

WHERE CREDIT IS DUE

ITT JABSCO

Reading the January 2008 issue, I took notice of the article “Head to Head.” We recently purchased two Jabsco manual marine toilets. One of the heads would discharge waste to the holding tank but would not pull in (suck) flush water into the bowl. After removing the valve cover and piston-rod assembly (six screws), I noted that—according to the exploded view of the parts list—the “flap valve seating spring” was missing. Some phone calls to West Marine and ITT Jabsco finally led me to Mike Irving, product specialist at ITT

Jabsco. Mike explained that the top valve gasket and spring had been updated. (The Retrofit Kit is PN #29049-0000.) Mike sent two kits and directions at no charge. I installed the kits on both heads, which now discharge and “suck.” Mike was very professional and offered to help any other boaters out. He renewed my faith in large, \$7.8 billion companies. You can contact him directly regarding parts problems at michael.irving@itt.com.

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