Toilet Troubleshooting

Toilet:

Water runs continuously

Is the flush handle returning to the proper position?
- Yes
- No → Create work order describing the problem

is the flapper sealing properly?
- Yes → Create work order describing the problem
- No → Create work order describing the problem

Bowl will not clear/is clogged.

Have you tried using a plunger?
- Yes → Is there sewage backing up into the toilet and or the tub?
- No → Plunge the bowl

Plunge the bowl → Does the bowl clear?
- No
- Yes → No work order needed.

Is there sewage backing up into the toilet and or the tub?
- Yes → Create work order describing the problem Dispatch the plumber.
- No → Have you tried snaking the toilet?

Have you tried snaking the toilet?
- Yes → Create work order describing the problem
- No → Snake the toilet.

Snake the toilet. → Does the bowl clear?
- Yes → No work order needed.
- No → Create work order describing the problem

Will not flush

Is the flush handle chain connected to the flapper?
- Yes → Create work order describing the problem
- No → Connect the chain

Connect the chain → Does the toilet flush?
- Yes → No work order needed.
- No → Create work order describing the problem

Leaks

Create work order describing the problem