

FAQ

1. Why is FLUSHMATE expanding the recall?

A: Since Flushmate originally announced the voluntary recall of the Flushmate III, we have closely monitored and analyzed new information received from the field and continued the in-depth scientific studies of the product. Although we have had only a very small number of reported incidents within the expanded date range, we chose to take action to uphold our commitment of safety and quality to our customers.

2. What is the problem with my Flushmate III?

A: The affected Flushmate III Series 503 units can burst at or near the vessel weld seam releasing stored pressure. This pressure can lift the tank lid and shatter the tank, posing impact or laceration hazards to consumers and property damage.

3. What is Flushmate doing to address the problem?

A: Flushmate continues to work diligently to notify consumers and provide the approved repair kit for affected units. Flushmate has and will continue to work closely with the Consumer Product Safety Commission throughout the recall process.

4. Which Flushmate III units are included in the recall?

A: Flushmate III 503 Series units manufactured between October 14, 1997 and April 30, 2011. The first six numerals of the serial number are the date code. The date code range for this recall begins with 101497 (October 14, 1997) and continues through 043011 (April 30, 2011).

5. How can I tell if my Flushmate III is included in the recall?

A: Recalled units can only be identified by the unique serial number on the product label. You can verify your serial number on our website or over the phone.

6. Where can I find my serial number?

A: Lift the china tank lid and look at your Flushmate III unit. The serial number is on the label on top of the Flushmate III unit. Please make sure to write down the complete serial number as it appears on the label of each Flushmate III unit.



7. How can I verify my Flushmate III serial number?

A: To find out if your Flushmate III is included in the recall, have your serial number(s) handy and visit <http://recall.flushmate.com> or call the Flushmate Recall Hotline toll-free at (800) 303-5123 Monday through Friday between 8:00 AM and 10:00 PM ET and Saturday between 8:00 AM and 6:30 PM ET.

8. I already checked my serial numbers. Should I check them again?

A: If you have installed repair kits on all of your units, no further action is required. However, if you have installed repair kits only on some of your Flushmate III units, you will need to verify the remaining serial numbers to ensure that a repair kit is installed on all affected Flushmate III's. For your safety, we are asking you to check and verify your serial numbers as soon as possible, even if you previously received the recall notice.

9. Why didn't I receive a direct mail postcard?

A: Flushmate sent direct notice postcards to known owners of affected Flushmate III units. If you did not return the product registration card that was included when you originally received your Flushmate unit, or did not register your unit on our website, or did not contact Flushmate via telephone for assistance at some point after your purchase, we have no way of knowing that you own a Flushmate-equipped toilet. Please register your Flushmate product online at www.Flushmate.com/register/.

10. Why do you call it a repair kit?

A: The repair kit is approved by the CPSC for a very specific safety purpose. Please contact Flushmate for assistance with other concerns or performance or service matters.

11. What happens if I have a recalled Flushmate III?

A: After you have verified that your Flushmate III serial number is included in the recall, turn off the water supply and stop using the affected Flushmate III system. Flushmate will ship you a free repair kit after you have verified your serial number either on our website or by calling the Recall Hotline.

12. How can I request a free repair kit?

A: To request a free repair kit, verify the serial number on your Flushmate III unit by visiting <http://recall.flushmate.com> or by calling the Flushmate Recall Hotline toll-free at (800) 303-5123 Monday through Friday between 8:00 AM and 10:00 PM ET and Saturday between 8:00 AM and 6:30 PM ET.

13. My Flushmate III serial number is included in the recall but it appears to be operating okay. Can I continue to use it?

A: We apologize, but no. Even though your Flushmate III product appears to be operating okay, we are asking all customers to turn off the toilet's water supply, flush the toilet to release the internal pressure, and keep the water turned off until you receive and install the free repair kit. We appreciate what an inconvenience this is and our goal is to ensure that Flushmate customers who have affected units can quickly get their toilets working properly with the repair kit installed.

14. I only have one toilet. What do I use in the meantime?

A: You can effectively "flush" waste from the toilet by pouring two to three gallons of water into the toilet bowl to generate a gravity-style flush.

15. How long will it take me to receive the repair kit?

A: Free repair kits will be promptly shipped to all customers who have verified their serial numbers either on our website or by calling our Recall Hotline. We apologize for any inconvenience you may experience, and assure you we are working as quickly as possible to ship any necessary repair kits.

16. Will I be able to install the repair kit myself?

A: Absolutely. Flushmate systems are designed for simple installation, and the repair kit is no exception. The free repair kit will include a color installation instruction sheet with pictures. The repair kit instruction sheet will include a link to an installation video.

17. How can I view the installation video?

A: The installation video is available online at <http://recall.flushmate.com>. You can access the installation video from your smartphone using the URL or the QR code that is included within the repair kit instruction sheet.

18. What if I have difficulty or am unable to install the repair kit myself?

A: The installation process is very simple and should take less than twenty minutes. However, if after reading the instructions and watching the installation video you experience difficulty, call a Flushmate Customer Service Technician toll-free at (800) 533-3460 Monday through Friday between 9:00 AM and 5:00 PM ET. The technician can guide you through the process.

19. How much does the repair kit cost?

A: The repair kit is free and will be shipped free of charge after you have verified your serial number with us either on our website or by calling the Recall Hotline.

20. Will Flushmate send a technician to install the repair kit?

A: No. The free repair kit is easy to install and the simple process should take you less than twenty minutes. If after reading the instructions and watching the installation video you experience difficulty, call a Flushmate Customer Service Technician toll-free Monday through Friday between 9:00 AM and 5:00 PM ET at (800) 533-3460. The technician will easily guide you through the simple installation process over the phone.

21. What if I no longer have a Flushmate III equipped toilet?

A: If you no longer own a Flushmate III equipped toilet, you are not affected and you do not need to take any action.

22. How will my repair kit be shipped?

A: To ensure delivery to all types of addresses, whether residential, rural or commercial, Flushmate will utilize Federal Express, United Parcel Service, and the United States Postal Service.

23. How long has Flushmate been in business?

A: Flushmate is a certified ISO 9001 Michigan manufacturer that has been in business for over 25 years. Our product has always been made in America, and Flushmate has a strong commitment to quality, water conservation, continuous improvement, and consumer safety.

24. Are Flushmate systems made in America?

A: Yes. Every Flushmate is proudly made in the USA, and so are the repair kits.

25. What should I do if I have other questions about my Flushmate III unit?

A: If you have any other questions about your Flushmate III unit, please call a Flushmate Customer Service Technician toll-free at (800) 533-3460 Monday through Friday between 9:00 AM and 5:00 PM ET or email recall@flushmate.com.