

SFA

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SANIPLUS®

SANIBEST®

The user should retain these instructions for future reference • A lire attentivement et à conserver à titre d'information

**This product must be installed in strict accordance with local plumbing codes.
Product should be installed by a licensed plumber.
Le produit doit être installé dans le respect des règlements sanitaires locaux.
Le produit doit être installé par un plombier qualifié.**

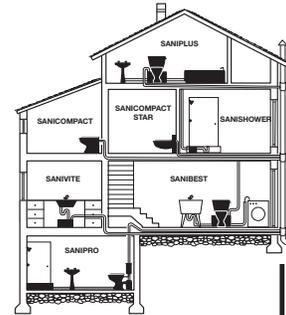


**INSTALLATION AND MAINTENANCE INSTRUCTIONS
INSTRUCTIONS D'INSTALLATION ET D'ENTRETIEN**

SANIPLUS® • SANIBEST®

SFA-SANIFLO INC.

Pump the Impossible



Install a toilet or bathroom anywhere you like

Dear Customer,

Thank you for purchasing a macerating toilet system. We are sure that it will provide you with the comfort of additional bathroom facilities that would otherwise be impractical or too expensive to consider.

Our units have been marketed for many years throughout Europe and North America; our confidence in these products is such that we provide a limited two-year warranty against faulty workmanship or components of the macerating unit.

Before commencing with the installation please carefully read the installation instructions.

Enclosed with the product you will find a warranty registration card and a questionnaire, please fill out both and return it to us **as soon as possible**. Please note that this information is for own use and will not be sold or otherwise made public.

In the event of a warranty claim, non-registered claimants would have to provide a purchase proof, thus delaying possibly repairs.

We kindly ask your help in filling out the questionnaire, this will greatly assist us in improving our customer service still further, upon receipt of the warranty card and questionnaire we mail you a small gift for your help. We also will enter your returned warranty card in a monthly draw, valued at \$200. Please see details on this card.

Thank you for your confidence in our products, which we are sure, will provide complete satisfaction.

Yours faithfully,

SFA-SANIFLO INC.

P.S. . In unfortunate event that a repair is necessary, please contact us first and contact your installer or reseller second. There are many cases of delays because your complaint is not forwarded in time.

Madame, Monsieur,

Nous vous remercions d'avoir acheté un cabinet à système de broyage. Nous sommes persuadés qu'il vous procurera tout le confort d'un cabinet supplémentaire qu'il serait difficile ou trop coûteux d'acquérir autrement.

Nos cabinets sont vendus partout en Europe et en Amérique du Nord depuis de nombreuses années; notre confiance en nos cabinets est telle que nous offrons une garantie limitée de deux ans contre les défauts de fabrication ou des composants du système de broyage.

Veillez lire attentivement les instructions d'installation avant de commencer l'installation,

Une carte d'enregistrement de la garantie, ainsi qu'un questionnaire, accompagnent le produit. Nous vous prions de les remplir et de nous les retourner au plus tôt. Veuillez prendre note que ces renseignements sont pour usage à l'interne. Ils sont strictement confidentiels et ils ne seront ni vendus, ni publiés.

Nous attirons votre attention sur le fait qu'en cas de réclamation au titre de la garantie, les clients dont la garantie n'a pas été enregistrée doivent fournir une preuve d'achat, ce qui pourrait retarder les travaux de réparation.

Nous vous prions de bien vouloir remplir le questionnaire car cela nous aidera à améliorer davantage notre service à la clientèle. Sur réception de la carte d'enregistrement de la garantie et du questionnaire dûment remplis, nous vous enverrons un petit cadeau par la poste pour vous remercier de votre collaboration.

Nous vous remercions pour la confiance que vous nous avez témoignée en achetant un de nos produits et nous n'avons aucun doute qu'il vous donnera entière satisfaction.

Cordialement,

SFA-SANIFLO INC.

P.S. Si, malheureusement, vous aviez à faire réparer l'appareil, veuillez communiquer avec nous d'abord et avec votre installateur ou revendeur par la suite. Des retards sont souvent occasionnés à cause du fait que votre plainte ne nous est pas acheminée à temps.

1 INTRODUCTION

1.1 - GENERAL DESCRIPTION

The macerating unit is a residential pumping system for toilet and bathroom fixtures. The system is comprised of three major components :

- the macerating unit, which connects to the outlet of a rear spigot outlet toilet
- The toilet bowl
- The toilet tank

The macerating unit also consists of three major parts: the container which houses the operating mechanism; a pressure chamber which automatically activates and deactivates; the induction motor which drives the cutting blade and the impeller.

The macerating unit can simultaneously receive wastewater from several sanitary fixtures, e.g. bidet, hand basin, shower, bathtub, urinal, but only one water closet per unit.

Macerating units are designed for the disposal of human waste, toilet paper and water. They are not intended to be used for the disposal of kitchen waste, neither are they intended to be used for the disposal of waste water from such pump appliances as dishwashers and clothes washers. However these appliances can be connected to the Sanibest (not to a Saniplus), provided that they drain first into a laundry sink. Sanitary fixtures connected to the macerating system must be located on the same level.

Macerating system must discharge into a minimum 3-inch sanitary drainage pipe. The macerating system will pump up to 15 feet for Saniplus, 18 feet for Sanibest vertically, with a 1/4" per foot gravity fall (minimum) constantly throughout the horizontal run to the point of discharge. If you require a vertical lift it should precede any "horizontal" run and should commence as near as possible to the discharge elbow. **Once you have started the horizontal run, you cannot change directions in a vertical manner.**

SANITARY INLETS

The macerating unit is equipped with two additional 1 1/2" inlets, one on either side of the case. These inlets, which incorporate an internal check valve, are used to connect the drainpipe of other sanitary fixtures to the macerating unit.

Note: In case one of the inlets is not used by a fixture, you will need to block off this inlet with the plugs provided.

BATHTUB

Any regular bathtub can be used, as only the drainpipe connects to the macerating unit. When installing a bathtub, we recommend to build a platform out of 2 x 8-inch lumber, on which the tub is placed. This gives enough space for a p-trap and slope toward the wastewater inlets.

SHOWER STALL

When installing a shower a special raised shower base may be purchased. This eliminates the building of a platform. Alternatively, you may want to purchase a regular shower and also build a platform for it. We recommend to build a platform out of 2 x 8-inch lumber.

Note: Platform height. The actual distance between the p-trap of the additional fixture and the macerating unit determines the necessary clearance to install the p-trap and elevation required to ensure a minimum gravity flow of 1/4-inch per foot.

1.2 - NORMAL OPERATING CYCLE

As the flush is operated or as the bath, shower and lavatory discharge, the water and waste enter the unit and the water level begins to rise, triggering the micro-switch in the pressure chamber. This in turn activates the motor. The shredded waste is picked up by the impeller pump and discharged through a 3/4" outlet pipe to a sanitary sewer or soil stack.

Safety note: For safety the macerating unit should never be activated with the lid removed.

2 INSTALLATION

2.1 - PREPARING THE MACERATING UNIT

Push the flapper check assembly into opening, ensuring that the opening of the flapper faces in the same direction as the elbow. Push rubber elbow onto the shoulder and secure with a gearclamp.

CAUTION

Saniplus : See page 3 drawing 4

Sanibest : See page 6 drawing 4

- **Point the non-return flap so that it opens in the direction of flow of the discharge elbow.**
- Secure the base of the discharge elbow with gear clamp and the discharge pipe end with gear clamp.

2.2 - CONNECTION OF THE OTHER SANITARY APPLIANCES

Saniplus : See page 4 drawing 7b

Sanibest : See page 7 drawing 7b

- To connect to the side entries of the case, use the side connector. Secure with clamps.
- Plug the unused inlet with blanking plug after greasing the joint.

Warning: Ensure when connecting a shower to the macerating unit that the underside of the shower tray is raised by at least 7 inches from the floor.

2.3 - WATER CLOSET ASSEMBLY

The tank comes with the fill and flush valve assembled, however, please ensure that all screws, nuts, etc. are tightened

2.4 - SYSTEM ASSEMBLY

Saniplus : See page 4 drawing 7a

Sanibest : See page 7 drawing 7a

1. Place the macerating unit in the desired spot and connect all inlet and outlet waste piping to the unit. (See Connection to discharge pipe work).
2. Place the spigot outlet of the toilet bowl firmly against the white accordion connector and mark the floor through the holes in the bowl.
3. Remove bowl and bore two holes approximately 2 1/4" deep with a 5/16" masonry drill bit. Insert plastic plugs into holes. If the floor is wood, bore a pilot hole with a 1/4" drill bit.
4. Place the bowl in front of the macerating unit and pull the accordion gasket all the way onto the rear spigot outlet. Attach with supplied gear clamp. Check that gasket and clamp are even all around.
5. Move the bowl over the holes in floor. Slip the plastic china protectors over the lag screws. Tighten lag screws (do not over tighten) and snap plastic cover caps in place.
6. Locate the tank to bowl kit and place foam gasket on the spud of the flush valve and over nut. Place tank on top of the bowl. Insert screws and gasket through the tank and tighten nuts underneath. Do not overtighten as this may damage the china.

2.5 - CONNECTION TO WATER SUPPLY

Connect the water supply hose to the fill valve.

2.6 - CONNECTION TO THE DISCHARGE PIPE WORK

These macerating units have a "step-down" elbow, simply cut off the appropriate portion of the elbow in order to fit it to the discharge pipe. Use ridged wall pipe, not flexible pipe or hose, as flexible pipe may distort over time. Use 3/4" discharge pipe.

Optional : install a "full-port" ball or gate valve and a union in the discharge pipe in order to facilitate the removal of the macerating unit. Place the union or hose connector then the valve at the lower portion of the discharge pipe.

If you wish the unit to pump vertically and horizontally you may calculate that 3 feet of vertical lift is equivalent to 30 feet of "horizontal" run.

Each bend or change of direction causes minor losses, which must be deducted from the discharge performance figures in accordance with the usual head loss practice. (Rough guide: reduce discharge height by 3 feet for each 90° bend).

The discharge pipe work can be made from 3/4" diameter material. Copper (Type M), CPVC or PVC. Use long turn bends and not elbows, elbows are not normally available in plastic piping, use two 45° pieces back to back to make a 90° elbow.

The connection to the soil-stack or sewer pipe should be made with an approved wye fitting. When in doubt about this procedure please have a plumbing contractor install this for you.

2.7 - SEWER PIPE (COPPER, CAST IRON, PVC, ABS)

1. Install an appropriate wye fitting into the sewer pipe, (with 1 1/2" branch hub).

2. Read point 3a first if using a copper wye. Glue a bushing, ((spigot x FPT) 1 1/2" x 3/4") into the 1 1/2" hub of the Y fitting.

3. Screw male adapter, ((MPT x Hub) 3/4" x 3/4" sweat) into the bushing, when discharge piping is in copper buy brass adapter, when in CPVC buy CPVC adapter.

a. When in copper; solder a length of pipe to the male adapter first, allow to cool then screw assembly into female bushing into the branch socket. When soldering pipe systems together, wind a wet rag around the plastic to keep it cool. Maintain at least a distance of 6" between the plastic and the piece soldered. Use Teflon tape or 100% Teflon dope on male thread. Any other dope product will deteriorate plastic material.

b. When using CPVC material, use CPVC glue to glue the CPVC pipe into the ABS fitting. Caution: Do not use ABS glue on CPVC materials, as the plastic will not bond.

2.8 - CONNECTION TO ELECTRICAL SUPPLY

All wiring should be in accordance with the applicable electrical code in your territory. The macerating system requires a single-phase 120-volt, 15 Amp. supply. When installed in a bathroom, the receptacle should be 40 inches away (in a straight line) from a shower or bathtub. Connect only to receptacle protected by a ground fault circuit interrupter.

Warning: risk of electric shock - this pump is supplied with a grounding conductor and grounding type attachment plug to reduce the risk of electrical shock. Be certain that it is connected only to a properly grounded - type receptacle.

2.9 - CONNECTION TO A VENT SYSTEM

Saniplus : See page 4 drawing 7c

Sanibest : See page 7 drawing 7c

The product must be vented. The macerating has a tapping on the lid (1 1/2-inch in diameter). All plumbing codes require that the case is vented. Start by sawing off the lid on the tapping, slide the 1 1/2-inch connector over the edge and clamp it down. Note that all fixtures connected to the system must also be vented.

Warning: Do not use an air admittance valve or a mechanical spring-loaded venting device, as these devices are one-way valves. The air pressure in and outside the macerating unit must be equal, a "cheater" vent will obstruct the airflow one direction.

The macerating unit is factory equipped with an air pressure-equalizing opening in the lid. **Please note that this breather opening should be blocked off by plastic cap provided with the product for use in North America.**

2.10 - ACTIVATING THE UNIT

1. Ensure that the toilet is free of building debris prior to activating.
2. Open the shut-off valve and let the tank fill up.
3. Ensure power supply is on.

4. Flush several times with intervals in between depositing a few sheets of toilet paper into the bowl to check discharge piping. Usually, there should be no paper remaining in the bowl after each flush.

3 USAGE

The normal domain of application of SFA macerating units only concerns the disposal of human waste, toilet paper and water.

SANIPLUS is designed for family use only and cannot accept without damage the disposal of sanitary items such as condoms, tampons, sanitary pads and cotton swabs.

SANIBEST is a product conceived for heavier use, suitable for light commercial applications, and can occasionally accept disposal of sanitary items such as condoms, tampons, sanitary pads and cotton swabs.

CAUTIONARY NOTES:

Do not discharge any acids, alkaloids, solvents painting, paint strippers, food waste, plastic bags, metal such as nails, hairpins, wood, building materials, kitty litter or anything that could halt or damage or corrode the unit. Disregarding the above might damage the macerating unit and shall void your warranty. Do not hang bleach blocks or hydrochloride cleaners in the toilet tank. These solutions have been shown to deteriorate the plastic and neoprene components of the flush and fill valves, and may cause leaks. In the event of a power loss do not use the toilet or any other sanitary fixture connected to the macerating unit since it will not work until the power is restored.

The toilet works as a conventional flushing toilet and needs no maintenance in normal use. However, there is nothing wrong with cleaning out the macerating unit once a year. Do not use bleach (Be careful not to let water enter the electrical cord opening).

The macerating unit starts automatically once the toilet is flushed or the bath, shower, hand basin, etc. discharge and cease operation once the contents have been pumped away.

Whenever the unit is not to be used for long periods of time (vacation, power failure, maintenance, etc.) turn off the water supply to the tank and flush the unit to evacuate the water. No leakage into the bowl should ever be permitted from the tank.

In areas, which are prone to freezing, the total system must be properly winterized. This includes the draining of all pipes, the toilet tank and bowl and the macerating tank. The macerating system is simple to winterize. Pour a jug of plumbers' anti-freeze into the tank and flush the toilet. This will cause the macerating unit to activate and all remaining water will be replaced by plumber's anti-freeze. No parts or labour are warranted when a breakdown occurs due to freezing.

Ensure that there are no faucets left open. Drops will eventually fill up the pump and the resultant repeated start-stop of the motor may heat up to such an extent, that the thermal overload switch may eventually operate and automatically stop the motor, thus possibly causing a flood.

4 PROBLEM SOLVING

4.1 - CHECKUP

The macerating unit is very reliable. With normal use long service is assured. However, in certain cases an incident may occur which you may rectify yourself. Before taking any action check the following points:

1. Plumbing system. Flush system, water supply turned on.
2. Electrical system. G.F.C.I. breaker on. Receptacle on. Fuse okay. Breaker on. Male plug still in receptacle. Check that the thermal overload has not operated; (wait approximately 20 minutes for unit to reactivate).
3. Hydraulic system. Check that the discharge pipe and breather opening (vent pipe) are not blocked.

If the macerating unit turns on intermittently without the flush having been activated or water having been discharged, check that water out of the toilet tank is not leaking into the bowl. Or, that there is no leakage back into the macerating unit due to incorrect seating of the check valve and/or that the discharge elbow is seated properly.

4.2 - DISASSEMBLY FOR LITTLE INTERVENTION

As the unit is connected to the water and electrical supply, it is important to check that the following actions have been taken before removing the unit:

1. If possible, close off the water supply to the tank and close the ball or gate valve on the outlet pipe.
2. Pull the electrical cord out of the receptacle before removing unit.
3. Empty out as much water as possible from the toilet tank and the toilet bowl.
4. Disconnect toilet from unit. Remove toilet bowl and set aside against a wall to prevent from tipping over.
5. The use of a dry/wet type vacuum cleaner might assist you greatly in removing the residual water in the bowl or macerating unit.
6. When you have to remove the macerating unit, carefully disconnect the inlet drainpipes, (there might be residual water inside).
7. Side inlet valves clogged: remove the sleeves and use a screwdriver to free or clean the rubber flap if necessary.
8. For Saniplus, use the WC inlet to remove a foreign object with the help of a folded wire.

4.3 - RETURN AND REPAIR OF THE MACERATING UNIT

In the event that the unit needs to be returned for service, please call for possible options, or to inquire about an authorized repair shop in your area. When you are required to return the macerating unit to the manufacturer, please ensure that prior to shipping, the unit has been cleaned and disinfected inside and outside. A labour charge will be in effect for cleaning (\$50.00). Before returning any unit, a return authorization is needed from the manufacturer. Units returned without prior RGA number will be refused and returned collect.

If you return the macerating unit in its original packaging, please remove the discharge elbow and retain until re-assembly. If elbow is not removed, damage due to shipping might occur.

Please package the macerating unit properly with adequate shock absorbent material around it.

Send this package prepaid to the manufacturer, making sure to insure against loss and/or transit damage, (the amount of \$300.00 will suffice).

If any repairs are done outside the warranty period, or when the user has damaged the macerating unit, you will be apprised of repair costs. All repair work will be conducted on a pre-paid basis only.

5 MAINTENANCE (for qualified personnel only)

5.1 - See paragraph 4 PROBLEM SOVING (4.1 and 4.2)

5.2 - If you need to open the macerating unit, first release the discharge elbow, unclip the lid and pull up lid. In some cases the lid might be stuck to the case very tightly, (during assembly soapy water is used which dries up in time).

If required to remove motor from the case, unscrew motor retaining screws. Also release the insulator cable to the lid. Lift out motor assembly. Do not attempt to dismantle the motor assembly itself as it is "clipped" together. These clips may break off when

trying to unclip them. In addition to damaging the clips the motor seals may be damaged when the lid is removed from the motor housing. The motor is filled with dielectric oil, do not remove it or replace with regular oil. Please note, the distributor purposely does not keep seals, bearings, or oil in stock.

5.3 - SANIPLUS FUNCTION CHECKUP

IMPELLER

Invert motor to gain access to pump chamber at the base. Unclip pump cover plate from motor housing.

Unscrew the pump impeller counter clockwise, releasing it from the spindle. Clean pump chamber and discharge elbow and pipe work to ensure no blockage exists. Check that drive shaft rotates freely. Also check that the air relief-hole in the wall of the chamber is clear.

CUTTER BLADE

The blades can be easily removed if they ever require replacement. Simply remove the retaining circlip on top of the blade/rotor assembly and lift rotor/blade assembly off the spindle. The blades can now be slid sideways, removed and replaced.

Safety note: The blades are sharp and should be handled with extreme care.

5.4 - SANIBEST FUNCTION CHECKUP (see page 8 drawing 8)

Disconnect the inlet and WC connection, as well as electric supply and remove unit.

Remove discharge pipe from elbow (21c) (see page 9 exploded drawing). Remember that the vertical head of water will run back (see page 8 drawing 8-1)

Unscrew the 2 lid screws (33). Lift off the lid freeing the end lugs. (see page 8 drawing 8-2)

Unscrew the screw (33) holding the oval shaped electrical chamber to the case. (see page 8 drawing 8-3)

Lift out the motor. (see page 8 drawing 8-4)



The metallic dome on top of the motor may be hot so handle with care.

WARNING: Do not activate the motor when 'dry' for more than 5 seconds.

REMOVAL OF BLADES

Unscrew the 3 blade screws (12). (see page 8 drawing 8-5)

Repair or exchange the blade assembly (5). (see page 8 drawing 8-6)

RE-ASSEMBLY OF THE BLADES

Before re-assembly, ensure that the drive coupling (4) is well pressed into the base of the pump (11).

5.5 - CAUTIONARY NOTE (SANIPLUS, SANIBEST)

Do not immerse unit totally in water. Do not let water enter the electrical cord entrance opening.

5.6 - REASSEMBLY OF THE LID

When replacing the lid grease the rubber gasket lightly with soapy water or dishwasher liquid. (Do not use Vaseline as this may expand the neoprene materials). **The gasket must be inside the lid first.** Start by pushing the lid down at the cord side first, then work your way around and tap on the lid with a rubber mallet or block of wood and a hammer. The lid must be seated in the snaps.



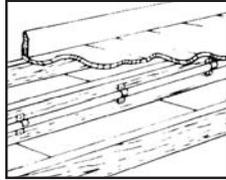
The products are eligible to bear the CSA Mark Shown, with adjacent indicator "C" and "US".

C US

6 ADVICE

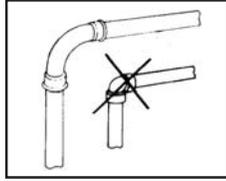
PIPE SUPPORTS

All sanitary pipe work must be supported, in accordance with the pipe manufacturer's recommendations. Avoid dipping or trapping, which may cause the build up of residual "solids" and sub-sequent blockage.



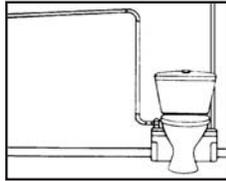
BENDS

Where possible long sweeping bends should be used. Do not use short elbows. If sweeping 90° elbows are not available use two 45° elbows to make a 90° turn.



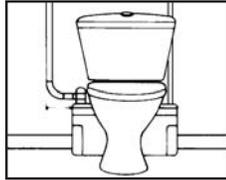
VERTICAL INSTALLATION FIRST

If vertical lift is required, this must precede the horizontal pipe run.



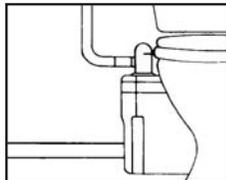
DIRECTLY VERTICAL

All vertical lifts should rise as directly above the unit as possible, allowing only for the need to clear the toilet tank. Any initial horizontal pipe run from the unit, prior to a vertical lift should not exceed 12".



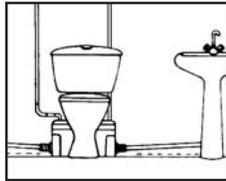
EASY ACCESS

The unit should be accessible and removable in the event of maintenance being required. During the installation a full-port ball valve should be installed at the base of any vertical discharge pipe work from the unit to allow easy service of the unit.



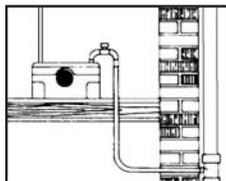
GRAVITY FALL

The unit accepts wastewater by gravity; it does not "vacuum" in water. All inlet pipe work must have a positive gravity fall, (1/4" per foot). All horizontal piping from the macerating unit must also have a positive gravity fall to allow free drainage when the pump stops.



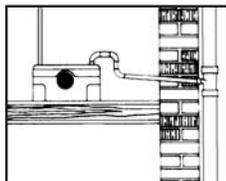
NO DIRECT FALL

Where the point of discharge into the soil stack is significantly lower than the base of the unit, a vacuum relief valve may need to be fitted at the highest point in the pipe run in order to avoid siphonage of the water seal.



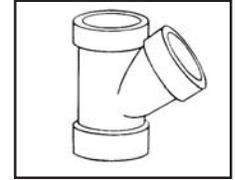
THREE FEET MINIMUM

The macerating unit must be installed at least 3 feet from the soil stack. This will allow the macerator to operate for an adequate period of time to ensure efficient waste reduction.



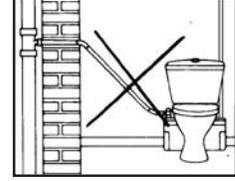
SOIL STACK CONNECTION

All discharge pipe work must be connected to the soil stack by an appropriate and approved connection. A "tee" or "y" fitting as shown is preferable.



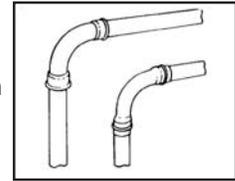
NO DIAGONAL "UPHILL" PIPE RUNS

All discharge pipe work from the unit should run either directly vertical upwards from it or in a horizontal plane (with a small gravity flow) to the point of discharge. Pipe work should not be installed with diagonal upward slope from the unit to the point of discharge.



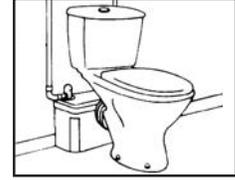
PIPE WORK

All pipe work should be either copper, PVC or CPVC (Do not use flexible pipes). Hangers should not be less than four feet apart to prevent pipe rattling.



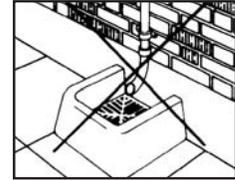
FLUSHING

Macerating systems requires a minimum of 6 liters (1,6 gallons) of water to operate satisfactorily.



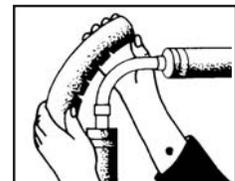
DISCHARGE

Never discharge directly into an open drain, fixture, manhole or rainwater drainpipe. It is illegal for it constitutes a health hazard. Direct connections into sanitary waste systems only, shall be acceptable.



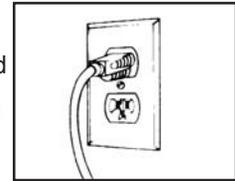
FREEZING

Ensure all pipe work susceptible to freezing is adequately insulated or heated. In unheated buildings, the toilet, piping and macerating unit must be properly winterized with "RV or plumbers" anti-freeze or drained completely.



ELECTRICITY

Before attempting any maintenance or servicing, the unit must be disconnected from the power source. The macerating system must be connected to a Ground Fault Circuit Interrupter.



7 TROUBLE SHOOTING GUIDE

PROBLEM	CAUSE	REMEDY
Motor turns normally but the water evacuates slowly from the bowl, (flush incomplete).	Discharge pipe blocked or valve not vented properly.	Clean out the piping and air breather hole.
Waste build up in bowl.	Inadequate water supply from reservoir.	Check and/or adjust water level in reservoir.
The macerating unit does not start up. Water does not evacuate.	Power supply off. Thermal overload cut out.	Wait for thermal overload to engage (approx. 20 min).
The motor hums but does not turn the water does not evacuate.	Foreign body blocking the macerating blades. Defective capacitor.	See "dismantling".
Water goes down slowly and motor works intermittently.	Clogged up (sanitary napkin, newspaper, etc.).	Flush 3 or 4 times to clear. Cleaning or dismantling may be required. Clean out the breather hole.
The water evacuates from the toilet but the motor runs for a very long time, thermal overload activates.	Kinked/blocked discharge pipe, damaged membrane, defective impeller, and partially blocked pump.	Check installation.
After evacuation the motor engages several times in succession before it stops completely.	Water siphons back into the macerating unit. Check valve is not functioning properly.	Flush once or twice with clean water to clear valve or remove valve to clean.
Motor turns noisily without stopping or pumping.	Siphonage or insufficient back pressure in discharge pipe, causing airlock. Foreign object.	Modify discharge pipe run to eliminate siphonage and/or increase backpressure. E.g. reduce pipe size, put extra bend in run. Remove foreign object.
After evacuation the motor starts, stops, and re-engages indefinitely.	Water leaking from reservoir into bowl. Faulty non-return check valve.	Check flush valve. Check and clean non-return check valve.
For Saniplus, the motor turns with a rattling noise.	Solid item has fallen into the grille of the macerating unit.	Clear object from grille area.
Water backs up into shower tray or bathtub.	Inadequate gravity-fall into macerating unit or blockage in drain piping. Faulty inlet control flap.	1/4" per foot gravity fall minimum into macerating unit from other sanitary fixtures. Clean out the flap.

When claiming a warranty repair we will need the information you have written down below. Please ensure that you have all particulars available when requesting warranty work.

Name Owner: _____

Installation Address: _____

Purchased From: _____

Installed By: _____

Date of Purchase: _____

Serial Number: _____

Date of Manufacture: _____ (see manufacturers' tag on unit)

LIMITED WARRANTY

Warranty period two-year from date of purchase

Subject to the conditions listed below, SFA-SANIFLO INC. (hereinafter called the « Company ») guarantees to repair or at its option replace the product or any component thereof, which, in the opinion of the Company, is faulty or below standard as a result of inferior workmanship or materials.

CONDITIONS

The conditions of this guarantee are :

- 1.The product must not have been subjected to misuse, neglect, accident or damaging products, in accordance with the paragraph « USAGE » of these Installation Instructions.
- 2.The product must have been connected to a single phase 120V, 60Hz electrical supply.
- 3.The alleged fault or defect must be notified to the company, within the warranty period.

PART OR PRODUCT EXCHANGE

The product will be exchanged, free of charge, at the original resellers place of business only, upon the following conditions being fulfilled :

- 1 The customer need a « return authorization » number from the company to authorize and validate the exchange.
- 2 The customer must supply a copy of their invoice to validate the request for an exchange.

LIMITATIONS

- 1.Fill and flush mechanism are guaranteed as per OEM warranty only.
- 2.Vitreous china are guaranteed only for a factory defect.
- 3.Cost of disconnection and reconnection (ie labor charges) are not covered by the warranty and are end-users responsibility.
- 4.Cost of mail or freight when a part or parts of the system have to be repaired at the company are not covered by this warranty.
- 5.In no event shall the company be reliable for any special, incidental or consequential damage, loss, or injury of whatsoever nature or kind arising from or in connection with the product or any component thereof.
- 6.The guarantee is transferable only when the product remains at the same premises as where it was installed initially.

Except as set forth in this Limited Warranty, the company disclaims all other warranties, express or implied, with respect to the product or any component thereof including, but not limited to, all implied warranties for merchantability and fitness for a particular purpose

For Service and other inquiries, please call either of the addresses listed below.

United States
SFA-SANIFLO INC.
105 Newfield Avenue, Suite A
Edison, NJ 08837

Canada
SFA-SANIFLO INC.
1-685 Speedvale Avenue West
Guelph ON
N1K 1E6

Customer toll free: 800-571-8191
Telephone: 732-225-6070
Telefax: 732-225-6072
Email: sfasales@saniflo.com
Web Site: www.saniflo.com

Customer toll free: 800-363-5874 English
Customer toll free: 800-877-8538 French
Telephone: 519-824-1134
Telefax: 519-824-1143
Email: sfasales@saniflo.com
Web Site: www.saniflo.ca