

FLUSHMATE®

FAQ: Handle Replacement Kits – AP300503 and AP400504

Q: How do I know which kit will fit on my Flushmate?

A: The proper kit is based on your Flushmate Series. It must be either a 503 Series (AP300503) or 504 Series (AP400504).

Q: Can I use my old handle with the new linkage?

A: No, your old handle is designed to work with a flush-rod.

Q: Will this affect my flush performance?

A: No, there is no effect on the flushing performance of your Flushmate.

Q: How long will it take to install?

A: Installation is the same for both kits, and should take you about 10 minutes.

Q: Will the kit replace a right-handed tank handle?

A: Yes, the kits are designed to work with either a right or left flush handle.

Q: What tools do I need for installation?

A: You will need a Phillips head screwdriver and possibly a pair of pliers to remove the existing handle nut.

Q: Why do I need a Handle Replacement Kit?

A: In some cases the OEM handle is no longer available from the toilet manufacturer. The Handle Replacement Kits allows you to continue to get the benefit of the Flushmate system without having to replace your toilet tank and bowl.

Q: Can I install these kits on any version Flushmate?

A: No, these kits are specifically design to work on the designated Flushmate Series: 503 Series (AP300503) and 504 Series (AP400504).

Q: After installing the kit, the handle feels different than my old handle, is something wrong?

A: No, nothing is wrong. The design reduces the amount of force to flush, but does not affect the Flushmate performance you expect.

Q: Do I need to shut off the water to install the kit?

A: No, the water should be left on during the installation so proper adjustments can be made.

Q: I am having trouble removing the old nut that attaches the handle to the tank. I think I am loosening the nut, but it seems to be getting tighter, what am I doing wrong?

A: The threads on the nut and handle are left-hand threads and require you to turn the nut clockwise to loosen the nut. It is the same thread type in the Handle Replacement Kit.

Q: I have inserted the Cassette end of the cable on the handle stem, but the handle will not turn, what is wrong?

A: You may have installed the Cassette on the handle stem backwards which will prevent you from turning the handle. Check the handle icon on the Cassette to make sure it matches the direction of the handle. If does not, gently lift up on the Cassette to remove it from the handle stem and flip the Cassette to the other side; showing the icon pointing in the same direction as the handle. Then reattach the Cassette.

Q: After installing the Handle Replacement Kit the toilet continuously runs and will not flush, what is wrong?

A: The actuator is too high and needs to be adjusted. Review the installation manual for proper adjustment.

For additional assistance please refer to the installation manual or visit the Product Support section of Flushmate's website, www.flushmate.com.