

## Gem•2® Flushometer

### TROUBLESHOOTING GUIDE

**IMPORTANT:** The GEM flushometer is engineered for quiet operation. Excessive water flow creates noise, while too little water flow may not satisfy the needs of the fixture. Proper adjustment is made when plumbing fixture is cleansed after each flush without splashing water out from the lip AND a quiet flushing cycle is achieved.

Never open Control Stop to where the flow from the valve exceeds the flow capability of the fixture. In the event of a valve failure, the fixture must be able to accommodate a continuous flow from the valve.

**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. Valve DOES NOT function.

- A. Control stop or main valve is closed. Open control stop or main valve.
- B. Handle assembly is worn. Install handle repair kit G-50-A or replace handle.
- C. Relief valve is worn and sticking in UP position. Replace piston.

#### 2. Insufficient volume of water to adequately siphon fixture.

- A. Control stop not open enough. Adjust control stop for desired delivery of water.
- B. Urinal piston parts inside a closet valve. Replace piston parts with proper closet piston.
- C. Low consumption valve installed on a non-low consumption fixture. Replace with proper piston kit.
- D. Inadequate volume or pressure at supply. Increase water pressure or supply (flow) to valve. Consult factory for assistance.

#### 3. Length of flush too short (short flushing) or valve closes off immediately.

- A. Piston assembly is not hand-tight. Screw the assembly hand-tight.
- B. Enlarged bypass orifice from corrosion or damage. Install NEW inside parts kit to correct problem and update flushometer.
- C. Urinal piston in closet flushometer. Replace piston with proper closet piston.
- D. Low consumption piston installed in non-low consumption fixture. Replace with proper piston kit.
- E. Handle assembly worn. Install handle repair kit G-50-A.

#### 4. Length of flush too long (long flushing) or fails to close off.

- A. Piston is not seating properly or bypass orifice is clogged because of foreign material, or bypass orifice is clogged by an invisible gelatinous film from "over-treated" water. Disassemble the working parts and wash thoroughly. **NOTE:** Size of the orifice in the bypass is of utmost importance for the proper metering of water into the upper chamber of the valve. **DO NOT** enlarge or damage this orifice. Replace piston if cleaning does not correct problem.
- B. Line pressure has dropped and is not sufficient to force relief valve to seat. Shut off all control stops until pressure has been restored, then open them again.
- C. 3.5 gpf closet piston has been used in a 1.0 or 1.5 gpf urinal or on a 1.6 gpf toilet. Replace with proper piston.
- D. G-21 main seat is fouled with debris or is worn. Clean or replace main seat.

#### 5. Leaking at handle assembly.

- A. The B-39 seal may have deteriorated. Install new B-39 seal.  
NOTE: The seal will easily slide right onto the bushing if it is wet.
- B. Handle gasket has been omitted. Install G-35 handle gasket or Sloan handle repair kit G-50-A.
- C. Valve handle bushing is worn. Install Sloan handle repair kit G-50-A.

### CARE AND CLEANING

**DO NOT USE** abrasive or chemical cleaners to clean flushometers as they may dull the luster and attack the chrome or special decorative finishes. Use **ONLY** mild soap and water, then wipe dry with clean cloth or towel.

While cleaning the bathroom tile, the flushometer should be protected from any splattering of cleaner. Acids and cleaning fluids can discolor or remove chrome plating.

#### When assistance is required, please contact

**Sloan Technical Support at: 1-888-SLOAN-14 (1-888-756-2614).**