

TROUBLESHOOTING DOCUMENT

DISPOSITION OF PROBLEM

Low or no flow from either cold or hot line (tapware)

CAUSES OF PROBLEM

Any tap that is concealed i.e. shower mixer, wall mounted basin mixer etc.... the cartridge could be blocked by debris especially if new build / renovation with new pipework this debris can come from lines not being cleared before fittings are connected.

If using multi pressure shower mixer where the hot is too low (below 35Kpa) then possibly the cold isolating valve has been wound in too much to close off the cold supply to balance the mixer and the non-return has closed completely.

Taps with hot and cold flexible connectors check for any kinks in these flexible hoses and if pull out kitchen mixer check this flexible hose for kinks or weight in the wrong position (too low) this can also cause flow problems.

Again, cartridge could have debris lodged on one or both ports.

Any Tap with an aerator needs to be regularly checked for blockages and cleaned with clean running water as these will pick up fine particles within the water and cause reduced flow.

REMEDIES

Check all the above yourself or by the installing plumber.

If problem is still occurring, contact Robertson via our on-line Service Request Form

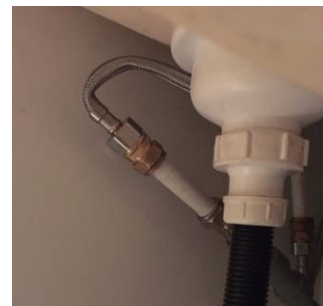
BLOCKED AERATOR



DEBRIS IN CARTRIDGE



KINKED HOSE



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