

# Trouble Shooting

Problem	Possible Cause	Corrective Action
Water does not shut off completely.	1. O-ring is not seated correctly or worn. 2. Cartridge may be defective.	1. Reseat or replace O-ring. 2. Replace cartridge.
Leaks at waterline connection.	1. Worn or broken washer. 2. Faucet body may be defective.	1. Replace washer. 2. Replace faucet (contact us for the replacement).
Leaks from handle.	1. Cartridge may come loose. 2. Cartridge may be defective.	1. Reseat cartridge tight. 2. Replace cartridge.
Leaks at hose connection.	1. Hose connection is loose	1. Tighten hose. 2. Replace hose.
Leaks at shower valve connection.	1. Connection may come loose or not seated completely. 2. Defective shower valve inlet or outlet connector.	1. Check connections. 2. Replace valve body
Diverter knob does not work.	1. Diverter cartridge may be defective.	1. Replace cartridge
LED light does not Light or noisy LED showerhead.	1. Defective LED generator	1. Replace LED spray head (for kitchen faucet). 2. Replace LED threaded pipe (for seperate faucet spout). 3. Replace LED generator(for others).
Low flow.	1. Check for water pressure problems. 2. Aerator may be dirty or clogged.	1. Clean or replace the aerator. 2. Remove water flow restrictor if available. 3. Install booster or pump(if applicable).