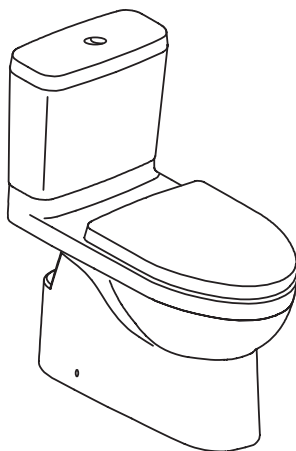


# Installation and Care Guide

## Dual Flush Two-Piece Toilet

K-3991ID-S



**KOHLER**<sup>®</sup>

## Thank You for Choosing Kohler Company

Thank you for choosing Kohler. Kohler craftsmanship offers you a rare combination of proven performance and graceful sophistication that will satisfy you for years to come. The dependability and beauty of your Kohler product will surpass your highest expectations. We're very proud of our products here at Kohler and we know you will be too.

Please take a few minutes to review this manual before you start installation. If you encounter any installation or performance problems, please don't hesitate to contact us. Our phone numbers and website are listed on back cover.

All information in this manual is based upon the latest product information available at the time of publication. At Kohler, we constantly strive to improve the quality of our products. We reserve the right to make changes in product characteristics, packaging or availability at any time without notice.

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## Important Information

**IMPORTANT NOTICE TO INSTALLERS!:** Please leave these instructions for the consumer. They contain important information.

In addition to installation procedures, this manual contains important care and cleaning. Please retain for future reference.

**NOTE:** Some installation parts might not be provided.

**NOTE:** The toilet pictured in the installation steps may differ from the model being installed.

## Before You Begin



**CAUTION: Risk of hazardous gases.** If the new toilet is not installed immediately, temporarily place a rag in the closet flange.



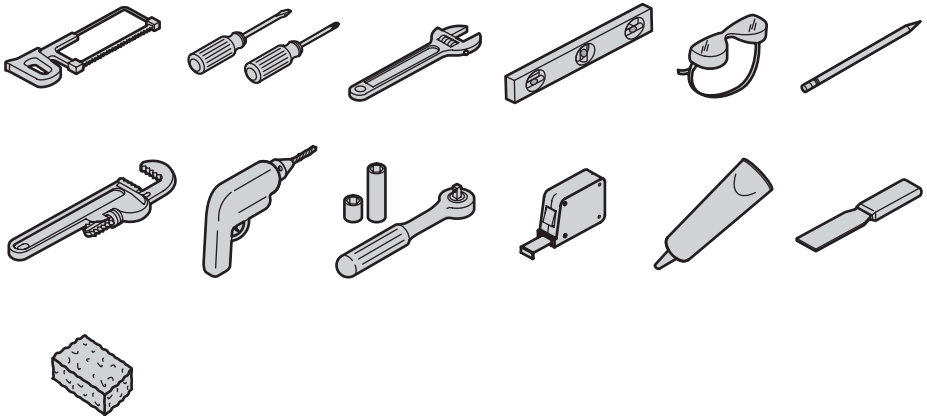
**CAUTION: Risk of personal injury or product damage.** Handle with care. Product can break, chip, or cause injury if handled carelessly.



**CAUTION: Risk of property or product damage.** Turn on the water and allow water to flow through the supply pipe to flush the system of any debris before connecting fill valve.

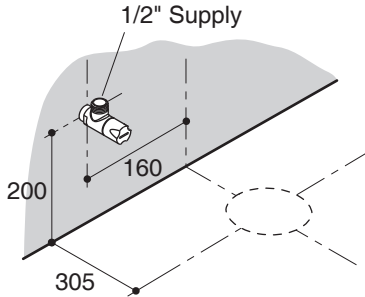
- Observe all local plumbing and building codes.
- Prior to installation, unpack the new product and inspect it for damage. Return the product to its protective carton until you are ready to install it.
- Use the template supplied with the product.
- Failure to follow these precautions may result in a poor installation.
- If the existing toilet does not have a supply shut-off valve below the tank, install one before installing the new toilet.
- Fixture dimensions are nominal and conform to tolerances established by ASME Standards (A112.19.2-2018).

## Tools

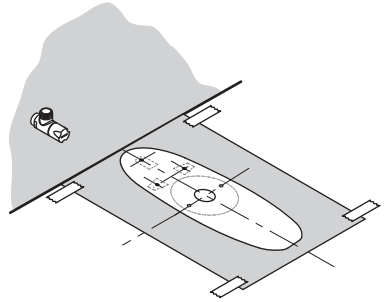


## Installation

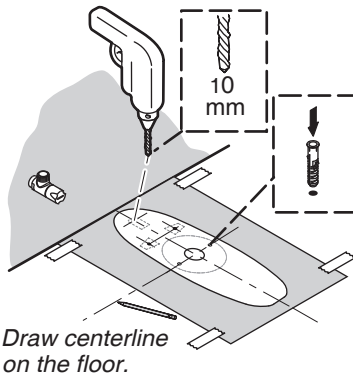
- 1** Verify inlet and outlet position.



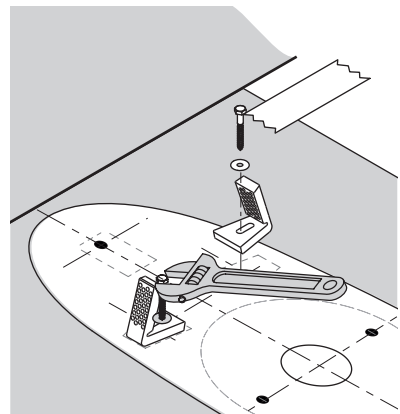
- 2** Position the template on the floor to ensure the template against the wall. Tape in place.



- 3** Drill 2 floor mounting holes and 3 flange holes. Insert the anchors.

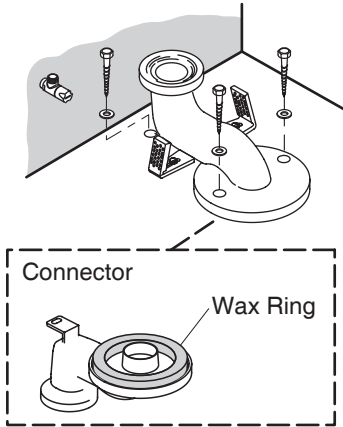


- 4** Position the brackets as shown on the template and install.

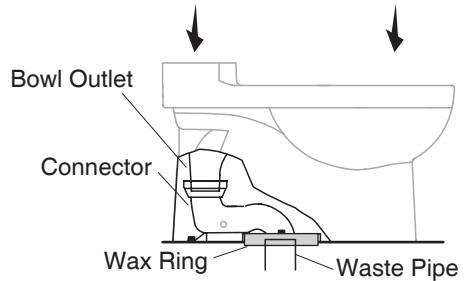


## Installation

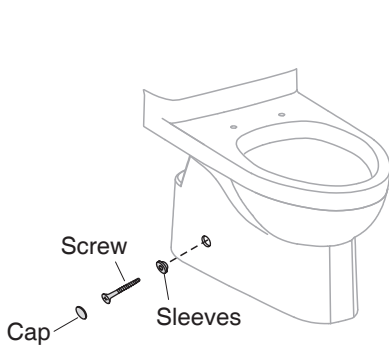
- 5** Firmly press the wax ring onto the connector to the floor with screw kit.



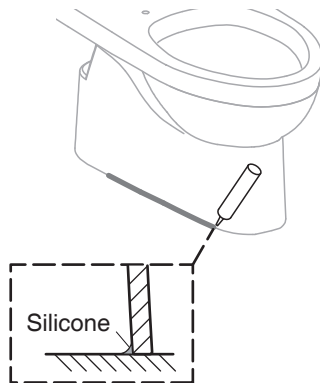
- 6** Carefully align and lower the bowl. Apply weight to bowl rim to let the bowl outlet seal with the connector.



- 7** Carefully thread the screws into the brackets, until toilet is secure. Alternately tighten left and right sides to prevent pulling the toilet off center. **Do not overtighten!**

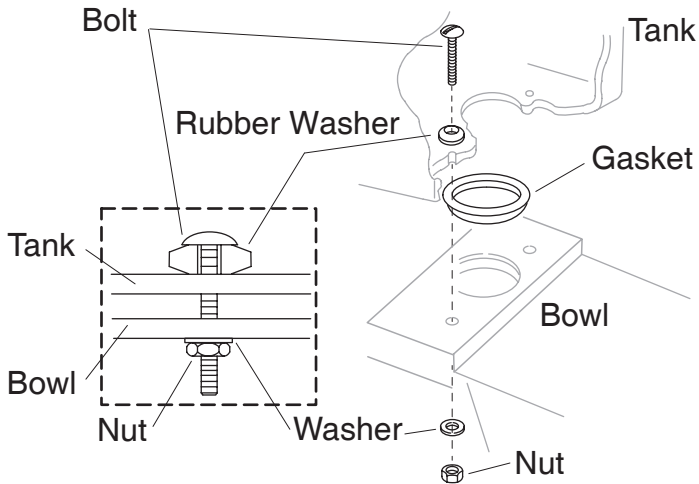


- 8** Apply silicone around base.



## Installation

- 8** Insert the gasket. Position the tank on the bowl. Slide the rubber washers and metal washers onto the bolts. Tighten the bolts. **Do not overtighten!**



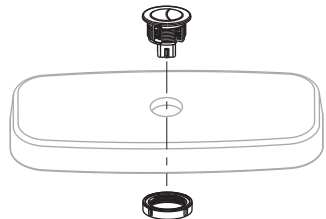
- 9** Connect the supply hose.



**CAUTION:** Turn on the water and allow water to flow through the supply pipe to flush the system of and debris for connecting fill valve.



- 10** Install the push button.  
Tighten the nut.



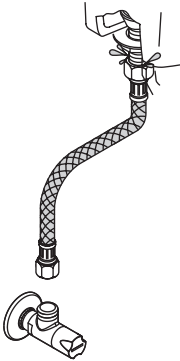
## Installation

**12** Connect the supply hose. Flush several times and check for leaks.



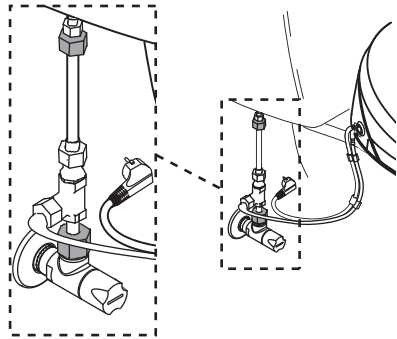
**CAUTION:** Turn on the water and allow water to flow through the supply pipe to flush the system of and debris for connecting fill valve.

### For Installation with Normal Seat

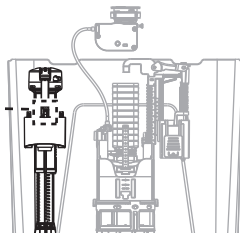
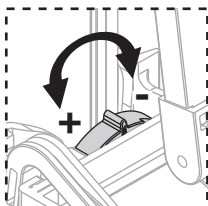


### For Installation with Bidet Seat

Connect T-valve and adapter (Provided) to the stop and connect the water supply.

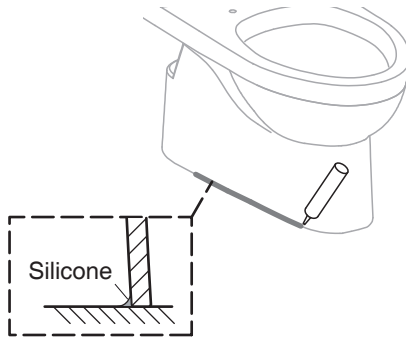


**13** Turn here to adjust the water level if needed.

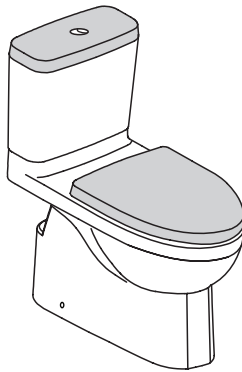


## Installation

**14** Apply silicone around base.

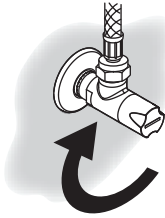


**15** *Install the tank cover and the seat.*

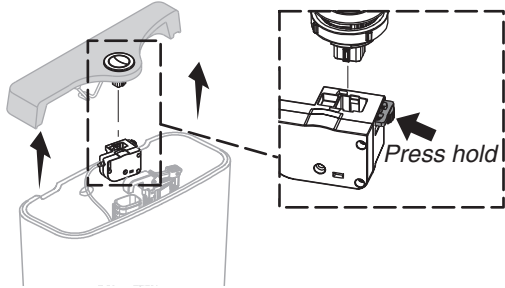


## Replace the Seal

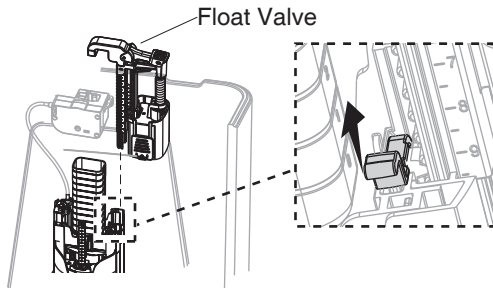
**1** Shut off the water supply.



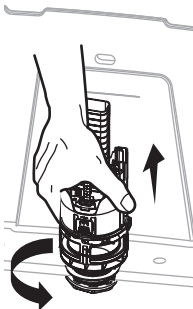
**2** Lift the tank cover up. Press the locked button to remove the push button from flush valve cable.



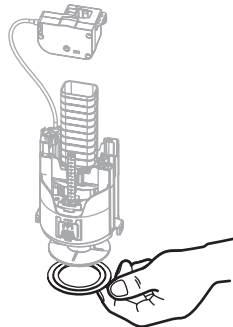
**3** Note the float valve position and mark the float valve height. Lift the lock up. Remove the float valve.



**4** Turn the flush valve counterclockwise and pull up.

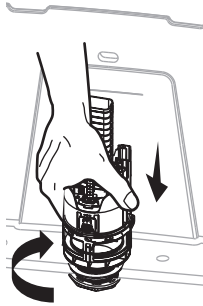


**5** Remove and replace the seal.

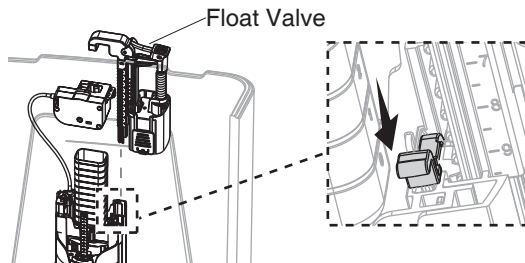


## Replace the Seal

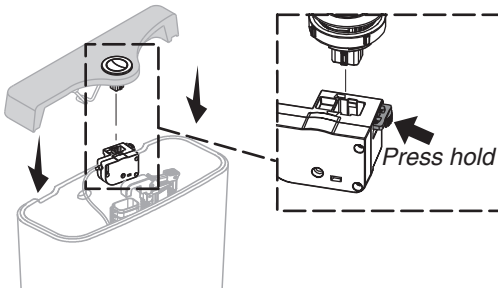
- 6** Place the flush valve in the position. Turn the flush valve clockwise



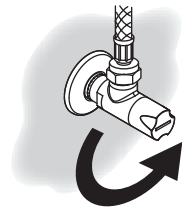
- 7** Install the float valve in the position. Ensure that the float valve height is in the marked position. Attach the lock.



- 8** Press the locked button to connect the push button. Attach the tank cover.



- 9** Open the water supply.



## Care and Cleaning

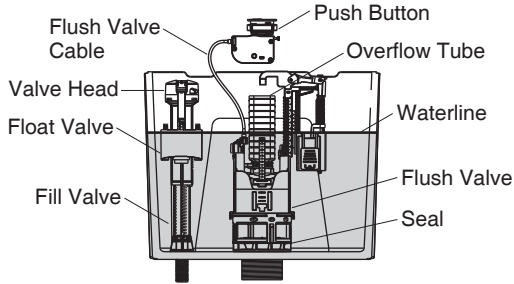


**WARNING: Risk of property or product damage.** Do not use in-tank cleaners in your toilet. Products containing chlorine (calcium hypochlorite) can seriously damage fittings in the tank. This damage can cause leakage and property damage.

For best results, keep the following in mind when caring for your product:

- Carefully read the cleaner product label to ensure the cleaner is safe for use on the material.
- Always test your cleaning solution on an inconspicuous area before applying to the entire surface.
- Wipe surfaces clean and rinse completely with water immediately after cleaner application. Rinse and dry any overspray that lands on nearby surfaces.
- Do not allow cleaners to sit or soak on the surface.
- Use a soft, dampened sponge or cloth. Never use an abrasive material such as a brush or scouring pad to clean surfaces.
- Be careful not to leave staining materials in contact with the surface for extended periods of time.
- The ideal cleaning technique is to rinse thoroughly and blot dry any water from the surface after each use.

## Troubleshooting Guide



Symptoms	Recommended Action
1. Poor flush.	<ul style="list-style-type: none"> <li>A. Adjust the tank water level to match the waterline.</li> <li>B. Fully open the water supply shut-off valve.</li> <li>C. Clear obstructions from the trapway, jet, or bowl rim holes.</li> <li>D. Clear obstructions from the waste line.</li> </ul>
2. No flush.	<ul style="list-style-type: none"> <li>A. Make sure the push button rods are in place. Adjust as needed.</li> </ul>
3. The fill valve turns on/off by itself without the toilet being flushed or it runs, allowing water to enter the tank.	<ul style="list-style-type: none"> <li>A. Check the position of flush valve cable, flush valve cable must not overlap the valve float sinks.</li> <li>B. Check the position of flush valve cable, flush valve cable must not obstructive the phase of overflow tube.</li> <li>C. Clean or replace the flush valve seal if it is worn, dirty, or misaligned with the valve seat or flush valve seat is damaged.</li> <li>D. Clean the fill valve seal of debris or replace the seal assembly.</li> <li>E. Replace the fill valve if the valve float sinks.</li> <li>F. Adjust the tank water level if it is too high.</li> </ul>
4. Long tank fill cycle.	<ul style="list-style-type: none"> <li>A. Fully open the water supply shut-off valve.</li> <li>B. Check the flexible supply line (if applicable) for a kink. Remove the kink.</li> <li>C. Clean the valve inlet, valve head, or supply line. Flush lines.</li> </ul>
5. Noisy tank fill cycle.	<ul style="list-style-type: none"> <li>A. Partially close the water supply shut-off valve if the water pressure to the toilet is too high. Check the toilet performance following any such adjustment.</li> <li>B. Remove dirt or obstructions from the valve head. Flush lines.</li> </ul>







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