

FAQs

Drains and Closet Flanges



Q Is there a flange available used to replace a broken or corroded cast iron flange for a toilet?

A Oatey offers three styles of repair flanges for this application. All flanges must be screwed into the subfloor before setting the toilet bowl into place. This sometimes requires drilling pilot holes through the finished flooring.

1. The No-Caulk cast iron repair flange comes in two depths. Once the old flange is removed and cast iron pipe is cleaned off, these flanges will slide over the vertical cast iron drain pipe. The flat side of the gasket should be facing down and resting on the inside bottom lip of the flange. Tightening the four bolts in even rotation will compress the gasket against the outside of the pipe, and create a water tight seal. Remember the bottom of the flange must be set on top of the finished flooring, and screwed into the subfloor.
2. The PVC or ABS Twist-N-Set repair flange inserts into the vertical cast iron drain pipe after the old flange is removed. The gasket tightens as the flange is turned in a clockwise rotation. Remember the bottom of the flange must be set on top of the finished flooring, and screwed into the subfloor.
3. The PVC or ABS Replacement closet repair flange inserts into the vertical cast iron drain pipe after the old flange is removed. This flange is sealed by the tightening of three stainless steel bolts in even rotation. This compresses the gasket between the outside of the flange tail piece and inside of the cast iron drain. Remember the bottom of the flange must be set on top of the finished flooring, and screwed into the subfloor.

Q Is there a replacement flange for a PVC or ABS toilet flange when the existing metal flange has rusted away?

A Yes. The Moss Bay Replacement flange is designed specifically for this application.

Q What size screws are needed for the shower strainers?

A #10 x 1/4".

Q What designer finishes are available for shower strainers?

A Polished brass, satin nickel, satin chrome, antique bronze, and rubbed bronze.

Q Can I replace a round shower strainer with a square one?

A Yes. The Square Snap-Tite strainers can replace round Snap-Tite strainers.

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Q How do I install a No-Caulk Shower Drain (step-by-step)?

A Contact our customer service department and they will be happy to send you a copy of the instruction sheet and exploded view drawing.

Q When would a Closet Flange Spacer Kit be used, and how is it installed?

A The Closet Flange Spacer Kit is used when the finished floor of your bathroom is higher than the bottom of the existing toilet flange. After the toilet has been removed, you must remove the existing toilet bolts and clean all the old wax off the existing toilet flange. Decide how much height is needed in order for the bottom of the top flange to be parallel with the finished floor height. You should replace the existing flange if it is broken or rusted badly; the spacer kit will not work for this application. After confirming the existing flange is in good condition, install the new extra-long toilet bolts into the flange. You can use the gaskets which come with the kit to seal between multiple PVC spacers, but 100% silicone is recommended between top of the existing flange and the bottom of the first spacer. This will ensure that all voided areas are water tight between the transition points. After the desired height is reached, the flat washers and 1/4" nuts are threaded onto the extra-long bolts. This will compress and hold the spacers in place. It is recommended that you try and secure the new spacer or spacers to the subfloor through the four holes molded into the spacers. You can now install a wax seal and finish the toilet installation. Never use one of the seals in place of the wax seal. **THE TOILET WILL LEAK WHEN FLUSHED!**

Q How do you remove a Snap-Tite strainer?

A The easiest way to remove the strainer is to weave a string or small wire through two openings near the edge of the strainer and pull straight up. It is not recommended that you pry the corner up because it could damage the shower base surface. When you are ready to reinstall the strainer, simply line it up over the drain body and press down evenly.

Q If a Backwater Device is installed, can you use the plumbing fixtures within the home during a heavy rain storm?

A You will have to pay attention to the drains for signs that the Backwater valve is closed. If the valve is closed, the water will not be able to pass through it and will back up through the lowest drain in the home (floor drain or shower base in the lowest level of the home). The drains will also gurgle as water is being let out of the fixture.

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Q What is the finished height of the vertical drain pipe when I install a No-Caulk Shower Drain?

A After the finished height of the No-Caulk Shower Drain is determined as described in the installation instructions, the finished vertical drain height will be 3/4" below that. Contact our customer service department and they will be happy to send you a copy of the instruction sheet and exploded view drawing.

Q What material are the shower strainer screws made from?

A Stainless steel.

Q Where do you put the rubber washer and paper ring when installing a shower drain?

A The large rubber sealing washer will be placed up against the underside of the shower base, and the friction washer will be placed between the rubber sealing washer and locking nut. Contact our customer service department and they will be happy to send you a copy of the instruction sheet and exploded view drawing.

Q Will the Mystic Rain Water diverter freeze in the winter?

A If you disconnect the hose and insert the red stopper plug into the outlet of the diverter, the minimal amount of water that freezes inside the diverter body will not damage the diverter. The diverter is designed to redirect a small amount of water into the outlet as it spirals through the downspout. Once it is capped off, a very small amount of water will be trapped and able to freeze. This small amount of water will have plenty of room to expand as it freezes without causing expansion damage to the diverter.

Q How do I stop the water from coming out of Mystic Rain Water diverter when the barrel is full?

A You can disconnect the hose and insert the red plug.

Q Can a sewer cleaning cable (snake) be ran through the Backwater valve?

A No. As the cable and cutter pass through the valve, the flapper would be damaged. Once the cable passes by the flapper, it would not be able to return because the flapper would close down on it. This would cause permanent damage to the flapper. Cleanout Tees should be installed on either side of the Backwater device.

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Q How do you vent the collection barrel when hooked up to the Mystic Rain Water diverter?

A You should contact the barrel manufacturer for their recommendations.

Q Can a Backwater valve be installed vertically?

A No. The flapper would remain in an open position without any backflow protection.

Q Does the Backwater valve need to have routine maintenance performed?

A Yes. After every heavy rain storm it is good practice to open the access cover to make sure no debris is lodged between the flapper and body, which would not allow the flapper to close. If there aren't any storms in a 3 month period, it is recommended that you inspect the flapper to make sure that no debris from normal use is lodged or stuck between the flapper and valve body. This will ensure the valve can seat properly if a storm occurs.

Q Should I put Plumbers Putty or silicone under the shower drain flange?

A 100% silicone caulk is recommended. There are many conditions where Plumber's Putty could cause product failure and finished product staining.

Q Can a Saddle Tee Kit be used in a project when plumbing inspections are necessary?

A No. This product is not intended for use in any plumbing system where plumbing codes are enforced.

Q What pipes can a Mushroom Vent Cap be used on?

A Mushroom Vent Caps can be attached to any vertical sanitary vent pipe in order to keep debris from falling into the pipe. This doesn't apply to septic tank vents which rise vertically out of the ground and turn down.

Q Is the flat side of the No-Caulk gasket facing up or down when it is put over the drain pipe?

A The flat side of the gasket should be at the bottom of No-Caulk drain body, seating onto the inside lip of the body. The beveled side of the gasket will be facing up.