



# ***The Maintenance Process***

## **Proper Janitorial Maintenance For The Falcon Waterfree Urinal**





## Clean, Effective & Beneficial

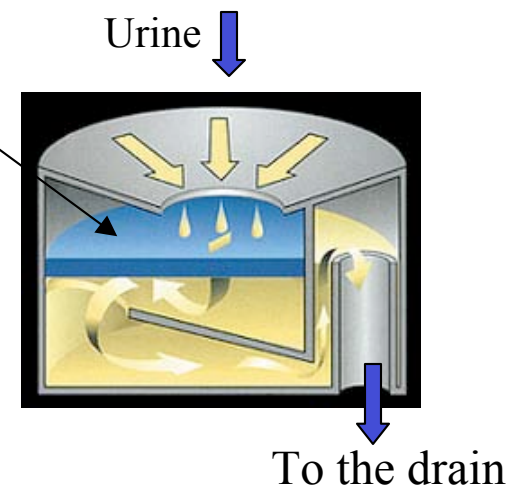
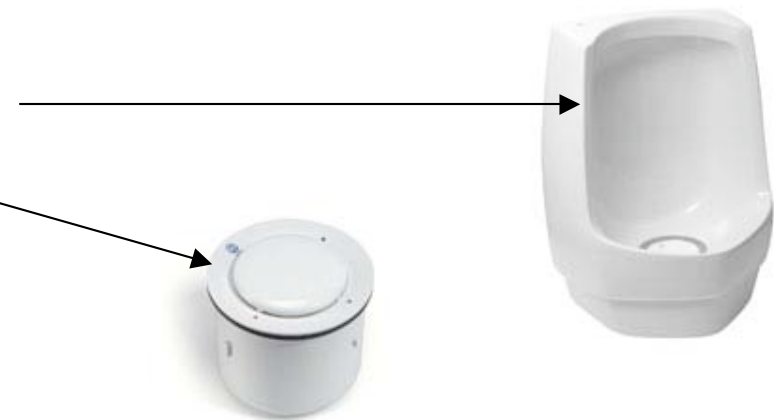
- Our waterfree system provides our users with:
  - Touch free operation
  - Reduced operating expenses
  - Hygienically cleaner than watered urinals
  - Ability to conserve a precious resource – *water!*
- This presentation will guide you through the necessary steps to properly maintain Falcon Waterfree urinals





## How the system works

- Vitreous China (Porcelain) urinals
- The cartridge acts as a funnel
- Urine flows down into the cartridge, through blue sealant liquid
- Sediments collect inside the cartridge
- Remaining urine is allowed to pass freely down the drain
- Customers should expect 7000 uses per cartridge





# Maintenance is Essential!

- The system operates flawlessly when two things are done correctly:
  - Proper installation
  - Proper on going maintenance
- Proper Cleaning Is Essential





# The Maintenance Process

## *Changing Cartridges & Basic Cleaning*





# Step 1:

## *Do you have everything needed?*

The box should have:

- Cartridge (1)
- Plastic key (1)
- Sealant (1)
- Disposal bag (1)
- Plastic glove (1)
- Instructions (1)



*Picture of box and contents*



## Step 2:

### *When to change the cartridge?*

#### Anticipating Change-out

- Expect 7,000 uses per cartridge
- Estimate the time from install to change:

*Examples:*

Customer has one (1) U1-P

100 users of bathroom @ 10 hrs/day

If 2 uses/day by 80% of potential users:

$100_{\text{users}} \times 80\% = 80_{\text{users}} \times 2_{\text{uses ea}} = 160_{\text{uses/day}}$

$7000 / 160 = \mathbf{44 \text{ days}}$  (to cartridge change)

Another way to look at it:

$7000_{\text{uses}} / 30_{\text{days}} = 230_{\text{uses}} / 10_{\text{hrs}} = 23_{\text{uses/hr}}$



#### Observing Spent Cartridge

- Flow of fluids has nearly stopped
  - Run small amount of water down cartridge to observe flow rate
- Flow of fluids has stopped
- Trace amounts of blue sealant are visible on the cartridge
- Customer Care:

*Premature cartridge failure can be the result of several factors. Contact Falcon Customer Experience Department for assistance in troubleshooting causes:*

Call: 866-975-0174





## Step 3:

### *Removing the cartridge & disposal*

*Tip: Use mist of aerosol spray to dissipate odors from open trap*

- Using the plastic glove, insert plastic key into cartridge
- *Turn counterclockwise, from 12 o'clock to the 11 o'clock position*
- *Once free, lift upward carefully allowing fluids to drain momentarily*
- Place cartridge into disposal bag
- Tightly secure top of bag
- Disposal options:
  - Recycle
  - Ordinary trash







## Step 4: *Flushing the drain line*

- *To ensure a clear, clean drain line always carefully flush the open line with 1-2 buckets of warm soapy water – ensuring the bottom of the housing and line are clean & there's good flow*
- This takes just a moment and ensures open drain lines
- Snaking of lines should occur only when lines cannot be opened with simple flushing
  - *Care must be taken when snaking to avoid damage to the urinal and/or housing*





## Step 5:

### *Install new cartridge*

#### Prep:

- *Wipe clean the housing rim area*
  - See Step 7 for recommended cleaner
- *This helps prevent sticking of cartridges*



#### Installation:

- *Using the key provided, lower the cartridge into the housing at the 11 o'clock position*
- *Turn clockwise to the 12 o'clock position – locking cartridge into the housing*





## Step 6:

### *Priming the cartridge*

#### Step One:

- Fill the cartridge with approximately 32 oz of water or until there are no air bubbles escaping from the cartridge.
- *It's essential to always add water before proceeding to adding sealant!*

#### Step Two:

- Add blue sealant to cartridge
- Allow sealant to drain into the cartridge until only trace amounts remain





## Step 7: *Quick clean-up*

### Clean-up is a snap!

- Using a sponge or soft rag, wipe away traces of blue sealant remaining on the cartridge
- ***Spray (mist) cleaner onto bowl surface***
  - Bio-Chem Cleaner WLU can be used directly from the bottle as shown at right OR can be purchased in concentrate. **ONLY** apply in diluted form!
- ***Never dump large amounts of any cleaning solution directly into the bowl***
- Wipe with sponge, soft rag or Johnny mop.
- ***That's it!***





# Maintenance reminders

## *Critical steps*



- *Cartridge removal:*
  - *Turn counterclockwise, from 12 o'clock to the 11 o'clock position*
  - *Once free, lift upward carefully allowing fluids to drain momentarily*
- *Always carefully flush the open line with 1-2 buckets of warm soapy water, ensuring the bottom of the housing and line are clean*
- *Care must be taken when snaking to avoid damage to the urinal and/or housing*
- *Wipe clean the housing rim area. This helps prevent sticking of cartridges*
- *Installation of cartridge:*
  - *Using the key provided, lower the cartridge into the housing at the 11 o'clock position*
  - *Turn clockwise to the 12 o'clock position – locking cartridge into the housing*
- *It's essential to always add water before proceeding to adding sealant!*
- *Spray (mist) cleaner onto bowl surface*
- *Never dump large amounts of any cleaning solution directly into the bowl*
- *Never dump mop buckets into a urinal with a primed cartridge*





# Shortened Cartridge Life ?

## *Troubleshooting*

### **Flushing of cartridge**

- Cause:
  - Dumping mop buckets into bowl flushes away sealant
- Solution:
  - Janitorial staff training

### **Breakdown of sealant**

- Causes:
  - Cleaners or other chemicals being dumped into the bowl
- Solutions:
  - Get list of cleaner(s) used by janitorial crew
  - Investigate other chemicals
  - Coordinate with FWT Customer Experience Dept

### **Plugged with foreign materials**

- Causes:
  - Entrance of dirt from mop buckets
  - Presence of items forced into cartridge
- Solutions:
  - Work with janitorial staff
  - Consider use of diverters

### **Cartridge is used up**

- Cause:
  - Customer has received 7000 uses but is unaware, feeling that the unit failed prematurely
- Solution:
  - Work with customer to understand the usage – estimate usage patterns



## Service Support

*If you experience any issues during cartridge change-outs, during routine cleaning, or simply have questions, call us!*

### **Customer Experience Department**

- 866-975-0174 (Toll Free #)
- 616-954-3579 (fax)
- [bstimer@falconwaterfree.com](mailto:bstimer@falconwaterfree.com)
- Hours: 8am-5pm EDT M-F





*Thank you for choosing Falcon Waterfree*

