

Frequently Asked Questions: High Efficiency Toilet

Question	Answer
Do I need to register my toilet for warranty?	<ul style="list-style-type: none"> □ No. Since the toilet is a Home Depot exclusive product, you do not need to register for warranty. The proof of purchase (receipt) should be kept once you need to claim for warranty in the future.
Where can I find the model number for my toilet?	<ul style="list-style-type: none"> □ Simply open the tank lid of your toilet, the model number of your toilet is marked on the back wall inside the tank. For replacement parts, FAQ, and troubleshooting, you can search the toilet online at www.homedepot.com using the model number.
Can I adjust water level in the tank?	<ul style="list-style-type: none"> □ Yes. There is a fill line located on the overflow tube about a ½ “ below the top of the tube. Check the water level inside the tank based on the fill line. If it's too high and flowing into the overflow tube, adjust the float cup by turning the rod that extends from the float cup counter clockwise to lower the float and water line. If water is not up to the fill line, adjust the float cup by turning the rod clockwise.
There is only a little water in the bowl of my toilet, is this normal? Can I adjust water level in the bowl?	<ul style="list-style-type: none"> □ Yes, it is normal. It is designed to have low level water in the bowl based on federal standards for high efficiency toilet. The water level in the bowl can be adjusted to some extent by the float cup and flush valve, however the maximum amount of water allowed in the bowl is limited to meet the high efficiency standard. For instruction on how to adjust water level, please visit https://www.youtube.com/watch?v=ed5j5Wi2cNg.
Can I have rebates for using a high efficiency toilet?	<ul style="list-style-type: none"> □ Yes. You can go to www.saveourwaterrebates.com to claim for your toilet rebate.
What is the GPF of my toilet? Where can I find the information?	<ul style="list-style-type: none"> □ High efficiency toilets have 1.28 gallon per flush or less. GPF information of your toilet is marked on the back wall inside the tank. The detailed specification regarding your toilet can also be found online at www.homedepot.com.
How can I clean my toilet? What kind of detergent should I choose?	<ul style="list-style-type: none"> □ Normal toilet brushes can be used to clean the toilet. Non-abrasive and non-corrosive detergent should be chosen. Avoid using chlorine or bleach tablets in the tank of the toilet.
Should I remove the rubber band inside the tank?	<ul style="list-style-type: none"> □ Yes. A rubber band is used to keep the flapper steady during transport and needs to be removed after installation. This could keep the flapper from opening fully or completely closing.
Can I have a longer flushing time for my toilet?	<ul style="list-style-type: none"> □ Yes. By adjusting water level in the tank, you may have a longer flushing time with more water. However, the product is designed to be high efficient using less than 1.28 gallon of water per flush. You cannot have longer flushing time than this. If the flushing abnormal, please check the video through the link below to go over the trouble shooting process. The video can be found at https://www.youtube.com/watch?v=ed5j5Wi2cNg.
Where can I find the replacement parts of my toilet?	<ul style="list-style-type: none"> □ You can find the replacement parts online at www.homedepot.com searching for the model number, which is marked on the back wall inside the tank.