



Have questions about your Moen products? Often they can be answered by skimming through our FAQs. If you can't find the answer for which you are looking, please [contact us](#) for further assistance.

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## Bathroom

Can I change the trim (showerhead, arm, flange, escutcheon, handle/knob and tub spout) without changing the valve in the wall?

Replacing the trim on an existing Moen tub/shower can be accomplished by first determining what kind of valve is in the wall. For many years Moen tub/shower valves have been manufactured using one of three valves. These valves are Standard, Posi-Temp and Moentrol. Although the look is similar, the trim is not necessarily interchangeable.

To determine if the trim can be changed without changing the valve in the wall, the first step is to identify what type you have. This chart shows the differences.

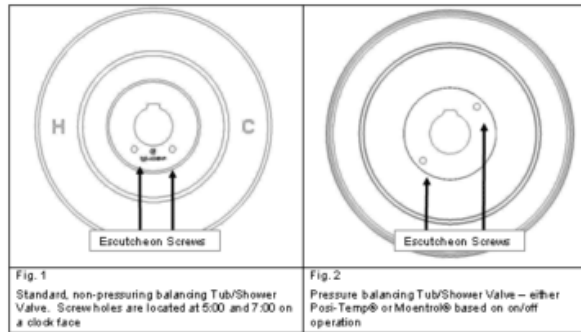
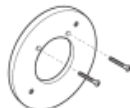


Figure 1 shows that the screw holes at the 5:00 and 7:00 position. This is a Standard valve that features a pull on/push off operation and turns left and right for hot and cold.

Figure 2 illustrates the pressure balanced valves. Models that have a lever or knob that rotate only are called Posi-Temp. This "cycling valve" handle is pointed towards the 6:00 position when off, rotates to the 3:00 position for cold, 12:00 for warm and 9:00 for full hot. If this is the way your Moen valve operates, any Posi-Temp trim will fit.

The other valve mentioned in Figure 2 is Moentrol. Moentrol is also pressure balanced and includes the pull on/push off volume control feature. The screw holes are at the 2:00 and 7:00 position. If your valve operates this way and has these screw hole locations, any Moentrol trim will fit.

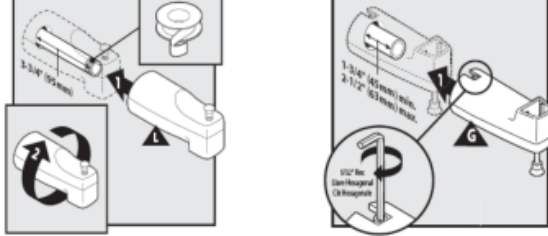
A recent innovation now makes it possible to retrofit Moentrol trim to standard valves. Service kit number 145058 (shown below) can be ordered to make the change.



Shower arms are usually threaded into an elbow behind the wall. Rotate the shower arm counterclockwise to remove. The new shower arm and shower head should be sealed using several wraps of thread seal tape. The shower arm flange is usually sealed by using plumber's putty.



The final consideration is the tub spout. Moen makes two versions. The IPS (Iron Pipe Size) version (below left) is threaded and screws onto a ½" pipe that has male threads.



The other style is the slip fit tub spout (above right). It attaches to ½" copper tubing by slipping on and tightening with a hex wrench. Both tub spouts will have a cut out on the underside near the wall as shown above. If the cut out has a place to insert a hex wrench, you have a slip fit. If the cut out does not have the hex wrench opening, your spout is a threaded (IPS) version.

### Why does my PosiTemp® shower, with waterdrop knob, only give me hot water or cold water, and not a mixture?

In most cases, the knob has been installed upside down. To correct this simply:

1. Remove handle cap and the Phillips screw under the cap.
2. Pull the handle off the faucet.
3. Now replace the handle, only this time, make sure the point of the waterdrop handle is pointing downward to the six o'clock position.
4. Replace the Phillips head screw and handle cap.

### Can I purchase new tub and shower trim and connect it to my existing Moen tub and shower valve?

Yes, if you currently have an existing PosiTemp and/or Moentrol valve. Our trim kits work on Moen's M-Pact system.

### What is meant by a "pressure-balancing" tub and shower faucet?

A pressure-balancing tub and shower faucet balances incoming hot and cold water pressure to compensate for fluctuations in water flow. Balancing the water flow keeps shower temperatures constant and comfortable, within ±3°F (1°C) of the original temperature, despite other demands such as flushing the toilet or starting the dishwasher. Moen's PosiTemp and Moentrol® tub and shower valves all feature pressure-balancing.

### I haven't used my Posi Temp shower in my guest bath in a while. I now only get hot or cold water but not both.

**Step 1:** Turn off the water supply lines to the shower unit (the location will vary depending upon the plumbing configuration and may require that the water for the entire residence be shut off).

**Step 2:** Remove the handle and the retainer clip (click on browse products to see how to remove the trim.) If the clip is not visible, remove the escutcheon screws and escutcheon.

**Step 3:** Pull the cartridge from the valve body. If the cartridge is difficult to remove, the twisting tool supplied in cartridge repair kits (carded #98040 or bagged #96988) will permit the use of pliers to help break it loose.

**Step 4:** Shake the cartridge once it is removed. It should sound similar to when you shake a spray paint can. If the cartridge rattles, reinstall it in the valve following the instructions in Step 9 and Step 10

If it does not rattle, hold the cartridge in your hand and depress the stem with your thumb. The stem will be pushed out the bottom of the outer shell.

**Step 5:** Check the end of the stem. If the plastic plug (called the "end cap") is black, soak the stem in diluted white vinegar for 15 minutes to dissolve any mineral residue. Rinse with clean water. (Go to Step 7)

If the plastic plug is white, remove the plastic plug on the back of the stainless steel portion of the cartridge and then pry the spool from the stem.

**Step 6:** Wipe the inside of the stem and the outside of the spool removing any foreign material (such as sediment).

**Step 7:** Reassemble the cartridge and shake it to hear if there is a "rattling" sound.

**Step 8:** Before reinstalling the cartridge back into the valve body, use a tooth brush and white vinegar and scrub the valve body then turn on both the hot/cold water supplies lines very gradually in order to flush out both sides of the valve.

Be prepared for a substantial amount of water that might splatter out of the tub/shower area (afterwards turn the supply lines back off)

**Step 9:** Reinstall the cartridge into the valve, insert the retainer clip and reassemble the trim and handle/knob.

The cartridge retainer clip must be installed before turning the water back on

**Step 10:** Test the cartridge by fully turning on both the hot and cold supply lines and operating the faucet.

**What is the difference between a PosiTemp® tub and shower valve and a Moentrol® tub and shower valve?**

While the valves do have several similarities:

- A pressure-balanced system that maintains water temperature within ±3°F (1°C)
- Built-in temperature limit stops which allow you to control how far the handle rotates, therefore, controlling the range of water temperature
- Best water flow for any comparatively priced valve
- Available in a variety of connections from common ½" CC/sweat, ½" IPS-threaded; ½" PEX or CPVC
- Meets pressure-balancing safety codes

There are a few differences to consider before making a decision.

Feature	Moentrol	PosiTemp
<b>Handle Operation</b> – How the faucet is turned-on and off.	Pull / Push	Rotation
<b>Temperature Memory</b> – When shutting-off the faucet, the handle stays in the exact temperature position you set during use. The next time you turn-on the faucet, within a few seconds, the water temperature reaches your last temperature setting.	Yes	No
<b>Volume Control</b> – Controls the water flow rate so you get the amount of water you want at the temperature you want.	Yes	No
<b>Flow Out of Unrestricted Tub Spout</b> – The gallons per minute of water flow through the tub spout.	7.5 gpm	6.3 gpm

**Does the Moen Roman Tub valve spout shank need to be cut to the desired height after it has been installed? Does Moen make a shorter one?**

The spout shanks for Moen's Roman Tub valves no longer require cutting to height. Models 4992 (for copper to copper connections) and 4993 (for PEX and CPVC connections) now feature an exclusive no cut adjustable shank.

Moen also offers Roman Tub valves with built-in hand shower diverters (4 hole installation). Model 9992 is for copper to copper connections and 9993 is for PEX and CPVC connections.

**What is a pop-up drain assembly?**

A pop-up drain assembly is commonly used in bathroom sinks. A mechanical plug called a "pop-up stopper" is used to hold water in the sink. Moen offers lavatory faucets both with and without the pop-up drain.

**Can I use my existing drain assembly when installing a new faucet?**

In most cases, yes. But if you're changing finishes, (i.e.,from chrome to brass), you'll probably want to change the drain assembly to match your new faucet finish.

**Can I replace a two-handle lavatory faucet with a single-handle model? Do all faucets fit all bathroom sinks and tub/showers?**

Yes. Standard-size sink openings and faucet dimensions are used throughout the plumbing industry. However, since there are a few exceptions (such as 4" spread or 8" spread), it is a good idea to check sizes first.

**Bathroom Sinks:**

Many single- and two-handle faucets are on 4-inch centers, which is the distance between the centers of the hot and cold inlets or mounting bolts. Another popular style for two-handle faucets is the 8" to 16" widespread. These faucets come with flexible hook-ups to allow for adjustments.

**Tubs/Showers:**

The distance between hot and cold water supplies for two-handle faucets is generally 8". The hole opening for single-handle tub/shower combinations may vary. The opening must be smaller than the faceplate of the unit you are installing for proper coverage.

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**Can I replace a two-handle or three-handle shower valve with a single-handle model?**

Yes, Moen remodel cover plates make it easy to replace many two or three handle shower valves with a stylish single handle. Our cover plates allow you to keep your existing tile or wall covering intact, and are available in chrome (part 1920) and polished brass (part 1920P) finishes.

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**What is the M-PACT® system?**

Available for both lavatory and tub / shower faucets, M-Pact is a common valve system that allows you to change your trim above the sink, without changing the valve below the sink; making style changes and upgrades quick and easy for you.

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**What makes ExactTemp® better than the competitors' thermostatic valves?**

Our ¾" ExactTemp valve allows for multiple shower configurations due to its high volume water delivery system.

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**What is a Vertical Spa?**

A vertical spa is a unique, customizable showering system. Use a combination of body sprays, showerheads, and hand showers to create your own luxurious showering experience.

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## Kitchen

**Can I replace a two-handle kitchen faucet with a single-handle model?**

The answer depends on how many holes you have in your sink. Most two-handle kitchen faucets mount through three or four holes, while one-handle faucets can be mounted through one hole or up to four holes. Depending on the Moen faucet you select, you may have unused holes (i.e. one hole mount faucet replacing a two hole mount faucet). If you have unused holes in your sink, you can fill them with either a cap or soap dispenser. Our faucets are designed to accommodate standard-size sink openings used throughout the plumbing industry. Generally, the standard distance of a faucet's hot and cold valve connections, for both single and two-handle kitchen faucets, is 8". Sometimes, there are exceptions. It is always a good idea to measure the distance between the hot and cold valve connections on your old faucet before purchasing a new one.

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**How many holes are necessary in my sink deck to install my kitchen faucet?**

Our kitchen faucets come with a wide variety of mounting adaptations. Single-handle faucets are available that mount through 1, 2, 3 or 4 hole applications. Two-handle faucets come in 3 and 4 hole applications. If your existing faucet is covering up the holes, you can look under the sink to see how many you have.

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**Can I purchase a non-spray faucet and convert it to a sprayer model using my existing side spray?**

No, kitchen faucets with hose and sprays have different valve bodies than non-sprayer models.

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**Can I install a kitchen faucet without a hose and spray in a 4-hole sink?**

Yes. You can use a non-spray model faucet, which utilizes 3 holes, and take advantage of the extra hole by using a liquid soap/lotion dispenser or other accessory. The fourth hole can also be capped with a sink hole cover.

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**I just replaced the cartridge in my Moen kitchen faucet and the handle will not stay in the on position, how do I fix this?**

During manufacturing, lubrication (silicone) is used on the cartridge. The combination of lubrication and the weight of the handle can

cause the faucet to self-close. This can be corrected in several ways:

1. Make sure all screws are tight.
2. Remove excess silicone from center stem of cartridge.

If the faucet has a handle connector:

1. Change the handle connector.
2. Check the old cartridge stem for a gray metal washer. This washer must be transferred to the stem of the new cartridge.

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### My kitchen faucet handle is hard to operate. What can I do to correct this?

For one-handle faucets, simply remove the cartridge and lubricate it both inside and out with silicone-based grease (Moen part number 99915). Do not use plumber's grade faucet grease, silicon sprays or any lubricant that contain petroleum. Petroleum based lubricants may react with rubber seals and actually cause the faucet to become even more difficult to operate. For two-handle faucets, we recommend replacing the cartridge. The part number for a two-handle kitchen cartridge is 1224. You can purchase these parts online by visiting our [Replacement Part Store](#).

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### Does Moen make undermount sinks?

Moen makes a variety of both undermount and drop-in sinks, made from stainless steel, click [here](#) to view our sink collections.

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### What size basket strainers do I need for my new sink?

Basket strainers are typically standard in size and fit most sink openings - 3½" for kitchen sinks and 2" for bar sinks.

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### Why don't basket strainers come with new sinks?

Due to the variety of color, style and garbage disposals available, basket strainers are usually sold separately.

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### How can I find my model number?

Exact model numbers can be found on your box. If unavailable, you may find the general family series number on the back of the spout (non pullout). The series number will not be exact model number, but it will be helpful when used in conjunction with the faucet images shown in our [Replacement Part Locator](#).

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## ioDIGITAL™

### Will the digital valves work with existing showerheads, hand showers and body sprays?

Yes, the ioDIGITAL™ system works with all Moen and ShowHouse fixtures.

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### What are the inlet sizes?

¾"

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### What are the outlet sizes?

½"

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### Is the valve compatible with PEX, copper and CPVC?

The push-fit connectors supplied with ioDIGITAL™ valves work well with each of these pipes – seals on the outside diameter.

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### Will the valve fit within a regular 2" x 4" framed wall?

Yes

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#### What is the minimum water pressure needed for a digital valve?

- 20 psi, which is a code requirement.
  - With the Moen ioDIGITAL™ vertical spa, a pressure of at least 40 psi is recommended for optimal performance and satisfaction.
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#### How many spray outlets can be used in a digital vertical spa?

- The Moen vertical spa features four spray outlets and a maximum flow rate of approximately 17 gpm at 45 psi flowing (see the Moen Vertical Spa Installation Guide for configuration examples).
  - Always cap unused outlets.
- 

#### Do you need a larger hot water tank? What are the drainage requirements?

- The vertical spa will work with standard hot water tanks and typical drainage.
  - If your shower layout includes two vertical spa ioDIGITAL™ spa valves, an 80 gallon or larger hot water tank is recommended. The vertical spa system works with plumbing and drainage that are common to most households.
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#### How does the controller mount to the wall?

The controller mounts simply with two screws in a standard 2" x 4" wall.

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#### Do I have to plug the valve in, and is an electrician required for installation?

Yes, the valve needs to be plugged into a 110v AC supply on a GFCI circuit. A certified electrician should install the initial GFCI outlet.

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#### How far away will the remote controls work?

The remote controls will work at a distance of up to 30 feet. Please note, however, that intermediary structures (e.g. types of walling, venting) may impact this performance.

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#### How many presets can you have for the shower? Roman Tub? Vertical Spa?

- Shower and Vertical Spa: four presets
  - Roman Tub: three presets
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#### What is the warranty on the valve? Controller?

- Residential electrical component systems: five year limited warranty
  - Residential mechanical fixtures and finishes: limited lifetime warranty
  - Commercial electrical component systems: one year limited warranty
  - Commercial mechanical fixtures and finishes: five year limited warranty
- 

#### Are there any issues with electricity and the chance of being shocked?

No, the valve is actually designed so that the water is isolated from the electronics. In addition, the ioDIGITAL™ system operates under low voltage (5V). All current is properly isolated and sealed (through the controller) and the product is certified to cUPC with applicable standards ASSE 1016 & ASME A112.18.1M/CSA B 125.1 (shower valves), ASSE 1070 & CSA B125.3 (roman tub), and UL1951. A GFCI outlet will provide additional protection.

The GFCI is an Earth Leakage Breaker that detects faults to ground. The current threshold is very low, typically 15mA, which means it will trip well before any risks could occur. Jacuzzi tubs already require dedicated GFCIs (110V, 15-20A) for pump/motor and heaters.

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#### Is this a pressure balanced valve?

No, it uses a thermistor and digital control system to precisely maintain temperature during changing inlet conditions. Although it is not considered pressure balancing, the user still gets the benefit of temperature control.

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## Cleaning & Care

### What kind of cleaner can I use on my LifeShine® faucet?

The LifeShine can be cleaned with most household cleaners (including mild abrasives), when used according to the manufacturers' instructions for use. Avoid using any cleaners or pads/sponges that are unsafe for polished metallic surfaces. Most green, fibrous pads or sponges contain microscopic mineral particles that can scratch a faucet's finish, including LifeShine finishes. Cleaner manufacturers may change their formulations at any time; therefore, Moen does not recommend any specific cleanser. Immediately after cleaning your faucet, wash off remaining cleanser with water. To remove water spots, use a soft, damp cloth. Hard water stains can be removed with a 50/50 solution of white vinegar and water or by mild scrubbing with fine steel wool (0000 grade). We also suggest a periodic application of a quality, non-abrasive wax such as car wax or furniture wax. For faucets with clear knob style handles, cleaners should be approved for acrylics.

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### How can I clean a clogged showerhead?

We suggest soaking your showerhead in a 50/50 solution of white vinegar and water for one hour. White vinegar will facilitate the break down of mineral deposits and sediment build-up.

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### What kind of cleaner can I use on non-LifeShine components?

Do not use cleaners that contain abrasives, harsh chemicals, alcohol, or other organic solvents. Avoid using any other cleansers or pads/sponges that are unsafe for polished metallic surfaces. Most green, fibrous pads/sponges contain microscopic mineral particles that can scratch a faucet's finish. Cleaner manufacturers may change their formulations at any time; therefore, Moen does not recommend any specific cleaner. Immediately after cleaning your faucet, wash off remaining cleaner with water. To remove water spots, use warm water and a soft, damp cloth. Hard water stains can be removed with a 50/50 solution of white vinegar and water, followed by rinsing with water. To preserve the luster of your faucet, occasionally apply a high quality non-abrasive wax, such as car wax or furniture polish. For faucets with clear knob style handles, cleaners should be approved for acrylics.

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## Installation

### How do I replace my Moen cartridge?

For single-handle faucets with pushpull action handles, please view our [Animated Installation Help for the 1225/1220 cartridge](#).

For two-handle models, please view our [Animated Installation Help for the 1224 cartridge](#).

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### How do I install my kitchen or bathroom faucet?

For directions, refer to your specific model's installation instruction sheet. You may also try our [Animated Installation Tutorials](#) for more assistance. These tools may help you during your faucet installation:

- Flashlight
- Screwdrivers
- Adjustable Wrench
- Channel Locks or Pliers
- Safety Glasses
- Basin Wrench
- Flexible Supply Lines
- Plumbers Putty
- Silicon Sealant
- Thread Seal Tape

Consult your faucet's box for a list of required tools.

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### Will it take me long to install a faucet?

The most time-consuming, and sometimes challenging step, will be removing the old faucet, especially if your water supply connections are corroded (and, therefore, hard to disconnect). Installing the new faucet, however, should be relatively simple.

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### What tools will I need to install or fix my faucet?

Before you leave the store with either your new faucet or the replacement part you need, make sure you have these items to help install the faucet or part easily. These items are also listed on the Moen package:

- Phillips and Regular Screwdrivers
- Adjustable Wrench (or basin wrench for hard to reach areas)
- Flashlight
- Pliers
- Plumber's Putty (not required on all installations)
- Teflon® Tape
- Allen Wrench (not required on all installations)

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### What are "sweat and/or cc fittings" and what does it mean "to sweat a pipe"?

Soldered fittings, also called "sweat fittings," are used to join copper pipes such as those commonly encountered in some in-wall tub and shower applications. Soldering a pipe joint or "sweating a pipe" is accomplished by heating a copper fitting with a propane torch until the fitting is just hot enough to melt metal solder. The heat draws the solder into the gap between the fitting and pipe to form a water tight seal. Soldering requires some skill and attention to safety, but it creates a strong bond when joining copper pipes. Flexible copper tubing can also be joined with compression fittings or flare fittings (these do not require soldering).

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### Can I join copper to PVC tubing? If so, how?

Yes. Rigid plastic PVC (Polyvinyl-Chloride) tubing can be joined to copper using "grip fittings." Each side of a grip fitting contains a narrow grip ring and a plastic compression ring (or rubber O-ring) that forms the seal.

Useful Tips:

- Use penetrating oil to help loosen corroded mounting nuts.
- Use a hacksaw for cutting steel or plastic pipe.
- Use a basin wrench for those hard to reach areas.
- Use a tubing cutter to make straight, smooth cuts in plastic and copper tubing.
- Wrap Teflon tape clockwise around threaded joints to ensure a tight seal.

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### When do I need to use thread seal tape, pipe dope or plumber's putty?

Teflon tape and pipe dope are both effective pipe sealants. However, many people prefer using Teflon tape since it is cleaner to work with than traditional grease or paste-like sealants. Plumber's putty is used to form a water tight seal between the sink and the faucet and between the sink and the drain. Some of our models include gaskets making sealants optional. Plumber's putty is not for use on threaded pipe joints or marble surfaces.

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## Returns

### Where do I find assistance in repairing my Moen product?

If you should happen to require assistance with repair of your Moen product, please contact us toll free at 1-800-BUY-MOEN or through the [contact us](#) portion of the website.

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### What should I do if I need to exchange and/or be reimbursed for my unused Moen product?

We recommend contacting the dealer where the Moen product was originally purchased. While we cannot specify the dealers return policy, we suggest you have your proof of purchase (original receipt for the product) along with the Moen product when you visit the store. Moen Incorporated does provide replacement parts when the needed part is covered under our [limited lifetime warranty](#).

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### Where do I return my unused parts for credit that were purchased directly through Moen?

MOEN  
H+H Warehouse  
206 Hwy 58 S  
Kinston, NC 28504

Purchased items must be returned within 30 days of receipt. Merchandise must be in a saleable, unused condition and in its original



packaging - including packing slip. Shipping and handling costs will not be refunded, unless the part(s) is incorrect or defective.

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### When can I expect to be credited for my returned parts that I purchased directly through Moen?

Generally, your card will be credited within three – four weeks from the day the parts were returned to us.

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## General

### What should I look for when purchasing a faucet?

When purchasing a faucet, you should consider quality, features, and style. Moen faucets are a perfect combination of all three!

#### Quality:

**One-piece Washerless Cartridge Construction** – Moen's patented one-piece cartridge means no washers or springs—the most common causes of leaks. The self-contained assembly has fewer parts meaning greater reliability and worry-free performance year after year. European ceramic disc cartridge technology allows for harsh water conditions.

**Lifetime Warranty** – Moen faucets come with a Lifetime Warranty against leaks, drips, and finish defects. (post 1995 to the original home owner)

#### Features:

**Pressure-Balancing** – We've all been there. The shower becomes instantly scalding hot or ice cold because someone turns on a washing machine or flushing a toilet. Our pressure-balancing Moentrol, PosiTemp, and our thermostatic ExactTemp valves help guard against "shower shock."

**LifeShine® Non-Tarnish Finishes** – Use it everyday, you will never scrub or wear-off the beauty of a LifeShine finish. It gives you the option of designer finishes with the durability of chrome, and it is warranted not to tarnish, corrode, or flake off...for life.

**M-Pact System®** – Your style tastes may change, but your Moen faucet doesn't have to. Our revolutionary M-Pact common valve system allows you to completely upgrade the style of your bathroom sink faucet or your tub and shower faucet without replacing any of the plumbing.

**Quick Installation** – Our products are designed to be installed in a short period of time. Whether you are a plumber or a do-it-yourselfer, installation will be quick and easy.

#### Style:

**Buy It For Looks. Buy It For Life®** – Moen faucets are built for your lifestyle. Clean and classic or bold and contemporary. Whatever you are after, Moen offers a variety of styles designed to complement today's decors.

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### What causes a Moen faucet or valve to leak or drip?

Without a specific model number, it is hard to determine the exact cause of a leak. In general, leaks are often caused by a scratched or torn cartridge, O-ring, or grommet. Typically, a cartridge repair kit or replacement O-ring will correct this type of leak.

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### What is the advantage of a Moen cartridge?

Our cartridge design made history by being named one of the "best 100 inventions of the 21st century". Our one-piece cartridge is a self-contained assembly; with fewer parts, there is less to go wrong. Our cartridges do not have washers or springs that wear easily, and are easy to repair or replace. Our competitors' designs are often more complicated due to their many movable and loose components. Having more parts increases the potential for more problems, which leads to more repairs. Below are some of the reasons why we are still the standard, more than 30 years after our cartridge was first used in a Moen faucet:

**Simplicity** – Our cartridge assembly contains no complicated parts, requiring less maintenance.

**Design** – Our design eliminates washers and springs, the most common causes of leaks and drips.

**Ease of Installation** – Our one piece design makes replacement quick and painless.

**Lifetime Limited Warranty** – Our faucets are made to last. If something should go wrong, replacement parts will be sent free of charge (see our [warranty](#) for details).

**Material** – Our cartridges are made from high-tech material for optimal performance and long life.

**Ease of Use** – Our handle operation is smooth with the cartridge's greased piston.

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### Do all Moen products consist of one standard of quality regardless of whether the distributor is a retail or wholesale supplier?

Moen's production line does not differentiate between wholesale and retail models. There is only one grade of brass, only one grade of cartridge and only one grade of warranty coverage—the best. While the numbering system for Moen's wholesale distributors and retail

distributors may vary and subtle installation and trim differences may exist (these may include, but are not limited to, packaging, threaded or slip-fit style tub spouts and metallic or non-metallic drain assemblies). The quality and limited lifetime warranty against leaks, drips, materials, and workmanship remain the same for all of our products.

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#### Is there an adjustment that I can make to my faucet to increase the flow of the water?

In 1992, the federal government passed the Energy Policy Act. This law placed strict regulations on flow rates. All manufacturers must adhere to these standards and no adjustments can be made. In some cases, you may be receiving less than the maximum allowable water flow rate. Normally, this is due to low water pressure, a blockage in the plumbing or in the faucet, or a faucet malfunction.

WaterSense is a program sponsored by the Environmental Protection Agency (EPA) to promote water efficiency (it is similar in nature to the EPA's Energy Star program). A product with the WaterSense label indicates that it meets water efficiency and performance criteria outlined by the EPA to help you reduce water use in your home.

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#### How can I purchase repair parts?

There are three ways you can purchase repair parts. One way is through a local [Moen dealer](#). Second, is through our [online store](#). Third, is by calling our Consumer Services Center at 1-800-289-6636 Monday through Friday 8:00 am to 8:00 pm and Saturday 8:00 am to 6:30 pm (Eastern Time).

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#### How long does it take to ship parts if I purchase direct from Moen?

Stocked items will arrive within 7-10 business days. If you need your part to arrive sooner, we do offer expedited shipping.

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#### I don't see my faucet on your website, does that mean it's no longer serviceable?

We carry many parts for discontinued models; however, there are exceptions. To determine if we have the part you need, we will ask you to provide the age of your faucet and the model number.

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#### If I contact Moen directly for warranty parts, what type of questions can I expect to be asked?

You can expect to be asked the following questions: What is your faucet's model number? Where did you find the model number? Can you provide proof of purchase? What is the age of your faucet? What is the problem you are experiencing and has any work been done to correct it?

Please be near your faucet when you contact us as we may need to ask further questions or recommend a resolution.

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#### How can I find my model number?

Exact model numbers can be found on your box. If unavailable, you may find the general family series number on the back of the spout (non pullout). The series number will not be the exact model number, but it will be helpful when used in conjunction with the faucet image shown in our [Replacement Part Locator](#).

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#### I have a Moen 1 handle kitchen faucet and need to replace the O-rings. What are the steps to do this?

Changing the O-rings for most Moen 1 handle kitchen faucets can be done without doing anything below the sink except turning off the water at the supply line valves.

Remove the faucet handle. Most models have a screw behind a red/blue plug button or under the handle cap (go to "Browse Products" to see your model. The parts breakdown will show the location of the handle screw for your model). After the plug button or handle cap has been removed, use a 7/64" hex wrench to remove the handle screw. Follow the parts breakdown for the order of the handle mechanism. Once the handle mechanism kit is removed (including the spout retainer nut) rotate the spout back and forth while pulling up.

Some Moen faucets have handles that remove by loosening the screw in the back of the handle. To loosen this screw use a 3/32" hex wrench. After the handle has been removed unscrew the spout collar nut by turning counterclockwise then lift and rotate the spout.

Remove the existing O-rings from the valve body noting the location of each. Clean (with diluted white vinegar) the inside of the spout and the outside of the valve body. Lubricate the O-rings using the silicon grease included and install the new O-rings on the valve body. Apply the lubricant to the outside of the valve body and the inside of the spout hub.

#### A helpful hint:

Always lubricate faucet O-rings with silicone-based grease (Moen part number 99915). Do not use plumber's grade faucet grease,

silicon sprays or any lubricant that contain petroleum. Petroleum based lubricants may react with rubber seals and actually cause the faucet to become even more difficult to operate.

Re-install the spout, handle mechanism kit and the handle in the reverse order.

**Is the same procedure followed for the 2 handle kitchen faucet?**

Changing the O-rings on a 2 handle kitchen faucet is usually easier than a 1 handle. It is not necessary to turn the water off under the sink provided that no one turns the faucet handles to the on position while servicing.

Identifying the specific model number of your faucet and viewing the parts breakdown is suggested (go to "Browse Products" to see your model).

If the spout rotates and extends towards the sink at a low angle, a cap on the top of the spout unscrews (counterclockwise). A rubber jar gripper or a strap wrench makes this part of the job easier. Once the cap has been removed, rotate the spout while pulling upward.

If your faucet has a spout that is a high fill, cathedral or high arc spout there will be a collar that unscrews counterclockwise. When the collar has been loosened, pull up on the spout and remove it from the faucet. Many spouts will also feature a split white nylon washer to help secure the spout to the faucet.

Follow the same procedure for cleaning, replacing and lubricating as detailed above.

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**Troubleshooting Tips**

Issue	Suggested Resolution	Suggested Parts
My faucet leaks/drips from end of spout.	Repair or replace cartridge.	Single Handle: 1225 PosiTemp Valves: 1222
Handle broke off of my single handle kitchen faucet.	Replace handle connector and/or adaptor.	Handle attached with hex screw under cap or plug: 100429 except Integra 7200/7375/7385/87810: 101099
Handle broke off of my single handle lavatory faucet.	Replace pivot retainer.	L4600/L84000 prior to 2003: 101310
Water is not coming out of the spout on my kitchen faucet, but is coming out of the side spray.	Check and clean aerator. Clean valve body where diverter is installed. Replace diverter.	Most single handle faucets: 91192 Most two handle faucets: 14960 or 100255 depending on model
My single handle kitchen faucet leaks out of spout only when the handle is in certain positions.	Replace pivot retainer or handle adapter kit depending on model.	7385/7375/87810/87315: 14699 Handle attached with hex screw under cap or plug (except Integra): 93980
Water leaks at the base of the spout or spout is difficult to move side to side.	Replace spout O-rings.	96778
My Salora/Colonnade/Integra faucet leaks at the base of the spout receptor.	Check hose & spray head connection, and or ¼-Turn connector and/or replace vacuum breaker.	Replace screen washer: 101199 7850/87810: 100444 7560/7580 (1998-Present): 101707 or 100602 7385/7850/87810 (1996-Present): 100593
Water leaks around the handle.	Replace cartridge.	Single handle: 1225 Two handle: 1224

<p>Handle is stiff or hard to pull/lift/rotate.</p>	<p>Replace cartridge.</p>	<p>PosiTemp Valves: 1222 Single handle: 1200/1225 Two handle: 1224 PosiTemp Valves: 1222</p>
<p>Water flow is slow or irregular.</p>	<p>Clean or replace aerator.</p>	<p>Refer to Illustrated parts for specific part #.</p>
<p>Handle broke off of two handle Monticello faucet.</p>	<p>Replace adaptor kit.</p>	<p>84000/4500/4560: 97556 (Hot &amp; Cold). (Prior to 2002) 100561 (Hot &amp; Cold) (After 2002 MPact) 4570/7700: 97371 (Prior to 2000) M-Pact 4570: 103456 T950/T960: 97556 (Prior to 2000)</p>
<p>The handle on my two handle Monticello faucet continues to rotate beyond the shut-off point.</p>	<p>Replace stem extension.</p>	<p>4570/7700: 97479 (Hot &amp; Cold) T950/T960: 13463 (Prior to 2000) T951: 106378 2594: 97344</p>
<p>Excessive amount of water is leaking through the tub spout when in shower mode.</p>	<p>Replace tub spout diverter. Replace Push-button diverter.</p>	<p>Metallic Spouts: 101237 Non-Metallic Spouts: 10644 3200 and 2400: 1198/1394</p>
<p>My pressure balancing tub/shower valve is only producing a trickle of water.</p>	<p>Clean or replace balancing spool.</p>	<p>PosiTemp: 1222 Moentrol: 1423</p>
<p>My roman tub faucet is leaking/dripping.</p>	<p>Replace cartridge.</p>	<p>4999/4997: 1248 4997(1993-1995): 14891</p>

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