



Plumbing FAQ's

Before contacting our Customer Service Department for service, please be sure to read through the following questions and answers and try the suggested solutions.

Clogged Drain:

- If a sink is slow to drain, hot water can be used to flush it for a few minutes.
- If this does not work a chemical drain cleaner can be used.
Be sure to follow the instructions on the cleaner.
- If a drain is completely clogged, a plunger might do the trick.
For your bathroom sinks, the overflow should be covered before plunging.

Rattling Pipe: Rarely is it a rattling pipe.

- More often it's concerning the loud sound of water running through the pipes. Sometimes air gets in the pipes causing loud clanging to occur. Drain the water from the pipes to alleviate this situation.

Backed up toilet:

- First try a plunger.
- After using the plunger and you see the water level go down go ahead & flush.
If the water level does not go down after plunging DO NOT FLUSH!
- If this does not work after repeated attempts, a plumber's snake may need to be used. This is a long flexible metal rope that can be "snaked" down the drainpipe of the toilet to loosen clogs.
- If your toilet over-flows you need to turn the water off to the toilet.
The water valve is located on the wall behind / below the toilet.

Running Toilet:

- Usually the problem is due to the chain on the flapper getting caught up or knotted on itself and the flapper staying open.
- Sometimes the chain on the flapper breaks so that a new flapper assembly is necessary.

Water isn't heating:

- First check the thermostat to make sure it's set to the correct temperature.