

# TROUBLESHOOTING & MAINTENANCE



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## WOODFORD MANUFACTURING COMPANY, LLC.

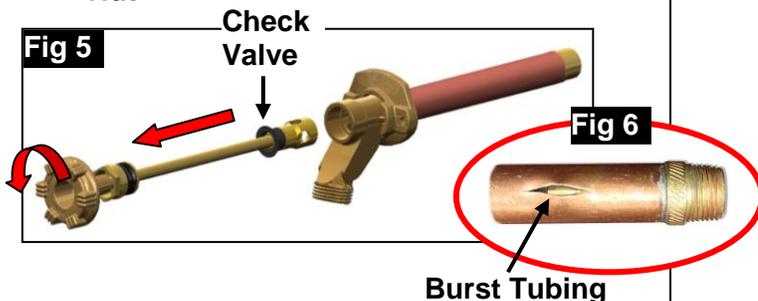
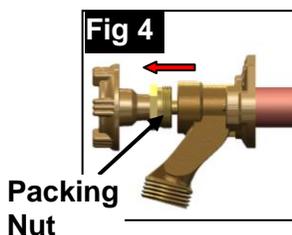
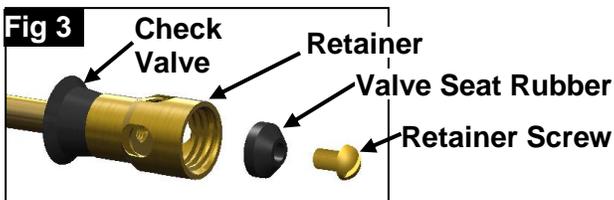
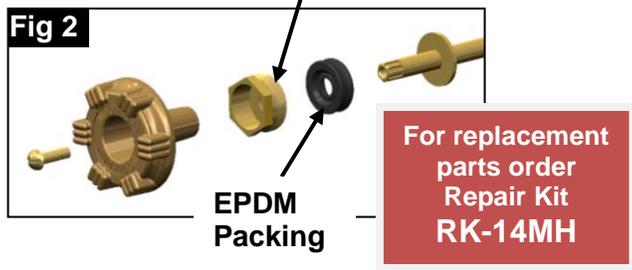
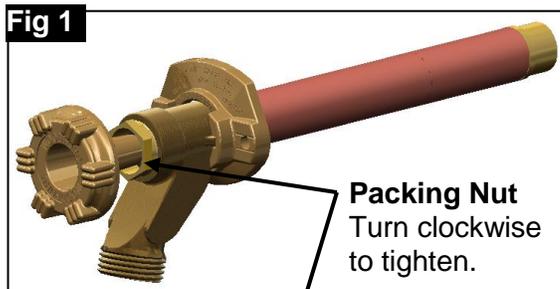
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Rev 05/11 Form No. TM14.101

## Model 14 Freezeless Wall Faucet

### How A Frost-Proof Faucet Works



- **Packing leak: Faucet leaks from around the operating stem when it is on**  
The hex **Packing Nut** (30059) will occasionally need to be tightened to stop a packing leak. **(Fig 1)** Without removing any parts, tighten the packing nut behind the handle until snug and the leak stops. Persistent leaks will require a new **EPDM Packing** (30560) **(Fig 2)**.
- **Faucet will not shut off: Water runs or drips out nozzle when the faucet is off**  
The **Valve Seat Rubber** (30008) is worn or damaged and needs to be replaced or the **Retainer Screw** (30009) is loose. **(Fig 3)** Follow the instructions below on how to remove the **Operating Rod**. **(Fig 4 & 5)** If this does not fix the leak, the faucet may have a damaged seat and the faucet will need to be replaced.
- **Valve Stem Assembly - Operating Rod Removal**  
To remove the operating rod from the faucet, shut off the water supply, loosen the handle and back out the **Packing Nut** **(Fig 4)**. Use the handle 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 assembly out of the faucet. **(Fig 5)** The rod may have a check valve that will add resistance to removal. Use a swift pull to disengage it.
- **Faucet leaks from inside the wall when the faucet is on**  
**REPLACEMENT OF FAUCET IS REQUIRED.**  
When a hose or other restriction is left attached, the water cannot drain from the faucet properly. As the temperature drops below freezing, the water in the faucet begins to freeze. The freezing conditions are applied from the outside of the house back toward the interior as the water continues to freeze. Once the water has frozen into the faucet itself, if the faucet has been shut off, there is no relief from this expanding pressure. Eventually the copper tubing will burst to relieve the pressure. **(Fig 6)** No noticeable damage is visible in the home at this time. Only a few drops of water will leak through this bulge at the time of the bursting. Once the weather warms, the water in the faucet will melt. Since the burst in the tubing is after the shut off valve, water will not leak out of the burst tubing until the water is turned on. Thus, there can be a considerable amount of time between the actual rupture of the tubing and the discovery of the problem.

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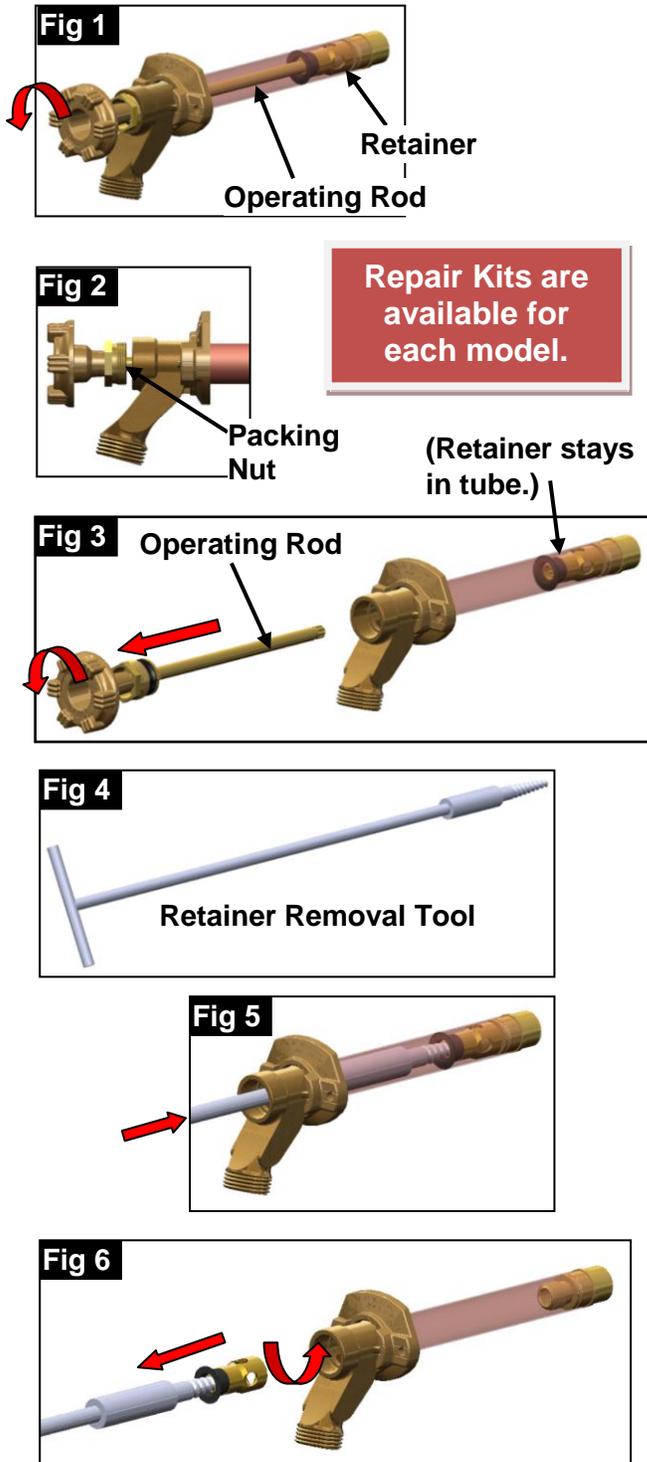
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Rev 05/11 Form No. TMRetainerTool.101



Repair Kits are available for each model.

### 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.