

Title: Common Toilet Maintenance	
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Standard: █████	Effective Date: █████
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1.0 Purpose:

1.1 The purpose of this Work Instruction (WI) is to document the process for maintenance and repair of toilets.

2.0 Scope:

2.1 The scope of this WI includes all sites where toilet maintenance is part of the Scope of Work requested by the customer.

3.0 Responsibilities:

3.1 The ████████████████████, are responsible for the updating, use, and verification of this WI.

4.0 Definitions:

4.1 PPE: Personal Protection Equipment

4.2 SOW: Scope of Work

4.3 WI: Work Instruction

5.0 Frequency:

5.1 This WI shall be followed every time toilet maintenance is performed.

6.0 Equipment & Supplies:

6.1 PPE

6.2 Regular bathroom cleaning supplies

6.3 General maintenance tools (pliers, adjustable chrome-safe wrench, screwdriver, etc.)

- 6.4 Disinfectant
- 6.5 Multi-purpose cleaner
- 6.6 Cleaning cloths
- 6.7 Replacement toilet part assemblies (if needed)
- 6.8 'Caution,' 'Closed,' and 'Out of Order' signs
- 6.9 Measuring tape

7.0 General Information:

7.1 Scope of Work at a site may not include all areas of this procedure. Client's agreed upon SOW always takes precedence over procedure.

8.0 Procedure:

8.1 BEFORE BEGINNING ANY MAINTENANCE TASK, make sure the parts and tools needed are available on site. If not available, order new parts or pick them up. Place 'Out of Order' signs on bathroom stall doors until new parts arrive.

8.2 Apply correct PPE while performing each task.

8.3 Place appropriate signs at entrances to bathrooms during maintenance. If needed, use the janitorial cart to block the entrance.

8.4 Common Toilet Problems.

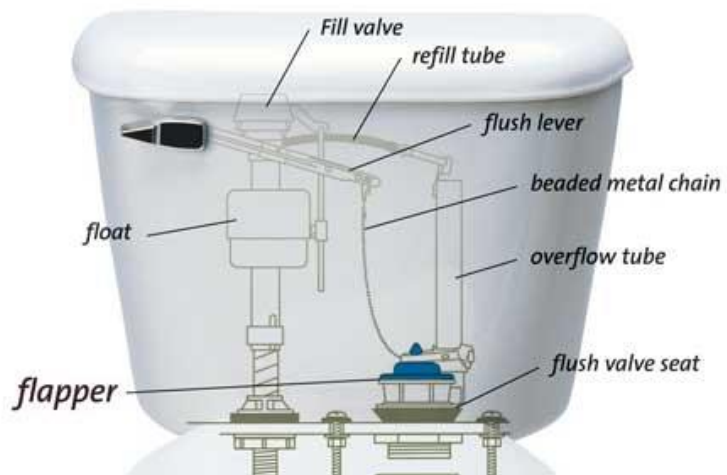
8.4.1 Running toilet maintenance for tank toilets.

8.4.1.1 On a tank toilet, the toilet might be running because of a broken flapper, or the water level might need to be adjusted. To figure out the root cause, start by taking the cover off of the tank and setting it aside.

8.4.1.2 Look inside of the tank. You should see something that looks like the following:



- **NOTE** – Not all toilets look the same. Below is a picture of the toilet tank with all the common main parts labeled:



8.4.1.3 To replace the flapper:

8.4.1.3.1 Get the parts and tools needed for the job.

8.4.1.3.2 Start by turning off the water to the toilet.

- **NOTE** -- Push the handle, so the toilet flushes and all the water drains out. If the water is turned off, NO WATER should refill the tank.

8.4.1.3.3 Take the old flapper out.

8.4.1.3.3.1 Disconnect the chain from the toilet handle lever rod.

8.4.1.3.3.2 Disconnect the flapper from the flush valve.

8.4.1.3.4 Install the new flapper and reconnect the chain.

8.4.1.3.5 Turn the water back on.

8.4.1.3.6 Let water fill the tank.

8.4.1.3.7 Flush the toilet and make sure the flapper operates correctly. Allow the tank to fill again.

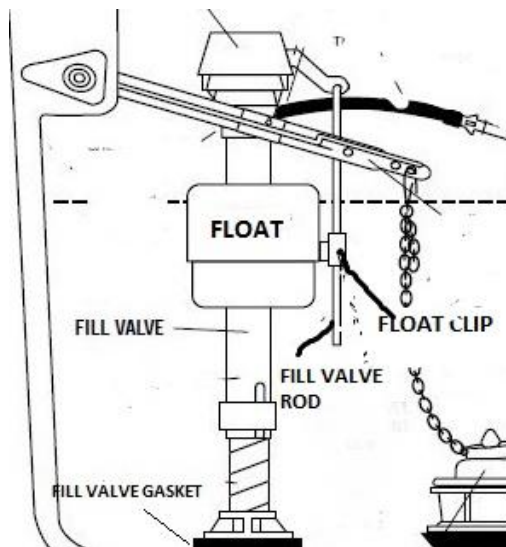
8.4.1.3.8 Watch the toilet for 5-10 minutes. If it no longer runs, you have successfully replaced the flapper.

8.4.1.3.9 Put the lid back on the tank.

8.4.1.3.10 Spot-clean the area as needed.

8.4.1.4 To adjust the water level in the tank:

8.4.1.4.1 Use a pair of pliers to adjust the clip holding the float in place on the rod of the fill valve. See picture below.



8.4.1.4.2 Squeeze the clip with pliers. Push the clip and the float down the rod.

8.4.1.4.3 Flush the toilet.

8.4.1.4.4 When the water fills back up in the tank, check the water level.

8.4.1.4.4.1 The water level should be 1 inch below the top of the overflow tube. Keep adjusting the float and flushing the tank as needed.

8.4.1.4.5 Let the tank fill up and watch the toilet for 5 to 10 minutes. If the water level does not move and the tank does not randomly flush, you have successfully fixed the running toilet.

8.4.1.4.6 Put the lid back on the tank.

8.4.1.4.7 Spot-clean the area as needed.

8.4.2 Flush problem maintenance for toilets with a tank.

8.4.2.1 First, take the lid off the tank and move it aside.

8.4.2.2 Look inside the tank.

8.4.2.3 Check to see if the handle tank lever rod is in good condition, and check if the chain is connected.

8.4.2.4 **For problems with the tank lever, continue to step 8.4.2.5. For problems with the chain, skip to step 8.4.2.6.**

8.4.2.5 If there is a problem with the handle tank lever:

8.4.2.5.1 Get the parts and tools needed for the job.

8.4.2.5.2 Find the chain at the bottom of the tank. It should still be attached to the flapper.

- **NOTE** -- If there is no chain, replace it as well.

8.4.2.5.3 Carefully hang the hooked-end of the chain onto the overflow tube to keep the chain safely out of the way.

8.4.2.5.4 To take out the old tank lever, use a wrench to loosen the tank lever nut on the inside of the tank.

8.4.2.5.5 Turn the nut loose and slide it down over the tank lever.

8.4.2.5.6 On the outside of the toilet, grab the handle and pull it away from the toilet to pull the tank lever out through the hole and out of the toilet tank.

8.4.2.5.7 Take the new tank lever nut off of the new toilet handle and tank lever.

8.4.2.5.8 Slide the new tank lever through the hole of the toilet from the outside going in. Push the handle firmly into the hole.

8.4.2.5.9 On the inside of the tank, slide the new tank lever nut up the tank lever rod and toward the handle connection.

8.4.2.5.10 Tighten the tank lever nut in place.

8.4.2.5.11 Take the chain hook off of the overflow tube.

8.4.2.5.12 Attach the chain hook onto the end of the tank lever rod.

8.4.2.5.13 Flush the toilet to test that everything works. Adjust the placement of the chain as needed.

8.4.2.5.14 If everything works, put the lid back on the tank.

8.4.2.5.15 Spot-clean the area as needed.

8.4.2.6 If the chain is NOT in place:

8.4.2.6.1 First, find the chain in the tank and reconnect it.

8.4.2.6.2 Flush the toilet to make sure the system works.

8.4.2.6.3 Flush the toilet a few more times to make sure the chain stays in place. If it falls off, replace the chain or the chain connector.

8.4.2.6.4 Test everything a few more times to make sure the system will continue to work.

8.4.2.6.5 After everything has been adjusted and tested to work, put the lid back on the tank.

8.4.2.6.6 Spot-clean the area as needed.

8.4.2.7 If the chain has broken off or is missing:

8.4.2.7.1 Get the parts and tools needed for the job.

8.4.2.7.2 Install the new chain. Connect the chain to the flapper, then hook the chain to the handle lever rod. Adjust as needed.

8.4.2.7.3 Flush the toilet a few times to test the system.

8.4.2.7.4 If everything works, put the lid back on the tank.

8.4.2.7.5 Spot-clean the area as needed.

9.0 References: N/A

10.0 Attachments: N/A

11.0 Revision History:

Revision	Date	Description of changes	Requested By
■	■	■	■
■	■	■	■
■	■	■	■