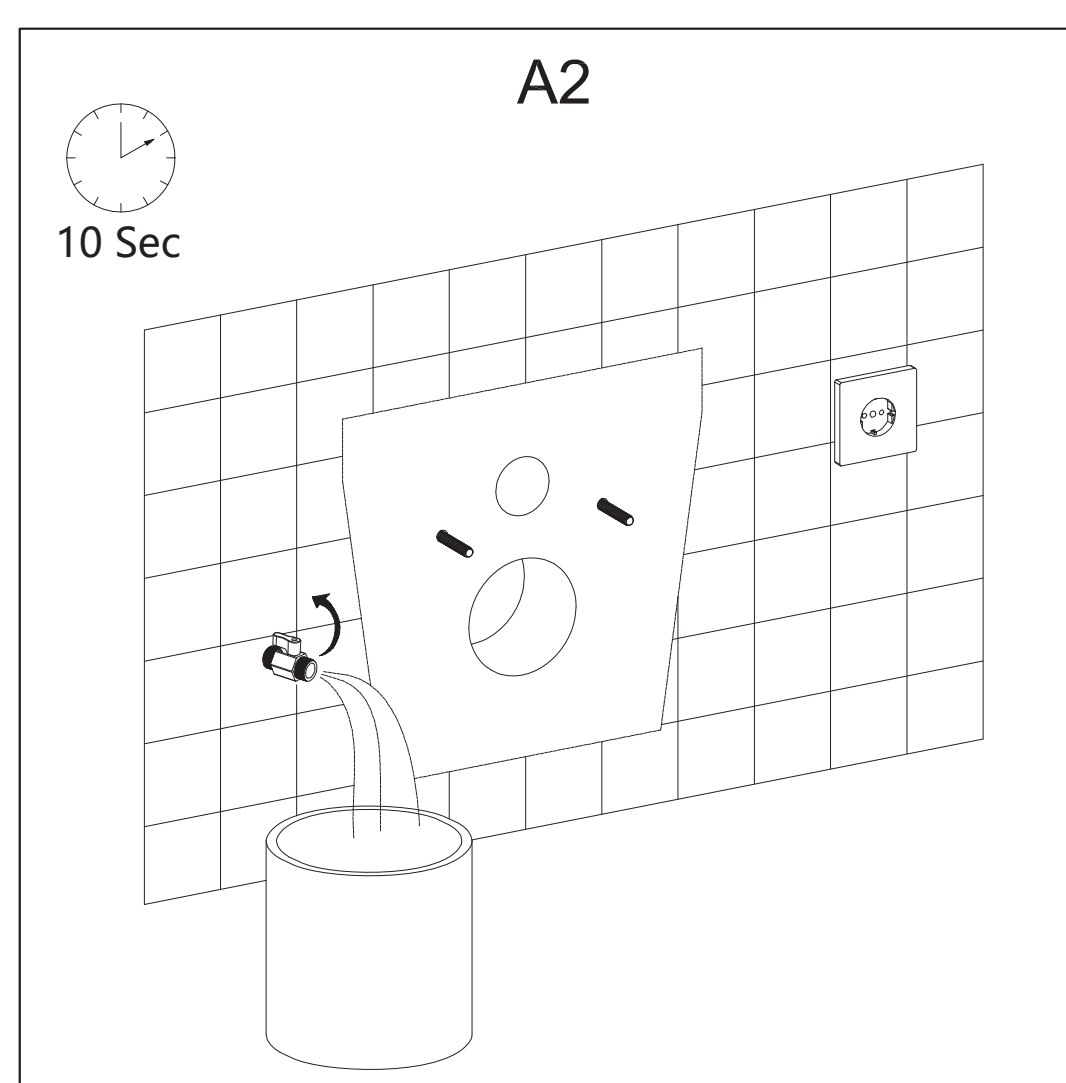
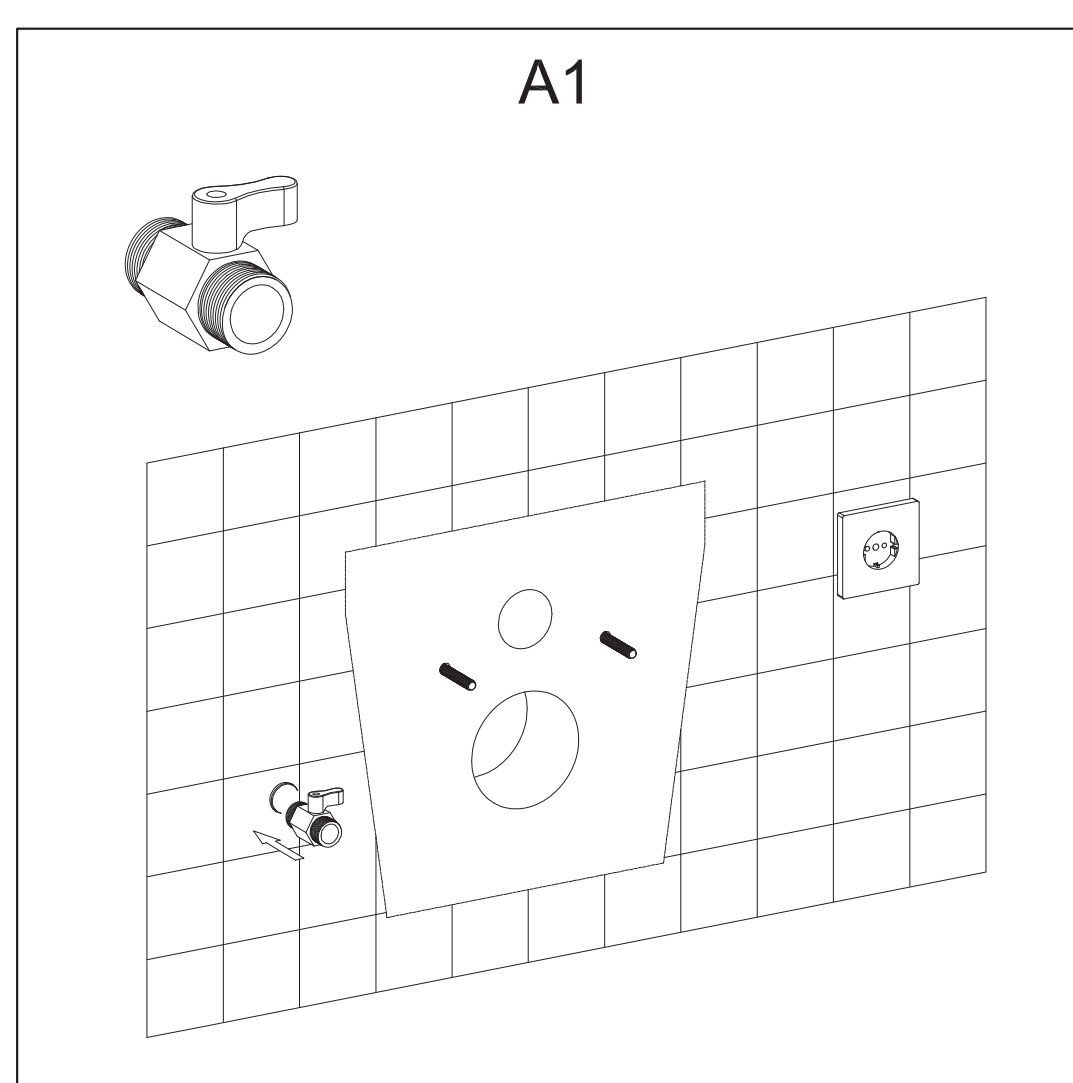
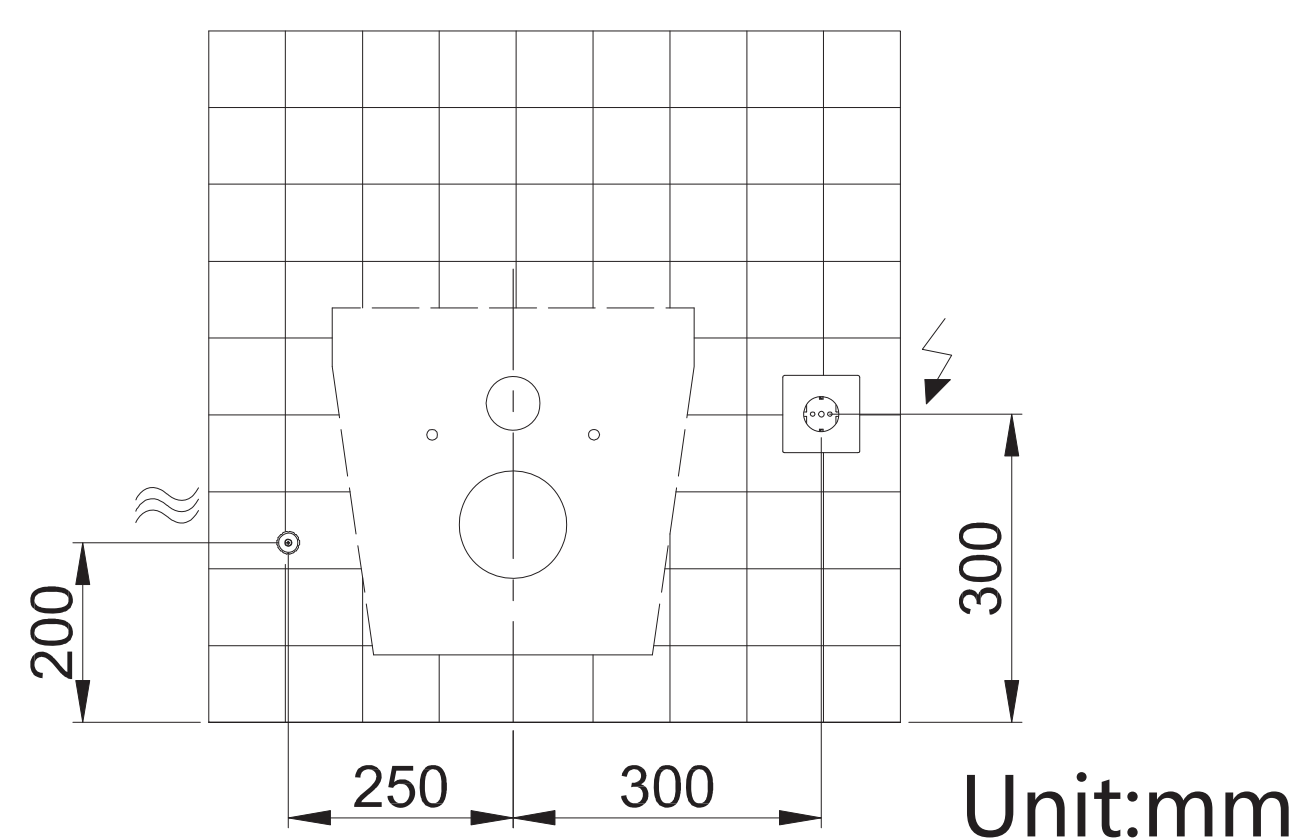
## Installation Mode A

- Before installation, ensure that the angle valve and power supply are available in the toilet installation area.

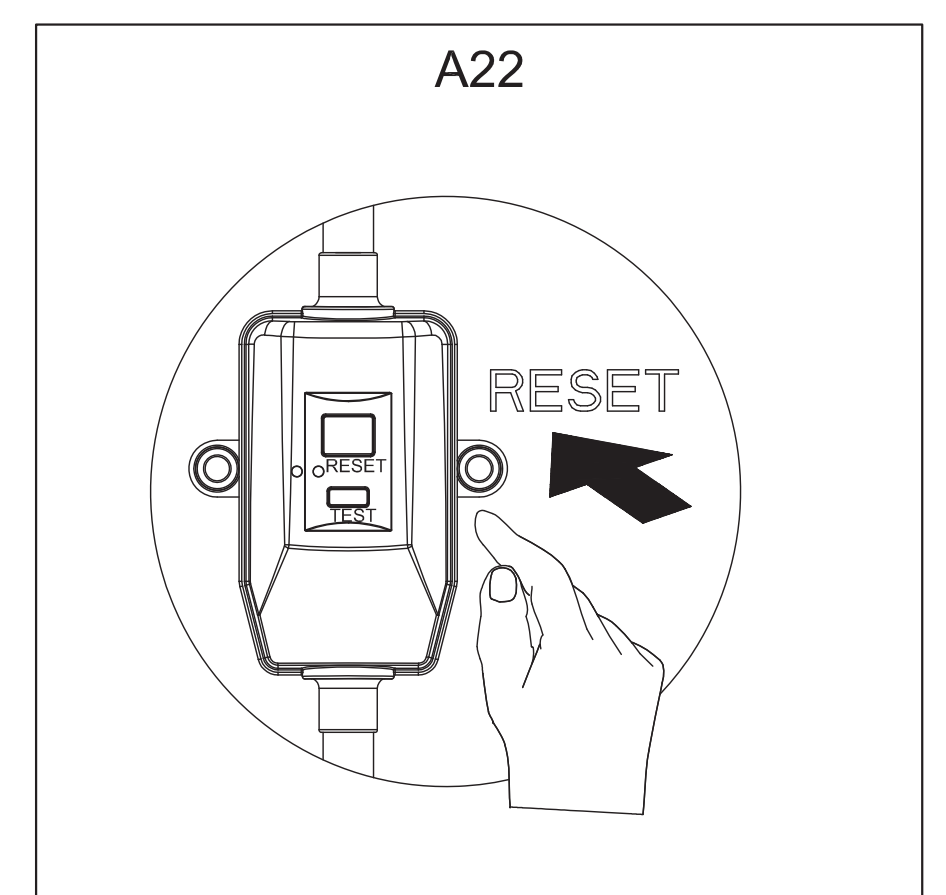
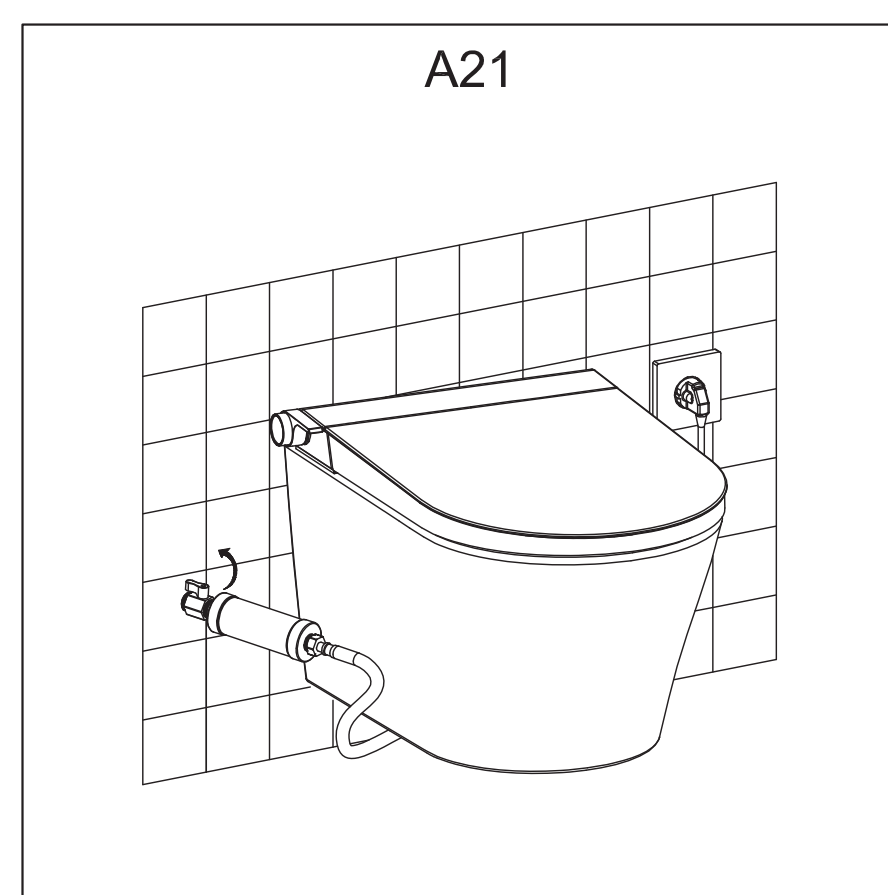
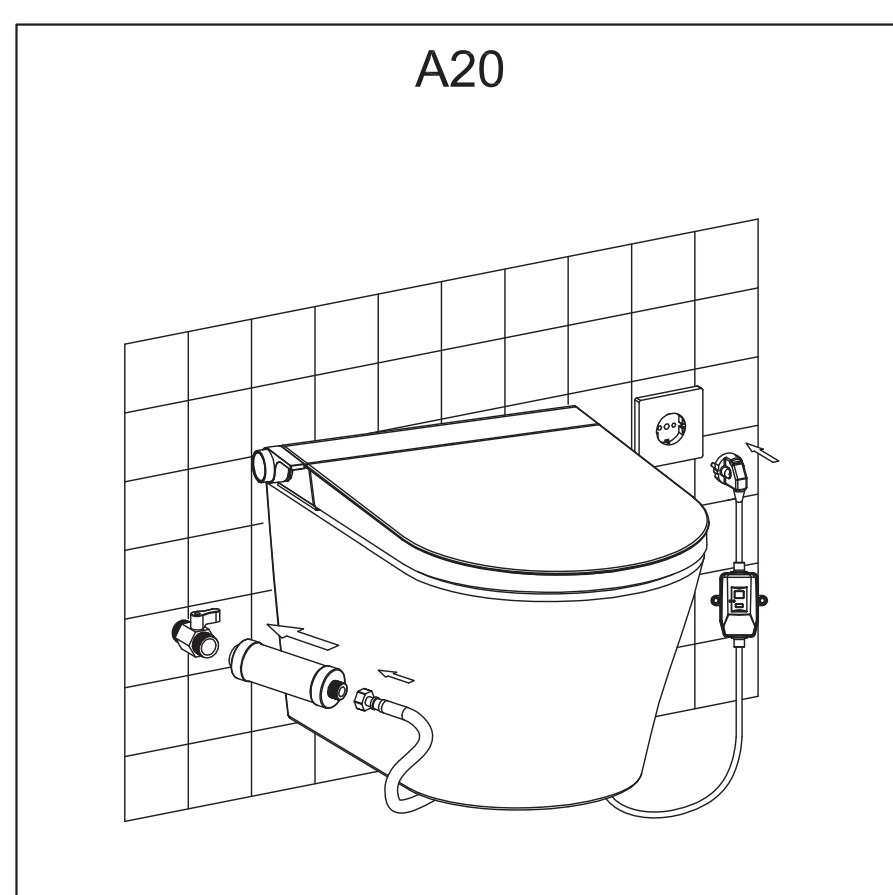
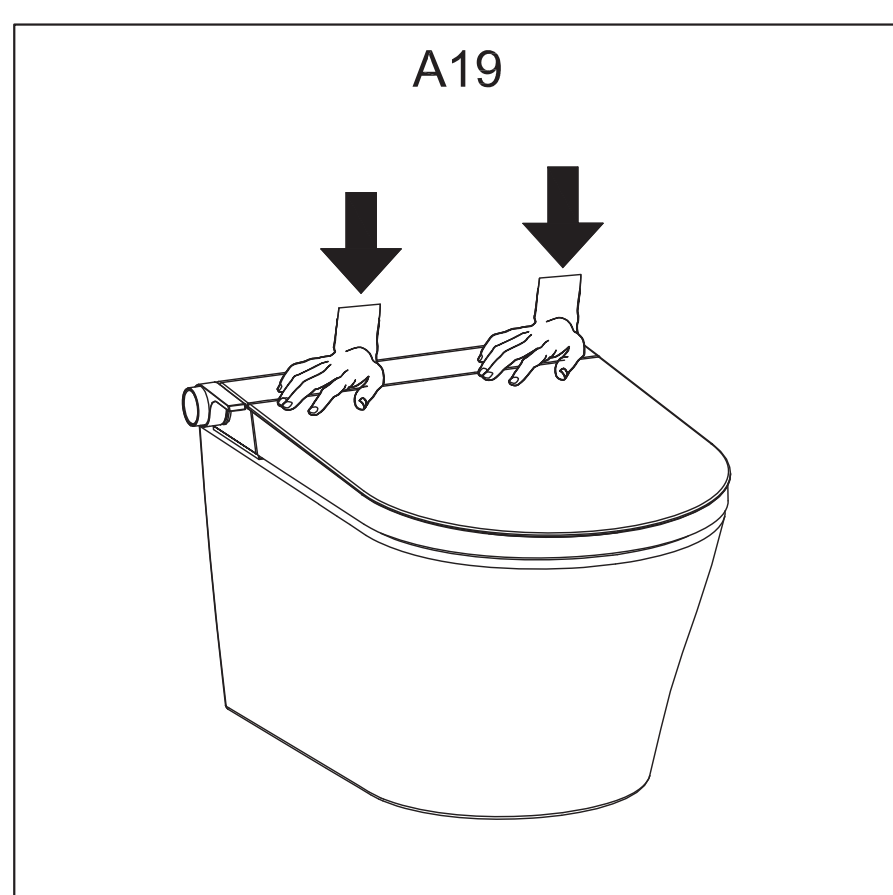
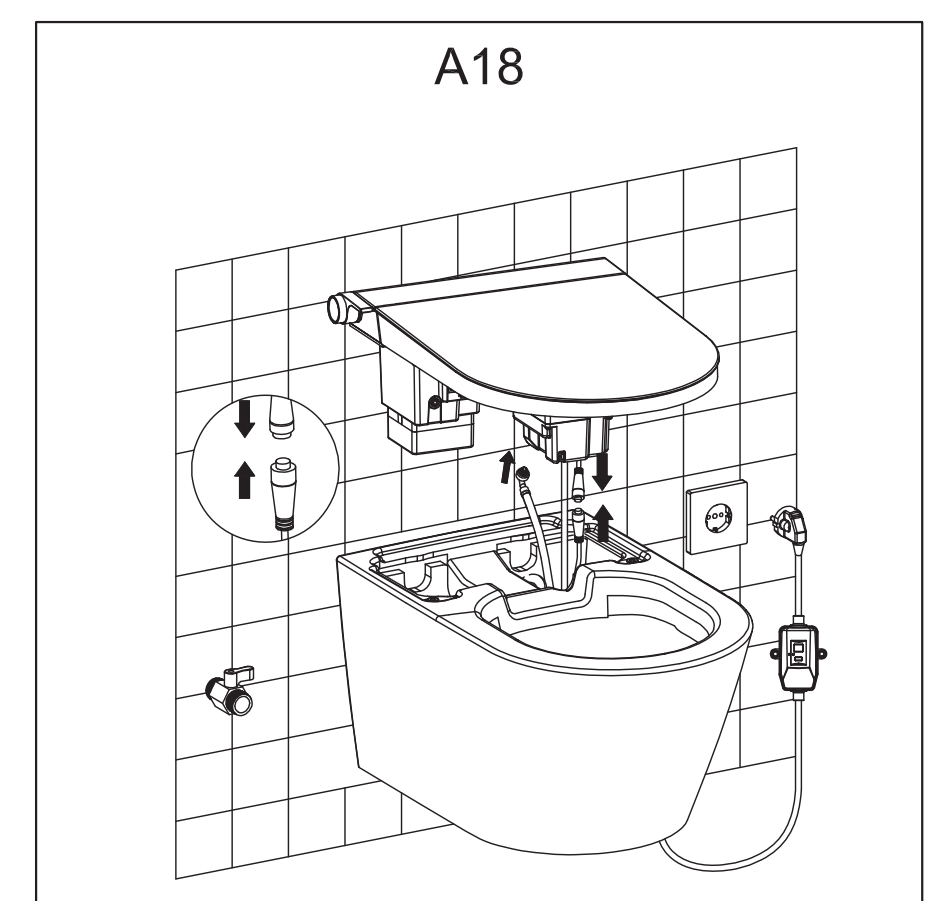
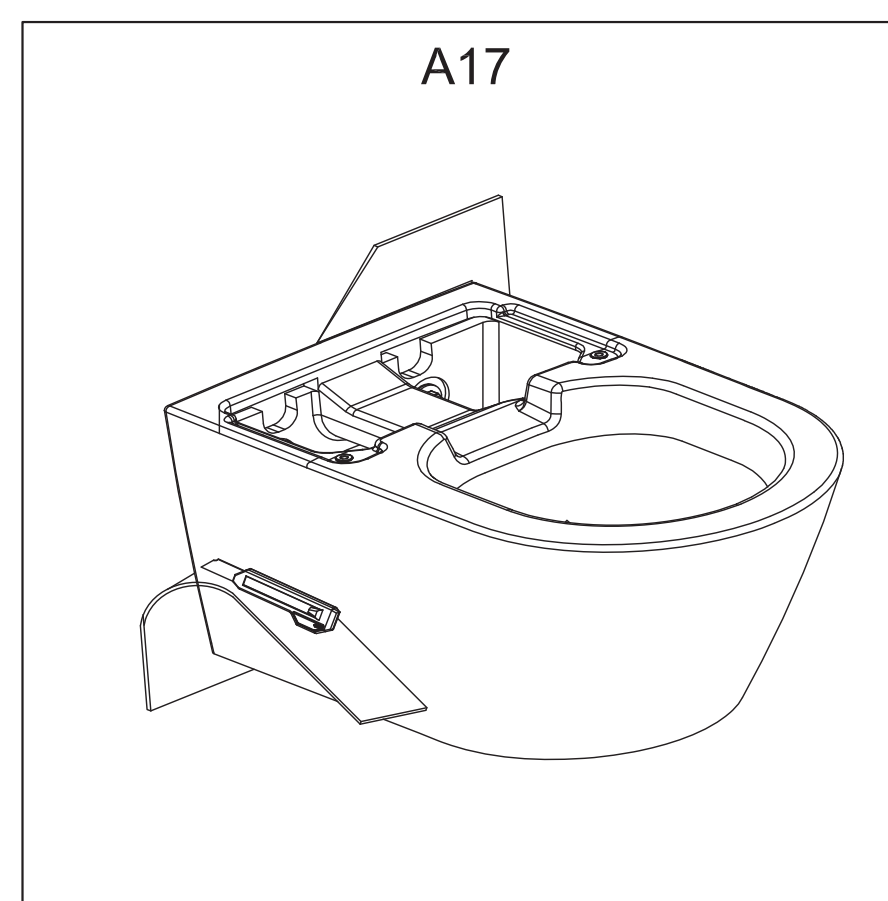
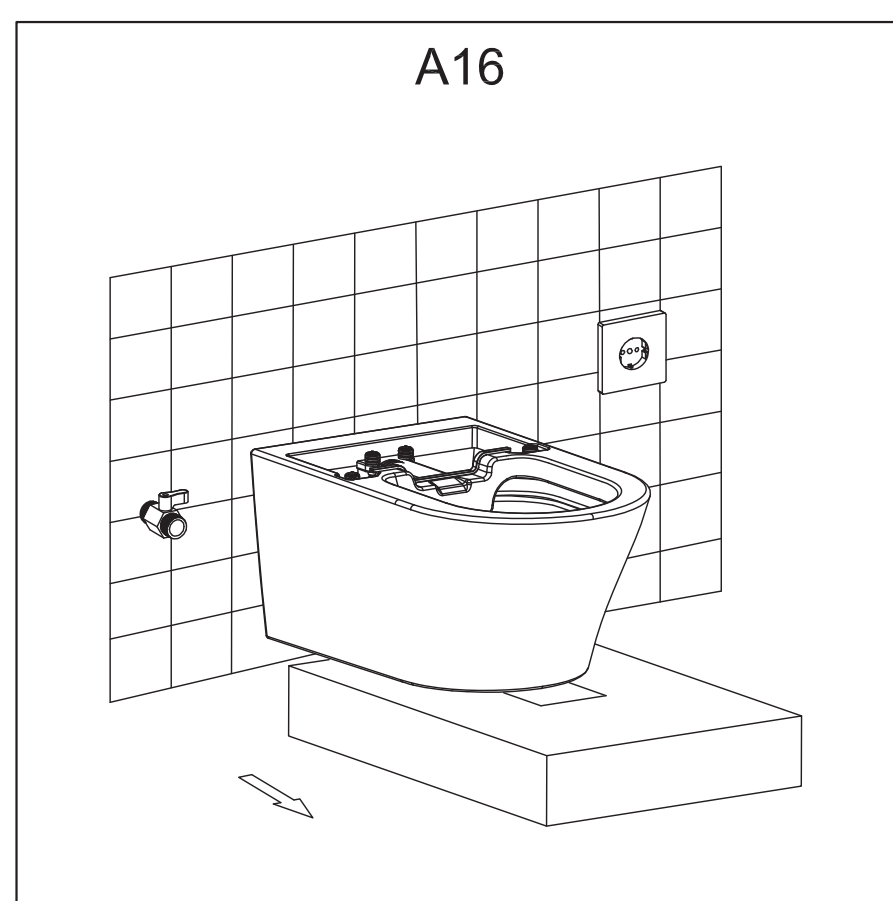
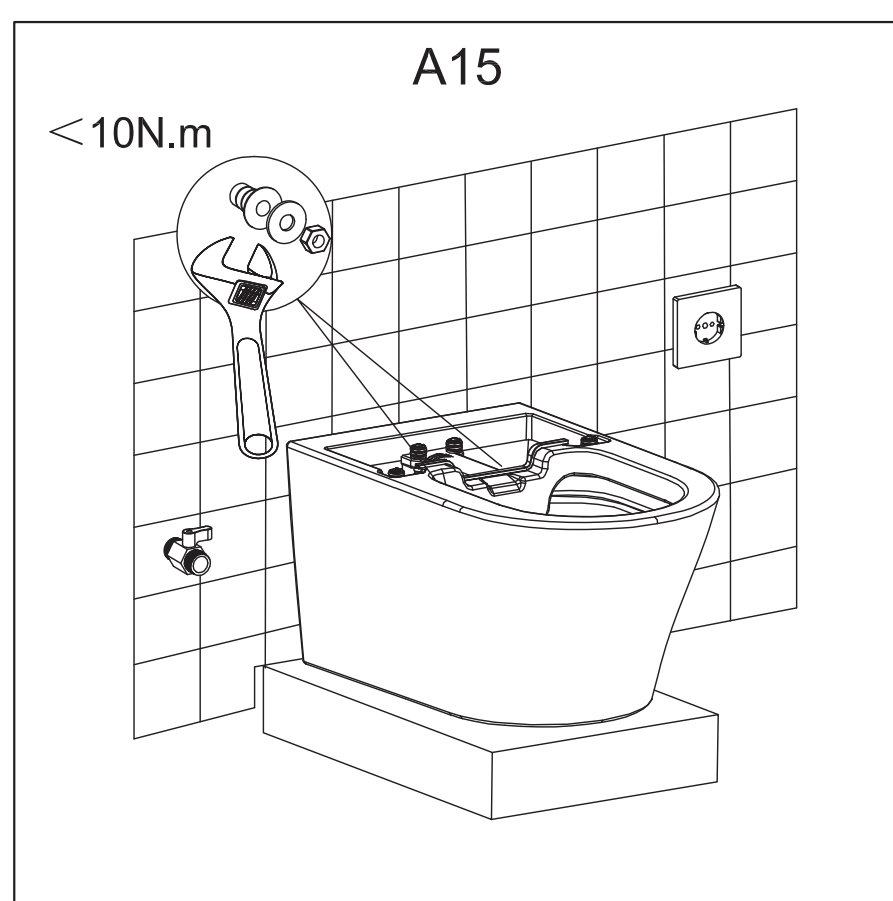
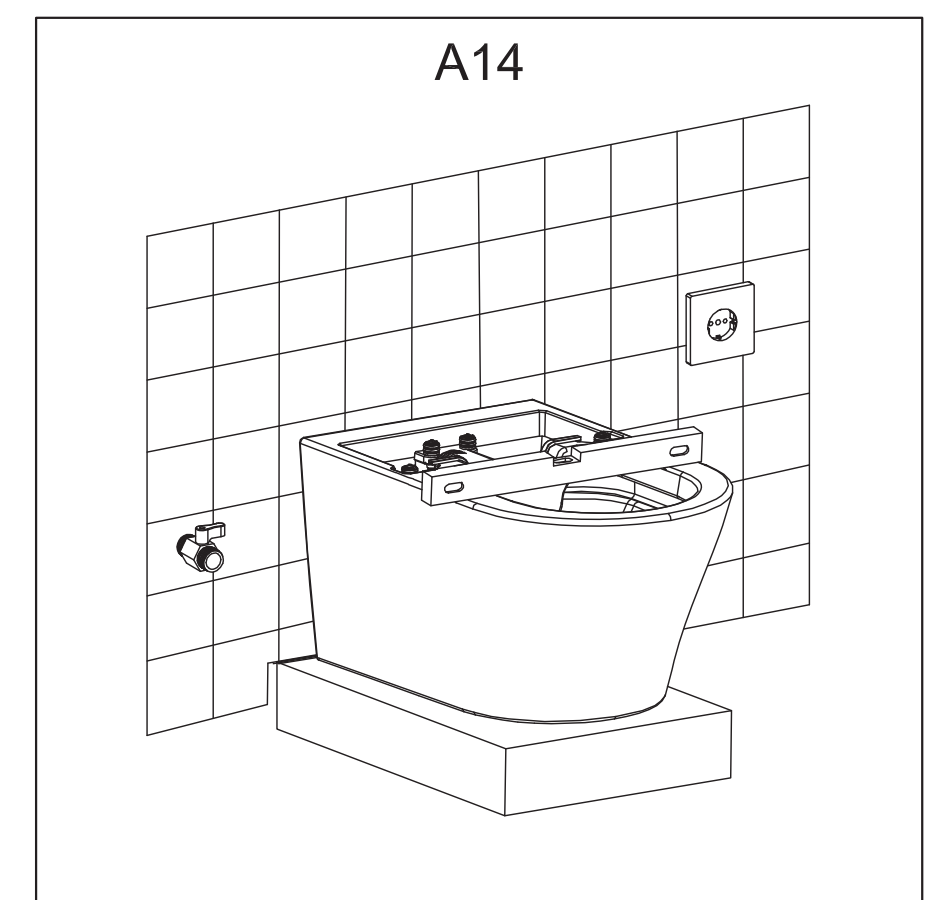
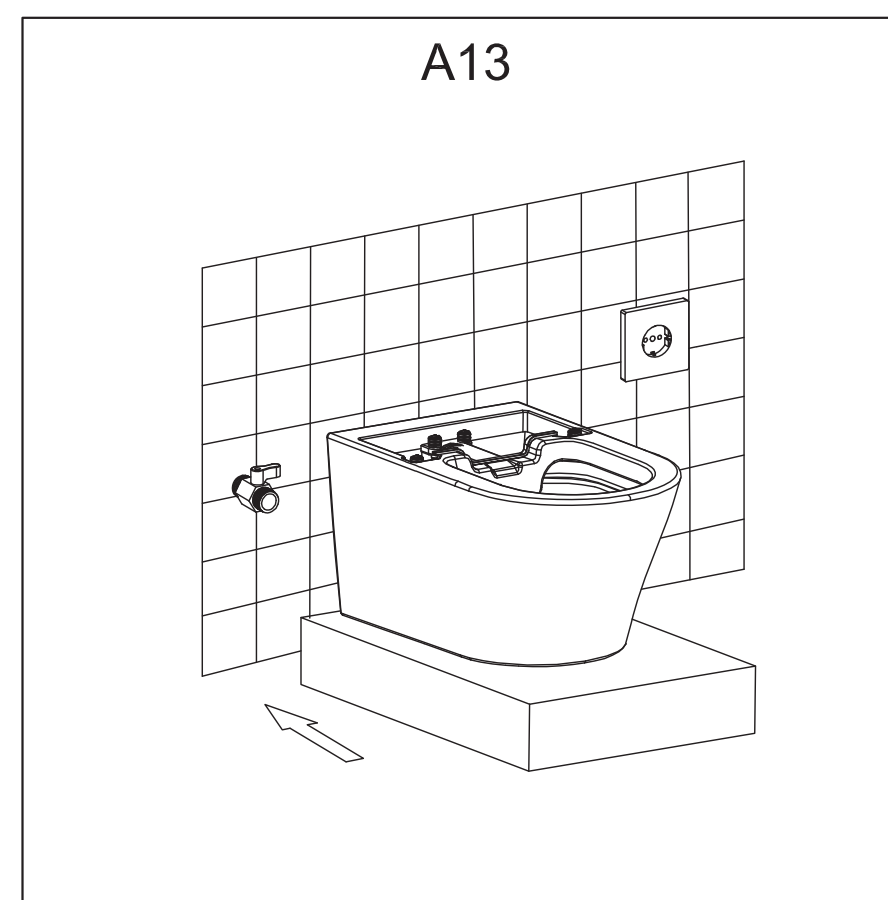
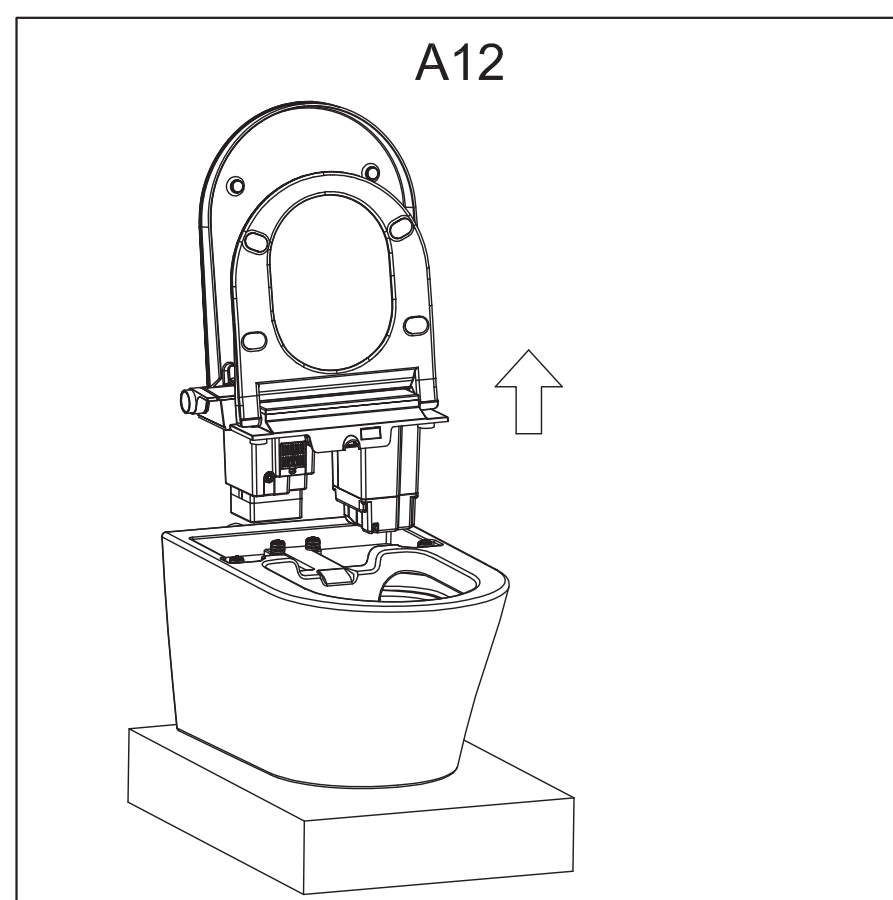
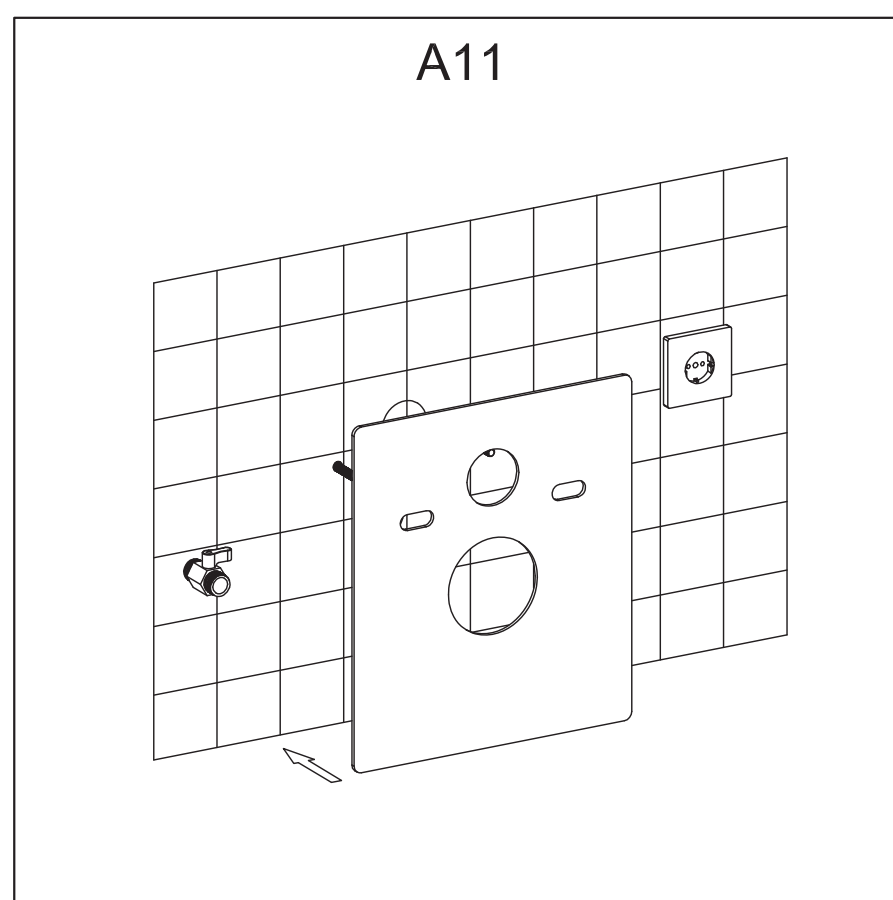
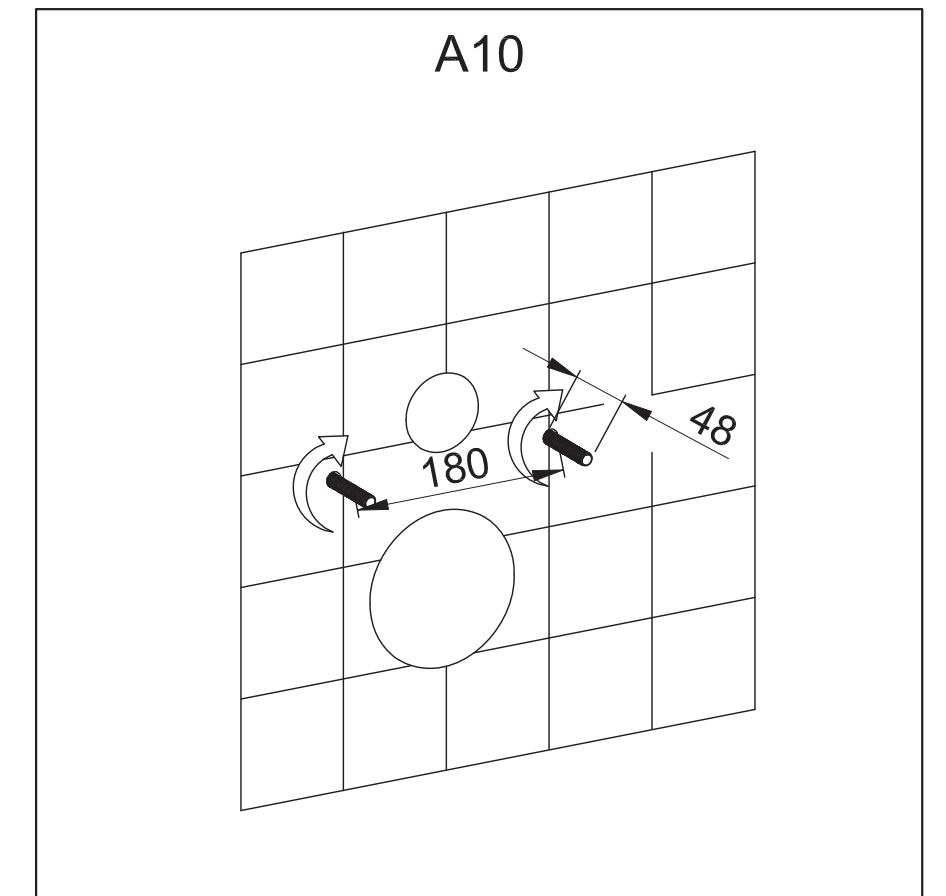
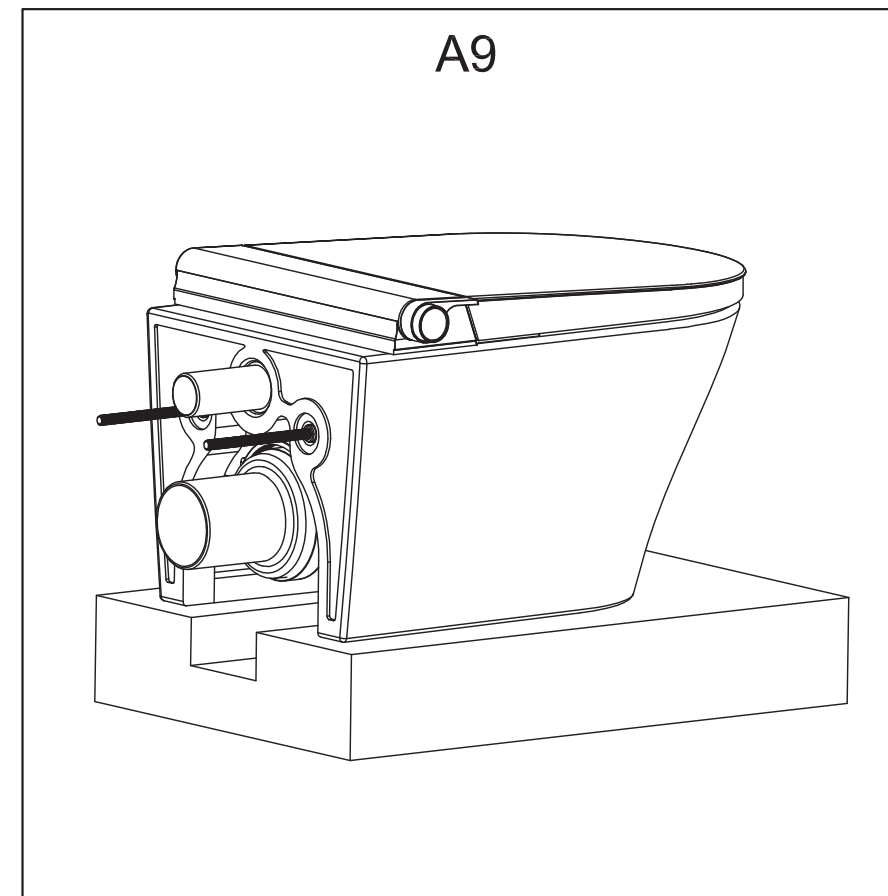
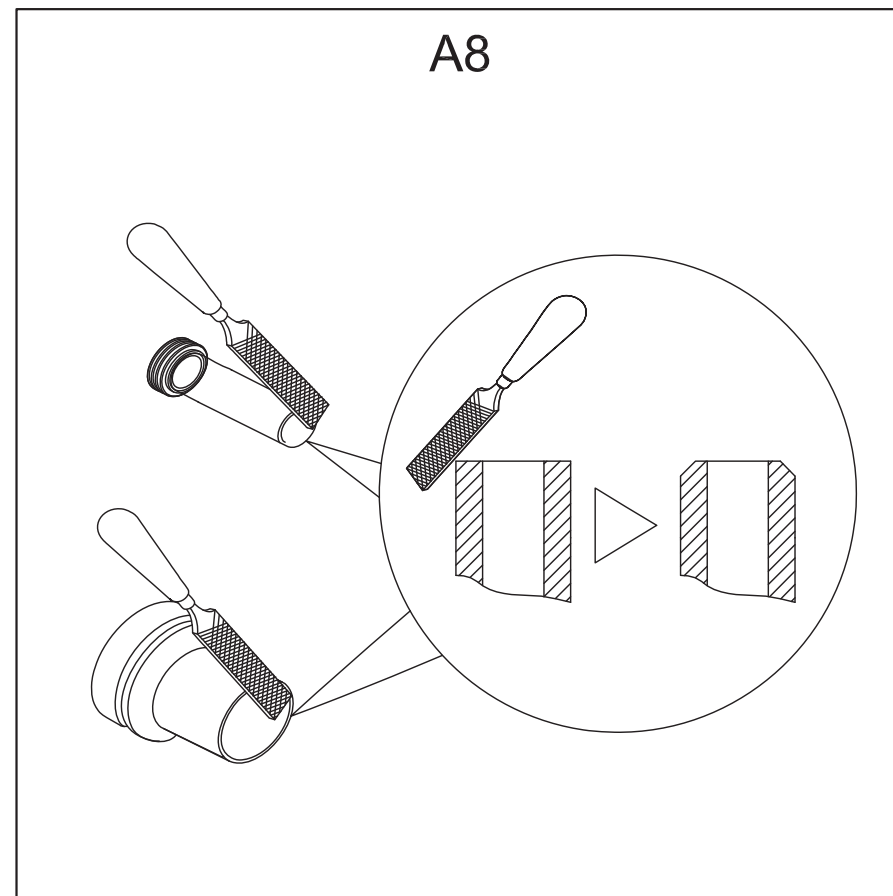
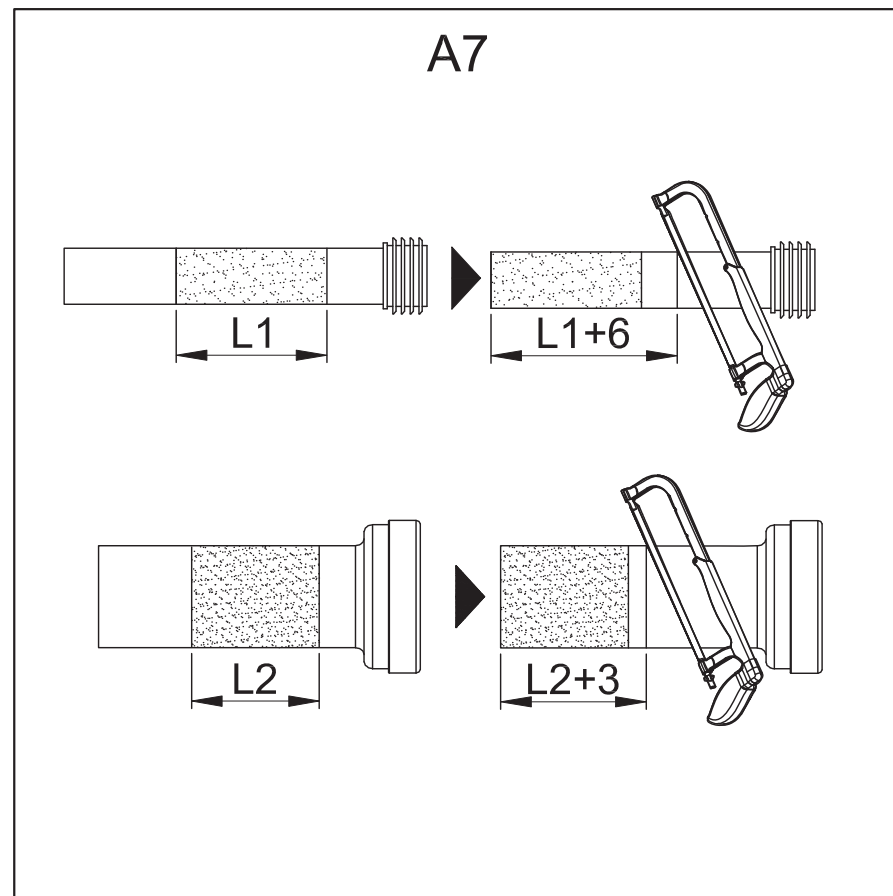


### DANGER

These operations must be performed by qualified service personnel.



NOTE: Drawings may not exactly define contour of the product.



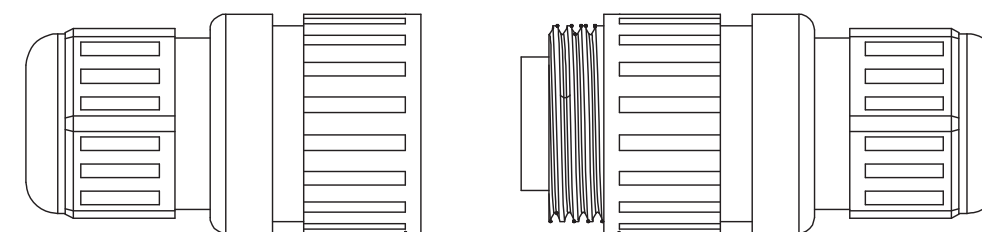
NOTE: Drawings may not exactly define contour of the product.

## Installation Mode B



### NOTICE

For this mode, an additional coupler must be used.



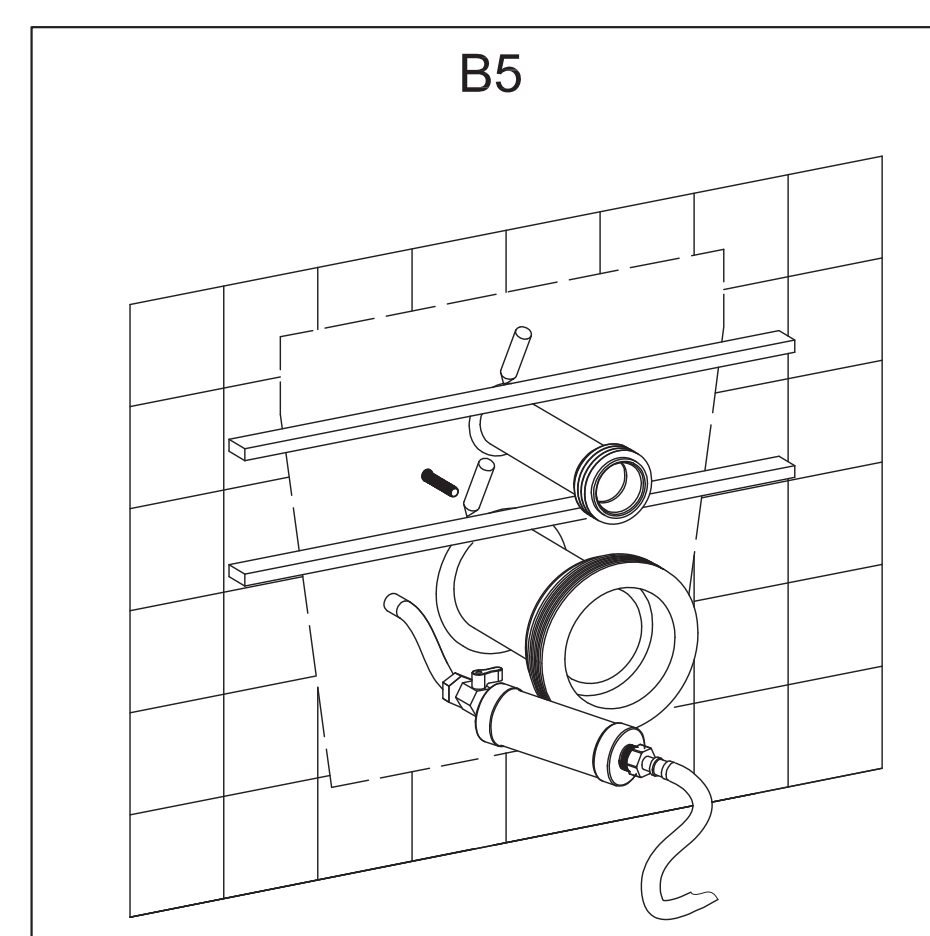
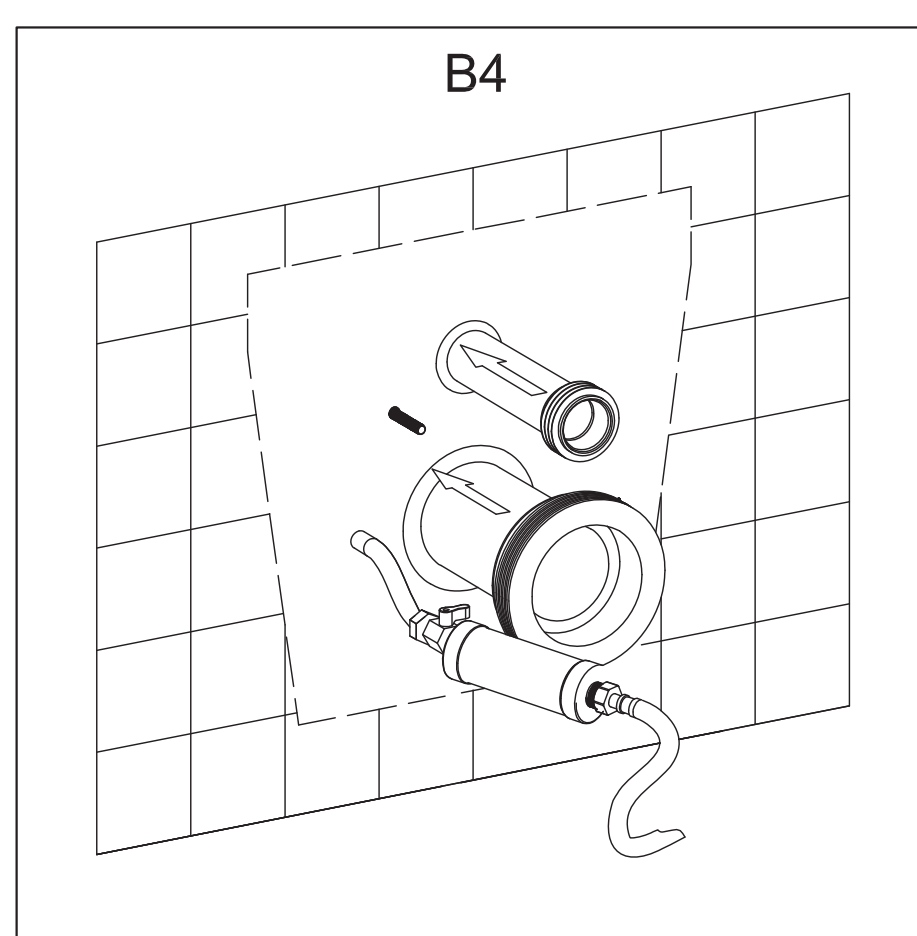
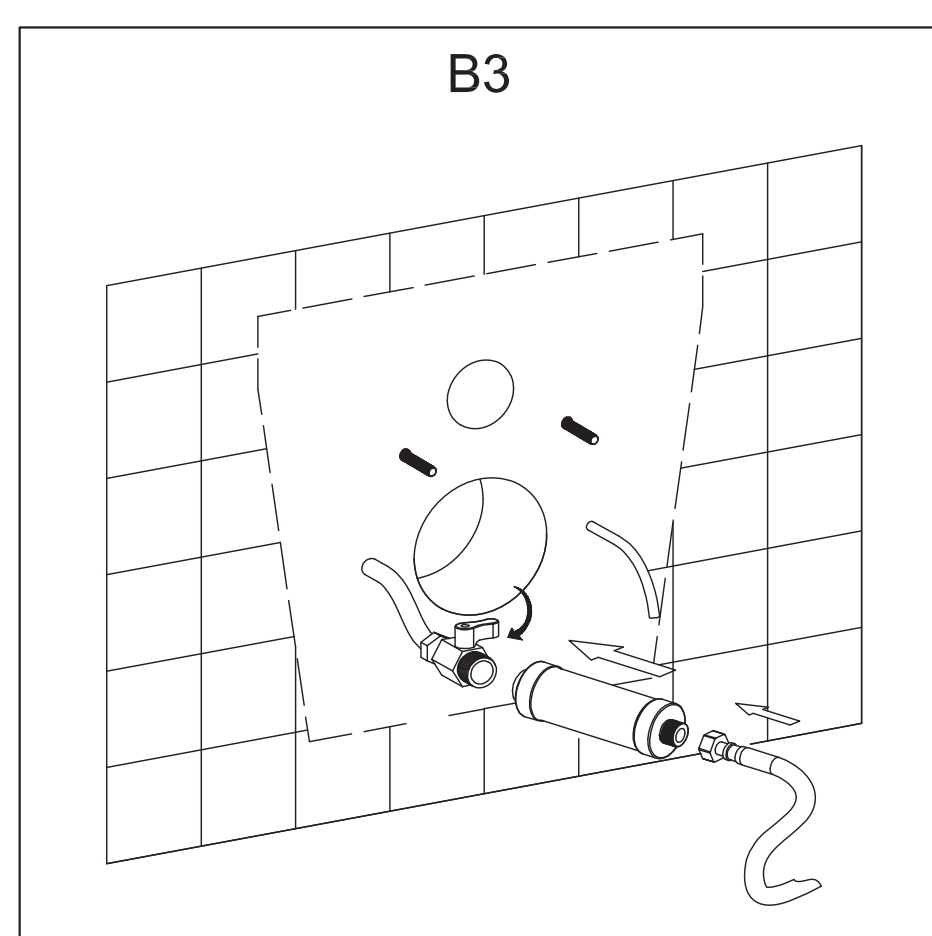
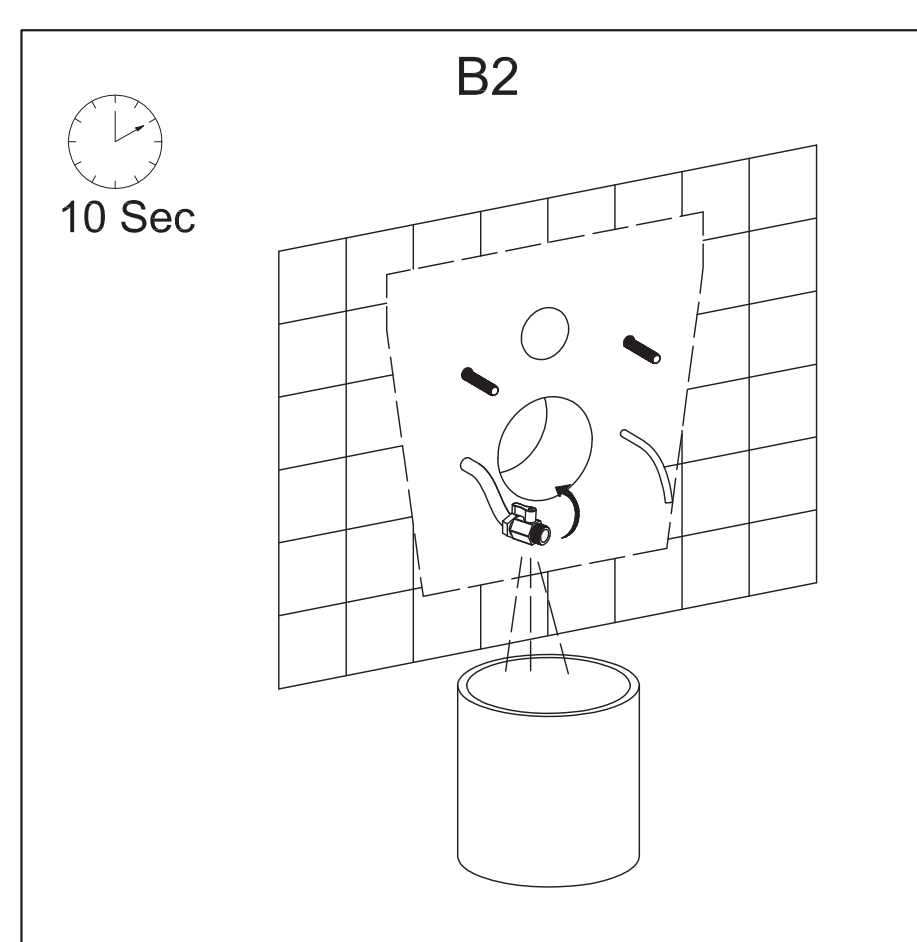
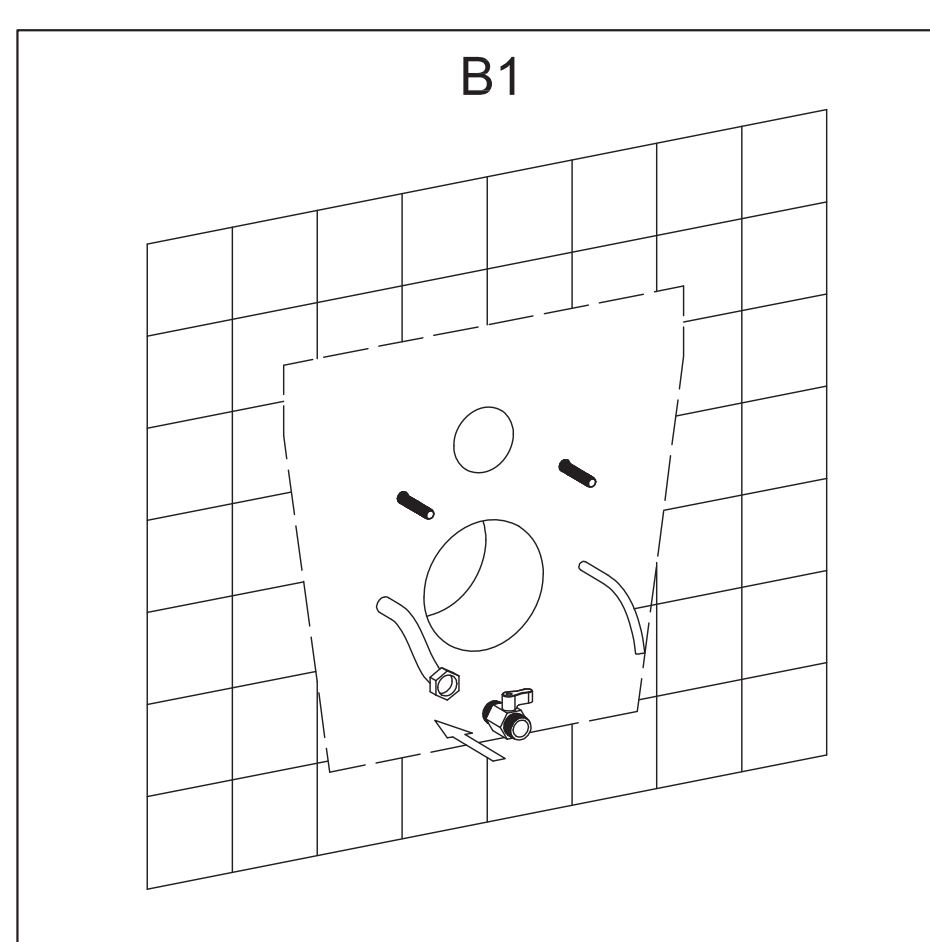
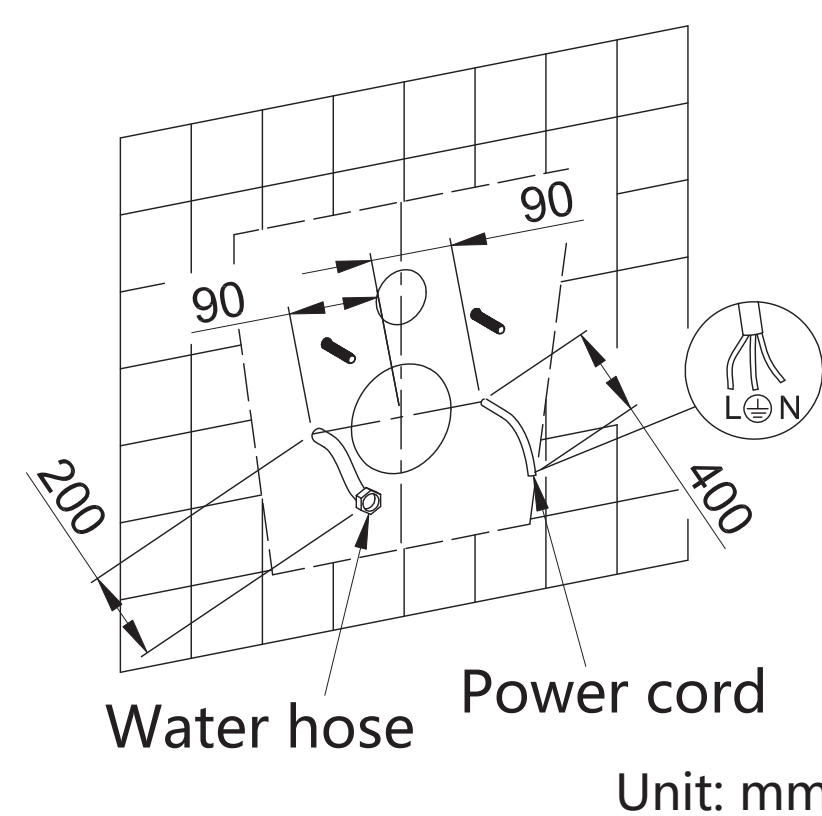
Electrical Cable Coupler



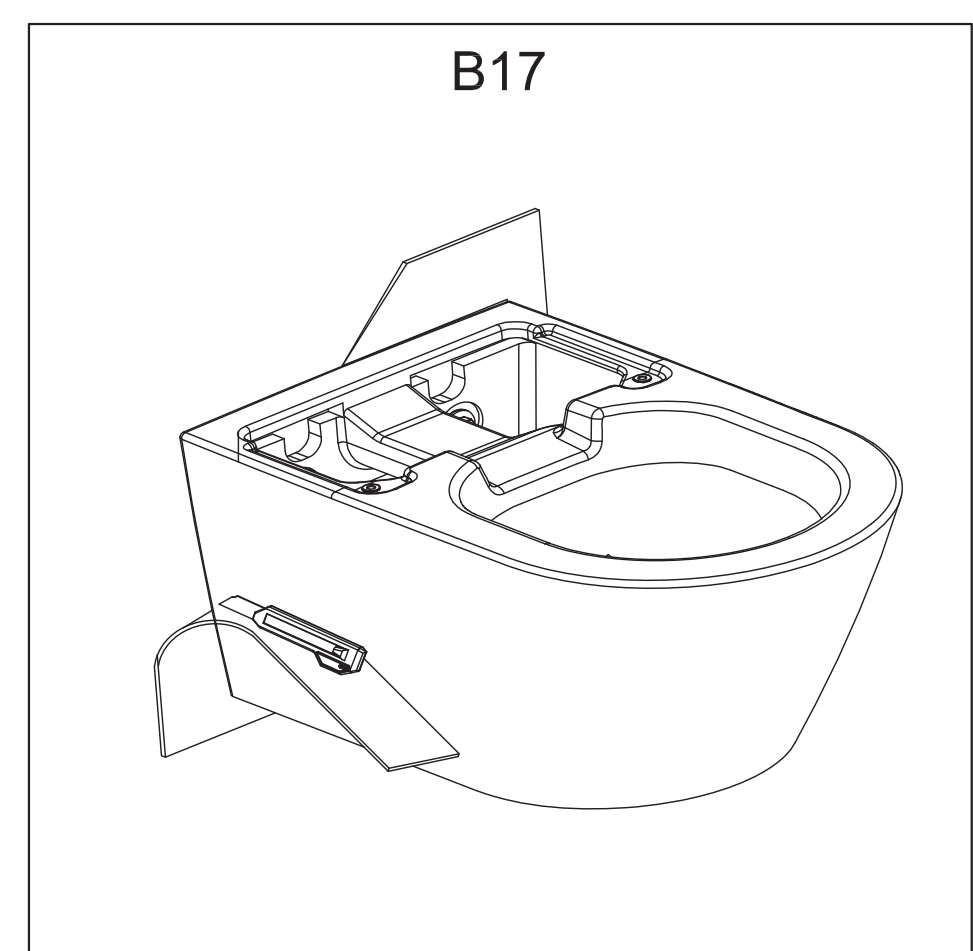
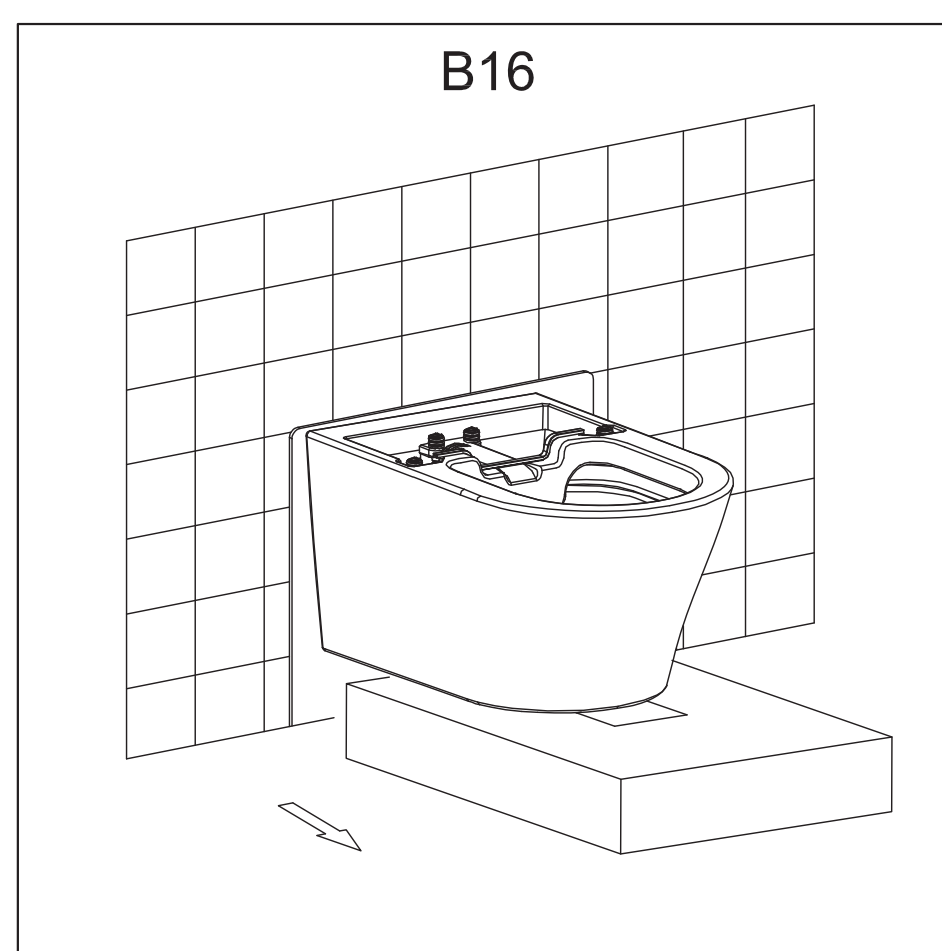
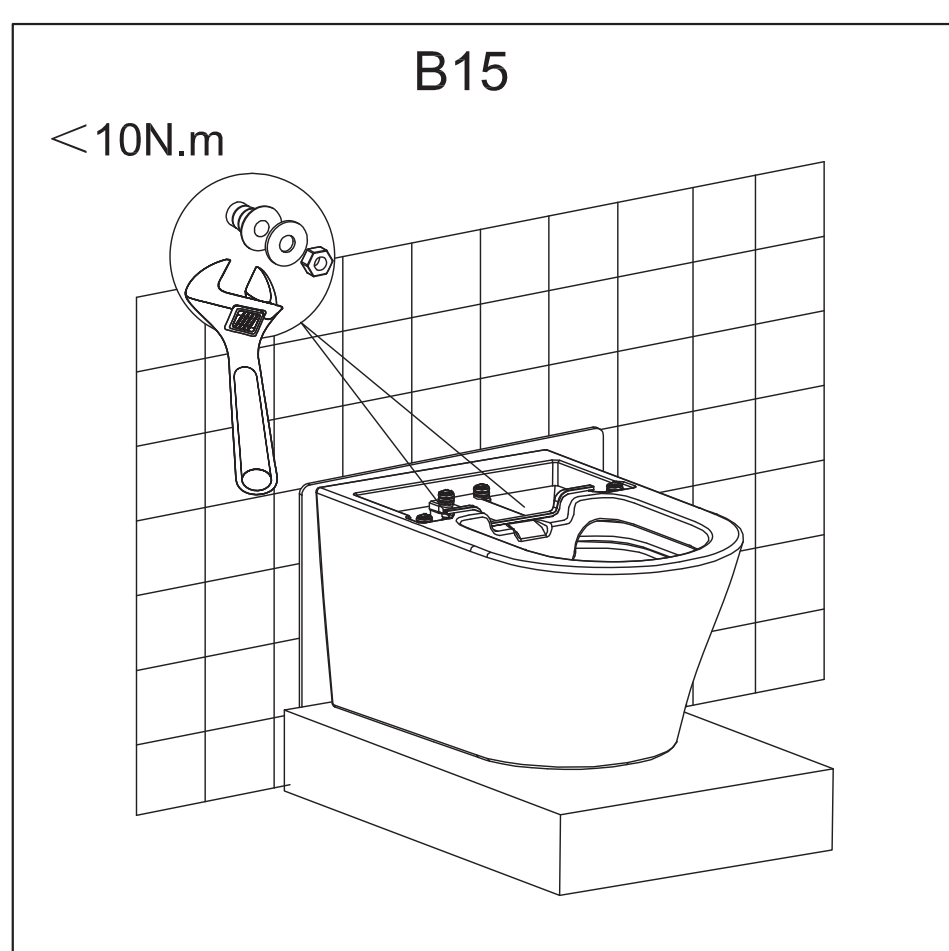
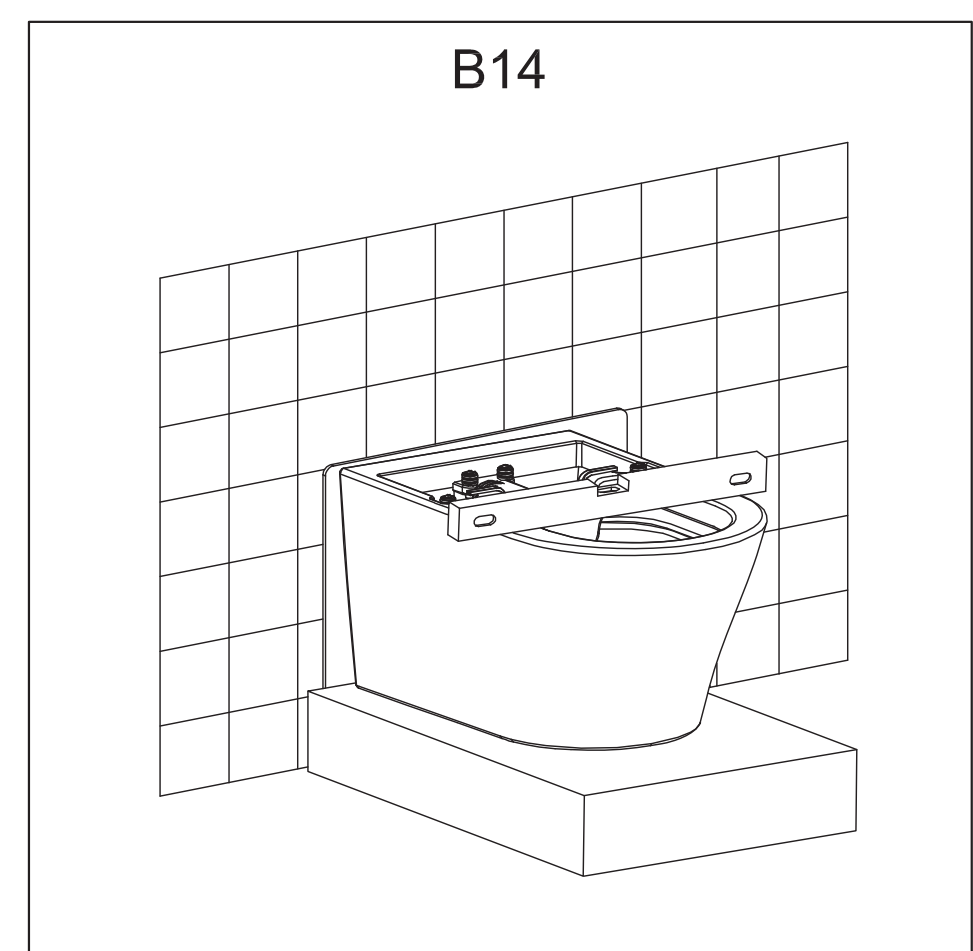
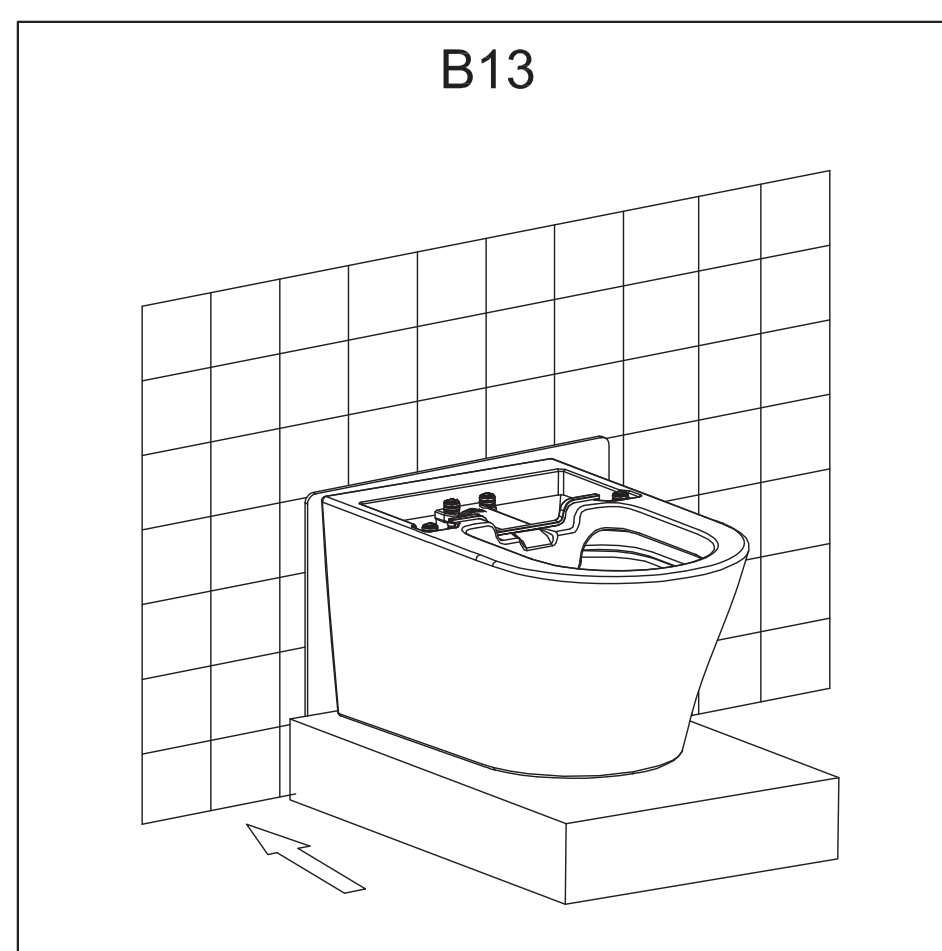
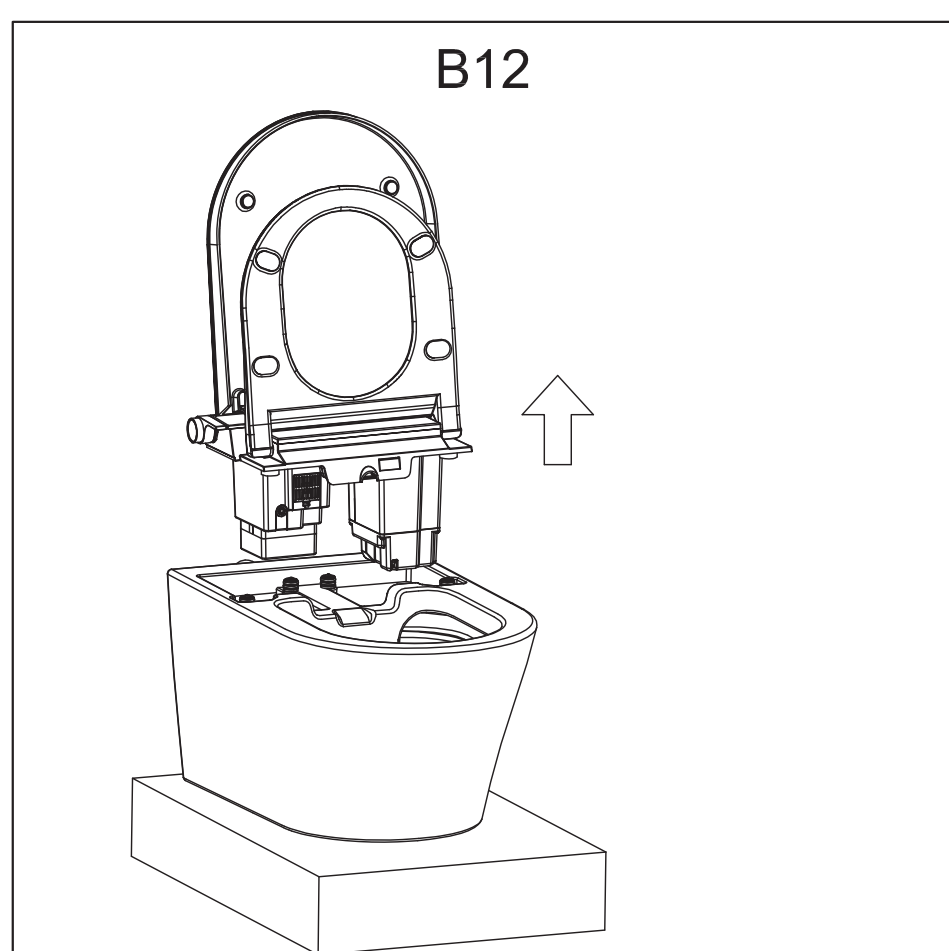
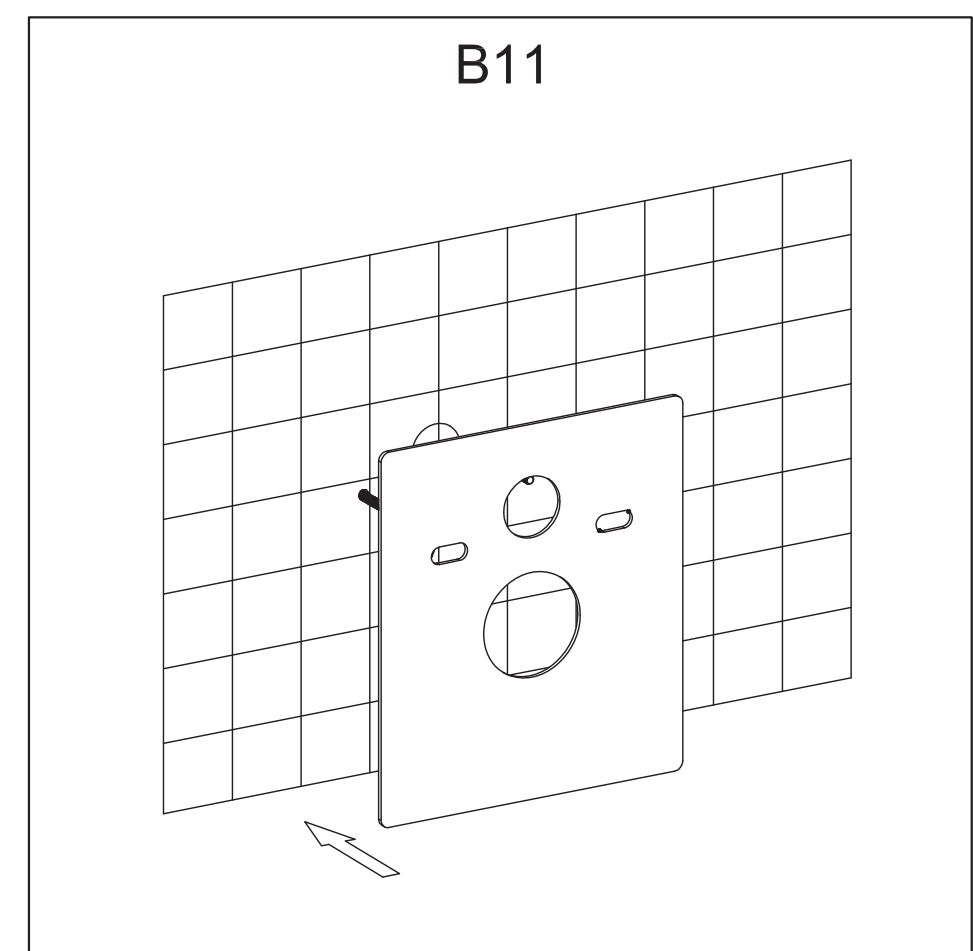
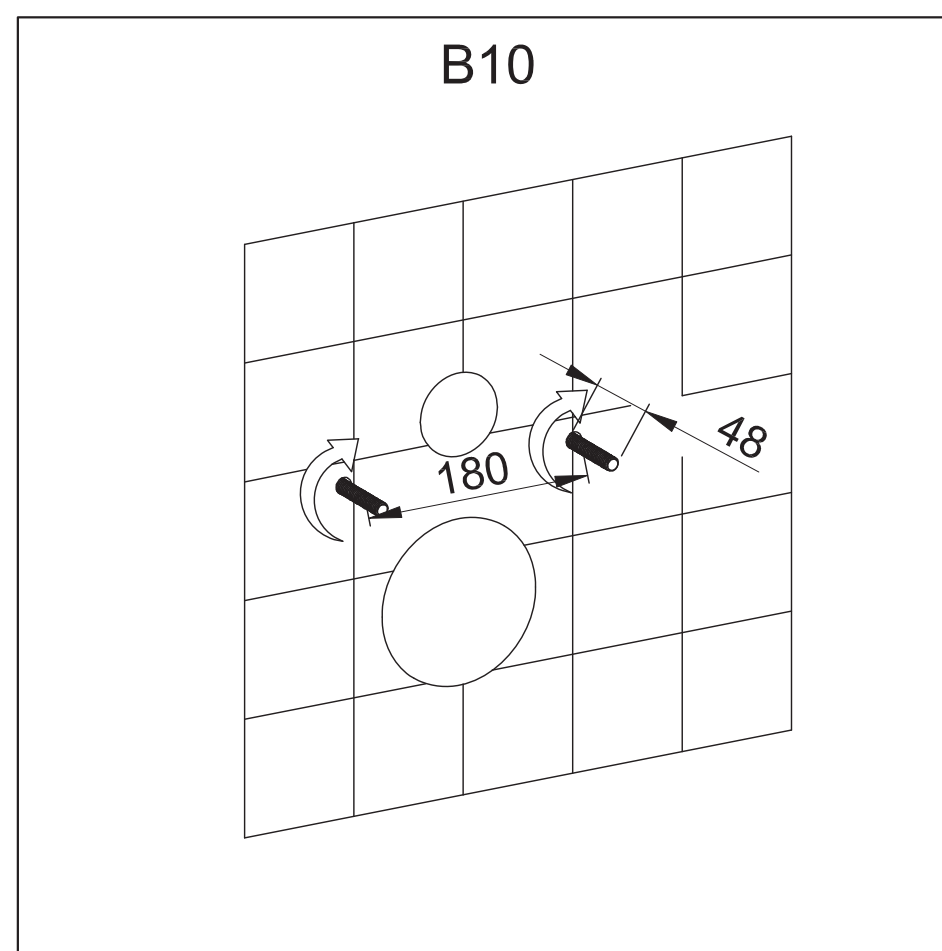
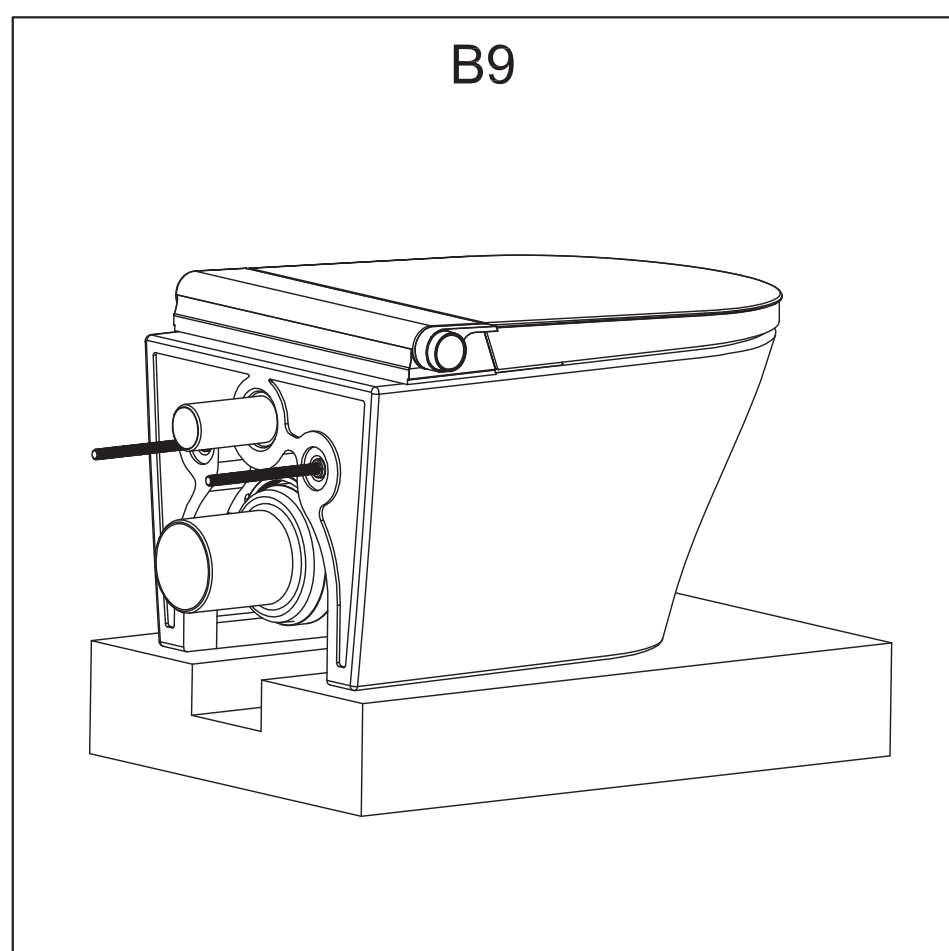
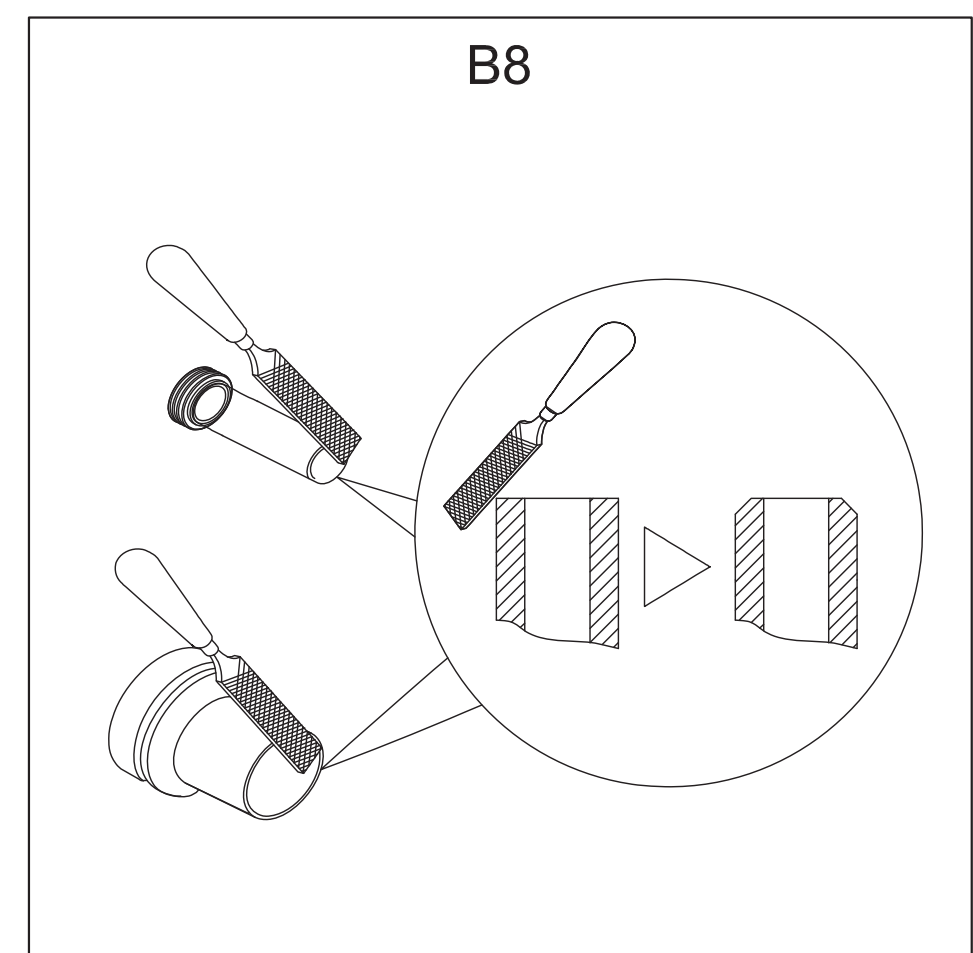
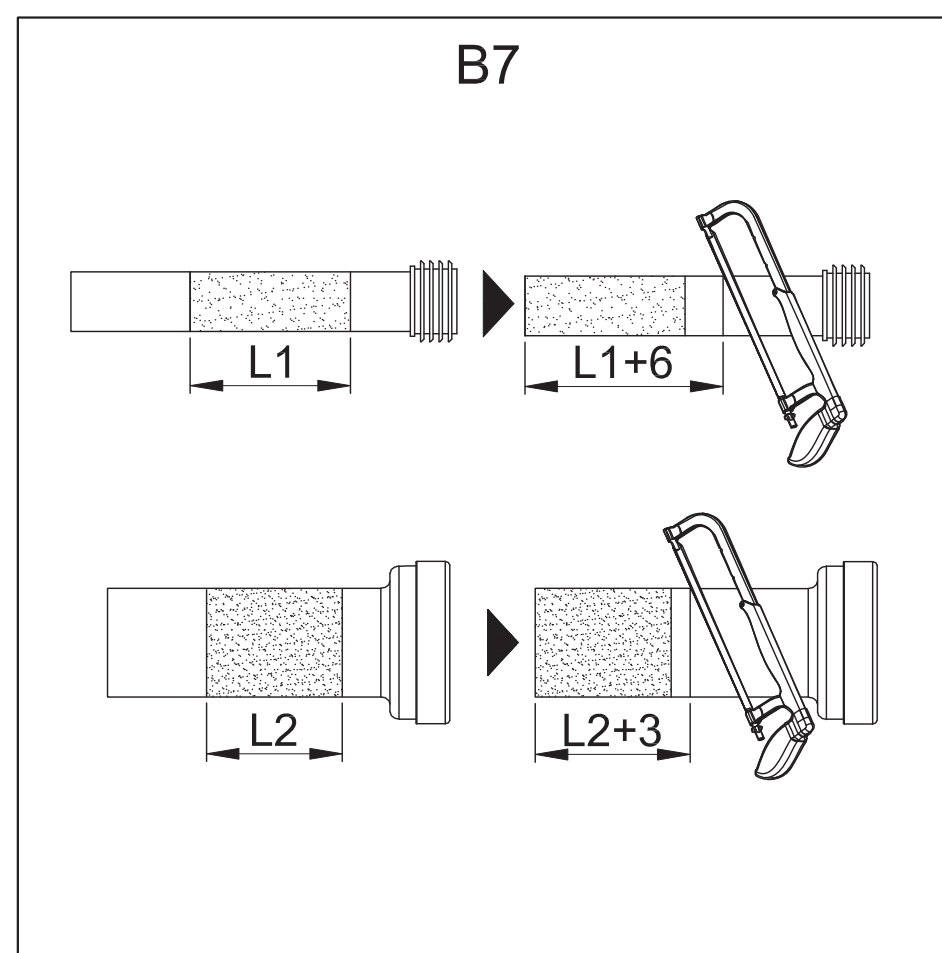
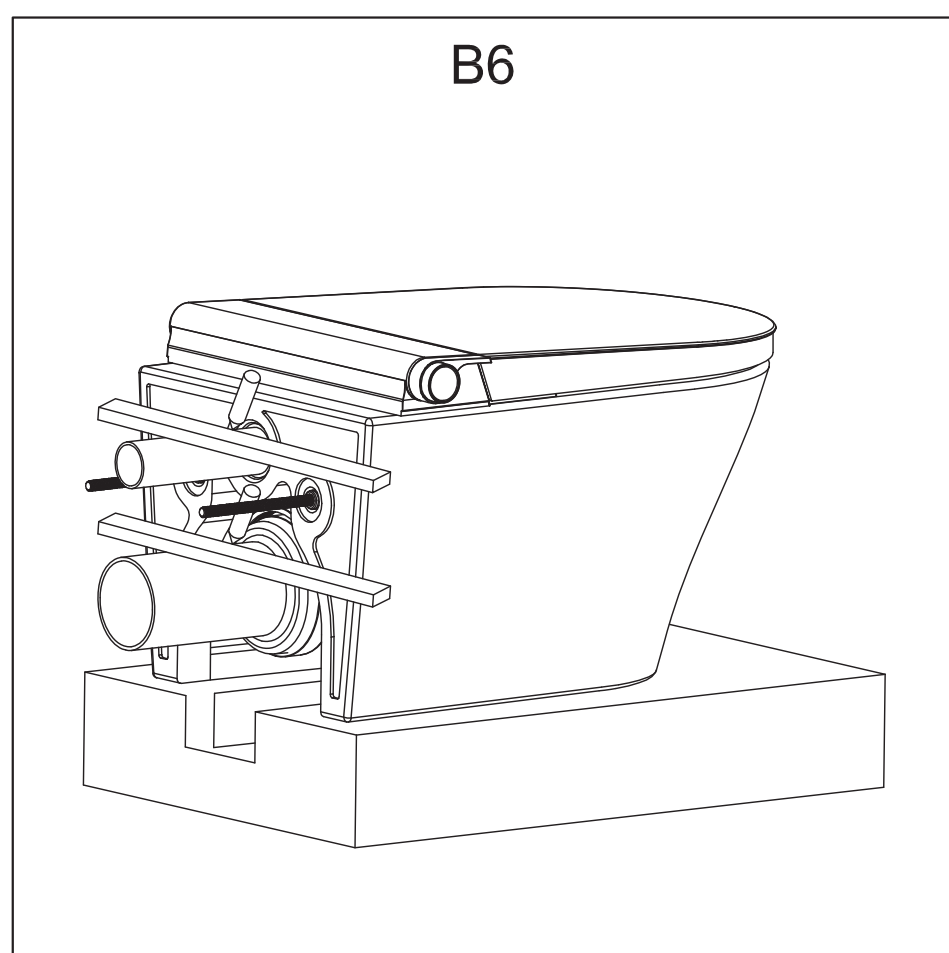
### DANGER

These operations must be performed by qualified service personnel.

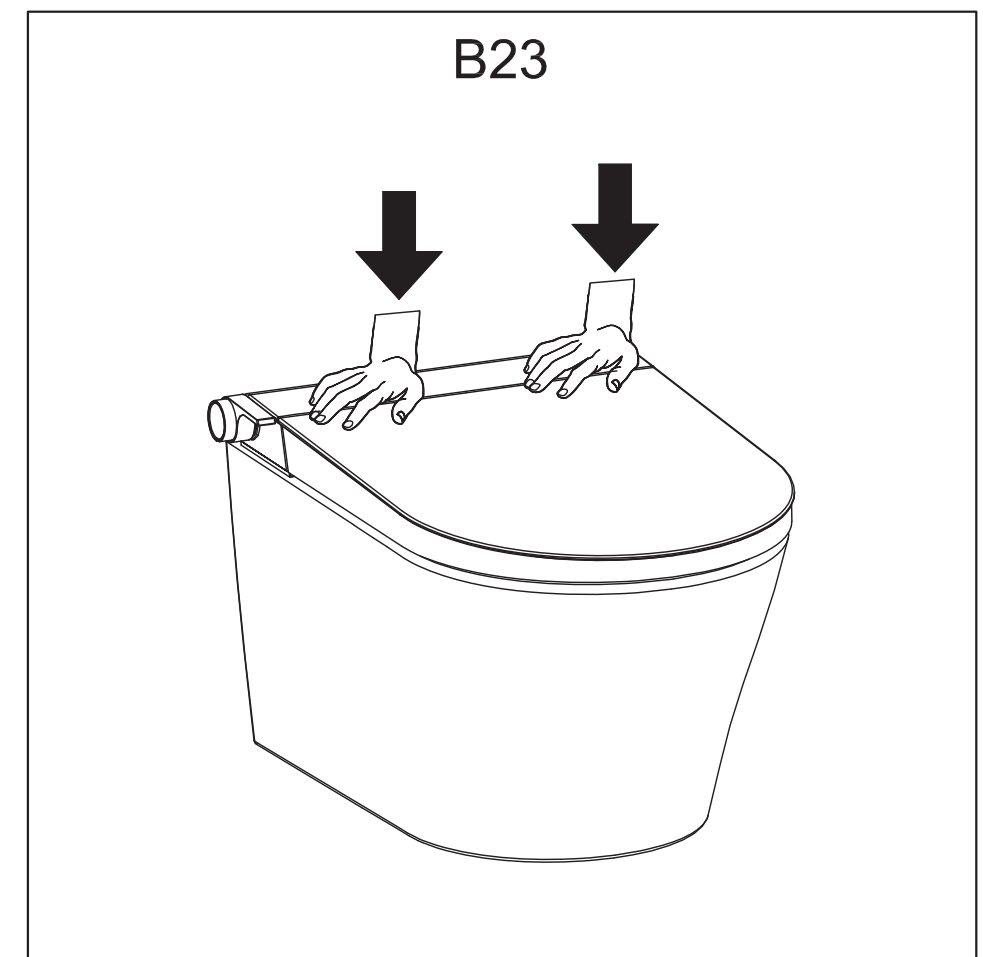
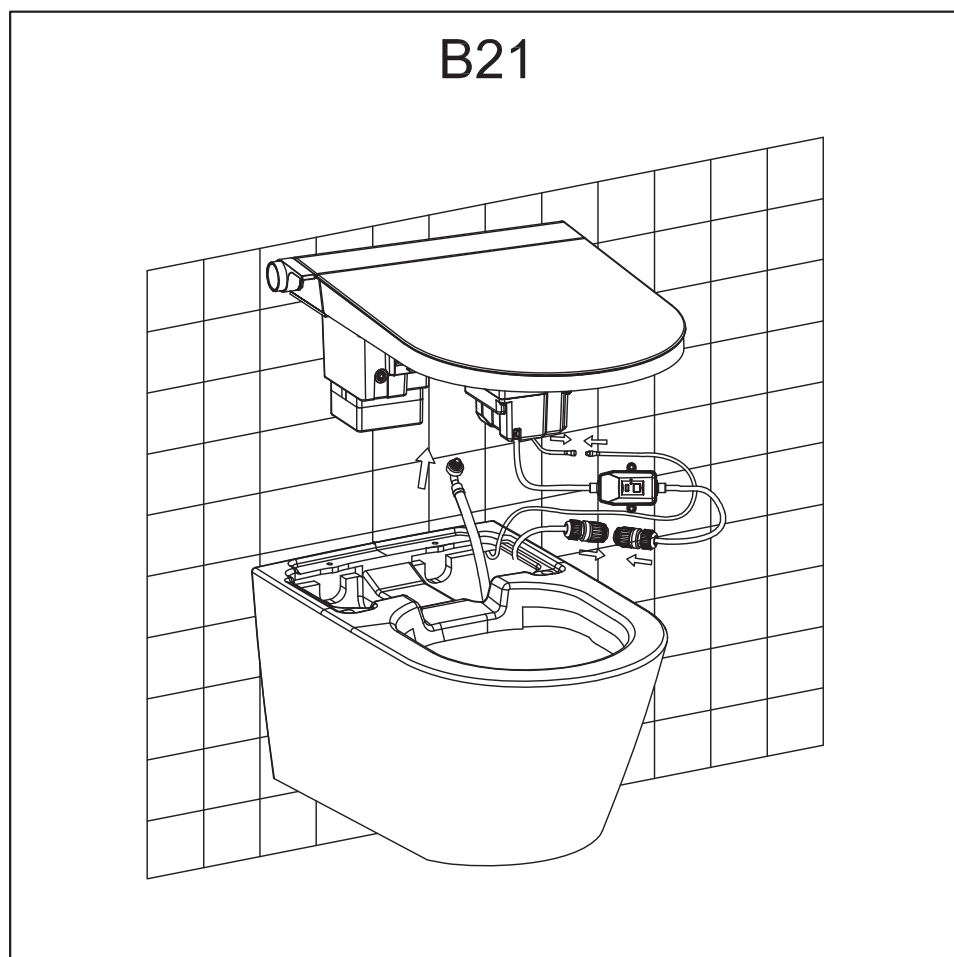
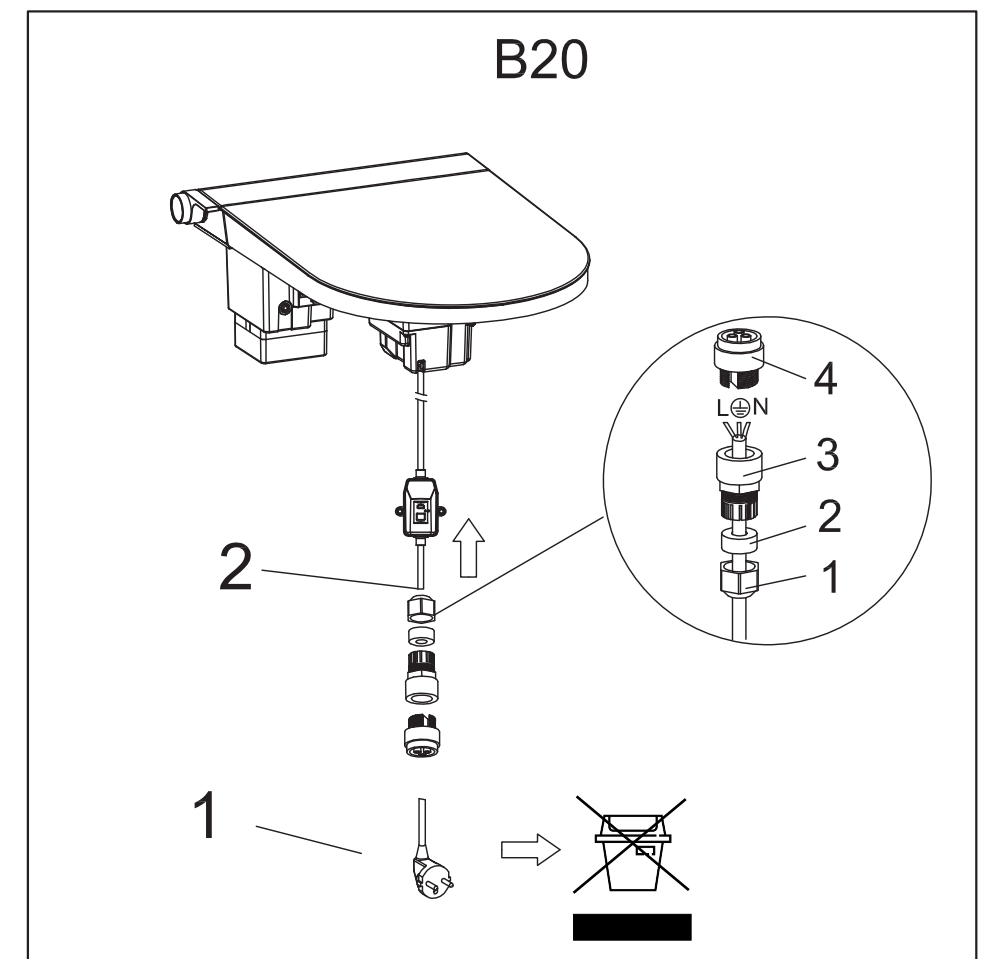
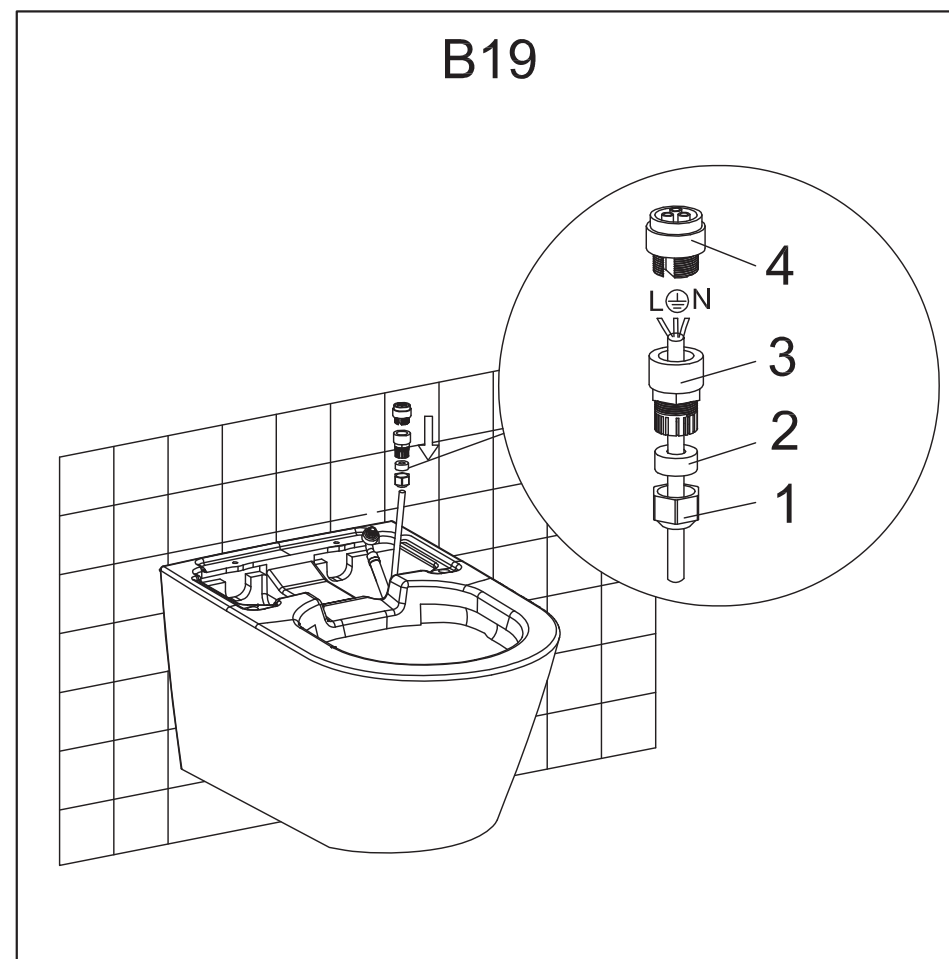
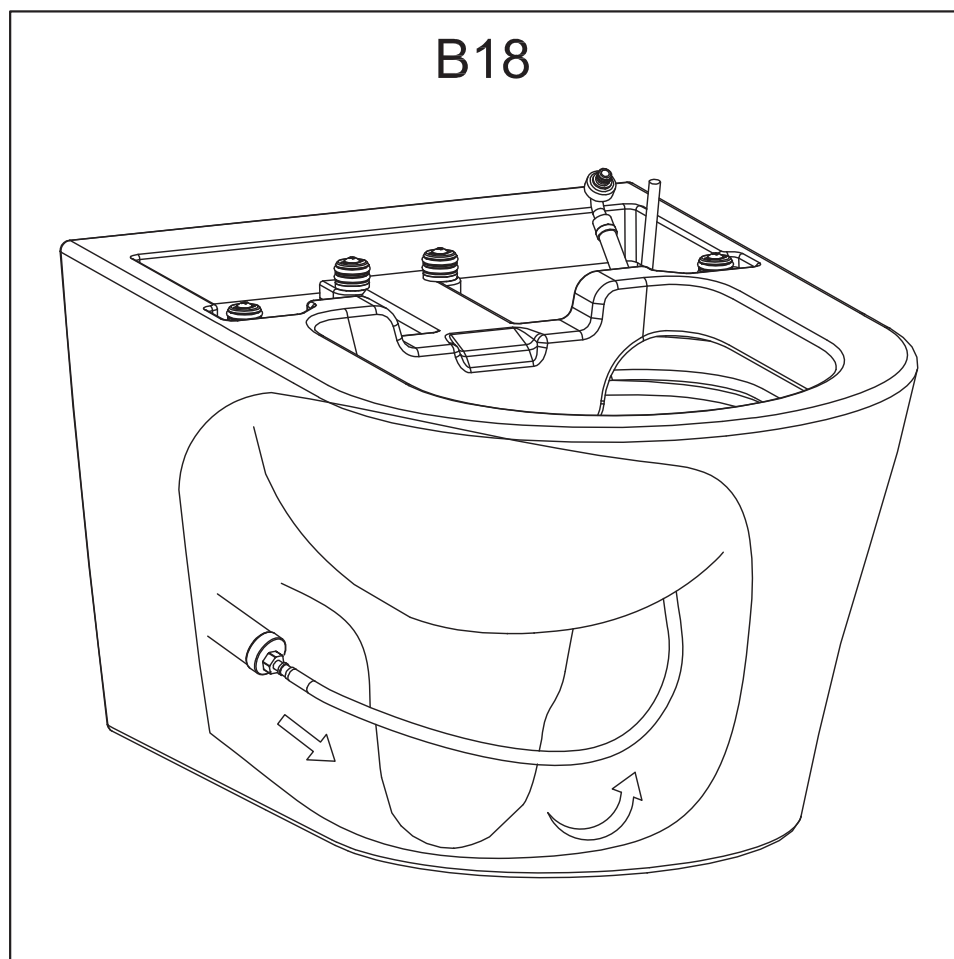
- Before installation, ensure that the angle valve and power supply are available in the toilet installation area.



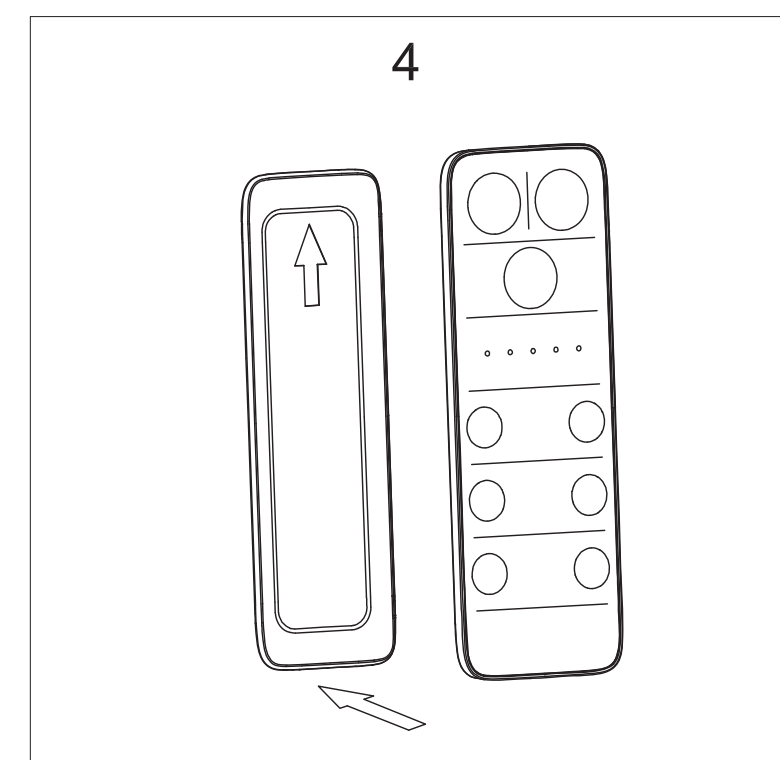
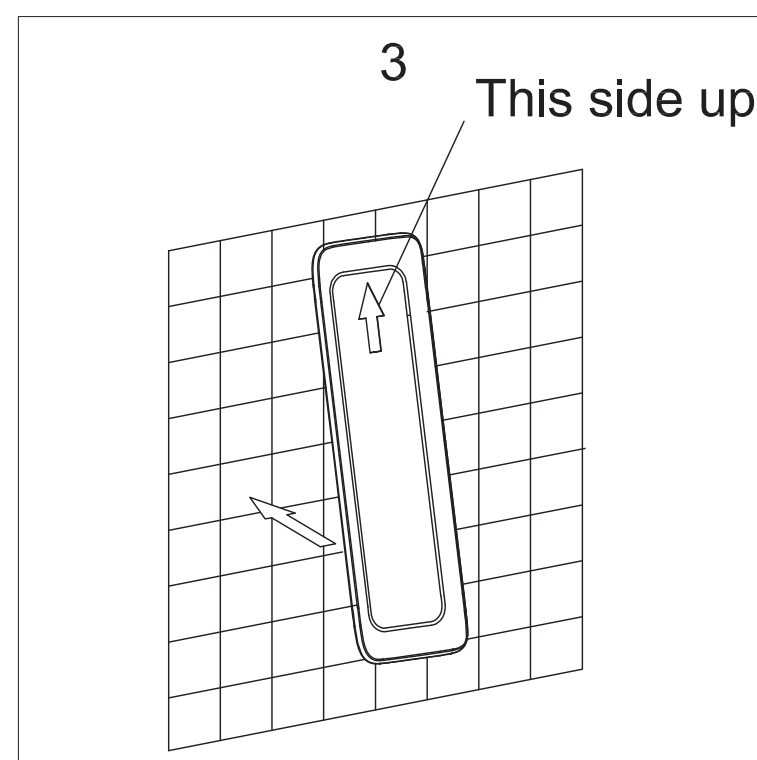
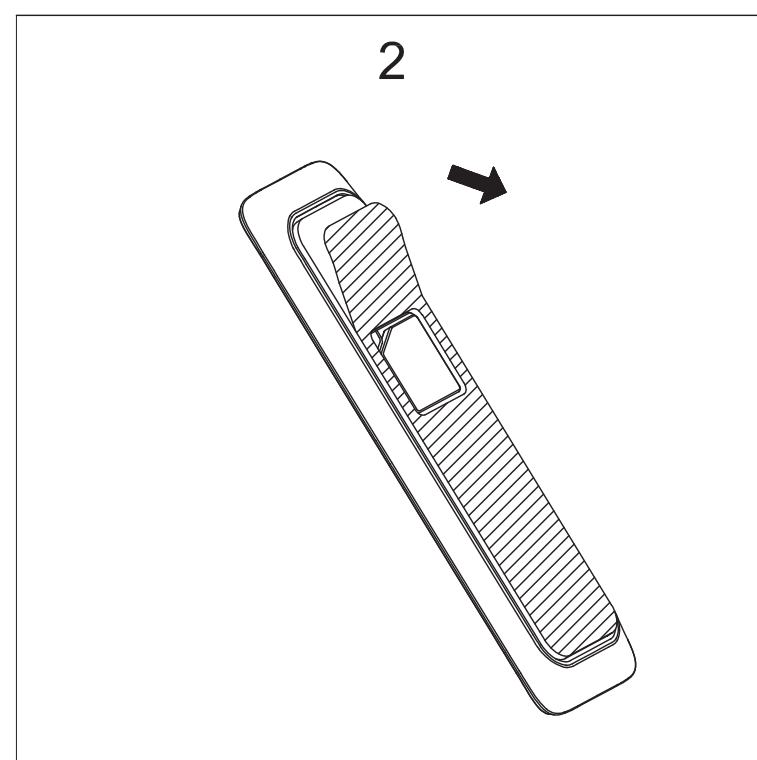
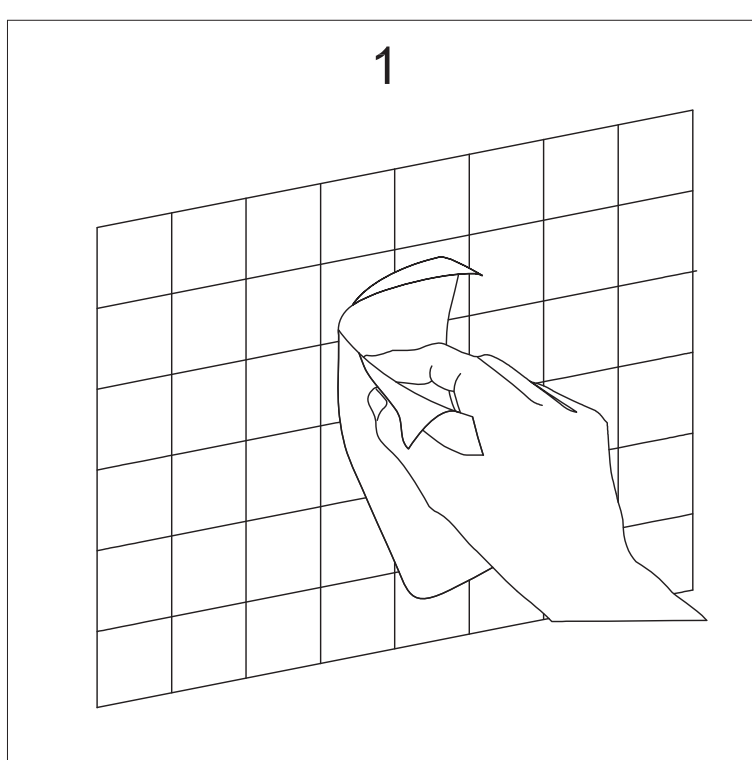
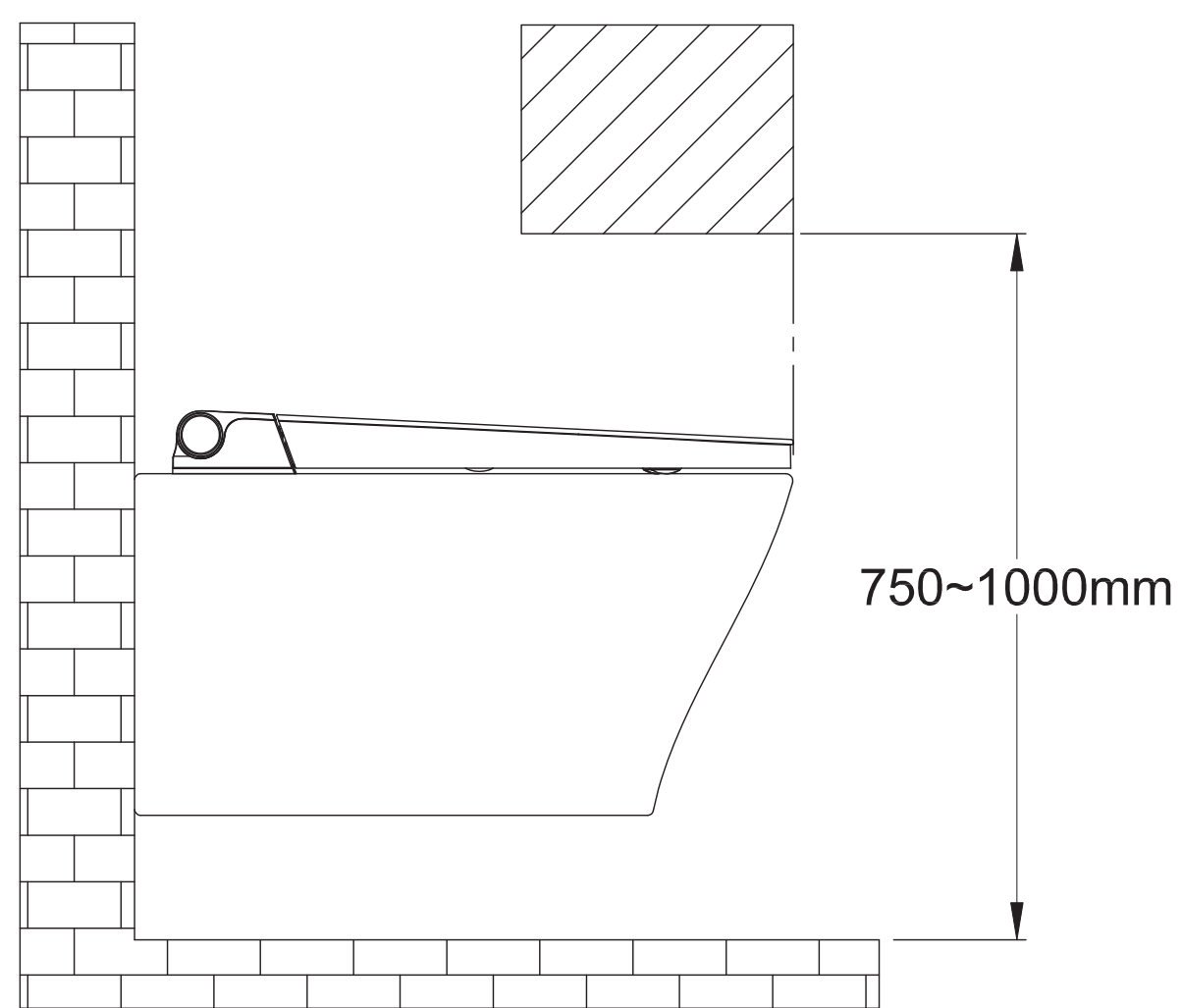
NOTE: Drawings may not exactly define contour of the product.



NOTE: Drawings may not exactly define contour of the product.



## Install the Remote Control



NOTE: Drawings may not exactly define contour of the product.

## LIMITED WARRANTY COVERAGE

### 2-YEAR LIMITED WARRANTY

DeerValley products are made with quality materials and excellent craftsmanship to provide customers with a long-lasting product. If any defects in materials or craftsmanship are found under normal use within the first two years of delivery, DeerValley will provide replacement parts at no charge or, at its option, replace any product or part of the product deemed defective under normal installation, use, service, and maintenance. This warranty applies only to the original purchaser. Proof of purchase will be required to process any claims. **SCRATCHES ARE NOT COVERED UNDER WARRANTY.**

The manufacturer warrants this product to be free of manufacture defects during the above mentioned warranty time. Please keep a copy of the original invoice as proof of purchase.

DeerValley will, as its option, (1) repair or replace the defective part(s) or product(s) at no charge; (2) issue a refund of the original purchase price of the product(s) (Valid within 30 days from the date of delivery); or (3) issue a credit to be applied toward the purchase of a new DeerValley product shipping/delivery charges may apply and are in DeerValley sole discretion.

DeerValley recommends the installations to be made by a licensed, professional plumber. DeerValley will not be held responsible for any damage or product failure due to improper installation, misuse, or failure to use a licensed professional. DeerValley is not responsible for any removal or installation cost.

This limited warranty shall not apply to goods which have been subject to accident, negligence, improper installation, product abuse, product misuse, or use of cleaners containing abrasives, alcohol or other organic solvents, whether performed by a contractor, service company, or yourself, are excluded from this warranty.

DeerValley responsibility under this limited warranty is limited to only to replacement parts and no other costs. DeerValley will not be responsible for labor charges and/or damage incurred by installation, repair or replacement, nor for any indirect incidental or consequential damages, losses, injury or costs of any nature relating to this product Except as provided by law, this limited warranty is in lieu of and excludes all other warranties, conditions, and guarantees, whether expressed or implied, statutory or otherwise, including without restriction those merchantability of fitness for use.

### RESPONSIBILITIES OF OTHERS

Inspecting the unit prior to installation is the responsibility of the installer or building contractor who acts on behalf of the user. They are responsible for ensuring the unit is free of defect or damage.

Notices are placed on and in the unit and on the shipping carton advising the installer of this responsibility.

In the event of a problem, the unit must not be installed. DeerValley is not responsible for failures or damage that could have been discovered, repaired, or avoided by proper inspection and testing prior to installation.

Damage occurring in transit is the responsibility of the carrier. The user or installer **MUST** open the crate and inspect the unit for damage when it is delivered. If damage is discovered, it must be reported immediately to the seller and the carrier in writing, and an inspection requested. Failure of the carrier to respond should be reported to the seller and the carrier. Your freight claims should be filed promptly thereafter.

### LIMITATIONS AND EXCLUSIONS

This warranty does not cover instances of negligence, misuse, abuse, improper installation, carelessness, accident, hard water or mineral deposits, exposure to corrosive materials, misapplication, damages caused by improper maintenance, alteration of the product, or failure to follow care or installation instructions enclosed with your product. This warranty is void if the DeerValley is subject to alteration, or if repairs are attempted by anyone other than an authorized agent of DeerValley. This warranty does not extend to plumbing or components installed by dealers, installers or by any party other DeerValley.

DeerValley will not be liable for loss of use of the DeerValley inconvenience, or any other incidental or consequential costs, expense or damages. Please note that some states do not allow the exclusion or limitation of incidental damages.

### DISCLAIMER

Except as expressly provided, there shall be no warranty or obligation, express or implied, oral or statutory. No dealer or other person has the authority to make any warranties or representations concerning DeerValley or its products. In no event shall DeerValley be held responsible for any such warranties or representations.

### WARRANTY SERVICE

NOTE: When requesting warranty, be sure to have the following:

- Copy of original invoice
- Date of installation
- Description and pictures of defect
- Model number or description of model

To obtain warranty service and replacement part, please contact DeerValley Customer Service. DeerValley will determine whether to repair or replace your product, issue a refund, or issue a credit.