

Gravity Tank Toilet Series

TROUBLESHOOTING GUIDE

1. Poor Flush.

- A. Adjust the tank water level to the marked water line on overflow tube.
- B. Make sure water supply valve is fully open.
- C. Clear any obstructions from bowl rim holes/trapway and in-line filter. Ream out debris in bowl rim holes.
- D. Clean bowl, auger trap, auger drain to clear blockage.
- E. For dual flush, make sure the push button rods are in place and are activating the dual flush assembly. Adjust as needed.

2. Tank takes a long time to fill.

- A. Make sure water supply valve is fully open.
- B. Clean any residue from the inlet valve, in-line filter, dual flush cartridge assembly or supply line. Flush the lines to clear any debris.
- C. Check water pressure supply, operating range is 20-80 PSI.

3. Water level too high or too low.

- A. Adjust the float adjustment screw or float cup.

4. Fill valve fails to shut off or fails to fill tank.

- A. Verify water supply is on.
- B. Filter screen is clogged. Clean filter screen.
- C. Verify refill hose is not obstructed or kinked.

5. Noisy tank water refill.

- A. Adjust the water supply line if water pressure is too high.
- B. Clean any residue from the inlet valve or supply line. Flush the lines to clear any debris.

6. Bowl water continues to flow or tank refill water won't shut off.

- A. Flapper is not seating properly. Adjust chain slack between flapper and flapper valve.
- B. Flush handle extension is being restricted. Repair or replace flush handle assembly.
- C. Clean area of debris and check for any wearing around the flapper or dual flush valve seat on opening to allow seal.
- D. For dual flush, adjust the push button rods for proper slack, so the fill valve seal is not held off the flush valve.

7. Handle/dual flush button does not activate plunger.

- A. Adjust chain linkage.
- B. Check arm for breakage. Replace if necessary.
- C. For dual flush, check push button rods for breakage or adjustment.

8. If the water rises in bowl during the flush and stays there, or drains slowly.

- A. Ensure that the chain connected to flapper is adjusted properly. Too much slack will result in the flapper closing too soon, not enough slack will result in not seating properly and leaking. There should be enough slack to allow the flapper to seat properly.
- B. Check the plumbing system venting. Fill a basin near the location of the toilet and open the drain. If the water drains quickly with no visible problem, there is no venting problem. If there is a venting problem the sluggish/poor performance is not a fixture problem.
- C. Make sure the surface level in tank bowl is correct. Adjust if necessary.

9. Leaking tanks.

- A. Check flapper and flapper seat in tank for warping or degradation. Many cleaning chemicals commonly used in tanks contain chlorine that attacks these parts causing warping and degradation.
- B. Check tank for cracks. If cracked, the tank must be replaced.
- C. Check tank bolts. Rubber washers may be corroded or bolts may be loose. Replace or tighten as necessary.

NOTE: be careful not to overtighten nuts on tank as this may result in cracking the tank.

- D. Check for condensation. Very cold water can generate condensation in high temperature and humid areas in unlined tanks.

10. Cleaning and Maintenance

Clean your toilet's bowl and your china lavatory at least once a week using only recommended cleaners (such as Waterfree urinal cleaner SJS-19). If you live in a hard water area, you should make certain that the holes under the rim are kept clean and maintained for proper bowl performance. Use a long-handled brush to clean the rim holes. Make sure to periodically clean the in-line filter located in the water inlet of the water supply valve.

CAUTION: Do not use in-tank cleaners. Products containing chlorine (calcium hypochlorite) can seriously damage the fittings in your tank. This damage can cause leakage and property damage.

**When assistance is required, please contact
Sloan Technical Support at: 1-888-SLOAN-14 (1-888-756-2614).**