

TROUBLESHOOTING DOCUMENT

DISPOSITION OF PROBLEM

Splashes of water on the underside of the toilet seat and / or drops of water on the floor caused when flushing an in-wall (concealed) cistern or CC toilet Suite.

CAUSES OF PROBLEM

Due to Government and Plumbing regulations regarding the volume of water allowed to be used to flush a toilet, pans have been designed to maximize the coverage with a reduced amount of water (4lt on average).

There is a higher chance of water splashing from the modern WELS rated 4 Star Toilets that we have available today because of their design, more so with the rimless design, the toilet is designed to create full coverage of the bowl and create the maximum amount of velocity required to flush any waste.

The plumbing regulations AS 1172.1.2014 states that the splash test in accordance with Appendix E; E4 (F) is as follows: “Observe and record whether flushing water splashes over the rim onto the floor. Isolated droplets shall not be cause for rejection”.

Having droplets of water on the underside of the seat is not unusual and is in accordance with Australian/New Zealand Standards.

NB: It needs to be noted that the splashing water is from the actual flush from the cistern splashing around the rim i.e. clean water not from splashing out of the bowl fowl water.

REMEDIES

The way this could be addressed is to reduce the flow of water into the pan when flushing or using a flow restrictor device however this may inhibit the surface contact.

Robertson can supply this flow reducer for the Oliver in-wall cisterns, these are inserted at the inside base of the inwall cistern.

For CC suites most of the valves do have some minor adjustments to reduce velocity, refer to the technical team for advice / instruction

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