

Dometic 310 & 320 Toilets



310



311



320



321

310 & 320 Toilet Warranty Codes

COSMETIC

BROKEN PART

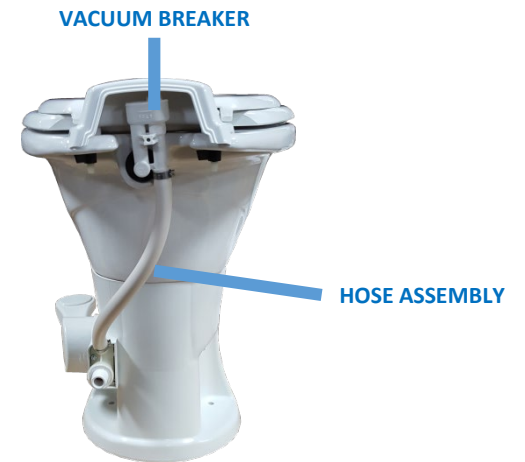
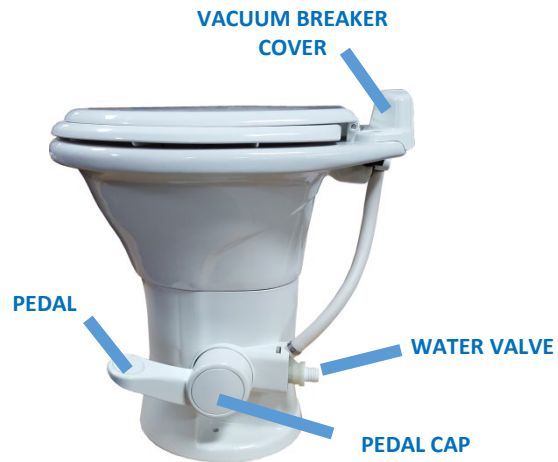
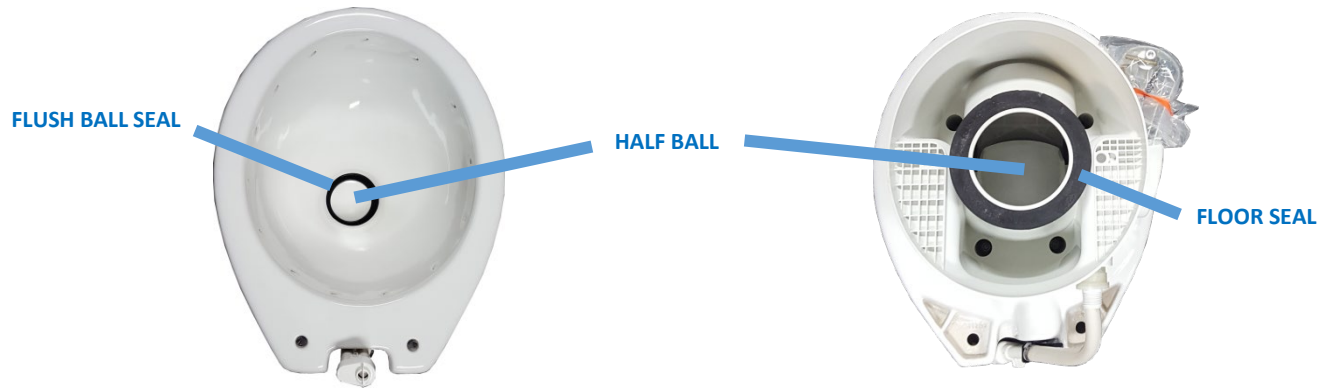
LEAKS

WILL NOT OPERATE

ODOR

ORDER/SHIPPING

310 & 320 SERIES



Cosmetic

#	Code Type	Description & Comments	Solution/Kit	Code
1	Plastic Worn, Scratched, Discolored	a) Aesthetic or cosmetic defect. b) Plastic is not to be cleaned with abrasive materials or petroleum-based cleaning agents.	a) New toilet. b) New toilet.	
2	Ceramic Scratched, Marked, Chipped, Cracked	a) Aesthetic or cosmetic defect.	a) New toilet.	351-1 351-2 351-8
3	Seat Cracked, Scratched, Worn, Discolored	a) Aesthetic or cosmetic defect.	a) Replace seat.	352-1 352-8



Broken Part

#	Code Type	a) Description & Comments	Solution/Kit	Code
1	Seat Cracked, Broken	a) Seat cracked. b) Seat is loose. c) Bolt is loose.	a) Replace seat. b) Replace seat. c) Tighten bolt.	352-8 352-19
2	Bowl Cracked, Broken	a) Bowl is cracked or broken.	a) New toilet.	351-8
3	Pedal Broken	a) Plastic inside pedal is cracked or chipped. b) Spring inside pedal is out of place.	a) New toilet. b) New toilet.	501-8 501-30
4	Vacuum Breaker Cover Broken	a) Vacuum breaker cover cracked.	a) Replace seat for plastic seat and replace only vacuum breaker cover for wood/slow close seat.	513-8
5	Water Valve Broken	a) Cap was not fully welded or weld is broken. b) Cracks in the water valve stem. c) Toilet was not properly winterized.	a) Replace water valve. b) Replace water valve. c) Use nontoxic antifreeze for winter protection. Clear all waste and water from toilet and tank if storing in cold space.	506-8 506-11 506-17 506-27 506-30 506-86
6	Vacuum Breaker Broken	a) Vacuum breaker does not contain poppet. b) Cap was not fully welded or weld is broken.	a) Replace vacuum breaker. b) Replace vacuum breaker.	509-8 509-11



Leaks

#	Code Type	Description & Comments	Solution/Kit	Code
1	Water Valve Leak	a) Cap was not fully welded or weld is broken. b) Cracks in the water valve stem. Can leak out of pedal cavity. c) Toilet was not properly winterized.	a) Replace water valve. b) Replace water valve. c) Use nontoxic antifreeze for winter protection. Clear all waste and water from toilet and tank if storing in cold space.	506-8 506-11 506-27 506-30 506-86
2	Ball Seal Leak	a) Build up of waste or other particles around half ball opening. <i>Note: Verify that leak is not a disengaged half ball or external leak which usually involve bad odor.</i> b) Ball seal is worn.	a) Clean half ball and seal. See section 8.2 of owner's manual. b) Replace ball seal.	355-2 355-8 355-10 355-11
3	Base-to-Bowl Leak	a) Water leaks through the base-to-bowl (foam) seal. Can be the result of plastic or other particles caught between base and bowl connection. May experience odor.	a) Replace toilet.	501-11
4	Floor Seal Leak	a) Toilet was improperly installed. b) Seals are worn.	a) Reinstall toilet. b) Replace floor flange seal.	503-2 503-8 503-11
5	Vacuum Breaker Leak	a) Vacuum breaker does not contain poppet. b) Cap was not fully welded or weld is broken.	a) Replace vacuum breaker. b) Replace vacuum breaker.	509-8 509-11
6	Hose Leak	a) Clamp was improperly installed or not installed at all. Water leaks out of hose.	a) Replace with water valve kit, vacuum breaker kit, or hose kit. Includes clamp(s).	354-8 901-30
7	Spray Leak	a) Spray handle is loose. b) Seals are worn.	a) Tighten spray handle. b) Replace spray hose.	802-8 802-11 802-14



Will Not Operate

#	Code Type	Description & Comments	Solution/Kit	Code
1	Half Ball Does Not Open	a) Pedal is cracked or chipped internally. No spring tension. b) Pedal has been stripped by the screw.	a) Replace toilet. b) Replace toilet.	507-11 501-30
2	Pedal Broke	a) Pedal is cracked or chipped internally. No spring tension. b) Pedal has been stripped by the screw. c) Pedal was improperly installed. Does not engage the half ball.	a) Replace toilet. b) Replace toilet. c) Replace toilet.	501-30
3	Water Valve Will Not Actuate	a) Water valve stem is worn.	a) Replace water valve.	506-17 506-30
4	Water Will Not Stop Running	a) Pedal or water valve is stuck. Was not properly greased or installed.	a) Replace toilet.	506-30 901-30
5	Lack of Rim Wash	a) Not enough water pressure. b) Surface of bowl is not clean. c) Water valve screen is clogged. d) Rim wash holes are plugged.	a) Flow rate should be 3.0-3.5 gpm/ 11.4-18.9 lpm . b) Clean bowl surface. Do not use abrasive cleaning product. c) Clean screen. d) Clean rim wash holes.	351-94



Odor

#	Code Type	Description & Comments	Solution/Kit	Code
1	Seals Worn	a) Holding tank is not completely sealed off when half ball is closed. b) Floor seals are worn or damaged.	a) Replace ball seal. b) Replace floor flange seal. Reseal bottom of toilet.	355-2 355-8 503-2 503-8
2	Half Ball Disengaged	a) The notch on the half ball that is opposite the pedal should be inside the hole within the base.	a) Adjust half ball inside base.	501-30
3	Owner Error	a) Holding tank does not contain an active deodorizer. Waste should be dumped and cleaned on the regular basis. Toilet must be winterized when using in the cold weather.	a) Use Dometic Toilet Bowl Cleaner and Tank Treatment (recommended) for odor. Use nontoxic antifreeze for winter protection. Clear all waste and water from toilet and tank if storing in cold space.	



Order/Shipping

#	Code Type	Description & Comments	Solution/Kit	Code
1	Order Incorrect	a) Wrong toilet was entered in order or quantity was wrong.	a) Replace product.	901-60
2	Shipment Incorrect	a) Wrong toilet was shipped.	a) Replace product.	901-60
3	Broken When Received	a) Damage during shipping.	a) Replace product.	901-60
4	Missing Parts	a) Parts missing from kit.	a) Ship missing part.	800-20 801-20



Final Goods - 310 Series



Product Number	SKU	Description	Color	Base Height	Seat	Spray Hose	Original Packaging	Notes	Replacement SKU
302310001	9108684663	310 RET'L/CTC/WHITE	White	Tall	Plastic		Canadian Retail	Ship as single pack when sending replacement.	9108552770
302310011	9108552770	310-SS /SP/WHITE	White	Tall	Plastic		Single Pack		9108552770
302310031	9600004949	310-WSC/SP/WHITE slo close	White	Tall	Slow Close		Single Pack		9600004949
302310041	9108552772	310-SS /PP/WHITE	White	Tall	Plastic		Pallet Pack	Ship as single pack when sending replacement.	9108552770
302310051	9108790147	310-WS /PP/WHITE	White	Tall	Wood		Pallet Pack	Ship as single pack when sending replacement.	9600004949
302310081	9108923941	310-WSC/RT/WHITE	White	Tall	Slow Close		Retail	Ship as single pack when sending replacement.	9600004949
302310091	9108841312	310-SS /RP/WHITE	White	Tall	Plastic		Returnable	Ship as single pack when sending replacement.	9108552770
302310131	9600004953	310S-WSC /SP/WHITE	White	Tall	Slow Close	Yes	Single Pack		9600004953
302310141	9108552776	310S-SS /PP/WHITE	White	Tall	Plastic	Yes	Pallet Pack	Ship as single pack when sending replacement.	9600004953
302310181	9108923943	310S-WSC/RT/WHITE	White	Tall	Slow Close	Yes	Retail	Ship as single pack when sending replacement.	9600004953
302311611	9108782169	311-SS /SP/WHITE	White	Short	Plastic		Single Pack		9108782169
302311631	9600004955	311-WSC /SP/WHITE	White	Short	Slow Close		Single Pack		9600004955
302311641	9108782171	311-SS /PP/WHITE	White	Short	Plastic		Pallet Pack	Ship as single pack when sending replacement.	9108782169
302311681	9108923945	311-WSC/RT/WHITE	White	Short	Slow Close		Retail	Ship as single pack when sending replacement.	9600004955
302311691	9108841316	311-SS /RP/WHITE	White	Short	Plastic		Returnable	Ship as single pack when sending replacement.	9108782169
302311731	9600004957	311S-WSC /SP/WHITE	White	Short	Slow Close	Yes	Single Pack		9600004957
302311791	9108841318	311S-SS /RP/WHITE	White	Short	Plastic	Yes	Returnable	Ship as single pack when sending replacement.	9600004957
302310013	9108552771	310-SS /SP/BONE	Bone	Tall	Plastic		Single Pack		9108552771
302310033	9600004952	310-WSC/SP/BONE slo close	Bone	Tall	Slow Close		Single Pack		9600004952
302310043	9108552773	310-SS /PP/BONE	Bone	Tall	Plastic		Pallet Pack	Ship as single pack when sending replacement.	9108552771
302310083	9108923942	310-WSC/RT/BONE	Bone	Tall	Slow Close		Retail	Ship as single pack when sending replacement.	9600004952
302310093	9108841313	310-SS /RP/BONE	Bone	Tall	Plastic		Returnable	Ship as single pack when sending replacement.	9108552771
302310143	9108552777	310S-SS /PP/BONE	Bone	Tall	Plastic	Yes	Pallet Pack	Ship as slow close retail when sending replacement.	9108552777
302310183	9108923944	310S-WSC/RT/BONE	Bone	Tall	Slow Close	Yes	Retail		9108923944
302311613	9108782170	311-SS /SP/BONE	Bone	Short	Plastic		Single Pack		9108782170
302311633	9600004956	311-WSC /SP/BONE	Bone	Short	Slow Close		Single Pack		9600004956
302311683	9108923946	311-WSC/RT/BONE	Bone	Short	Slow Close		Retail	Ship as single pack when sending replacement.	9600004956

Final Goods - 320 Series



Product Number	SKU	Description	Color	Base Height	Spray Hose	Original Packaging	Notes	Replacement SKU
302320021	9108728451	320-WS/SP/WHITE	White	Tall		Single Pack		9108728451
302320051	9108783147	320-WS/PP/WHITE	White	Tall		Pallet Pack	Ship as single pack when sending replacement.	9108728451
302320081	9108781896	320-WS/RT/WHITE	White	Tall		Retail	Ship as single pack when sending replacement.	9108728451
302320181	9108781898	320S-WS/RT/WHITE	White	Tall	Yes	Retail		9108781898
302321621	9108782769	321-WS/SP/WHITE	White	Short		Single Pack		9108782769
302321681	9108782773	321-WS/RT/WHITE	White	Short		Retail	Ship as single pack when sending replacement.	9108782769
302321781	9108782781	321S-WS/RT/WHITE	White	Short	Yes	Retail		9108782781
302320023	9108781893	320-WS/SP/BONE	Bone	Tall		Single Pack		9108781893
302320083	9108781897	320-WS/RT/BONE	Bone	Tall		Retail	Ship as single pack when sending replacement.	9108781893
302320183	9108781899	320S-WS/RT/BONE	Bone	Tall	Yes	Retail		9108781899
302321623	9108782770	321-WS/SP/BONE	Bone	Short		Single Pack		9108782770
302321653	9108782772	321-WS/PP/BONE	Bone	Short		Pallet Pack	Ship as single pack when sending replacement.	9108782770
302321683	9108782774	321-WS/RT/BONE	Bone	Short		Retail	Ship as single pack when sending replacement.	9108782770