

300 SERIES TOILETS BOWL NOT HOLDING WATER

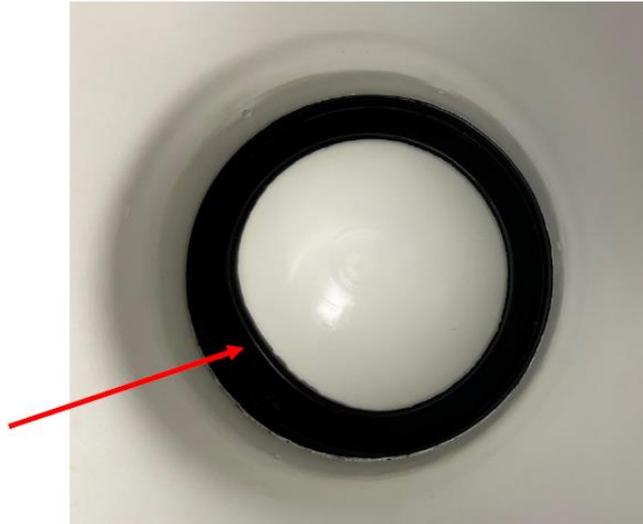
WHEN THE BOWL IS NOT HOLDING WATER – NEITHER OF THESE ARE WARRANTABLE ITEMS.

1st thing to check is the flush ball seal. Remove the flush ball seal and clean. Take a toothbrush or small brush and clean around the area of the flush ball and seal. You can get debris/toilet paper that will keep the flush ball from sealing properly.

Make sure when the flush ball seal is put back on it is put on the right side up. This should be done before replacing the flush ball seal.



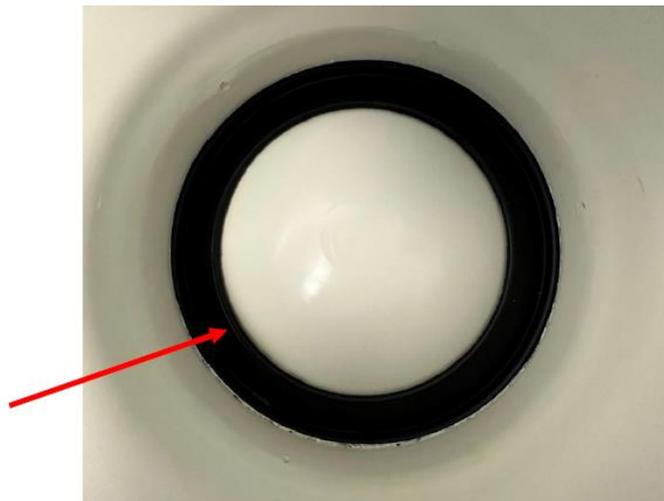
Incorrect: Here you can see that the seal is not evenly installed around the ball valve. Notice how it is “bulged / protruding” on one side



If the seal is not evenly installed, push the pedal down to easily remove and re-install the seal so that it is seated properly and evenly.

The Ball Valve Seal is properly seated inside the groove above the Ball Valve.

Correct: Now we can see that the seal is more evenly seated in the groove above the Ball Valve and how the shape is more circular.



Close the flush ball when putting the seal back on

2nd thing to check – THIS USUALLY HAPPENS WHEN A TOILET BRUSH KNOCKS THE FLUSH BALL OFF ITS BASE.

Have the customer push down on the flush ball with their fingers. If the flush ball flexes and has some give/play then it has come loose. The flush ball shouldn't have any give when you press on it with your hand.

Customer will push the foot pedal down. Reach into the base of the toilet as the pivot of the flush ball has come out of the groove. This is opposite the side the foot pedal is on. It will kind of snap back into the pivot point.

Not properly installed in pivot point



Correctly in position

