

Toilets FAQ

Q: What is a toilet rough-in?

A: The rough-in measurement of your toilet is the distance from the wall to the center of the toilet bolts. This indicates where the center of the drain in your floor is. The standard is 12", although some older homes may have 10 to 11" rough-ins. If your measurement is less than 12", don't panic! There are toilets available from several manufacturers that are made specifically to accommodate rough-ins of less than 12".

Q: What is the difference between single-flush and dual-flush toilets?

A: Single-flush toilets typically have a lever on the side of the tank, and flush the same amount every time. The maximum amount of water they can flush is 6 liters (or 1.6 gallons), although many nowadays are 4.8 liters (1.28 gallons) per flush.

Dual-flush toilets typically have two buttons on the top of the tank. They provide two flushing options: a full flush and a reduced or half-flush. Usually, the full flush is 6 or 4.8 liters, while the half-flush is 3 or 4 liters. Most people use the full flush for solid waste and the half-flush for liquid waste, though in most cases the half-flush is sufficient to remove waste.

Q: Will a low-flow toilet flush as well as a regular toilet (6 litres or more)?

A: Yes! Low-flow toilets have been specially engineered to provide a good flush with less water. Most toilets from major manufacturers have been tested for a MaP rating, which determines how many grams a toilet will flush successfully.

Q. How long are toilet tank parts supposed to last?

A. With normal residential use, the parts should last for at least the length of the manufacturer's warranty. However, factors such as water quality can affect the parts (ie. if you have chemically-treated or hard water). Typically you should get at least a few years' use out of the toilet.

NOTE: Do NOT put cleaning products (eg. blue deodorizing pucks, bleach) into your toilet tank! This will VOID YOUR WARRANTY and deteriorate the parts inside.

Q. My dual-flush toilet is leaking. How do I figure out where it's leaking from?

A. Put a few drops of food coloring into the toilet tank- enough to visibly colour the water. Wait 30 minutes and check the toilet bowl for dyed water. If there is dyed water in the bowl, the toilet is most likely leaking from the flush valve. Ensure that water is not going over the overflow limit.