



**ARIEL PLATINUM HERMES TB309
INSTALLATION GUIDE**

ARIEL

ARIEL PLATINUM TOILET MANUAL

INVISIBLE L-MOUNT BRACKETS

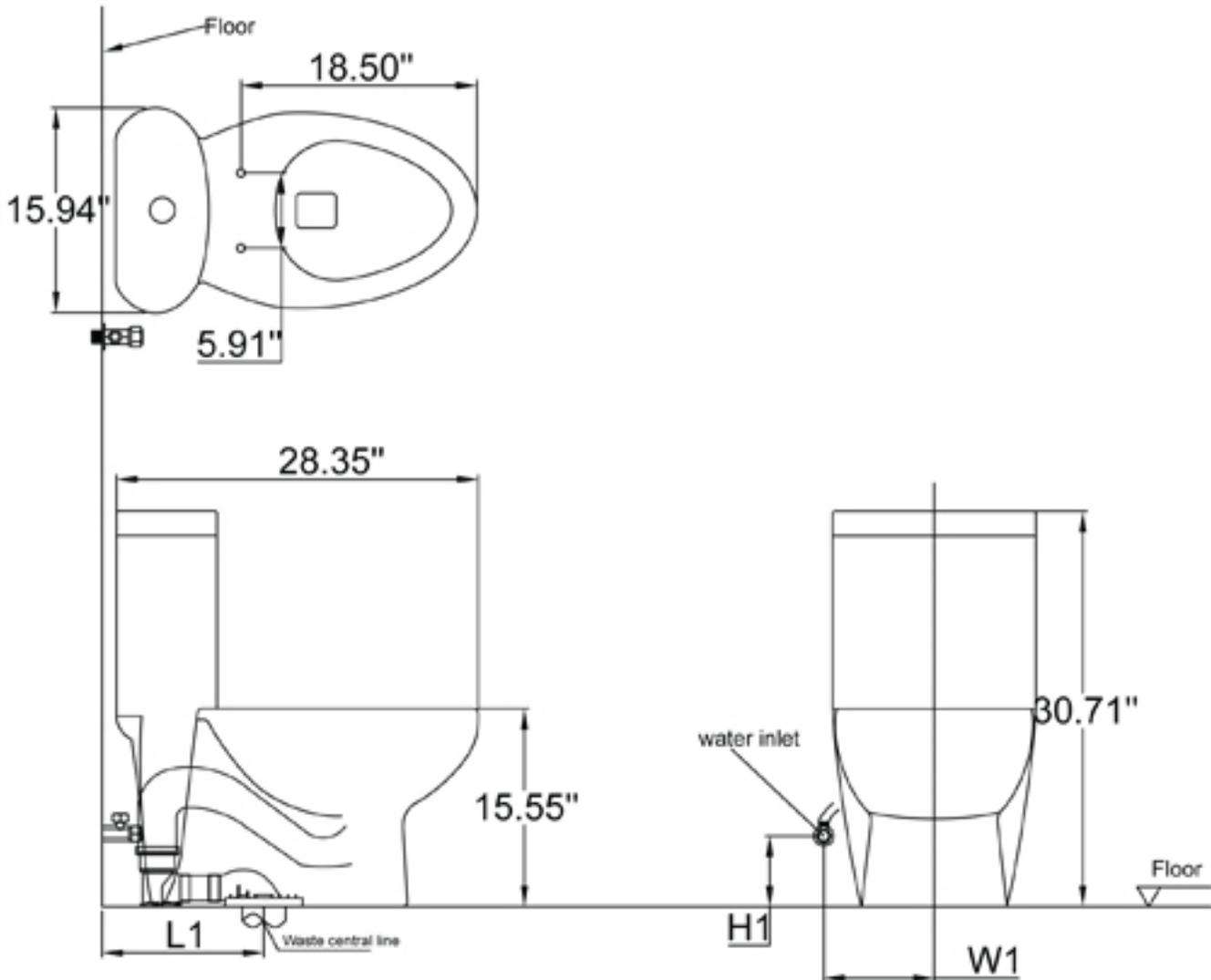
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SIZING AND DETAILS

ARIEL PLATINUM TB309

CONTEMPORARY EUROPEAN TOILET WITH DUAL FLUSH

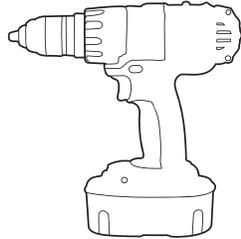


LENGTH	28.35"
WIDTH	15.94"
HEIGHT	30.71"
WATER CONSUMPTION	1.6 GPF / 0.8 GPF
TRAP DISTANCE	12"

NECESSARY TOOLS & MATERIALS

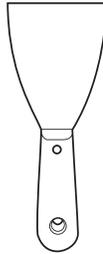


SCREWDRIVER
(Phillips)

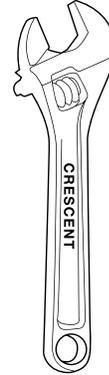


DRILL

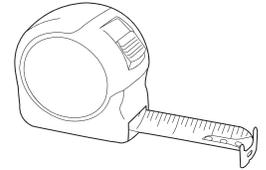
TOOLS



PUTTY KNIFE
(Optional)



CRESCENT WRENCH



TAPE MEASURE

NECESSARY MATERIALS

Water Supply Valve
(also known as a water supply stop or water supply fitting)

Water Supply Line
Tape

Silicone
(color of your choice)

Closet Flange
(if the existing closet flange is not used in this installation)

INCLUDED MATERIALS

Wax Ring

Seat Hardware Kit

Not pictured
(varies among models)

Skirt Mounting Hardware
Drain Socket Flange



WAX RING



**DRAIN SOCKET
FLANGE**



**SKIRT MOUNTING
HARDWARE**

PRECAUTIONS BEFORE INSTALLATION

Please note, **two people** are needed during installation to place the toilet.

NOTE: The toilet flange is referred to as the drain socket flange, and the floor flange is referred to as the closet flange for the purposes of this manual.

Before installing this product, note the required and recommended water **supply line pressure is between 20 and 80 psi.**

Before installing your new toilet, the rough-in distance needs to be checked. The distance between the floor drain and the water supply valve also needs to be checked. Please reference the **“Recommended Measurements”** section and the measurements for the model you have purchased.

Cleaning products prevent bacteria from growing on the surface of this product. While the cleaning products are antibacterial, it cannot be ensured that all bacteria are destroyed.

Oil, film, dust and other particles may come in contact with the product during transportation and shelf life.

ANY and **ALL** residue must be removed from the closet flange.

The old closet flange bolts may need to be replaced.



INSTALLATION

POSITIONING OF THE DRAIN SOCKET FLANGE

1. Remove the old toilet and the old wax ring with the putty knife.

2. Clean the closet flange thoroughly so there is no leftover residue.

3. Dry fit the drain socket flange (using the existing bolts in the closet flange) and position it so it is straight.
NOTE: Do not install  the new wax ring in this step.

4. Mark the position of the pilot holes for the drain socket mounting screws at the rear of the drain socket flange. (You will mark 4 holes in total.) (See Illustration A)
5. Remove the drain socket flange and drill the 4 pilot holes. Insert the anchors into the pilot holes.
NOTE: The existing closet flange may be used in this new toilet installation, or you may purchase and install a new closet flange.

6. Fit the drain socket over the closet flange, using the existing bolts, or you may purchase new bolts.
NOTE: The center of the drain socket flange must be aligned with the center of the closet flange. (Clogging may occur if the drain socket is attached off center.)
7. Secure the drain socket with the washers and mounting screws.

8. Dry fit the toilet.

9. Use tape to mark the edge of the toilet skirt directly below the mounting holes on each side of the toilet (these marks will be used to measure the placement of the L-mount brackets).

10. Also mark the center edge of the front of the skirt with tape (this mark will be used for placement of the toilet later in the installation).

11. Remove the toilet.

INSTALLATION

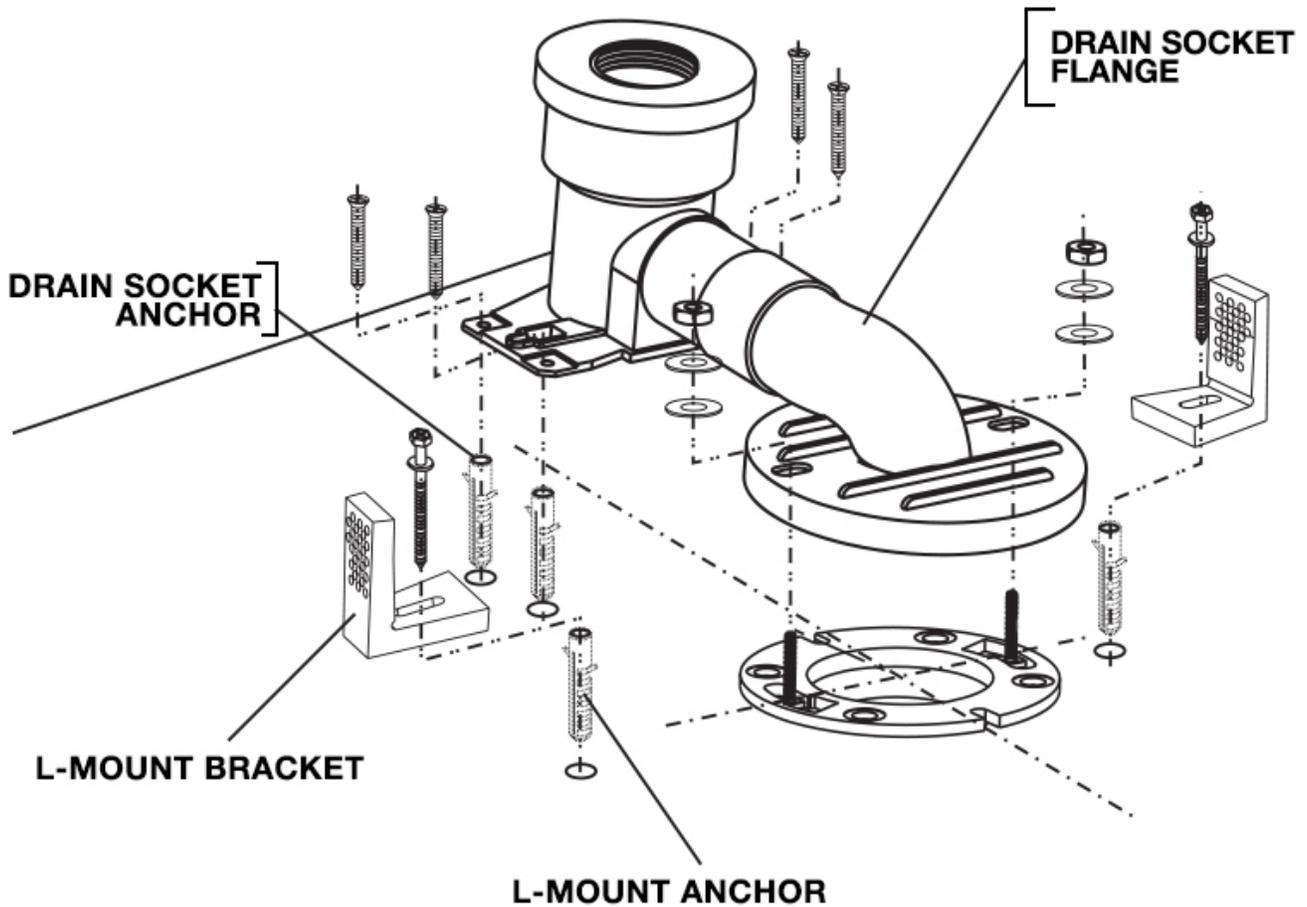


ILLUSTRATION A

INSTALLATION CONT'D

INSTALLATION OF THE L-MOUNT BRACKETS

1. Measure the thickness of the toilet skirt. **It is recommended to add 1/8" to this measurement.** Measure this total measurement (thickness of the toilet skirt plus an additional 1/8" as recommended) in from the tape marks made in Step 9 of the previous section. Mark for placement of the L-mount brackets.
2. Dry fit the L-mount brackets and mark the pilot hole for each L-mount bracket.
3. Drill the 2 pilot holes and insert the L-mount bracket anchors into the pilot holes.
4. Replace the L-mount brackets and secure them with the screws.

INSTALLATION CONT'D

INSTALLATION OF THE TOILET

1. Remove the drain socket flange.
Attach the new wax ring to the bottom of the drain socket flange.
(See Illustration B.)

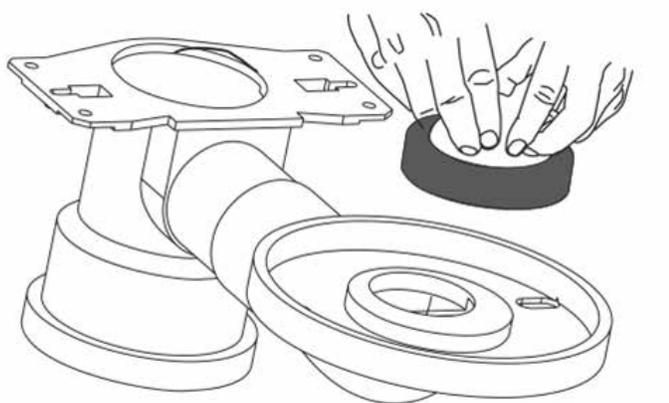
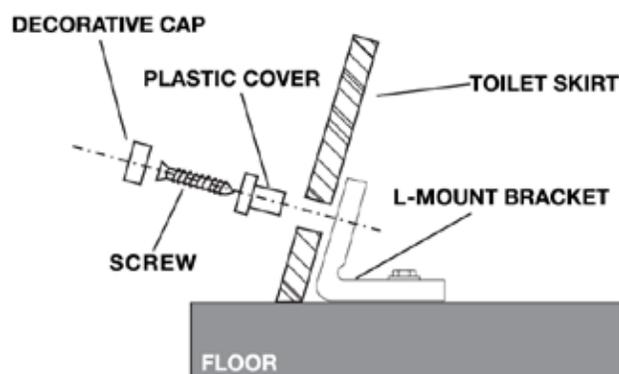


ILLUSTRATION B

2. Reinstall the drain socket flange as done in Steps 6-7 of **“Positioning the Drain Socket Flange”** (on page 4).
3. Attach the water supply line (a steel braided water supply hose is recommended) to the tank filler valve on the toilet.
4. Two people are needed to move the toilet into place. The tape you placed earlier shows you where to place the front of the skirt.

5. Secure the toilet by installing the screws, plastic cover and decorative cap into the mounting holes on each side of the toilet. (These secure the toilet to the L-mount brackets. See Illustration C.)

ILLUSTRATION C



6. Attach the water supply line to the water supply valve on the wall.
7. Seal the toilet to the floor with silicone around the bottom edge of the skirt.

NOTE: Do not move the toilet until the silicone is dry.



INSTALLATION CONT'D

INSTALLATION OF THE TOILET SEAT

ATTACHING THE TOILET SEAT

METHOD A

(WITH MOUNTING PLATE):

1. Install the mounting plate bolt for the toilet seat into the mounting hole on the toilet bowl.

2. Turn the mounting plate bolt for the toilet seat with a screwdriver to secure the mounting plate. The tilted surface should face the front of the toilet bowl after you attach the mounting plate for the toilet seat.

METHOD B

(WITH BOLTS):

1. Place the new toilet seat on the toilet bowl with the hinges over the bolt holes in the toilet bowl.

2. Open the hinge caps if applicable.

3. Drop the bolt through the open hinge and bolt hole.

4. Screw the bolt until snug.

METHOD C (STANDARD)

5. With the hinged section of the toilet seat, set the toilet seat on the mounting plate for the toilet seat.

6. The securing screw for the toilet seat is used on the side of the toilet seat. (Without the securing screw, the toilet seat will be loose.) Insert the securing screw for the toilet seat into the mounting hole on the side of the toilet seat.

RECOMMENDED MEASUREMENTS

1. The recommended rough-in distance between the center of the closet flange and the wall is **12"**.
2. The recommended distance between the center of the closet flange and the water supply valve on the wall is **9"** to **11"**, depending upon the toilet model.
3. The recommended distance between the water supply valve and the floor is **11.5"**.

TESTING OPERATION

1. Check the water level in the tank. **The water level should reach the waterline for the overflow pipe when the tank is full.** If not, you will have to use the following guidelines for adjusting the water level.
2. Flush the toilet and **check for leaks** between connecting sections while the toilet is flushing.

TROUBLESHOOTING & SOLUTIONS

Problem 1: The toilet is not flushing.

Possible Causes:

1. The supply line is blocked.
2. The flush button pushrods are not contacting the flush valve.
3. The water supply valve is closed.

Solutions:

1. You will need to turn off the water supply and disconnect the supply line. Also, inspect all of the washers.
2. The length of the flush button pushrod needs to be adjusted as needed.
3. Open the water supply valve by lifting the tank filler float and let the toilet tank fill.

Problem 2: The toilet leaks.

Possible Causes:

1. The drain socket flange is loose.
2. The water supply hose is not connected correctly.

Solutions:

1. Make sure that the bowl and floor connection are connected properly, and make sure the toilet bowl is secured correctly.
2. Disconnect and reconnect the water supply hose. Plumbers tape may be needed.

Problem 3: The toilet flush is weak.

Possible Causes:

1. The supply valve is partially closed.
2. There is clogging in the strainer.
3. The water level in the toilet bowl is too low.
4. The trapway and/or the vent and/or the drain pipe are partially clogged.

Solutions:

1. Fully open the supply valve. Ensure that the water supply line size is the correct size.
2. The strainer, inside the valve shank, needs to be cleaned (even if it is new).
3. Make sure the refill tube is connected with the overflow tube.
4. You need to eliminate the obstruction. You may need the assistance of a professional plumber.

Problem 4: The toilet will not shut off.

Possible Causes:

1. The flapper and/or the flush valve are deformed or worn out.
2. The pushrods holding the flush valve open are too long.

Solutions:

1. Turn off the water supply. Now, replace the flush valve gasket.
2. Adjust the length of the pushrod as much as needed.

PRODUCT WARRANTY

The product warranty is a **1 year limited parts warranty** from the date it was purchased. There is a warranty statement that accompanies the product. Read the warranty statement for further information on your warranty.

CUSTOMER & TECHNICAL SUPPORT

For more information and for customer support, contact Atlas International or our Technical Support Center at 800-304-3598 during our business hours (Monday through Friday from 8 am PST to 5 pm PST).

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