

# WE'LL CARE III™ SERIES

## PRODUCT INSTRUCTIONS STATIC MODEL



**POLYJOHN®**  
there when you need us



**NOTE:** We recommend reading through the entire Assembly Instructions prior to proceeding with installation, service or maintenance. All references to left and right throughout this guide are as viewed from the front.

# PRODUCT SPECIFICATIONS

WE'LL CARE III™ SERIES  
SA1-1000




DIMENSION	IMPERIAL	METRIC
Exterior Height	92.5 in	235 cm
Exterior Width	85.2 in	216 cm
Exterior Length	92.4 in	235 cm
Door Frame Height (I.D.)	80 in	203 cm
Door Frame Width (I.D.)	32.75 in	83 cm
Seat Height	19 in	48 cm
Interior Turning Circle	60 in	152 cm
Grab Bar Height	33 in	84 cm
Threshold Height	.5 in	1.2 cm
Side Wall Panel Decal Area	6" x 37"	15cm x 94cm
Tank Capacity:		
Static	50 gal	189 L
Recirculating	34 gal	129 L
Weight (Static)	395 lbs	179 kg

# PRODUCT OVERVIEW


WE'LL CARE III™ SERIES  
SA1-1000

The We'll Care III Model Restroom Assembly will require two people. It is suggested that you read through the entire assembly instructions and review the exploded parts drawing prior to proceeding. All references to the left and right throughout this guide are as viewed from the front. Please save these instructions for future reference.

## TOOLS REQUIRED FOR ASSEMBLY




Rivet Gun




Hammer



Rubber Mallet



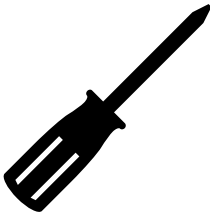
Drill




13/64" (5.33mm)  
Drill Bit



Vise-grips




Phillips Screwdriver



Tape Measure



Paper Clip



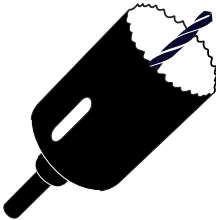
Socket Wrench



1/2" (12.70 mm)  
Socket



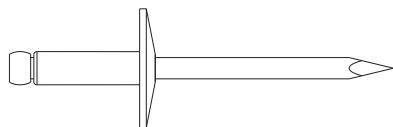
7/16" (11.17mm)  
Socket



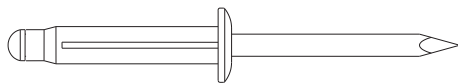
2 - 1/4" (57.15mm)  
Hole Saw

# FULL SIZE SCALE FASTENER DRAWINGS

WE'LL CARE III™ SERIES  
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(4) PC-000100 - Rivet



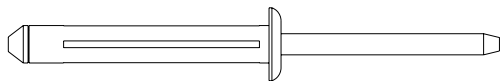
(22) PC-000105 - Rivet



(2) PC-000166 - Screw



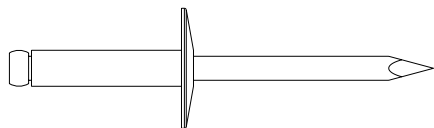
(85) PC-000102 - Rivet



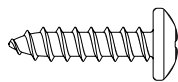
(27) PC-000117 - Rivet



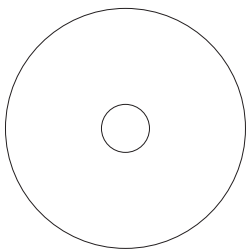
(41) PC-000106 - Washer



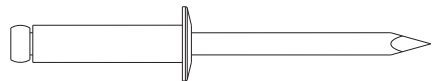
(16) PC-000103 - Rivet



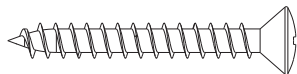
(14) PC-000147 - Screw



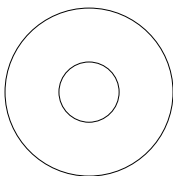
(47) PC-000121 - Washer



(23) PC-000104 - Rivet



(2) PC-000158 Screw



(1) PC-000168 - Washer

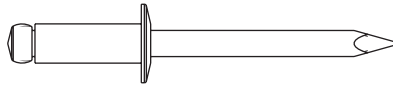
# ASSEMBLY INSTRUCTIONS

WE'LL CARE III™ SERIES  
SA1-1000

## STEP 1:

### JOINT EXTRUSIONS TO WALL ASSEMBLY

There are five wall panels and six wall joint extrusions (each wall joint extrusion has five pre-drilled holes on each side). Insert a wall panel into the slot of a wall joint extrusion and rivet in place with (5) PC-000102 rivets. Insert the next wall panel into the slot on the other side of the wall joint extrusion and rivet into place with five more PC-000102 rivets. Repeat until shell is done.



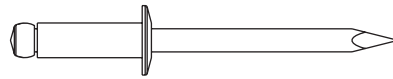
PC-000102 Rivet  
50 Used in this step

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## STEP 2:

### WALLS TO DOOR CONNECTING PANEL

There are two door connecting panels. Insert the left panel fully into the slot of the left wall joint extrusion (making sure the top ledge of the door connecting panel is in line with the top of the wall joint extrusion). Using a 13/64" drill bit, drill through the pre-drilled holes of the wall joint extrusion into the door connecting panel. Rivet into place with (5) PC-000102 rivets. Repeat for the right side.



PC-000102 Rivet  
10 Used in this step

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## STEP 3:

### DOOR JAMB TO FLOOR

Raise the floor assembly so it can be accessed from the underside. Remove the (2) PC-000164 bolts, (2) PC-000123 washers, (2) PC-000121 washers and (2) PC-000140 nylok-nuts located on each side of the door opening. Place the jamb into the corresponding recess of the base surround (make sure the welded feet of the door jamb sit in between the base surround and the floor). Line up the holes and re-insert the bolts, washers and nuts and tighten.

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## STEP 4:

### ALIGN RUBBER SEAL

Starting on the left side of the door jamb, align the foam rubber seal SA1-0025 along the inside edge of the base surround. Make sure to lay the flap of the rubber seal on top of the base surround with the crease pressed against the edge of the inner wall of the base surround. Remove the backing of the rubber seal a little at a time while pressing the adhesive edge of the rubber seal against the inner wall of the base surround. Lower the unit back to the ground.

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## STEP 5:

### PLACING WALLS INSIDE BASE SURROUND

Place the wall assembly around the inside of the base surround, making sure the rubber seal stays up along the top of the base surround.

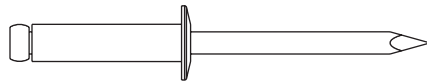
# ASSEMBLY INSTRUCTIONS

WE'LL CARE III™ SERIES  
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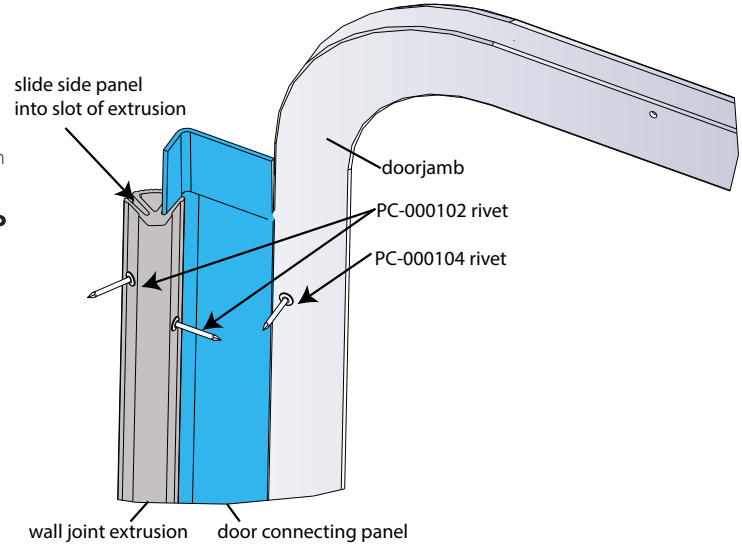
## STEP 6:

### WALLS/DOOR CONNECTING PANEL TO DOOR JAMB

Align one side of the wall/door connecting panel assembly (created in step 2) to one side of the door jamb (the door connecting panels may be short and will not always sit flush to the surface of the floor plate). From inside drill through the pre-drilled holes of the door jamb through the door connecting panel. Rivet into place with (5) PC-000104 rivets. **NOTE: Do not rivet the center two holes on the left side of door jamb at this time, these holes are for the cable clip.** Repeat for the other side of the door jamb.



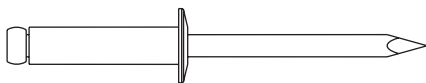
PC-000104 Rivet  
10 Used in this step



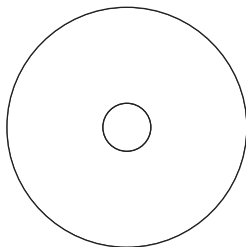
## STEP 7:

### WALLS TO BASE SURROUND

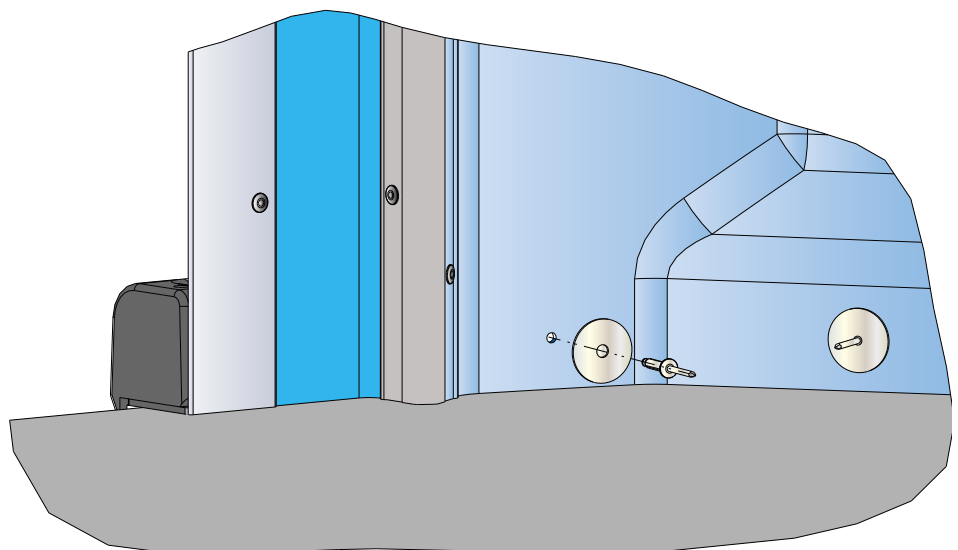
**NOTE: At the bottom center of each wall panel there are three pre-drilled holes. The corners of the wall panels are angled and do not have pre-drilled holes. Drill holes through the first wall of the base surround only.** Starting with the left wall panel (panel 1), using a 13/64" bit, drill a hole in the bottom center of the left corner of the wall panel into the base surround (making sure the height is level with the height of the holes that are in the bottom center of the wall panel). While pushing the corner against the base surround, rivet in place using a PC-000117 rivet with a PC-000121 washer behind the head of the rivet. Repeat for the right corner. Drill through the pre-drilled holes of the wall panel into the base surround. While pushing the wall panel against the base surround, rivet the wall in place using (3) PC-000117 rivets with (3) PC-000121 washers behind the heads of the rivets. Repeat for the remaining four walls.



PC-000117 Rivet  
(25) Used in this step



PC-000121 Washer  
25 Used in this step



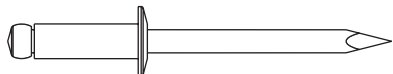
# ASSEMBLY INSTRUCTIONS

WE'LL CARE III™ SERIES  
SA1-1000

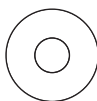
## STEP 8:

### FLY SCREENS

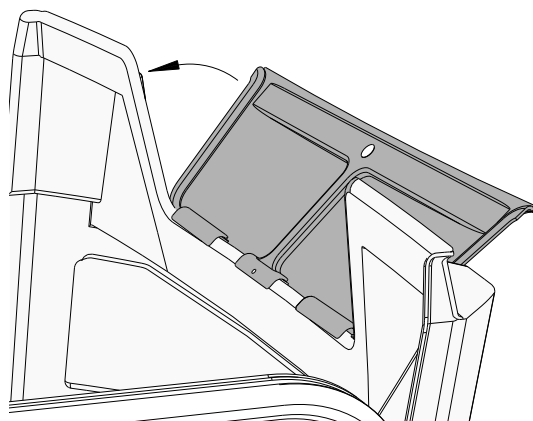
Hang the large fly screens (SG1-0035) in place from the outside by tilting them outward and attaching the slots of the screens onto the corresponding lip at the top of the wall panels (as shown). From the inside, pull the screens inward into an upright position. Use a 13/64" drill bit and drill through the pre-drilled holes of the fly screens into the wall panels. From inside rivet each screen into place with (1) PC-000102 rivet and (1) PC-000106 back-up washer on the outside.



PC-000102 Rivet  
5 Used in this step



PC-000106 Washer  
5 Used in this step



## STEP 9:

### ROOF

#### Roof to Door Jamb:

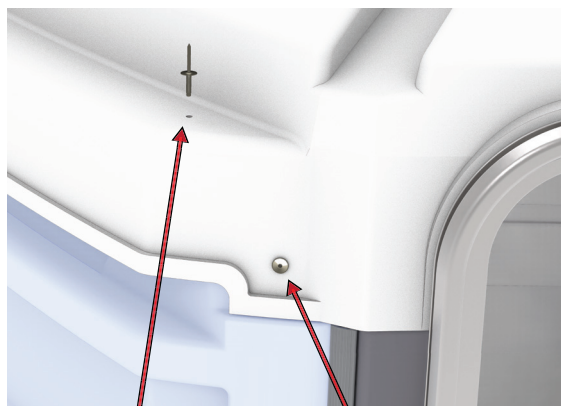
Bend and flex the corners of the roof inward (helps to ease the roof over the walls). Lift the roof and place it on the unit (resting along the top ledge of the walls, with the arch for the door over the door jamb, make sure the walls and fly screens are tucked on the inside of the roof). Slide the front lip of the roof in the slot on the inside of the door jamb and pull the roof down as far as it will go (a rubber mallet may be used to help align). Using a 13/64" drill bit, drill four holes into the pre-drilled holes located in the top of the door jamb through the roof. Rivet in place with (4) PC-000104 rivets.

#### Front Corners to Roof:

From outside, center and drill a hole right above the lip on the front of the roof, through to the front wall on each side of the door jamb (as shown). Rivet in place on both sides of the door jamb using a PC-000103 rivet from the outside with a PC-000121 washer and a PC-000106 back-up washer on the inside.

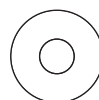
#### Wall Panels to Roof:

**NOTE: From inside the unit, push the wall panels out so that the wall panels are tight against the roof.** Using a 13/64" bit, drill through the pre-drilled holes located in the corners along the top ledge of the wall panels into the roof (as shown). Start with the holes in the left corner of panel 1, from inside place up through the holes just drilled PC-000103 rivets with PC-000121 washers behind the heads of the rivets. While on the outside on top of the roof place PC-000121 washers with PC-000106 back-up washers onto the rivets and rivet into place. Repeat for all corners in each of the panels.

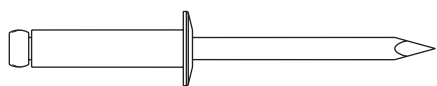


PC-000103 Rivet  
front corners to  
roof location

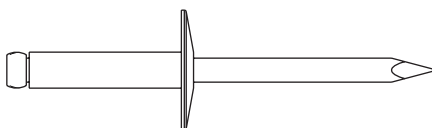
PC-000103 Rivet  
wall panels to  
roof location



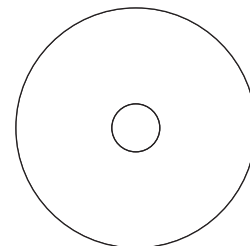
PC-000106 Washer  
(12) Used in this step



PC-000104 Rivet  
4 Used in this step



PC-000103 Rivet  
12 Used in this step



PC-000121 Washer  
(22) Used in this step

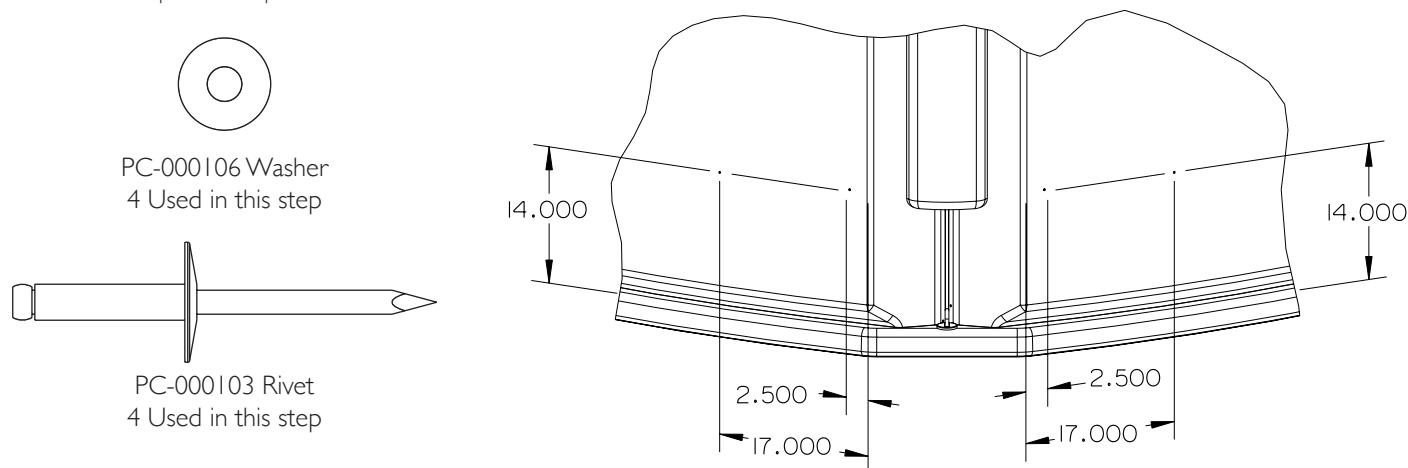
# ASSEMBLY INSTRUCTIONS

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## STEP 10:

### TANK

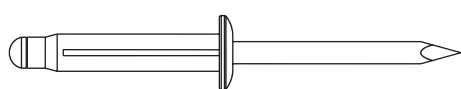
Place the waste tank inside the unit into position so that the tank is centered on the left middle wall joint (between the first two left wall panels, 1 & 2). On the outside of both side walls, measure up 14" from the top of the base surround, and measure out from the corners on each of the wall panels, marking locations at 2-1/2" and at 17". While someone inside pushes the tank against the wall panels, on the outside using a 13/64" bit, drill through the spots just marked into the tank. Rivet the tank in place using (4) PC-000103 rivets from the outside with (4) PC-000106 back-up washers placed on the inside of the tank.



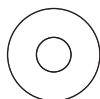
## STEP 11:

### VENT STACK

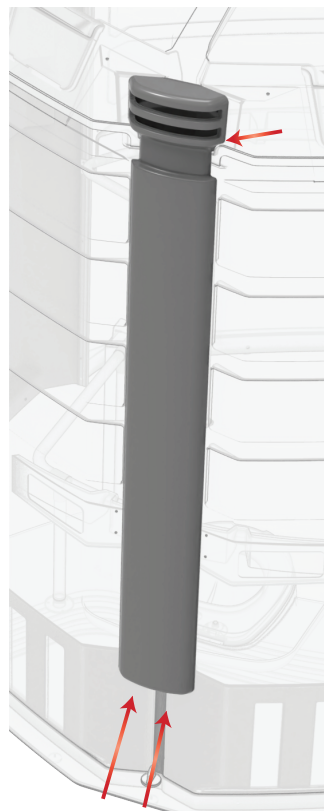
Hold the vent stack against the outside wall joint extrusion between the left two wall panels 1 & 2. Make sure the top of the vent stack is even with the step of the roof (as shown). Use a marker and mark on the panels around the two circular vent holes at the bottom of the vent stack. Set the vent stack off to the side. Drill through the panels and the tank in the two locations just marked using a 2-1/4" hole saw. **IMPORTANT: DRILL STRAIGHT TOWARDS THE TANK AND NOT ON AN ANGLE TOWARDS THE PANELS.** Inside the unit, measure up from the tank and mark drill locations on both wall panels at 3", 27" and 53" (all drill locations will be 1-3/4" away from the wall joint extrusion). With someone on the outside of the unit holding the vent stack into position, from inside using a 13/64" drill bit, drill through the locations just marked into the vent stack. Rivet the vent stack in place using (6) PC-000105 rivets with (6) PC-000106 washers behind the heads of the rivets.



PC-000105 Rivet  
6 Used in this step



PC-000106 Washer  
6 Used in this step





# ASSEMBLY INSTRUCTIONS

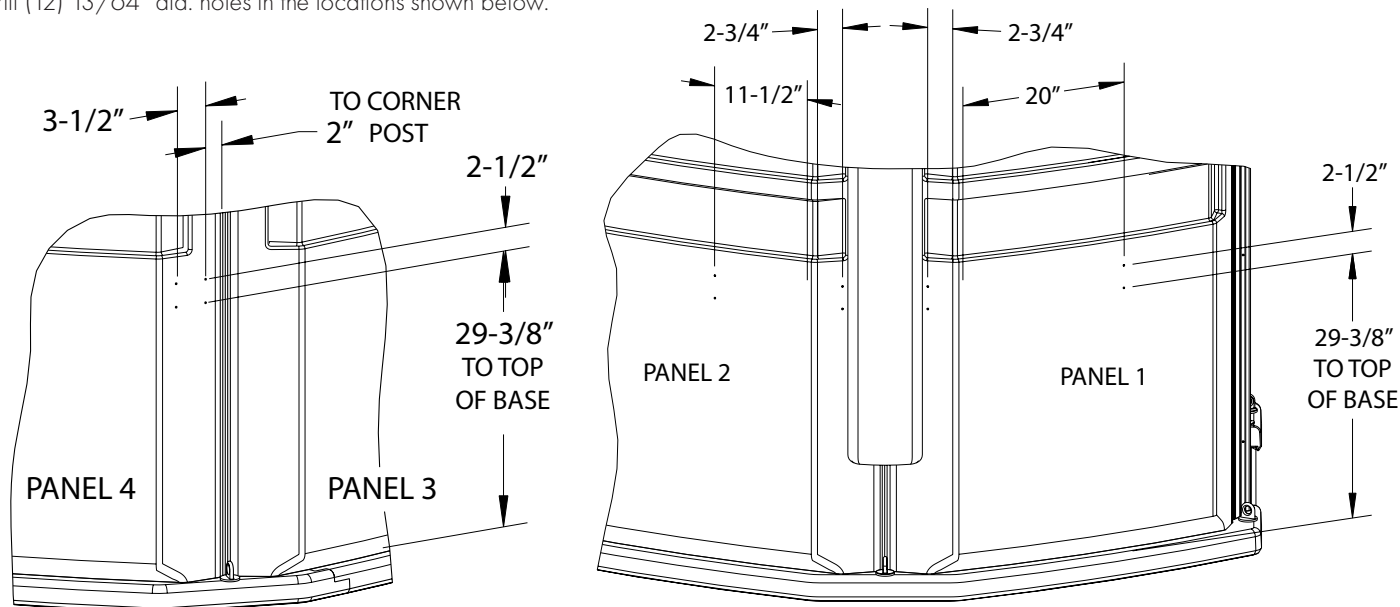
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## STEP 12:

### GRAB BAR ASSEMBLY

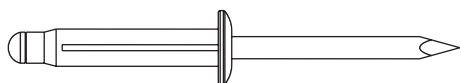
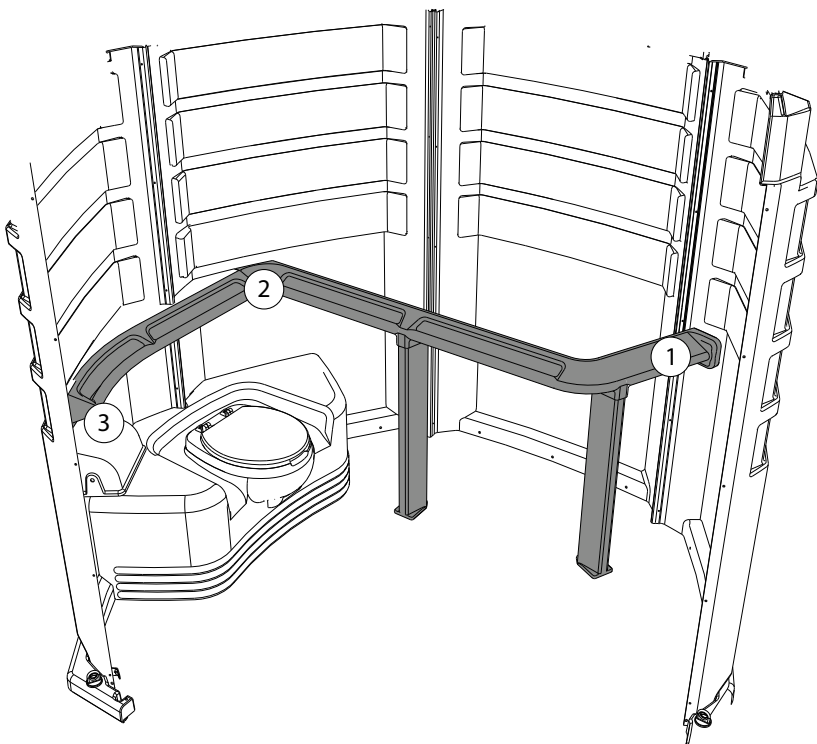
**NOTE: Two people will be required to complete this step.**

Drill (12) 13/64" dia. holes in the locations shown below.



**NOTE: Be sure to level the grab bars before drilling and riveting.**

Pre-assemble the grab bar parts as shown in the drawing on the right. Start with area number 1. With one person on the inside of the unit holding the grab bar centered on the corner of the side panel, the other person should drill (4) 13/64" holes into **ONE** wall of the grab bar using the holes previously drilled in the side panel. Rivet in place using PC-000105 rivets. Repeat these same steps for areas 2 and 3.



PC-000105 Rivet  
12 Used in this step

# ASSEMBLY INSTRUCTIONS

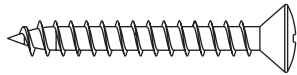
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## STEP 12

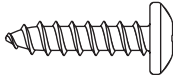
### CONT.: GRAB BAR INSTALLATION

Drive a PC-000158 screw through the grab bar and the upright at the location shown on the right. Repeat this for the other upright. Making sure that the upright is straight up and down, drive 4 PC-000147 screws down through the flange of the upright, and into the floorplate.

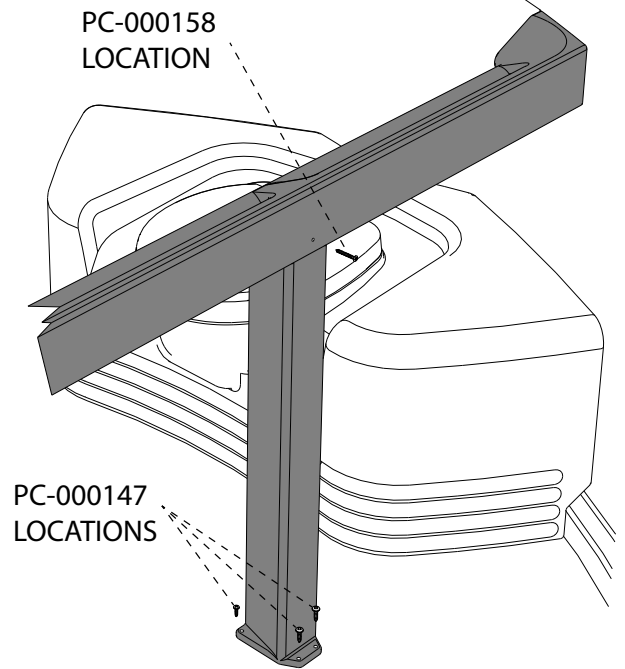
Repeat this for the other upright.



PC-000158 Screw  
2 Used in this step



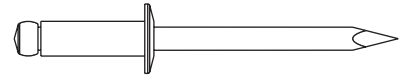
PC-000147 Screw  
8 Used in this step



## STEP 13:

### DOOR HINGES

Lift up the door and line up the pre-drilled holes of the door jamb with the holes in the hinges. Rivet in place using (12) PC-000102 rivets.

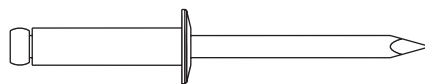
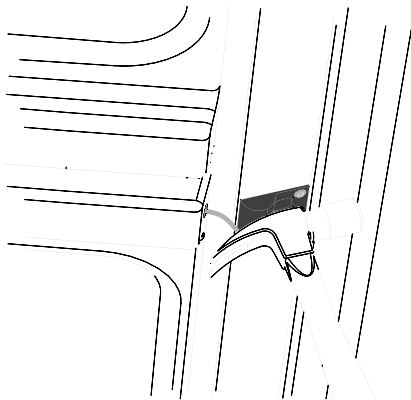


PC-000102 Rivet  
12 Used in this step

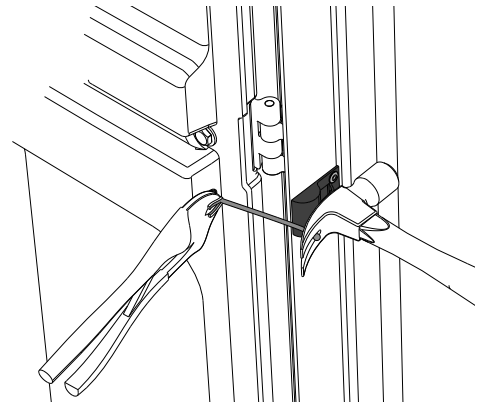
## STEP 14:

### SPRING TUBE ASSEMBLY / CABLE CLIP INSTALLATION

Rivet the PC-000181 cable clip into the pre-drilled holes located in the center of the door jamb using (2) PC-000104 rivets. From the front of the door, insert the PC-100800 spring tube assembly in the outside center molded pocket of the door. Push the barrel end of the cable through the 1/2" inch hole to the inside of the door (making sure that the "boss" in the end cap of the spring assembly is also inserted into this hole). On the inside of the unit, place the top of a hammer against the PC-000181 cable clip. Place the barrel end of the spring cable in the claw of the hammer. Open the door while holding the hammer in position. Hold the door open with your foot, and clamp a vice-grip pliers on the cable where it comes out of the door. **BE SURE TO CLAMP DOWN TIGHT.** Remove the cable from the claw of the hammer, close the door and place the end of the cable into the slot of the cable clip. Open the door and remove the vice-grips.



PC-000104 Rivet  
2 Used in this step



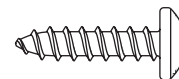
# ASSEMBLY INSTRUCTIONS

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## STEP 15:

### DOOR PANEL COVER

Cover the spring tube assembly by positioning the door trim panel into the outside center of the door. Line up the holes of the door trim panel to the pre-drilled holes in the door. Fasten in place from the inside using (6) PC-000147 self tapping screws.

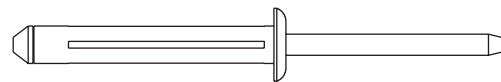


PC-000147 Screw  
6 Used in this step

## STEP 16:

### OUTSIDE DOOR HANDLE

Hold the SA1-0018P Door handle on the outside surface of the door and using the pre-drilled holes in the door as a guide, drill (2) 13/64" holes into the door handle. Rivet in place using (2) PC-000117 Rivets.

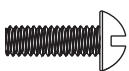
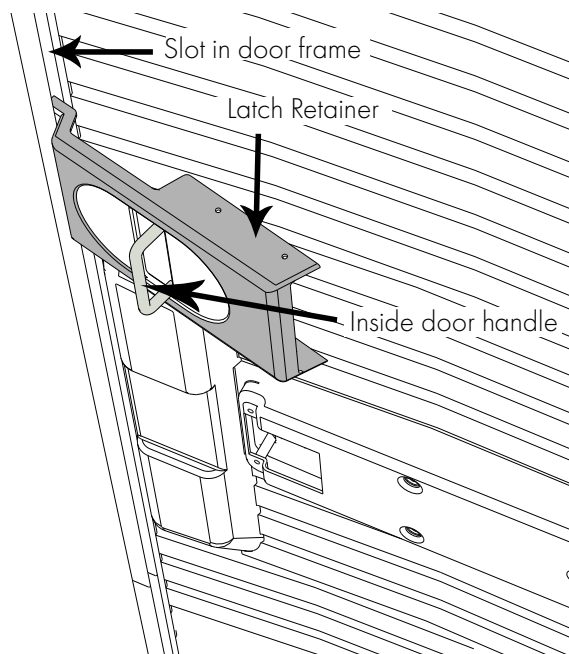


PC-000117 - Rivet  
2 Used in this step

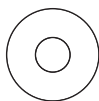
## STEP 17:

### SLIDE LATCH ASSEMBLY / INSTALLATION

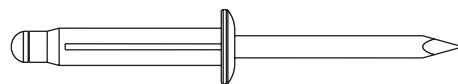
Fasten the inside door latch handle SA1-0017A to the slide latch SA1-0014 using (2) PC-000166 screws with (2) PC-000106 back-up washers behind the heads of the screws. Place the occupancy decal PC-100780 on the opposite side of the slide latch onto the raised area, lining up the hole in the decal with the hole of the slide latch (making sure the green/unoccupied end of the decal is facing the tongue end of the slide latch). Insert the pointed end of a paper clip into the hole of the rubber silencer (the silencer that is located in the handle area) and pull out from the frame of the door. Insert the small end of the slide latch retainer SA1-0015 into the slot of the door frame (directly above the handle area) and push the slide latch retainer down along the door to the location of the door panel cover. **NOTE: This is a tight fit, a rubber mallet may be used to help push into position.** With the pointed end of a paper clip, push the rubber silencer back into the hole of the door frame where previously removed. Place the tongue of the slide latch into the slot of the slide latch retainer. Position the slide latch retainer against the door. Measure and mark four locations to fasten the slide latch retainer to the door (two on the top and two on the bottom of the slide latch retainer). Starting with the top, measure and mark the first location 1/2" away from the door panel and in 1" from the right edge of the slide latch retainer. Mark the second location 1/2" away from the door panel and in 4" from the right edge of the slide latch retainer. Repeat for the bottom locations. Using a 13/64" drill bit, drill through the locations just marked into the door. Rivet into place with (4) PC-000105 rivets.



PC-000166 Screw  
2 Used in this step



PC-000106 Washer  
2 Used in this step



PC-000105 Rivet  
4 Used in this step

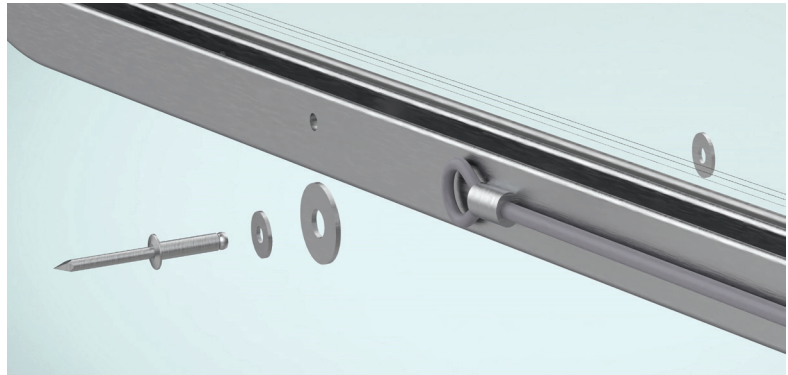
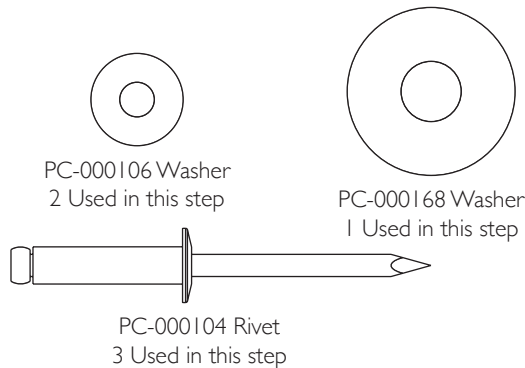
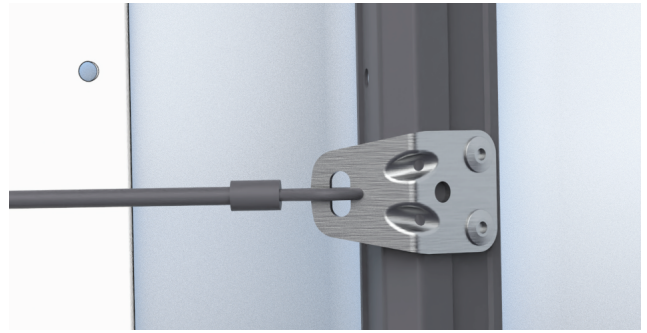
# ASSEMBLY INSTRUCTIONS

WE'LL CARE III™ SERIES  
SA1-1000

## STEP 18:

### DOOR CHECK CABLE

Locate the first left wall joint extrusion next to the door jamb (before panel 1). With a 13/64" drill bit, drill out the very first rivet up from the floor. Line up the bottom hole of the bracket for the door check cable with the hole left from the rivet just drilled out. Rivet a PC-000104 rivet into the bottom hole of the bracket. Using the bracket as a drill guide, drill through the top hole of the bracket into the wall joint extrusion using a 13/64" bit. Rivet in place with a PC-000104 rivet. Place the looped end of the cable onto a PC-000104 rivet and insert through the pre-drilled hole on the bottom of the door. Add another PC-000106 washer on the inside of the door frame and rivet into place.



## STEP 19:

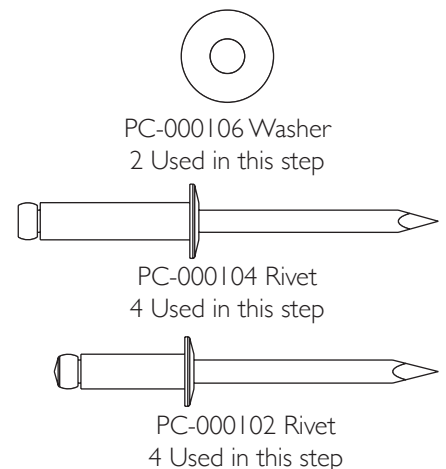
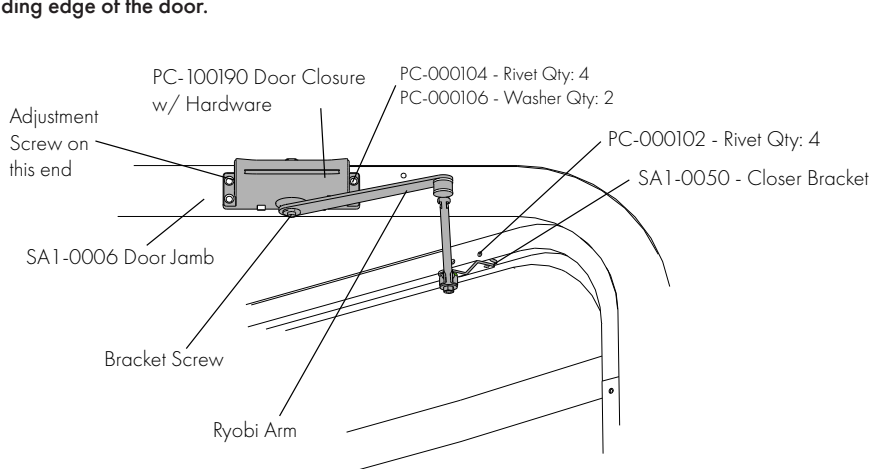
### HYDRAULIC DOOR CLOSURE INSTALLATION

Assemble the arm to the bottom of the closure body using the screw and washer provided with the door closure.

From inside of the unit rivet the door closure body to the door jamb into the top two pre-drilled holes using (2) PC-000102 rivets. From outside the unit rivet into the bottom two pre-drilled holes (2) PC-000104 rivets with (2) PC-000106 back-up washers on the inside.

Insert the SA1-0050 Closer Bracket into the slot of the aluminum door frame, with the two holes that are furthest apart facing down. Rivet in place into the pre-drilled holes with (2) PC-000102 rivets. Rivet the bracket on the end of the closure arm to the bracket just secured to the door.

**NOTE:** To adjust the door closing speed, use a Phillips screwdriver (a sticker with a red arrow on the door closure body indicates that the location of the speed adjustment screw is on the left). Turn the speed adjustment screw clockwise for a slower and counter clockwise for a faster door closing speed. The ADA code requires that the door from an open position of 70 degrees takes at least three seconds to move to a point three inches from the latch measured to the leading edge of the door.



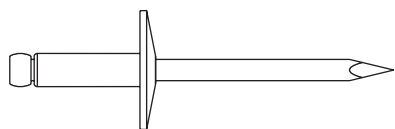
# ASSEMBLY INSTRUCTIONS

WE'LL CARE III™ SERIES  
SA1-1000

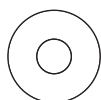
## STEP 20:

### TOILET PAPER DISPENSER

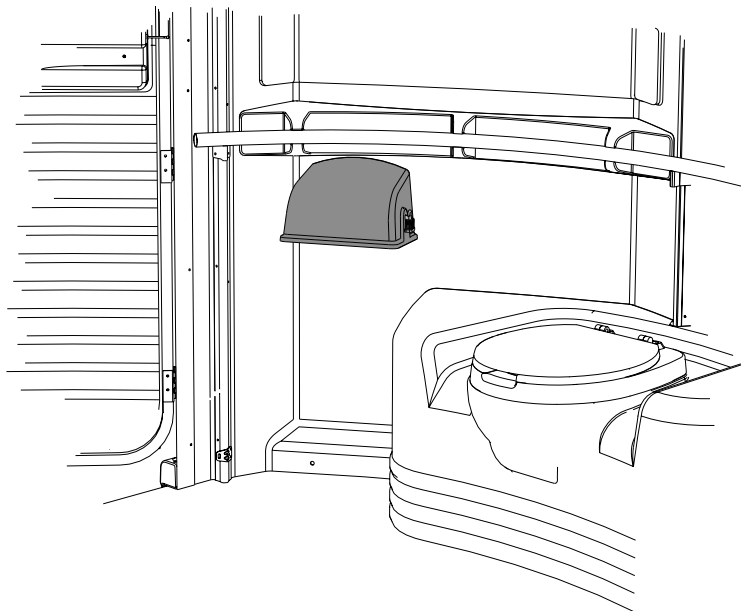
The toilet paper dispenser is to be mounted on the left wall panel. Level the dispenser on the wall directly below the grab bar filler and to the left of the tank. Use the holes in the back of the dispenser as a guide to mark the drill locations. Drill four 13/64" holes into the drill spots just marked. Rivet in place from the outside using (4) PC-000100 rivets with (4) PC-000106 back-up washers on the inside.



PC-000100 Rivet  
4 Used in this step



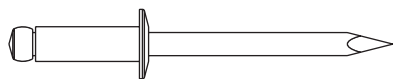
PC-000106 Washer  
4 Used in this step



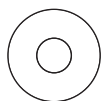
## STEP 21:

### ADA HANDICAP SIGN

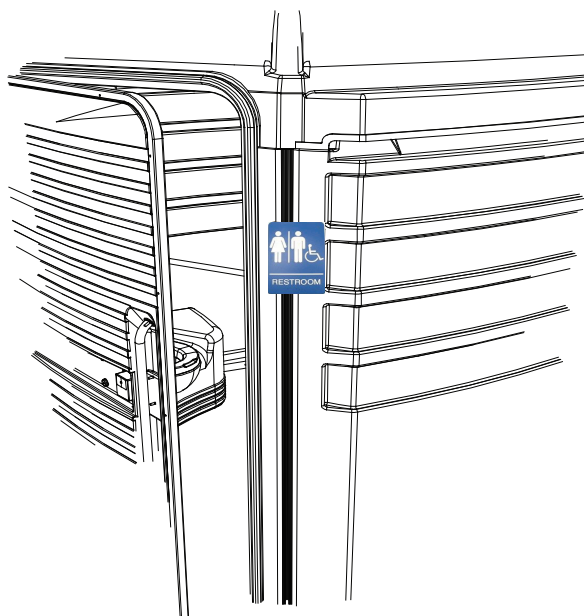
Using a drill on slow speed, drill a hole in each corner of the A.D.A. sign SA1-0021 using a 13/64" bit. **IMPORTANT: BE CAREFUL NOT TO BREAK THE SIGN AS IT IS BRITTLE. THE LOCATION OF THE SIGN ON THE UNIT IS CRITICAL. THE BOTTOM OF THE SIGN MUST BE 55-1/2" FROM THE GROUND.** Position the sign so that it is partially on the right door connecting panel and the right corner wall panel. Using the holes in the sign as a drill guide, drill two holes into the door connecting panel and two holes in the right corner of the right wall panel. Rivet from the outside using (4) PC-000102 rivets with (4) PC-000106 back-up washers on the inside.



PC-000102 Rivet  
4 Used in this step



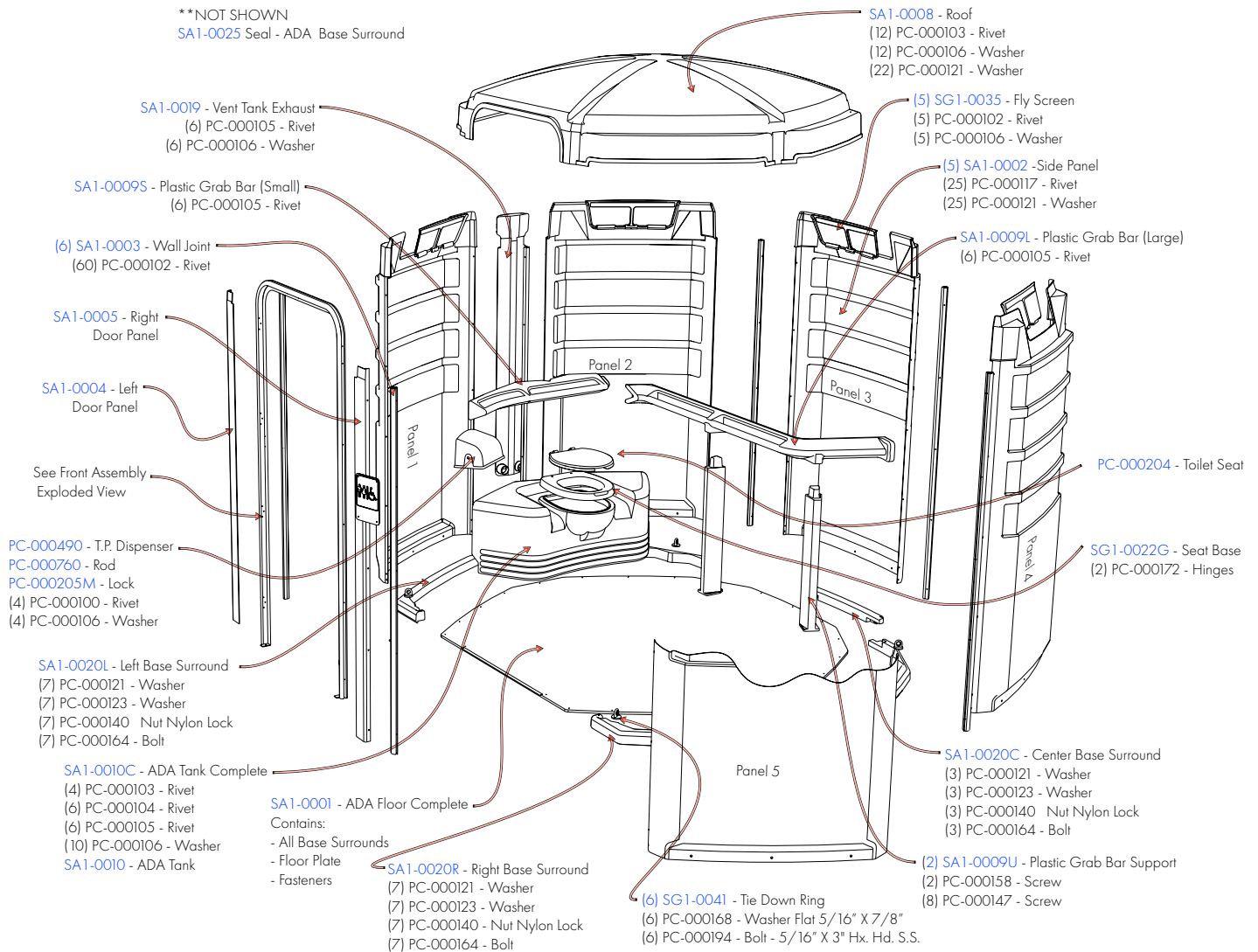
PC-000106 Washer  
4 Used in this step



# PARTS DIAGRAM

## EXPLODED VIEW

WE'LL CARE III™ SERIES  
SA1-1000

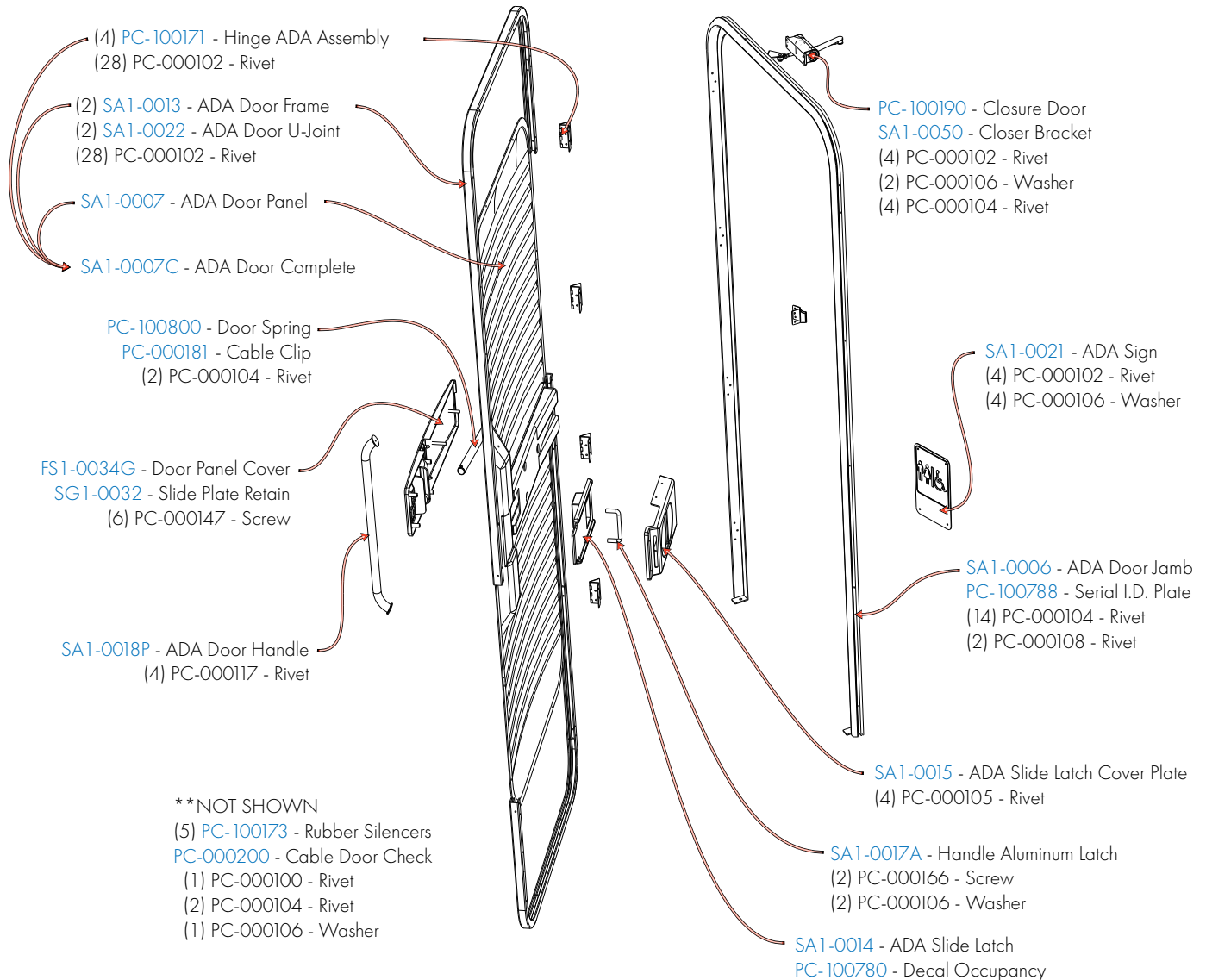




# PARTS DIAGRAM

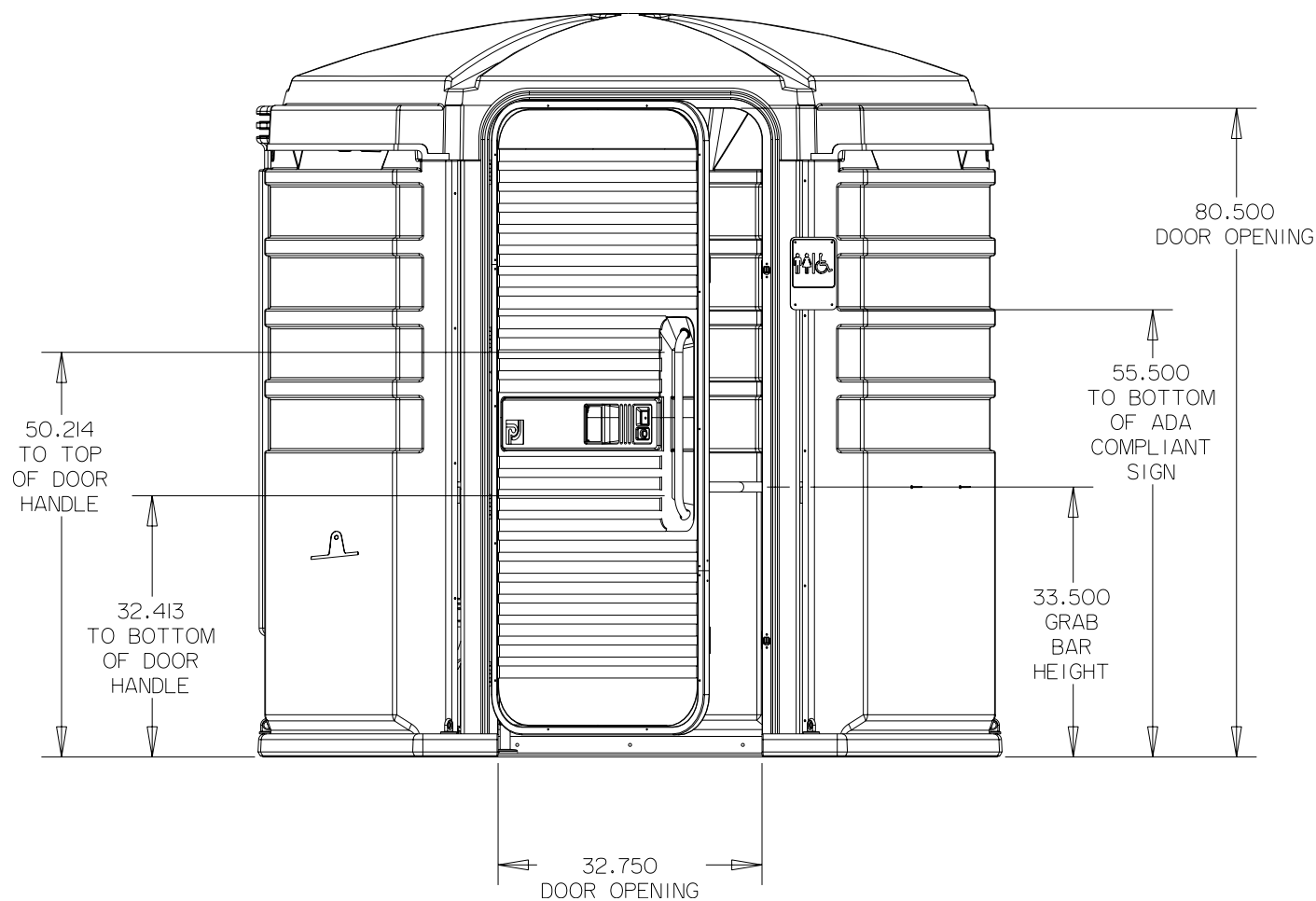
## FRONT ASSEMBLY EXPLODED VIEW

WE'LL CARE III™ SERIES  
SA1-1000



PARTS DIAGRAM  
ELEVATION VIEW  
ADA - REQUIREMENTS

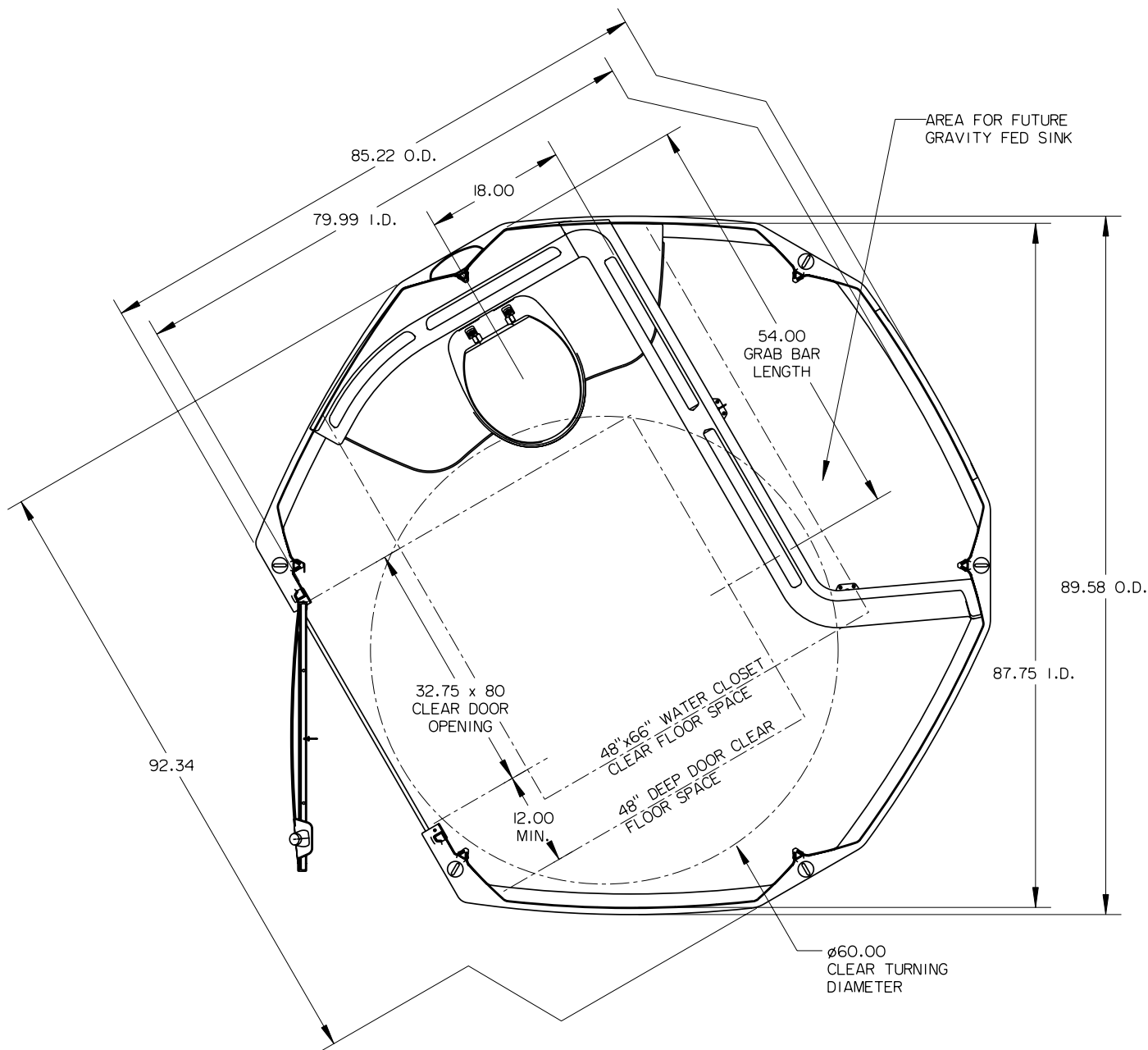
WE'LL CARE III™ SERIES  
SA1-1000





PARTS DIAGRAM  
FLOOR PLAN  
ADA - REQUIREMENTS

WE'LL CARE III™ SERIES  
SA1-1000



# OPTIONAL ACCESSORIES, SUPPLIES AND CHEMICALS

WE'LL CARE III™ SERIES  
SA1-1000



Liquid Soap Dispenser  
PSD 1-1000



Lotion Hand Soap  
LS00-1000



Paper Towel Dispenser  
TD04-1000

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## CLEANING AND MAINTENANCE

Use a mild soap to clean all surfaces and component parts.

Minor scratches and abrasions can be lightly sanded or scrubbed with a mild abrasive cleaner (such as "Soft Scrub") that contains calcium carbonate, hypochlorate bleach, and detergents. Be sure to follow the cleaning product directions since these ingredients may cause hazardous gases when mixed with other chemicals. Rinse the cleaned areas and buff with a conventional wax.

Some light scratches may also be hidden by using an industrial hot air gun.

For a source of cleaning, deodorizing and paper products contact:

**PRO'S CHOICE**  
**2500 GASPAR AVE.**  
**WHITING, IN 46394-2175**  
**800-292-1305**  
**[www.polyjohn.com/supplies/pros-choice.html](http://www.polyjohn.com/supplies/pros-choice.html)**

We highly recommend membership in the Portable Sanitation Association International (PSAI); the worldwide authority on portable sanitation services. The PSAI, "Portable Sanitation Industry Certification Program" manual contains a wealth of information on standards and service procedures. For more information contact the PSAI:

**PORTABLE SANITATION ASSOCIATION INTERNATIONAL (PSAI)**  
**7800 METRO PARKWAY, SUITE 104**  
**BLOOMINGTON, MINNESOTA 55425 USA**  
**800-822-3020 / 612-854-8300 FAX 612-854-7560**  
**[www.psa.org](http://www.psa.org)**

### Prop 65

PolyJohn Corporation would like to inform any customers or end users that some products may contain chemicals listed in California's Safe Drinking Water & Toxic Enforcement Act of 1986. Commonly referred to as Proposition 65, this Act establishes a list of chemicals known by the State of California to present a risk of cancer, birth defects, or other reproductive harm.

Chemical exposure typically occurs through inhalation, ingestion, or adsorption. PolyJohn products are not intended to be used in these methods. PolyJohn Corporation cannot foresee all uses of their products (both intended and unintended uses) and as a result has opted to provide a general warning of known chemical presence.

The Proposition 65 chemical list can be found at <http://www.P65Warnings.ca.gov>

The following warnings are labels placed on affected products. If these labels are not present then they do not apply to that product.



**WARNING:** This product can expose you to chemicals including 4-Vinylcyclohexene which is known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

*4-Vinylcyclohexene label above to be used any product made with Bayblend T85*



**WARNING:** This product can expose you to chemicals including titanium dioxide, which is known to the State of California to cause cancer. For more information go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

### Conflict Minerals Compliance Statement

Section 1502 of the Dodd-Frank Wall Street Reform and Consumer Protection Act, and the Securities and Exchange Commission Rules adopted in connection therewith, require certain corporations to report the use of "Conflict Minerals" in the manufacture of their products. Generally, Conflict Minerals collectively refers to cassiterite, columbite-tantalite, gold, wolframite, or their derivatives, including tantalum, tin and tungsten, which originate from the Democratic Republic of the Congo or specified adjoining countries (referred to herein as "Covered Countries").

While we, as a privately held corporation, are not subject to the Conflict Minerals rules and reporting requirements, we understand that our customers may be, and we are committed to helping our customers comply with their reporting requirements. In order to determine if our manufactured products contain Conflict Minerals, we have asked our relevant suppliers, as of September 1, 2020, to ascertain their use of any Conflict Minerals in the materials they supply to us. Their responses demonstrate that our relevant suppliers (i) do not use Conflict Minerals in the materials they supply to us, (ii) have no reason to believe the Conflict Minerals they use may have originated in the Covered Countries, and/or (iii) reasonably believe that the Conflict Minerals they use are from recycled or scrap sources. Consequently, we can in turn represent that, to the best of our knowledge, our manufactured products either do not contain Conflict Minerals, or to the extent they may, such products are "DRC conflict free" as defined by paragraph (e)(4) of Section 1502.

We will continue to work with our key suppliers to ensure that we are able to identify the use of Conflict Minerals in our supply chain, and the representations made in this compliance statement remain accurate. To that end, we reserve the right to amend this statement at any time based on subsequent developments or information.

Should you have any questions or concerns regarding this statement, please do not hesitate to contact us.

# WARRANTY

WE'LL CARE III™ SERIES  
SA1-1000

## RESTROOMS AND TOILETS

### POLYJOHN PORTABLE RESTROOMS LIMITED 3 YEAR PRODUCT WARRANTY

PolyJohn Enterprises Corp. warrants the major plastic parts of its portable restrooms (plastic front, wall panels, roof, and tank) against any breakage or other problems that prevent the PolyJohn portable toilet from functioning in accordance with usual practices used in the portable toilet industry and in their intended manner. This warranty covers any damages in material or workmanship for a total period of 3 years (36 months). This warranty extends only to the original purchaser of the PolyJohn portable restroom. Proof of purchase, serial numbers, and photos will be required.

## SINKS, TANKS, TRAILERS AND SANISTANDS

PolyJohn Enterprises warrants our sinks, tanks, trailers and sanistands from the date of purchase. Any misuse or abuse of our products or failure to properly follow recommended procedures shall void this warranty. The warranty is a 1 year limited warranty and a 90 day limited warranty for components thereof.

### What is Not Covered By Warranty

This warranty does not cover damage or failure contributed to or caused by: Not following PolyJohn assembly procedures, unauthorized modification, acts of God, mishandling, misuse, use of incompatible solvents or other damaging chemicals, vandalism or accident. In no event shall PolyJohn be liable for labor costs or for incidental or consequential damages.

For full details on PolyJohn's warranty policy, and to view instructions for submitting a claim please visit <https://www.polyjohn.com/warranty/>.

### Warranty Disclaimer

PolyJohn's terms of sale are FOB (Free on Board Shipping Point). Meaning buyer takes on responsibility once it leaves PolyJohn's shipping dock. The carrier is wholly responsible for any damage incurred during transit. Important notice: All concealed/non-notated damages must be reported within 5 business days of delivery (1st day is the day of delivery) as per the National Motor Freight Classification (NMFC) – Rule 300100 - for a damaged claim to be filed. Reporting after this time will void a claim.

In order to prevent warranty disputes follow these steps immediately when receiving your products:

Inspect the shipment immediately and insist that visible damages be indicated on your copy of the freight bill. If they are not noted on the freight bill it is very likely a claim will be denied.

Open the shipment if necessary, and inspect for any concealed damages.

If there are any damages that you cannot operate with you may refuse shipment. After you do this contact us immediately

### Filing Process for Warranty

PolyJohn reserves the right to request inspection of products for verification of defect, which may include returning some or all of the parts with shipping paid for by the purchaser. Once the items have been returned, inspected, and PolyJohn is found at fault shipping costs will be reimbursed. You may contact PolyJohn to arrange for return shipping if desired.

To file your warranty claim follow these steps:

1. Go to [polyjohn.com/warranty/](https://polyjohn.com/warranty/)
2. Fill out necessary contact information
3. Fill in invoice number, date of purchase, product, and product serial numbers.
4. Upload an images of affected products
5. Submit and someone will be in contact with you as soon as possible.

# FREQUENTLY ASKED QUESTIONS

WE'LL CARE III™ SERIES  
SA1-1000

## **Toilets and Restrooms**

### **Q: Can I use a toilet unit on my own, or do I need a professional?**

A: It is illegal to dispose of human waste in an improper way. You can purchase a portable toilet for your own personal use, but you will need to hire a professional portable toilet operator to empty and dispose of the waste when needed.

### **Q: Can any toilet unit have a sink added to the inside?**

A: Not every unit can house an interior sink. The Comfort XL and We'll Care units do not have interior sinks. The Comfort XLT, PJN3, PJP3 and Fleet do have interior sinks. All Fresh Flush units require a sink to operate, but static and recirculating flush units can add a sink.

### **Q: How do I initially set up a portable toilet for use?**

A: For each new use of an emptied tank, it needs to be charged with 5 gallons of water and a chemical often referred to as "blue" in the industry. It contains dyes and enzymes designed to break down waste.

### **Q: Can I replace parts on my toilet?**

A: Absolutely. We offer all our parts as replacements. Just call into PolyJohn or contact your local rep to place an order.

### **Q: My toilet has a dump valve, can I use that to empty the waste tank?**

A: You can use the dump valve to empty the tank, but it needs to be done at an RV dump station that has the proper equipment and treatment on site. You can also hire a local portable toilet operator to empty the waste tank.

### **Q: In my recirculating unit where does the water come that flushes the toilet bowl?**

A: A recirculating unit takes the water that is inside the tank and uses it to flush the toilet bowl. Yes, it is the used water inside the tank. Do not be worried about this. There are two separate filters that filter out any solid substance before it comes to the bowl. And this water has been mixed with the powerful chemicals that break down waste inside the tank. This saves fresh water usage while still getting the benefits of flushing.

### **Q: How does the fresh water flush toilets work?**

A: Unlike the recirculating toilets, the fresh water models require a sink. The bowl flushing mechanism draws fresh water from the sink to flush. The sink also uses the fresh water for hand washing and the gray water drains into the toilet tank.

### **Q: My screen broke, how do I replace it?**

A: The screens can be removed and replaced by drilling out the rivets, sliding the screen out, sliding the new one in and re-riveting the screens in place.

### **Q: You don't have the old style urinal anymore, so will a new style work? If so, what do I need to do to modify my unit so the new urinal will fit?**

A: The new PolyJohn Urinal has been completely redesigned. The new design has been proven to be the best shape and form to keep splash-back to a minimum. The side walls are much higher and there is no lip on the inside. This will help keep the urinal clean. The entire urinal has smooth surfaces as well to aid in cleaning. The new urinal can also hold 5 pounds of salt for colder climates. To help your customers who might need something to shoot for. To install the new urinal on old tanks, you will need 4 - PC-000102 Rivets, 4 - PC-000106 Washers, and 1 PC-000557 Cap.

# OUR MISSION STATEMENT

WE'LL CARE III™ SERIES  
SA1-1000

"PolyJohn is a family owned, state of the art, plastics manufacturing company dedicated to providing its employees with a work environment committed to excellence, and its customers with innovative products, services and technology that meet or exceed their requirements."

THANK YOU FOR PURCHASING POLYJOHN PRODUCTS!



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there when you need us

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[www.polyjohn.co.uk](http://www.polyjohn.co.uk)

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+1 800-465-9590  
Oro Medonte, Ontario  
[www.polyjohn.ca](http://www.polyjohn.ca)  
[www.fr.polyjohn.ca](http://www.fr.polyjohn.ca)

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+01 800-953-1307  
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