

FAQs



Bowl Setting Wax Gaskets and Bolts



Q Where is the wax ring produced? Are Oatey, Harvey and Hercules rings all manufactured at the same plant?

A All brands of wax rings produced by Oatey Co. are manufactured at the Oatey Omaha, Nebraska facility.

Q Can wax rings be stacked on top of one another to make up for the extra space between the toilet bowl and toilet flange, and still create a watertight seal?

A Although stacking two wax seals on top of each other seems to be a common practice, Oatey does not recommend this application. We recommend using a jumbo or extra thick wax ring instead of the stacking method. Also consider raising the flange height with one of our spacer kits.

Q When did you stop putting Hercules Johni-Rings in bags?

A This change began in January of 2014.

Q Why did you stop putting Hercules Johni-Rings in bags?

A In 2014 the Oatey Company finalized the acquisition of Hercules Chemical Company, and began manufacturing wax rings into an Oatey facility in Omaha, Nebraska. The Omaha facility has decades of expertise in production of Oatey and Harvey brand wax rings. To utilize the manufacturing capability of the Omaha facility, the Hercules Johni-Ring had to be injected into a plastic tray. In an effort to offset the features of a bag, an engineering effort was conducted to enhance the tray and add a release agent to promote a "Clean Release" tray exclusively to the Hercules Johni-Ring.

Q What is the length of a Johni-Bolt?

A Standard Johni-Bolts are 2-1/4" long. They are also available in an extra-long length, which is 3-1/2".

Q What ingredients are in wax gaskets?

A Oatey and Hercules wax seals are a blend of Slack Wax (unrefined feed stock) and Micro Crystalline Wax (refined feed stock). These are used to control the properties and result in a premium finished product.

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Q How is a wax seal installed?

A If you locate your cursor over the technical info block found on our website, Oatey.com, and then click on the How-To Videos in the drop down, you can watch a quick video on how to install the wax seal. It is always important to first set the toilet bowl in place before installing the wax seal; this will confirm that the toilet bolts are aligned properly, and the floor can be checked for levelness in case the bowl will need to be shimmed during installation.

Q Does Oatey sell a wax gasket that is made from bees wax?

A No. Wax seals made with bees wax would be too expensive and would not have any benefits or advantages over our current products.

Q What is the shelf life of a wax seal?

A The shelf life depends on how the product is stored. If a wax seal is stored in a dry location exposed to temperatures between 40°F and 110°F, the shelf life is 5 years from date of manufacture.

Q What temperature should the wax seal be installed at?

A You should make sure that your wax seal is between 70°F and 110°F at the time of installation. This will give you the best compression for a water tight seal.

Q Is Liquilock safe to use if you have a septic system?

A Yes. Liquilock is biodegradable.

Q How long can you leave Liquilock in the toilet before it will dry out?

A Liquilock can be left in a toilet for up to 1 week (5days) without any issues. If you plan on storing the toilet for longer periods of time or if it is extremely hot and dry where the toilet will be stored, wrap the toilet in a 55 gallon trash bag to keep the Liquilock from crusting over.

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Q Can you use Liquilock for other fluids besides water?

A No. Liquilock is only approved for use on plumbing fixtures supplied with potable water.

Q How do you determine how much Liquilock to use when working on a toilet?

A 1 package of Liquilock will work for a 1.6 gallon toilet and 2 packages will be necessary for a 3.5 gallon toilet. Remember to shut the water off and flush the toilet before adding the Liquilock to the water in the toilet bowl.

Q Are there other uses for the Liquilock product?

A You can use Liquilock when replacing an old water heater. Liquilock will work great to encapsulate the sludge and remaining water in the bottom of the tank after it is drained. Once you have drained the old tank and are ready to carry it out of the home, close the water heater drain or plug the drain hole. Pour 3 packages of Liquilock into the tank through the hot water inlet side (no dip tube) and after five minutes you can remove the tank from the home without splashing and spilling.

Q Can Liquilock be used in fish tanks?

A Liquilock is not recommended for use in fish tanks. The crystals will cling to the glass, plastic corners, or seams and are difficult to rinse out of the tank completely. If these crystals remain in the tank and are consumed by the fish, the fish will most likely perish.