TOILET REPAIR GUIDE

CONTENTS

Porta Potti

Bellows, Inlet Tube & Flush Tube Replacement	Page 1-2
Float Arm Replacement	Page 3
Vent seal, Lipseal & Vent Button Replacement	Page 4-5
Bellows to Piston Pump Exchange	Page 6

Cassette C2/C4

Pump Replacement C2	Page 7-8
Vent Seal and Lip Seal Replacement pre 2000	Page 9-10
Bellows, Inlet Tube & Flush tube for Early C4	Page 11-12
C2 Vent Button Replacement	Page 13
Flush Mechanism C2	Page 14-15
Drain Tube	Page 16-17
Automatic Vent	Page 18
Float Arm Replacement	Page 19
Level Indicator	Page 20
Flush tube	Page 21
Blade Mechanism	Page 22-23
Lip Seal After 2000	Page 24

Cassette C200

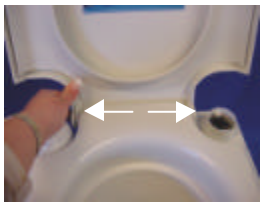
Blade Opener	Page 25-26
Level Indicator	Page 27-29
Manual Pump	Page 30-31
Float Arm	Page 32
Seat Hinge Pin	Page 33
Lip Seal	Page34
Blade Handle	Page 35-36

Cassette C400

Fuse Replacement	Page 37
Reed Switch	Page 38
Control Panel Removal	Page 39-40
Pump Replacement	Page 41-43

1. 07016-07024 Inlet tube / 07862 Bellow

A.



Disassemble water tank from waste tank and, take seat & cover off.

B.

Cut half off the bellow with the knife and, take the bellow out.

C.

Note : Turn the water tank around when holding the bellow with the pincers.
Take the bellow off the flush tube.

D.

Take the inlet tube off the bellow and, (re)place it on the new bellow.
Note: Make sure that the flapper inside inlet tube is pointing downwards when assembled on the new bellow.

E.

Connect bellow to the flush tube and, press it back into the water tank.

F.

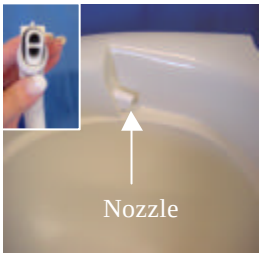
Place seat & cover back onto the water tank.

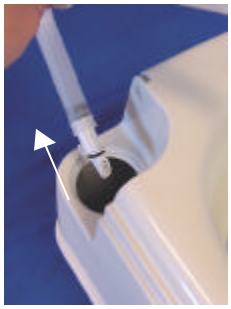
2. 07031 Flush tube

For taking out the bellow see point A, B and C on the front page.

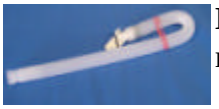
D.

Go inside nozzle with the long nose pliers and, push it into the water tank.



E. 

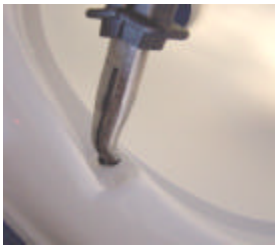
Bend the new flush tube into a horseshoe shape and place an elastic band around it half way down, forcing it to remain in this position.



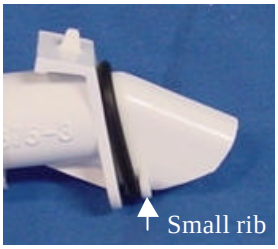
Note : Before refitting, remove the elastic band.

Due to the horseshoe shape of the flush tube, when refitted, the nozzle will be guided back up towards the hole at the entrance of the bowl.

F. Once in view the nozzle may then be gripped with a long nose pliers and pulled back into the toilet bowl through the hole.



G. When pulling the nozzle through the hole, make sure that the small rib on the nozzle is pulled inside the toilet bowl.



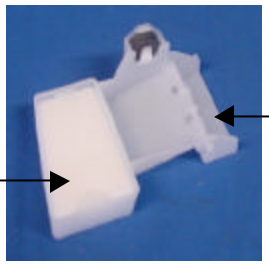
Leaflet no. 07032/062001

21322 Float arm

2. Porta Potti

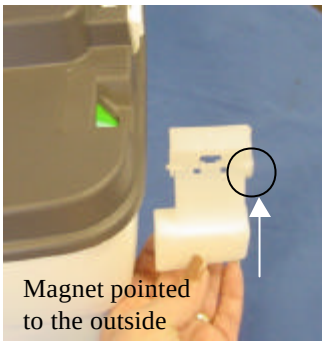
A.

Float arm →



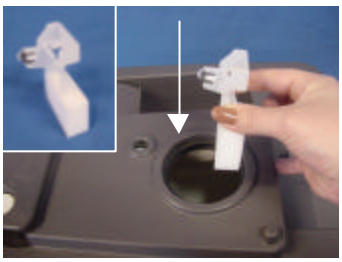
← Float retainer

Position float arm, view from the outside.



B. For placing the new float arm, open the blade and go with your hand in the waste tank.

Magnet always has to point to the outside of the waste tank. →



Note : If the float retainer is still in the waste tank (float arm has fallen off), the new float arm can not be assembled. Float retainer has to be taken out first. This can be done with a small flat screwdriver. As the waste tank is welded, this can only be done through the hole in the middle.

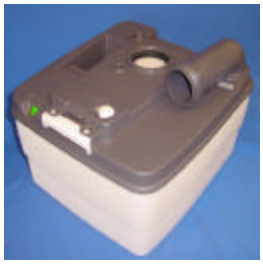
Inside view to take the float retainer out. Place screwdriver between rib and float retainer and lift it up. →

C. Inside view waste tank. →

Press the float retainer in. →

1. 07102 Ventseal / 07069 Ventseal

A.

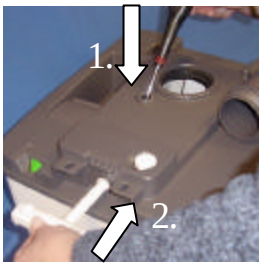


B. Push the ventseal down, out of the inside groove.

Pull the ventseal out through the hole.

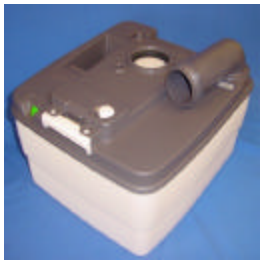
C.

Hold the ventseal in position with the flat screwdriver (1), while closing the blade slowly (2).



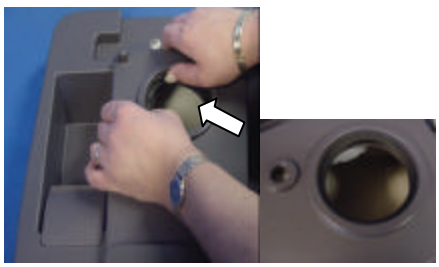
2. 07101 Lipseal / 07143 Lipseal

A.



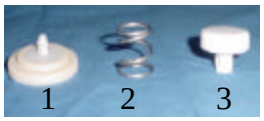
B. Pull the lipseal out of the inside groove.

C. Push the lipseal into the inside groove, and close the blade.
Note: Top has to be pushed in first.

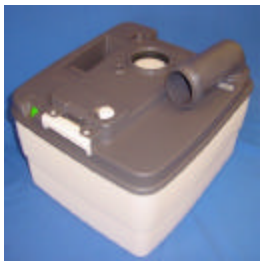


3. 07524 Vent button / 29314-62 Vent button

A.



1. Seal retainer
2. Spring
3. Vent button



B. Go with your hand in the waste tank and press the vent button (3).

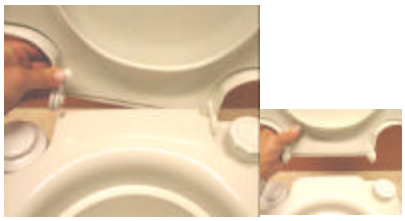
While pressing the vent button, pull the seal retainer loose (1).

C. Bring new seal retainer (1) and spring (2) in position and click the vent button (3) into the seal retainer

Leaflet no. 21283/042001

25817-79 / 25818-68/79 Piston pump

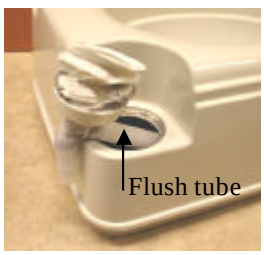
A. Change over from bellow to piston pump



Disassemble water tank from waste tank and, take seat & cover off.

Cut half off the bellow with the knife and, take the bellow out.

Note : Turn the water tank around when holding the bellow with the pincers.
Take the bellow off the flush tube.



Note : before placing the Piston Pump, please remove the grey sealant which was used for the bellow.

Take the piston pump and connect it to the flush tube.

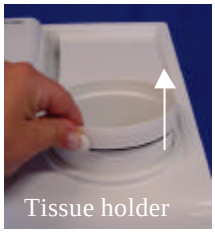
Place the piston pump on its place and press it back into the water tank

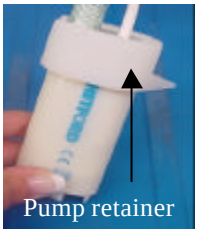
16374 Pump **C2**

A.

Tools which are needed :
1. Screwdriver (crosshead)
2. Stanley knife
3. Combination pliers
4.Wire-stripper
5.Connector pliers
6. Hot-air gun

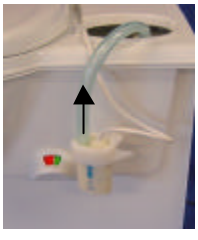
B. Take tissue well and tissue holder out to get to the location of the pump.



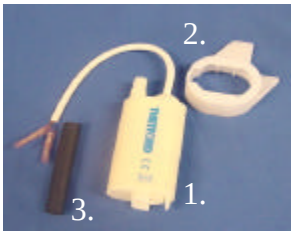


C. Unscrew the screw on the pump retainer and take complete pump out of the water tank.

Disconnect the flush tube from the pump.

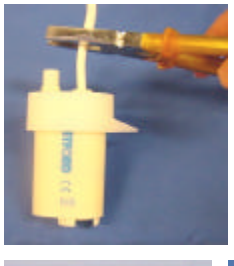


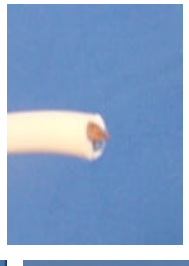
D. 1. Pump
2. Pump retainer
3. Shrinktube



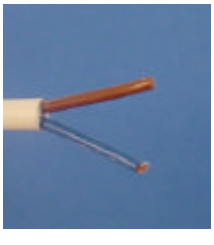
Note : Cassette toilets produced between 1987 and 1989 have two black connectors on the white cable.
If this is the case, the white cable has to be cut above the black connector. Both connectors have to be taken off.

E. Cut the cable just above the pump with the combination pliers.





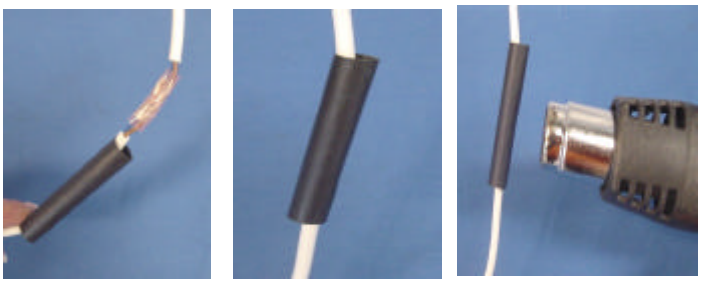
F. Cut the white wire insulation off so that the blue and brown wire stay intact and strip the blue and brown wire with the wire-stripper.



G. **Place the pump retainer and shrinktube on the new pump before**

connecting the wires to each other (blue-blue/brown-brown) with the connector pliers.

H. Place the shrinktube over the connected wires and melt the shrinktube with the hot-air gun.

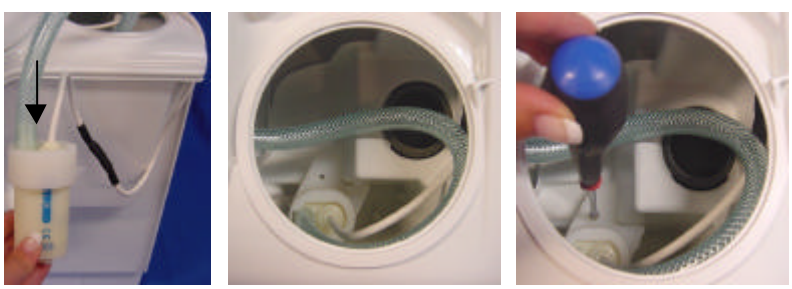


***Melting the shrinktube will prevent that the connected wires will come in contact with the water in the water tank.

Note : When melting the shrinktube make movements from left to right so that the shrinktube can melt gradually.

CAUTION : Make sure that the shrinktube is melted completely to the white wire insulation as otherwise a short circuit can occur.
Also keep in mind that the shrinktube should not be touched after melting, because of burning.

I. Connect flush tube back onto the pump and screw the pump back into the water tank.

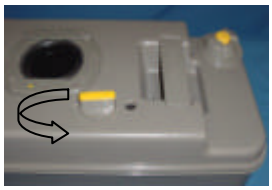


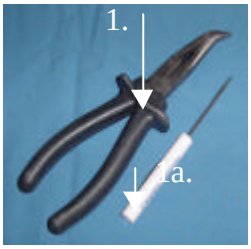
J. Place tissue holder and tissue well back into the water tank.

Leaflet no. 21036/062001

Early C2

20339 Ventseal





A. Open the blade, and depress the ventseal (1) around outer edge of seal (1a). Take the ventseal out (2).

B. Bring new ventseal on its place as shown. Thinner flange has to be on the float which is inside the waste tank.

Depress the ventseal through the hole, from the outside.
Note: Make sure that the ventseal is lying in the middle of the hole, when looking from the top.

C. Go with your hand in the waste tank and press against the float (ventseal will be pressed into its place).

Outside view: float inside waste tank

Inside view: press against float

THETFORD ACCOMPANIES YOU.

Repair instruction

Description: C2 C3 C4 (produced until 15 June 2000) Lip seal

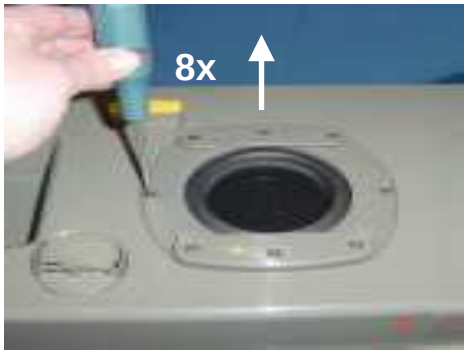
Part number: 16175

Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com

Version:	V2
Date:	13/07/2006
Tools required:	

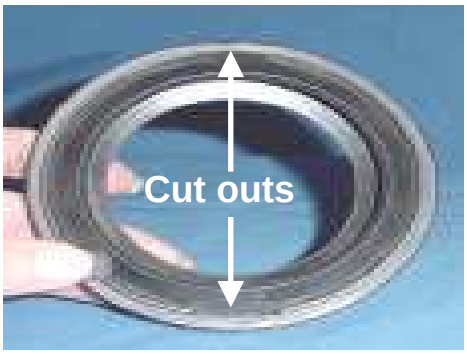
A

Unscrew the 8 screws on the seal cover and, take the seal cover off.



B

Ensure the two cut outs on the seal face upwards and line up with the two centre screws of the three positioned on either side of the seal cover.



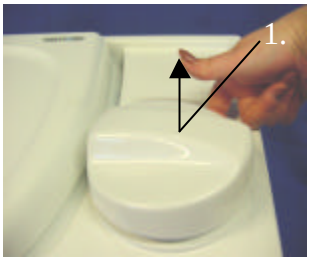
C

Replace the seat cover.

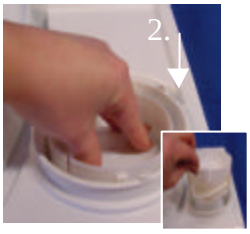
Pump, Inlet tube, Flush tube & Bellow Replacement **Early C2**

A.

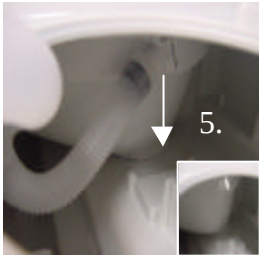
Lift the flush cap (1) up with your finger.



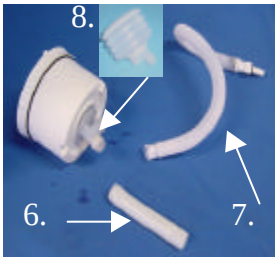
B. Push cylinder (2) down and turn it to the left to take it out. After this, the bellow cap (3) and housing (4) can be taken out.



C. Inside view, nozzle (5) has to be taken out. Can be pulled down.

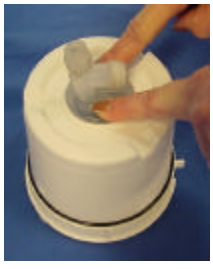


Inlet tube (6), Flush tube (7) or Bellow (8) can now be replaced



Note : Inlet tube and Flush tube can easily be replaced by pulling of the part and press the new part on. For replacing the Bellow see following instructions.

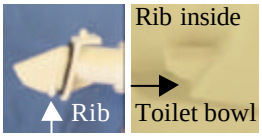
Bellow is fitted into the housing with PTI (kind of kit). Depress bellow firmly loose (1) and pull it out (2).

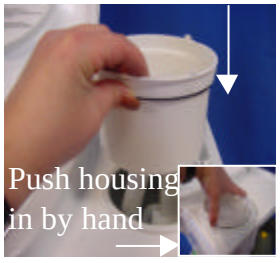


When placing the new bellow, hold the parts in position as on the photo. Lug on the housing has to be on the right side.

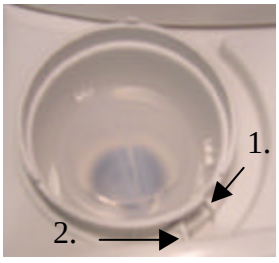
Press the bellow into the housing and, assemble inlet tube and flush tube.

D. Bring nozzle back into the hole and press it up (you will hear a click).**Note :** Rib on nozzle has to go through the hole, to the inside of the toilet bowl.





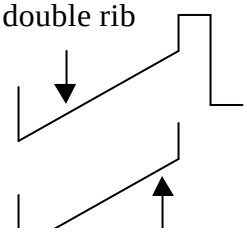
Turn the lug (1) on the housing, against the lug (2) on the actual Cassette toilet.

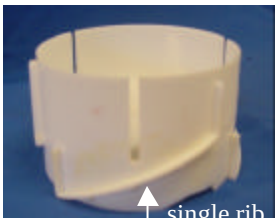


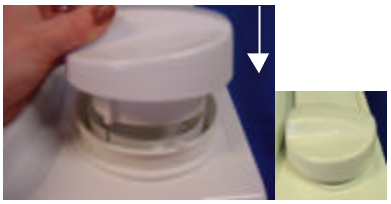
E.

Cylinder can only be pressed in one way (single rib has to face the backside of the toilet).

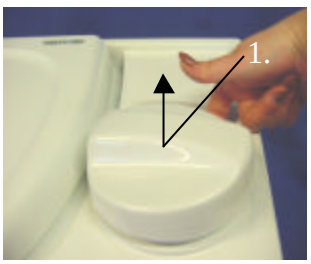
2 x double rib



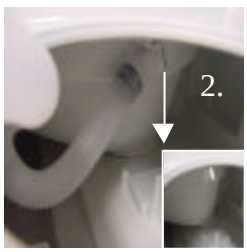


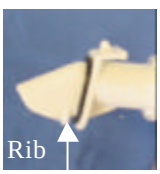
F. and turn it to the right. 

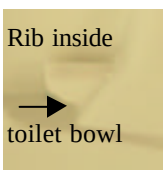
2. 20291-62 Flush mechanism

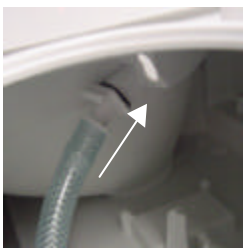
A. Lift the flush cap (1) up with your finger. 

B. Flush mechanism can be pulled out by hand. →

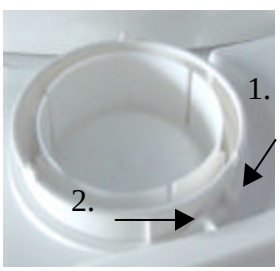
C. Inside view, nozzle (2) has to be taken out. Can be pulled down. 

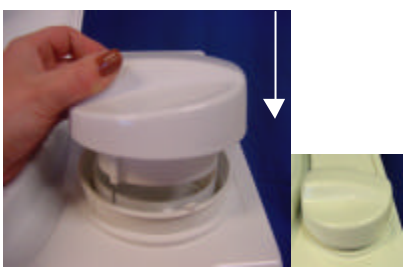
D. Bring nozzle from new flush mechanism back into the hole and press it up (you will hear a click). **Note :** Rib on nozzle has to go through the hole, to the inside of the toilet bowl. 





E.

Turn the lug (1) on the housing, against the lug (2) on the actual Cassette toilet. 

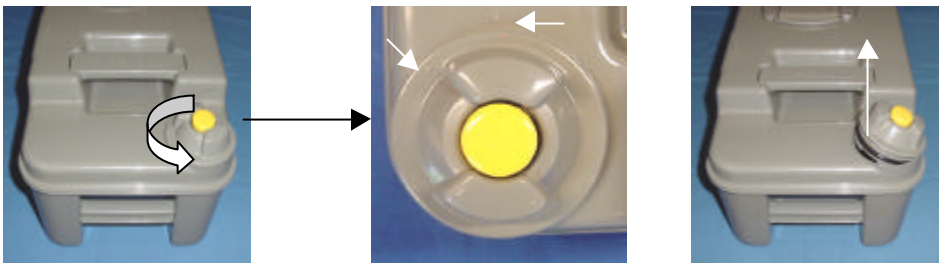


16176-74 Vent plug / 07524-78 Vent button

A.

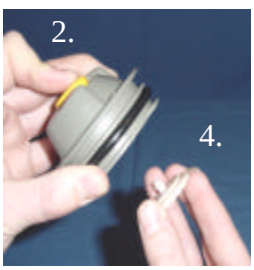
When the vent plug is locked into the waste tank, the two arrows (one on the waste tank and one on the vent plug) has to be pointed to each other.

B. Turn the vent plug away from the arrow on the waste tank (can only be turned one way) and lift it up.
Note : some force may be needed to take the vent plug out.



*****Vent plug can now be replaced. If the vent button has to be replaced, please follow underneath instructions.

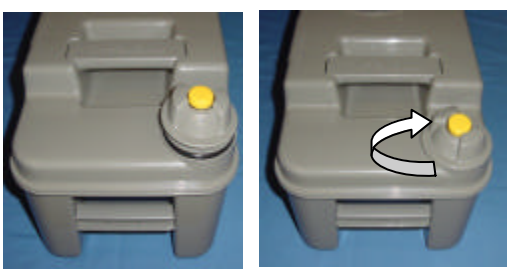
C. Press the vent button in and pull the seal retainer loose.



1. Vent plug
2. Vent button
3. Spring
4. Seal retainer

D. Place new spring and vent button in the vent plug and push the new seal retainer in.
Note : Press the vent button in while assembling the new seal retainer.

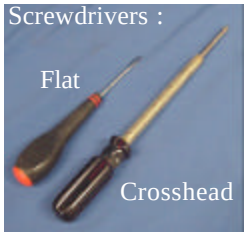
E. Place vent plug back into the waste tank and turn the two arrows back to each other



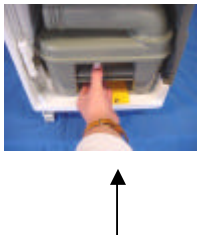
Leaflet no. 20278/082001

16379-74 Mechanism Cassette C2/C3

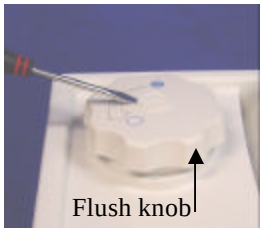
Materials needed

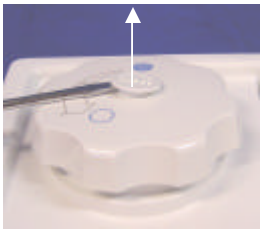


A.

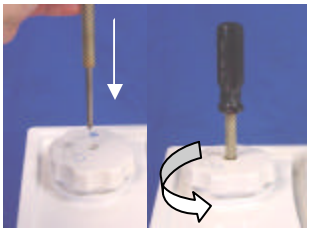


Pull the waste tank out of the Cassette toilet by lifting up the yellow clip.





Place flat screwdriver under the small plastic insert, which is in the middle of the flush knob, and take it off.



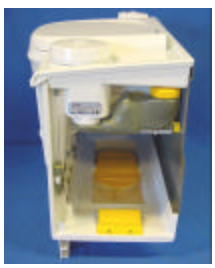
Unscrew the one screw inside the flush knob, with the crosshead screwdriver

B.

Complete flush knob can now be taken out.

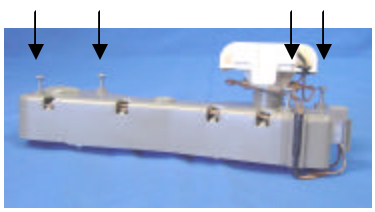
After the flush knob, the mechanism housing has to be taken out. **Note : This can only be done from the outside.**

C.

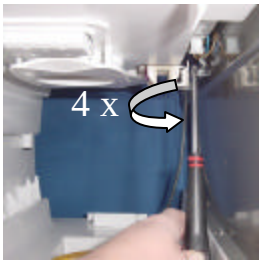


When looking inside the Cassette toilet from the outside, the mechanism is screwed to the underside of the water tank.

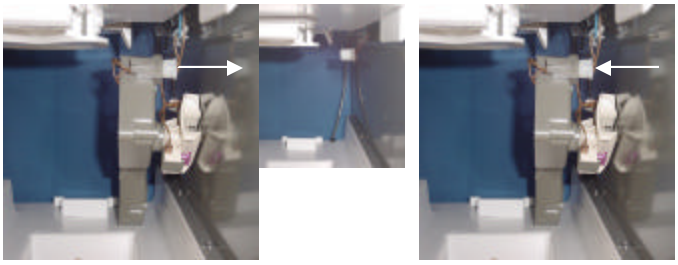
Mechanism housing which is located inside the Cassette toilet with four screws (on each corner).



D.

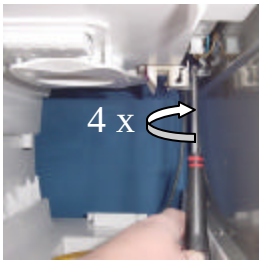


Remove the four screws located on the mechanism, allowing it to drop down.
Note : On Cassette toilets which are produced between 1987 and 1989, 5 screws should be removed.

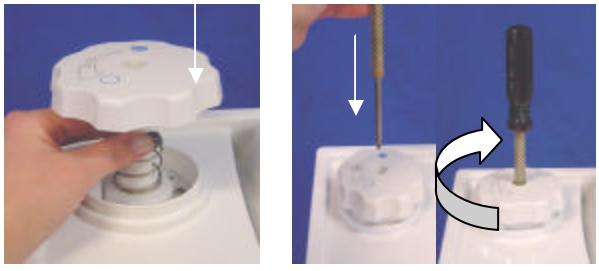


Pull the white connector loose from the mechanism, and press the connector into the new mechanism.

E.



Screw the mechanism back on its place.



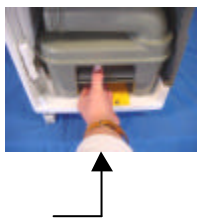
Place flush knob back (in the same position as on the photo, see print on the knob) and, screw it back into the toilet with the crosshead screwdriver.

Leaflet no. 20268/032002

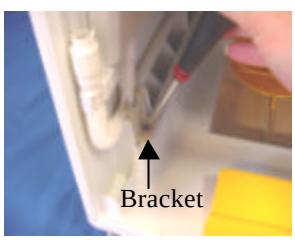
21370 Drain tube LH **C2, C4**

A.

Pull the waste tank out of the Cassette toilet by lifting up the yellow clip.

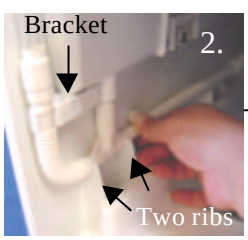


B. Unscrew the bracket and take it out.

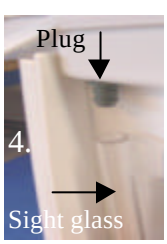


Drain tube has to be pulled out on four places :

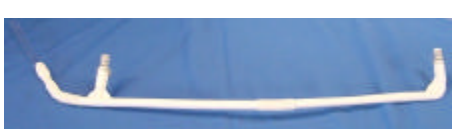
C. 1. In the middle (lift up and pull the tube inside the Cassette)
2. In the front (take tube out of the bracket and pull the tube over the two ribs)



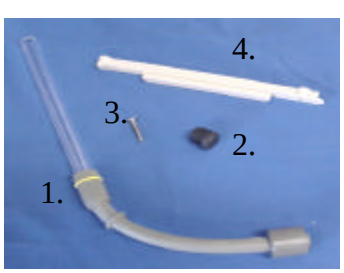
D. 3. In the back (pull the tube over the rib)
4. Pull sight glass of plug.



Note: Some force may be needed to take the drain tube out

E. 

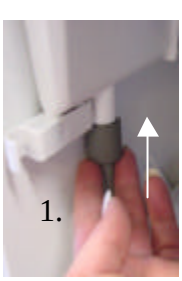
Will be replaced by :
1. Drain tube + clamp collar
2. Blind plug
* 3. Screw
* 4. Linkage

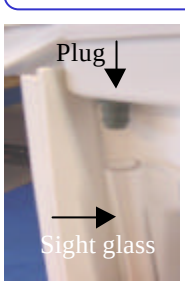


* Screw and linkage only have to be used when the toilet has been produced before November 1992. **Production date** can be found on the identification label, on the bottom of the waste tank. →

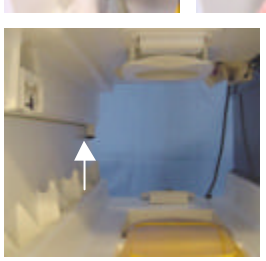
Model : C2 LH
No. : 1631862 GO 7
Code : 990706

F. Push drain tube (1) into the water tank and push clamp collar over the tube. Place sight glass in the plug and press drain tube into the bracket.

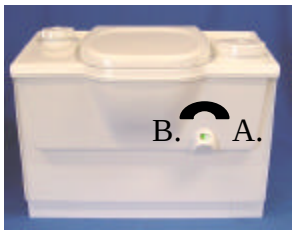




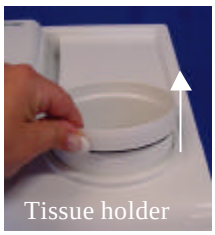
G. Press blind plug (2) into the hole at the back.



***Underneath instructions only have to be followed if the Cassette toilet has been produced before November 1992 (see identification label). As otherwise water will stay in during winterizing, the pump will be moved to the left side of the level indicator (from A to B). The distance from A to B will be around 10cm. Outside view →**



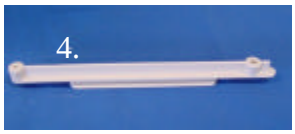
H. Take tissue well and tissue holder out to get to the location of the pump.



I. Unscrew the screw on the pump retainer and take complete pump out of the water tank.

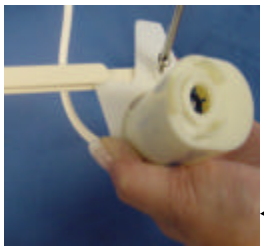
Disconnect the flush tube from the pump.

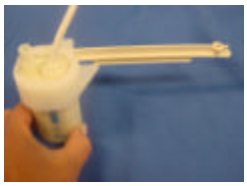
J.



Nr. 3 (screw) and 4 (linkage) are in the package.
Nr. 5 is the screw from the pump (see I, photo 1).

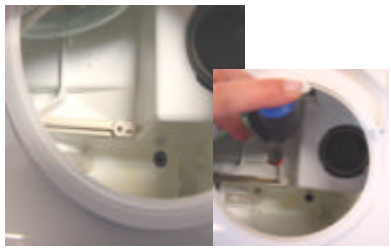
K. Place the linkage above the pump retainer and screw the two together from the underside upwards with screw nr.5.
Note: make sure that the linkage is placed on the pump retainer as positioned on the photo with nr.4 (J).



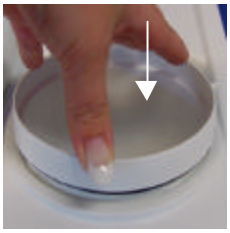


****As the screwing may need some force, be careful for injuries on hands and fingers.**

L. Connect flush tube back onto the pump and place the pump on the left side of the level indicator and screw the linkage on the place where the pump was assembled in the first place. Screw nr. 3 has to be used.



M. Place tissue holder and tissue well back into the water tank.



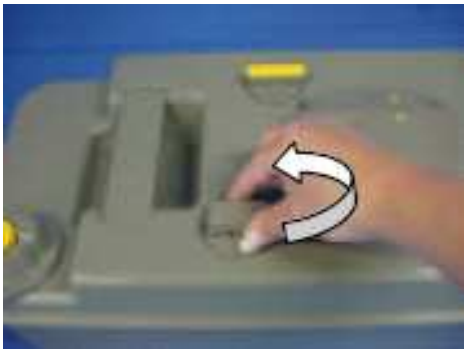
THETFORD ACCOMPANIES YOU.

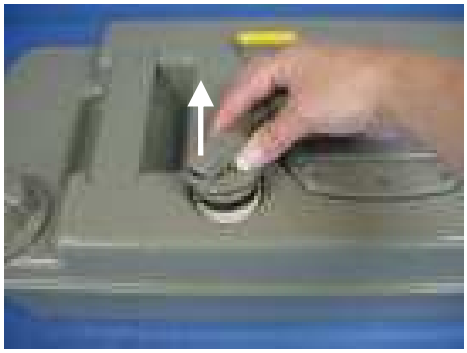
Repair instruction

Description: C2 C3 C4 C200 Automatic vent Part number: 23722-74 Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com	
Version:	V2
Date:	13/07/2006
Tools required:	-

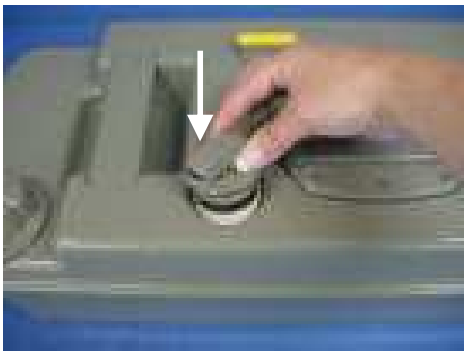
A Holding tank C2/C3/C4/C200

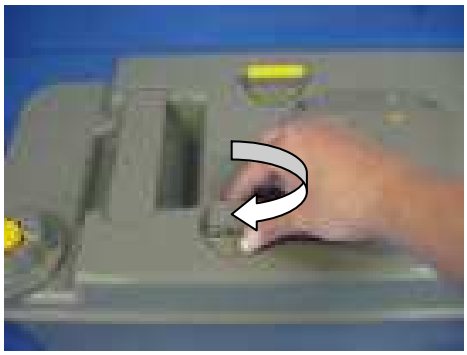
B Turn the automatic vent to the left and take it out.





C Place new automatic vent in the waste tank and turn it to the right to lock it in the waste tank.

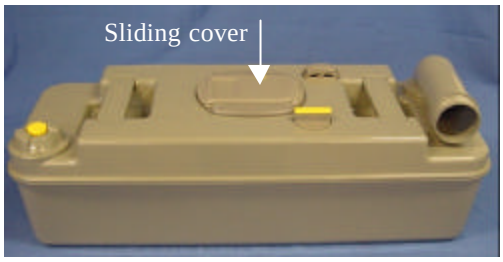




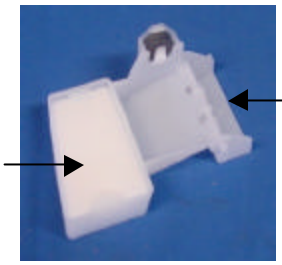
21322 Float arm

1. Cassette C2/C3/C4

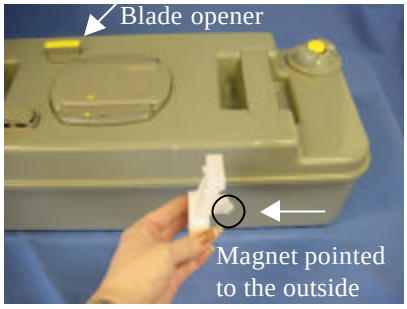
A.



Float arm



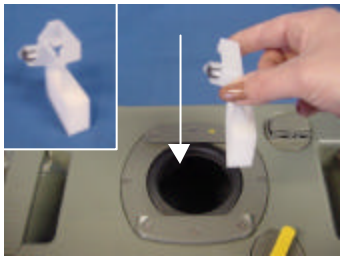
Position float arm, view from the outside. Float arm is always assembled on the opposite side of the blade opener.



B.

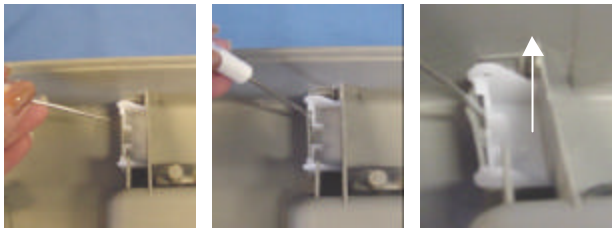
For placing the new float arm, take sliding cover off, open the blade and go with your hand in the waste tank.

Magnet always has to point to the outside of the waste tank.



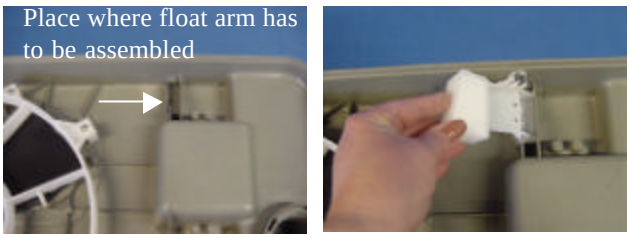
Note : If the float retainer is still in the waste tank (float arm has fallen off), the new float arm can not be assembled. Float retainer has to be taken out first. This can be done with a small flat screwdriver. As the waste tank is welded, this can only be done through the hole in the middle.

Inside view to take the float retainer out. Place screwdriver between rib and float retainer and lift it up.



C.

Inside view waste tank.

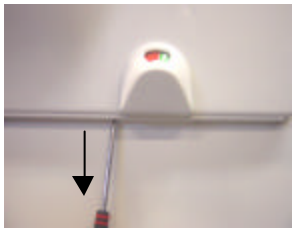


Press the float retainer in.

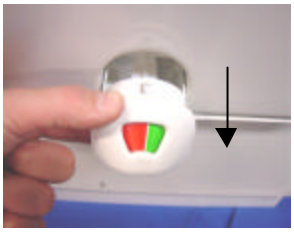
16171-62 Level indicator

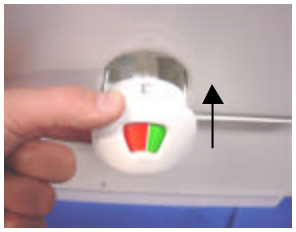
Material needed

Replace instruction

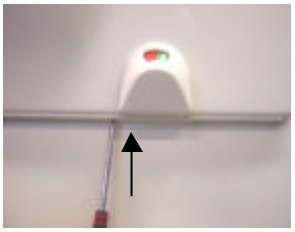


Unscrew the 7 screws underneath the level indicator





Replace the level indicator



Screw the 7 screws back into the toilet

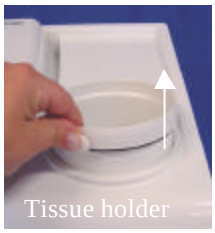
Leaflet 20277/032002

16378-62 Flush tube

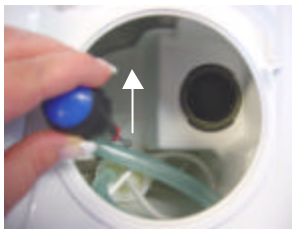
Material needed

Replace instruction

A.

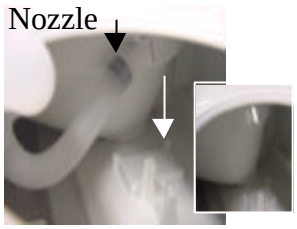


Take tissue well and tissue holder out to get to the location of the pump.

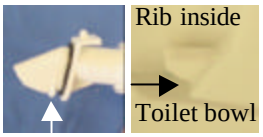


Unscrew the screw on the pump retainer and take complete pump out of the water tank.

B.

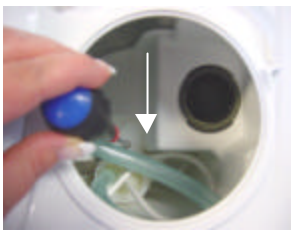


Disconnect the flush tube from the pump and, pull the nozzle (inside the toilet) down.



Place the nozzle from the new flush tube inside the water tank and press it into the hole (you have to hear a click, when pressing the nozzle in). **Note :** Rib on nozzle has to go through the hole, to the inside of the toilet bowl.

C.



Connect flush tube back onto the pump and screw the pump back into the water tank.

Place tissue holder and tissue well back into the water tank.

THETFORD ACCOMPANIES YOU.

Repair instruction

Description: C2 C3 C4 C200 Blade

Part number: 23847

Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com

Version:	V2
Date:	13/06/2006
Tools required:	

A

Remove the sliding cover.

Remove the 2 screw covers (only C200 toilets). **Note:** Lever off gently.

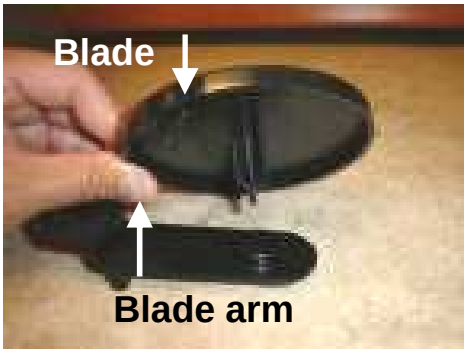
B

Unscrew the 8 screws on the seal cover.

Take the seal cover off.

C

General mechanism info: do **NOT** remove the blade arm when changing the blade.



Pull the blade gently out of the blade arm. **Note:** the blade is pressed into the blade arm.

D

Push the blade arm a little bit up.

Press the new blade gently in the hole of the blade arm.

E

Open and close the blade a few times, to ensure a good operation of the mechanism.

When placing the lip seal on the waste tank, the thinner flange has to face downwards the blade.

F

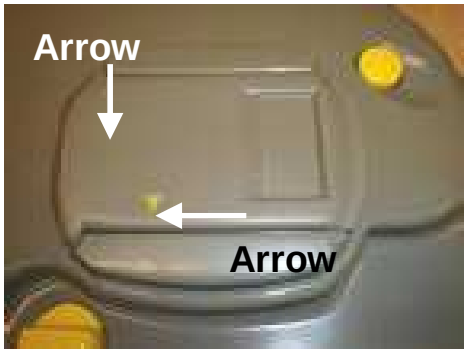
Place the lip seal on the waste tank.

Screw the seal cover back onto the waste tank.

G

Press both screw covers back on the seal cover (only C200 toilets).

Place sliding cover back on its place. Make sure that the two arrows are pointed to each other.



THETFORD ACCOMPANIES YOU.

Repair instruction

Description: C2 C3 C4 (produced after 15 June 2000) Lip seal

Part number: 23721

Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com

Version:	V2
Date:	13/07/2006
Tools required:	

A

Remove the sliding Cover.

Unscrew the 8 screws on the seal cover and, take the seal cover off.

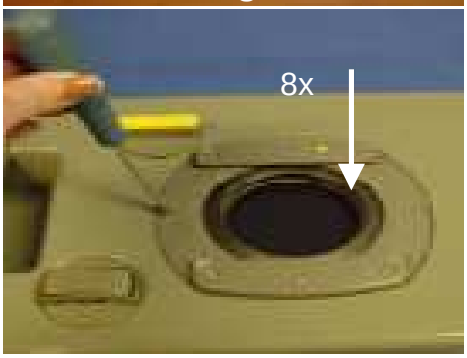
B

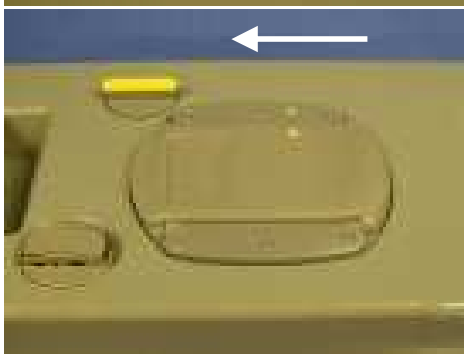
Place new lip seal on the waste tank. **Note:** Thinner flange has to face downwards towards the blade.

Place the lip seal on the waste tank.

C

Screw the seal cover back onto the waste tank.





Place sliding cover back on its place. Make sure that the two arrows are pointed to each other.

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Repair instruction

Description: C200 blade opener HT

Part number: 2343-78

Look for Service Centres, Point of Sale addresses and other information on: www.thetford-europe.com

Version:	V1
Date:	19/01/2007
Tools required:	-

A

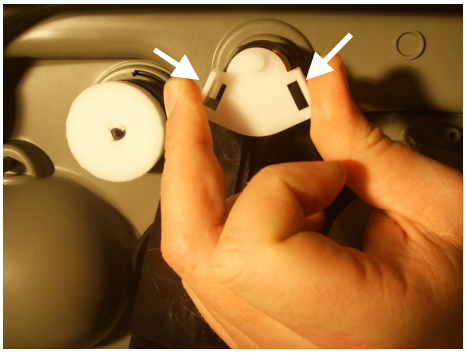
C200 holding tank.

Note: Holding tank is factory sealed and can't be opened.

Inside view.

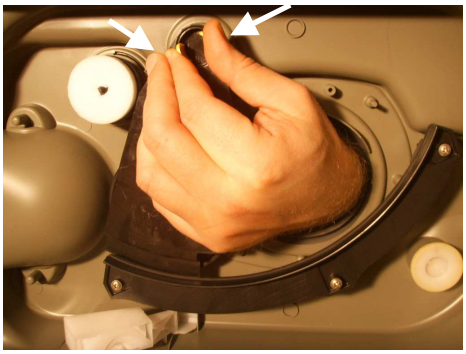
B

Remove the retainer by pressing on both sides.



C

Remove the blade opener by pressing slightly on both sides.



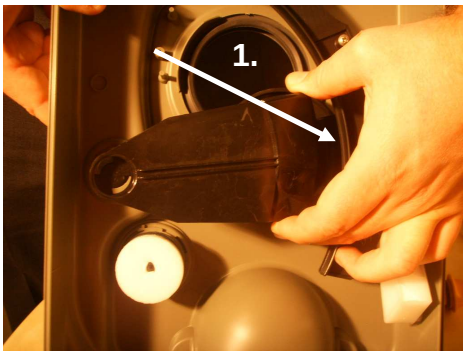
Pull the blade opener out.

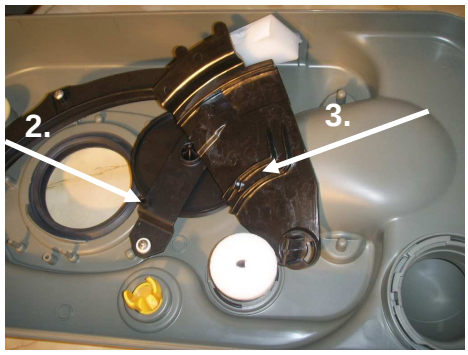
D

Replace the blade arm driver

Position the blade arm driver on the track support (1.)

Position the pin on the blade arm (2) in the rail on the blade arm driver (3).





E

While holding the blade arm driver in position replace the blade opener.

F

Replace the retainer while holding the blade opener in position.

19/01/2007

Description: C200 blade opener HT

THETFORD ACCOMPANIES YOU.

Repair instruction

Description: C200 CW Level indicator Part number: 23718 Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com	
Version:	V1
Date:	29/06/2006
Tools required:	

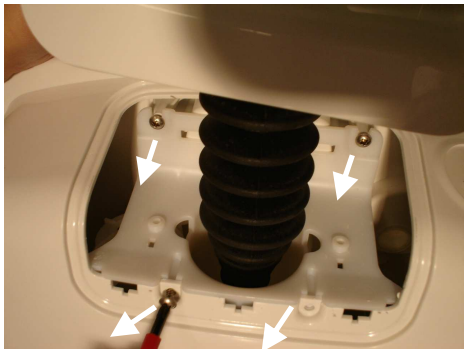
A C200CW toilet.

B Unscrew the two screws.

Remove with a flat screwdriver the bezel.

C Lift up the bezel.

Unscrew the four screws.



D

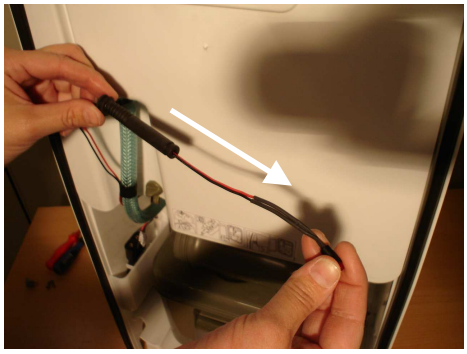
Back view.

Inside view.

E

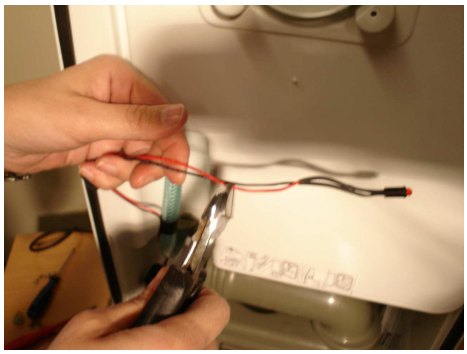
Remove the seal out of the toilet.

Move the seal backwards.

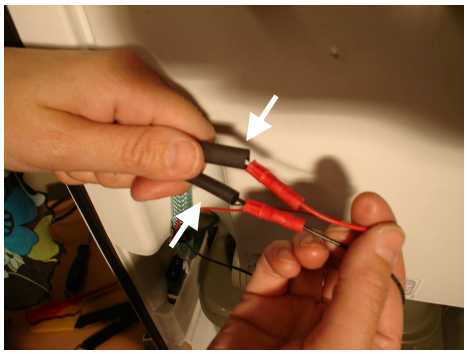


F

Cut the two cables from the led.

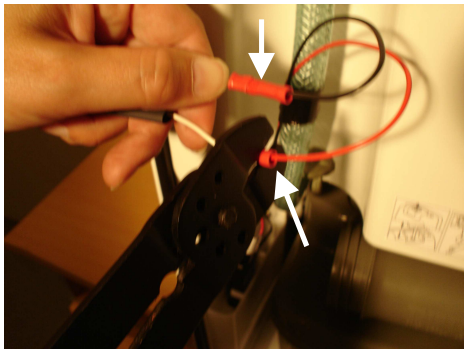


Place the two shrink tubes on the cable and connect the two cables and the new led.

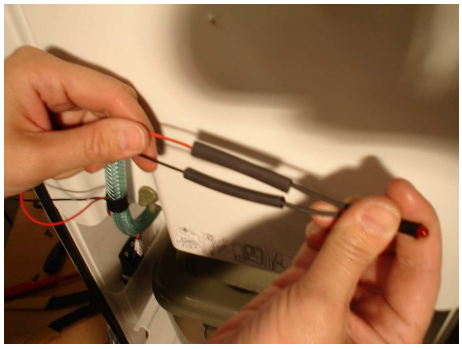


G

Squeeze the connectors.



Place the shrink tubes on the connectors.



29/06/2006

Description: C200 CW
Level indicator

H

Melt the shrink tubes on the connectors with a blow drier. *Note: This will prevent a short circuit.*

Move the seal forward to the led.

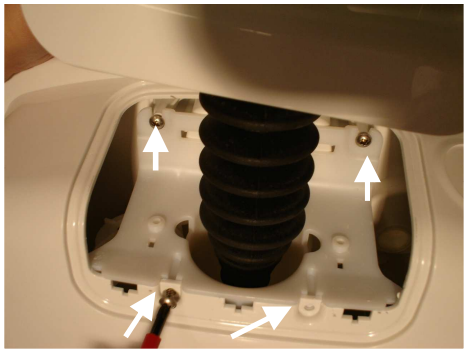
I

Replace the seal back into the toilet.

Replace the cable into his position.

J

Screw the four screws back.



Pull down the bezel. Screw the two screws into the bezel.

K

29/06/2006

Description: C200 CW
Level indicator

THETFORD ACCOMPANIES YOU.

Repair instruction

Description: C200 CW Manual pump

Part number: 23739-62

Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com

Version:	V1
Date:	29/06/2006
Tools required:	

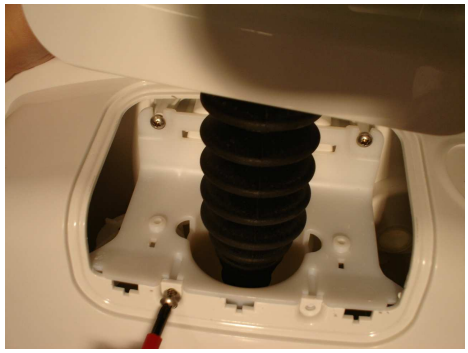
A

C200CW toilet.

Remove the bezel with a flat screwdriver.

B

Push up the bezel.



Unscrew the pump retainer.

C

Take out the pump.

Remove tube from vacuum breaker.

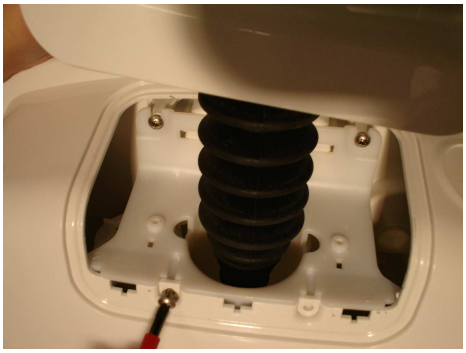
D

Place tube from new pump on vacuum breaker.

E

Mount new pump in water tank.

Apply PTI sealant before replacing the bezel (not shown on picture).



F

29/06/2006

Description: C200 CW
Manual pump

THETFORD ACCOMPANIES YOU.

Repair instruction

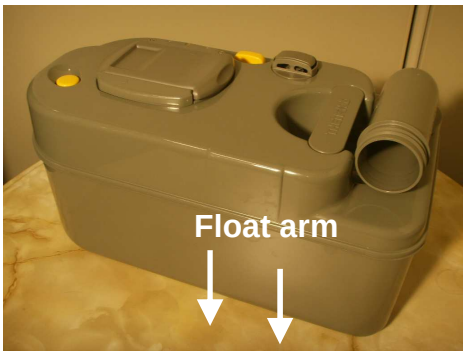
Description: C200 Float arm HT

Part number: 23726

Look for Service Centres, Point of Sale addresses and other information on: www.thetford-europe.com

A

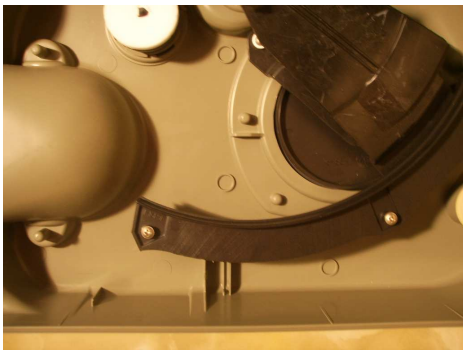
C200 holding tank. See picture for position of float arm.



Remove the float arm.

B

Make sure the float arm retainer is removed.



Float arm housing.

C

Place the new float arm into the holding tank with the magnet side to the front.

Press the float arm into his position till you hear a click.

D

Move the float arm over the rib.

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Repair instruction

Description: C200 Hinge pin

Part number: 23707-62

Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com

Version:	V1
Date:	15/006/2006
Tools required:	

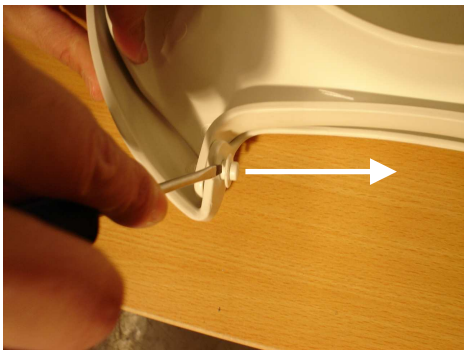
A

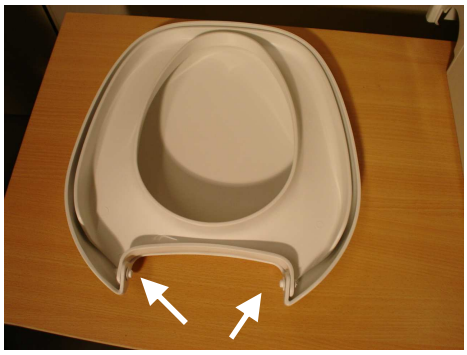
C200 toilet.

Remove the seat.

B

Remove the hinge pins with a flat screwdriver.





Replace the new hinge pins on both sides. Replace the seat on the toilet.

THETFORD ACCOMPANIES YOU.

Repair instruction

Description: C200 Lip seal Cassette
Part number: 23721

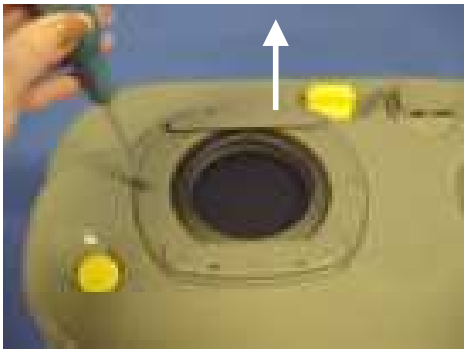
A

Remove the sliding Cover.

2 screw covers. **Note:** Lever off gently screw covers located on either side of the seal cover.

B

Unscrew the 8 screws on the seal cover and, take the seal cover off.

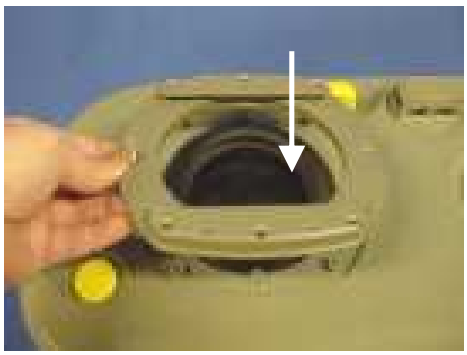


When placing the lip seal on the waste tank, the thinner flange has to face downwards the blade.

C

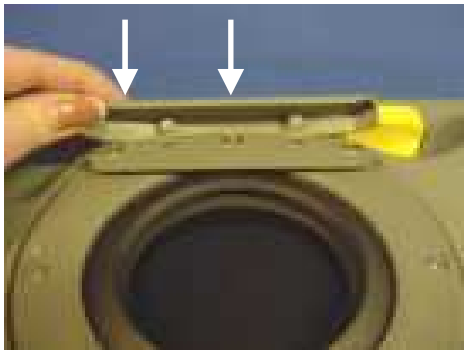
Place the lip seal on the waste tank.

Screw the seal cover back onto the waste tank.

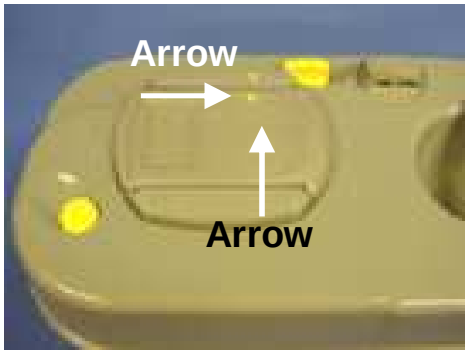


D

Press both screw covers back on the seal cover.



Place sliding cover back on its place. Make sure that the two arrows are pointed to each other.



THETFORD ACCOMPANIES YOU.

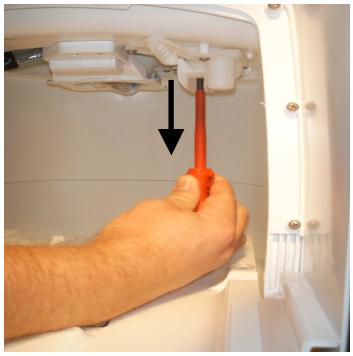
Repair instruction

Description: C200 Valve blade handle **Part number: 23713-74** **Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com**	
Version:	V1
Date:	22/01/2007
Tools required:	

A

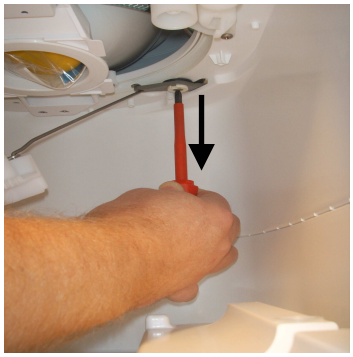
C200 toilet.

Pull the waste tank out of the Cassette toilet by lifting up the yellow clip.



B

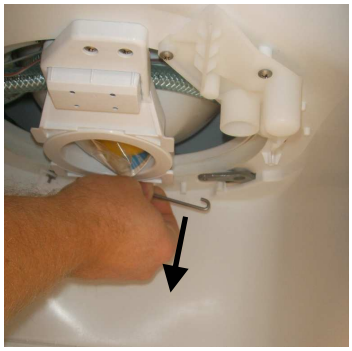
Unscrew the saddle bracket.



Unscrew the seal handle.

C

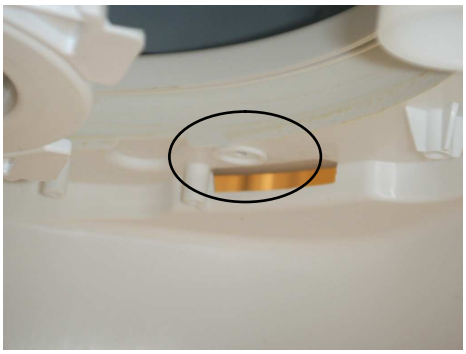
Remove the link.



Remove the handle and the handle seal.

D

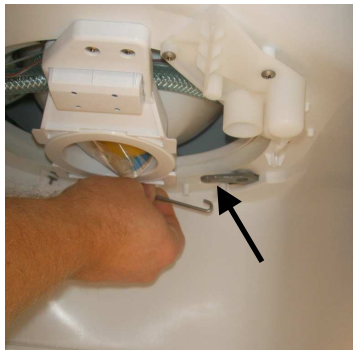
Place the new handle and the handle seal.



Place the handle and the handle seal on the ring inside the toilet.

E

Replace the link.



Assemble the screw this way into the bushing.

F

Assemble the handle and the handle seal.

Re-assemble the saddle bracket

22/01/2007

Description: C200 Valve blade handle

THETFORD ACCOMPANIES YOU.

Repair instruction

Description: C400 Blade fuse

Part number: 21766

Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com

Version:	V2
Date:	13/07/2006
Tools required:	-

A

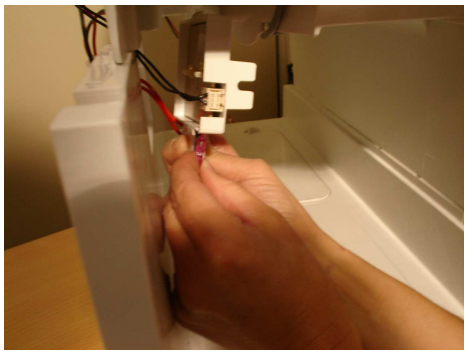
C400 toilet.

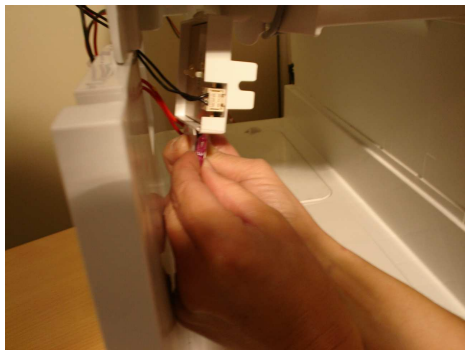
Pull the waste tank out of the Cassette toilet by lifting up the green clip.

Remove the reed switch HT.

B

Remove the blade fuse.





Place the new blade fuse back into the reed switch HT.

C

Replace the reed switch HT.

Place waste tank back into the toilet.

THETFORD ACCOMPANIES YOU.

Repair instruction

Description: C400 Reed switch HT

Part number: 32316-62/32317-62

Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com

Version:	V1
Date:	29/06/2006
Tools required:	-

A

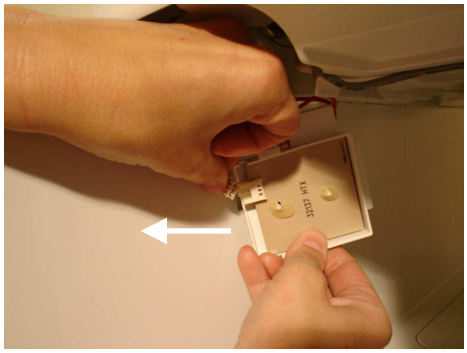
C400 toilet.

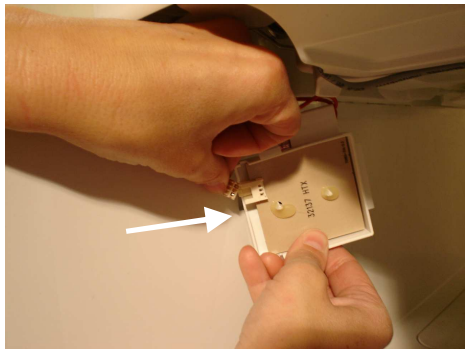
Pull the waste tank out of the Cassette toilet by lifting up the green clip.

Remove the reed switch HT.

B

Disconnect the reed switch HT carefully.





Connect the new reed switch HT.

C

Place the new reed HT switch back into the toilet.

Place waste tank back into the toilet.

THETFORD ACCOMPANIES YOU.

Repair instruction

Description: C402 C Control panel

Part number: 32320-62

Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com

Version:	V2
Date:	13/07/2006
Tools required:	-

A

C402C toilet.

Control panel C402C.

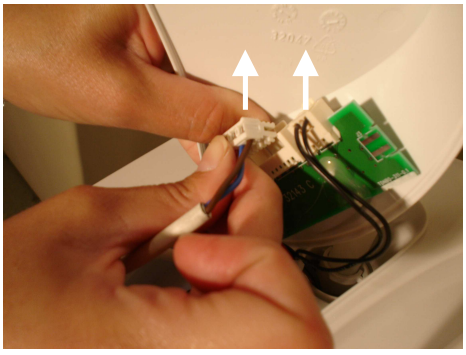
B

Remove the handle.

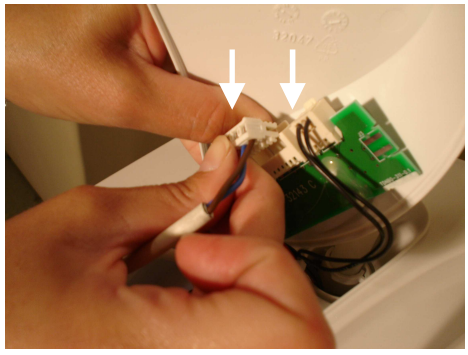
Remove the control panel.

C

Disconnect the connectors of the control panel carefully by pushing on the clip.



connect the connectors of the new control panel carefully.



C

Replace the new control panel.

Replace the handle.

D

13/07/2006

Description: C402 C
Control panel

THETFORD ACCOMPANIES YOU.

Repair instruction

Description: C402 C X Pump

Part number: 16374

Look for Service Centers, Point of Sale addresses and other information on: www.thetford-europe.com

Version:	V1
Date:	09/11/2006
Tools required:	

A

C402 C/X toilet.

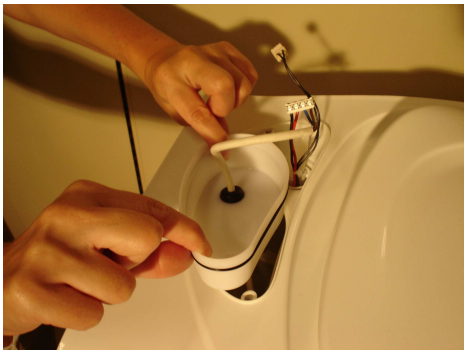
B

Remove the handle.

Remove the control panel.

C

Remove the control well.



Inside view.

D

Remove the seal from the control well.

Take the pump out of the watertank.

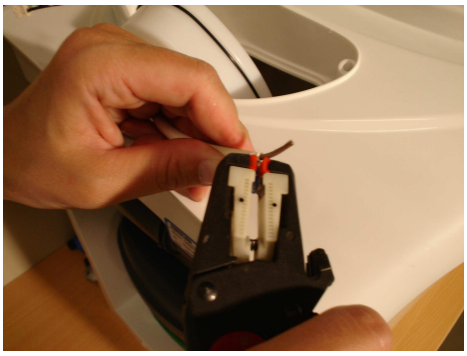
E

Cut the cable just above the pump with the wire stripper.

Cut the white wire insulation off so that the blue and brown wire stay intact.

F

Strip the blue and brown wire with the wire-stripper.



Place the shrink tube on the wires from the new pump.

G

Connect the wires to each other (blue-blue/brown-brown) with the connector pliers.

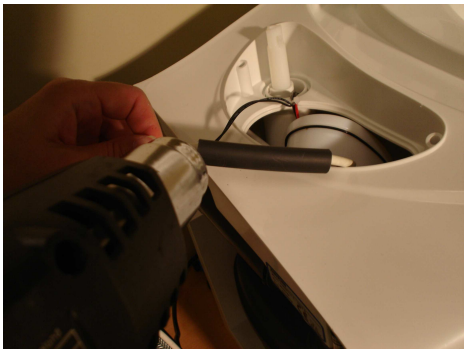
Place the shrink tube on the connector pliers.

09/11/2006

Description: C402 C X Pump

H

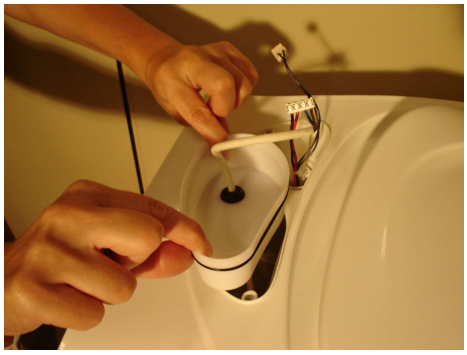
Melt the shrink tube with the blow drier. Will prevent a short circuit.



Replace the pomp.

I

Replace the seal in the control well.



Replace the control well.

J

Replace the control panel.

Replace the handle.

K

09/11/2006

Description: C402 C X Pump