TROUBLESHOOTING GUIDE

PROBLEM	POSSIBLE CAUSE	CORRECTIVE ACTION
Does not flush	a. Water supply valve closed.	a. Open valve and allow water to fill tank.
	b. Supply line blocked.	b. Shut off water supply, disconnect supply line and inspect all gaskets and washers. Reassemble. Also, see Fluidmaster maintenance.
	c. Flush valve chain too loose or disconnected.	c. Readjust chain length as required.
	d. Sand or debris lodged in water control.	d. Shut off water supply. Remove cap and clean.
Poor or sluggish flush	a. Bowl water level too low.	a. Check that refill tube is connected to water control and inserted into tank overflow without being kinked or damaged.
	b. Supply valve partly closed.	b. Open supply valve fully. Be sure that proper supply tube size is used.
	c. Partially clogged trapway and/or drain pipe and/or vent.	c. Remove obstruction. Consult a plumber if necessary.
	d. Supply pressure too low.	d. Normal supply pressure must be at least 20 psi.
Toilet leaks	a. Poor supply line connection.	a. Review Step 9 of installation procedure.
	b. Poor bowl to tank/floor connection.	b. Review Step 4 through 7 of installation procedure.
Toilet does not shut off	a. Flush valve chain too tight, holding flush valve open.	a. Readjust chain length as needed. Review Step 10.
	b. Flush valve seat and/or flapper worn or deformed.	b. Shut off water supply. Replace flush valve.
	c. Sand or debris lodged in water control.	c. Shut off water supply. Remove cap and clean per Step 13.

Please refer to the Installation Instructions for detailed corrective actions.

REPAIR PARTS LIST

Repair parts are determined by toilet tank number which can be found marked inside tank.
NOTE: *"XXX" represents color or trim finish options. Specify when ordering.*

PART NUMBER	DESCRIPTION	97620-60 1.6 GPF	97620-28 1.28 GPF
80620-00.XXX	Tank Cover	√	√
70320-00.XXX	Seat - Elongated	√	√
034783-XXX0A	Bolt Cap Kit	√	√
81750-00.XXX	Trip Lever	√	√
738565-409.0070A	Inlet Valve - 1.6 GPF	√	
738565-429.0070A	Inlet Valve - 1.28 GPF		√
738942-100.0070A	Flush Valve - 1.6 GPF	√	
738942-102.0070A	Flush Valve - 1.28 GPF		√
738920-0070A	Flapper Assembly - 1.6 GPF	√	
7381043-4000A	Flapper Assembly - 1.28 GPF		√

⚠WARNING:

Use of in tank cleaning products voids warranty as they may damage parts and cause leakage that may lead to property damage.

For further assistance please call:

In the USA (800) 359-3261
www.porcher-us.com

In Canada (800) 387-0369