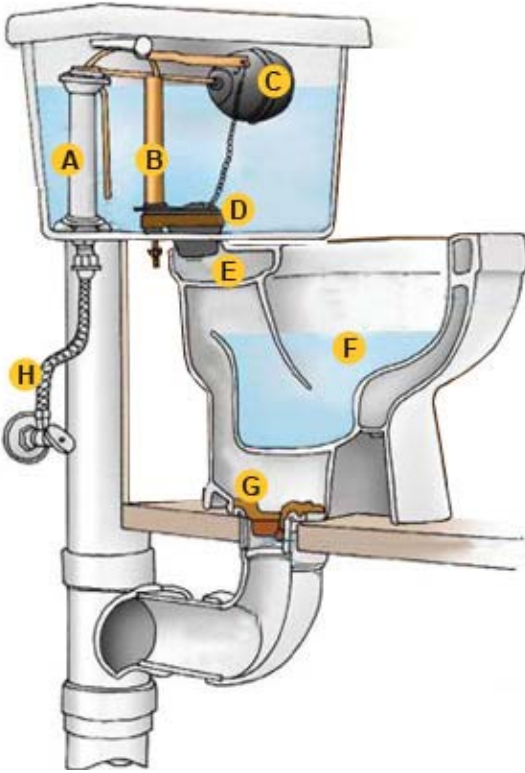


## Common Toilet Issues



**Anatomy of a Toilet**

- A. Fill Valve
- B. Flush Valve
- C. Float (Ball type)
- D. Flapper
- E. Tank Washer
- F. Toilet Bowl
- G. Wax Gasket
- H. Shutoff valve

### **Common Problems and Solutions**

My toilet runs, then stops, then runs

- Your flapper is probably not seating well and you have a slow leak into the toilet tank. The water comes into the tank faster than the leak, closing the valve until enough leaks out, re-opening it. Replace the flapper.

My toilet runs non-stop

- The Flapper may not be seated, allowing water to flow into the tank. Check to see if the chain is kinked, or something is blocking the flapper from seating properly.
- Press down on the flapper. If this stops the water from running, the flapper should be replaced.
- Water may be flowing into the overflow tube. The fill valve should close before water reaches the top of the overflow tube. If not, try adjusting the water level by turning the adjustment screw on the fill valve.
- The fill valve could be blocked so that the valve does not close. Try flushing the valve by removing the top cap and running water through. Hold a cup or your hand over the valve so you don't shoot water on your ceiling! If this doesn't free the obstruction, replace the fill valve. (We recommend Fluid Master)

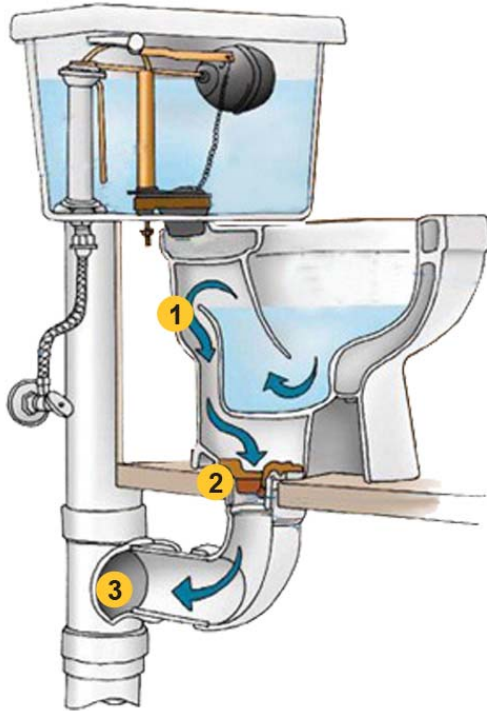
My toilet has a weak flush

- Your flapper may need to be replaced. A new stopper will remain up as the tank empties. If the flapper is worn or cracked, it may reseat itself before the tank has released all of the water into the toilet bowl.
- Your tank may not be filling enough to push a rush of water into your bowl. Adjust the fill level higher.
- Some flush valves have a very short overflow tube, only allowing a small amount of water to be stored in the tank. You can replace the flush valve with a longer valve. Note that the top of the tube must be located below the maximum fill line on the fill valve (typically 1" below).
- If you have an older toilet stool, the small holes under the rim of your bowl may be clogged. You can pour some CLR or similar cleaner down the overflow tube to loosen

## Common Toilet Issues

### Where's the Clog?

The diagram to the left illustrates the most common locations of toilet clogs. Follow the procedure below to clear your clog.



1. Try plunging the toilet first. Make sure there is enough water in the stool to cover the stopper. Plunge up and down, without breaking contact between the toilet bowl and the plunger.
2. If plunging fails, use a closet auger to breakup or free the clog. A closet auger will reach all the way through the toilet and down into the drain pipe. If the water goes down after augering the stool, plunge it to push any remaining pieces down the drain.
3. If plunging and augering don't work and you're really ambitious, you can pull the stool and try to clear the clog from below. Or you might consider calling in a professional.