

Wall Hung & Floor Mount Closet Series

TROUBLESHOOTING GUIDE

1. Water does not shut off in bowl.

- A. Malfunctioning flushometer.
Contact Sloan Technical Support at
1-888-SLOAN-14 (1-888-756-2614).
- B. Supply pressure too low. Minimum flowing pressure must be 25 PSI.
Adjust supply pressure.

2. Water is leaking from toilet.

- A. Toilet is not properly mounted. Tighten toilet mount nuts.
- B. Toilet is not properly mounted. Replace gasket seal.

3. Toilet emits odor.

- A. Plugged vent line. Remove or clear obstruction in vent line.

4. Poor or sluggish flush.

- A. Supply pressure too low. Water supply must be able to provide 18 gpm at 25 psi.
- B. Partially clogged trapway and/or drain pipe and/or vent. Remove or clear obstruction in vent line.

IMPORTANT INFORMATION

1. Do not use harsh or caustic chemicals such as drain opening types in this system. These products will damage the vitreous finish.
2. Do not permit foreign objects (i.e., paper towels, paper cups, sanitary napkins, etc.) to be flushed through the toilet.
3. The toilet must be regularly cleaned. See CARE AND CLEANING for details.

CARE AND CLEANING

Sloan's toilets should be cleaned regularly for maximum sanitary and operational performance. As with any plumbing product consistency is important to achieve efficiency and general cleanliness. Before you begin to clean a toilet, gather all the needed materials including personal protection equipment, such as gloves and eyewear.

What You'll Need:

Goggles/safety glasses
Toilet Brush
Gloves
Cleanser for inside the bowl
Cleanser for outside the bowl
Paper towels or cloth

Inside Toilet Bowl:

Add your choice of powder, liquid or gel cleanser to the bowl*. Try to apply the cleaner as close to the toilet rim as possible to prevent diluted cleanser. Begin cleaning the bowl from the top down. Always begin scrubbing under the rim first. Look under the rim to get all the stains and grime scrubbed away. Next scrub the bowl. Finally scrub the drain at the bottom of the bowl. Flush the toilet.

Outside Toilet:

Using a disinfectant/detergent cleaner, mixed either in a spray bottle or in a bucket (according to label instructions), spray or wipe down all the hard surfaces outside of the bowl paying close attention to high touch areas like the toilet seat and flushometer. **NOTE: DO NOT use abrasive or chemical cleaners (including chlorine) 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. If cleaning the fixture with an abrasive or chemical cleaner protect the flushometer from any splattering of cleaner. Acids and cleaning fluids will discolor or remove the finish.** The toilet seat should never be neglected. It is the part of the toilet that comes into actual contact with people, and it needs to be cleaned thoroughly. Raise the seat. Spray the seat, inside lid (if applicable) and the rim of the toilet with cleanser. Wipe down the lid, seat and hinges at the back of the toilet seat.

Wipe Up Spills:

Wipe up any spills that may have splashed or occurred during cleaning.

Service Tip:

Checking for water leaks around toilet fixtures can be difficult to locate the source. Place paper towels around suspected area. It is best to start at the top of the fixture since gravity will cause the water leak to run downward.

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

*Consult your local janitorial supply to advise best cleansers to use for local water types. Always use cleaners according to their instructions.