

## Roca Toilet Cistern Fault – Copy Thread from a DIY Message Board...

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My daughter has just bought a flat equipped with a Roca toilet, the type with two interleaved plungers on top, one for a 3 litre flush and the other for a 6 litre flush. Water is running through to the toilet pan continuously, requiring frequent cistern refills. Clearly, there is an internal problem to fix with the flush mechanism, but my first problem is how to get inside. The cistern lid is fixed onto the internals. The diagrams show that a screw, located under the plungers, holds the cistern cover down onto the flushing valve. But there are no instructions on how to raise the plungers in order to access the screw.

Anybody been here before. Suggestions welcome.

Having exactly the same problem with my Roca toilet, installed a year ago. To get into the cistern, you need to press down one side of the flush and then pull out the other side. You can then lift out the remaining button, and that lets you access the screw. Had a plumber look at the problem, he reckons that its due to the white plunger bit catching on the blue bit (sorry, not very technical but if you have a look it should make sense) - his verdict was a design fault. We haven't worked out how to fix it yet, but might just try replacing that part.

I think that the problem may be kind of industrial in terms of the "dual flush" design. There are a few other mentions of the same problem on other web sites.

I just bought a brand new toilet from Roca (also the Laura model) and it was having the same problems (constant water flow) from the moment of initial installation. The installer said there was nothing he could do. Now I am hoping that it will be replaced by the manufacturer. It is very hard to see where the seal may be faulty inside the control mechanism. Do you know whether the blue and white plastic unit can be easily unscrewed from the base without breaking anything?

Having just had one of these apart it seems that there are two areas that will keep the flush valve flowing. (Assuming the inlet float valve is OK.) The first is the washer at the base of the unit which can easily be removed as the whole assembly is on a bayonet attachment to the lower seating unit. The washer is held in by a plastic ring that unclips from the base when prised off. The washer can be cleaned or even reversed and the ring then clips back to hold it in place. Second issue is the blue float assembly. On two of these I have looked at this has been left loose to slide up and down on the operating shaft and intermittently jams the shaft in the partially open position. The blue float needs to be positioned so that it assists the lift of the unit when the buttons are pressed and then turned (only goes one way) on the shaft to lock it in place. This part also adds weight to the central operating shaft to enable quicker shut off. These units all seem to weep when flushed for a short time until water level builds up which is part of the design limitation of using water pressure to hold the valve closed.

I have had my Roca Cistern for about 5 years, with no trouble. Recently it has also been allowing water into the lavatory bowl without filling up the cistern. I purchased a complete new float valve system for about £17 from Plumbase. Initially I only replaced the top 2/3rds of the unit as I couldn't access the base which was enclosed. This worked initially for about 1 day, then reverted to the same fault. I have now managed to unscrew the remaining piece of the unit from the top by taking a strong grip and turning **anti-clockwise**. The whole plastic float assembly has now been replaced and seems to be better. It seems to be important to first lock the lower part of the assembly into the slots and then hold that securely while the top section is slotted in. Incidentally I initially access the cistern by pulling upwards on the chromed plastic flush buttons. I have heard that a newer simpler system is now available. Not Roca by the way!

Lifting the plungers fools everyone! Push down on the large one and then your finger can press lightly on the side of the small one. Ease the small one up and pull it from its holding stem. Now you can access the large one in the same way.

It occurs to me that readers may not know that Roca units are often fitted with Flushmaster inlet valves. A common cause of leakage (especially if installed by a 'plumber') is that the wrong inlet valve washer is fitted. There are two fluidmaster washers; a black one for use with a mains pressure feed and a red one for use with a tank feed. By default the units are supplied with the black washer. Using the wrong one will cause leaks from the inlet valve and the symptom is a continually running toilet (assuming an internal overflow). Solution is to fit the correct washer. Available from Homebase who are fluidmaster stockists or some of the better plumbing suppliers.

Came home from a short holiday today to find the same symptoms - trickle from cistern causing intermittent tank filling. I fitted this toilet myself about 2 years ago and have had no problems until today. On inspection, the blue float was loose so I moved it up the white central column, gave it a quarter turn to lock it and seem to have fixed the problem - presumably valve is now better seated. Annoyingly, I've mislaid the original fitting instructions so this solution is a bit hit-and-miss - not sure where this float is supposed to be placed etc. Would really appreciate a pointer to a copy of the fitting instructions, either electronically, or happy to pay photocopying and postage if need be. Anyone got a copy of them? Thanks.

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Thanks - this seems to have finally fixed it - I picked up a new washer from the bathroom merchants for £1.50 "oh yes sir, common problem with Roca Lauras - you were lucky to get 2 years out of it", fitted it in less than 5 minutes and it now seems to be watertight. Fingers (rather than legs) crossed...

### **Link to .pdf of Installation Process**

[http://www.lunns.net/cisternspares/roca\\_flushvalve\\_installation.pdf](http://www.lunns.net/cisternspares/roca_flushvalve_installation.pdf)