# LIMITED LIFETIME WARRANTY

Compass Manufacturing International warrants to the original consumer purchaser that the faucet be free from defects in material and workmanship for as long as the original consumer purchaser owns the home in which the faucet was first installed.

In the event that Freendo faucets are used in a Commercial Application, this warranty is limited for a period of 5 years, unless otherwise specifically stated in the catalog and/or price book.

Compass Manufacturing International will replace, free of charge, during the applicable warranty period, any part or finish that proves defective in material and/or workmanship under normal installation, use and service. This warranty shall not apply to goods which have been subject to accidents, negligence or improper installation. Compass Manufacturing International will not be liable for other damages or losses, including, but not limited to: labor charges and/or damages incurred in installation, repair or replacement as well as any other kind of loss or damage. Proof of purchase from the original consumer purchaser must be made available for all warranty claims.

Compass Manufacturing International recommends using a professional plumber for all installation and repair. Compass Manufacturing International will, at its discretion, provide new or equivalent replacement parts for any product that proves to be defective under normal usage and service. Replacement parts may be obtained by emailing the address below, calling the number below or by writing to:

**Compass Manufacturing International**
Freendo Product Service
6702 Enterprise Drive
Louisville, KY 40214
800.626.3525
warranty@cmiproduct.com

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Model No. : 192-6820 Polished Chrome
192-6821 Brushed Nickel Spotless PVD™
192-7290 Matte Gold
192-7291 Matte Black

## Contractor Trim Pack
## Slide Bar with Handheld Shower

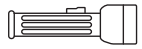
# Helpful Information

Helpful Tools

**Tools:**

Gather the necessary tools as shown below to complete the installation of this faucet. Some may not be needed depending on the model of faucet you are installing.

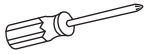
Plumber's Putty and/or Silicone



Flashlight

Safety Glasses

Adjustable Wrench



Screwdriver

Pliers

Channel Locks

## Maintenance

Your new faucet is designed for years of trouble-free performance.
Keep it looking new by cleaning it periodically with a soft, damp cloth.
Avoid abrasive cleaners, steel wool and harsh chemicals as these will dull the finish and void your warranty.

## Safety Tips

- If you use soldering for the installation of the faucet, the seats, cartridges and washers will have to be removed before using flame. Otherwise, the warranty will be void on these parts.
- Protect your eyes with safety glasses when cutting or soldering water supply line.
- Cover your drain to avoid losing parts.

## Important Points

Prior to beginning installation, turn off the cold and hot water lines and turn on the old faucet to release built-up pressure. When installing your new faucet, turn the connector nuts finger tight, then use a wrench to anchor the fitting and a second wrench to tighten the nut one additional turn. Connections that are too tight can compromise the integrity of the system. Wrap all threaded connections with Teflon tape. Always wrap in a clockwise direction.

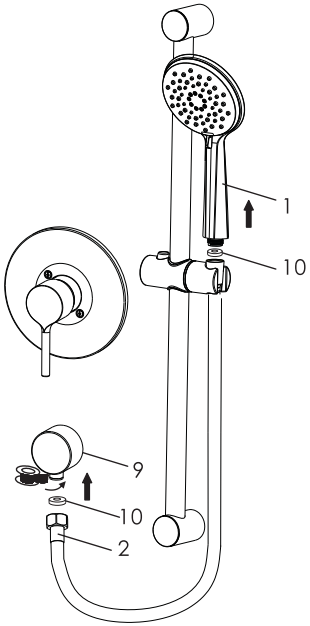
# 5 Troubleshooting

If the instructions were followed carefully and the faucet does not work properly, try these corrective steps.
**NOTE:** This troubleshooting guide is intended to cover issues that may occur once the valve and trim are installed. Due to this some parts mentioned will be found in the valve pack.

| Problem | Cause | Action |
|---|---|---|
| Leaks underneath the handle. | The lock nut has come loose or the O-ring on the cartridge is dirty or misaligned. | Turn off the water supplies. Remove the handle, trim cap and the cartridge sleeve. If the lock nut is loose tighten it. If the lock nut is tight, remove the lock nut and cartridge. Verify the O-ring is clean and in proper alignment on the cartridge. If the O-ring is dirty rinse with warm water. Reinstall the O-ring onto the cartridge. Reinstall the cartridge, lock nut, cartridge sleeve, trim cap and handle. |
| The water will not shut off completely. | The rubber valve seat at the base of the pressure balance cartridge is dirty or broken. | Turn off the water supplies. Remove the handle, trim cap, cartridge sleeve, lock nut and cartridge. Verify the rubber valve seat is clean and in proper alignment on the cartridge. If the rubber valve seat is dirty soak in warm white vinegar for 30 minutes. Reinstall the rubber valve seat onto the cartridge. Reinstall the cartridge, lock nut, cartridge sleeve, trim cap and handle. If the rubber valve seat is damaged replace the cartridge. |
| The water temperature cannot be adjusted or there is no hot or cold water. | The cartridge is dirty or pressure locked. | Turn off the water supplies. Remove the handle, trim cap, cartridge sleeve, locknut and cartridge. Shake the cartridge and verify the pressure balance spool (located at the bottom of the cartridge) is moving freely. If the spool is not moving, tap it on your hand until it begins to click. If the cartridge is dirty, soak it in warm white vinegar for 4 hours. Every 30 minutes, while the cartridge is submerged in the vinegar, rotate the stem on and off 10 times. Reinstall the cartridge. If the cartridge is damaged, replace the cartridge. |

Have a question? DON'T GO BACK TO THE STORE, WE CAN HELP, just call 1-800-626-3525 ,8 a.m. to 5 p.m. EST Monday-Friday, or send an email to Help@cmiproduct.com.

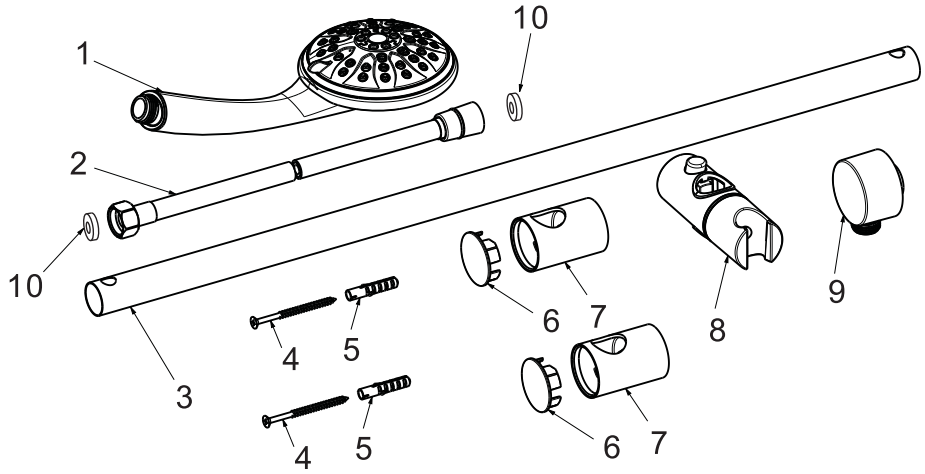
# Configuration




3. Apply Teflon tape to the threads of the wall supply (#9). Install the shower hose (#2) to the wall supply (#9). Hold the shower hose (#2) into the tub. Turn on the water and let run for one minute to clear any debris. Install the handheld shower (#1) onto the shower hose (#2).
**Note:** If water is leaking from the wall supply (#9), repeat step 1.

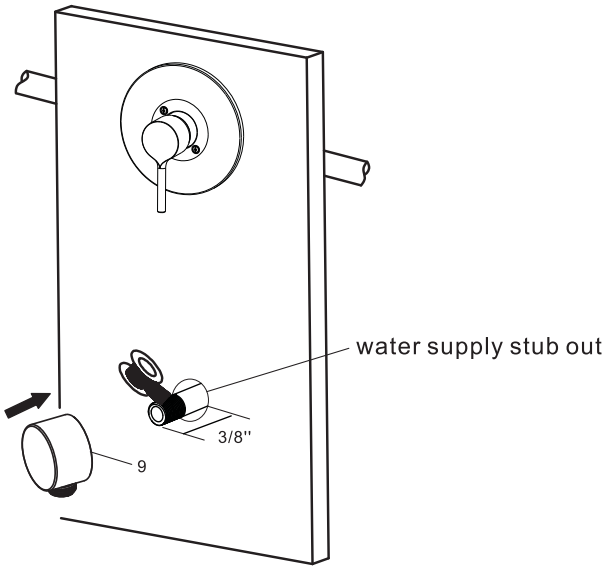


# Parts Diagram




| No. | Part Name |
|---|---|
| 1 | Handheld Shower |
| 2 | Shower Hose |
| 3 | Slide Bar |
| 4 | Screws |
| 5 | Wall Anchors |
| 6 | Trim Cap |
| 7 | Base Support |
| 8 | Shower Holder |
| 9 | Wall Supply |
| 10 | Washer |

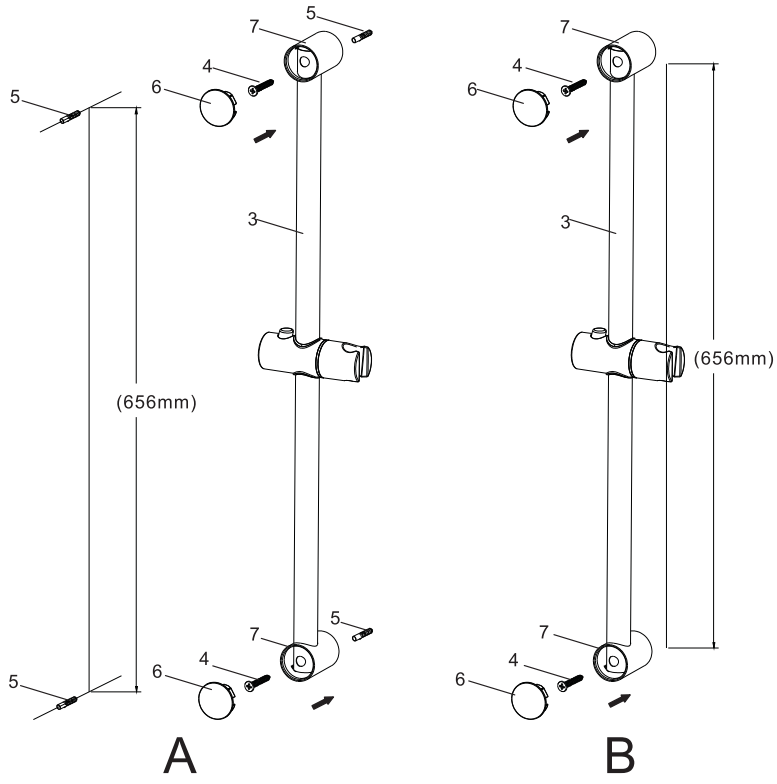
# Faucet Installation




1. Apply Teflon tape to the water supply stub out. Install the wall supply (#9) to the water supply stub out. See the diagram for a visual.



# Faucet Installation




2. Determine placement of the slide bar.
   **Drywall or Ceramic Tile Installation:**
   Drill holes 5/16" and tap wall anchors (#5) into the wall. Slide the base support (#7) onto the slide bar (#3). Secure the assembly to the wall by screwing the screws (#4) into the wall anchors (#5), as shown in figure A. Insert the trim cap (#6) into the base support (#7).
   **Wood Wall Installation:**
   Drill holes 3/32". Slide the base support (#7) onto the slide bar (#3). Secure the assembly to the wall by screwing the screws (#4) into the wall, as shown in figure B. Insert the trim cap (#6) into the base support (#7).