

# TROUBLESHOOTING & MAINTENANCE



For more information contact...

## WOODFORD MANUFACTURING COMPANY, LLC.

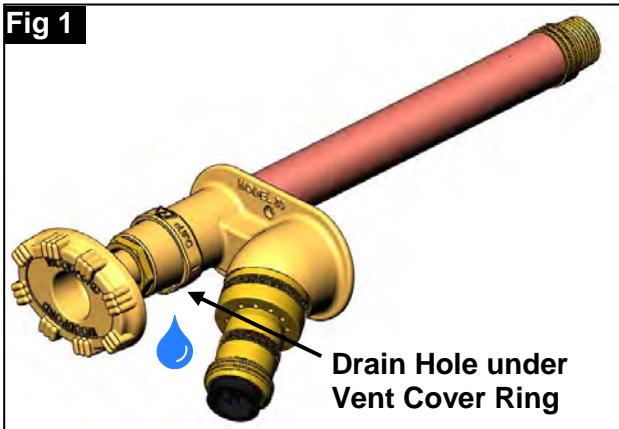
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## Model 30 Freezeless Wall Faucet

Rev 04/15 Form No. TM30.102

Fig 1



For replacement  
parts order  
Repair Kit  
RK-30

Fig 2

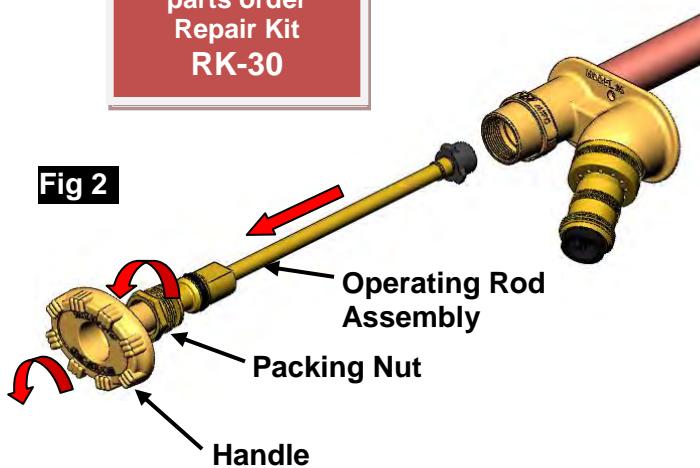
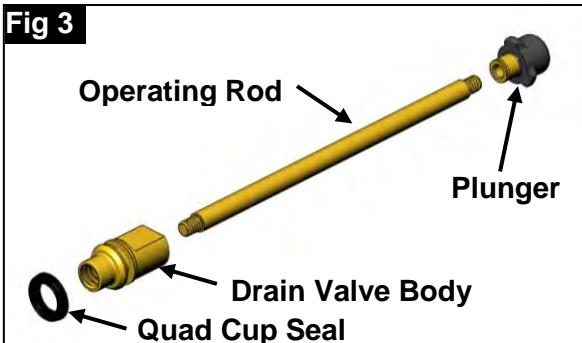


Fig 3



**Note to installer:** Do not lubricate any part of the RK-30 repair kit or faucet. Lubrication can cause accelerated deterioration of the rubber parts or cause abnormal operation of the faucet.

- **Water leaks from the drain hole, behind the handle and under the Vent Cover Ring, when the faucet is full on and flowing water from the nozzle. (Fig 1)** The Drain Valve Quad Cup Seal (30263) is damaged and needs to be replaced. Follow instructions below on how to remove the operating rod and replace the drain valve. **(Fig 3)**
- **Water leaks from the drain hole, behind the handle and under the Vent Cover Ring, when the faucet is only partially open with either a trickle of water from the nozzle or before water flows from the nozzle. (Fig 1)** The Plunger (30260) is undersized or damaged. Follow instructions below on how to remove the rod and replace the plunger. **(Fig 3)**
- **Faucet makes a loud squealing noise when the faucet is on.** Caused by excessive water pressure from the supply line (125 PSI or greater). A new Plunger (30260) **(Fig 3)** may solve the problem, but a pressure regulator on the supply line may be required.
- **Faucet will not drain when shut off.** Make sure **Handle** is turned off completely and tight. If it still does not drain, the tube or rod may be too short or too long.
- **Faucet leaks from the nozzle or leaks from the drain hole when the faucet is off. (Fig 1)** If it's a new installation, most likely caused by debris or obstruction in the seat. Follow instructions below on how to remove the operating rod and inspect plunger for damage and flush the casing before reassembling.
- **Operating rod removal. (Fig 2)**
  1. Shut off the water supply to the faucet
  2. Turn the **Handle** counter clockwise to the full open position.
  3. Remove the **Packing Nut** with a wrench by turning counter clockwise.
  4. Pull the operating rod assembly out of the faucet.
  5. Remove Handle Screw and Handle
- **Plunger and Quad Cup Seal Replacement. (Fig 3)**
  1. If the Plunger is damaged, use vise grips on the operating rod and brass part of the Plunger to remove and replace with new Plunger 30260. Do not over tighten.
  2. If the Quad Cup Seal is damaged, remove seal using a small screwdriver and replace with new Quad Cup Seal 30263.
  3. If the Drain Valve Body is damaged, use vise grips on the operating rod and flats of the Drain Valve Body to remove and replace with new Part No.30262. Do not over tighten.

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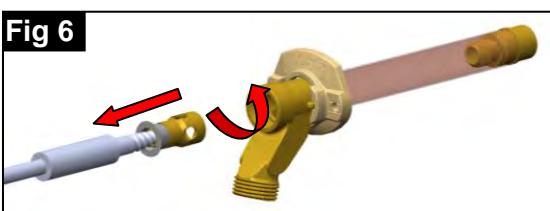
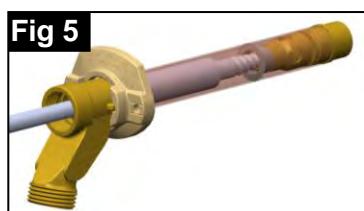
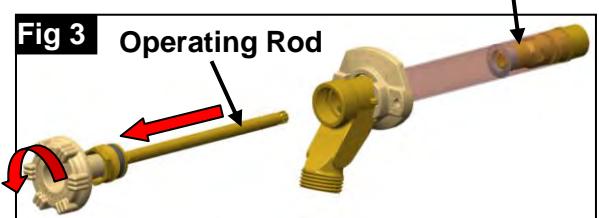
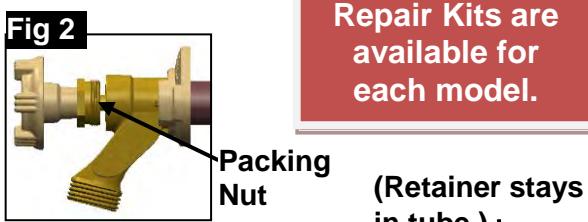
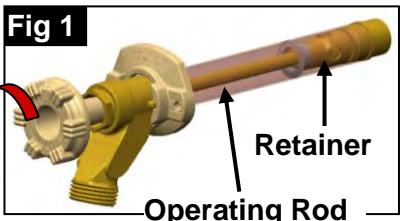
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Rev 05/15 Form No. TMRetainerTool.102

### MODEL 14, 16, 17, 19, 22 WALL FAUCET RETAINER REMOVAL TOOL

- Handle turns but does not open or close faucet properly.**  
If the handle continues to turn after shut off, the Retainer (Fig 1) may be disengaged from the end of the Operating Rod.  
A replacement operating rod is required for repair.
- Valve stem assembly (operating rod) removal.**  
To remove the operating rod from the faucet, shut off the water supply to the faucet and loosen the handle and back out the Packing Nut (Fig 2). Use the handle (Fig 3) to turn the rod counterclockwise until the rod becomes disengaged from the valve seat. Use a small screwdriver to pry the packing loose. Pull the rod out of the faucet. The rod may have a check valve that will add resistance to removal, but a swift pull will disengage it.  
  
If the retainer becomes disengaged from the end of the operating rod (Fig 3), first try to reinsert the operating rod or insert a screwdriver and turn counterclockwise until the retainer unthreads from the valve seat. If the retainer does not come out with the operating rod, water pressure may be required to push the retainer out of the tube.  
  
If the retainer cannot be retrieved by the operating rod or a screwdriver, a special Retainer Removal Tool (Fig 4) is available on loan from Woodford. Please call or email us with your address info and we will forward it to you. [sales@woodfordmfg.com](mailto:sales@woodfordmfg.com)
- Instructions for using retainer removal tool.**  
With the operating rod removed, insert the tool until it engages inside the retainer. (Fig 5) Turn the tool counterclockwise until the retainer unthreads from the valve seat. (Fig 6) If the retainer does not come out with the removal tool, water pressure may be required to push the retainer out of the tube.