

NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN			
DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #
9/22/93	1992-1994	ALL	86
BRAND		TYPE	
All <input type="checkbox"/> American Star <input checked="" type="checkbox"/> Kountry Star <input checked="" type="checkbox"/> Dutch Star <input checked="" type="checkbox"/> NewAire <input type="checkbox"/> Mountain Aire <input checked="" type="checkbox"/> Kountry Aire <input checked="" type="checkbox"/> London Aire <input type="checkbox"/>	All <input checked="" type="checkbox"/> T T <input type="checkbox"/> F W <input type="checkbox"/> C A <input type="checkbox"/> D P <input type="checkbox"/> D B <input type="checkbox"/>		
<input type="checkbox"/> Air Conditioning & Heating <input type="checkbox"/> Appliances & Accessories <input type="checkbox"/> Cabinets & Furniture <input type="checkbox"/> Chassis Components <input type="checkbox"/> Construction Components		<input type="checkbox"/> Electrical Components <input type="checkbox"/> Exterior Components <input type="checkbox"/> Interior Components <input checked="" type="checkbox"/> Plumbing & Bath Components <input type="checkbox"/> Windows, Awnings, Vents, & Doors	
DESCRIPTION OF PROBLEM			
Leaking faucets on Utopia bath and kitchen faucets.			
RECOMMENDED SOLUTION			
Refer to maintenance manual and owner's manual from Utopia. This should be a big help if you need to work on a faucet. If you need further help on this issue, please contact your service representative.			

If you have any questions regarding this T.S.B., please contact a Warranty Service Representative at Newmar Corporation.

NEWMAR CORPORATION WARRANTY DEPARTMENT

utopia[®] Faucet Owner's Manual

Five Year Limited Warranty

BPC warrants its faucets UTOPIA[®] to be free from manufacturing defects for a period of five years from the date of purchase. Finishes other than chrome plated are warranted for one year. This limited warranty extends to all owners during the warranty period.

Warranty is limited to the repair or replacement of the faucet or faucet part which proves to be defective under normal usage and service and excludes any removal or installation costs. This warranty shall not apply to goods which have been subject to accident, negligence or misuse, intentional damage, alterations, or incorrect installation.

THIS LIMITED WARRANTY SPECIFICALLY EXCLUDES INCIDENTAL AND CONSEQUENTIAL DAMAGE OF EVERY TYPE AND DESCRIPTION RESULTING FROM ANY CLAIMED DEFECT.

This limited warranty is specifically in lieu of all other expressed warranties on the part of BPC, and no representative of BPC has the authority to make any other warranties concerning Utopia faucets on behalf of the company except to refer purchasers to this warranty. Further, any implied warranties arising by operation of law are specifically limited to the scope and/or duration of this written warranty.

Some states do not allow exclusions or limitations of incidental or consequential damages or allow limitations on how long an implied warranty lasts; thus the above stated exclusions or limitations may not apply to you. Further, this warranty gives you specific legal rights, and you may also have other legal rights which vary from state to state.

Warning

Extreme care must be taken when installing this special finish faucet. Any damage to the protective coating can result in deterioration of the decorative finish.

Do not use caustic or abrasive cleaners, clean only with water dampened soft cloth.

Failure to comply voids warranty.

Maintenance

Utopia's patented design eliminates washer wear — the common cause of leaking. Should your faucet have or develop a leak, it is caused either by debris which has become lodged in your water line causing improper seating of the stem tip; or as a result of the handle stop being misaligned.

To eliminate a faucet leak, follow these steps carefully:

1. Turn faucet on and off several times to flush out any debris which may be in the line preventing the stem tip from seating properly. In many cases this will completely eliminate a leak or drip. If problem persists, continue with the following steps.
2. Unsnap the "Hot" or "Cold" button (A) on the handle.
3. Remove the screw (B), with a phillips head screwdriver, turning the screw counterclockwise.
4. Lift off the handle (C).
5. Turn stem (G) clockwise until it is fully closed (see figure 1). If leak is eliminated, proceed to steps 16 and 17 for proper replacement of handle. If problem persists, continue with the following steps.
6. **Turn off the water supply.**
7. Remove the faucet stop (E) by placing a flat screwdriver in slot (F) on the side of the stop and pry it up.
8. Loosen the stem and bonnet assembly (H) with a crescent wrench by turning it counterclockwise and remove it by simply lifting it off with your fingers.
9. If there is foreign debris in the faucet, remove it by flushing or picking it out.
10. Check stem tip and "O" ring (K) for possible damage. If "O" ring is damaged or dislodged, the stem and bonnet assembly must be replaced (see back page for ordering replacement parts).
11. To re-assemble, turn the stem (G) counterclockwise to a full open position.
12. Screw in the stem and bonnet assembly (H) finger-tight.
13. Snug up the stem and bonnet assembly (H) with a crescent wrench. You will notice four slots (I) on the top of the bonnet (J). Turn the stem and bonnet assembly (H) until these slots show white rather than chrome. Do not overtighten.
14. Turn the stem (G) clockwise to a fully closed position (see figure 1).

15. Place the faucet stop (E) in the slots (I) with raised part (D) at a 12:00 O'clock position. This should snap into place. If it does not, you do not have the slots properly aligned as instructed in step 13. Re-align.
16. Notice the raised molded stop inside the handle (C). This is the handle stop. Position the handle stop at 9:00 o'clock position (see figure 2) over the faucet stop (E) and replace handle by pushing it down over the stem (G) (It is essential that the handle stop be in the correct position to insure that water flow will stop completely when handle is turned to the off position).
17. Replace and tighten the screw (B) (clockwise) and replace the "Hot" and "Cold" button (A). **Be sure screw is tightened completely so handle is completely down.**

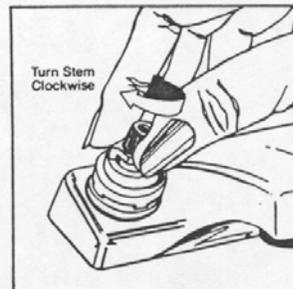
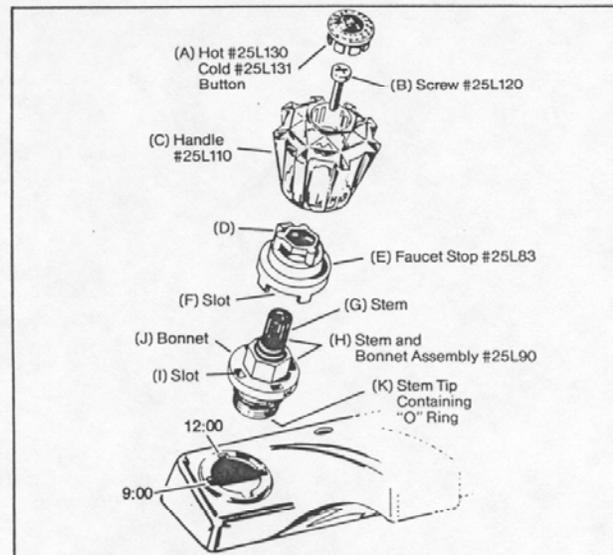


Figure 1

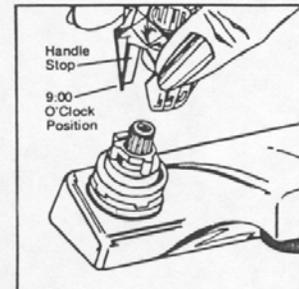
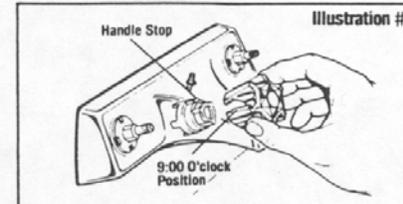
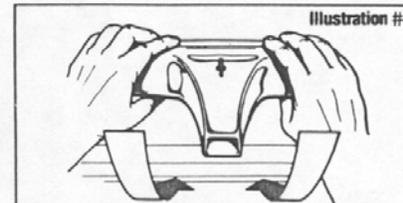
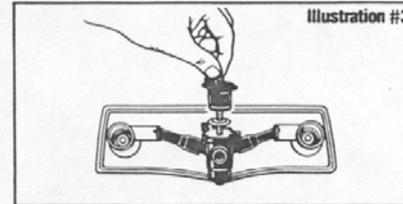
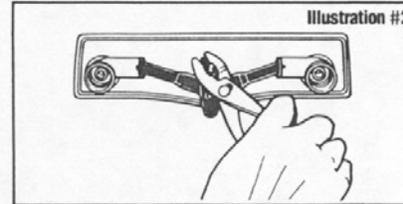
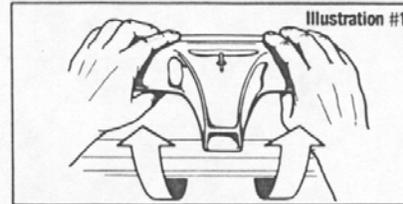
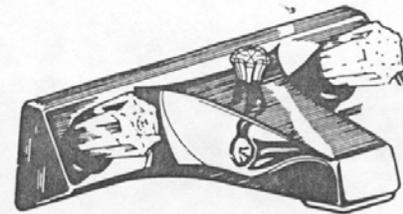
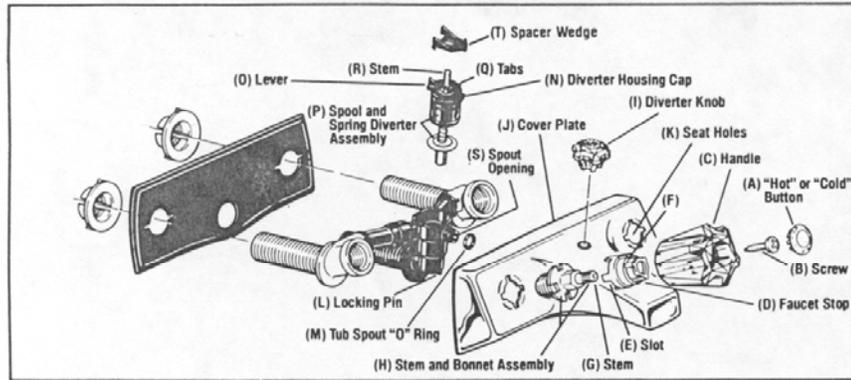


Figure 2

Maintenance (cont'd)

Instructions for Replacing L10228B Diverter Spool and Spring Assembly



- Turn off the water supply.
- Unsnap the "hot" and "cold" buttons (A) on the handle.
- Remove the screw (B) with a phillips head screwdriver, turning the screw counterclockwise.
- Lift off the handle (C).
- Remove the faucet stop (D) by placing a flat screwdriver in slot (E) on the side of the stop and prying it up.
- Loosen the stem and bonnet assembly (H) with a crescent wrench by turning it counterclockwise and remove it by simply lifting off with your fingers.
- Unscrew and remove diverter knob (I).
- Remove cover plate (J) by placing hands on top above seat holes (K) and press firmly down. Cover plate will snap out of locking pin (L) on bottom. Lift cover plate. (See Illustration #1)
- Remove and discard the tub spout "O" ring (M). This may have remained inside the cover plate. Replace with new one from kit on spout opening (S).
- Loosen spacer wedge (T) by slipping a screwdriver between it and diverter housing cap. Lift spacer wedge off.
- Place a pair of pliers across top of diverter housing cap (N) so that it engages the key or lever (O) which extends above the cap. Turn cap to the left until tabs open. (See Illustration #2)
- Pry cap up with screwdriver and remove entire spool and spring diverter assembly (P).
- Using new spool and spring diverter assembly (P) in kit, slip unit into center body with lever (O) towards the wall. (See Illustration #3)
- Using pliers as described in step number 11 above, turn to the right while pushing gently downward until tabs (Q) are locked in place.
- Replace spacer wedge, (T) tall levers point towards wall.
- Tip cover plate (J) upward pushing stem (R) through opening on top. Making sure that the "O" ring (M) is securely in place on center body spout opening (S), gently replace cover plate so that hot and cold openings line up. Press shield downward until you hear locking pin (L) snap into place. (See Illustration #4)
- With stem and bonnet assembly (H) in hand, turn the stem (G) counterclockwise to a full open position.
- Screw in the stem and bonnet assembly (H) finger-tight.
- Snug up the stem and bonnet assembly (H) with a crescent wrench. You will notice four slots on the top of the bonnet. Turn the stem and bonnet assembly (H) until these slots show white rather than chrome. **Do not overtighten.**
- Turn the stem (G) clockwise to fully closed position. (See Illustration #5)
- Place the faucet stop (D) in the slots with raised part (F) at a 12:00 o'clock position. This should snap into place. (See Illustration #6). If it does not, you do not have the slots properly aligned as instructed in Step 17. Realign.
- Notice the raised molded stop inside the handle (C). This is the handle stop. Position the handle stop at 9:00 o'clock position (See Illustration #6) over the faucet stop (D) and replace handle by pushing it down over the stem (G). **(It is essential that the handle stop be in the correct position to insure that water flow will stop completely when handle is turned to the off position.)**
- Replace and tighten the screw (B) (clockwise) and replace the "hot" and "cold" buttons (A). Be sure screw is tightened completely so handle is completely down.
- Replace diverter knob (I).
- Turn on water supply. Faucet is now ready for use.

For additional SERVICE INFORMATION, call or write:

BPC — Division of Bristol Corporation
P.O. Box 278
Bristol, Indiana 46507
Toll Free: 1-800-272-4778
ATTN: Field Service Manager

PLEASE NOTE:

Periodic lubrication of the diverter stem with petroleum jelly will prevent sticking. Lift the diverter knob and apply a small amount to the outside of diverter shaft. Lift up and push down the knob 8 to 10 times to lubricate the shaft and "O" ring inside the diverter spool. This should be done any time the diverter sticks in the shower position.

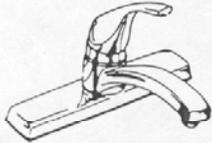


NEWMAR CORPORATION WARRANTY DEPARTMENT

utopia[®] OWNERS MANUAL

For single control non-metallic faucets.

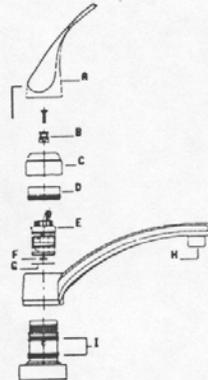
MAINTENANCE INSTRUCTIONS



KITCHEN
FAUCET

DISASSEMBLY

1. TURN OFF WATER TO FAUCET.
2. Loosen set screw in rear of lever handle. Remove handle (A).
3. Remove handle adapter (B) for lever handle. (Use Phillips screwdriver.)
4. Snap bonnet cover (C) off bonnet nut.
5. Unscrew and remove bonnet nut (D).
6. Remove control cartridge (E) by pulling control stem with pliers. Check inside of core for seals and for sediment from water. Clean if necessary.



REASSEMBLY

7. Make sure square cut seals (F) are in place on the bottom of cartridge. *Make sure lower "O" ring (G) is in bottom of core for kitchen models with spray. Place cartridge into core and push all the way down, making sure that tab on core goes into slot at rear of core.
8. Replace bonnet nut and tighten firmly by hand.
9. To replace bonnet cover, align lock tabs with slots in bonnet nut and press firmly into place. If bonnet cover does not snap into place, back off bonnet nut only enough to allow engagement of cover teeth into control teeth.
10. Replace handle adapter and lever handle. Turn on water supply. Check for leaks and drips.

*To replace "O" rings in spout (H), slowly rotate spout and pull upward. Replace worn "O" rings (I) and reassemble spout slowly rotating and pushing down.

CLEANING INSTRUCTION:

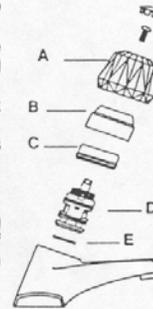
Clean only with a damp soft cloth. Do not use abrasive cleansers or materials as they will damage finish.



LAVATORY
FAUCET

DISASSEMBLY

1. TURN OFF WATER SUPPLY TO FAUCET.
2. Remove handle (A). Carefully remove plug button and remove screw in crystal handle.
3. For models with lever handle, loosen set screw in rear of handle and remove. Remove handle adapter (use Phillips screwdriver).
4. Snap bonnet cover (B) off bonnet nut.
5. Unscrew and remove bonnet nut (C).
6. Remove control cartridge (D) by pulling control stem with pliers. Check inside of core for seals and for sediment from water. Clean if necessary.



REASSEMBLY

7. Make sure square cut seals (E) are in place on bottom of cartridge. Place cartridge into core and push all the way down, making sure that tab on control goes into slot at rear of core.
8. Replace bonnet nut and tighten firmly by hand.
9. To replace bonnet cover, align lock tabs with slots in bonnet nut and press firmly into place. If bonnet cover does not snap into place, back off bonnet nut only enough to allow engagement of cover teeth in control teeth.
10. Replace handle (and handle adapter for lever handle). Turn on water supply. Check for leaks and drips.

CLEANING INSTRUCTION:

Clean only with a damp soft cloth. Do not use abrasive cleansers or materials as they will damage finish.

LIMITED FIVE YEAR WARRANTY

All parts of all Utopia[®] non-metallic faucets are warranted to the original purchasers to be free from defects in material and workmanship for a period of five (5) years from date of purchase as shown on purchasers receipt. The warranty on finishes other than chrome is one (1) year.

BPC, Division of Bristol Products, L.P. will replace, **FREE OF CHARGE**, during the warranty period, any part which proves defective in material and/or workmanship under normal installation, use, and service.

For additional SERVICE INFORMATION, Call or write:
BPC — Division of Bristol Products, L.P.
P.O. Box 278
Bristol, Indiana 46507
Toll Free: 1-800-272-4778
ATTN: Field Service Manager

THIS WARRANTY IS LIMITED TO DEFECTIVE PARTS REPLACEMENT ONLY. B.P.C. WILL NOT BE LIABLE FOR ANY LABOR CHARGES INCURRED IN REMOVING OR REPLACING A FAUCET AND DISCLAIMS ANY LIABILITY FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES FOR BREACH OF THIS WARRANTY OR THE IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. Any damage to this faucet as a result of misuse, abuse, neglect, accident, improper installation, or any use violative of instructions furnished by us, **WILL VOID THIS WARRANTY.**

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. In the event of a problem with warranty service or performance, you may be able to go to a small claims court, a state court, or a federal district court.

