



PHOENIX PRODUCTS, INC.

IN CASE OF DIFFICULTY TROUBLE SHOOTING CHART

1H Plastic and all metal lavatory, kitchen and tub/shower

Line item	Problem description	Possible cause	Remedy
1	Handle loose on stem.	Screw loose in handle stem.	Tighten screw securely with Phillips screw driver (or 1/8" Allen wrench for metal lever).
2	Handle movement not smooth and chatter free. Handle hard to move.	Plastic bonnet top vibrating under centerpiece nut. Hard water scouring lubrication from the internal rubber seals.	Lubricate ball on ball stem with a coating of silicone grease. Lubricate all internal rubber seals with a coating of silicone grease.
3	No flow or insufficient water flow out of aerator.	Blocked outlet in centerpiece. Aerator orifice blocked and/or debris in cone screen openings.	Remove blockage (debris). Remove aerator and back flush or replace with new aerator.
4	Shut off leak. Water dripping from aerator or tub spout when faucet is turned off.	Nick, or cut on rubber seat washer face. Scratches in plastic bonnet bottom sealing surface. Internal valving components incorrectly assembled and keyed together.	Replace rubber seat washer. Replace plastic bonnet bottom. Remove valving components, inspect and reassemble correctly.

5	Aerator joint leaks.	Aerator not tightened adequately. Aerator cross threaded onto spout.	Tighten to snug tight. Remove and reassemble. If spout threads are stripped, replace spout.
6	Aerator flow -- poor pattern	Line trash in orifice. Line trash in cone screen openings or heavy mineral deposits on final screen.	Remove line trash. Back flush or replace screen or replace whole aerator.
7	Water coming out of shower head when filling the tub through the tub spout.	Excessive restriction in the connection between mixing valve and tub spout. Diverter rod on tub spout does not return to the undivert position.	Do not use ½" PEX tubing with barbed fittings between mixing valve and tub spout. Replace defective diverter rod and clapper valve assembly.
8	Waterway leak underneath deck shield or behind shower flange.	Pin hole leak at braze joint. Hole in copper tubing. Crack in valving from water freezing and expanding.	Replace faucet. Replace faucet. Replace faucet. Practice proper winterizing.
9	Handle leak or leak out top of centerpiece nut.	Plastic bonnet middle has scratches on bottom sealing surface. O-ring between bonnet middle and bonnet bottom nicked. Plastic bonnet middle Outer O-ring cut or gouged.	Replace plastic bonnet middle. Replace O-ring. Replace O-ring.
10	Leaks at top or bottom of spout hub.	Faucet hub O-ring cut or gouged. Worn finish on spout hub ID. Contamination on O-rings (strand of hair, plastic sliver, brass chip)	Replace O-ring and relube with silicone grease. Replace spout and O-rings and relube with silicone grease. Remove contamination and relube.
11	Kitchen spout leaking water through	Pin hole at brazing joint.	Replace kitchen spout.

	chrome plating.		
12	Can't get a drink of cold water.	Plastic bonnet bottom, seat washers or springs defective.	Replace plastic bonnet bottom, seat washers or springs.
13	Diverter kitchen faucet does not shut off quickly.	Vegetable hose spray not activated for the first time after installation.	Activate the vegetable hose spray for the first time to obtain a normal shut off.
14	Diverter kitchen faucet has water coming out the spout when the vegetable hose spray is activated.	Diverter mechanism leaking internally. Line trash fouling the diverter mechanism.	.3 GPM through the spout is allowable by ASME plumbing standards. Remove diverter mechanism and repair or replace.