

PROBLEM 1: The Button can't be pushed in

1. Check that the blue overflow pipe movement is not restricted i.e. hitting underside of cistern lid. Does it work fine with cistern lid off?
2. Remove the white block from the back of the button. Is the button still difficult? If yes, loosen the button-securing nut slightly.
3. If fitted to a 38mm hole check for good clearance and that there is no debris from the drilling operation preventing free movement of button.
4. Check that the blue overflow tube slides up and down freely prior to attaching button block.
5. Check that the cable is not twisted, kinked or caught.



PROBLEM 2: Only one flush is working

1. Check that the white button block is firmly pushed onto threaded spindle and is not loose.
2. Is the water level in the cistern correct, have the 3ltr & 6ltr settings been set in accordance with the instructions?
3. Is 3ltr float buoyant i.e. does adjustment screw raise approx 5mm when cistern fills?
4. One of the internal floats may have been dislodged. (Did the person trim the overflow pipe?) Replace the float
5. If all of above is checked and correct, rotate the star screw on the white button block anti-clockwise to adjust to the required setting. It is recommended this screw is rotated one click at a time up to a maximum of a 1/4 turn.

PROBLEM 3: After activation it doesn't close off

It's important to remember that the Multiflush is designed not to close off for about 2 to 3 seconds. If your problem persists for longer:

1. Move the yellow sliding adjuster up by 1 or 2 mm.
2. If it still doesn't work check that the cable is not twisted or kinked
3. Check that there is no debris or plumbers sealant on valve face preventing a proper seal

PROBLEM 4: Button doesn't go come back out, it gets stuck in

Check free movement of the blue overflow tube and that the cable kinked or twisted. Only on the 80cm version is there a return spring.



PROBLEM 5: Water leaking at bottom of cistern onto floor - close coupled

If it is leaking continuously check the seal is in position and fully tightened between the bottom of the valve and the cistern. If leaking only occurs during flushing then it is to do with the seal between the WC bowl and the threaded part of the valve

PROBLEM 6: The ball valve (fill valve) doesn't work

Check the operation of the fill valve. Does it move freely? IF not can the valve be repositioned or can the Multiflush be rotated to improve clearance (Multi flush is oval). Otherwise fit a smaller valve like a Torbeck.

PROBLEM 7: Water is constantly seeping into WC Pan

1. Check the colour of valve seal attached to blue overflow pipe (pipe raises & drops each flush) if seal is black phone for replacement grey seal.
2. Check that there is no debris or plumbers sealant on valve face preventing a proper seal
3. Check that flush pipe is not holding the valve open (early models only, New have lugs)
4. Some pressure may need to be applied on initial installation whilst cistern fills with water
5. If all of above is checked and correct, rotate the star screw on the white button block anti-clockwise to adjust to the required setting. It is recommended this screw is rotated one click at a time up to a maximum of a 1/4 turn.