

## Troubleshooting

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