



Link to Good Living

VITALIO FLEX FAQ

Q: The water comes out from both shower heads

A: This indicates a failure of diverter device inside the valve body, please call our customer service to get a replacement for the diverter cartridge.

Q: The push button won't switch between two shower heads.

A: This indicates a failure of diverter device inside the valve body; please call our customer service to get a replacement for the diverter cartridge.

Q: The barbed nipple on the top is not long enough so the sliding bar can't be tighten/ has water leakage issue.

A: The barbed nipple is designed for wall thickness less than $\frac{3}{4}$ ", any wall thicker than that may require an extension adapter from local hardware store, the extension unit will has a $\frac{1}{2}$ " NPT male and $\frac{1}{2}$ " NPT female thread.

Q: Does this product come with any anti-siphon device?

A: Yes, there are (two) check valves installed inside the sliding bar.

Q: How to replace/service the diverter cartridge?

A: Diverter cartridge may need to be replaced or serviced after a period of time. Use tools like slotted screw driver to remove the push button cap, then use a Philip head screw driver to unthread the fixation screw, use pliers to pull the diverter cartridge out.

LIXIL WATER TECHNOLOGY

