

**I see a product on your website or catalog, but it's not available at my local store. Can I order it from you?**

Thank you for your interest in Danco products. We do not sell directly to consumers. If your local Danco retailer does not carry a part in stock, they may still be able to special order it for you, and will receive the product in about 5-7 business days. Don't forget to check their online stores, as well. Many retailers carry a much larger selection online than they could fit in their store.

**This project looks complicated. Can I do it by myself?**

You can do it! Our mission is to make plumbing repair accessible to the everyday homeowner. There are no parts we sell that don't install with a little bit of basic knowledge and common tools found at all hardware stores. If there is a specific project you have in mind, be sure to check our how-to section for easy to follow guides, and if you feel like you've gotten in over your head.

**What tools am I going to need to do this job?**

It depends on the job, but most projects can be completed using an adjustable wrench, pliers, Phillips head and flat head screw drivers. Some projects may require a seat wrench, thread tape or silicone grease.

**I just installed a new cartridge/stem, and it leaks. Did I do something wrong?**

You may not have done something as right as you could have. One of the most important steps in changing cartridges and stems is properly preparing the faucet for the stem by removing any mineral buildup or debris from the faucet body. It doesn't take very much to keep a new part from making a good seal. Take a cleaner formulated to remove mineral buildup and a small brush and really clean the faucet well, then try installing the stem or cartridge again.

**I bought a cartridge and it came with a spring and a rubber piece. Where do they go?**

Thank you for choosing Danco products. Those parts go into the faucet before the cartridge. The spring goes into the port the water comes in from wide end first, and the seat (the rubber piece) fits over the spring. Then the cartridge goes in. For more on this, please see our How-To guide.

**I bought a new stem and it came with a little threaded brass piece. What is that for?**

Thank you for choosing Danco products. That little piece is called a faucet seat, and it goes into the faucet body before the stem does. It's what gives the rubber washer on the end of the stem a smooth, clean surface to seal against. You'll need to remove the old seat first, by unscrewing it, and then screw the new seat into the body of the faucet. You may need a seat wrench to do this.

**I bought a stem and installed it, but it turns the wrong way. How do I fix this?**

Thank you for choosing Danco products. Some stems, such as Danco #09330 (3H-10H/C) #10472 (4Z-24H/C) are reversible. Other stems simply turn around in the faucet body to change direction. In some cases, there are separate stems for the hot and cold side, and you'll need to get the correct stem.

**What are your o-rings made of? What is their temperature range?**

Thank you for your inquiry. Danco o-rings are made of Nitrile (Buna-N), and are safe to use in temperatures ranging between -86°F and 248°F (-30°C to 120°C).

**What are your faucet washers made of?**

Our faucet Bibb washers are also made of Nitrile.

**What is the difference between your Silicone Grease (Danco #88693) and your Waterproof Grease (Danco #80360)?**

Thank you for your question. Both are 100% Silicone, and both are safe to use in potable (drinkable) water systems. They differ slightly in chemistry, making Waterproof Grease good as an installation aid for parts that won't be moving much and Silicone Grease better as a long-term lubricant for moving parts in plumbing systems. Please note: we have only tested these greases for use in residential plumbing applications, and cannot warrant their fitness for other applications.

### **My faucet has a lifetime warranty. How do I get parts from you?**

We appreciate you thinking of us first for your plumbing needs. We make and sell repair parts to fit faucets by many major manufacturers, but do not administer their warranties for them. For warranty parts for your faucet, you'll need to contact the original manufacturer. If for some reason they are unable to help you, please keep us in mind for your repair part needs.

### **What is the warranty on Danco products?**

Unless otherwise specified on the package or instructions, all Danco products carry a one-year limited warranty against defects in material and workmanship under normal use. During said warranty period, the product will be repaired or replaced (with the same or similar model) at Danco, Inc.'s option. Proof of purchase is required for warranty to be honored. This warranty will not apply if the product has been misused, abused or altered in any way. No responsibility is assumed for any incidental or consequential damages. Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights which vary from state to state.

### **I bought a "universal" part, but it doesn't fit my faucet. How come?**

Thank you for choosing Danco products. We're very sorry to hear one of our products didn't work for you. We do our best to ensure that our Universal products fit as many brands of faucet as possible. In some cases, the manufacturer has introduced a new design since we brought our product to market, and we don't have a solution for it yet. Being in the repair part business, it doesn't make good business sense for us to introduce a solution as soon as a new item comes out, as brand new faucets shouldn't be breaking. There needs to be some time to allow enough of the new items to fail for there to actually be demand for repair parts for them. It may just be that your faucet failed too soon.

### **I bought a product and it came with a slip of paper that says "This product contains a chemical known to the State of California to cause cancer and birth defects or other reproductive harm." Is this safe to use?**

**For Items Containing Brass:** Thank you for your question. The warning you saw is required under a state law in California commonly referred to as 'Proposition 65'. The warning has to be given for products sold in California that contain any one of over 900 chemicals of concern regardless of the amount of the chemical in the product. Brass products, such as stems contain trace amounts of lead. Not just our product but similar products from just about every other manufacturer who uses brass. With that said, the amount of lead in our product is very low. In fact, our product meets all the low lead health and safety standards established by federal and all state laws; including the very stringent low lead standard for plumbing parts required in California.

**For Items Containing Chrome:** The warning in question is in regards to the chrome plating. Chromium is one of the elements that is used to produce chrome plating. Chromium material is on the California Proposition 65 materials listing. We are not stating the product is unsafe or poses any health hazards, but are including the warning to comply with the California state regulations. In fact, chrome plating has been successfully used for decades in the plumbing industry. The current California Proposition 65 materials list has more than 900 chemicals/compounds that make up the total list at this time. The list, which is updated at least annually, includes a wide variety of chemicals that can be found in many consumer products, such as kitchen utensils, footwear, handbags, exercise equipment, photo and scrapbook albums, luggage, and many other products (even foods and beverages).

**What do these numbers on the package the stem comes in mean?**

The identification numbers on our stems, such as 3S-10H/C, 9H-8H/C, or 12F-5D, all help to determine if this stem is the correct size for you. At your local Danco retailer, you'll find a book full of stems and near it a gauge. The first number in the ID code refers to the size of the stem as measured on the gauge. The first letter refers to the shape, count, and size of the splines on the stem (the part the handle fits onto). The second number is a sequence number, and the second letter or set of letters indicates whether the stem is for Hot (H), Cold (C), Both (H/C), or a shower diverter (D). Once you have the first number and letter from the gauge, you can turn to the corresponding section of the stem book, which is organized by size, to help find a match for your stem.

**I'm trying to install a cartridge in my Moen® faucet, but I can't get the old one out. Is there some trick to it?**

Included with the new cartridge was a white tool that fits over the end of the stem. This tool can be used to rotate the cartridge back and forth and help break up the deposits that are holding the cartridge in place. Sometimes even this isn't enough and a special tool is needed. If that's the case, ask your local Danco retailer for part #86712, our Cartridge Puller. Once you get the old cartridge out, be sure to thoroughly clean the faucet body with a cleaner formulated to remove mineral deposits, so that you don't damage the new cartridge on the way in.

**I'm trying to install a new toilet tank lever, but I can't get the nut off the handle. Can you help?**

Thank you for choosing Danco products. Many of the nuts on tank levers are reverse threaded. Try turning it the "wrong" way.

**I'm a retailer with an account with Danco. Can I place my order online?**

Thank you for being a member of the Danco family. At this time, you can place orders by phone, fax, or e-mail.

**My toilet is making a humming/screaming sound. What is the problem and how do I solve this issue?**

When you hear these sounds, it may mean that the valve is not opening and closing correctly or the metal parts of the valve are loose and water is not flowing as it should. If not taken care of, the valve will probably fail. You need to replace your fill valve.

**My toilet partially fills with water or it randomly fills up with water without flushing. How do I solve this issue?**

The flapper valve may be waterlogged and dropping too fast, resulting in a partial flush and when the bowl fills with water by itself, the flapper may not be sealing completely. You need to replace the toilet flapper.

**My toilet is constantly running, the bowl water level too high or low and sometimes it sounds like it is flushing. How do I solve this toilet problem?**

If water is draining from the tank into the bowl when not in use or the water level in the bowl is higher than normal, the issue is likely your flush valve. Another symptom of flush valve problems is ghost flushing, which means the water level in your toilet spontaneously reduces and then fills up again without pressing the toilet handle. You need to replace the flush valve.