

# Flushometer Care & Service 101

Part 1: Manual Diaphragm Flushometers

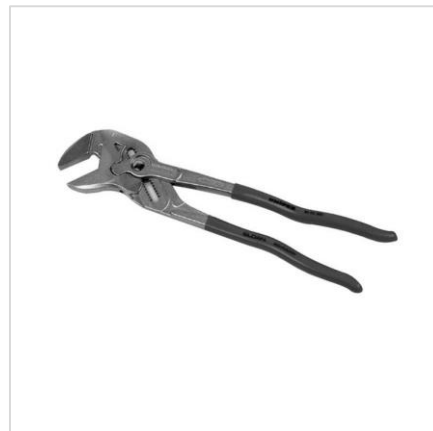
Q&A Summary

# Flushometer Care & Service 101 – Part 1 – Manual Diaphragm Units Q&A Summary

**Q:** Is it possible for us to purchase the A50 “Super Wrench” and the A109 “Plier Wrench” from Sloan?



A50 “Super Wrench”



A109 Plier Wrench

**A:** Yes. Both of these useful tools are available for purchase. Use the part numbers and descriptions below to order them from your Sloan supplier.

Part Number	Description
0301255	A50 SLOAN WRENCH
0301275	A109 12" PLIERWRENCH

**Q:** We have installed Sloan flushometers in Airports & Free Trade Zone areas here in the UAE. Do you have a suggested service life for spare parts in these units and recommendations for how often they are replaced?



[Sloan Flushometer Maintenance Schedule Brochure](#)

**A:** We have a guide with suggested maintenance schedules based upon more than 100 years of experience. There are a number of factors that can impact how long flushometers and their parts last, so we stress that this schedule is intended as a guide only. Factors that can impact service life include water quality, high traffic conditions, vandalism and abuse, proper installation, and proper parts replacement. The use of non-genuine manufacturer parts can decrease product and component life considerably.

# Flushometer Care & Service 101 – Part 1 – Manual Diaphragm Units Q&A Summary

**Q: Why does Dominick repeatedly say not to use pipe dope or Teflon tape on Sloan flushometers? What kind of problems will these cause?**

**A:** Dominick mentioned that the only place to use these is where the control stop connects with the incoming water supply. This is because all other components are designed to use gasket and O-ring seals only. During the many years he's been troubleshooting technical issues in the field, he's seen many units develop service problems because pipe dope and Teflon tape have caused components to fit together incorrectly, caused leaks, or have entered into the flushometer, blocking bypass valves and causing run-ons or other problems.

Many facility managers and service technicians have had to service Sloan flushometers where the original installer who did not know better used pipe dope or Teflon tape, making service harder and more time consuming. Even worse are instances in which an inexperienced service technician actually damages a flushometer because the parts were so difficult to separate after pipe dope or Teflon tape were used on them.

**Q: I have not received copies of the presentations from the past 3 Sloan webinars. Can you please comment on that?**

**A:** There could be several reasons why you have not received the e-mail messages we send out to all attendees after each webinar. The most likely reason is that your e-mail service is blocking the messages because it contains links to the Webinar Recording, the Slide Deck, and the Q&A Summary. If this might be the reason, we suggest you add the address they come from to your contacts list. That address is:

[SVCwebinaremail@sloan.com](mailto:SVCwebinaremail@sloan.com)

We're also pleased to announce that all assets from the Sloan Webinar Series are now posted on the Sloan website by the Monday following each Live Webinar broadcast. You can access the Webinar Recordings, Slide Decks, and Q&A Summaries from all previous public webinars using the link below.

[Sloan Webinar Series](#)

# Flushometer Care & Service 101 – Part 1 – Manual Diaphragm Units Q&A Summary

Additional Questions? Please feel free to contact Sloan Customer Service or Technical Support.

## Sloan Customer Care Center

Phone: 800.982.5839

Hours: 7:00 AM - 5:00 PM (CST) Monday – Friday

[customer.service@sloan.com](mailto:customer.service@sloan.com)

## Sloan Technical Support

P: 888.756.2614

F: 800.737.3061

[techsupport@sloan.com](mailto:techsupport@sloan.com)

# Training Comments, Questions, or Suggestions?

Andrew Warnes  
Manager – Technical Training  
Sloan Valve Company  
10500 Seymour Avenue  
Franklin Park, IL USA 60131-1259

Office: +1-800-982-5839  
E-mail: [training@sloan.com](mailto:training@sloan.com)  
Web: [sloan.com](http://sloan.com)