

**TROUBLESHOOTING
CHART**

The Problem?	The Cause.	The Solution...(Follow Service Instructions)
Valve does not operate.	1) Control stop is closed. 2) Water supply valve is closed. 3) Actuator assembly is damaged. 4) Trip mechanism is damaged.	1) Open control stop by turning the adjustment screw/wheel on the control stop COUNTERCLOCKWISE. 2) Open water supply valve. 3) Replace actuator assembly. 4) Replace trip mechanism
Flow rate is not adequate to siphon the fixture properly (weak flush).	1) Control stop is not open enough. 2) Incorrect ProLAST® T-Seal installed for the volume required by the fixture. 3) ProLAST® T-Seal is damaged (enlarged bypass orifice, damage to sealing surfaces). 4) Trip mechanism is damaged. 5) Insufficient volume or pressure at water supply.	1) Open control stop by turning the adjustment screw/wheel on the control stop COUNTERCLOCKWISE. 2) Install correct ProLAST® T-Seal. 3) Replace ProLAST® T-Seal. 4) Replace trip mechanism. 5) If a water supply line gauge is not available to measure the water supply pressure or volume at the valve, remove the trip mechanism, fully open the control stop, and run water through the fixture. If the water volume is adequate to siphon the fixture, a higher volume ProLAST® T-Seal is necessary. If the water volume is not adequate to siphon the fixture, steps must be taken to increase the water supply pressure and/or volume. The minimum water supply requirements are determined by the fixture. Contact fixture manufacturer for proper requirements.
Flush is too short (short flush).	1) Incorrect ProLAST® T-Seal installed for the volume required by the fixture. 2) ProLAST® T-Seal is damaged (enlarged bypass orifice, damage to sealing surfaces). 3) Trip mechanism is damaged. 4) Actuator assembly is damaged.	1) Install correct ProLAST® T-Seal. 2) Replace ProLAST® T-Seal. 3) Replace trip mechanism. 4) Replace actuator assembly.
Flush is too long or does not shut off (long flush).	1) Incorrect ProLAST® T-Seal installed for the volume required by the fixture. 2) Bypass orifice and/or screen is plugged or partially plugged. 3) ProLAST® T-Seal is damaged (damage to sealing surfaces) 4) Trip mechanism not seating properly due to debris between trip mechanism and the upper ProLAST® T-Seal. 5) Trip mechanism is damaged. 6) Water supply has insufficient pressure.	1) Install correct ProLAST® T-Seal. 2) Examine bypass orifice and screen; clean if necessary. Be careful not to enlarge or damage the orifice opening. 3) Replace ProLAST® T-Seal. 4) Remove ProLAST® T-Seal and trip mechanism and rinse parts thoroughly. 5) Replace trip mechanism. 6) Steps should be taken to increase the water supply line pressure.
Too much water to fixture or water splashes out of fixture.	1) Supply water volume is more than required. 2) Incorrect ProLAST® T-Seal installed for the type of fixture. 3) Rinse holes or jet in fixture are clogged or partially clogged.	1) Reduce supply water volume by turning the adjustment screw/wheel on the control stop CLOCKWISE. 2) Install correct ProLAST® T-Seal. 3) Clean rinse holes and/or jet on fixture.

**TROUBLESHOOTING
CHART CONT'D**

The Problem?	The Cause.	The Solution...(Follow Service Instructions)
Flushing action is not quiet.	1) Control stop is not adjusted for quiet operation. 2) Fixture is contributing to noise. 3) Plumbing system is contributing to noise.	1) Reduce supply water volume by turning the adjustment screw/wheel on the control stop CLOCKWISE. 2) Isolate the noise by covering the flush valve and actuate the valve. Consult the fixture manufacturer for further assistance. 3) Consult building engineer.
Actuator assembly is leaking.	1) Actuator assembly is not tight. 2) Actuator seal is damaged or missing.	1) Tighten actuator assembly with smooth jawed wrench. 2) Replace actuator assembly.
Flush valve cap is leaking	1) Flush valve cap is not tight. 2) Square-profile O-ring is not properly placed or missing. 3) Square-profile O-ring is damaged. 4) Valve body is damaged.	1) Tighten flush valve cap with a strap wrench. 2) Remove the flush valve cap and ensure the square-profile O-ring is flush against the surface and is not twisted or pinched. 3) Replace the square-profile O-ring. 4) Replace valve body.

Additional product support can be found at
support.i-con.com