

2018 K Shower Faucet Repair

By Dan Kamada, 1/29/18

Hello fellow T members. Thought I'd share a technical fix. The shower on my 2018 K begin to spew water out from behind the chrome shower valve cover while trying to shower. No leak with it in off position. However any attempt to mix hot and cold water resulted in the leak coming from the center of the valve module. I removed the handle, cover plate, the cartridge holder, and finally the mixing cartridge. Inspected the seals and reassembled the unit. Bad news. Still leaking now visibly from around the valve stem. Diagnosis: bad seals. Probably from too much disuse.

Good News. The shower valve is a premium quality Moen product. The problem part is called a Cycling Cartridge model number 40069. This is from their commercial manufacturing business and **not residential so it can't be found at Home Depot. The customer service number is 1 800 289 6636.** They were most helpful and replacing the part free on warranty for owner self repair. They also suggested dealer warranty repair as an option too. I am including photos for any of you that may run into this issue but suspect you won't.

1. This picture shows the handle, cover plate, cartridge hold down, and cartridge on my kitchen counter.



2. First the handle comes off after releasing the screw with a small Allen wrench.



3. Next pull off the decorative chrome cone behind the handle. It is NOT threaded but a tight pressure fit.



4. The decorative chrome plates comes off by removing two long screws at the bottom.



5. You will then see the top of the cartridge retaining holder. It is threaded and screwed to the base of the mixer valve unit. Use big pliers counter clockwise to begin loosening the holder.



6. Inside the stainless holder is the cartridge and our bad boy. It will now slip out with no tools



7. This what the cartridge and holder butts up against. Carefully align everything back into the pre-fitted slots and tighten up the holder to keep it in place. Reverse this entire procedure to finish up the shower control handle.



The End.