

## Trouble Shooting (FAQ'S)

### Healthcare Equipment

#### Flushing Issues

Water needs gravity to flush correctly, if the cistern is too low the water will not gather enough momentum to flush.

All cisterns can flush 6,7 or 9 litres of water. This can be set manually inside the cistern. Increased water quantity may help flushing issues.

- Is the cistern at recommended height? (base of cistern = 1450mm from floor)
- Is the unit at recommended height? (900mm to surface)
- Is the distance between the surface of unit and base of cistern at minimum height or higher?  
Minimum Height (No#1 1450mm) - (No#2 900mm) = 550mm
- Is the unit level, in particular from wall to front edge? If the unit is higher at the front this will effectively cause the water to flow upwards, slowing the flush process.
- Set the litre capacity to maximum 9 litres
- Are there any leaks? (this will reduce the water pressure)

\* NOTE - General water pressure will not affect the operation of the unit, the cistern provides all the required water pressure and flow rate when installed correctly.

#### Leaks

- O-rings supplied with the units can be unseated during installation. Recommend using a slip agent for pipework to bypass the o-ring without unseating internally.
- Have all the seals been correctly fitted and all fittings tightened?
- Is all the pipework aligned correctly? (misaligned pipework will unseat rubber seals).



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