



Technical Support

Self Help

FAULTY TAP

Dripping

- If the tap is dripping from the spout it is a problem with the valve(s) firstly you will need to isolate the water. The best way to do this with a Perrin and Rowe product is to isolate the filtered water via the stopcock under the sink; this will have either a blue or black handle.
- If this stops the drip then you will need to replace the filtered valve, please contact customer services for further assistance on 01708 526 361.
- If the dripping continues it's a problem with either the hot or cold valve. All you need to do is isolate the cold feed via the shut off valve. If this stops the drip then you require a Cold Valve if the dripping persists then you require a Hot Valve.
- Valve installation guides are available from customer services, please call 01708 526 361.

Limescale

- Do not use chemical cleaning products on your Perrin & Rowe tap. Only hot soapy water and buff dried with a soft cloth. To remove the lime scale build up you can use diluted 50/50 lemon Juice with water and the same with vinegar.

Leaking

- If the tap is leaking where the spout joins the main body, then there is a fault with the O seals and you will require a replacement spout seal kit. Please contact customer services on 01708 526 361.

Tap Does Not Turn Off

- If the tap lever does not move because it is stiff/hard to turn this means that the valve has seized up, please purchase a replacement valve.

FAULTY FILTER SYSTEM

STAINLESS STEEL UNIT

Leaking

- If the unit is leaking between the Metal cap and Metal canister you require a replacement seal, this is situated on the metal cap. The leak is NOT caused by the replacement filter so do NOT tighten the filter into the metal cap. Doing so will cause the filter to break.

Unable to open the unit

- This is due a lock in pressure, turn off the stopcock and turn on the filter lever on the tap. Then keeping the filter lever in the on position turn on the stopcock for 10 seconds and then turn off. You will then hear a clunk, this means that the pressure (trapped air) has been released and you will be able to open the unit.

Low pressure

- New/Replacement Filter Installation

- Disassemble the Stainless Steel filter system and remove the filter from the metal canister. Then reassemble the unit without the filter inside. Check to see if the flow improves.

- If flow does increase: Before reinserting the filter, give the outside of it a wipe down with the coarse side of a scouring pad, this will remove any excess ceramic and will allow your filter to work again.

- If flow does not improve this may mean your filter needs to be changed. Please call 01708 526 361.

PLASTIC UNIT

Leaking

- Black cap: If the unit is leaking between the Black cap and white canister you require a replacement O seal this is situated inside the black cap, above the threads that the white canister connects to. The leak is NOT caused by the replacement filter so do NOT tighten the filter into the Black cap. Doing so will cause the filter to break.

- Blue tube:

Leaking where it joins the grey push fit connector

-- Remove the blue tube from the grey push fit connector by pulling on the tubing whilst pushing the darker plastic interior into the rest of the fitting. Once this has been done cut 1.5cm off the end of the tubing and then reinsert the tube in to the push fit then pull on the tube to secure the seal.

Leaking where the push fit connector joins the black cap

-- You will need a replacement Push fit connector.

- Green tube:

Leaking where it joins the grey push fit connector

-- Remove the green tube from the grey push fit connector by pulling on the tubing whilst pushing the darker plastic interior into the rest of the fitting. Once this has been done cut 1.5cm off the end of the tubing and then reinsert the tube in to the push fit then pull on the tube to secure the seal.

Leaking where the push fit connector joins the black cap

-- You will need a replacement Push fit connector.

Low flow

- New/Replacement Filter Installation

-- Disassemble the plastic filter system and remove the filter from the plastic canister. Then reassemble the unit without the filter inside. Check to see if the flow improves.

- If flow does increase: Before reinserting the filter, give the outside of it a wipe down with the coarse side of a scouring pad, this will remove any excess ceramic and will allow your filter to work again.

-- If flow does not improve this may mean your filter needs to be changed. Please call the filter team to check when your last filter was.

- New Installation

-- During a new installation debris can sometimes come through the pipe work and block the water flow to the tap. Unscrew the outlet from the end of the spout and wash away the debris. Then reattach the outlet back on to the spout. The water flow should now have increased. If not call customer services 01708 526 361.