

Urinal Series

TROUBLESHOOTING GUIDE

1. Water DOES NOT shut off in urinal.

- A. Malfunctioning flushometer.
Contact Sloan Technical Support at
1-888-SLOAN-14 (1-888-756-2614).
- B. Supply pressure too low. Minimum flowing pressure must be 25 PSI.
Adjust supply pressure.

2. Water is leaking from edge of urinal on wall.

- A. Urinal is not properly mounted on wall. Tighten urinal mount nuts.
- B. Urinal is not properly mounted on wall. Replace wall gasket seal between wall and urinal.

3. Urinal emits odor.

- A. Plugged vent line. Remove or clear obstruction in vent line.

4. Poor or sluggish flush.

- A. Supply pressure too low. Water supply must be able to provide 18 gpm at 25 psi.
- B. Partially clogged trapway and/or drain pipe and/or vent. Remove or clear obstruction in vent line.

IMPORTANT INFORMATION

1. **DO NOT USE** harsh or caustic chemicals such as drain opening types in this system. These products will damage the vitreous finish.
2. **DO NOT** permit foreign objects (i.e., paper towels, cigarette butts, etc.) to be flushed through the urinal.
3. The urinal must be regularly cleaned. See CARE AND CLEANING for details.

CARE AND CLEANING

Sloan's urinals should be cleaned regularly for maximum sanitary and operational performance. As with any plumbing product consistency is important to achieve efficiency and general cleanliness. Before you begin to clean a urinal, gather all the needed materials including personal protection equipment, such as gloves and eyewear.

What You'll Need:

Goggles/safety glasses
Brush
Gloves
Cleanser for inside the urinal
Cleanser for outside the urinal
Paper towels or cloth
Urinal Screen:

Prior to cleaning, remove urinal screen. After cleaning place screen back in urinal or replace with new screen.

Inside Urinal:

Add your choice of powder, liquid or gel cleanser to the urinal*. Try to apply the cleaner as close to the urinal surface as possible to prevent backsplash. Begin cleaning the urinal from the top down. Always begin scrubbing from the top of the urinal. Look under the rim to get all the stains and grime scrubbed away. Next scrub the urinal. Finally scrub the drain at the bottom of the urinal. Flush the urinal.

Outside Urinal:

Using a disinfectant/detergent cleaner, mixed either in a spray bottle or in a bucket (according to label instructions), spray or wipe down all the hard surfaces outside of the urinal paying close attention to high touch areas like the urinal edge and flushometer. **NOTE: DO NOT use abrasive or chemical cleaners (including chlorine) to clean flushometers that may dull the luster and attack the chrome or special decorative finishes. Use ONLY mild soap and water, then wipe dry with a clean towel or cloth. If cleaning the fixture with an abrasive or chemical cleaner protect the flushometer from any splattering of cleaner. Acids and cleaning fluids will discolor or remove the finish.**

The urinal edge rim should never be neglected. It is the part of the urinal that comes into actual contact with people, and it needs to be cleaned thoroughly. Spray inside the urinal and the rim of the urinal with cleanser. Wipe down the urinal.

Wipe Up Spills:

Wipe up any spills that may have splashed or occurred during cleaning.

Service Tip:

Checking for water leaks around toilet fixtures can be difficult to locate the source. Place paper towels around suspected area. It is best to start at the top of the fixture since gravity will cause the water leak to run downward.

When assistance is required, please contact Sloan Technical Support at: 1-888-SLOAN-14 (1-888-756-2614).

*Consult your local janitorial supply to advise best cleansers to use for local water types. Always use cleaners according to their instructions.