



UNIVERSITY OF WEST FLORIDA
Facilities Management

Pensacola, FL 32514-5750
Effective October 21, 2004, Revised June 30, 2020
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STANDARD OPERATING PROCEDURE # FAC 5.013

Subject: Troubleshooting Campus Flushometers

Purpose and Scope: To formalize Facilities Maintenance departmental procedures for troubleshooting campus flushometers.

Procedure: The Facilities Maintenance unit is responsible for maintaining all campus flushometers.

1. **SYMPTOM:** Flushometer does not function.
 - A. **Cause:** Control stop or main valve is closed (secured).
Solution: Open it.
 - B. **Cause:** Handle assembly is worn.
Solution: Replace handle assembly with part #(B-50-A).
 - C. **Cause:** Relief valve is worn.
Solution: Replace flushometer cartridge.



2. **SYMPTOM:** Insufficient volume of water to create (siphon) flush.
 - A. **Cause:** Control stop not open enough.
Solution: Adjust control stop for desired delivery of water.
 - B. **Cause:** Improper cartridge installed.
Solution: U = urinal C=closet or toilet .

3. **SYMPTOM:** Length of flush is too short.

Causes: Diaphragm assembly and guide are loose.
 Enlarged by-pass orifice from corrosion or damage.



A-19-AU (black) urinal relief valve used instead of an A-19-AC(white).

Worn-out handle assembly.

Solution: Replace cartridge assembly and handle B-50-A

4. **SYMPTOM:** Length of flush is too long, or fails to secure.

Causes: Diaphragm assembly and guide are not hand tight.

Enlarged by-pass orifice from corrosion or damage

A-19-AC(white) relief valve used instead of a A-19-AU9black)

Solution: Replace cartridge assembly and handle B-50-A

5. **SYMPTOM:** Chattering noise in flushometer.

Causes: Diaphragm installed upside down.

Trash in valve assembly.

Interior of cover surface worn-out

Solution: Replace diaphragm and valve cover

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