

How to identify the problem

1. Like any piece of functional machinery toilets need a little regular maintenance.
2. To spot if you have a leak look at the back of the bowl, you can sometimes see water trickling down and creating a ripple.
3. You can also check by using a dry piece of toilet paper pressed to the back of the toilet bowl. If it becomes wet, you have a toilet leak.
4. You can speak to a plumber or the product manufacturer for advice if you spot a leak. Or if you feel confident, you can check and clean the seals to remove any grime to stop the leak or reduce the risk of one happening in future. We recommend you do this once a year.
5. If you have a push button toilet, try lifting the cistern lid on one side to check if the button is fixed. If the lid won't budge you need to unscrew the push button.
6. Alternatively, if it lifts and you spot a cable you should be able to detach the cable with a firm pull.
7. Now you can see what type of valve you have and check if the water is flowing through the overflow.
8. To find out more about cleaning or adjusting the different types of valves view our BMA videos at the bottom of the webpage www.GetLavySavvy.co.uk



IDENTIFYING THE PROBLEM - #GETLAVVYSAVVY

