RV Coach
Toilet Installation

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Congratulations…
…on your purchase of Tecma, the finest RV toilet available. Please read this Manual completely to ensure satisfaction. The Tecma Technical Support Team is committed to providing quality service and parts for your high-tech, RV toilet.

General Information
Silence Plus models may be installed anywhere in the bathroom area. Openings at back and below toilet allow for both plumbing and electrical connection flexibility. Overall dimension from the wall is 20 inches for Silence Plus. (See Dimensions.)

- Always use RVIA-RECOMMENDED CIRCUIT BREAKER/FUSE AND WIRE GAUGE.
- Always be sure unit’s ELECTRICAL POWER is TURNED OFF before beginning work.
- IF WATER DOES NOT FLOW INTO TOILET DURING THE FIRST TWO OR THREE FLUSH CYCLES, it has been improperly installed or has malfunctioned. Discontinue use of toilet until installation has been corrected or repairs are made. Please review this manual’s Installation section or refer to the Troubleshooting section.
- Use ONLY STAINLESS STEEL mounting hardware. DO NOT INSTALL WITHOUT PLASTIC MOUNTING HOLE INSERTS IN PLACE. Failure to properly mount toilet may result in toilet becoming loose or damaged.
- Only human waste and toilet paper should be put into the toilet. Never flush FOREIGN MATERIALS (e.g., paper towels, pre-moistened wipes, condoms, feminine hygiene products, dental floss, household garbage, etc.).

Required Tools
- Flat Screw Driver
- Philips Screw Driver
- Adjustable Wrench

Parts List
Please begin by checking to see that all parts/accessories were included in your product package. Refer to Fig. C.
- 1 – Assembled Tecma Silence seat/cover toilet (12V/24V)
  - Flush Water Inlet
  - 5’ Power Pigtail
  - 6’ Power Pigtail
  - Flush Water Service Inlet Kit
  - Solenoid Valve
  - Discharge Pipe
  - Pump/Motor / Discharge Pipe
  - Nozzle Kit
  - Short Inlet Kit
- 1 – Wall switch and controller
- 1 – Wall switch bezel
- 4 – Hex Head Closet Bolt Washers, Screws
- 4 – Cap and Bushings
- Installation / Owner’s Manual

Required Supplies & Materials

Plumbing Components
- 1-1/2” straight coupling (as needed)
- 1-1/2” 90° coupling (as needed)

Electrical Components
- Wiring to toilet system power
- Wiring to Full Tank Sensor
- Wiring to Tank Mid-Level Sensor
- Wiring from electronic controller to water pump (raw water installations)
- Wiring Harness Connectors (Model Dependant)

Supplies
- Silicone caulk (white or clear)
Dimensions

**Fig. A**

<table>
<thead>
<tr>
<th>Measurement</th>
<th>Inch</th>
<th>Millimeter</th>
</tr>
</thead>
<tbody>
<tr>
<td>19.66&quot;</td>
<td>500</td>
<td></td>
</tr>
<tr>
<td>14.9&quot;</td>
<td>380</td>
<td></td>
</tr>
<tr>
<td>17.7&quot;</td>
<td>450</td>
<td></td>
</tr>
<tr>
<td>16.3&quot;</td>
<td>415</td>
<td></td>
</tr>
<tr>
<td>11.2&quot;</td>
<td>285</td>
<td></td>
</tr>
<tr>
<td>16.4&quot;</td>
<td>417</td>
<td></td>
</tr>
<tr>
<td>11.9&quot;</td>
<td>302</td>
<td></td>
</tr>
<tr>
<td>14.9&quot;</td>
<td>380</td>
<td></td>
</tr>
<tr>
<td>10&quot;</td>
<td>254</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** Ceramic base dimensions may vary slightly in size.

**Wiring Harness Connectors**

<table>
<thead>
<tr>
<th>Connector Type</th>
<th>Item/Description</th>
<th>Qty.</th>
</tr>
</thead>
<tbody>
<tr>
<td>C Deutsch</td>
<td>Socket Contact, 0462-201-16141</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Plug, DT06-2S</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Wedge Lock, W2S</td>
<td>1</td>
</tr>
<tr>
<td>D Deutsch</td>
<td>Pins, 0460-202-16141</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Receptacle, DT04-2P</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Wedge Lock, W2P</td>
<td>1</td>
</tr>
<tr>
<td>C Deutsch</td>
<td>Socket Contact, 0462-201-16141</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Plug, DT06-2S</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Wedge Lock, W2S</td>
<td>2</td>
</tr>
<tr>
<td>D Deutsch</td>
<td>Pins, 0460-202-16141</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Receptacle, DT04-2P</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Wedge Lock, W2P</td>
<td>2</td>
</tr>
<tr>
<td>F Deutsch</td>
<td>Pin Contact, 0460-204-08141</td>
<td>1</td>
</tr>
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<td></td>
<td>Receptacle, DTH04-1-6P</td>
<td>1</td>
</tr>
<tr>
<td>G Deutsch</td>
<td>Socket Contact, 0462-203-08141</td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>Plug Housing, DTH06-1-8S</td>
<td>1</td>
</tr>
</tbody>
</table>
Soft Close Seat

If equipped, this product comes with a mechanism that gently controls the closing speed of the cover, avoiding possible damage to the toilet or noise that could disturb a guest’s sleep and comfort.

Fig. C

1. Assembled Tecma Silence seat/cover toilet (12V/24V)
   1.A Controller
   1.B Flush Water Inlet
   1.C Solenoid Valve
   1.D Discharge Pipe
   1.E Pump / Motor
   1.F Nozzle
   1.G Short Inlet

2. Wall switch
3. Wall switch bezel
4. Hex Head Closet Bolt Washers, Screws
5. Cap and Bushings

Note: Fig. C.1 comes pre-assembled in the toilet.

1. Assembled Tecma Silence seat/cover toilet (12V/24V)
   1.A Controller
   1.B Flush Water Inlet
   1.C Solenoid Valve
   1.D Discharge Pipe
   1.E Pump / Motor
   1.F Nozzle
   1.G Short Inlet

2. Wall switch
3. Wall switch bezel
4. Hex Head Closet Bolt Washers, Screws
5. Cap and Bushings

Materials Not Provided

- Silicone caulk (white or clear)
- Various Electrical Connectors
- Various plumbing connections and pipe

Before starting the installation, consider and plan for the following:

Mounting Location

- Ideally, the toilet should be installed in a location that is higher than the holding tank. A (maximum) 6’ rise between the toilet and holding tank will not impact performance.
- Verify that the installation site has:
  - sufficient clearance between toilet and nearby wall so that water supply hose and discharge hose are not kinked
  - room for maintenance accessibility
- The floor supporting the toilet is level and strong enough to support toilet and weight of any potential user.
- The floor structure is strong enough to securely anchor toilet using supplied screws; 3/4” minimum.
- The flooring is water-resistant so structure and anchoring integrity are maintained.

Bezel Installation

When planning the installation be sure to consider:

- Bezel placement wall thickness; refer to Fig. E
- Distance between toilet and bezel; the harness is 12’ in length

WARNING HAZARD OF FIRE:

Always use recommended circuit breakers or fuses. Failure to follow the recommendations can result in fire.
Vehicle Electrical Requirements

Installation requirements:
- All circuits must follow RVIA standards.
- Wire gauge sizes must follow Wire Gauge Size Chart.
- Always use crimp-style connectors with Sealing provisions to avoid corrosion.
- Every toilet requires a 12-VDC/40-AMP dedicated circuit with 8-gauge wire and 40-AMP breaker or fuse between the main bus or battery and a terminal located near the toilet.

⚠️ WARNING HAZARD OF FIRE:
Always use recommended circuit breakers or fuses. Failure to follow the recommendations can result in fire.

Wall Switch & Wiring

Select wall switch location convenient to toilet. Cut hole 2- 5/8” x 3-3/4” and drill holes for mounting screws.
Mount Tank Sensors

Full Tank Sensor

Mid Tank Sensor – Optional

- Clean the surface of the side of the tank at the top – approximately on the left-right centerline with isopropyl alcohol (not included) where the sensor will be mounted. When thoroughly clean and dry, firmly press the sensor in place. (Note: Wires can point in any direction – the sensors directional orientation does not affect its operation.)

- Follow the same procedure for the Mid-Tank sensor, except it should be mounted on the left-right centerline approximately half way up the tank side.

The Full Tank Sensor is mounted at the highest point on the tank for the tank’s capacity, or where the installer wants the Tank Full indication to be.

The Tank Sensors should be mounted near the center line of the tank.

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REFER TO FIG. F

- F.1 Tank FULL sensor
- F.2 Optional Mid Tank sensor
- F.3 The area for adhesion should be thoroughly cleaned with alcohol or equivalent, and dried, prior to mounting the sensor.
- F.4 The sensor has a removable cover over the pressure-sensitive adhesive pad.
Wiring Information

See Fig. D for correct wire gauge and circuit breaker sizes.

**Power wiring**

![Power wiring diagram]

*Note: Connectors F & G factory installed*

**Solenoid Valve**

*non-water proof connection*

![Solenoid valve diagram]

**Water Pump**

*non-water proof connection*

![Water pump diagram]

**Tank Sensor Wiring**

![Tank sensor wiring diagram]
Caution! Dielectric Grease is a possible eye irritant. If contact occurs, rinse eyes with water for 15 minutes. Keep out of reach of children.

Warning! Water Pumps must be powered by toilet controller as shown above. Do not wire pump directly to a power source so that it is controlled by its pressure-activated switch. If a leak were to occur when wired directly, the pump would run continuously and create the risk of sinking the boat and loss of life.

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**Wiring Schematic**

**REFER TO FIG. G**

See Fig. D. for correct wire gauge and circuit breaker sizes

G.1 Customer Supplied Wiring Parts

G.2 Black

G.3 Red

G.4 Tecma Controller

G.5 Pin Contact: 0460-204-08141 Receptacle: DTHD04-1-8P

G.6 Socket Contact: 0462-203-08141

Plug Housing: DTHD06-1-8S

G.7 Blue

G.8 Solenoid Valve

G.9 27139 (AMP)

G.10 Water Pump

G.11 Columbo 27131 (Installed)

G.12 Parts included in Wiring Connection Kit

G.13 Apply dielectric grease to wire terminals before terminals are installed in housings. Grease is included in the wiring connection kit.

G.14 White

G.15 Green


G.17 Socket Contact: 0462-201-16141, Plug DT06-2S, Wedge Lock W2S

G.18 Full Tank Sensor

G.19 Mid Tank Sensor

G.20 16 AWG Green

G.21 16 AWG White

G.22 Brown

**REFER TO FIG. H**

H.1 Control Box

H.2 Wall Switch - (Sheathed 18 gauge, 12 foot) Black and Red, two-wire cable provided by Thetford, permanently attached to Wall Switch board, from the Wall Switch to the Control Box harness with a male terminal connector on the cable end.

H.3 Motor - Two wires-Black and Brown, from the Control Box harness to the Motor/Pump wiring, with a female terminal connector on the toilet harness end. Connections are made during Thetford factory assembly.

H.4 Power - Two wires- Red and Black, from the Control Box harness for power, with a male terminal connector on the toilet harness end. Reference the Silence wiring information.

H.5 Sensor Wiring Harness - Must be 16 gauge, not provided with toilet, connector information is available in this manual.

H.6 Wall Switch - Sheathed two-wire cable- Red and Black, from the Control Box harness to the Wall Switch cable, with a female terminal connector on the toilet harness end.

H.7 Solenoid or Pump Connection - Solenoid (Fresh water models only), or Pump (Raw water models only) 15A Max.

Two wires- Blue and Black, from the Control Box harness to the solenoid wiring, with a female terminal connector on the toilet harness end.

H.8 Sensor Output Cable - Sheathed four-wire cable from Control Box to Tank Sensor wiring, two pairs of wires- Red and Black, with a female terminal connector on the toilet harness end for the Full Tank Sensor, and Green and White, with male terminal connector on the toilet harness end for the Optional Mid-level Tank Sensor.

H.9 Sensor and Wiring Terminals - Two-wires from sensor to installed tank sensor wire sets.

H.10 Tank Full Sensor

H.11 Optional MID Tank Sensor

H.12 Holding Tank
Fig. H
Installation Options

Choose the method that best fits your installation needs:

**Above Floor Installation**
Recommended Discharge Hose Alignment

**Fig. I-1**

**Below Floor Installation**
Recommended Discharge Hose Alignment

**Fig. I-2**

**CAUTION:** Discharge tube position in back of Tecma is critical. Pulling top of Tube below the water level in bowl during installation results in water improperly draining from bowl. Also avoid pinching or kinking hoses.
Installation

Note: Refer to Fig. C for all part references.

1. Place #1 in permanent position; trace outline.


3. Slide 2 through wall opening.

4. Locate #1 position; cut hole.

5. Feed 2 through floor; connect to 1A.

6. Connect 1A to NP (Boat/Craft 12V DC power source)

7. **Attach Water Supply**
   1. Remove protective cap on 1F if present and connect water supply line (1/2" NPT thread).
   2. The internal diameter of the rubber discharge pipe 1G is 1 1/2". Because of this soft rubber pipe, it is necessary to use a pvc hose barb (straight or curved) to make the connection with the discharge pipe/hose.
   3. After making hose connections, tighten all clamps.
   4. The discharge connection is possible straight through the floor or above floor using a 90° elbow (see Fig. I-1 & I-2 for proper hose alignment for each).
8 Refer to Fig. I-1 and Fig. I-2.

1. Choose installation method.
2. Run NP; assemble parts as shown.
3. Tighten 3 to secure in place.

9 Test Toilet
BEFORE permanently attaching the toilet:
1. Flush the toilet to check toilet operation.
2. Verify no leaks; correct as needed.
3. Permanently insert 2 and 3 into wall.

10 Caution!
Seal with silicone or latex base sealant. Do not use Polysulfide base sealants that can damage plastic.
The toilet's wall switch control has two primary functions:

- **A FLUSH NORMAL button** – Starts an add water and macerate sequence that runs the motor and adds water twice for maximum cleansing and minimum water usage. Sequence ends with a small amount of water added to the bowl to provide an odor trap. Recommended for flushing solids and toilet paper.

- **A FLUSH WATER SAVER button** – Only recommended for flushing liquids and small amounts of toilet paper.

**CAUTION:** To avoid damage to Silence Plus, an electric macerating toilet, flush only organic material and toilet paper.

**Water Saver Flush**
Press and release left button. Recommended for flushing liquids and small amounts of toilet paper only.

**NORMAL FLUSH**
Press and release right button. Recommended for flushing solids and toilet paper.
Operation, con't.

**EMPTY BOWL**
Press both buttons simultaneously and release. This empties the bowl and leaves it dry for travel. Press either button once to add water, run motor and return to normal use.

**SLEEP MODE**

- Lighting turns off after 8 hours of non-use.
- In sleep-mode the switch LEDs will turn OFF until next use.
- Pushing either button will return lighting to full brightness.

**Lighting**

- **NIGHT LIGHTING**
  Blue back-lighting of the buttons provides identification at night. Buttons shut off to preserve power if not used for an extended interval.
- **FULL TANK LOCKOUT:**
  For the safety of your system, the toilet will not flush when the Full Tank Sensor senses a full tank (LED is red).

- **EMERGENCY OVERRIDE:**
  If the tank is full (LED is red) and an emergency flush is needed, press and hold either flush button for 6 seconds to flush toilet. CAUTION: This may cause overfilling of a waste tank and system back up will flash.

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K.1 Symbol not lighted: toilet system is OFF or not receiving power.
K.2 Symbol lighted Green: toilet system is ON and the holding tank is less than full.
K.3 Symbol lighted Yellow: toilet system is ON and the holding tank is at least half full.
K.4 Symbol lighted Red: toilet system is ON and the holding tank is full.
K.5 Diagnostic LED warning lights during over-ride.
Operation, con’t.

**Enter Water Refill Programming Mode**

Sets empty bowl mode after flush.

- Press and hold both buttons for 3 seconds.
- LEDs will flash, programming mode will be entered.

- As water enters bowl, release fingers from buttons to set the level of standing water in the bowl.
- The level you set remains constant after each flush until reprogram water level.

**Recommended water level depth**

Approx. 5”, 13 cm from the top of the rim

To switch modes of operation, go to the top of this diagram to enter water refill programming mode.

**Correct Water Level Usage**

- The recommended water level in the Residential Mode is 5” below the toilet rim. To set this in the programming mode, release your fingers 4-5 seconds after water begins flowing into the toilet. Setting the water deeper than this level creates excessive water use and fills the holding tank too quickly.

**Flush Lockout**

This toilet is equipped with an electronic holding tank level sensing feature that automatically prevents FLUSH button operation when the holding tank is full and, thus, prevents waste overflow.
Operation, con't.

Single Flush Override of Flush Lockout

- If holding tank is full, system will not allow a flush to occur. (If a flush is taking place, it will be completed.) This can be overridden by holding the FLUSH button for about 8 seconds.
- This override function is intended for emergency use only. Because the sensor is not located at the exact top of a tank, the override function can be used about 5 times before overflowing. Size and shape of the holding tank determine the actual number of times it can be used. Contact manufacturer for more detailed information.

**WARNING!** An excess of flushes after flush lockout is disabled can cause waste to overflow tank through plumbing. Thetford Corporation accepts no responsibility or liability for damage to equipment, or injury or death for overflow of waste holding tank when full-tank lockout is overridden. Waste holding tank should be checked after using toilet in override mode.

Single Flush Override of Flush Lockout

Toilet will not flush automatically when tank level indicator is red.

- Press and Hold (>8.0 sec.)
- Initiates one flush.
- Flush Lockout reactivates.

**CAUTION!** This single flush over-ride function can cause over filling of a waste tank. For Emergency Use Only.

Disabling/Re-enabling Lockout Protection

Flush Lockout normally occurs when the holding tank becomes almost full. When this occurs, pushing the flush button causes tank symbol to flash, but does not cause a flush.

Enabling Lockout

- Press both buttons twice (0.5<, <1.0 sec. 2 times)
- Lockout ENABLED
- Unlock symbol light turns OFF

**CAUTION!** Disabling the Toilet Lockout Function can cause overflowing of the waste tank. Emergency Use Only.

Disabling Lockout

- Press both buttons twice (0.5<, <1.0 sec. 2 times)
- Lockout DISABLED
- Unlock symbol light turns ON.

**Note:** This red symbol will remain on as long as lockout is disabled, even if the holding tank is emptied.
Cleaning
● Use only non-abrasive, non-petroleum products to clean the pump. Thetford’s Aqua-Clean is a non-abrasive, all-purpose cleaner specially formulated to be safe for all components of your toilet system.
● Never use household cleaners, which can contain bleach, in the toilet system. Household toilet bowl cleaners contain harsh acids. Bleach, petroleum-based products, strong acids and abrasives can cause irreversible damage to the toilet system and components.

Winterizing
● Use only propylene glycol based, non-toxic antifreeze when storing toilet during freezing conditions.
● Never use automotive antifreeze or windshield washer solvent to winterize.
● Make sure that both the entire supply and discharge systems are thoroughly winterized to ensure complete protection for your system.

Storage
When storing the system for more than two weeks, thoroughly clean toilet and hoses by flushing with Thetford’s Aqua-Kem, EcoSmart or Aqua-Clean.

Seasonal Start-Up
Test toilet before using by flushing to check operation. Verify that there are no leaks.

Tissue
To facilitate flushing, it is recommended that you only use toilet tissues specifically designed to disintegrate rapidly (unlike household tissues), such as Thetford’s Aqua-Soft® (2-ply) and RV/Marine Toilet Tissue (1 ply).

Warranty
● All Tecma finished products have a warranty of 2 years from the date of registration of the boat.
● All Tecma replacement parts have a warranty of 2 years from date of purchase.
● This warranty does not apply to products which have been subjected to misuse, negligence, accident, fire, improper repair, improper installation, or any other unreasonable use deviating from the manufacturer recommendations.

Warranty parts request
● Claims under warranty must be filed only through the authorized Tecma service centers.
  • Copy of the certificate of registration of the boat / purchase invoice
  • Brief description of the fault / problem
● The complete list of Tecma authorized service centers can be downloaded from our website www.thetford.com or can be obtained from our Customer service at the following contacts:
  www.thetford.com
  Tel. 1-800-543-1219
### Troubleshooting

<table>
<thead>
<tr>
<th>PROBLEM</th>
<th>CAUSE</th>
<th>ACTION/SOLUTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toilet does not flush or flush performance</td>
<td>Waste tank is full</td>
<td>Empty waste tank before continuing to use toilet.</td>
</tr>
<tr>
<td>is poor</td>
<td>Clog at pump inlet</td>
<td>Clear clog. DO NOT flush foreign objects.</td>
</tr>
<tr>
<td></td>
<td>Solid object in macerator</td>
<td>DISABLE power. Attempt to remove object. If unsuccessful, contact Thetford Cus-</td>
</tr>
<tr>
<td></td>
<td>Low voltage</td>
<td>tomer Service. DO NOT flush foreign objects.</td>
</tr>
<tr>
<td>Water does not enter bowl during flush</td>
<td>Water supply line kinked or</td>
<td>Check that supply line is properly connected to fresh water supply. Check for</td>
</tr>
<tr>
<td>or water add cycle</td>
<td>not connected</td>
<td>kinks in the supply line.</td>
</tr>
<tr>
<td></td>
<td>No power to water pump</td>
<td>Check that fuse/circuit breaker has not tripped. Ensure all electrical connectors</td>
</tr>
<tr>
<td></td>
<td>Water supply has been turned</td>
<td>to water pump are fully mated.</td>
</tr>
<tr>
<td></td>
<td>off</td>
<td>Open water supply valves or reconnect power to supply pump.</td>
</tr>
<tr>
<td></td>
<td>Solenoid not plugged into relay</td>
<td></td>
</tr>
<tr>
<td></td>
<td>module (where applicable)</td>
<td>Ensure wiring harness to solenoid is fully connected.</td>
</tr>
<tr>
<td>Water continues dripping briefly into</td>
<td>Toilet is installed below</td>
<td>Normal operation – if only a small amount of water drips from nozzle.</td>
</tr>
<tr>
<td>bowl after flush cycle is complete</td>
<td>water line with vented loop in</td>
<td></td>
</tr>
<tr>
<td></td>
<td>water supply line</td>
<td></td>
</tr>
<tr>
<td>Toilet is noisy</td>
<td>Pump may be partially blocked</td>
<td>Flush repeatedly. If problem persists, open and inspect macerator pump. If unsucc-</td>
</tr>
<tr>
<td></td>
<td>if a solid object other than</td>
<td>essful, contact Thetford Customer Service.</td>
</tr>
<tr>
<td></td>
<td>toilet paper has been flushed.</td>
<td></td>
</tr>
<tr>
<td>Water added, but pump fails to flush</td>
<td>Potential problem with motor</td>
<td>Use tester to verify current is running from panel to motor. Verify operating</td>
</tr>
<tr>
<td></td>
<td>or control panel</td>
<td>pressure of the system is within specified range.</td>
</tr>
<tr>
<td>Water remains in bowl</td>
<td>The check valve requires a water</td>
<td>Verify solenoid valve closes properly. NOTE: Water in bowl is NORMAL when using</td>
</tr>
<tr>
<td></td>
<td>column of at least 20 cm to</td>
<td>an all-in-one control panel with one button.</td>
</tr>
<tr>
<td></td>
<td>function properly</td>
<td></td>
</tr>
<tr>
<td>Control panel LED is always red</td>
<td>Verify sensor is installed and</td>
<td>TECMA uses pneumatic sensors. If ventilation of blackwater tank is not sized</td>
</tr>
<tr>
<td></td>
<td>wired properly</td>
<td>properly, pressure inside tank will increase triggering the sensor with every</td>
</tr>
<tr>
<td></td>
<td></td>
<td>flush. If LED remains on after removing grey/black connector connecting sensor to</td>
</tr>
<tr>
<td></td>
<td></td>
<td>the control unit, there is a potentially a problem with the control panel. contac-</td>
</tr>
<tr>
<td></td>
<td></td>
<td>t Thetford Customer Service.</td>
</tr>
<tr>
<td>Bowl drains dry after flush</td>
<td>Water is siphoning out of bowl</td>
<td>Discharge hose from macerator pump is pulled down. Straighten hose so that top</td>
</tr>
<tr>
<td></td>
<td>due to discharge hose pulled</td>
<td>of discharge hose is in line with toilet nozzle.</td>
</tr>
</tbody>
</table>

**NOTE:** This Troubleshooting Guide is intended to provide a basic service aid in the case of incorrect toilet operation. If the suggested actions above do not resolve the issue, it may be necessary to bring unit in for professional service. Thetford Customer Service: 1-800-543-1219.
### Service Kits

<table>
<thead>
<tr>
<th>#</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>36082 Control Panel – Single Switch (Pre-April 2006)</td>
</tr>
<tr>
<td></td>
<td>36387 Control Panel – 2-Button Wall Switch (April 2006 to Present)</td>
</tr>
<tr>
<td>2</td>
<td>38185 Wall Switch Bezel – Black (Pre-April 2006)</td>
</tr>
<tr>
<td></td>
<td>38186 Wall Switch Bezel – Bone (Pre-April 2006)</td>
</tr>
<tr>
<td></td>
<td>36396 Wall Switch Bezel – Bone (April 2006 to Present)</td>
</tr>
<tr>
<td></td>
<td>36397 Wall Switch Bezel – Black (April 2006 to Present)</td>
</tr>
<tr>
<td>3</td>
<td>36504 Seat &amp; Cover – White (Chrome Hinges)</td>
</tr>
<tr>
<td></td>
<td>36503 Seat &amp; Cover – Bone (Chrome Hinges)</td>
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<td>38134 Seat &amp; Cover – Bone (Gold Hinges)</td>
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<td>38133 Seat &amp; Cover – Black (Gold Hinges)</td>
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<td>38176 Seat &amp; Cover – White (Gold Hinges)</td>
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<td>98109 Slow Close Seat</td>
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<td>4</td>
<td>36398 Controller (April 2006 to Present)</td>
</tr>
<tr>
<td>5</td>
<td>36512 5’ Power Pigtail (April 2006 to Present)</td>
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<tr>
<td>6</td>
<td>36399 6” Pigtail (April 2006 to Present)</td>
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<td>7</td>
<td>38200 Flush Water Inlet Service Kit (non-Flush Nozzle models)</td>
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<td>8</td>
<td>38064 Solenoid Valve – Old RV units</td>
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<td>38649 Solenoid Valve – 12V</td>
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<td>38650 Solenoid Valve – 24V</td>
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<td>9</td>
<td>38066 Hex Head Closet Bolts – White (4)</td>
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<td>38067 Hex Head Closet Bolts – Bone (4)</td>
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<td>38260 Hex Head Closet Bolts – Black (4)</td>
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<td>36508 Cap and Bushings – White</td>
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<td>38139 Cap and Bushings – Gold</td>
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<td></td>
<td>36509 Cap and Bushings – Chrome</td>
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<td>11</td>
<td>38061 Discharge Pipe (1-1/2” Connection)</td>
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<td>12</td>
<td>38056 Pump/Motor with Discharge Pipe – 12V</td>
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<td>38190 Discharge Pipe Service Kit</td>
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<td>36743 Holding Tank Sensors (April 2006 to Present)</td>
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<td>15</td>
<td>36746 Nozzle Kit – White</td>
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<td>36747 Nozzle Kit – Bone</td>
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<td>38651 Short Inlet Tube Kit</td>
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<td>17</td>
<td>36251 25’ Wire Harness for Tank Sensor</td>
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<td>36252 35’ Wire Harness for Tank Sensor</td>
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<td>36253 45’ Wire Harness for Tank Sensor</td>
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