

BIDET PRODUCT LINE FAQs

HAVEN 1000/3000

ADJUSTABILITY

Is there front-to-back adjustability?

Yes, the seat can be pulled forward for cleaning.
Removability depends on length of water supply line.

BATTERIES

What batteries are required?

Batteries are included with all remotes.
Haven 3000 requires 2 - AAA batteries.
Haven 5000 requires 1 - CR2030 battery.

BODY STYLE

Are the 1000 and 3000 the same body?

Yes

CHILD WASH

Will the turbo wash work if the child setting is on?

No. When the turbo wash is activated with the child setting, the function stops. The nozzle will retract and reset for turbo wash.

COLOR

What color white are the bidet seats?

The white color is not manufacturer-specific.

COVER

Can the cover be removed for cleaning?

Yes

Do you offer a replacement cover if mine breaks?

Yes. Please contact Customer Service.

DEODORIZER

Does the HV3000 have a deodorizer?

No

ENERGY SAVINGS HV1000 VS. HV3000

Explain how the settings differ from each other.

ECO1 - Seat and water temp are kept at low setting.
ECO2 - Seat and water temp are kept off.
ECO OFF - The feature sets above are disabled.

FILTER

Is there a carbon filter deodorizer?

No

INFINITY LID

What is an infinity lid?

It is a seamless design feature, with no line/break where electronics are housed. The lid covers the entire bidet base/housing. An infinity lid is easier to clean.

MASSAGE FEATURE

Is this more oscillating or pulsating?

Pulsating

REMOTE CONTROL

Is there any illumination for nighttime visibility?

No

SEAT TEMPERATURE

How many settings are there?

Three: low, medium, high.

TURBO, BIDET, WASH

Explain how the settings differ from each other.

Turbo is an intense wash. Wash is a rear wash. Bidet is a front wash.

WEIGHT-BEARING LID

How much weight will the lid hold?

200 lbs. of static weight

WATER TEMPERATURE

What is Fusion Warm Water Technology?

It is an improved water tank heating technology with active ceramic heating coil to increase the duration of your warm water supply.

BEMIS BIDET PRODUCT LINE FAQs

HAVEN 5000

AUTO OPEN

Does this only open the cover?

Yes

BATTERIES

What batteries are required?

Batteries are included with all remotes.
Haven 3000 requires 2 - AAA batteries.
Haven 5000 requires 1 - CR2030 battery.

DYNAMIC STREAM

Explain this feature. Does it only switch from warm to cold or vice versa?

This is a rapid rotation or change of water temperature.

REMOTE CONTROL

Are the remotes water-resistant?

No, they are not waterproof or water-resistant.

TECHNOLOGY

Is there a memory feature that retains settings?

The last setting is a default. (Water temp, pressure, nozzle position, etc.)

UV STERILIZATION

How does this work?

When the nozzle is used, a three-minute sterilization with UV light occurs. A blue light indicates the cleaning process; a red light indicates ready for use.

How does this compare to Toto's water system?

Toto's EWATER+ treats the bowl via a patented pre-mist feature. Our UV treatment is strictly for the wand.

WASH SETTING

Is there an intense or enema wash feature?

No

WATER TEMPERATURE

Does this have unlimited warm water?

Yes, there will be unlimited warm water for the duration of each function.

SANCTUARY 5000

AUTO FLUSH

How does it work? Can you turn it off?

When the seat sensor no longer detects a user, it will automatically flush. The toilet will only flush once. Autoflush cannot be turned off.

BIDET SEAT

Is the bidet seat replaceable?

Yes

COMPARE TO KOHLER

How does this compare to the Veil?

Sanctuary's advantages are a kick button, a tankless design with no pump, direct connect that is less prone to failures, and a competitive price.

COMPARE TO TOTO

How does this compare to TOTO Neorest?

Sanctuary's advantages are a stainless steel nozzle, a tankless design with no pump, direct connect that's less prone to failure, a very competitive price and a better warranty.

DIRECT CONNECT FLUSH

Explain the flushing system.

Direct connection is more advanced and uses water as needed on demand. It does not use a water reservoir or gravity to power the flush.

Direct connection vs. TOTO tornado flush.

Direct connection does not use a water reservoir or gravity from a tank to power the flush. It's more advanced type of technology, using the water as needed on demand.



BIDET PRODUCT LINE FAQS

SANCTUARY 5000 CONTINUED

DYNAMIC STREAM

What is dynamic stream?

This is a responsive feature that switches from warm to cool water.

INTENSE WASH

Is there an intense or enema wash feature?

No

KICK BUTTON

What is this feature?

The innovative kick button is located at the base of the toilet and includes a stylish LED night light. Press the button once to open the lid, again to open the seat, and a third time to flush the toilet and close the seat and lid.

MAXIMUM PERFORMANCE RATING (MAP)

What is map rating?

600g

OCCUPANCY SENSOR

What is this feature?

It is located in the seat ring and allows the bidet to perform wash functions.

REMOTE OPEN/CLOSE

How does it work?

Press the corresponding button on the remote control to open or close the seat or lid.

STAINLESS STEEL NOZZLE

Is this replaceable?

No

UNLIMITED WARM WATER

Explain this feature.

This is an on-demand feature that heats water to temps as needed.

USER PRESET

Does it have this feature?

No

UV STERILIZATION

How does this work?

When the nozzle is used, a three-minute sterilization with UV light occurs. A blue light indicates the cleaning process; a red light indicates ready for use.