



Troubleshooting

The advice below is a summary of advice for the most common tap issues, for further help please contact Appliance House Ltd.

Problem description:	Probable Cause:	Solution:
Dripping tap: Water dripping from the end of the spout when the tap is turned off.	For compression valve taps: New compression taps take a few days for the rubber washer to "bed in". If after a few days the dripping continues, the seating and/or the rubber washer have been damaged by debris in the plumbing system. For ceramic QT valve taps: The valve is most probable damaged by debris in the plumbing system or limescale has built up on the ceramic plates	Replace the valve cartridge; note the system should be flushed through to avoid any damage to the new valve. Feel the temperature of the water exiting the spout to help to establish if it is the hot or cold valve that needs replacing.
Dripping tap: Water dripping from the end of the spout when the tap is turned off.	The water pressure to your tap may be unusually high.	If the water pressure is above 5 bar you should install a pressure-reducing valve this will also protect other appliances in the house.
Water leaks at the join between the tap and the spout	The sealing o-rings are probably worn or damaged.	Replace the o-rings on the base of the spout. Ensure to clean the area where the o-rings locate and grease them with silicone grease or similar to ensure longevity
Water leaks at the join between the tap and the spout	The spout may have white PTFE antifriction that are not located correctly	Remove the spout and ensure that all white seals are located correctly, undamaged and present. If the PTFE ring is deliberately split ensure that the spout grub screw tightens in this gap.
Water leaks at the join between the tap and the spout	The spout may not be fully secured	Push the spout down firmly towards the body and tighten either the spout locking collar or the grub screw at the rear of the body.
Water leaks between the tap and under the sink or worktop	The tail pipes are probably not tight enough or a seal may be missing	Carefully tighten the tail pipes and check that all the seals supplied have been located correctly
The tap leaks from near the handle	The valve is probably loose in the body or the seal around the valve may be damaged	Tighten the valve or the collar that compresses the valve into the body of the tap.
The spout is stiff or makes a grinding noise	There is probably grit at the base of the spout or the grease on the o-rings has washed away	Remove the spout and clean the chamber of debris. Grease the o-rings with silicone grease or similar. If this does not work then replace the o-rings.