

TROUBLESHOOTING DOCUMENT

DISPOSITION OF PROBLEM

Toilet Suite (4.5 – 3 Lpm) not flushing solids away with one flush (Intermittently)
Toilet Suite (4.5 – 3 Lpm) staining in toilet bowl.

CAUSES OF PROBLEM

The main cause of this intermittent flushing issue is not synonymous to a single suite or range or even brand of toilet suite and is also not limited to just New Zealand. Both New Zealand and Australia have adopted WELS for several products that carry and utilize water as part of their function, this affects bathroom fittings including tapware and toilets.

WELS – Water Efficiency Labelling System is a government initiative.

It has been introduced to conserve the water reserves we have now and for the future, unfortunately this comes at a cost to our historic use of water in the bathroom.

Showers have been reduced to as low as 7 – 8 litre per minute when previously we would have up to 20lpm. Basin mixers are as low as 4 - 5 lpm and Toilet suites have been reduced to a 4.5 – 3 litre flush.

All Major brands of Toilet Suites in New Zealand and Australia are 4.5 – 3 litre flush there are some low-level and mid-level suites still available with a higher volume, but these are more for commercial applications.

With the advent of the 4.5 – 3litre flush the whole toilet had to be redesigned, the throat of the trap had to be reduced to create enough velocity for the limited amount of water to remove the waste from the pan, if excessive waste and paper is used a second flush may be required, also the 4.5 litre flush may not fully clean the pan due to the fact that there is less water than what we used historically. Therefore, the industry is designing stain resistant pans with nano technology to help with this low flushing issue.

These above points are tested by Watermark and other independent testing authorities to comply with AS 1172.1:2014, AS 1172.2:2014 and ASNZS 6400:2005.

REMEDIES

The only remedy is to make sure on installation if replacing an old 6 – 3 lpm or 9 – 4.5 lpm flushing toilet is the pipework is fit for purpose.

Pipework must be as per ASNZ 3500 Standards. This “to standard” pipework will help reduce but not eliminate the above mentioned functions of the suite.

NB: Further information on flushing i.e. full flush, reduced flush, solids discharge test and splashing from ASNZS 1172.1 and 1172.2 available on request

Robertson NZ Limited

25 Vestey Drive, Mt Wellington, Auckland 1060

PO Box 14695, Panmure

Auckland 1741, New Zealand

PH: +64 9 573 0490

FAX: +64 9 573 0495

EMAIL: sales@robertson.co.nz

ROBERTSON.CO.NZ