

TROUBLESHOOTING DOCUMENT

DISPOSITION OF PROBLEM

Spout dripping 5 - 10 seconds after tap has been turned off but stops after a few seconds.

CAUSES OF PROBLEM

If your tap is a multi-pressure tap i.e., one that will operate on both mains pressure and unequal pressure and you are on mains pressure or have a tank and pump, then the issue will more than likely be the fact that the installer has left the unequal pressure aerator on the spout instead of using the mains pressure aerator that is supplied with the tap. The unequal pressure aerator is an open aerator which allows more flow while operating with unequal pressure i.e., low hot and mains cold, and allows the spout to empty after the water supply is shut off. When using the tap with mains pressure the mains pressure aerator should be used this softens the water flow to reduce splashing and will also hold the water within the spout so when the water is shut off there should be only a few drips or none.

If the tap is dripping constantly and not shutting off, then it is probably the cartridge that needs replacing. If the tap is under warranty a Service Request Form will need to be filled out. If out of warranty either contact us directly or your nearest Plumbing Merchant for a replacement or contact a plumber.

MAINS UNEQUAL



REMEDIES

Check what pressure you have and check you have the correct aerator installed.

Robertson will provide you a mains pressure aerator if required.

If the tap is constantly dripping and not completely shutting off, you have a couple of options

1. If the tap is still under warranty, please go to the Robertson website and fill out the Service Request Form
2. If the tap is not under warranty, we can still supply you with a replacement cartridge or you can order one from your local Plumbers Merchant.
3. Call your local Plumber to supply and install a replacement cartridge for you.

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