TROUBLESHOOTING AND MAINTAINING THE SLOAN 900 SERIES

Attention installers: With the exception of the control stop inlet, do not use pipe sealant or water on any valve component or coupling. To protect the chrome or special finish of Sloan Flushometers, do not use toothed tools to install or service these valves. Use our #08047 super wrench or #08070 non-marking wrench. Please confirm the water requirements of the fixture before proceeding with the troubleshooting process. Having the proper water flow is critical for valve and fixture performance.

1 PROBLEM: Leakage occurs at the push button.

CAUSE: A) Damaged or worn seals in the actuator cartridge.
       B) Lime and scale may be built up in the cartridge.

SOLUTION: A & B) Replace with a new #08534 cartridge.

2 PROBLEM: Flushometer does not flush and leakage is visible on the fixture.

CAUSE: A) Debris is lodged in the actuator cartridge.
       B) Damaged or worn seals in the actuator cartridge.
       C) Plastic tubing damaged or fittings loose.

SOLUTION: A) Remove and inspect. Clean the cartridge under running water, reinstall and test.
       B) Replace with a new #08534 cartridge.
       C) Inspect tubing and all connections. During new installations confirm the tubing has been installed properly.

3 PROBLEM: The Flushometer does not flush or flushes once and will not flush a second time when the button is pushed.

CAUSE: A) The plunger is lodged in the #08352 actuator cartridge, or the bypass hole is clogged.
       B) Lime and scale build up in the #08392 actuator cartridge.
       C) Damaged or worn seals on the #08392 actuator cartridge.
       D) Orifice is clogged in the diaphragm assembly.

SOLUTION: A) Remove the #08636 actuator housing, remove actuator cartridge from housing #08392, clean the cartridge under running water.
       B) Remove the cartridge and clean under running water. If the problem persists replace the #08392 cartridge.
       C) Replace the cartridge.
       D) Turn off water supply at stop valve. Remove #08049 main valve cover and inside cover #08050. Clean the diaphragm assembly under running water. If the problem persists identify the correct diaphragm assembly and replace.

4 PROBLEM: The Flushometer does not flush properly.

CAUSE: A) The control stop or main water supply valve is closed.

SOLUTION: A) Confirm the control stop valve and valve from main water supply are open.

5 PROBLEM: Volume of water is insufficient to adequately clear fixture.

SOLUTION: A) Identify the water requirements of the fixture.
       B) Confirm the gallon rate of the installed diaphragm kit, if the incorrect kit has been installed replace it with the diaphragm kit to meet the fixture water requirements.
       C) Inspect the diaphragm kit for damage, or debris. Clean or replace as necessary. Please note the proper gallon rate required for the fixture must be used to insure proper flush valve performance.
       D) For additional assistance please call 1-800-442-6622 to speak with one of our skilled technicians. You may also visit us on web at www.sloanvalverepair.com for in depth information, and all your parts needs.

6 PROBLEM: Flushometer closes immediately (Short Flush)

CAUSE: A) Main valve cap, #08049, is loose.
       B) Inside cover, #08050, is cracked.
       C) Worn or damaged diaphragm kit.

SOLUTION: A) Turn off water supply at the control stop, cycle the Flushometer once to remove the remaining water pressure in the Flush valve. Tighten #08049 main valve cap using a non-marking wrench. See #08047 and #08070 wrenches for proper valve service.

B) Turn off water supply at the control stop, cycle the Flushometer once to remove the remaining water pressure in the Flush valve. Remove #08049 main valve cap using a non-marking wrench and inspect the #08050 inside cover for damage. Please note damage in the #08050 will in some cases allow water to leak from the main valve cap. Replace the inside cover if needed.

C) Inspect the kit, and replace it with the proper kit to provide the water requirements of the fixture. Please note for proper Flush valve performance the correct diaphragm kit must be used.

D) For additional assistance please call 1-800-442-6622 to speak with one of our skilled technicians. You may also visit us on web at www.sloanvalverepair.com for in depth information, and all your parts needs.

7 PROBLEM: Length of flush is too long, or Flush valve fails to close.

CAUSE: A) The wrong Diaphragm Kit been used to supply the water needs of the fixture.

SOLUTION: A) Confirm the water requirements of the fixture.
       B) Debris is clogging the orifice in diaphragm kit.

B) Turn off water at control stop. Cycle the valve once to relieve water pressure. Use a non-marking wrench such as a #08047 or #08070 to remove the main valve cap and inside cover. When an older diaphragm kit is encountered hold the diaphragm up to a light source, if light cannot be seen through the orifice rinse the diaphragm kit under running water and re-examine. If the kit is not clear of debris, or the diaphragm shows signs of wear replace it with a diaphragm kit to provide the proper water requirements for the fixture. When new style dual filtered kits are encountered remove the top and bottom filter rings, rinse diaphragm kit and re-install the filter rings. If the filter rings or the diaphragm kit show any signs of wear replace it with a diaphragm kit to provide the water requirements for the fixture. For additional assistance please call 1-800-442-6622 to speak with one of our skilled technicians.

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HOW TO REMOVE ACTUATOR CARTRIDGE AT PUSH BUTTON

Plastic Push Button

1. Loosen the set screw in the button flange using a 5/64" hex wrench. Remove the button, flange, and spring from the actuator body.

2. Unscrew the #08534 actuator cartridge from the actuator body. Please note there is a check valve in the actuator body which allows the removal of the cartridge without turning off the water supply.

Metal Push Button

1. Remove the metal push button or actuator assembly from the wall or fixture.

2. Disassemble the flange or button assembly from the actuator body.

3. Unscrew the #08534 cartridge from the actuator body. Please note the metal push button was designed to be vandal resistant and must be removed from the wall before servicing.

HOW TO REMOVE ACTUATOR FROM THE FLUSHOMETER

1. Turn off water at the control stop.

2. Unscrew the housing coupling nut from the Flushometer.

3. Remove the valve actuator housing from the Flushometer, the plastic tubing may remain attached.

4. Remove the actuator cartridge assembly from the Flushometer body. Please note that care should be used so that the actuator does not abruptly separate due to the spring compression within cartridge. If the #08534 cartridge is lodged in the body, grip the exposed portion gently with a pair of pliers and rotate it to loosen the o-ring seal.

5. Separate the actuator housing to reveal the spring and plunger inspect them for wear. If necessary, replace.