

| TROUBLESHOOTING GUIDE | | |
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| PROBLEM | POSSIBLE CAUSE | CORRECTIVE ACTION |
| Does not flush | a. Water supply valve closed. b. Supply line blocked. c. Flush valve chain too loose or disconnected. d. Sand or debris lodged in water control. | a. Open valve and allow water to fill tank. b. Shut off water supply, disconnect supply line, and inspect all gaskets and washers. Reassemble. Also, see Fluidmaster maintenance (see step 12). c. Readjust chain length as required. d. Shut off water supply. Remove cap and clean per Step 12. |
| Poor or sluggish flush | a. Bowl water level too low. b. Supply valve partly closed. c. Partially clogged trapway and/or drain pipe and/or vent. d. Supply pressure too low. | a. Check that refill tube is connected to water control and inserted into tank overflow without being kinked or damaged. b. Open supply valve fully. Be sure that proper supply tube size is used. c. Remove obstruction. Consult a plumber if necessary. d. Normal supply pressure must be at least 20 psi. |
| Toilet leaks | a. Poor supply line connection. b. Poor bowl to tank/floor connection. | a. Review Step 8 of installation procedure. b. Review Step 4 through 6 of installation procedure. |
| Toilet does not shut off | a. Flush valve chain too tight, holding flush valve open. b. Flush valve seat and/or flapper worn or deformed. c. Sand or debris lodged in water control. | a. Readjust chain length as needed. Review step 9. b. Replace flapper/flush valve assembly, as needed. c. Shut off water supply. Remove cap and clean per Step 12. |

In the United States:

American Standard Brands
P.O. Box 6820
Piscataway, New Jersey 08855
Attention: Director of Consumer Affairs
For residents of the United States, warranty information may also be obtained by calling the following toll free number: (800) 442-1902
www.americanstandard-us.com

In Canada:
AS Canada ULC
2480 Stanfield Rd.
Mississauga, Ontario
Canada L4Y 1S2
Toll Free: (800) 387-0369
www.americanstandard.ca

In Mexico:
Customer Service Manager
AS Maquila, S.A. de C.V.
Via Morelos #330
Col. Santa Clara
Ecatepec 55540 Edo. Mexico
www.americanstandard.com.mx