

| TROUBLESHOOTING GUIDE    | PROBLEM                                    | POSSIBLE CAUSE   | CORRECTIVE ACTION  |
|--------------------------|--|--|--|
|                          | Does not flush                             | a. Water supply valve closed.  | a. Open valve and allow water to fill tank.  |
|                          |  | b. Supply line blocked.  | b. Shut off water supply, disconnect supply line and inspect all gaskets and washers. Reassemble. Also, see Fluidmaster maintenance. |
|                          |  | c. Flush valve chain too loose or disconnected.                        | c. Readjust chain length as required.  |
|                          |  | d. Sand or debris lodged in water control.                             | d. Shut off water supply. Remove cap and clean.  |
|                          | Poor or sluggish flush                     | a. Bowl water level too low.   | a. Check that refill tube is connected to water control and inserted into tank overflow without being kinked or damaged.             |
|                          |  | b. Supply valve partly closed.   | b. Open supply valve fully. Be sure that proper supply tube size is used.  |
|                          |  | c. Partially clogged trapway and/or drain pipe and/or vent.            | c. Remove obstruction. Consult a plumber if necessary.   |
|                          |  | d. Supply pressure too low.  | d. Normal supply pressure must be at least 20 psi.   |
|                          |  | e. Flush valve chain too tight, holding flush valve open.              | e. Readjust chain length as needed. Review adjustments.  |
| Toilet leaks             | a. Poor supply line connection.            | a. Review installation procedure of supply.                            |  |
|                          | b. Poor bowl to tank/floor connection.     | b. Review installation procedure of bowl.                              |  |
| Toilet does not shut off | a. Flush valve seal leaking or deformed.   | a. Clean debris from seal surface. Replace flush valve seal as needed. |  |
|                          | b. Sand or debris lodged in water control. | b. Shut off water supply. Remove cap and clean.                        |  |

Please refer to the Installation Instructions for detailed corrective actions.

| REPAIR PARTS LIST | Repair parts are determined by toilet tank number which can be found marked inside tank.<br><b>NOTE:</b> "XXX" represents color or trim finish options. Specify when ordering. | PART NUMBER | DESCRIPTION | BOULEVARD    |                       | TROPIC |      | TOWN SQUARE |      |
|-------------------|--|-------------|-------------|--------------|-----------------------|--------|------|-------------|------|
|                   |  |             |             | 1.6          | 1.28                  | 1.6    | 1.28 | 1.6         | 1.28 |
|                   |  |             |             | 735148.XXX0A | Tank Cover, Boulevard | ✓      | ✓    |             |      |
| 735147.XXX0A      | Tank Cover, Tropic   |             |             | ✓            | ✓                     |        |      |             |      |
| 735150.XXX0A      | Tank Cover, Town Square  |             |             |              |                       | ✓      | ✓    |             |      |
| 5218.110.XXX      | Slow Close Contemporary EL Seat  | ✓           | ✓           |              |                       |        |      |             |      |
| 5216.110.XXX      | Slow Close Transitional EL Seat  |             |             | ✓            | ✓                     |        |      |             |      |
| 5214.110.XXX      | Slow Close Traditional EL Seat   |             |             |              |                       | ✓      | ✓    |             |      |
| 7381073-XXX0A     | Bolt Cap Kit   | ✓           | ✓           |              |                       | ✓      | ✓    |             |      |
| 730835-XXX0A      | Bolt Cap Kit   |             |             | ✓            | ✓                     |        |      |             |      |
| 7381064-XXX0A     | Trip Lever, Boulevard  | ✓           | ✓           |              |                       |        |      |             |      |
| 7381097-XXX0A     | Trip Lever, Tropic   |             |             | ✓            | ✓                     |        |      |             |      |
| 7381105-XXX0A     | Trip Lever, Town Square  |             |             |              |                       | ✓      | ✓    |             |      |
| 738565-439.0070A  | Inlet Valve - 1.6 GPF  | ✓           |             | ✓            |                       | ✓      |      |             |      |
| 738942-100.0070A  | Flush Valve - 1.6 GPF  | ✓           |             | ✓            |                       | ✓      |      |             |      |
| 738920-100.0070A  | Flapper Assembly - 1.6 GPF   | ✓           |             | ✓            |                       | ✓      |      |             |      |
| 738565-438.0070A  | Inlet Valve - 1.28 GPF   |             |             | ✓            |                       | ✓      | ✓    |             |      |
| 738942-102.0070A  | Flush Valve - 1.28 GPF   |             |             | ✓            |                       | ✓      | ✓    |             |      |
| 7381043-400.0070A | Flapper Assembly - 1.28 GPF  |             |             | ✓            |                       | ✓      | ✓    |             |      |

**⚠ WARNING:**  
Use of in tank cleaning products voids warranty as they may damage parts and cause leakage that may lead to property damage.

For further assistance please call:  
  
*In the USA*  
(800) 442-1902  
www.americanstandard-us.com  
  
*In Canada*  
(800) 387-0369  
www.americanstandard.ca