

# TROUBLESHOOTING & MAINTENANCE



For more information contact...

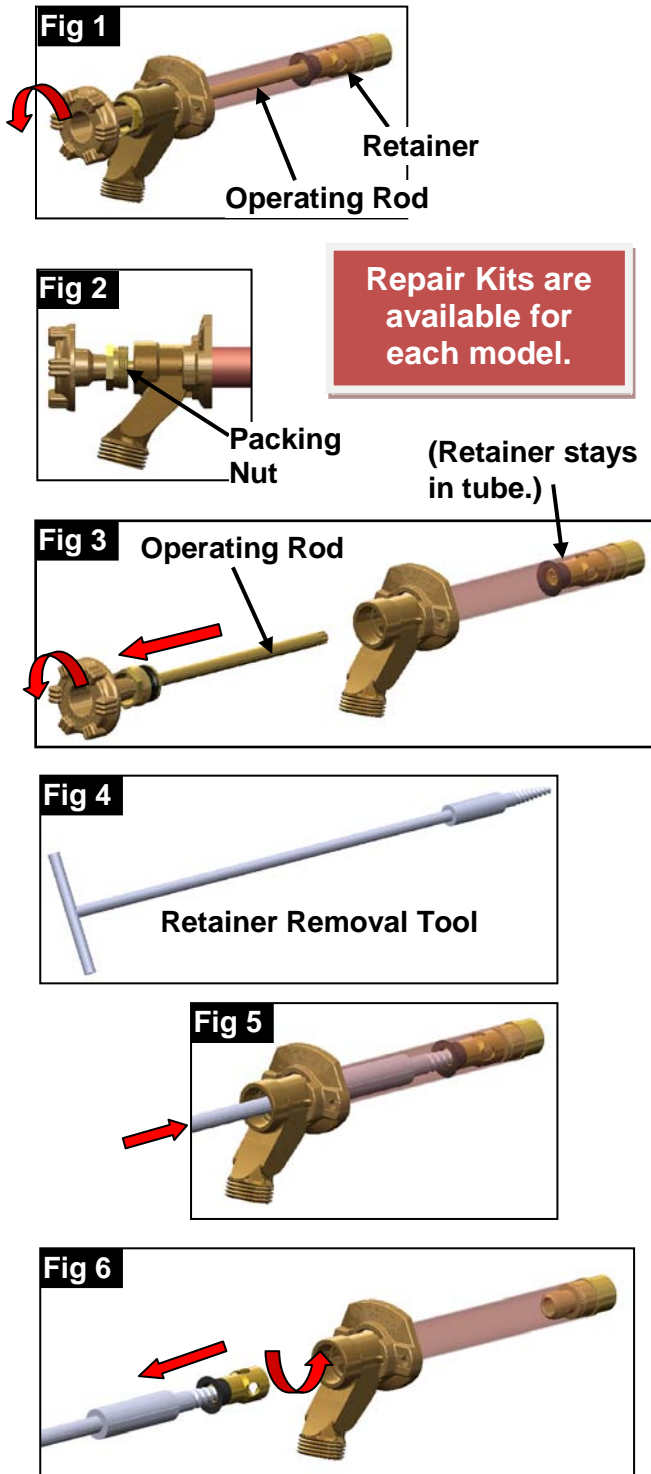
## WOODFORD MANUFACTURING COMPANY

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### 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.