

# INSTALLATION INSTRUCTIONS CARE AND MAINTENANCE

*American  
Standard*

## Town Square® S

1.28 gpf / 4.8 Lpf 2-piece Toilet

Model 3851A - Elongated, Right Height® with Seat

Thank you for selecting American Standard - the benchmark of fine quality for over 140 years. To ensure this product is installed properly, please read these instructions carefully before you begin. (Certain installations may require professional help.) Also be sure your installation conforms to local codes.

### ▲ CAUTION: PRODUCT IS FRAGILE. TO AVOID BREAKAGE AND POSSIBLE INJURY HANDLE WITH CARE!

NOTE: Pictures may not exactly define contour of china and components.

### RECOMMENDED TOOLS AND MATERIALS

Putty Knife  
Hacksaw

Regular Screwdriver  
Wax Ring/Gasket

Adjustable Wrench  
Flexible Supply Tube

Sealant  
Closet Bolts

Tape Measure  
Carpenters Level

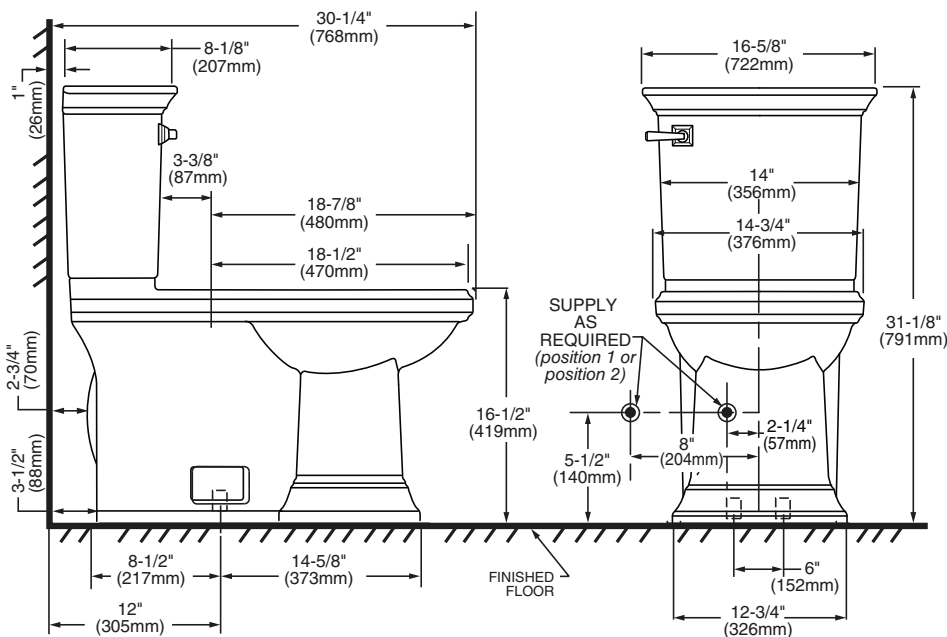
## 1 REMOVE OLD TOILET

- Close toilet supply valve and flush tank completely. Towel or sponge remaining water from tank and bowl.
- Disconnect and remove supply line. NOTE: *If replacing valve, first shut off main water supply!*
- Remove old mounting hardware, remove toilet and plug floor waste opening to prevent escaping sewer gases.
- Remove closet bolts from flange and clean away old wax, putty, etc. from base area.

NOTE: *Mounting surface must be clean and level **before** new toilet is installed!*

## 2 ROUGHING-IN DIMENSIONS:

NOTE: *Distance from wall to closet flange centerline must be as listed below:*



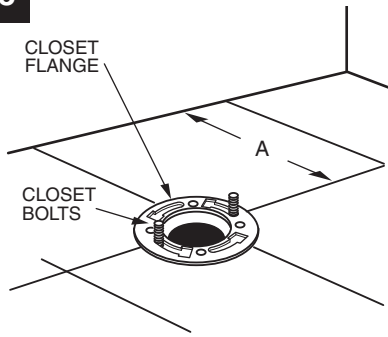
**IMPORTANT:** Water supply on the wall is required at 2-1/4" or 8" from centerline of the toilet (see rough-in). First suggested position is hidden behind the toilet. The geometry of the toilet gives space for this installation. The second suggested position is next to the toilet. Between these two positions, the space for the supply between wall and toilet is limited to 3-1/2". In this case, check your supply and hose dimensions.

USE  
FUTURE  
SAVE FOR

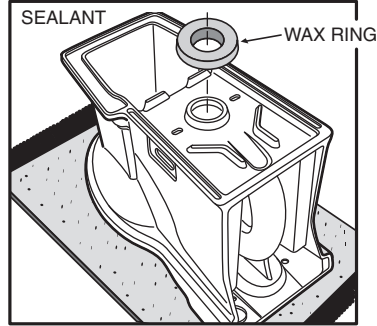


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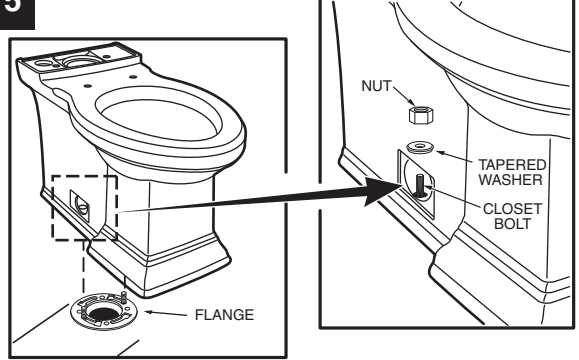
7302427-100 (3/19)

**3****INSTALL CLOSET BOLTS**

Install closet bolts in flange channel, turn 90°, and slide into place 6" (152 mm) apart and parallel to wall.

**4****INSTALL WAX SEAL**

Invert toilet on floor (cushion to prevent damage), and install wax ring evenly around waste flange (horn), with tapered end of ring facing toilet. Apply a thin bead of sealant around toilet base.

**5****POSITION TOILET ON FLANGE**

- Unplug floor waste opening and install toilet on closet flange so bolts project through mounting holes.
- Loosely install retainer washers and nuts. Side of washers marked "THIS SIDE UP" *must* face up!

**6****INSTALL TOILET**

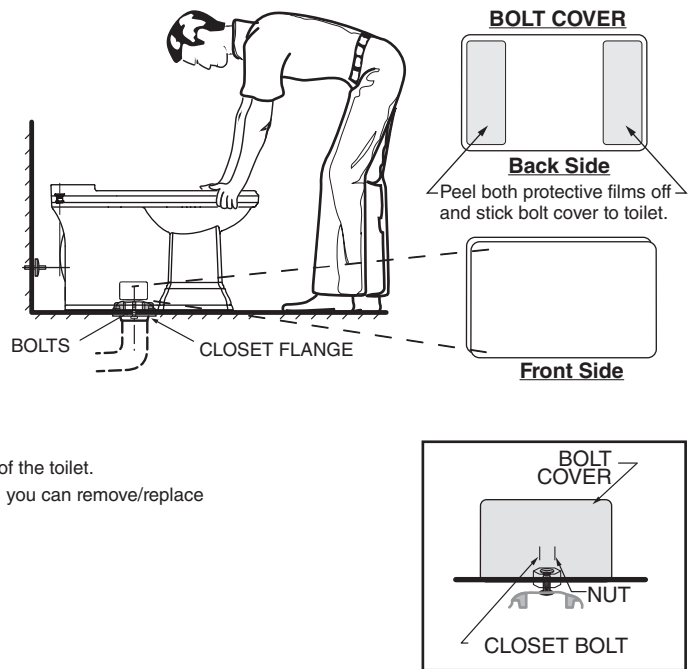
- Position toilet squarely to wall and, with a rocking motion, press bowl down fully on wax ring and flange. Alternately tighten nuts until toilet is firmly seated on floor.

**CAUTION: DO NOT OVERTIGHTEN NUTS OR BASE MAY BE DAMAGED!**

- Install bolt covers:

- Make sure that the bolt cover area on the toilet is clean and dry (see figure). Use a dry piece of cloth or soap and water if needed.
- Take plastic bolt cover and peel the brown protective film off on both ends. The adhesive part is now visible and ready to be placed on the toilet (see figure).
- Gently place the bolt cover on the toilet area (see picture) and if everything is aligned, push bolt cover firmly so it remains in place.
- If not aligned, you can still take it off and put it back so it is aligned.
- Repeat Step 3 for second bolt cover which is to be placed on opposite side of the toilet.
- After 24 hours, the bolt cover adhesive has completely set off and if needed, you can remove/replace as needed. The dual lock technology is now in place.

- Smooth off the bead of sealant around base. Remove excess sealant.

**7**

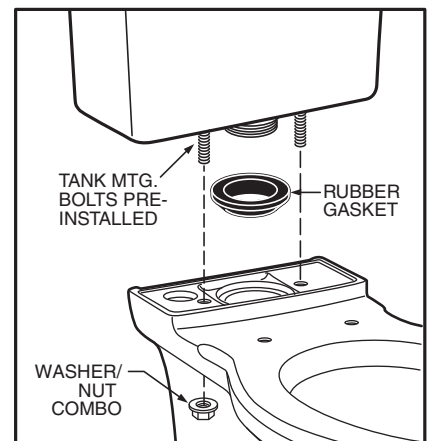
For Tanks/Bowls using Speed Connect System (Tank mounting bolts pre-installed).

**INSTALL TANK**

- Install large rubber gasket over threaded outlet on bottom of tank and lower tank onto bowl so that tapered end of gasket fits evenly into bowl water inlet opening, and tank mounting bolts go through mounting holes. Secure with metal washer/nut combo.
- With tank parallel to wall, alternately tighten nuts until tank is snugged down evenly against bowl surface.

**\* USE NUT DRIVER, OR DEEP SOCKET RACHET.**

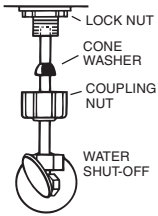
**CAUTION:**  
DO NOT OVERTIGHTEN NUTS MORE THAN REQUIRED FOR A SNUG FIT!

**8**

**INSTALL TOILET SEAT:** Install toilet seat in accordance with manufacturer's directions.

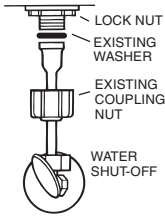
**9a** Before continuing, determine the type of water supply connection you have from the chart below and use the appropriate assembly parts required to properly reconnect the water supply. **DO NOT** use plumber's putty to seal these fittings.

**METAL / COPPER FLARED TUBING**



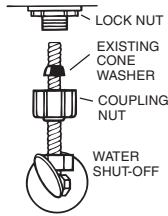
These parts must be used as illustrated to insure water-tight connection. Use of existing coupling nut may result in water leakage. Water supply tube or pipe must extend at least 1/2" inside threaded shank of valve (does not apply to flanged tubing).

**METAL FLANGED TUBING**



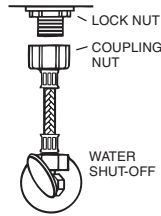
Use existing coupling nut and washer.

**METAL SPIRAL TUBING**



Use existing spiral cone washer. Fluidmaster cone washer may not seal completely on spiral type supply line.

**VINYL / BRAIDED TUBING**

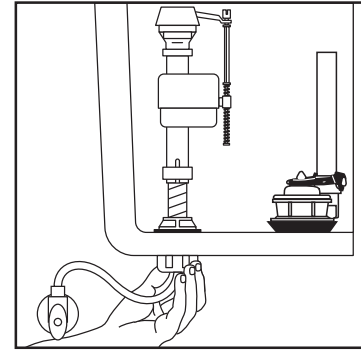


Captive cone washers already included. No additional washers needed.

**CAUTION: DO NOT USE CONE WASHER WITH PLASTIC SUPPLY LINE.**

**CAUTION: Overtightening of LOCK NUT or COUPLING NUT could result in breakage and potential flooding.**

**9b**



With correct washers in place (see Step 9a), tighten **COUPLING NUT** 1/4 turn beyond hand tight.

**DO NOT OVERTIGHTEN.**

**WARNING:** Do not use plumber's putty, pipe dope, or any other sealant on the water supply connection to this tank. If the connection leaks after hand tightening, replace the supply line. If the connection continues to leak with the new supply line, replace the fill valve. **Warranty is void if any type of sealant is used on the water supply connection.**

**10**

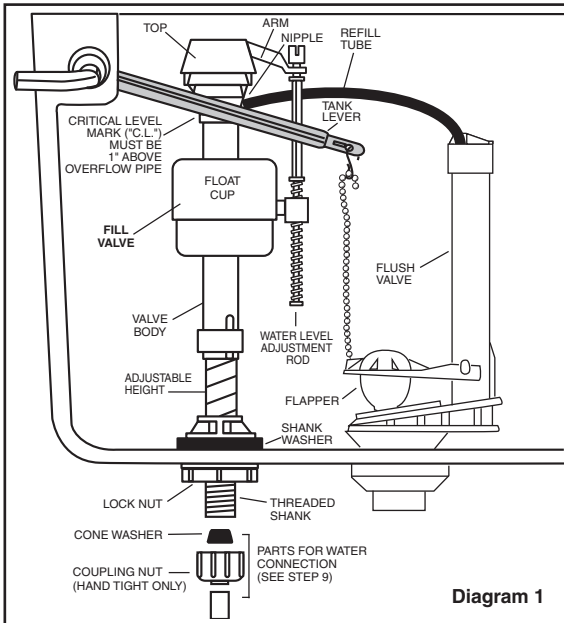


Diagram 1

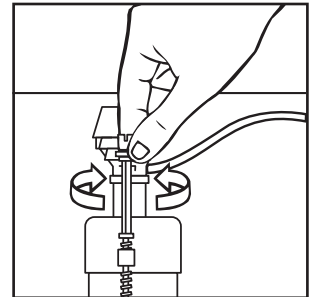
**ADJUSTMENTS**

a. Adjust water level. Water level should be adjusted to level indicated on tank by adjusting float cup.

See Step 11 for water level adjustment method

b. If bowl fails to siphon, an adjustment may be required with the lift chain. Simply remove the bead chain from the retainment clip and take up slack on the chain, and reinsert on lift rod. Make sure the chain is not too taut.

**11**

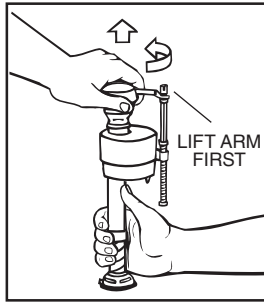


Turn on water supply. Submerge the **FLOAT CUP** under the water for 30 seconds. Adjust the water to desired level by turning **WATER LEVEL ADJUSTMENT ROD** and moving **FLOAT CUP** up or down.

**12 CARE AND CLEANING**

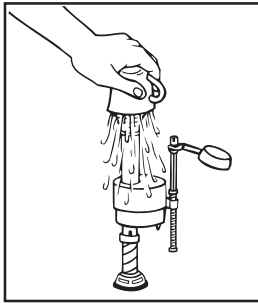
When cleaning your toilet, wash it with mild, soapy water, rinse thoroughly with clear water and dry with a soft cloth. Avoid detergents, disinfectants, or cleaning products in aerosol cans. **NEVER** use abrasive scouring powders or abrasive pads on your toilet seat. Some bathroom chemicals and cosmetics may damage the seat's finish.

**WARNING:** Do not use in-tank cleaners. Products containing chlorine (calcium hypochlorite) can seriously damage fittings in the tank. This damage can cause leakage and property damage. **American Standard shall not be responsible or liable for any tank fitting damage caused by the use of cleaners containing chlorine (calcium hypochlorite).**

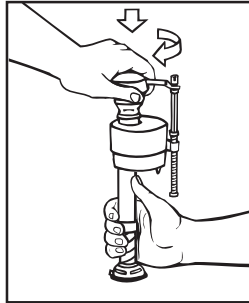


**IMPORTANT: Always clear sand and rust from system.**

- Make sure water supply is off. Remove valve TOP by lifting arm and rotating top and arm 1/8 turn counterclockwise, pressing down slightly on cap.



- While holding a container over the uncapped VALVE to prevent splashing, turn water supply on and off a few times. Leave water supply off.



- Replace TOP by engaging lugs and rotating 1/8 turn clockwise. MAKE CERTAIN TIP IS TURNED TO THE LOCKED POSITION. VALVE MAY NOT TURN ON IF TOP IS NOT FULLY TURNED TO THE LOCKED POSITION.

**TROUBLESHOOTING**

**IF FILL VALVE SHUTS OFF BUT CONTINUES TO LEAK SLOWLY,** repeat Step 13.

**IF FILL VALVE TURNS OFF AND ON DURING PERIODS OF NON-USE,** it is a signal you are wasting water because:

- The end of the refill tube is inserted into overflow pipe, below water level in tank. Attach refill tube to overflow pipe using "S" clip provided.
- The flush valve is leaking because it's worn, dirty or misaligned with tank ball or flapper (replace with a new flapper).

**IF FILL VALVE WON'T TURN ON OR SHUT OFF or REFILL OF TANK WATER IS SLOW after valve has been in use for some time,** Fluidmaster Model 242 Replacement Seal may be needed.

Go to our website at [www.fluidmaster.com](http://www.fluidmaster.com) for more solutions to toilet problems.

For troubleshooting information please contact:

**Fluidmaster** Inc

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 San Juan Capistrano, CA 92675  
 (949) 728-2000 (800) 631-2011  
[www.fluidmaster.com](http://www.fluidmaster.com)

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**TROUBLESHOOTING GUIDE**

| PROBLEM                  | POSSIBLE CAUSE  | CORRECTIVE ACTION   |
|--------------------------|---|---|
| Does not flush           | a. Water supply valve closed.<br>b. Supply line blocked.<br><br>c. Flush valve chain too loose or disconnected.<br>d. Sand or debris lodged in water control.   | a. Open valve and allow water to fill tank.<br>b. Shut off water supply, disconnect supply line and inspect all gaskets and washers. Reassemble. Also, see Fluidmaster maintenance. (see Step 13)<br>c. Readjust chain length as required.<br>d. Shut off water supply. Remove cap and clean as per Step 13.          |
| Poor or sluggish flush   | a. Bowl water level too low.<br>b. Supply valve partly closed.<br>c. Partially clogged trapway and/or drain pipe and/or vent.<br>d. Supply pressure too low.    | a. Check that refill tube is connected to water control and inserted into tank overflow without being kinked or damaged.<br>b. Open supply valve fully. Be sure that proper supply tube size is used.<br>c. Remove obstruction. Consult a plumber if necessary.<br>d. Normal supply pressure must be at least 20 psi. |
| Toilet leaks             | a. Poor supply line connection.<br>b. Poor bowl to tank/floor connection.   | a. Review Step 9 of installation procedure.<br>b. Review Step 4 through 7 of installation procedure.  |
| Toilet does not shut off | a. Flush valve chain too tight, holding flush valve open.<br>b. Flush valve seat and/or flapper worn or deformed.<br>c. Sand or debris lodged in water control. | a. Readjust chain length as needed. Review Step 10.<br>b. Shut off water supply. Replace flush valve.<br>c. Shut off water supply. Remove cap and clean per Step 13.  |

**In the United States:**

American Standard Brands  
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 Piscataway, New Jersey 08854  
 Attention: Director of Consumer Affairs

For residents of the United States, warranty information may also be obtained by calling the following toll free number: (800) 442-1902  
[www.americanstandard.com](http://www.americanstandard.com)

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[www.americanstandard.com.mx](http://www.americanstandard.com.mx)