

Sloan Flushometer

TROUBLESHOOTING GUIDE

ATTENTION INSTALLERS: With the exception of the control stop inlet, DO NOT USE pipe sealant or plumbing grease on any valve component or coupling! To protect the chrome or special finish of Sloan flushometers, DO NOT USE toothed tools to install or service these valves. Use our A-50 Super-Wrench™ or other smooth-jawed wrench to secure couplings. Regulations for low consumption fixtures (1.6 gpf/6.0 Lpf closets and 1.0 gpf/3.8 Lpf urinals) prohibit use of higher flush volumes.

1. Flushometer does not function (no flush).

- A. Control stop or main valve is closed. Open control stop or main valve.
- B. Handle assembly is worn. Install handle repair kit or replace handle assembly.
- C. Relief valve is worn. Replace Inside Parts Kit.

2. Insufficient volume of water to adequately siphon fixture.

- A. Control Stop not open enough. Adjust Control Stop for desired delivery of water volume.
- B. Urinal flushometer Parts inside a Closet flushometer. Replace inside urinal parts with proper closet flushometer parts.
- C. Low consumption flushometer installed on a non-low consumption fixture. Replace Inside Parts Kit with Water Saver Kit.
- D. Water Saver Kit installed in old, non-Water Saver bowl. Position Refill Head so that SIDE 1 is in the UP position.
- E. Water supply volume or pressure is inadequate. If no gauges are available to properly measure supply pressure or volume of water at the flushometer, then remove the Relief Valve from the Inside Parts Kit, reassemble the flushometer and completely open the Control Stop.
 - If the fixture siphons, more water volume is required. If a 3.5 gpf Inside Parts Kit is installed in the flushometer, then first flip the Refill Head (under the diaphragm) to obtain a 4.5 gpf volume. If this volume is still inadequate, remove the Flow Ring from the Guide to obtain a 6.5 gpf kit. If additional flow is still required, try a Low Pressure Guide Kit. **IMPORTANT: LAWS AND REGULATIONS PROHIBIT THE USE OF HIGHER FLUSHING VOLUMES THAN LISTED ON FIXTURE OR FLUSHOMETER.**
 - If fixture does not siphon or if a Low Consumption fixture is installed, or if the above steps do not prove satisfactory, steps must be taken to increase the water supply pressure and/or volume. Contact the fixture manufacturer for minimum water supply requirements of the fixture.

3. Flushometer closes off immediately.

- A. Ruptured or damaged Diaphragm. Replace Inside Parts Kit.
- B. Enlarged By-pass orifice from corrosion or damage. Replace Inside Parts Kit.

4. Length of flush is too short (short flushing).

- A. Diaphragm Assembly and Guide Assembly are not hand-tight. Screw the two assemblies hand-tight.
- B. Enlarged By-pass orifice from corrosion or damage. Replace Inside Parts Kit.
- C. Urinal flushometer Parts inside a Closet flushometer. Replace Inside Urinal Parts with proper Closet flushometer Parts.
- D. Low Consumption flushometer installed on a higher Consumption fixture. Replace Inside Parts Kit with Water Saver Kit.
- E. Handle Assembly is damaged. Replace Handle.

5. Length of flush is too long (long flushing) or continuous.

- A. Relief valve is not seating properly or By-pass orifice is clogged because of foreign material, or By-pass orifice is closed by an invisible gelatinous film from "over-treated" water. Disassemble the working parts and wash thoroughly.

NOTE: SIZE OF ORIFICE IN THE BY-PASS IS EXTREMELY IMPORTANT FOR PROPER METERING OF WATER INTO THE UPPER CHAMBER OF THE FLUSHOMETER. DO NOT ENLARGE OR DAMAGE THIS ORIFICE. REPLACE INSIDE KIT IF CLEANING DOES NOT CORRECT PROBLEM.
- B. Supply line water pressure has dropped and is not sufficient to close the valve. Close Control Stop until pressure has been restored.
- C. Closet flushometer Parts inside a Urinal flushometer. Replace Inside Closet Parts with proper Urinal flushometer Parts.
- D. Inside Cover is damaged. Replace Inside Cover.

6. Chattering noise is heard during flush.

- A. The Segment Diaphragm is installed upside-down. Replace the Segment Diaphragm to the proper position as instructed by markings on the Diaphragm.
- B. Inside Cover is damaged. Replace Inside Cover.

7. Handle Leaks.

- A. Handle Gasket, Seal or Assembly is damaged. Replace as required.

CARE AND CLEANING INSTRUCTIONS

DO NOT use abrasive or chemical cleaners (including chlorine bleach) to clean flushometers that may dull the luster and attack the chrome or special decorative finishes. Use ONLY mild soap and water, then wipe dry with a clean towel or cloth.

While cleaning the bathroom tile, protect the flushometer from any splattering of cleaner. Acids and cleaning fluids will discolor or remove chrome plating.

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