

## Troubleshooting Guide

**NOTE:** Refer to the first page of this Dolphin Maintenance Guide for complete assembly and disassembly instructions. See also pages 2 and 3 for parts diagrams.

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

*CAUSE: Control Stop or Main Valve is closed.*

**SOLUTION:** Open Control Stop or Main Valve.

*CAUSE: Handle Socket Assembly is damaged.*

**SOLUTION:** Replace (DO-20) Handle Socket Assembly.

**2. PROBLEM: Volume of water is inadequate to siphon fixture.**

*CAUSE: Control Stop is not open enough.*

**SOLUTION:** Adjust Control Stop for desired delivery of water volume.

*CAUSE: Timing of Flushometer closure is set too fast.*

**SOLUTION:** Remove DO-1 Cover Nut. Use a small blade screwdriver to turn DO-3 Regulating Screw clockwise.

*CAUSE: Water supply volume or pressure is inadequate.*

**SOLUTION:** If no gauges are available to properly measure supply pressure or volume, completely open Control Stop and hold down Flushometer Handle without allowing it to close. If fixture siphons, increase timing of closure (see previous solution). If fixture does not siphon, steps must be taken to increase the supply pressure and/or volume. Contact fixture manufacturer for minimum water supply requirements of fixture.

**3. PROBLEM: Flushometer closes immediately.**

*CAUSE: Oil Chamber of Upper Body is empty.*

**SOLUTION:** Remove DO-1 Cover Nut. Fill Oil Chamber with SAE 10 Oil.

*CAUSE: Piston seal is worn or damaged.*

**SOLUTION:** Replace DO-6 Piston O-ring seal.

**4. PROBLEM: Length of flush is too short (Short Flushing).**

*CAUSE: Volume of oil in Oil Chamber of Upper Body is low.*

**SOLUTION:** Remove DO-1 Cover Nut. Fill Oil Chamber with SAE 10 Oil.

*CAUSE: Timing of Flushometer closure is not adequately adjusted.*

**SOLUTION:** Remove DO-1 Cover Nut. Using small blade screwdriver, turn DO-3 Regulating Screw clockwise until a satisfactory flush is achieved.

**5. PROBLEM: Length of flush is too long (Long Flushing).**

*CAUSE: Timing of Flushometer closure not adequately adjusted.*

**SOLUTION:** Remove DO-1 Cover Nut. Using small blade screwdriver, turn DO-3 Regulating Screw counterclockwise until a satisfactory flush is achieved.

**6. PROBLEM: Oil is leaking from handle.**

*CAUSE: Stem seals are worn or damaged.*

**SOLUTION:** Replace two (2) SH-75 Throttle Seal O-rings.

**7. PROBLEM: Valve does not close completely (water trickle).**

*CAUSE: Compression Spring is worn or damaged.*

**SOLUTION:** Replace DO-16 Compression Spring.

*CAUSE: Flex-Sac Assembly is worn.*

**SOLUTION:** Replace DO-15 Flex-Sac.

### Care and Cleaning Instructions

DO NOT use abrasive or chemical cleaners to clean Flushometers, they may dull the luster and attack the chrome finish. Use ONLY soap and water, and then wipe dry with a clean towel or cloth. When cleaning, protect the exposed Flushometer from any splattering of cleaner. Acids and cleaning fluids can discolor or remove chrome plating.

If further assistance is required, please contact the Sloan Valve Company Installation Engineering Dept. at **1-800-9-VALVE-9**.

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

**SLOAN VALVE COMPANY • 10500 SEYMOUR AVENUE • FRANKLIN PARK, IL 60131**

Phone: 1-800-982-5839 1-847-671-4300 • Fax: 1-800-447-8329 1-847-671-4380 • <http://www.sloanvalve.com>