

**1. PROBLEM: Valve does not function.**

- CAUSE:** (a.) Control Stop or Main Valve is Closed.  
 (b.) Handle Assembly is worn.  
 (c.) Relief Valve is worn and sticking in UP position.

- SOLUTION:** (a.) Open Control Stop or Main Valve.  
 (b.) Replace Sloan Handle Assembly (G-143-A).  
 (c.) Replace Piston.

**2. PROBLEM: Insufficient volume of water to adequately siphon fixture.**

- CAUSE:** (a.) Control Stop not open enough.  
 (b.) Urinal Piston Parts inside a Closet Valve.  
 (c.) Low Consumption Valve installed on a non-Low Consumption fixture.  
 (d.) Inadequate volume or pressure at supply.

- SOLUTION:** (a.) Adjust Control Stop for desired delivery of water.  
 (b.) Replace Piston Parts with proper Closet Piston.  
 (c.) Replace with proper Piston Kit.  
 (d.) Increase water pressure or supply (flow) to valve. Consult Factory for assistance.

**3. PROBLEM: Length of flush too short (Short Flushing) or Valve closes off immediately.**

- CAUSE:** (a.) Piston Assembly is not hand-tight.  
 (b.) Enlarged Bypass orifice from corrosion or damage.  
 (c.) Urinal Piston in Closet Flushometer.  
 (d.) Low Consumption Piston installed in non-Low Consumption fixture.  
 (e.) Handle Assembly worn.

- SOLUTION:** (a.) Screw the assembly hand-tight.  
 (b.) Install NEW Inside Parts Kit to correct problem and update Flushometer.  
 (c.) Replace Piston with proper Closet Piston.  
 (d.) Replace with proper Piston kit.  
 (e.) Replace Sloan Handle Assembly (G-143-A).

**4. PROBLEM: Length of flush too long (Long Flushing) or fails to close off.**

- CAUSE:** (a.) Piston is not seating properly or Bypass orifice is clogged because of foreign material, or Bypass orifice is clogged by an invisible gelatinous film from "over-treated" water.  
 (b.) Line pressure has dropped and is not sufficient to force Relief Valve to seat.  
 (c.) 3.5 gpf Closet Piston has been installed in a 1.0 or 1.5 gpf Urinal or on a 1.6 gpf toilet.  
 (d.) G-21 Main Seat is fouled with debris or is worn.

- SOLUTION:** (a.) Disassemble the working parts and wash thoroughly. **NOTE: Size of the orifice in the Bypass is of utmost importance for the proper metering of water into the upper chamber of the valve. DO NOT enlarge or damage this orifice. Replace Piston if cleaning does not correct problem.**  
 (b.) Shut off all control stops until pressure has been restored, then open them again.  
 (c.) Replace with proper Piston  
 (d.) Clean or replace G-21 Main Seat.

**5. PROBLEM: Leaking at Handle Assembly.**

- CAUSE:** (a.) The B-39 Seal may have deteriorated.  
 (b.) Handle Gasket has been omitted.  
 (c.) Valve Handle Bushing is worn.

- SOLUTION:** (a.) Install new B-39 Seal. **NOTE:** The B-39 Seal will easily slide onto the Bushing if it is wet.  
 (b.) Replace Sloan Handle Assembly (G-143-A).  
 (c.) Replace Sloan Handle Assembly (G-143-A).

**!!! IMPORTANT — Control Stop Setting !!!**

The Gem Flushometer is engineered for quiet operation. Excessive water flow creates noise, while too little water flow may not satisfy the needs of the fixture. Proper adjustment is made when plumbing fixture is cleansed after each flush without splashing water out from the lip AND a quiet flushing cycle is achieved.

Never open Control Stop to where the flow from the valve exceeds the flow capability of the fixture. In the event of a valve failure, the fixture must be able to accommodate a continuous flow from the valve.

**CARE AND CLEANING INSTRUCTIONS**

DO NOT use abrasive or chemical cleaners (including chlorine bleach) to clean Flushometers that may dull the luster and attack the chrome or special decorative finishes. Use ONLY soap and water, then wipe dry with clean cloth or towel.

While cleaning the bathroom tile, protect the Flushometer from any splattering of cleaner. Acids and cleaning fluids will discolor or remove chrome plating.

If further assistance is required, please contact the Sloan Valve Company Installation Engineering Department at **1-888-SLOAN-14** (1-888-756-2614).

*The information contained in this document is subject to change without notice.*

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