



Moen® products. Helping to
make your new house a home.

Care and cleaning
Maintenance tips
Handling plumbing emergencies
Moen Consumer Service

 **MOEN**
Buy it for looks. Buy it for life.®

Care and cleaning: How to keep your Moen® products looking new.

Caring for your Moen faucet.

Your Moen faucet should provide a beautiful touch of elegance to your home for many years to come with only minimal care. That's because Moen faucets are constructed of quality materials and are specially coated to protect the finish during normal use.



Caring for the Spot Resist™ faucet finish.



To keep your kitchen faucet free of fingerprints and water spots, we developed the Spot Resist Stainless finish. Spot Resist does just what it says—so you'll have less to clean. And when it comes time for periodic cleaning, Moen recommends cleaning the Spot Resist finish with a mild soap, rinsing thoroughly with warm water and drying with a clean soft cloth. Never use cleaners containing abrasives (including abrasive sponges or steel wool), ammonia, bleach or sodium hypochlorite, organic solvents (e.g., alcohols) or other harsh chemicals (e.g., lime scale removers) to clean the Spot Resist finish, as they may damage the finish. Failure to comply with these cleaning instructions may void Moen's warranty.



As with other Moen finishes, do not use pads or sponges that are not specifically recommended for cleaning polished surfaces. Many pads or sponges with green, fibrous surfaces contain microscopic mineral particles, which can scratch nearly all polished surfaces, including the Spot Resist faucet finish.

Care and cleaning of Moen® LifeShine® faucet finish.



If you have the LifeShine finish on your new faucet, you have Moen's guarantee that your finish will not tarnish, corrode or discolor. The LifeShine finishes include Polished Nickel, Polished Brass, Classic Stainless and Brushed Nickel.

Caring for the LifeShine non-tarnish finish.

The LifeShine finish can be cleaned with most household cleaners (including mild abrasives) when used according to their manufacturers' instructions for use.

However, all cleaners should be rinsed off thoroughly with water immediately after cleaning your faucet. Avoid using any cleansers (e.g., lime scale removers) or pads/sponges that are unsafe for polished metallic surfaces.



Caution: Do not use pads or sponges that are not specifically recommended for cleaning polished surfaces.

Many pads or sponges with green, fibrous surfaces (such as heavy-duty scrub sponges) contain microscopic mineral particles, which can scratch nearly all polished surfaces, including the LifeShine faucet finish.

To remove water spots, 0000 grade steel wool may be used. Moen suggests the periodic application of a quality, non-abrasive wax, such as car wax or furniture wax, especially for matte or textured finishes (e.g., Stainless or Brushed Nickel). Failure to comply with these cleaning instructions may void Moen's warranty.

Care and cleaning for other faucet finishes.

Chrome or Brushed Chrome finishes

Most common household cleaners (including mild abrasives for Brushed Chrome) can be used, when used in accordance with the manufacturers' instructions for use. However, all cleaners should be rinsed off thoroughly with water immediately after cleaning your faucet. Avoid using any harsh cleansers (e.g., lime scale removers) 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. Moen suggests the periodic application of a quality, non-abrasive wax, such as car wax or furniture wax, especially for matte or textured finishes (e.g., Brushed Chrome). Failure to comply with these cleaning instructions may void Moen's warranty.



Organic finishes: Oil Rubbed Bronze, Mediterranean Bronze, Antique Nickel, Glacier, Ivory, Wrought Iron, Matte Black, Spot Resist Stainless

Most common household cleaners can be used, when used in accordance with the manufacturers' instructions for use. However, all cleaners should be rinsed off thoroughly with water immediately after cleaning your faucet. Avoid using cleaners containing abrasives (including abrasive sponges or steel wool), organic solvents (e.g., alcohols) or other harsh cleansers (e.g., lime scale removers). Cleaner manufacturers may change their formulations at any time; therefore, Moen does not recommend any specific cleaner. Failure to comply with these cleaning instructions may void Moen's warranty.

Clear knob-style handles

For faucets with clear knob-style handles, cleaners should be approved for acrylics and used in accordance with the manufacturers' instructions for use. Cleaners should be rinsed off thoroughly with water immediately after cleaning. Failure to comply with these cleaning instructions may void Moen's warranty.

Caring for your Moen shower fixture.

You can maintain your Moen shower fixtures with the same cleaning tips recommended for Moen faucets. But if you have a showerhead that is spraying unevenly, it may be clogged with mineral deposits.



Unscrew the swivel ball nut using a wrench or channel-type pliers. Be sure to wrap the jaws of the tool with masking tape or use a cloth to prevent scratching the finish. Unscrew the collar nut from the showerhead; clean the outlet and inlet holes with a thin wire and flush the head with clean water.



Caring for your Moen stainless steel sink.

Properly maintained, Moen stainless steel sinks will not chip, peel, rust or discolor—providing years of trouble-free service. The following chart and tips illustrate our recommendations for maintaining the original appearance of your new Moen stainless steel sink.

Do not use steel wool pads. This can cause rust or pitting of the sink surface.

Do not leave rubber mats and wet sponges, cloths or cleaning pads in the sink. Food particles and deposits can cause discoloration.

Do not leave liquid soap to dry on the sink surface. Many detergents contain chemicals that can dull the finish, or cause pitting or staining.

Do not use bleach. Even when diluted, bleach can cause corrosion when exposed to stainless steel for extended time periods. If bleach does come in contact with your sink, rinse thoroughly.

NOTE: Water quality can also affect the appearance of your sink. Where hard water or water with high iron content is present, a brown stain that looks like rust may appear. In areas with water that has high concentrations of minerals or oversoftened water, a white film may appear on the sink. If either condition exists, we recommend drying the sink with a soft towel after each use.

Maintaining Moen stainless steel sinks.

Situation	Recommended Cleaner	Method of Application
Routine Cleaning	Soap, ammonia, detergent and water	Rub with sponge or cloth. Rinse with clean water and dry. Satisfactory for all types of finishes.
Smears & Fingerprints	Window or glass cleaner	Rub with cloth. Satisfactory for all types of finishes.
Persistent Spots	Stainless steel cleaner	Apply with sponge or cloth. Rub back and forth in direction of grain lines. Rinse with clean water and dry. NOTE: Not for mirror finishes.
Hard Water Spots	Vinegar (full strength)	Swab and soak for 5–10 minutes. Rub, then rinse with a neutralizer—such as baking soda solution. Rinse with clean water and dry.
“Rusty” Discoloration & Atmospheric Stains	Any of the above	Swab with a cloth and soak for 5 minutes. If necessary, rub with a nylon pad. Rinse with clean water and dry.



Tips for maintaining your Moen® faucet.

The anatomy of your Moen faucet.

Your Moen faucet is equipped with one of Moen's durable cartridges, which are unequalled in quality and reliability. Though a well-made faucet should last for years, you may occasionally need to make some simple faucet adjustments. Leaky faucets or hard-to-move handles or knobs are easy to fix by simply changing the cartridge. Moen Genuine Parts may be available at home centers and plumbing suppliers. In addition, you can call 1-800-BUY-MOEN or go to moen.com/replacement-parts.

Before replacing the cartridge:

Since faucet cartridges come in several styles, it is best to take your old cartridge along when shopping for a replacement. Moen recommends using a genuine Moen replacement cartridge so that you will not void the faucet warranty.



Before starting the job, make sure you have the correct tools:

- Pliers
- Phillips and regular screwdrivers
- Adjustable or basin wrench
- Utility knife
- Hex key / Allen wrench



Two-handle faucet and cartridge

For two-handle widespread and centerset faucets



Single-handle faucet and cartridge

Also, make sure that the water is turned off at the faucet or the main shutoff valve, and release the pressure in the lines by turning the faucet on. Now you are ready to proceed.

Replacing the cartridge.

Complete instructions with animated demonstrations for how to replace the cartridge in single- and two-handle faucets can be found on moen.com under the "Consumer Support" screen.

For single-handle lavatory faucets.

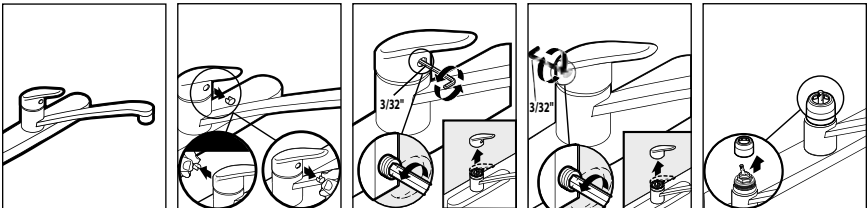
REMOVING the old 1255® Duralast® cartridge.

1. Turn off water supply at source, and drain any remaining water from the tap.
2. Remove cap or insert button to expose the handle set screw. Remove screw to release the faucet handle.
3. Using a wrench, unscrew the retaining nut.
4. Pull out the cartridge.

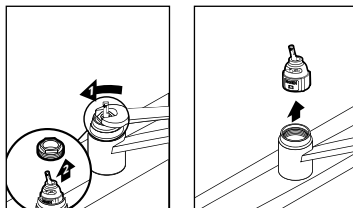
INSTALLING the new cartridge.

Replace BOTH the cartridge and the retaining nut.

1. Align the ribs on the side of the cartridge to seat completely in the valve body.
2. Tighten down the retaining nut until it is tight. Torque will not affect handle movement.
3. Reattach the handle, and tighten the screw.
4. Replace cap or insert button.



Graphics are for removing 1255 cartridge, not installing





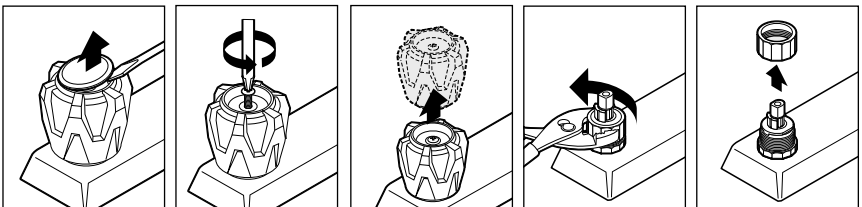
Replacing the cartridge for two-handle faucets.

REMOVING the old cartridge.

1. Turn off water supply at source; drain any remaining water from the tap.
2. Remove the handle and any other coverings on the valve body.
3. To remove the cartridge assembly from a widespread faucet, hold the handle steady while you unscrew the handle hubs (turn counterclockwise).
4. Pull the handles up and off the valve assembly.
5. Using tool #14272, loosen and remove the cartridge nut. Use pliers to grasp the stem and pull it straight up and out of the assembly.
6. Use a Phillips screwdriver to unscrew the stem extension.
7. Wipe off any dirt/debris from the valve body.

INSTALLING the 1224 cartridge.

1. The flat part of the D-shaped top must line up with the cartridge tab. The outlet port aligns to face the spout, and the cartridge tab is on the opposite side, away from the spout.
2. The tab is in the 9:00 position for hot water connections and 3:00 position for cold water connections.
3. The locator notch, just below the upper lip of the cartridge, fits into the depression in the valve body. This is correct seating and allows water to flow freely, without leaks.
4. Use light downward pressure while turning the assembly until it locks into place.
5. Screw the cartridge nut back into place and reassemble the faucet handle and its components.

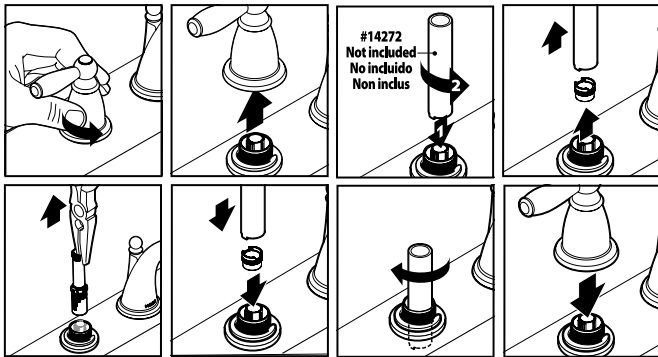


INSTALLING the 1224 cartridge.

INSTALLING the 1234 cartridge. Replace BOTH the cartridge and retaining nut.

1. Align the ribs on the side of the cartridge to seat completely in the valve body.
2. Tighten down the retaining nut until it is tight. Torque will not affect handle movement.
3. Reattach the handle.

INSTALLING the new 1234 cartridge.



If your new home is equipped with an ioDIGITAL® vertical spa, you will not need to perform any regular system maintenance. For operating assistance and an explanation of features, please refer to your ioDIGITAL User Guide. If you experience mechanical issues, contact a qualified plumber to service the system.

Cartridge maintenance.

If the handle on your single-handle faucet “sticks” or is difficult to turn, lubricating the cartridge may be all that’s needed.* To do this, simply remove the cartridge and apply silicon lubricant, available at plumbing retail centers. Do not use petroleum-based oils or jellies.

After applying silicon lubricant, reassemble the faucet.

However, if your faucet has two handles and you are experiencing this problem, the cartridge may have to be replaced.


* Note: This does not apply to faucets with the 1255® Duralast® cartridge.

What to do in a plumbing emergency.

Although plumbing emergencies are rare, the best way to prepare is to plan ahead. To act swiftly when a plumbing situation occurs, familiarize yourself with the location of main water shutoff valves, and ask your builder or a neighbor to refer a reliable local plumber before the need arises. Moen® Incorporated recommends the following steps to prepare for a plumbing situation. Remember, a few minutes of your time now will ensure that a problem will be resolved quickly and properly in the future.

Find a 24-hour plumbing contractor just in case.

Homeowners know that if anything is to go wrong in your home, it will usually go wrong at the most inconvenient time—in the middle of the night or during a holiday. For that reason, it is important to have handy the name of a reliable plumbing contractor offering 24-hour service.



You can find the names of plumbers in your local telephone directory, or ask for recommendations from your builder, friends or neighbors. A quick call to make sure that the plumber offers 24-hour service is a good idea.

Take a plumbing discovery tour of your new house.

The plumbing system in your home includes a series of emergency shutoff valves. Take a tour of your home to find each of these shutoff valves. The items you should take on your tour include a flashlight, adjustable wrench, pliers and some way to label each valve once identified.

First, locate your home's main shutoff valve.

First and most important, find the main water shutoff valve to your home. If you have city water, this valve is usually located in the basement on the pipe coming through the wall on the street side of your house (near the water meter). If you have a well, this valve is usually located on the pipe coming through the wall on the well side of your house.

Make sure that the area where the valve is located is kept clear and free of obstruction. Tag the valve so that you will be able to find it easily in an emergency. By shutting off this valve, you will shut off water to your entire house. This is an instant action you can take for serious situations.

IMPORTANT: If you shut the water off at the main valve, make sure the hot water tank is turned down to pilot. If you have a hot water heating system, you must also check to make sure the furnace has a sufficient supply of water so it does not run dry. Each radiator also has an individual shutoff valve.

If the emergency calls for the main water system to be shut off and you have an electric hot water heater, the electric water heater must also be shut off. The electricity can be shut off by either removing the fuse from the fuse box or switching the appropriate breaker to the "off" position.

The electricity to the hot water tank should not be turned back on until the water tank has been refilled with water. Consult your owner's manual for details.

Locate the kitchen sink shutoff valves.

Below your kitchen sink, you will probably find the shutoff valves for both the hot and cold water supply lines. In some cases, the valves will be in the basement, just below the kitchen. Sometimes valves may be



both below the sink and in the basement. Once you find the valves, open and close them to make sure they are functioning properly. It is important to check these valves often, as they may become “frozen” from lack of use. Usually a wrench applied to the control handle will free up the valve, turning clockwise to start to close the valve since it is probably in the open position. However, do this carefully to avoid breaking off the control handle.

After freeing the valve, restore it to the open position and check for leaks around the stem. Minor leakage can be stopped by applying a wrench to the cap or a packing nut, turning clockwise to tighten. Finally, tag the valves for future reference. If the handle can't be moved, it is usually best to have it serviced by a plumbing contractor.

Locate the bathroom shutoff valves.

In the bathroom, there are five shutoff valves operating the faucet, toilet and bathtub/shower. The faucet valves, hot and cold water, are located below the sink for easy access. The hot and cold tub/shower valves may be located in the basement. The toilet has a single, cold-water valve normally installed below the tank.



Be sure to carefully test and label each valve.

Other valves to look for.

Continue the plumbing discovery tour in every room that has a plumbing-related appliance. Be sure to locate, test and tag valves to the washing machine, dishwasher, hot water heating system, water heater, water softener—every place in the house where water is used. Most of these will have shutoff valves conveniently located near the appliance. If you have a hot water heating system, you will find a cold-water shutoff valve near the furnace (see previous instructions for shutting off the main water supply).

Once you have found and tagged all the valves, plan to take the tour with all members of the family so everyone knows how to handle an emergency.

With most new construction, your plumbing system is under warranty. Please check with your builder or contractor to find out what warranty protection you have in case of an emergency.



Buy it for looks. Buy it for life.®

The Moen® Limited Lifetime Warranty.



The Moen products in your home are covered under Moen's Limited Lifetime Warranty. Below are some of the highlights of the Moen faucet warranty (consult the full faucet warranty sheet found in your homeowner's packet for complete details).

Moen products are manufactured under the highest standards of quality and workmanship. Moen warrants to the original consumer purchaser for as long as the original consumer purchaser owns their home (the "Warranty Period" for homeowners) that this faucet will be leak- and drip-free during normal use, and all parts and finishes of this faucet will be free from defects in material and manufacturing workmanship.

If the faucet should ever develop a leak or drip during the warranty period, Moen will provide the parts necessary FREE OF CHARGE to put the faucet back in good working condition and will replace, FREE OF CHARGE, any part or finish that proves defective in material and manufacturing workmanship, under normal installation, use and service.

Warranty information and product registration.

For complete information about the Moen Limited Lifetime Warranty program, visit moen.com/consumer-support/warranty.

Be sure to register your new Moen products using the postage-paid Moen warranty registration cards provided by your builder. If the warranty cards aren't available, you can register online at moen.com/consumer-support.

Builder's warranty.

Your builder may also cover your Moen products under their own guarantee. If you are experiencing problems, you may want to contact your builder first to find out what is covered under their scope of responsibility.



Moen Consumer Service 1-800-BUY-MOEN (1-800-289-6636)

Monday through Friday

8:00 am–7:00 pm EST

Saturday 9:00 am–3:00 pm EST

moen.com

If you're thinking about upgrading any of your current plumbing fixtures, visit Moen's web site to see the latest styles and offerings. Our web site can provide you with the names of showrooms in your area that carry our products under the "Where to Buy" tab on each product page.

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