



Trouble Shooting

Problem	Possible Cause	Corrective Action
Water does not shut off completely.	<ol style="list-style-type: none">1. O-ring is not seated correctly or worn.2. Cartridge may be defective.	<ol style="list-style-type: none">1. Reseat or replace O-ring.2. Replace cartridge.
Leaks at waterline connection.	<ol style="list-style-type: none">1. Worn or broken washer.2. Faucet body may be defective.	<ol style="list-style-type: none">1. Replace washer.2. Replace faucet (contact us for the replacement).
Leaks from handle.	<ol style="list-style-type: none">1. Cartridge may come loose.2. Cartridge may be defective.	<ol style="list-style-type: none">1. Reseat cartridge tight.2. Replace cartridge.
Leaks at hose connection.	<ol style="list-style-type: none">1. Hose connection is loose	<ol style="list-style-type: none">1. Tighten hose.2. Replace hose.
Leaks at shower valve connection.	<ol style="list-style-type: none">1. Connection may come loose or not seated completely.2. Defective shower valve inlet or outlet connector.	<ol style="list-style-type: none">1. Check connections.2. Replace valve body
Diverter knob does not work.	<ol style="list-style-type: none">1. Diverter cartridge may be defective.	<ol style="list-style-type: none">1. Replace cartridge
LED light does not Light or noisy LED showerhead.	<ol style="list-style-type: none">1. Defective LED generator	<ol style="list-style-type: none">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.	<ol style="list-style-type: none">1. Check for water pressure problems.2. Aerator may be dirty or clogged.	<ol style="list-style-type: none">1. Clean or replace the aerator.2. Remove water flow restrictor if available.3. Install booster or pump(if applicable).