

Problem	Specific Issue	Typical Cause(s)	Possible Solutions
Leaking	Kitchen Faucet leaks at the bottom of the spout	Cartridge nut is not tightened properly.	Remove the handle and the bonnet. Use proper tool to tighten the cartridge nut properly.
		Cartridge is broken	Replace the cartridge.
		A scratched or torn o-ring or rubber seal not sealing properly inside the cartridge.	Replace the o-ring(s) inside of the cartridge seat.
		If issue persists	Go to the after-sale department for resovation.
	Kitchen Faucet leaks at the handle	Cartridge nut is not tightened properly.	Remove the handle and the bonnet. Use proper tool to tighten the cartridge nut properly.
		Cartridge is broken	Replace the cartridge.
	Spray leaks when Faucet is turned on	A scratched or torn washer or rubber seal not sealing properly inside the spray hose	Replace the washer or rubber seal inside of the spray hose connector.
		The sprayer is broken	Replace the sprayer
The sprayer is not tightened properly		Tighten the sprayer properly.	
Kitchen Faucet leaks between the inlet hose connectors and shut-off valve	The inlet hose are not tightened properly.	Tighten the inlets properly.	
	A scratched or torn washer or rubber seal not sealing properly inside the inlet hose	Replace the washer or rubber seal inside of the spray hose connector.	
Water Temperature	No COLD (just hot) or no HOT (just cold) water on tub shower units	Not both of the shut-off valves are in the open position.	Make sure the shut-off valves are in the open position.
		The handle may not be on properly.	Make sure the handle is on properly.
	No WARM water (no mixture of hot and cold) on tub shower units	The shut-off valves are not fully open.	Make sure the shut-off valves are in the full open position.
		The handle is not on proper position.	The handle should be on proper position to provide a mixture of hot and cold.
	Water temperature is not HOT enough on tub shower units	Hot water supply is not hot enough	Make sure the hot water supply system works well.
		The hot shut-off valve is not fully open.	Make sure the hot shut-off valve is fully open.
The handle is not on proper position.	The handle should be on proper position to provide hot water.		
	Water Pressure	<p>Depending on the model, this could be caused by debris in the cartridge, debris in the aerator, a stuck diverter or a malfunctioning sprayer.</p> <p>It is recommended that the supply lines from the shut-off valves be first be checked to ensure the faucet is receiving full pressure from both hot and cold supply lines.</p>	<p>Non-Pullout or Non-Pulldown Models</p> <p>A. Remove the aerator and rinse off any debris.</p> <p>B. If this does not resolve the issue, the cartridge would need to be replaced and the valve body would need to be flushed and cleaned.</p>
<p>Pullout or Pulldown Models</p> <p>A. Remove the sprayer from the hose and inspect the screen that is in between these items. If there is debris in the screen, rinse it off with water.</p> <p>B. Then, hold the end of the hose in the sink and turn on the water. If the pressure is good from the hose, reinstall the sprayer. This should resolve the issue.</p> <p>C. If there is still low pressure after reinstalling the sprayer, then the sprayer would need to be replaced. If there is low water pressure from the hose, the cartridge would need to be replaced and the valve body would need to be flushed and cleaned.</p>			
Low flow from spout- only hot or cold water experiencing low water flow from spout	This is caused by the shut off valves not being turned on, a lack of pressure through one of the shut off valves or an obstruction in one of the supply lines feeding water to the faucet.	A. Make sure that both shut-off valves are fully turned on. B. Check both supply lines from the shut-off valves to the Faucet. These supply lines need to deliver full pressure to the faucet. If the supply lines do not deliver full pressure, than the faucet will not produce full pressure. The plumbing of the home would need to be investigated for a resolution. C. If the issue is still not resolved, then the cartridge would need to be removed (or replaced) and the valve body would need to be flushed and cleaned.	
Functionality	Pulldown sprayer “falls” out of spout	The hose weight is out of position, the docking collar is broken or the hose has yet to be calibrated	A. Check the location of the hose weight. There is a indicator mark on the hose. It is recommended the weight be installed at this mark or anywhere between 4" to 8" up from the start of the loop curvature. For optimal performance, maintain an 8"x8" clear area for the hose and weight to travel, free of any moveable items (bottles, cleaning supplies, etc.). Note: The weight might need to be repositioned higher on the hose if non-moveable pipes or other fixtures are interfering with the hose or weight.
			B. Inspect the docking collar. This will typically be a black plastic piece at the end of the spout where the sprayer should reside. If this is broken, it will need to be replaced. Different models use different docking collars, so make sure the model number is determined when replacing.
	Pullout or Pulldown sprayer will not divert between “stream” and “spray” modes	The water pressure is too high or too low	The proper water pressure should be in 0.1Mpa-0.5Mpa. Open the shut off valves in proper position may be able to adjust the water pressure. If issue persists, go to the after-sale department for solution.
		The diverter within the sprayer is malfunctioning	Replace the sprayer.
Spout is difficult to rotate	This is caused by debris and/or an impaired o-ring inside of the spout	Remove the spout receptor and clean any debris that is impeding the movement.	
Cartridge	The handle feels too tight or too loose	The handle is not held to cartridge properly.	Make sure the screw that hold the handle to the cartridge is screwed tight and the cartridge nut is tightened properly.
		Cartridge is not working well.	Replace the cartridge.

Problem	Control points	Fix / solution
Water does not flow from the faucet when activated by infrared sensor and/or handspray is pulled down.	Use the instruction document to verify all connections were properly made.	This will ensure water will flow correctly inside the faucet.
	Verify that water shut-offs are open.	This will ensure the faucet is supplied with water.
	Open the handle fully.	Handle must be in the open position for the water to flow when sensors are active. If water flows when the handle is closed, the manual override is opened. Turn the knob on the electronic unit clockwise until completely closed.
	Verify the batteries are charged/good and in the correct +/- polarity.	Change or reorient batteries.
	Make sure the sensor is clean (even water might block its vision). Wave hand in front of infrared sensor within a distance of 2.5" (6 cm) and pull the handspray.	Check for water flow.
	Open the override to see if water will flow in manual mode.	If no water flows, close the water feed to the faucet. Disconnect the top water feed to the electronic unit and verify the filter is clean. Close manual override and try the sensors again.
	Wave hand in front of infrared sensor again within a distance of 2.5" (6 cm), to see if the sensor eye flashes a red light	If the sensor does not flash a red light, replace the faucet body. If sensor flashes a red light but you do not hear a clicking sound coming from the electronic unit, replace the electronic unit.
Water does not flow when the handspray is pulled down. (Water flows only with infrared sensor).	Open the handle fully.	Handle must be in the open position for the water to flow when sensors are activated.
	Keep the hose pulled-down for 1 to 3 minutes, then slide it back; pull again.	If no water flows, replace the faucet body. If water flows intermittently, replace the pull-down handspray hose.
Water does not flow when faucet is activated with infrared sensor. (Water flows only when the handspray is pulled down).	Make sure the handle is in the open position and the sensor is clean (even water might block its vision). Wave your hand in front of infrared sensor once at a distance of 2.5" (6 cm) making sure not to wave back and forth (activating and immediately deactivating the sensor).	If no water flows, replace the faucet body.
Water drips from the faucet.	Water dripping occurs when the handle is in the OPEN position.	Manual override might be slightly open. Close the manual override on the electronic unit by turning the knob clockwise until completely closed.
	Water dripping occurs when the handle is in the CLOSE position.	Change the faucet cartridge.
Water flow diminished.	Open the handle fully and test flow.	If the water flow is still diminished, clean the filter found in the top part of the electronic unit; and/or clean the aerator and nozzles on handspray.
Water flow does not automatically stop after 3 minutes.	Verify if manual override on the electronic unit is closed (turn the knob clockwise until completely closed). If it's open, close it and do the test again. If the manual override is already well closed, wave hand in front of infrared sensor to activate water flow and repeat movement to stop the water flow.	If water stops, replace the faucet body. If water does not stop, replace the electronic unit.
Water flow stops during use (within the 3 minute security timer) or water suddenly flows without any motion.	Verify the batteries are charged/good and in the correct +/- polarity.	Change or reorient batteries.
	Check if there is any drop of water slid over the sensor eye to activate it.	Make sure the sensor is clean (even water might block its vision) and try to stay outside the 2.5" (6 cm) range of the sensor to prevent accidentally activating/deactivating it.
The infrared sensor flashes a red light three times per second.	-	Flashing indicates batteries are running low. Change batteries.