

SOTHING

Ultra Customer FAQ

Short Answer Edition

Fast, customer-ready answers for everyday questions

43 answers organized into six practical topics

Find your answer

The FAQ follows the customer journey: choosing the right version, operating Ultra, improving drying, managing odor, troubleshooting, and getting support.

SECTION	TOPIC	SIZE	WHAT IT COVERS
01	Product & Compatibility	8 questions	Choose the right Ultra for your region, understand what you can dry, and check material compatibility.
02	Setup & Controls	9 questions	Set up Ultra, position the hoses, choose heat and time, and understand the controls.
03	Better Drying	6 questions	Improve drying results by managing water load, airflow, hose position, and cycle length.
04	Ozone & Odor	7 questions	Use ozone as a separate odor-freshening step and know what to expect from the cycle.
05	Troubleshooting	7 questions	Check common symptoms first, then stop and contact us when a fault or safety warning remains.
06	Care & Support	6 questions	Clean and store Ultra correctly, and know what to send us when you need support.

How to use this guide

STEP	GUIDANCE
1	Start with the product care label and the instructions supplied with your Ultra.
2	Choose the lowest heat and shortest cycle that suit the material and moisture level.
3	Check the item before adding time, and keep every inlet and hose outlet unobstructed.

Stop and unplug Ultra if you see a persistent error, repeated early shutdown, smoke, sparks, melting, excessive heat, a burning or electrical smell, or loud rattling or scraping. Do not keep restarting it and do not open the housing.

Product & Compatibility

8 questions

Choose the right Ultra for your region, understand what you can dry, and check material compatibility.

P01 What is SOTHING Ultra designed to do?

We designed Ultra to dry compatible footwear and gear with gently heated forced air. If your model includes ozone mode, you can also use it separately for odor freshening.

P02 What footwear and gear can I dry with Ultra?

You can dry many compatible sneakers, boots, cleats, gloves, mittens, and socks. Always check the care label first, especially for delicate materials or items containing electronics.

P03 Will the hoses reach into tall or insulated boots-and why may they take longer?

The hoses on model DSHJ-S-2101 extend up to about 30 cm (11.8 in). Very tall, narrow, waterproof, or heavily insulated boots may still need repositioning or an additional cycle.

P04 Is Ultra portable, cordless, or battery-powered?

Ultra is portable, but it is not cordless or battery-powered. Portable means compact and easy to move; you still need a compatible wall outlet while it runs.

P05 Why does my Ultra differ from the listing or manual?

Plug type, rated input, color, bundle, display details, and control behavior can vary by region or product revision. Your order SKU, rating label, and supplied instructions identify the version you received.

P06 Which plug, voltage, adapter, extension cord, or power strip can I use?

Use a compatible wall outlet whenever possible, and make sure the rated input matches your local power supply. A travel plug adapter changes the plug shape but normally does not convert voltage.

P07 Is Ultra safe for leather, suede, foam, or glued footwear?

Use Ultra only when the footwear care label permits gentle heated air. For delicate, glued, leather, suede, foam, or custom-fit items, start on Low and check them frequently.

P08 What are Ultra's size, weight, power, and hose length?

For model DSHJ-S-2101, the body measures 150 x 76 x 200 mm, weighs about 500 g, uses 95 W, and has hoses that extend up to 30 cm (11.8 in). Regional voltage and plug type can differ.

Setup & Controls

9 questions

Set up Ultra, position the hoses, choose heat and time, and understand the controls.

U01 What should I do before the first use?

Check the model and rated input, remove all packaging, inspect your Ultra, and place it upright on a dry, stable surface before plugging it in.

U02 How should I position the hoses?

Open the footwear, extend each hose gently toward the toe, and leave enough space around the outlet for air to circulate. Never kink, crush, or seal a hose.

U03 Which heat setting and drying time should I choose?

Start with the lowest setting that suits the material: about 45°C (113°F) Low for 1-3 hours, 52°C(126°F) Medium for 3-6 hours, or 65°C(149°F) High for 6-9 hours. Treat these as starting points and check the item before adding time.

U04 How does the timer work, and why does the fan run after it ends?

DSHJ-S-2101 provides a 1-9 hour timer in one-hour steps. When the timer ends, heating stops first and the fan continues for about 10 seconds to cool the air path.

U05 Can I leave Ultra running overnight?

Use the built-in timer and follow the supervision instructions supplied with your unit. If those instructions do not explicitly permit unattended use, do not leave Ultra running overnight.

U06 Can I use a smart plug, and will Ultra restart after a power cut?

Use Ultra's built-in timer for normal operation. Do not rely on a smart plug or assume the dryer will restart automatically after power returns.

U07 Can hot-air drying and ozone mode run at the same time?

No. Hot-air drying and ozone are separate modes on Ultra and cannot run at the same time.

U08 Can I use Ultra in a bathroom, shower area, or outdoors?

Use Ultra only in a dry indoor location, away from rain, splashes, sinks, bathtubs, wet floors, and standing water.

U09 How much clearance does Ultra need, and how do I keep airflow clear?

Leave at least 10 cm (4 in) of open space around Ultra, keep the main inlet uncovered, and keep both hoses straight and unobstructed.

Improve drying results by managing water load, airflow, hose position, and cycle length.

D01

Can I use Ultra to warm footwear before wearing it?

Yes, a shorter drying cycle might leave your shoes or boots pleasantly warm. However, we do not recommend doing this; the Ultra is a dryer, not a heater, so please use the product as intended.

D02

Can I place dripping-wet footwear directly on Ultra?

No. Drain standing water and blot the item first so liquid cannot run into the body, controls, air inlet, cord, or plug.

D03

Why does the air feel warm rather than hot-and what if it stays cold?

Warm rather than scorching air is intentional: we combine steady airflow with moderate heat to protect footwear materials. Completely cold air with no difference between settings may indicate a fault.

D04

How can I prepare footwear for faster, more even drying?

Open the footwear fully, loosen the laces, remove saturated insoles or liners when allowed, and aim the outlets toward the wettest areas without blocking airflow.

D05

Why is my footwear still damp after a full cycle, especially at the toe?

Moisture often remains where airflow cannot reach easily, especially in the toe box, seams, insoles, and thick liners. Reposition the hoses and dry removable parts separately before adding a material-safe cycle.

D06

Is visible moisture or light vapor around very wet footwear normal?

A little visible moisture or light vapor can be normal as water leaves very wet footwear. Smoke, sparks, melting, electrical crackling, or a burning smell is never normal.

Use ozone as a separate odor-freshening step and know what to expect from the cycle.

O01 What does Ozone mode do?

Ultra's Ozone mode is an odor-freshening cycle designed to help reduce odors inside compatible footwear. It supports your care routine; it does not replace cleaning or complete drying.

O02 Can Ozone mode sterilize shoes or treat athlete's foot?

No. We do not claim that Ozone mode sterilizes or disinfects footwear, and you should never use it to treat athlete's foot or any medical condition.

O03 Should I smell ozone, and does the smell prove Ozone mode is working?

You may notice a sharp odor-or perhaps almost no smell at all-when the ozone mode first starts operating; the scent will gradually dissipate over time. Odor is not a reliable indicator; please check the ozone mode indicator on the display and do not place your face near the air outlet to smell it.

O04 How often should I use Ozone mode?

Use it only when your footwear needs odor care and choose the shortest cycle recommended for your model. Running it longer or more often is not automatically more effective.

O05 Can people or pets stay nearby during Ozone mode?

No. Use Ozone mode in a well-ventilated, unoccupied area, keep people and pets away, and air out the space and footwear before use.

O06 Why does odor remain after an Ozone cycle?

That can happen when moisture, sweat residue, insoles, or deep foam continue to hold the odor source. Clean and fully dry the footwear first, then use one correctly selected Ozone cycle.

O07 How can I tell ozone odor from a burning or melting smell?

A sharp ozone odor may be noticeable, but burning, melting, smoky, electrical, or strongly heated-plastic odors are never normal. Stop the cycle, unplug Ultra when safe, move away, and do not restart it.

Check common symptoms first, then stop and contact us when a fault or safety warning remains.

T01 Should Ultra glow red or orange while it is heating?

No. Ultra does not need to glow red or orange to produce warm air; colored heat or airflow shown in product graphics is usually an illustration.

T02 What sounds are normal, and when should I stop using Ultra?

A steady fan and airflow sound is normal; about 50 dB is a useful reference. Loud rattling, scraping, repeated pulsing, or a sudden change in sound is not normal.

T03 What should I do if Ultra will not turn on?

Let's check the power first: confirm the voltage, seat the plug firmly, and try one known-good compatible wall outlet. If the display stays blank, unplug Ultra and contact us.

T04 What should I do if one hose has much less air or heat than the other?

Straighten both hoses, clear every opening, and compare them in open air on the same setting. A large difference that remains during this test is not normal.

T05 What should I do if the touch controls do not respond or change too easily?

Use clean, dry hands, remove any protective film, and make one deliberate press at a time. If the controls activate by themselves or repeatedly fail, unplug Ultra and contact us.

T06 What should I do if a hose will not extend, retracts, or looks damaged?

Stop pulling and support the hose near its base. Do not use Ultra with a cracked, separated, or blocked hose; photograph the issue and contact us.

T07 Is it normal for Ultra's body to feel warm?

Mild warmth can be normal during heated operation. Excessive heat, softening, discoloration, smoke, a burning smell, an error, or repeated shutdown is not normal.

Clean and store Ultra correctly, and know what to send us when you need support.

C01 How do I clean Ultra?

Unplug Ultra and let it cool first. Wipe the exterior with a soft dry or barely damp cloth, and keep liquid, sprays, and tools out of every opening.

C02 How should I store Ultra?

Unplug Ultra, let it cool and dry, then retract the hoses gently and coil the cord loosely. Store it where moisture, heat, sunlight, and heavy objects cannot damage it.

C03 Can I open or repair Ultra myself?

No. Unplug Ultra and contact us or an authorized service provider. Opening the housing can create electrical and heat hazards and may affect your warranty rights.

C04 What warranty and return options apply to my Ultra?

Your coverage depends on the marketplace, seller, country, and purchase date. Check the original order page, listing, invoice, and warranty terms supplied with your unit; local consumer rights may also apply.

C05 How do I contact SOTHING, and what should I send?

Start with the support or Contact Seller option on your original order page, or use the official contact details supplied with your Ultra. Send your order channel and date, model or SKU, symptom, and safe photos or a short video so we can help faster.

C06 What should I do if Ultra arrives opened, used, scratched, or damaged?

Do not power on a damaged Ultra. Photograph the package, seal, unit, rating label, and accessories, keep everything together, and contact us through the original order page.