

## TROUBLESHOOTING

Issue	Troubleshooting suggestions
The water level in the cistern is too high or too low	The water level can be varied by adjusting the water level on the inlet valve. Ensure the Critical Line (CL) on the inlet valve is approximately 30mm above the overflow tube on the outlet valve and that the inlet valve height is locked. Consult your inlet valve manufacturer's instructions for more information.
External cistern leakage	Check both inlet and outlet valves are connected properly and tightened. Check that the wedge washer is sealing with the bottom of the cistern. Replace the wedge washer or close coupled seal if required. Ensure that the water connector is in good condition and is adequately tightened.
Water continuously running into the pan	<p>Possible issue with inlet valve - Check the critical line of the inlet valve, and ensure that the critical line is always approximately 30mm above the overflow tube of the outlet valve. Check button flush stems are in the correct position and approximately 2mm above the flush paddles.</p> <p>Possible issue with dirty or worn seating washer and o-ring. To check, remove the valve from the valve body as in the instructions 'How to Access Seating Washer and O-Ring'.</p> <p>The seating washer is a circular rubber seal, located at the bottom of the valve body. Rinse the valve, seating washer and o-ring, reinstall and check that the washer is pushing against the base of the outlet valve. If the problem persists, replace the seating washer.</p> <p>Ensure the new seating washer is lying flat against the valve, then reinstall, by inserting the valve back into the valve body and make sure the clips lock in place.</p>
Inadequate draining when the button is pressed	The button stems or flush paddles may be too short. Lengthen the button stems by rotating clockwise. or increase the height of the flush paddles by turning the height adjustment screws counter-clockwise. Check that your water adjustment settings are correct.
The buttons are not working correctly	Ensure that the button stems are correctly lined up with the flush paddles.

## WARRANTY

### 12 YEAR WARRANTY

This warranty runs for twelve years from the date of purchase. Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other loss or damage. You are also entitled to have the goods repaired if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### WHAT IS COVERED

This warranty covers any defects in materials or workmanship with the exception of the following reasons. The warranty covers the product used in normal domestic use.

### NO CHEMICALS!

The use of any chemicals in your cistern may perish parts and may void the warranty.

### WHAT IS NOT COVERED

This warranty does not cover wear and tear to working parts, misuse or abuse, or discolourations due to exposure to cleaning chemicals. The warranty does not cover the rubber components such as the wedge washer, the flush pipe ring, or the seating washer. These components are covered by a 12 month warranty and should be replaced as they wear out. We recommend installation by a licensed plumber. Warranty may be void if the product is incorrectly installed.

### CLAIM PROCEDURE

If you believe that you have a legitimate claim with your Thunder Flush® Outlet Valve, please contact FIX-A-TAP® Australia via our website at [www.fixatap.com.au/warranty](http://www.fixatap.com.au/warranty) to complete the warranty form.

Alternatively you can contact our office on (02) 9476 7400. Any written correspondence should be sent to: FIX-A-TAP® Australia, PO Box 200, Wahroonga NSW 2076 Australia. Please keep your receipt for proof of purchase.

\*Compatible cisterns: Caroma Sovereign 6/3L, Viceroy 6/3L and Reflections 6/3L. Period of manufacture: 1982-1995.



**FIX-A-TAP®**  
AUSTRALIA PTY LTD  
The Ultimate Plumbing Solution  
PO Box 200 Wahroonga  
NSW Australia 2076  
Made in Malaysia ©2023  
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product info & more!



A family  
owned  
Australian  
business

**Quality Assured Products**  
FIX-A-TAP has been providing  
Australians with quality plumbing  
products since 1972.



## FIX-A-LOO

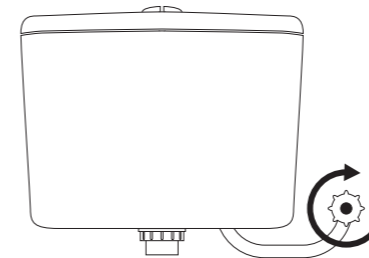
# THUNDER FLUSH®

## DUAL FLUSH CISTERN OUTLET VALVE

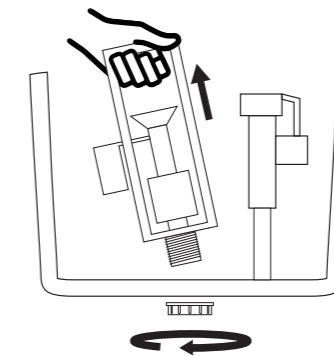
## INSTALLATION INSTRUCTIONS

### STEP-BY-STEP INSTRUCTIONS OVERLEAF

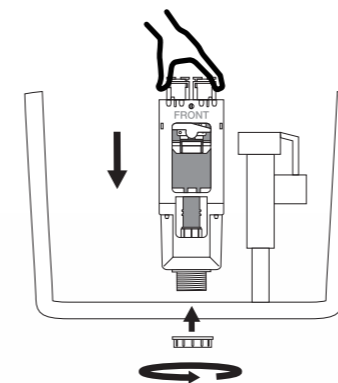
#### 1 TURN OFF WATER SUPPLY



#### 2 REMOVE OLD VALVE



#### 3 INSTALL THUNDER FLUSH® OUTLET VALVE



### PlumbConnect®

By FIX-A-TAP

Backflow prevention must comply with AS/NZS 3500.1 requirements. To ensure compliance and a correct installation, we recommend using a licensed plumber.

To find a plumber in your area, consult our PlumbConnect Registry with this QR code.

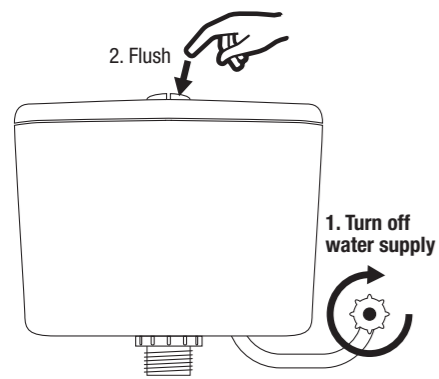


- ✓ SUITS CAROMA CISTERNS\*
- ✓ EASY TO INSTALL
- ✓ 6/3 LITRE DUAL FLUSH
- ✓ CONVERTIBLE TO 9/4.5 LITRE



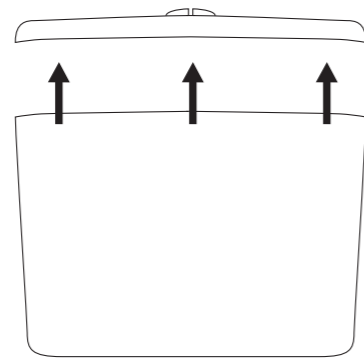
## PREPARATION (REMOVE OLD VALVE)

### 1 TURN OFF WATER SUPPLY



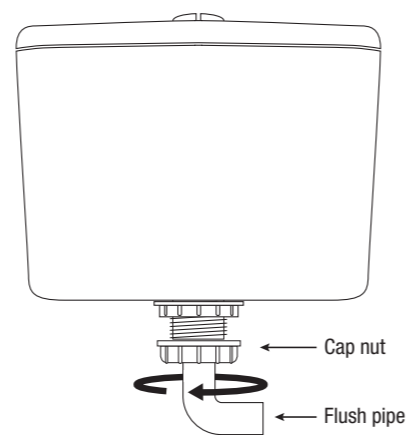
1. Turn off water supply.
2. Flush cistern until it is empty.

### 2 LIFT OFF CISTERN LID



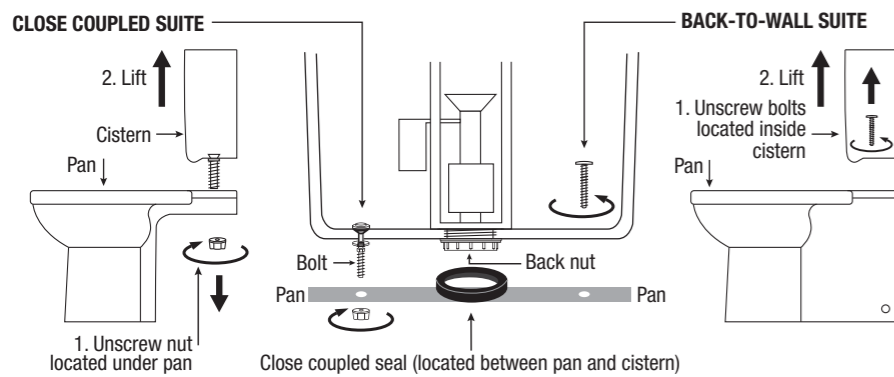
Remove cistern lid. (Refer to cistern manufacturers instructions if unsure of procedure). Retain existing button.

### 3a EXPOSED PIPE CISTERNS



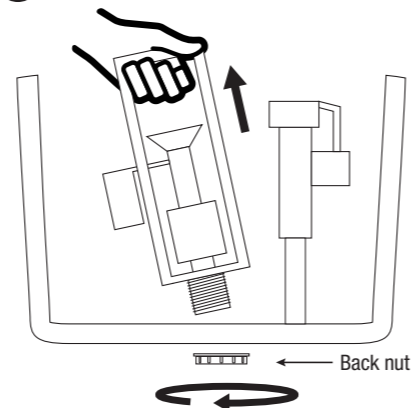
Remove the flush pipe by unscrewing the cap nut under the cistern.

### 3b CLOSE COUPLED AND BACK-TO-WALL SUITES



- For a 'close coupled' suite, the cistern will need to be removed by unscrewing the nuts under the cistern and lifting the cistern off the pan.
- For 'back-to-wall' suites, unscrew the bolts located at the base of the cistern and lift the cistern off the pan.

### 4 REMOVE OLD VALVE



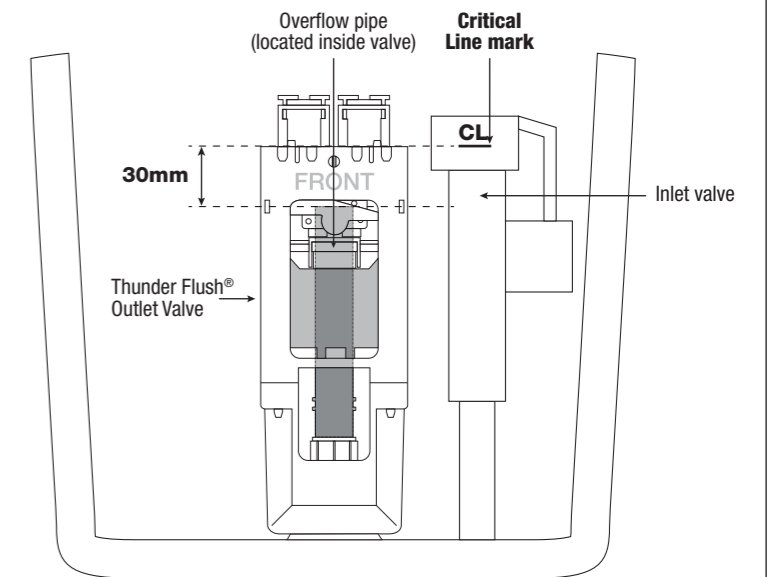
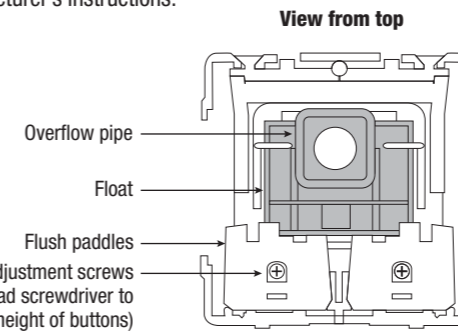
Remove the old outlet valve by unscrewing the backnut and lifting out the valve.

## INSTALLATION (CONTINUED)

### 2 FINE TUNING INLET VALVE

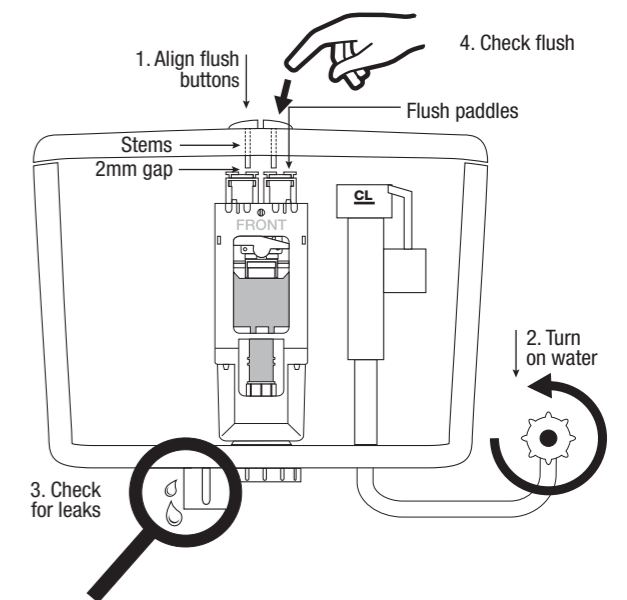
#### IMPORTANT

With your Thunder Flush® Outlet Valve installed, it is important to compare the height of the overflow tube on your outlet valve to the height of the Critical Line (CL) mark on your inlet valve. **The top of the overflow tube must be 30mm below the Critical Line.** To achieve this you may need to adjust the height of the inlet valve in accordance with the manufacturer's instructions.



### 3 FINAL CHECK

1. Ensure that your cistern flush button is positioned straight with the stems lining up with the outlet valve flush paddles. Secure tightly. The stems should rest about 2mm above the flush paddles. The height of the flush paddles can be adjusted by turning the flush paddle adjustment screws counter-clockwise to increase the height or clockwise to decrease the height.
2. Turn on water supply.
3. Check for leaks. If leaks occur, consult the troubleshooting page for guidance.
4. Check that the flush functions are working correctly.



## INSTALLATION

### 1 INSERT AND INSTALL VALVE INTO CISTERN

Unscrew the back nut from the threaded shank. The plastic washer should remain on the threaded shank.

Insert the Thunder Flush® outlet valve into the cistern base. Screw the backnut onto the threaded shank from below and tighten.

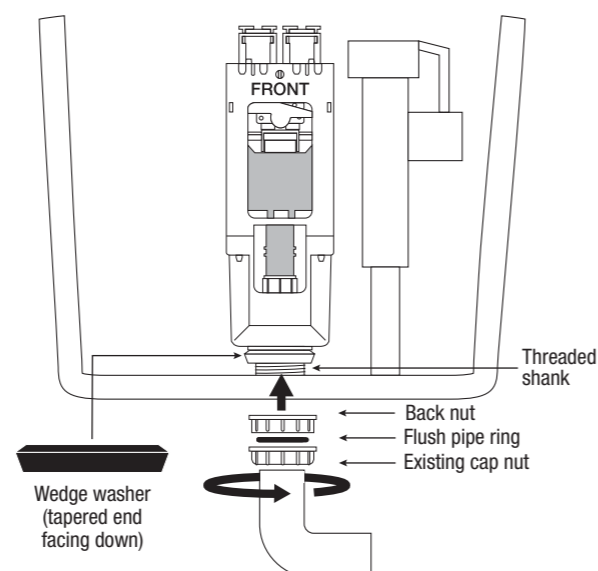
#### EXPOSED PIPE CISTERNS

For exposed pipe cisterns, reattach the flush pipe using the flush pipe ring and the cap nut. Screw on the existing cap nut.

#### CLOSE COUPLED AND BACK-TO-WALL SUITES

For close coupled pan and cisterns, the cap nut is not required.

It is recommended to replace your close coupled seal (sold separately) if your existing seal is old or worn. Reattach the cistern to the pan.

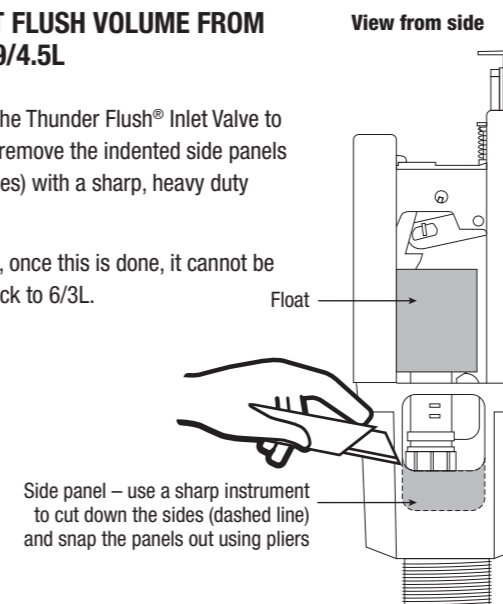


## MAINTENANCE

### CONVERT FLUSH VOLUME FROM 6/3L TO 9/4.5L

To convert the Thunder Flush® Inlet Valve to 9/4.5 litres remove the indented side panels (on both sides) with a sharp, heavy duty instrument.

Please note, once this is done, it cannot be changed back to 6/3L.



### HOW TO ACCESS SEATING WASHER AND O-RING

If you need to remove the valve to clean/change the seating washer and o-ring, the top portion of the valve can be removed by unclipping the clips at the front and back of the valve and pulling out the valve from the valve body. Replace seating washer with FIX-A-LOO® part number #226129.

