| SYMPTOMS | CORRECTIVE ACTION | PARTIAL SERVICE PARTS |
| :---: | :---: | :---: |
| 1. Poor flush. | A. Adjust the tank water level to match the waterline. <br> B. Fully open the water supply shut-off valve. <br> C. Clear obstructions from the trapway, jet, or bowl rim holes. <br> D. Clear obstructions from the waste line. |  |
| 2. No flush. | A. Reconnect the flapper chain to the trip lever or flush valve. <br> B. Adjust the flapper chain assembly to remove excess slack. |  |
| 3. The fill valve turns on/off by itself without the toilet being flushed, or it runs allowing water to enter the tank. | A. Adjust the flapper chain for proper slack so the flapper closes. <br> B. Clean or replace the flapper if it is worn, dirty, or misaligned with the opening. <br> C. Clean the area around the opening to allow the flapper to seal. <br> D. Remove the tank and tighten the flush valve nut if flush valve gasket is leaking. Do not overtighten. If leakage continues, replace the gasket. <br> E. Adjust the tank water level if it is too high. <br> F. Replace the fill valve if the valve float sinks. |  |
| 4. Tank takes excessive time to fill. | A. Fully open the water supply shut-off valve. <br> B. Clean the valve inlet, valve head, or supply line. Flush the lines. |  |
| 5. There is excessive noise when the tank is filling. | A. Partially close the water supply shut-off valve if the water pressure to the toilet is too high. Check the toilet performance following any such adjustment. <br> B. Remove dirt or obstructions from the valve head. Flush the lines. |  |
| IMPORTANT: Use only genuine Kohler parts as shown to avoid property damage. |  |  |
| If unable to correct the problem, contact Customer Service: 1-800-4-KOHLER (USA), 1-800-964-5590 (Canada), or www.kohler.com. |  |  |

