### Leaking

- **Kitchen Faucet leaks at the bottom of the spout**
  - Cartridge nut is not tightened properly.
  - Cartridge is broken
  - A scratched or torn o-ring or rubber seal not sealing properly inside the cartridge.
  - If issue persists
  - Remove the handle and the bonnet. Use proper tool to tighten the cartridge nut properly.
  - Replace the cartridge.
  - Replace the o-ring(s) inside of the cartridge seat.
  - Go to the after-sale department for resolution.

- **Kitchen Faucet leaks at the handle**
  - Cartridge nut is not tightened properly.
  - Cartridge is broken
  - A scratched or torn washer or rubber seal not sealing properly inside the spray hose connector.
  - The handle feels too tight or too loose
  - The handle may not be on properly.
  - A scratched or torn washer or rubber seal not sealing properly inside the spray hose connector.
  - Replace the washer or rubber seal inside of the spray hose connector.

- **Spray leaks when Faucet is turned on**
  - 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.
  - The inlet hose are not tightened properly
  - Replace the washer or rubber seal inside of the spray hose connector.
  - The sprayer is not tightened properly
  - Tighten the sprayer properly.

### Water Pressure

- **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.
  - The handle may not be on properly.
  - Make sure the shut-off valves are in the open position.
  - 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.
  - The handle is not on proper position.
  - The handle should be on proper position to provide a mixture of hot and cold.
  - Make sure the hot water supply system works well.

- **Water temperature is not HOT enough on tub shower units**
  - Hot water supply is not hot enough.
  - 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.

### Functionality

- **Low water flow from spout-both hot and cold water on sink faucets**
  - Depending on the model, this could be caused by debris in the cartridge, debris in the aerator, a stuck diverter or a malfunctioning sprayer.
  - 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.
  - A. Remove the aerator and rinse off any debris.
  - 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.

### Water Temperature

- **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 reinstalled (or replaced) and the valve body would need to be flushed and cleaned.

### Cartridge

- **The handle feels too tight or too loose**
  - The handle is not held to cartridge properly.
  - Cartridge is not working well.
  - Make sure the screw that hold the handle to the cartridge is screwed tight and the cartridge nut is tightened properly.
  - Replace the cartridge.
<table>
<thead>
<tr>
<th>Problem</th>
<th>Control points</th>
<th>Fix / solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Use the instruction document to verify all connections were properly made.</td>
<td>This will ensure water will flow correctly inside the faucet.</td>
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<tr>
<td>Verify that water shut-offs are open.</td>
<td>This will ensure the faucet is supplied with water.</td>
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<tr>
<td>Open the handle fully.</td>
<td>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.</td>
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<tr>
<td>Verify the batteries are charged/good and in the correct +/- polarity.</td>
<td>Change or reorient batteries.</td>
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<tr>
<td>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.</td>
<td>Check for water flow.</td>
<td></td>
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<tr>
<td>Open the override to see if water will flow in manual mode.</td>
<td>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.</td>
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</tr>
<tr>
<td>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</td>
<td>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.</td>
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<tr>
<td>Water does not flow when faucet is activated by infrared sensor and/or handspray pulled down.</td>
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<tr>
<td>Water does not flow when the handspray is pulled down. (Water flows only with infrared sensor).</td>
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<tr>
<td>Water does not flow when faucet is activated with infrared sensor. (Water flows only when the handspray is pulled down).</td>
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<tr>
<td>Water drips from the faucet.</td>
<td>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.</td>
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<tr>
<td>Water dripping occurs when the handle is in the CLOSE position.</td>
<td>Change the faucet cartridge.</td>
<td></td>
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<tr>
<td>Water flow diminished.</td>
<td>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.</td>
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<tr>
<td>Water flow stops during use (within the 3 minute security timer) or water suddenly flows without any motion.</td>
<td>Verify the batteries are charged/good and in the correct +/- polarity. If water stops, replace the faucet body. If water does not stop, replace the electronic unit.</td>
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<tr>
<td>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.</td>
<td>If water does not stop, replace the electronic unit.</td>
<td></td>
</tr>
<tr>
<td>Water stops during use within the 3 minute security timer) or water suddenly flows without any motion.</td>
<td>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.</td>
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<tr>
<td>The infrared sensor flashes a red light three times per second.</td>
<td>If no water flows, 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.</td>
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<tr>
<td>Water does not flow when the handlespray is pulled down. (Water flows only with infrared sensor).</td>
<td>Keep the hose pulled-down for 1 to 3 minutes, then slide it back, pull again.</td>
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<td>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.</td>
<td>Change the faucet cartridge.</td>
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<td>Water dripping occurs when the handle is in the CLOSE position.</td>
<td>Change the faucet cartridge.</td>
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<tr>
<td>The infrared sensor flashes a red light three times per second.</td>
<td>Flashing indicates batteries are running low. Change batteries.</td>
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