



FAUCET TROUBLESHOOTING AND SERVICE MANUAL

TABLE OF CONTENTS

Introduction	2
Safety	2
Resources Required	3
Troubleshooting	3
Procedure for Aerator	3
Screw-On Head	4
Pull-Down Head	5
Snap-In head	6
Internal	7
Procedure for Cartridge Replacement	9
Part List	9
Replacement	10
Cartridge Installation	11
Procedure for Replacement Faucet	12
Fixed Faucet	12
Pull Down Faucet	14
Procedure for Pull Down Faucet Head Replacement	15
General Maintenance	15
Resources Required	15
Procedure	15

Introduction

This document outlines any troubleshooting issues and service for Lippert faucets.

Additional information about this product can be obtained from [lci1.com/support](https://support.lci1.com/support) or by downloading the free LippertNOW app. The app is available on Apple App Store® for iPhone® and iPad® and also on Google Play™ for Android™ users.

Apple App Store®, iPhone®, and iPad® are registered trademarks of Apple Inc.

Google Play™ and Android™ are trademarks of Google Inc.

For information on the assembly or individual components of this product, please visit:

<https://support.lci1.com/kitchen>

NOTE: Images used in this document are for reference only when assembling, installing and/or operating this product. Actual appearance of provided and/or purchased parts and assemblies may differ.

Safety

Read and understand all instructions before installing or operating this product. Adhere to all safety labels.

This manual provides general instructions. Many variables can change the circumstances of the instructions, i.e., the degree of difficulty, operation and ability of the individual performing the instructions. This manual cannot begin to plot out instructions for every possibility, but provides the general instructions, as necessary, for effectively interfacing with the device, product or system. Failure to correctly follow the provided instructions may result in death, serious personal injury, severe product and/or property damage, including voiding of the Lippert limited warranty.

⚠ WARNING

The “WARNING” symbol above is a sign that a procedure has a safety risk involved and may cause death or serious personal injury if not performed safely and within the parameters set forth in this manual.

⚠ CAUTION

Unit **MUST** be winterized per manufacturer's recommendations. Failure to winterize the unit could damage the faucets and other plumbing system components.

⚠ CAUTION

Moving parts can pinch, crush, or cut. Keep clear and use caution.

Resources Required

NOTE: Depending on model, not all resources are needed.

- Pliers
- Small slotted screwdriver
- Towel or rag
- 2.5 mm hex wrench
- Adjustable wrench

Troubleshooting

Vibration caused by driving or transporting can loosen plumbing and hardware. If experiencing restricted water flow or leak from the aerator, check for loose system components. Many symptoms can be resolved by tightening hardware. The following procedure outlines the removal, replacement or cleaning of the aerator. Faucets leaking from base may require replacement or reinstall of the cartridge.

Reference: [TI-394 Flow Max™ Faucet Cartridge Replacement](#)

Procedure for Aerator

Aerator styles may differ depending on faucet model.

- Screw-on head (Fig. 1)
- Pull-down head (Fig. 2)
- Snap-in head (Fig. 3)
- Internal (Fig. 4)

Fig. 1



Fig. 2



Fig. 3

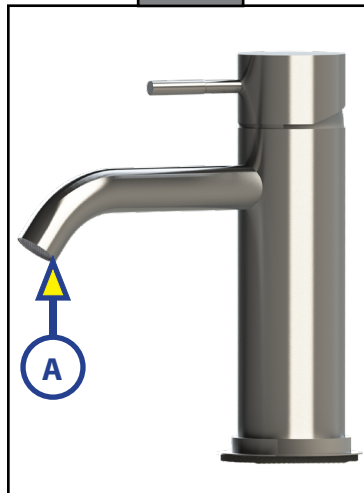
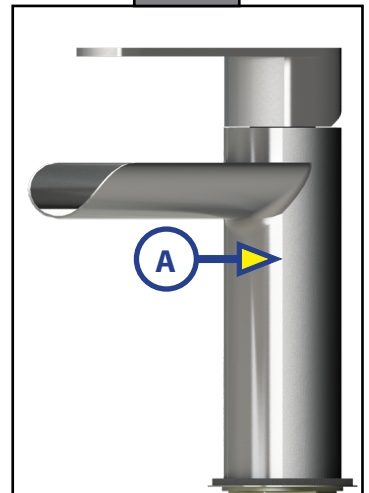


Fig. 4



Screw-On Head

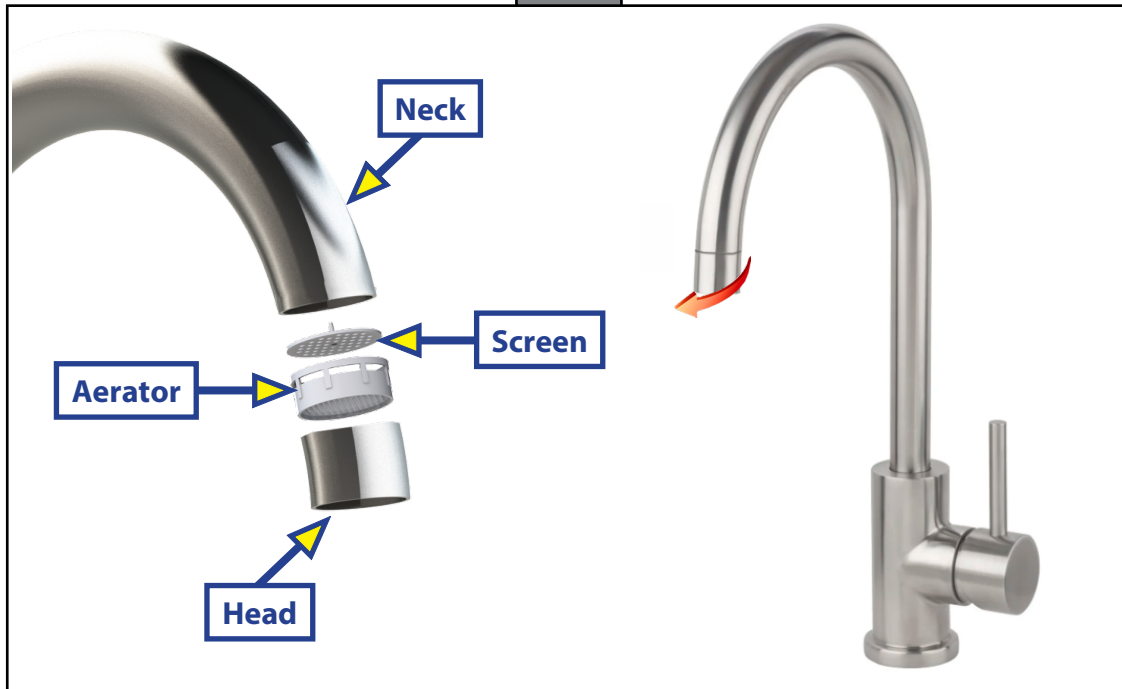
NOTE: The head is screwed on hand tight. With build-up of mineral deposits and debris, pliers may be needed to remove the faucet head.

1. Remove the head by unscrewing from neck (Fig. 5).

NOTE: If pliers are needed, place a towel over the head to protect from any damage from the jaws of the pliers.

2. Remove the aerator from the head.
3. Separate the aerator and screen.
4. Rinse aerator and screen under water to clean any debris or build-up.
5. Reattach and tighten head.

Fig. 5



NOTE: If there is a leak from the aerator when the faucet is on, it is possible that the aerator may not be installed correctly. Remove the aerator and reinstall.

Pull-Down Head

1. Pull the nozzle down (Fig. 6) and unscrew from the connector.

NOTE: Be sure to secure the hose from retracting back into neck.

2. Slide the connector up to access the rubber washer/screen.
3. Remove the rubber washer/screen from the hose by pulling off by hand.
4. Rinse washer/screen under water to remove any debris or build-up.
5. Reattach rubber washer/screen.
6. Pull the connector down so the rubber washer/screen seats securely inside.
7. Reattach the nozzle to nozzle connector and tighten.

Fig. 6

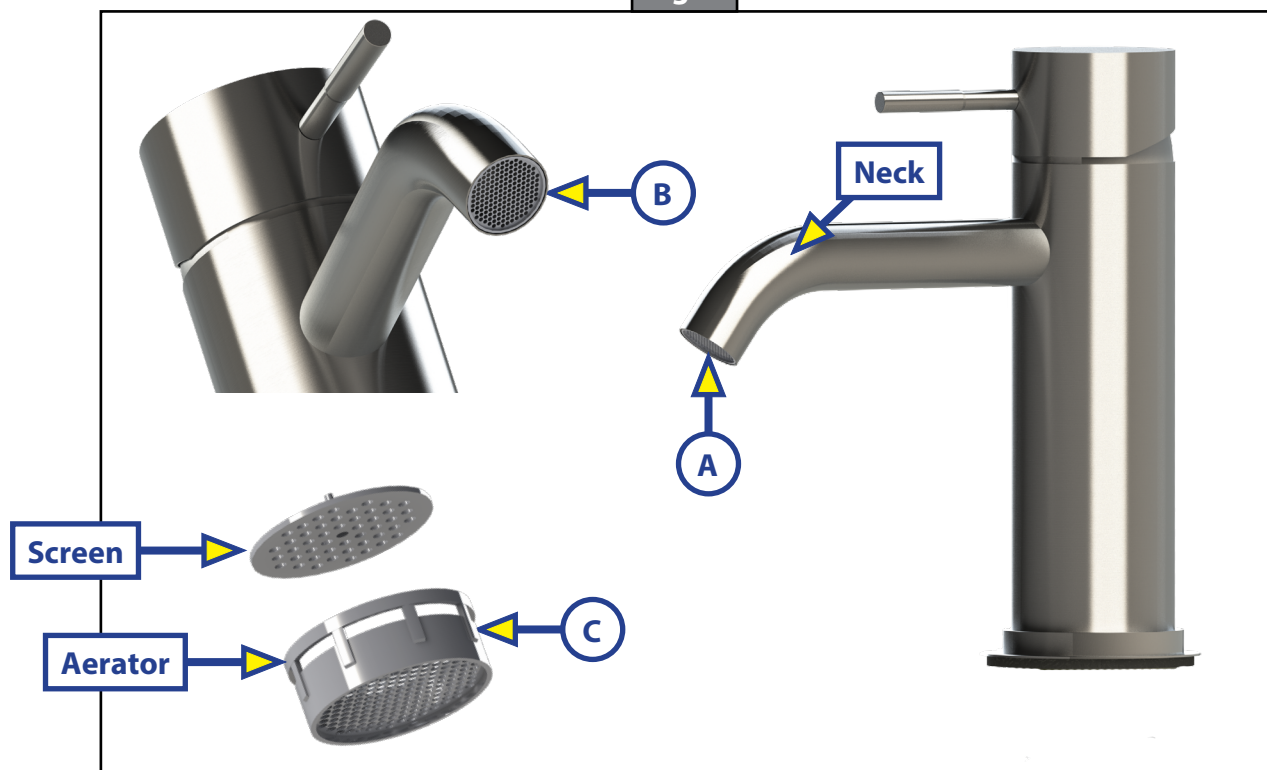


NOTE: If there is a leak from the aerator when the faucet is on, it is possible that the aerator may not be installed correctly. Remove the aerator and reinstall.

Snap-In head

1. Remove the aerator from the neck (Fig. 7A) with a small slotted screw driver by placing the edge into the tabs (Fig. 7B) gently prying the aerator from the neck.
2. Separate the aerator and screen (Fig. 7C).
3. Rinse aerator and screen under water to remove any debris or build up.
4. Reinsert aerator and screen by pressing the aerator back into the neck.

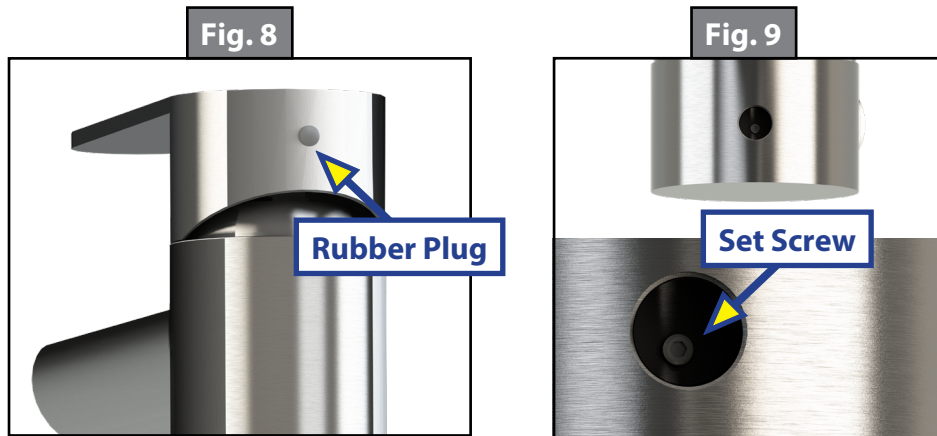
Fig. 7



NOTE: If there is a leak from the aerator when the faucet is on, it is possible that the aerator may not be installed correctly. Remove the aerator and reinstall.

Internal

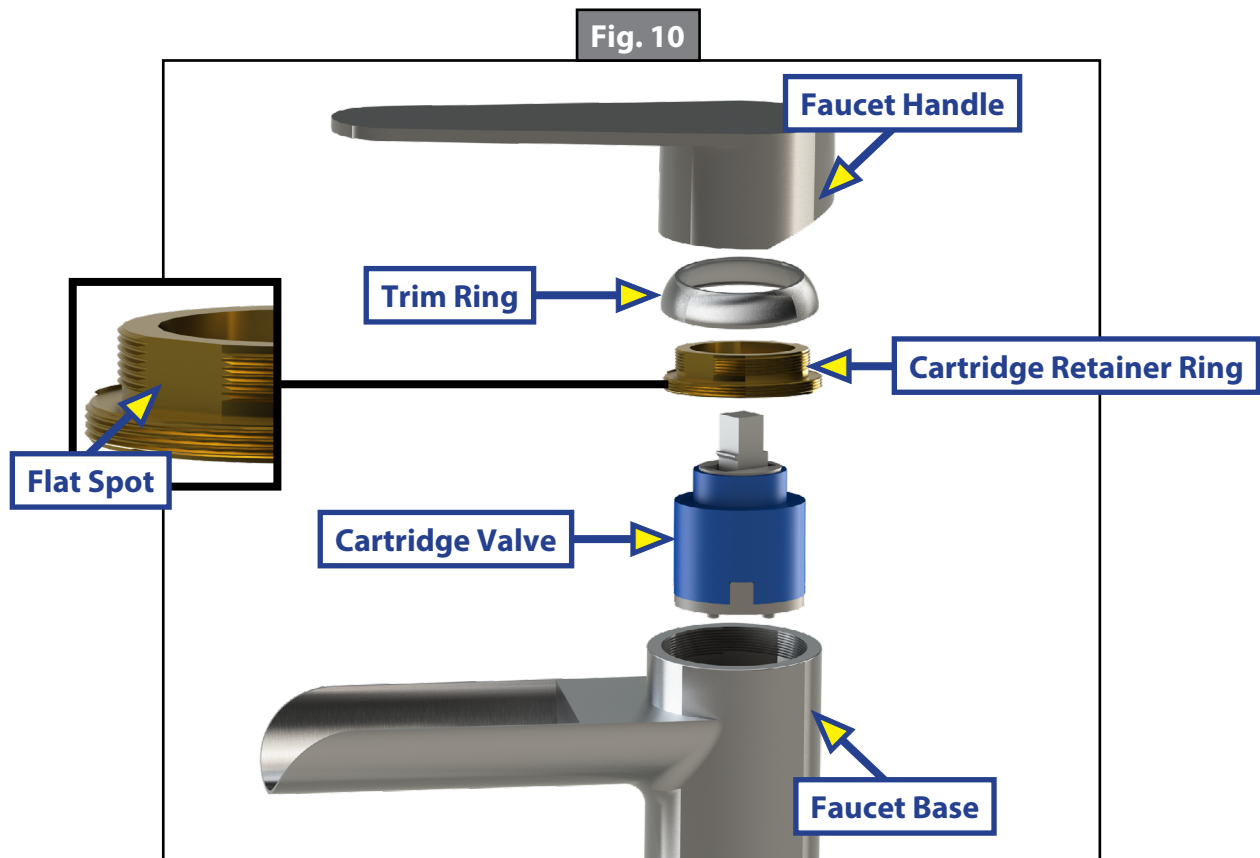
1. Remove the rubber plug (Fig. 8) allowing access to the set screw.
2. With 2.5 mm hex wrench loosen the set screw (Fig. 9).



3. Remove faucet handle from faucet base allowing access to the cartridge (Fig. 10).
4. Remove the trim ring by unscrewing by hand.

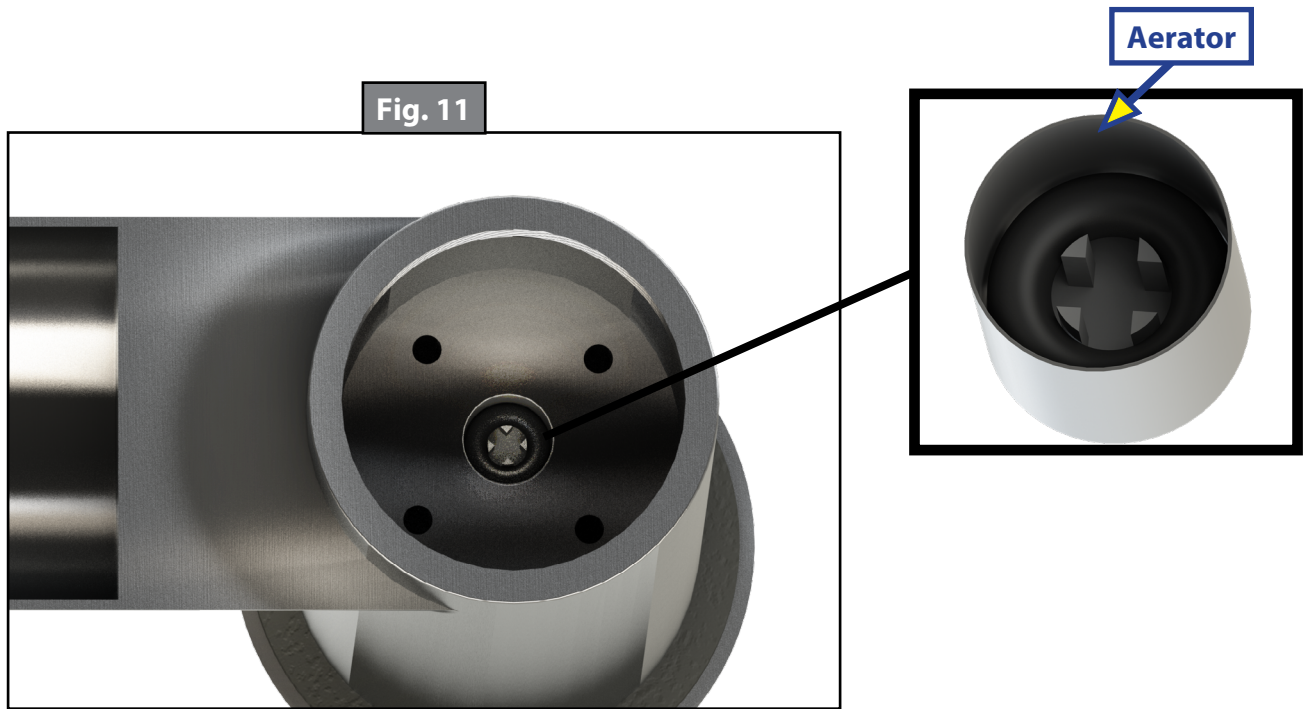
NOTE: Use of tools to remove trim ring should not be necessary and could cause damage to the ring.

5. Remove the cartridge retainer ring with appropriate wrench by gripping the flat spots on the ring.
6. Remove the cartridge valve.



7. Locate the aerator that is seated inside the faucet base (Fig. 11).
8. Remove the aerator by gently gripping the edge of the aerator with a pair of needle nose pliers.
9. Carefully rinse aerator under water to remove any debris or build up.
10. Reinsert aerator using the needle nose pliers.

NOTE: When fully inserted, the aerator will not be flush with the faucet base.



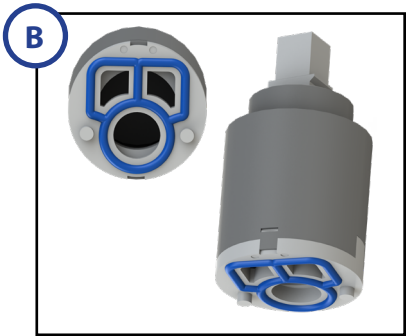
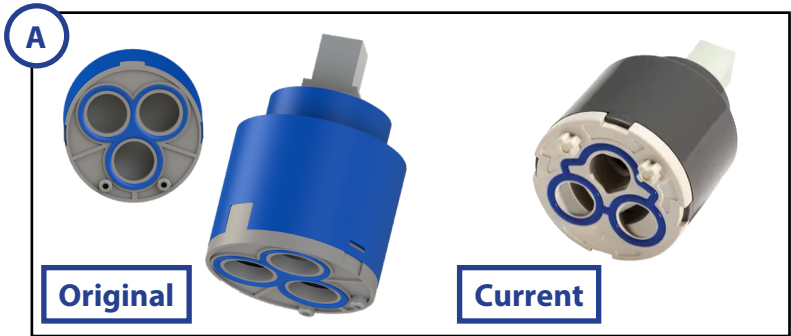
11. Install the cartridge valve, making sure to completely seat it into the faucet base.
12. Install the cartridge retainer ring and securely tighten with an adjustable wrench.
13. Screw the trim ring into place and hand tighten only.
14. Install the faucet handle and secure with a 2.5 mm hex wrench. Replace the rubber plug.

NOTE: If there is a leak from the faucet base when the faucet is on, it is possible that the cartridge valve may not be installed correctly. Remove the cartridge valve and reinstall

Reference: [TI-394 Flow Max™ Faucet Cartridge Replacement](#)

Procedure for Cartridge Replacement

Part List



Call Out	Part #	Description
A	2021025928	Cartridge A (Shown are Original and Current Cartridge)
B	2021025929	Cartridge B



Call Out	Part #	Description	Cartridge Used
A	692179	Luminary Lavatory Faucet	A
B	808232	Black Matte Kitchen Pull Down Faucet	B
C	808235	SS Kitchen Pull Down Faucet	B
D	787509	Black Kitchen Faucet	A
E	719324	Curved Gooseneck Fixed Installation	A
F	719325	Squared Gooseneck Fixed Installation	A
G	719333	Bullet Pull Down Installation	A
H	719323	Coiled Spring Sprayer Faucet	A
I	729395	Swan Pull Down Faucet	A
J	696320	Black Hose Kitchen Faucet	A
K	729396	Waterfall Bathroom Faucet	A

Replacement

1. Locate the set screw on the faucet model. Depending on faucet model the set screw is located in three different locations.
 - A. Under the lever handle (Fig. 12): Remove lever handle by turning clockwise to access set screw.
 - B. Under the rubber plug on the faucet handle (Fig. 13): Remove rubber plug to access set screw.
 - C. Under the faucet handle (Fig. 14): Turn faucet to "ON" position to access set screw.

Fig. 12

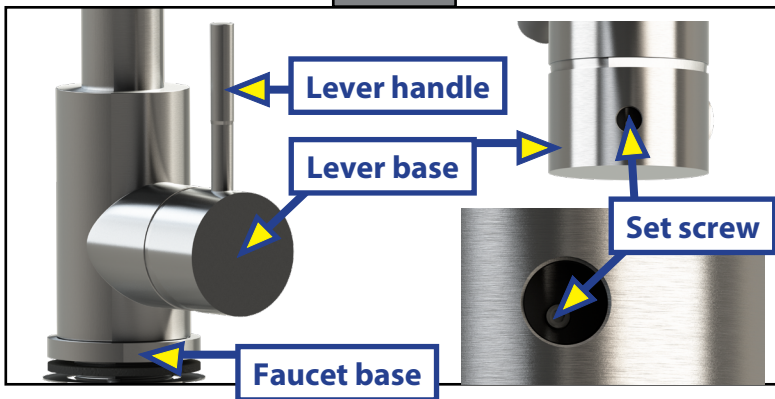


Fig. 13

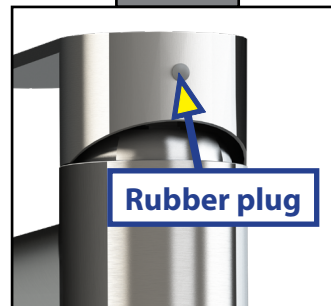
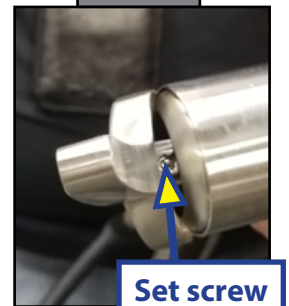


Fig. 14



2. Using the 2.5 mm hex wrench, loosen the set screw and remove lever base found on each model (Fig. 15).

NOTE: It is not necessary to completely remove the set screw.

3. Depending on faucet model there are two styles of trim rings that need to be removed.
 - A. Unscrew by hand from cartridge retainer ring (Fig. 16).
 - B. Place finger under trim ring (Fig. 17A) and pull out of faucet base (Fig. 17).

Fig. 15



Fig. 16



Fig. 17



4. Remove the retainer ring that holds the cartridge in place (Fig. 18).
 - A. Flat-sided (Fig. 18A): Use pliers or adjustable wrench to grip and unscrew from faucet base.
 - B. Spanner style (Fig. 18B): Open needle nose pliers and place each end in recessed spanner hole and unscrew.
 - C. Tab style (Fig. 18C): Open needle nose pliers and place each end on opposite sides of tabs and unscrew.
5. Remove the cartridge (Fig. 19) by pulling it away from the faucet base.

NOTE: Depending on faucet model, there are two different styles of cartridges.

Fig. 18



Fig. 19

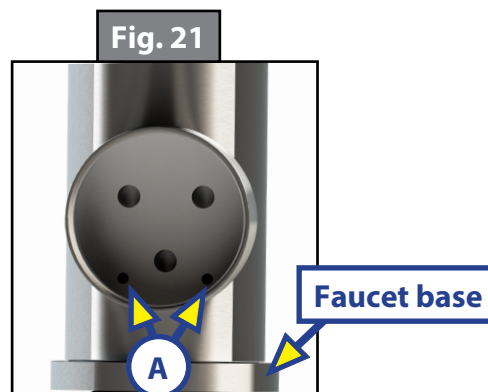
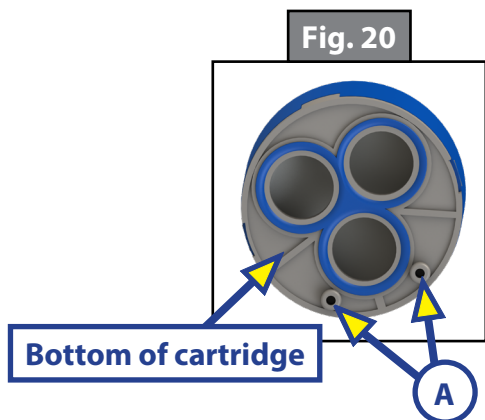


Cartridge Installation

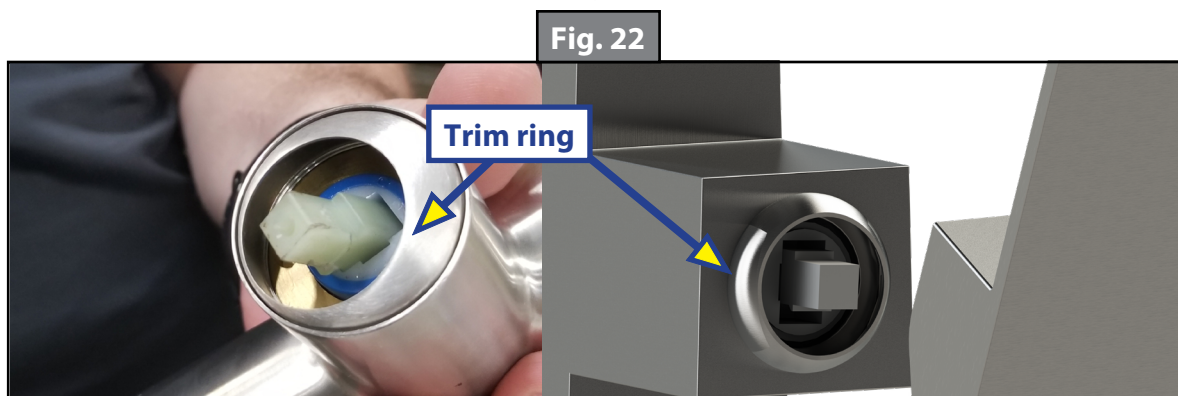
NOTE: Before installing the cartridge, remove any debris or build-up by wiping the installation area clean (Fig. 21).

1. Line up the pilot studs (Fig. 20A) on the bottom of the new cartridge with the indentations on the inside of the faucet base (Fig. 21A) and insert the new cartridge.

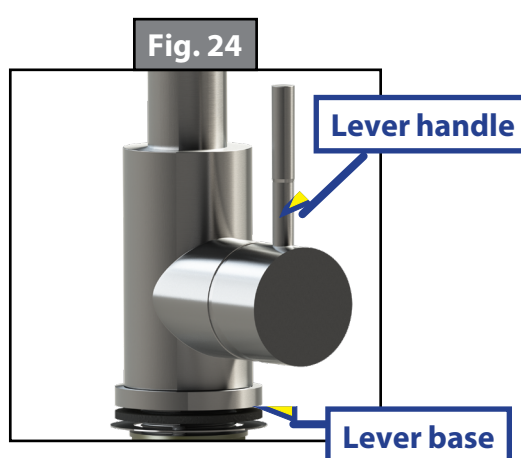
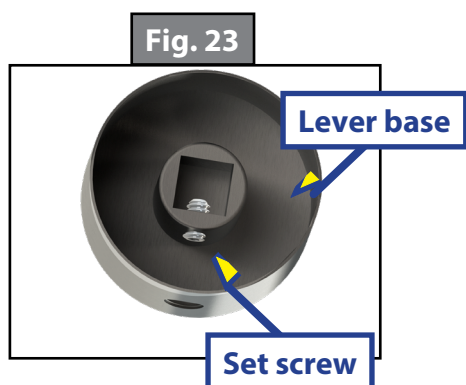
NOTE: If cartridge is not lined up correctly it will restrict water flow.



2. Replace retainer ring over the cartridge into the faucet base.
 - A. Flat-sided style: Place washer into the lever base, tighten with pliers or adjustable wrench.
 - B. Spanner style: Open needle nose pliers and place each end in recessed spanner hole and screw in.
 - C. Tab style: Open needle nose pliers and place each end on opposite sides of tabs and screw in.
3. Replace the trim ring (Fig. 22).
 - A. Tighten by hand.
 - B. Press into place until the trim ring is securely seated in the faucet base.



4. Replace lever base (Fig. 23) and tighten the set screw with the 2.5 mm hex wrench.
5. Replace lever handle, thread back onto lever base if faucet model requires it (Fig. 24).



Procedure for Replacement Faucet

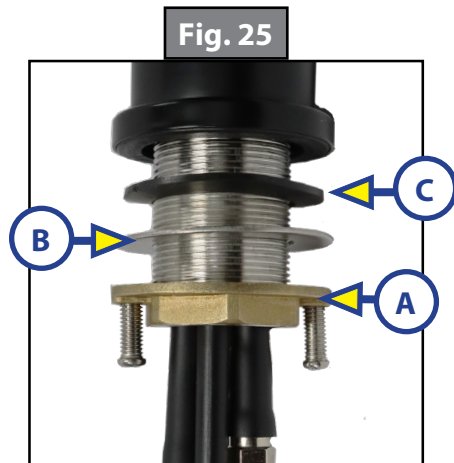
Prior to any replacement shut off the hot and cold water outlet supply valves for the existing faucet, typically located below the sink. Relieve any pressure from the existing faucet by turning the existing faucet on and off. Place a bucket under the sink, under the supply lines' supply valves to catch any excess water.

Using an adjustable wrench, disconnect the supply lines from the outlet water supply valves. Place the supply lines into the bucket to drain any excess water. Under the sink, disconnect the mounting hardware for the existing faucet and remove the faucet from the deck. Make sure the deck around the mounting hole area is clean, dry and free from any debris.

Fixed Faucet

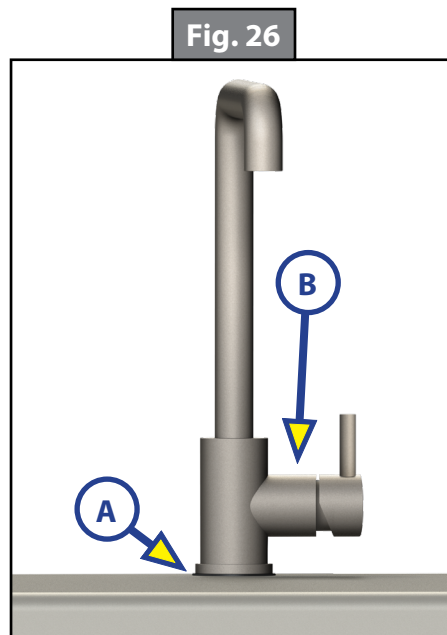
1. Unscrew the metal collar with the two screws from the faucet base and set aside (Fig.25A).
2. Remove the metal washer (Fig.25B) from the base and set aside.

NOTE: Leave black rubber washer (Fig.25C) on faucet.

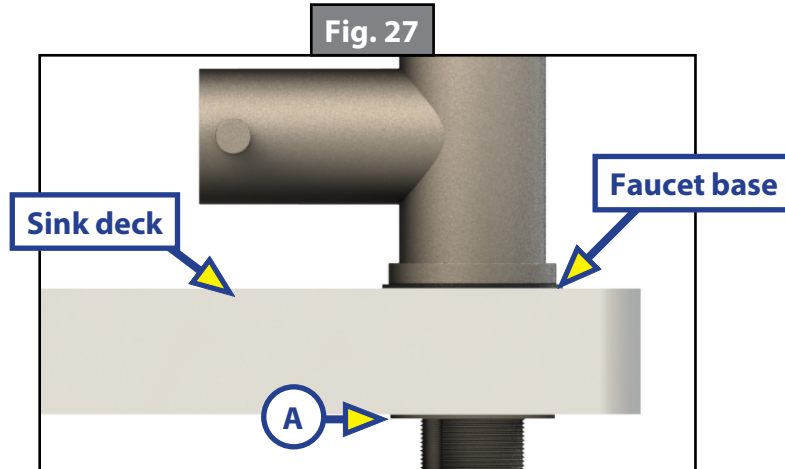


3. Place the faucet supply lines through the mounting hole on the deck, making sure the black rubber washer and faucet base are seated firmly on the deck of the sink (Fig.26A).
4. Position the faucet base so the handle is to the right side of the faucet base (Fig.26B).

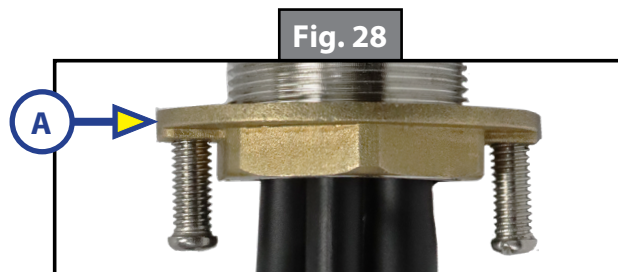
NOTE: The handle can be positioned to the left of the faucet base but is typically placed to the right. Placing the handle in the middle may cause severe burns depending on where the faucet neck is located when turning on the water.



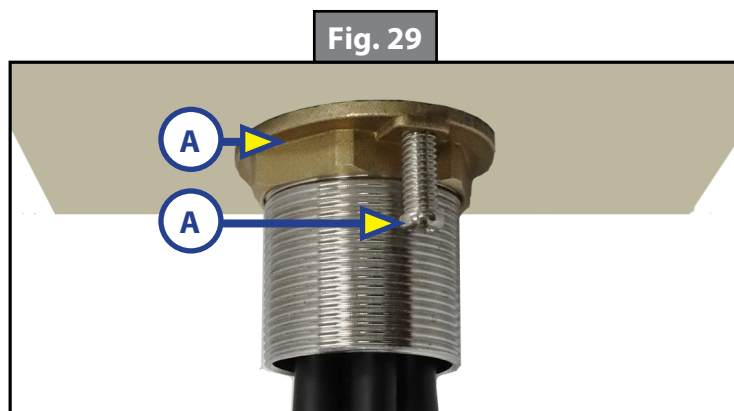
- Under the sink, slide the metal washer (Fig. 25B) over the supply lines onto the base of the faucet. Make sure the metal washer is flush against the underside of the sink deck and covering the mounting hole (Fig. 27A).



- Make sure the two screws on the collar are evenly inserted and are flushed with the top of the collar (Fig. 28A).



- Screw the collar onto the faucet base all the way up to the metal washer (Fig. 29A).
- NOTE:** Make sure the handle of the faucet is placed in the desired position.
- Using a Phillips screwdriver, tighten the two screws (Fig. 29B) on the collar to hold the collar into place.



NOTE: The red-marked supply line is for hot water and the blue-marked supply line is for the cold water.

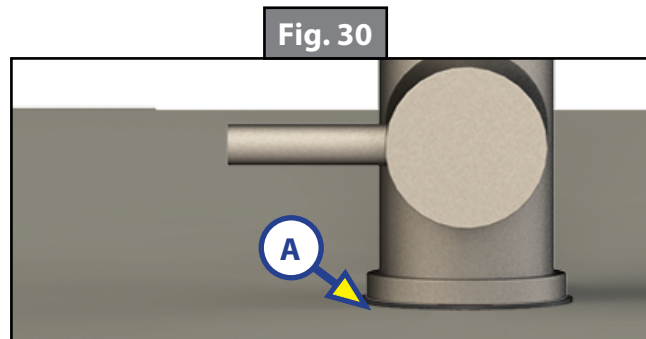
- Thread the nut on the hot water supply line onto the hot water outlet supply valve and tighten with an adjustable wrench. Do not over tighten.
- Thread the nut on the cold water supply line onto the cold water outlet supply valve and tighten with an adjustable wrench. Do not over tighten.
- Turn the hot and cold water outlet supply valves back on and check for any leaks.

Pull Down Faucet

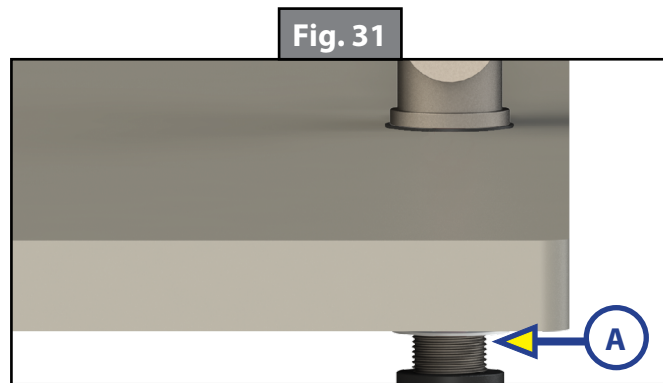
1. Unscrew the black plastic coupler from the faucet base and slide off from the faucet assembly.

NOTE: Wiggle the plastic collar off the supply lines one line at a time.

2. Slide the clear plastic washer off the faucet assembly.
3. Place the faucet supply lines through the mounting hole on the deck, making sure the black rubber washer and faucet base are seated firmly on the deck of the sink (Fig. 30A).



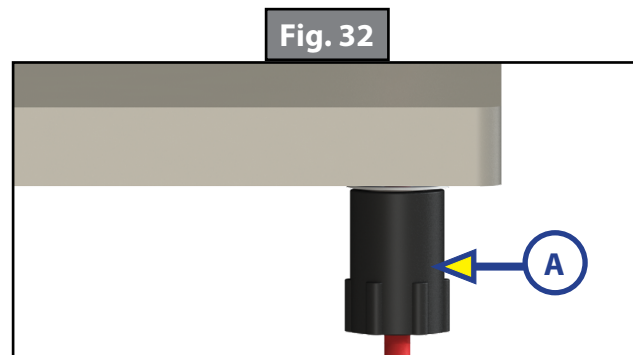
4. Under the sink, slide the clear plastic washer over the supply lines up to the underside of the sink deck and covering the mounting hole (Fig. 31A).



5. Slide the black plastic collar back onto the supply lines, inserting one supply line at a time.

NOTE: Make sure the inside threads of the black plastic coupler are at the top.

6. Screw the black plastic collar all the way up the faucet base until it will no longer turn (Fig. 32A).



NOTE: The red marked supply line is for hot water and the blue marked supply line is for the cold water.

7. Thread the nut on the hot water supply line onto the hot water outlet supply valve and tighten with an adjustable wrench. Do not over tighten.
8. Thread the nut on the cold water supply line onto the cold water outlet supply valve and tighten with an adjustable wrench. Do not over tighten.
9. Turn the hot and cold water outlet supply valves back on and check for any leaks.

Procedure for Pull Down Faucet Head Replacement

1. Gently pull nozzle head down from faucet (Fig. 33), exposing the nozzle and hose (Fig. 34)
2. Twist the nozzle head counter clockwise to remove it from the nozzle head base (Fig. 35)

NOTE: Be sure to secure the hose from retracting back into the neck of the faucet.

3. Thread the new nozzle head (Fig. 35) onto the nozzle head base clockwise (Fig. 35). Be careful not to cross thread the nozzle head.
4. Tighten the new nozzle head securely but do not over tighten. Over tightening may damage the threads of the nozzle head and lead to leaks.
5. Turn water back on and inspect for any leaking

Fig. 33

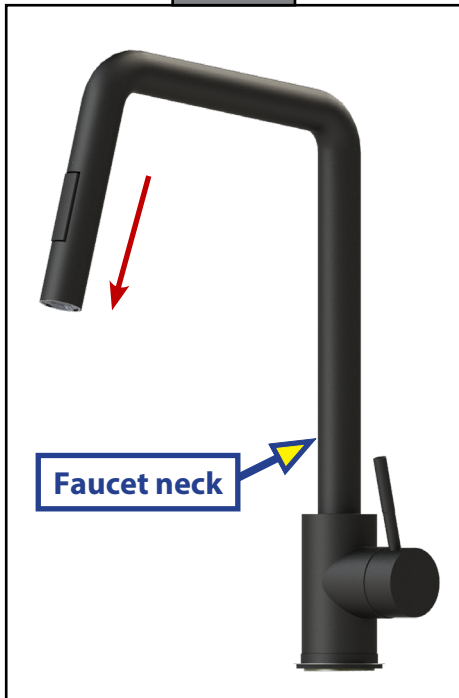


Fig. 34

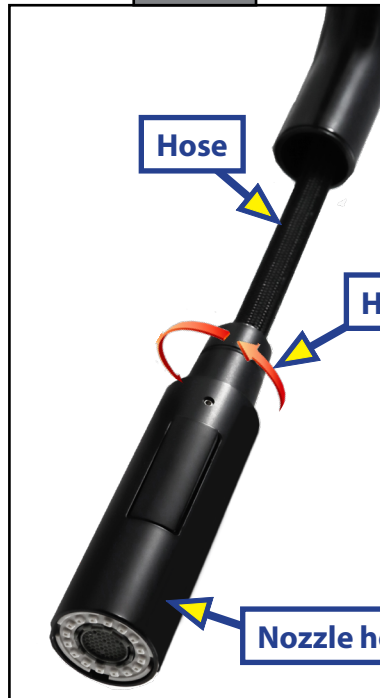


Fig. 35



⚠ CAUTION

Unit MUST be winterized per manufacturer's recommendations. Failure to winterize the unit could damage the faucets and other plumbing system components.

General Maintenance

Resources Required

- Toothpaste
- Soft-bristle toothbrush
- Soft cloth
- Warm water

Procedure

Clean the faucet periodically.

NOTE: Avoid abrasive cleaners, steel wool and chemical solutions as these will dull the finish and void the warranty.

1. Apply a coat of toothpaste to a wet soft bristle toothbrush
2. Brush over the surface of the faucet.
3. After cleaning, rinse the faucet thoroughly with water washing away all the remains of the toothpaste.
4. Rub dry with soft cloth.



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Follow proper safety practices. If in doubt, consult a professional RV technician.