Troubleshooting: Kitchen faucet leaks at the bottom of the spout

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Typical Cause

On non-pullout or non-pulldown models, a scratched or torn o-ring or rubber seal not sealing properly inside of the spout can cause a leak. If this is a pullout or pulldown model, the vacuum breaker within the spout receptor may not be sealing properly.

Solution

For non-pullout or non-pulldown faucets:

This issue should be resolved by replacing the o-ring(s) inside of the spout. The number of o-rings inside of your spout will vary depending on the model. It is essential to identify the model of the faucet in order to obtain the proper Moen service kit with the correct spout o-rings for your model; different models utilize different sizes of o-rings. Please view our Find Your Product section to determine your model. We recommend lubricating the spout o-rings with silicone-based grease (Moen part number 99915, included with o-ring kits). Do not use plumber's grade faucet grease, silicon sprays or any lubricant that may contain petroleum. Petroleum-based lubricants may react with the rubber seals and could cause the spout to become difficult to operate. When replacing the o-rings, it is recommended that you clean the inside of the spout and the outside of the valve body.

For pullout or pulldown faucets:

- 1. Check the connection between the hose and the wand. There should be a screen washer or o-ring (depending on the model) that provides a seal between the two. If this is missing, or if it is compromised, then the screen washer or o-ring will need to be replaced. Please view our <u>Find Your Product</u> section to determine your faucet and the correct part or kit for that model.
- 2. If your model has a vacuum breaker, it may be leaking. This issue would be resolved by replacing the vacuum breaker or installing a vacuum breaker conversion kit inside of the spout receptor. This part will vary depending on the age and model of your faucet. Please view our <u>Find Your Product</u> section to determine your faucet and the correct part or kit for that model.