

# ECO FLUSH TROUBLESHOOTING GUIDE

The troubleshooting guide below is meant for general aid only. Refer to Owners Service Manual for more details regarding servicing of the vessel.

**SAFETY NOTICE: WHEN SERVICING ANY COMPONENT, TURN OF THE WATER SUPPLY AND FLUSH THE TOILET TO RELIEVE THE WATER AND AIR PRESSURE INSIDE THE VESSEL.**

SYMPTOM	POSSIBLE CAUSE	CORRECTIVE ACTION
No Flush	A. Supply stop is closed. B. Debris in filter screen. C. Kinked lines D. Air leak.	A. Open the supply stop. B. Clean screen. C. Check all lines for kinks D. Check flush valve cartridge for air leak.
Sluggish Flush	A. Kinked Lines B. Bowl rim holes are clogged. C. Trapway or drain line is clogged. D. System is not pressure charged. E. Supply stop is not opened. F. Drain line vent is clogged. G. Debris filter screen is clogged.	A. Check all lines for kinks B. Clean under bowl rim. C. Plunge bowl, auger trap, auger drain to clear blockage. D. Check all connections for leaks. E. Fully open supply stop. F. Refer to installer/dealer for assistance. G. Clean screen.
Bowl water continues to flow or tank fill water will not shut off.	A. Insufficient water pressure. B. Check Flush Control Valve for leaks. C. Air leak. D. Pressure regulator is not working. E. Brass knob on flush valve cartridge is not secure	A. Check water pressure (20 PSI minimum) B. Check all connections, Replace if leaks are present C. Check flush valve cartridge for air leak. D. Check lower inlet for leak, replace lower inlet if leak is present E. Finger tighten the knob in the down position.

## FREQUENTLY ASKED QUESTIONS

**Q.** How do I remove the handle.

**A.** The handle is a pressure fit and is removed by pulling directly forward on the handle. It maybe necessary to use a screwdriver to help pry the handle off. Be careful not to damage the tank or the handle

**Q.** Why is there water in the bottom of the tank.

**A.** This is normal. The height of the water is approximately 1/2" to 3/4". A drain located at the bottom of the vessel will discharge any water above this height.

**Q.** Do I need to remove the wire tie that connects the 3 locking tabs together.

**A.** No. This is for tamper resistance only.

**Q.** Water splashes from bowl when the toilet is flushed can I adjust the flushing action.

**A.** No. The system is preset at the factory

**Q.** What is the purpose of the brass knob on the flush valve cartridge.

**A.** This is used to seat the lower part of the flush valve cartridge in the bottom of the vessel. It should be finger tightened.

**Q.** How do I reverse the partial and full flush.

**A.** By reversing the orange and blue lines at the flush valve cartridge.