

Pressure Assist Water Closets

TROUBLESHOOTING GUIDE

1. Poor Flush.

- A. Check the overall height of the lever in comparison to the frame, and adjust if required.
- B. Make sure water supply valve is fully open.
- C. Flush the supply line to clear any debris and clean inlet screen.
- D. Check bowl (main jet, rim holes and trapway), drain line, and vent for blockage.
- E. Check water pressure supply, operating range is 20-80 PSI (503 Series), 25-80 PSI (504 Series).

2. Pressure vessel takes a long time to fill.

- A. Make sure water supply valve is fully open.
- B. Flush the supply line to clear any debris and clean inlet screen.
- C. Check water pressure supply, operating range is 20-80 PSI (503 Series), 25-80 PSI (504 Series).

3. Noisy pressure vessel water refill.

- A. Flush the supply line to clear any debris and clean inlet screen.
- B. Flush the toilet and hold the handle down for 30 to 40 seconds to flush the system.

4. Water continues to flow through the vessel and will not refill.

- A. Check the overall height of the lever in comparison to the frame, the cable connection to the frame and lever, and adjust if required.
- B. Make sure water supply valve is fully open.
- C. Flush the supply line to clear any debris and clean inlet screen.
- D. Check cartridge and adjust if required.

5. Handle does not activate flush.

- A. Check the cable cassette connection to handle the cable connection to the frame and lever, and adjust if required.
- B. Make sure water supply valve is fully open.
- C. Flush the supply line to clear any debris and clean inlet screen.

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

- A. Check bowl (main jet, rim holes and trapway), drain line, and vent for blockage.

7. Leaking tanks.

- A. Check the tank-to-bowl gasket to ensure it is aligned properly and tighten the tank bolts.
- 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.

NOTE: It is normal to have some residual water (less than 1") inside the tank. The vessel is equipped with a drain valve to drain off excess water.

Cleaning & Maintenance

Clean water closet at least once per week with a cleaner safe for vitreous china. Spray and wipe clean using soft cloth.

Soft abrasive cleaners may be used to remove stains. If you live in a hard water area, you should make certain that the holes under the rim are kept clean and free of mineral build up 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 any in-tank cleaners or deodorizers. Products containing chlorine (calcium hypochlorite) can seriously damage the Flushmate as well as the fittings in your tank. This damage can cause leakage and property damage. For more complete up-to date information please visit us at www.sloan.com.

If further assistance is required, if you should still have trouble contact Sloan Technical Support at: 1-888- SLOAN-14 (1-888-756-2614)