



PHOENIX PRODUCTS, INC.

IN CASE OF DIFFICULTY TROUBLE SHOOTING CHART

2H Plastic and all metal lavatory, kitchen and tub/shower

Control valve types:

Brass stem and bonnet

Plastic stem and bonnet

¼ Turn plastic cartridge

Washerless plastic cartridge

Ceramic cartridge

Line item	Problem description	Possible cause	Remedy
1	Handle loose on stem.	Screw loose in handle stem.	Tighten screw securely with Phillips screw driver.
2	Handle movement not smooth and chatter free. Handle hard to rotate.	Stem O-ring seal worn. Stem O-ring seal lubrication missing.	Replace O-ring and relubricate. Relubricate.
3	No flow or insufficient water flow out of aerator or end trim.	Debris blockage in underbody. Aerator orifice blocked and/or debris in cone screen openings.	Remove stem and bonnet. Look for debris in shank bore openings. 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 or renewable seat. Internal leakage in cartridge.	Replace rubber seat washer, or use opposite side. Replace renewable seat on compression faucets. Replace washerless, ¼ turn or ceramic cartridges.
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 in casting. Crack in valving from water freezing and expanding.	Replace faucet. Replace faucet. Practice proper winterizing.
9	Handle leak	Stem O-ring worn or cut. Bonnet O-ring cut or pinched.	Replace entire stem and bonnet assembly or cartridge assembly. Replace bonnet O-ring.

10	Leaks at top or bottom of kitchen spout hub.	Spout hub O-ring cut or gouged. Contamination on O-rings (strand of hair, plastic sliver, brass chip)	Replace O-ring and relube with silicone grease. Replace kitchen spout and O-ring(s) and relube with silicone grease. Remove contamination and relube.
11	Kitchen spout leaking water through chrome plating.	Pin hole at brazing joint or at aerator threads.	Replace kitchen spout.
12	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.
13	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.
14	Water dripping from atmospheric vent hole in vacuum breaker (RV shower faucet with hand held shower head)	This is a normal leakage as the hose water is draining through the vent after the faucet is shut off.	