

## FAQ – Flushmate II 501-B

### 1. Why is Flushmate conducting the Flushmate II 501-B recall?

A: We are conducting this voluntary recall in cooperation with the U.S. Consumer Product Safety Commission (CPSC) for the safety of consumers and our customers.



Model and serial numbers from the Flushmate II 501-B label are required for recall verification, registration, and to request a free Flushmate replacement unit



### 2. What is the problem with my Flushmate II 501-B unit?

A: Recalled Flushmate II 501-B units can burst at or near the vessel weld seam releasing stored pressure. This pressure can lift the tank lid and shatter the tank, posing impact and laceration hazards to consumers and property damage.

### 3. What is Flushmate doing to address the problem?

A: Flushmate is working diligently to notify consumers and provide a free Flushmate replacement unit. Consumers should contact Flushmate to verify if their unit is included in the Flushmate II 501-B recall, register, and request a free Flushmate replacement unit and installation by a technician. Flushmate will continue to work cooperatively with the CPSC throughout the voluntary recall process.

### 4. Which Flushmate II 501-B units are included in the voluntary Flushmate II 501-B recall?

A: Flushmate II 501-B units manufactured from September 3, 1996 through December 7, 2013 are included in the voluntary Flushmate II 501-B recall. Recalled units have a date code/serial number that is 15 characters long and is located on the label on top of the Flushmate II 501-B unit. The first six numerals of the serial number are the date code. The date code range for units included in this recall in MMDDYY format is 090396 (September 3, 1996) through 120713 (December 7, 2013). The model code is 10 characters long and is located on the same product label. The model code starts with M and ends with F.

**5. How can I tell if my Flushmate unit is included in the Flushmate II 501-B recall?**

A: Recalled Flushmate II 501-B units must be identified by the model number and serial numbers located on the Flushmate II 501-B label. Write down the model and serial numbers for any units in your possession. Immediately contact us at the toll-free number below to verify if your unit is included in the Flushmate II 501-B recall, register, and request a free Flushmate replacement unit and installation by a technician.

Flushmate II 501-B Recall Website: <http://www.flushmate.com/501B-recall>

Flushmate II 501-B Recall Hotline: (844) 621-7538  
9 AM – 5 PM ET, Monday – Friday

**6. Where can I find my model and serial numbers?**

A: Lift the china tank lid and look at the top of your Flushmate II 501-B unit. The model and serial numbers are located on the label on top of the Flushmate II 501-B unit, inside the toilet tank. To ensure we ship the applicable mounting configuration for your Flushmate replacement unit, it is important that you write down and provide us with both the model number and the serial numbers as they appear on the label of the Flushmate II 501-B unit.



**7. How can I verify and register my Flushmate unit's model and serial numbers?**

A: To verify if your Flushmate unit's model and serial numbers are included in the Flushmate II 501-B recall, and to register, please call our toll-free Flushmate II 501-B Recall Hotline at (844) 621-7538 , Monday through Friday between 9:00 AM and 5:00 PM ET. Please have your model and serial numbers available.

**8. How can I request a free Flushmate replacement unit?**

A: After you have verified that your Flushmate unit's model and serial numbers are included in the Flushmate II 501-B recall, and registered your unit, you can request a free Flushmate replacement unit and installation by a technician by calling our toll-free Flushmate II 501-B Recall Hotline at (844) 621-7538 , Monday through Friday between 9:00 AM and 5:00 PM ET. Please have your model and serial numbers available.

**9. I already checked my model and serial numbers. Should I check them again?**

A: Yes. For your safety we are asking you to check and verify your model and serial numbers as soon as possible. Please call our toll-free Flushmate II 501-B Recall Hotline at (844) 621-7538, Monday through Friday between 9:00 AM and 5:00 PM ET. Please have your model and serial numbers available.

**10. What happens if I have a recalled Flushmate II 501-B unit?**

A: After you have verified that you have a recalled Flushmate II 501-B unit, registered, and requested a free Flushmate replacement unit and installation by a technician, turn off the toilet's water supply and flush the toilet to release the internal pressure. Flushmate will promptly ship you a free Flushmate replacement unit, and an authorized service representative will contact you at the phone number you provided to Flushmate to schedule installation by a technician.

**11. How long will it take to receive my free Flushmate replacement unit?**

A: After you have verified that you have a recalled Flushmate II 501-B unit, registered, and requested a free Flushmate replacement unit, either on our website or by calling our toll-free Recall Hotline, Flushmate will promptly ship a free Flushmate replacement unit to the address you provided. Units are typically delivered within 5 business days or less. We apologize for any inconvenience you may experience, and assure you we are working as quickly as possible to provide you with a free Flushmate replacement unit.

**12. Will Flushmate provide installation of the free Flushmate replacement unit?**

A: Yes. A Flushmate authorized service representative will provide installation.

**13. How will my installation appointment be scheduled?**

A: After you have registered and requested a free Flushmate replacement unit and installation by a technician, an authorized service representative will contact you at the phone number you provided to Flushmate to schedule installation.

**14. What must I do to be ready for installation?**

A: To be ready for installation by a technician, you must comply with the Installation Appointment Requirements, below:

1. A person 18 years or older must be present for the duration of the installation.
2. All pets must be restricted or removed from the installation service area.
3. The free Flushmate replacement unit must be made available to the authorized service representative upon arrival.
4. The authorized service representative must have a clear path to the bathroom and toilet to perform the installation.
5. The service area must be free of any articles or other objects that would prevent or disrupt the installation of the Flushmate replacement unit. By way of example, this includes health and beauty objects, decorations or housewares, or any other article or object that may be in the service area.
6. Neither Flushmate nor its authorized service representatives are responsible for damage to articles or objects that were not removed from the service area prior to installation.
7. The authorized service representative must be notified 24 hours prior to the scheduled appointment if the appointment needs to be rescheduled/canceled.

To allow us to serve you as quickly and efficiently as possible, it is important that you follow the Installation Appointment Requirements for your scheduled appointment. If Flushmate's authorized service representative determines that the free Flushmate replacement unit cannot be installed because some or all of the Installation Appointment Requirements have not been met, the installation will not be performed at the time of the scheduled appointment. You must call the Flushmate II 501-B Recall Hotline at (844) 621-7538 to reschedule your appointment.

If Flushmate's authorized service representative determines that the free Flushmate replacement unit cannot be installed due to a pre-existing non-recall related issue, you must resolve the issue before the installation can be performed and call the Flushmate II 501-B Recall Hotline at (844) 621-7538 to reschedule your appointment.

**15. How long will it take to receive my installation by a technician?**

A: Installation appointments are typically completed within 14 days from the day you verify your model and serial numbers with Flushmate, register, and request a free Flushmate replacement unit.

**16. My Flushmate II 501-B unit is included in the recall, but it appears to be operating okay. Can I continue to use it?**

A: We apologize, but no. Even though your Flushmate II 501-B unit appears to be operating okay, we are asking customers to turn off the toilet's water supply, flush the toilet to release the internal pressure, and keep the water turned off until the free Flushmate replacement unit is installed.

**17. I only have one toilet. What do I use in the meantime?**

A: You can effectively "flush" waste from the toilet by pouring two to three gallons of water into the toilet bowl to generate a gravity-style flush.

**18. How will my replacement unit be shipped?**

A: To ensure delivery to all types of addresses, whether residential, rural or commercial, Flushmate will ship via ground parcel service using UPS, Federal Express or USPS.

**19. How much does the Flushmate replacement unit cost?**

A: The Flushmate replacement unit is free and will be shipped free of charge after you have verified your model and serial numbers with Flushmate, registered, and requested a free Flushmate replacement unit either on our website or by calling our toll-free Recall Hotline.

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**20. Are Flushmate systems made in America?**

A: Yes. Every Flushmate is proudly made in the USA.

**21. What if I no longer have a toilet equipped with a Flushmate II 501-B unit?**

A: If you no longer possess a toilet equipped with a Flushmate II 501-B unit, your toilet is not affected by the Flushmate II 501-B recall.

**22. Why didn't I receive a direct mail postcard?**

A: Flushmate is sending direct notice postcards to customers who previously registered their Flushmate II 501-B units with Flushmate. Please register your Flushmate product online at <http://www.flushmate.com/register/> or call our Recall Hotline at (844) 621-7538.

**23. How long has Flushmate been in business?**

A: Flushmate is a Michigan manufacturer that has been in business for over 30 years. Our product has always been made in America, and Flushmate has a strong commitment to quality, consumer safety, water conservation and continuous improvement.

**24. What should I do if I have other questions about my Flushmate II 501-B unit?**

A: If you have any other questions about your Flushmate II 501-B unit, please email us at [501B-info@flushmate.com](mailto:501B-info@flushmate.com) or call our toll-free Flushmate II 501-B Recall Hotline at (844) 621-7538, Monday through Friday between 9:00 AM and 5:00 PM ET.