

Troubleshooting Chart

Problem	Cause	Solution
Diverter valve will not divert water.	Foreign matter in water supply may cause blockages in plumbing lines and the diverter valve cartridge.	Remove cartridge from diverter valve. Flush lines free of foreign matter. Inspect cartridge for debris. Replace cartridge if necessary.
Water is leaking from the face of the diverter valve.	Cap assembly is not fully sealed to diverter valve.	Remove cap assembly. Inspect threads for debris. Reinstall cap assembly to diverter valve at 75 ± 5 lbf-in of torque.
Cartridge wobbles inside diverter valve preventing the cartridge from fully seating.	Diverter valve requires retaining sleeve (F) to ensure proper installation of cartridge.	Use retaining sleeve (F) in RTS-2DIV to secure cartridge within diverter valve.
Diverter trim will not install to diverter valve.	Diverter valve body rough-in is too deep.	Use RTS-DIV-1EXT to extend diverter stem 1 inch.