

Pressure Balance Valve Troubleshooting Guide

Problem

Shower valve produces loud humming / vibrating noise when water is running

Possible Cause

1. Debris or sediment inside the cartridge, valve body, or plumbing system
2. One or both the plungers inside the stop valves may have shifted (mis-aligned) during transport

Solution: Clean Out Debris and Reset the Plungers

1. Shut off water to the valve
 2. Remove Handle and Escutcheon
 3. Remove the Threaded Nipple, Stem Extension, and Cartridge Nut and pull out the Cartridge
 4. Clean and make sure the Cartridge is free of debris and sediments
- Remove both Stop valves with an adjustable wrench. (CAUTION: Be careful removing the Plungers and the tiny Springs when removing the Stop Valves. See Fig. 1)
6. Clean out any remaining debris or sediments inside the valve body
 7. Re-install the Stop Valves Assemblies (including the Plungers and Springs) and use a large flat head screwdriver, turn both screws on the stop valves clockwise to close the stop valves completely. Once the valves are closed, turn the screws counterclockwise to open both valves again. Make sure to fully open the valves for maximum water flow. This step will reset the Stop Valves. (See Fig. 2)
 8. Re-install the Cartridge and assemble the parts
 9. Turn of water to the valve and test the unit to complete the service

