# FAUCET OWNER'S MANUAL

#### Dear Customer:

Some or all of the faucets in your RV, Mobile Home or Boat were produced by Phoenix Products, Inc. Our company is a family owned business specializing in faucets for the Recreational Vehicle, Manufactured Housing and Marine applications. This brochure explains your faucet's operation and simple maintenance items that may be required.

All of us work very hard to provide you with the best possible faucet value. If you have problems with your faucet that you and/or dealer can't solve, please contact us. If you are not satisfied with the response of our Customer Service personnel, please feel free to contact me directly. Your satisfaction is our primary goal.

Very truly yours,

Raymond M. Arth

President

Phoenix Products offers two types of faucets: Our premium line with a brass, compression stem and bonnet assembly to turn water on and off and our washerless line which uses an all plastic washerless cartridge to control water flow. With proper use, both our faucet lines provide years of trouble free service.

#### A FEW REMINDERS:

With modern plastics and advanced engineering, it is no longer necessary to crank faucets off with great pressure—in fact, overtightening the handle can shorten the life of your faucets. Use average pressure and turn only until water stops. Should a drip develop, turning the knob gently should stop the leak.

The most common repair made by the consumer is the replacement of the seat washer or cartridge. Should a leak develop in your faucet, there are different but simple repair procedures. The replacement of the washer in a stem & bonnet assembly or a new cartridge in the washerless faucet is a simple process. This manual and some repair parts available from your dealer is all you'll need.

If water flow seems low, some faucets are equipped with flow restrictors for water conservation mandated by Public Law 102-486.

## PHOENIX PRODUCTS 5 YEAR LIMITED WARRANTY

For a period of five years, Phoenix Products warrants its faucets against defects in material or workmanship, ordinary wear and tear excluded. Special finishes other than chrome are warranted for one year. Should any faucet or part or parts thereof prove defective, return the material immediately to: Phoenix Products, Inc., 583 Miller Road, Avon Lake, Ohio 44012. Repair or replacement will be made without charge. LIABILITY FOR CONSEQUENTIAL DAMAGES UNDER ANY AND ALL WARRANTIES ARE EXCLUDED TO THE EXTENT SUCH EXCLUSION IS PERMITTED BY LAW. Some states do not allow the exclusion or limitation of consequential damages, so the above limitation and exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### Phoenix Products, Inc.

During business hours [8:00 am - 5:00 pm E.S.T.] Call 1-800-222-6041 or 216-933-8100 FAX 216-933-6252



# **OPERATION AND MAINTENANCE**

# COMPRESSION FAUCETS

The compression stem and bonnet design for faucets has been the standard in the plumbing industry for years. When you close the faucet, a rubber seat washer is compressed against a seat in the body to shut-off the water flow. There is some tendency to overtighten the handle when shutting off the water, which can cause unnecessary wear. For the longest life, close the faucet only until water stops.

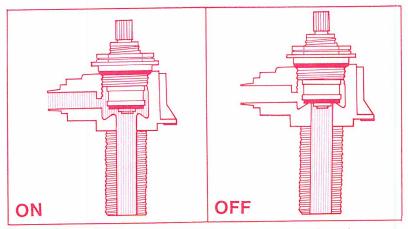
## SHOULD A LEAK DEVELOP

Leaks can be caused by debris in the water line that prevents the seals from closing completely. Turning the faucet full on and off several times may flush out the small item(s) lodged in the faucet. If the problem persists, you should dismantle and check the faucet following these steps.

- ALWAYS TURN OFF THE WATER SUPPLY. Open the faucet lines to relieve any line pressure.
- 2) Unsnap the HOT and COLD index button #1 on the handle.
- Remove the handle screw (#2) using a Phillips screwdriver.
- 4) Lift off the handle. (#3).
- 5) With a blade screwdriver, gently pry up the collar lock, if present.
- 6) Unscrew the brass stem and bonnet assembly (#4) counter-clockwise with an 8" or 10" crescent wrench.
- 7) Check for debris (small stones, gravel, etc.) in the faucet body and remove it by flushing with water or brushing it out with a small brush.
- 8) Check the seat washer (#5) for wear or damage. If the washer is cut or worn, you can temporarily repair the faucet by removing the seat screw (#6) and turning the washer upside down and replacing it. It is helpful to use the faucet handle as a holder for the stem when unscrewing the seat screw. If the seat washer is worn, cut or hardened, it should be replaced. A replacement seat washer in a Trade Size No.00 (a ½" diameter seat washer) is available at any hardware store.

NOTE: There may be a solid brass renewable seat in the base of the faucet. If there is a hex-shaped hole, it is renewable and can be replaced.

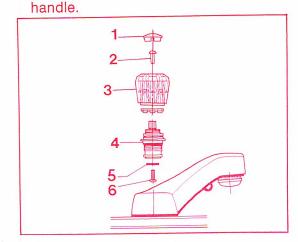
Check the surface of the seat, it should be smooth. If nicks and scratches are pre-



sent, the renewable seat can be replaced. Replacement seats are available through your dealer or local hardware store. Phoenix Part No. 40-1 or Streamway Part No. 108-25.

A 5/16" Allen wrench is used to remove and install renewable seats. Use caution in aligning the threads when re-installing.

9) You are ready to re-assemble the faucet now. Threads on the bonnet assembly and on the stem body can be stripped by cross-threading or overtightening. Be sure to align the threads back into the body by gently turning counter-clockwise until the threads match. Hand tighten in a clockwise direction, until assembly is snug in the body, then tighten 1/2 turn more. Test for leaks by turning on water. If there are further leaks, retighten 1/4 turn. DO NOT OVERTIGHTEN. Align the flat surfaces on the assembly with the notches in the faucet body to permit replacement of the collar lock. Align the legs on the collar lock with the notches and press firmly into the body. Replace

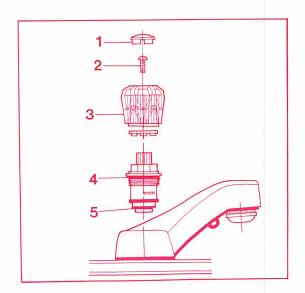


## **WASHERLESS FAUCETS**

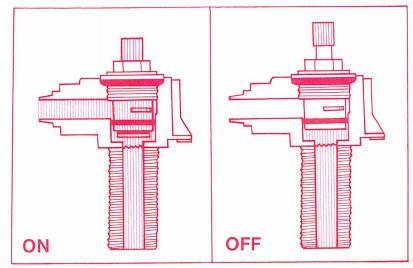
The Phoenix washerless faucet incorporates a self-contained cartridge that controls the water. When you close the faucet the "O" Ring on the stem is drawn into the body of the bonnet where it seals off the water flow. The cartridge also has an integral stop that prevents overtightening.

Before dismantling the faucet, clear out the line of any debris by turning the faucet full on and off several times to flush out any debris that may be lodged in the faucet. If the leak persists, replace the "O" ring or entire cartridge. Follow these steps:

- 1) TURN OFF THE WATER SUPPLY. Open the faucet lines to relieve any line pressure.
- 2) Unsnap the "HOT" or "COLD" index button (#1) on the handle.
- 3) Remove the handle screw (#2) using a Phillips head screwdriver.
- 4) Lift off the handle. (#3).
- 5) With a blade screwdriver, gently pry up the collar lock, if present.
- 6) Unscrew the cartridge (#4) counterclockwise with an 8" crescent wrench. If you are replacing the complete cartridge, ignore step 7 and proceed to step 8.



7) Remove the "O" Ring (#5) and replace it. Replacement "O" rings can be purchased at any hardware store. The "O" ring is a Trade Size No. -012.

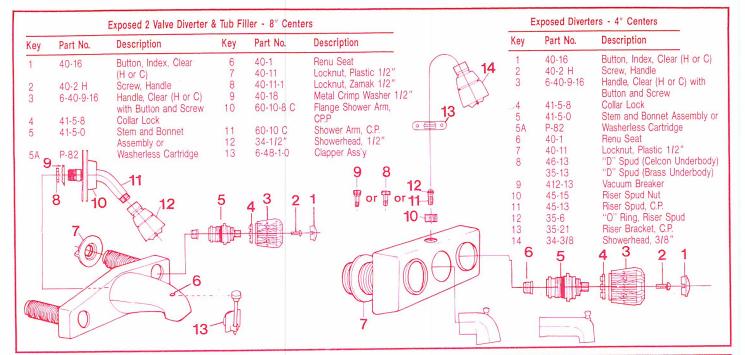


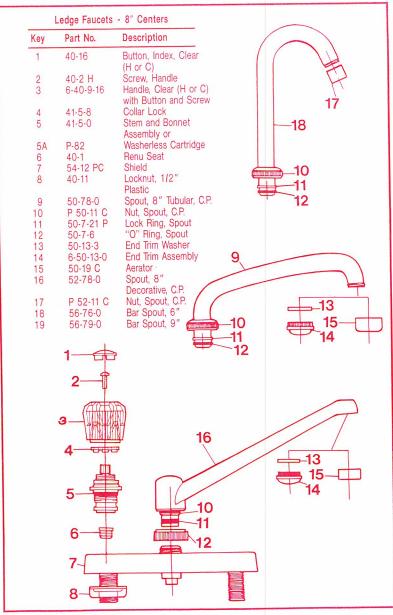
- 8) There is a filter screen below the cartridge to protect it from debris in the water line. Remove carefully with a narrow blade straight edge screwdriver on the wall edge of the cartridge. Clean and replace the screen.
- 9) Carefully screw the cartridge clockwise back into the faucet. Do not overtighten. Align the flat surfaces on the assembly with the notches in the faucet body to permit replacement of the collar lock. Align the legs on the collar lock with the notches and press firmly into the body.
- 10) Turn water on and check for leakage.
- 11) Replace handle.

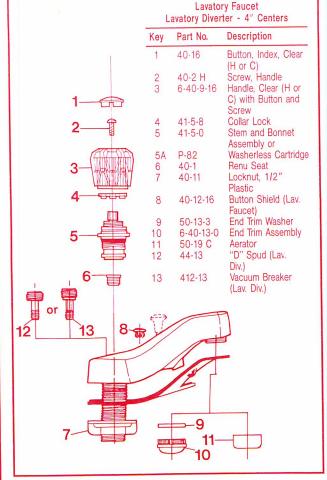
## SURFACE CARE OF YOUR PHOENIX FAUCET

Phoenix Products faucets are molded from plastic materials specifically designed for these applications. The chrome plated parts are molded of a special, plateable grade of ABS—the same material used in automotive trim. The waterways are cast brass or are made of Celcon®, an inert material that will never rust or corrode.

Chrome finishes may be cleaned with mild soap and water. Polished brass faucets are protected with a tough clear coating that prevents tarnishing. For cleaning, simply wipe the faucet with a soft damp cloth and pat dry. NEVER USE ABRASIVE OR SOLVENT CLEANERS. Use of these cleaners will damage the coating and nullify our warranty.







For information regarding additional service or replacement parts you can contact **Phoenix Products, Inc.**,

Attention: Field Service Department 583 Miller Rd., Avon Lake, Ohio 44012 During business hours (8:00 am-5:00 pm E.S.T.) you can call 1-800-222-6041 or 216-933-8100 FAX 216-933-6252