Flush only once. If it's not flushing the first time, don't flush again. This will cause more water to be pumped into the toilet bowl. If the toilet becomes clogged, the first flush will not cause the bowl to overflow, but the second flush might.

Use the right plunger. It is important to use a large heavy-duty rubber plunger. Do not use the small cheap suction-cup type of plunger—these will often not work. Remember, the larger the plunger, the more force you can apply down into the clogged drain. The plunger should have a shape which ensures that the water you force out of it when you push down does not shoot back up into the toilet bowl instead of pushing into the drain.

Insert the plunger into the bowl and press down firmly but slowly. Make sure you're covering the hole completely. The plunger should be submerged in water to be effective. It is important to be pushing and pulling with water, not air.

Sharply pull up on the plunger to create suction in the drain, then push in to create pressure. Constantly disturbing the clog in both directions will gradually cause it to be loosened.

If the plunging eventually drains the bowl but the clog is still blocking a free flow down the drain, leave the plunger in the bowl and fill the bowl with water again. Fill it to the point it is normally after a regular flush. Then plunge again. Stubborn clogs might require you to do this a number of times.

If you are not able to clear the toilet please call 587-390-1200 to dispatch a plumber. Tenant charges may apply.

What NOT to Flush Down the Toilet

- Cigarettes
- Condoms
- Cotton Balls or Swabs
- Diapers
- Medication
- Needles
- Paper Towels & Napkins
- Tampons & Applicators
- Sanitary Napkins
- Wipes or Tissues
- Band-aids
- Cat Litter
- Paint, Solvents, Sealants & Thinners
- Dental Floss
- Poisons & Hazardous Waste
- Fats, Oils and Grease
- Chewing Gum
- Cosmetics
- Pets (Fish & Rodents)
- Toys