Troubleshooting

PROBLEM	ACTION
Poor Flush ♦ If the water rises high during the flush and stays there, or drains slowly with no "Break" occurring. ♦ If waste is not removed consistently with a single flush.	✓ Make sure the water line is at the water line mark in the tank. Adjust if necessary using the screw on top of the ballcock or fill valve. Once the mark is at the correct location flush the bowl. ✓ Check that the plastic refill tube in the tank is not kinked. This will restrict water flow to the bowl during the flush cycle and reduce the siphon action. ✓ Ensure that the flapper strap or chain is adjusted properly. Too much slack will result in the flapper closing too soon, not enough slack will result not seating properly and leaking. There should be just enough slack to allow the flapper to seat properly. ✓ Flush the toilet and ensure that the rim holes are not obstructed. Use a mirror and a small pointed object (nail like) to clear. Hard water may build up in the rim holes restricting the flow. ✓ Make sure the water surface in the bowl is correct. Each Crane bowl has a different water surface area. Check the specifications and if it appears too small proceed to "LEAKING BOWL". ✓ Flush the bowl and make sure the jet hole is not obstructed or misdirected. Use a mirror and a small object or screwdriver to remove any obstruction. ✓ Check the venting. Fill a basin near the toilet and open the drain. If the water drains quickly there is no venting problem. If there is a venting problem the sluggish performance is not the fault of the fixture. ✓ Inspect the entrance to the trapway for blockage. If plunging does not clear the blockage then a "snake" should be used. If no blockage is found the problem is not fixture related. ✓ Check the outlet seal. At this point the bowl may have to be lifted. Check to see that the outlet is not blocked in any way. Sometimes a wax seal will shift during installation and partially block the outlet.
Leaking Bowl	✓ Flush the toilet and wait 5 minutes. If the water in the bowl is moving by itself, it may be caused by high wind blowing across the vent stack and siphoning water out of the bowl. There is also the possibility there is a problem with the vent piping and a discharging washing machine or dishwasher could cause siphoning from the bowl. ✓ Take a felt marker and mark the level of water in the bowl. Wait one to two hours and observe any drop in the water level from the marked line. If the water has dropped there is a leak.

Troubleshooting

PROBLEM	ACTION
Flushometer Adjustments	✓ Flushometers must be adjusted to tune the bowl or urinal. Some have both time and flow rate adjustments, other only have one adjustment. In either case the valve must be adjusted to achieve the maximum performance. As a rule of thumb bowls should be adjusted to "break" at 5 to 7 seconds. The break is the point where the bowl has emptied the water and the flushing action stops. The timing is taken from the point that the lever is depressed until the "break" occurs. Urinals require approximately 4 seconds.
Leaking Tanks	✓ Flush the toilet. Fill the tank to the "water line" and shut the water off to the tank. Wait 1 to 2 hours and check the water level. If the water level has dropped perform the following. ✓ Check the flapper. Make sure that there enough slack in the strap to allow the flapper to seat properly. ✓ Check for and remove any dirt or foreign material from the flapper and the flapper seat on the flush valve. Hard water scale build-up or foreign materials in the water supply (typical or new construction and renovations) may cause the flapper not to seal properly. ✓ Check the flapper and flapper seat on the flush valve for warping or disintegration. Many cleaning chemicals commonly used in tanks contain chlorine that attacks these parts causing warping. ✓ Check for water on the underside of the tank. If water is found, look for the source. If the tank is cracked it must be replaced. If there are no cracks the water may be leaking from a fitting or coming from condensation. A common cause of a cracking is over-tightening the tank to bowl. This will usually result in a crack from the bolt hole. Leaks from fittings are very rare but may be corrected by simply tightening the nuts on the underside of the tank. Very cold water may generate condensation in high temperature and humidity areas, especially in unlined tanks
Leaking Basin Overflow	✓ Clean and dry the effected area and apply silicone adhesive. The overflow is plastic and will never rust. Silicone will provide a good permanent seal. On old basins where the overflow is steel, the silicone will provide a seal however, it will not prevent rust and the seal will not be permanent. These old steel overflow lavs are all well beyond any warranty period.
Basin Cushion Seal too small or too tight	✓ Stretch seal or soak in warm water and then reapply.

Troubleshooting

PROBLEM	ACTION
Poor Flush ♦ If the water rises high during the flush and stays there, or drains slowly with no "Break" occurring. ♦ If waste is not removed consistently with a single flush.	✓ Make sure the water line is at the water line mark in the tank. Adjust if necessary using the screw on top of the ballcock or fill valve. Once the mark is at the correct location flush the bowl. ✓ Check that the plastic refill tube in the tank is not kinked. This will restrict water flow to the bowl during the flush cycle and reduce the siphon action. ✓ Ensure that the flapper strap or chain is adjusted properly. Too much slack will result in the flapper closing too soon, not enough slack will result not seating properly and leaking. There should be just enough slack to allow the flapper to seat properly. ✓ Flush the toilet and ensure that the rim holes are not obstructed. Use a mirror and a small pointed object (nail like) to clear. Hard water may build up in the rim holes restricting the flow. ✓ Make sure the water surface in the bowl is correct. Each Crane bowl has a different water surface area. Check the specifications and if it appears too small proceed to "LEAKING BOWL". ✓ Flush the bowl and make sure the jet hole is not obstructed or misdirected. Use a mirror and a small object or screwdriver to remove any obstruction. ✓ Check the venting. Fill a basin near the toilet and open the drain. If the water drains quickly there is no venting problem. If there is a venting problem the sluggish performance is not the fault of the fixture. ✓ Inspect the entrance to the trapway for blockage. If plunging does not clear the blockage then a "snake" should be used. If no blockage is found the problem is not fixture related. ✓ Check the outlet seal. At this point the bowl may have to be lifted. Check to see that the outlet is not blocked in any way. Sometimes a wax seal will shift during installation and partially block the outlet.
Leaking Bowl	✓ Flush the toilet and wait 5 minutes. If the water in the bowl is moving by itself, it may be caused by high wind blowing across the vent stack and siphoning water out of the bowl. There is also the possibility there is a problem with the vent piping and a discharging washing machine or dishwasher could cause siphoning from the bowl. ✓ Take a felt marker and mark the level of water in the bowl. Wait one to two hours and observe any drop in the water level from the marked line. If the water has dropped there is a leak.

Troubleshooting

PROBLEM	ACTION
Hard Water Stains & Other Surface Marks	✓ Clean with a good non-abrasive cleanser and a still nylon brush. If this doesn't work try a product like "CLR"

ACRYLIC	
Hard Water Stains & Other Surface Marks	✓ Clean with a non-abrasive cleaner such as "Gel Gloss" liquid dish soap, "Mr. Clean" etc.
Pump will not turn on	✓ Check the switch and the fuse or breaker.
Pump Hums	✓ Something is probably stuck in the impeller. Take the pump apart and clean the impeller.
Noisy Pump	✓ There is something in the pump or the bearings are bad. Take the pump apart and remove debris, if no debris found, replace the bearings.
Pump Leaks	✓ Tighten all clamps, unions and bolts. If the leak is from the shaft it is probably caused from a worn seal and it will have to be replaced. If the pump creeps it must be secured to the floor.
Pump Captivates	✓ Direct directional flow fitting away from the suction fitting.