

## **WOODFORD MODEL 20/25/27 WALL FAUCETS TROUBLESHOOTING & MAINTENANCE**

**NOTE:** Older faucets with a plastic head nut and handle should be upgraded with the **RK-25** parts kit, which will repair most common problems and upgrade the faucet to the current design. Faucets with a brass head nut may be repaired with the **RK-25** repair kit or individual parts may be replaced per the instructions below.

**Note to installer:** Do not lubricate any part of the RK-25 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 holes, behind the handle, when the faucet is full on and flowing water from the nozzle. The drain valve (35280) is damaged and needs to be replaced. Follow instructions below on how to remove the operating rod and replace the drain valve.

Water leaks from the drain holes, behind the handle, when the faucet is only partially open with either a trickle of water from the nozzle or before water flows from the nozzle. The plunger (30230) is undersize or damaged. Follow instructions below on how to remove the rod and replace the plunger.

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 (30230) 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 short or long.

Faucet leaks from the nozzle or leaks from the drain holes when the faucet is off. 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.

Faucet will not flow water when the faucet is on. The vacuum breaker may be obstructed or damaged. Remove the vacuum breaker and check to see if the faucet flows water with the vacuum breaker removed. Inspect the vacuum breaker for obstruction or damage. If the hydrant still will not flow water, remove the operating rod and inspect the plunger for damage. If the ball end to the rubber plunger is missing, it is most likely stuck in the valve seat. If the rubber cannot be removed, the faucet will have to be replaced.

Operating rod removal. To remove the operating rod from the faucet, shut off the water supply to the faucet and turn the handle counterclockwise to the full open position. Remove the head nut with a wrench by turning clockwise (left hand threads). Pull the operating rod assembly out of the faucet. The plunger and drain valve are threaded on the rod. A couple pairs of vise grips will remove the parts from the rod. When reassembling the parts on the rod, do not over tighten or the rod may break at the threads.