



## Repair and Replacement FAQ

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

A. Put a few drops of food colouring 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.

### **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- 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: Part of my shower door is broken. Do you stock replacement parts?**

A: Due to the wide variety of shower doors available on the market, it is not possible to keep all replacement parts in stock. Every manufacturer is different, and parts for older models (10 years or older) are not often readily available.

**SOLUTION:** *The more information you have, the easier it will be to find replacement parts.* Sales receipts, measurements, instruction manuals or spec sheets, and photographs are all helpful in the process of ordering parts. If we cannot find parts for your shower door, we can certainly help find you a new door to fit the space!

### **Q: A product I purchased is defective, but still under warranty. How do I replace it?**

A: First, check the warranty and service information included with the product- some manufacturers prefer that you contact them directly, rather than returning to the place of purchase.

Otherwise, bring your receipt or proof of purchase to us. *The more information we have, the easier and faster it will be to get a replacement.* For small items such as faucet cartridges, bring the defective part with you if possible. If you are unable to bring us the defective part, photographs are also helpful.

Once the problem has been identified, typically we will order a replacement part or arrange to have the manufacturer's local representative get in touch with you to resolve the issue.