

# The Little Toilet Repair Guide

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Fluidmaster®

# The #1 toilet repair brand in the world.

Established over 60 years ago by inventor and philanthropist Adolf Schoepe, Fluidmaster is the world's leading toilet repair brand. Renowned for quality and longevity Fluidmaster markets over 100 million toilet repair products annually and distributes to over 90 countries.

With a Global distribution network which reaches 80% of the world's population, Fluidmaster products are trusted by plumbers, bathroom manufacturers and homeowners, who can take advantage of the comprehensive product range, easy installation benefits and innovative features.

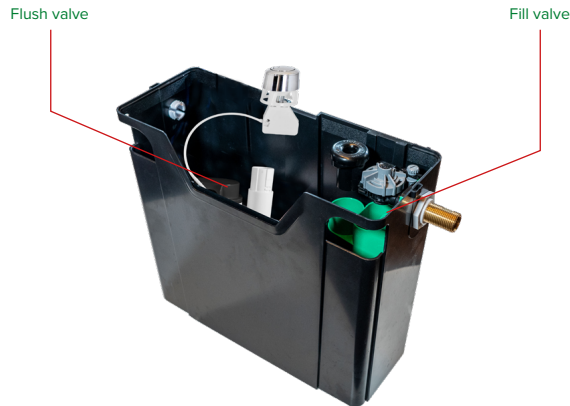
Compatible with all kinds of toilet and ideal for both professional and self-installation; Fluidmaster products are the perfect partner for your toilet repair.

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## What is inside a toilet cistern

There are really only two main toilet tank parts: the toilet flush valve, which lets water gush into the bowl during the flush; and the fill valve, which lets water refill the tank after the flush. When a toilet runs constantly or intermittently, one of these valves is usually at fault.



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With the increased environmental attention to saving water Fluidmaster products can help upgrade your toilet and repair these faults.

## Typical Problems & Causes

**From constantly running cisterns to loos that won't flush, at Fluidmaster, we understand that troubles with your toilet are frustrating and inconvenient. We have highlighted some of the most common toilet repair issues, which can be diagnosed and repaired quickly and easily with Fluidmaster products. Toilet repair problems can usually be divided into three categories:**

- Flushing Problems
- Refilling Problems
- Problems that happen when your toilet is not in use

Check out these common toilet troubles and some suggested solutions.

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## Things to consider

### Fill valve

Do you need a side entry valve?

Do you need a bottom entry valve?

Would you prefer a brass or plastic shank?



### Flush valve

Do you need a push button or lever flush valve?

Do you need the flush to be top, side or front mounted?

Do you need the flush volumes to be adjustable?



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## Common Problems

### My Toilet is Constantly Running

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Water constantly running or dribbling down the inside of your toilet bowl is a common problem. Sometimes called a 'leaky loo', a running toilet can be annoying and where left unresolved can add ££s to your metered water bill. The good news is that a running toilet is often easy to fix. To repair your running toilet, you will need to determine the root cause. In most situations the problem is caused by the flush valve or the fill valve.

#### Check your Fill Valve

A problem with your fill valve can lead to an increasing of the water level inside your cistern. Look inside the cistern and check whether the water level is rising so high that it is draining into

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the overflow pipe. If the answer is 'yes' then there is a problem with the fill valve.

It is possible that dirt or debris has become lodged inside the fill valve (this can happen with both old and new installations).

You can find full details of how to clean your fill valve on the Fluidmaster website <https://fluidmaster-airgap.com/videos/>

If cleaning the fill valve doesn't solve the problem, then replacing the fill valve should resolve the issue.

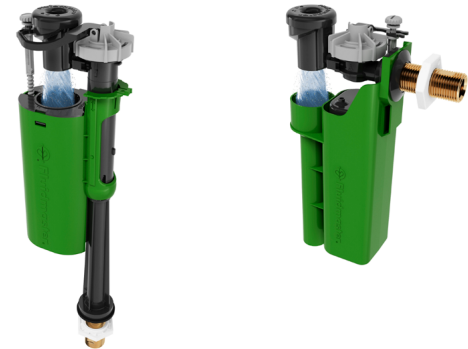
#### Checklist:

- If you need to replace a fill valve you'll need to identify whether you have a side or bottom entry cistern.
- Choose whether you would prefer brass fixing shank or plastic.

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- Our Airgap 6000 products have been designed in conjunction with Water Authorities and include a delayed fill functionality which could save up to 1 litre of water per flush.

Airgap 6000 delayed fill bottom entry

Airgap 6000 delayed fill side entry



With an average of four people in each household in the UK, each flushing the toilet cistern five times a day, the amount of water expended through toilet use is significant 616L per day. By installing an Airgap delayed fill product each toilet could potentially save 140 litres per week – 7000L per year per house.

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## Check Flush Valve

The rubber seal in the valve seals water into the cistern. If it becomes damaged, dirty, obstructed, or fails, water can begin to dribble from the tank into the toilet bowl. Replacing the seal is a simple job that can often resolve the issue of a running toilet.

**Be aware: A common misconception with a slightly leaking flush valve is that the water level will slowly drop, this means the fill valve will intermittently re-fill the cistern so you get a “pulsing” fill valve, this can sometimes be incorrectly diagnosed as a fill valve problem.**

If you replace the seal and the toilet continues to drain down, we recommend replacing the flush valve.

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## Checklist:

- If you need to replace a flush valve identify whether you need a push button or lever handle version.

550 Button Cable Dual Flush Valve

750 Lever Action Cable Dual Flush Valve



- Our 550 and 750 include water saving adjustable flush volumes on both full and reduced flushes.

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## Common Problems

### My Toilet Has a Weak Flush

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It is common for toilets that have been in use for some time to develop a weak or 'lazy' flush. If your toilet lacks in flush power, it could be because of a partial blockage to your rim feed / jet flush holes or because the water level is too low.

#### Cleaning the Rim Feed & Jet Holes

The most obvious cause for a weak flush is a build-up of limescale and debris in the rim feed /jet flush holes of the toilet bowl.

Cleaning the rim feed holes and jet holes of the toilet can breakdown any mineral deposits and debris allowing the water to flow freely and restoring the flush to full strength.

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#### Checking and Raising the Water Level of Your Toilet Cistern

Another cause for a weak or incomplete flush can be a decreased water level. If the water level in your cistern is more than 2.5cms (1 inch) below the overflow pipe, it may be the root cause of your incomplete flush.

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Siphons with an internal overflow are difficult to establish where the overflow point is – in which case – force the fill valve open by holding the float down until the water level rises to the point of overflowing – mark this level as the overflow point then the water level can be set to 1” below that.

You can simply raise the water level in your cistern to the correct level (within 2.5cms / 1 inch of the overflow) by using the water level adjustment screw on the fill valve or by adjusting the height of the fill valve itself.

<https://fluidmaster-airgap.com/videos/>

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## Common Problems

### My Toilet Makes Abnormal Noises

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**Do you hear hissing, rumbling or phantom flushing from your toilet? Here are three of the most common noises which alert us to a problem with a toilet and details of how to fix them.**

#### Ghost Flushing

The noise of your toilet flushing when no one has pressed the flush, can signify that your toilet is losing water. The water loss can be internal (if there's no water on the floor or outside of the toilet), or external if you see water leaking outside of the toilet.

Also, the fill valve may start flowing by itself – See fill valve cleaning process on page 8.



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## Internal Water Loss

Clean the bottom of the cistern and the seal area, and, if necessary, replace the seal.

This should solve most common internal water loss issues.

## External Water Loss

External water loss can come from three places. In an older installation (usually over approx. seven years old), leakage from the cistern around the fill valve and water supply connection, suggests that the fill valve and/or supply line may need replacing. Please refer to page 6 for recommended products.

In a newer installation (usually less than five years old), if water is leaking from the cistern around the fill valve and water supply connection, remove the fill valve and clean inside the tank. Ensure the shank washer is placed on the fill valve first and

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install the valve. Hand Sufficiently tighten the fill valve locking nut and if necessary, replace the supply line.

Leaks coming from under the tank onto the toilet bowl indicate failed bolt seals. The cistern to bowl gasket, bolts and washers will need to be replaced.

## Hissing Noises

Hissing noises coming from the toilet indicates that water is constantly passing through the fill valve and going into the tank.

When debris and sediment clog up the fill valve the water pressure in the valve increases, causing water to leak out of the valve in a narrow stream and create the 'hissing' noise.

To stop the hissing noise, remove and clean the fill valve by flushing out any debris or mineral build-up and checking the rubber seal is free from debris

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and undamaged. If the seal is damaged it will need to be replaced.

You can find full details of how to clean your fill valve on the Fluidmaster Airgap website [fluidmaster-airgap.com](https://fluidmaster-airgap.com)

### Water Resonance

Water resonance is a rapid banging or hammering sound that can be heard after a toilet is flushed, during the fill process. The noise is alerting you that the water system, fill valve or shut off valve at the wall, has an obstruction or air in the system to the flow path of the water.

We recommend you start by turning off the water supply, flushing the cistern and completely cleaning the water system, to expel any debris or build up that may be causing the obstruction.

You can find full details of how to clean your

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fill valve on the Fluidmaster Airgap website [fluidmaster-airgap.com](https://fluidmaster-airgap.com)

### Water Hammer

Water hammer is a shock wave which creates vibration and / or a loud bang in the pipes after the fill valve shuts off.

One solution is to install a Fluidmaster regulated fill valve (like the Airgap 6000) to slow down the incoming water. Reducing the speed of water intake can often stop the banging noise occurring.



Airgap 6000 delayed fill side entry

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## Common Problems

### Toilet Cistern Doesn't Fill-Up (or is Slow to Fill)

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The most common reasons for a cistern filling slowly are:

- A build-up of debris or scale inside the water system (including the fill valve itself) impeding the flow of the water.
- The failure of a fill valve which has been in use for a long period of time (usually for a period of seven years or more), when working parts may start to wear out.
- Water pressure has / is reduced – possible mains supply reduction / blockage elsewhere?

Firstly, we recommend flushing debris and scale from the valve and water system to see if this resolves the problem.

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If the issue persists the next step is to repair the fill valve or replace it with a suitable model for your cistern.

The Fluidmaster Airgap 6000 fill valve is compatible with virtually every cistern on market and widely available from most DIY retailers.

Airgap 6000 Delayed fill bottom entry



Airgap 6000 delayed fill side entry



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## What Next?

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In this guide we have covered some of the main problems which are widely experienced with malfunctioning toilets. We hope that this advice will help you to identify and fix some of the more common toilet repair issues.

You can find further advice and lots more information on our Fluidmaster websites:

[fluidmaster-airgap.com](https://fluidmaster-airgap.com)  
[fluidmaster.com](https://fluidmaster.com)

Installation Videos

<https://fluidmaster-airgap.com/videos/>

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You can also follow along on social media, where you'll find us on

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Facebook [@fluidmaster\\_uk](https://facebook.com/fluidmaster_uk)

Instagram [@fluidmaster\\_uk](https://instagram.com/fluidmaster_uk)

Or, if you've got a question about one of our products, you can get in touch via email:  
[salesuk@fluidmaster.com](mailto:salesuk@fluidmaster.com)

Fluidmaster are trusted by the trade worldwide, with 60 years of innovation, delivering class-leading products that last.



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