

Troubleshooting Chart

Problem	Cause	Solution
Faucet runs too long or too short.	Cycle timing washers have not been adjusted.	Remove handle (A) then add cycle timing washers (C) to stem to shorten time or remove washers to lengthen time.
Faucet drips.	Seat washer worn or foreign matter (chips, dirt, solder, etc.) is between washer and seat surface.	Disassemble cartridge (F) and remove piston* (F6). Remove screw (F7) and clean seat washer (F8). Check control rod pin (F9) for burr then reassemble.
Faucet runs constantly.	Seat washer not closing on seat surface or seat washer and/or seat surface is worn.	Remove piston (F6) and spring** (F12). Check for burr on pin (F9) and check spring. Both piston and spring may have to be replaced. Excessive wear may require cartridge (F) replacement.
Not enough flow from faucet.	In-line screen is clogged.	Disassemble supply to faucet. Remove in-line screen (I) in inlet to faucet. Rinse screen with water or deliming agent. Reassemble faucet supply.
Water leaks from under handle.	Stem washers worn.	Remove cartridge (F) and replace housing o-rings (E1). If leak persists replace control spindle kit (F1).
Faucet leaks on or under counter.	Supply housing o-rings worn.	Replace housing o-rings (E1).
Faucet leaks under counter.	Mechanical mixing valve connections not seated properly.	Check connections on mechanical mixing valve (U).
Faucet bleeding between hot and cold, not holding consistent temperature.	Integral checks in mechanical mixing valve not operating properly.	Clean and replace integral checks (T) in mechanical mixing valve (U).
Handle is loose.	Set screw has loosened.	Tighten set screw (B).
Handle is sticking to cartridge.	Accumulation of sediment in cartridge.	Remove handle (A) and all cycle timing washers (C) from cartridge (F). Secure handle back onto cartridge. Cycle faucet by pressing down on handle. Cycle faucet 12 times. Remove handle and replace timing washers.
Finish is spotting.	Elements in water supply may cause water staining on finish.	Clean finished trim area with a soft cloth using mild soap and water or a non-abrasive cleaner and then quickly rinse with water.

Notes: *1) Use caution not to damage piston quadring (F10) while servicing piston assembly (F6).

**2) Do not squeeze ends of spring (F12) causing spring to fully compress.

⚠ WARNING: This product can expose you to chemicals including lead, which is known to the state of California to cause cancer, birth defects, or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.