



## LIMITED LIFETIME WARRANTY

Compass Manufacturing International warrants to the original consumer purchaser that the faucet be free from defects in material and workmanship for as long as the original consumer purchaser owns the home in which the faucet was first installed.

In the event that Freendo faucets are used in a Commercial Application, this warranty is limited for a period of 5 years, unless otherwise specifically stated in the catalog and/or price book.

Compass Manufacturing International will replace, free of charge, during the applicable warranty period, any part or finish that proves defective in material and/or workmanship under normal installation, use and service. This warranty shall not apply to goods which have been subject to accidents, negligence or improper installation. Compass Manufacturing International will not be liable for other damages or losses, including, but not limited to: labor charges and/or damages incurred in installation, repair or replacement as well as any other kind of loss or damage. Proof of purchase from the original consumer purchaser must be made available for all warranty claims.

Compass Manufacturing International recommends using a professional plumber for all installation and repair. Compass Manufacturing International will, at its discretion, provide new or equivalent replacement parts for any product that proves to be defective under normal usage and service. Replacement parts may be obtained by emailing the address below, calling the number below or by writing to:

### Compass Manufacturing International

Freendo Product Service

6702 Enterprise Drive

Louisville, KY 40214

800.626.3525

[warranty@cmiproduct.com](mailto:warranty@cmiproduct.com)

Revised 09/15/20

[warranty@cmiproduct.com](mailto:warranty@cmiproduct.com)

© Compass Manufacturing International

800.626.3525



Model No. : 192-6492 Polished Chrome  
192-6493 Brushed Nickel *Spotless PVD*<sup>™</sup>  
192-7277 Matte Black  
192-7278 Matte Gold



## Casmir Contractor Six Function Shower Only Trim Pack



## Helpful Information

### Helpful Tools

#### Tools:

Gather the necessary tools as shown below to complete the installation of this faucet. Some may not be needed depending on the model of faucet you are installing.



Plumber's Putty  
and/or Silicone



Flashlight



Channel Locks



Safety Glasses



Screwdriver



Pliers



Adjustable Wrench

## Maintenance

Your new faucet is designed for years of trouble-free performance. Keep it looking new by cleaning it periodically with a soft, damp cloth. Avoid abrasive cleaners, steel wool and harsh chemicals as these will dull the finish and void your warranty.

## Safety Tips

- If soldering during the installation of this faucet, remove the seats, cartridges, and washers before adding any heat. The warranty will be voided on these parts if not removed before soldering.
- Protect your eyes with safety glasses when cutting or soldering water supply line.
- Cover your drain to avoid losing parts.

## Important Points

Prior to beginning installation, turn off the cold and hot water lines and turn on the old faucet to release built-up pressure. When installing your new faucet, turn the connector nuts finger tight, then use a wrench to anchor the fitting and a second wrench to tighten the nut one additional turn. Connections that are too tight can compromise the integrity of the system. Wrap all threaded connections with Teflon tape. Always wrap in a clockwise direction.

## 5

## Troubleshooting

If the instructions were followed carefully and the faucet does not work properly, try these corrective steps.

**NOTE:** This troubleshooting guide is intended to cover issues that may occur once the valve and trim are installed. Due to this some parts mentioned will be found in the valve pack.

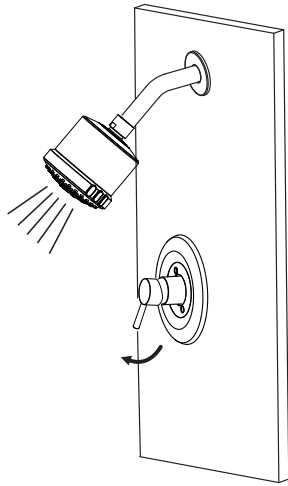
Problem	Cause	Action
Leaks underneath the handle (#11).	The locknut sleeve has come loose or the O-ring on the cartridge (#8) is dirty or misaligned.	Turn off the water supplies. Turn on the handle (#11) to release the pressure, then close the handle (#11). Remove the handle (#11), trim cap (#10) and the cartridge sleeve (#9). If the lock nut sleeve (part not shown) is loose tighten it. If the lock nut sleeve is tight, remove the lock nut and cartridge (#8). Verify the O-ring is clean and in proper alignment on the cartridge (#8). If the O-ring is dirty rinse with warm water. Reinstall the O-ring onto the cartridge (#8). Reinstall the cartridge (#8), lock nut sleeve, cartridge sleeve (#9), trim cap (#10) and handle (#11).
The water will not shut off completely.	The rubber valve seat at the base of the pressure balance cartridge (#8) is dirty or broken.	Turn off the water supplies. Turn on the handle (#11) to release the pressure, then close the handle (#11). Remove the handle (#11), trim cap (#10), cartridge sleeve (#9), lock nut sleeve and cartridge (#8). Verify the rubber valve seat is clean and in proper alignment on the cartridge (#8). If the rubber valve seat is dirty soak in warm white vinegar for 30 minutes. Reinstall the rubber valve seat onto the cartridge (#8). Reinstall the cartridge (#8), lock nut sleeve, cartridge sleeve (#9), trim cap (#10) and handle (#11). If the rubber valve seat is damaged replace the cartridge (#8).
The water temperature cannot be adjusted or there is no hot or cold water.	The cartridge (#8) is dirty or pressure locked.	Turn off the water supplies. Turn on the handle (#11) to release the pressure, then close the handle (#11). Remove the index (#13), set screw (#12), handle (#11), trim cap (#10), lock nut sleeve, and the cartridge (#8). Inspect the cartridge (#8) for dirt and damage. Replace the cartridge (#8) if damaged. Shake the cartridge (#8) and verify the pressure balance spool, located at the bottom of the cartridge (#8), is moving freely (clicks when shaken). If the spool is not moving, tap it on your hand until it begins to click. If the cartridge (#8) is dirty, soak it in warm white vinegar for 4 hours. Every 30 minutes, while the cartridge (#8) is submerged in the vinegar, rotate the stem on and off 10 times. Reinstall the cartridge (#8), lock nut sleeve, trim cap (#10), handle (#11), set screw (#12) and index (#13). Turn the water supplies on.

Have a question? DON'T GO BACK TO THE STORE, WE CAN HELP, just call 1-800-626-3525 ,8 a.m. to 5 p.m. EST Monday-Friday, or send an email to [Help@cmiproduct.com](mailto:Help@cmiproduct.com).

# 4

## Installation Instructions

5.



5. Turn on both the hot and cold water shut offs and check for leaks. If leaks occur, refer to steps 2 or 4.

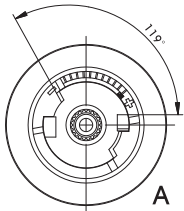
**Note:** Turn on both the hot and cold water shut offs before turning the faucet on. Not turning on both will cause your cartridge (#8) to become pressure locked. If this occurs, see the troubleshooting guide.

### Temperature Limiting Device

Hot Water Adjustment

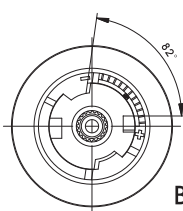
Position In The Middle Is Recommended

Cold Water Adjustment



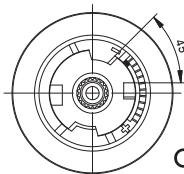
A

High Temperature setting  
(Factory setting)



B

Average Temperature setting



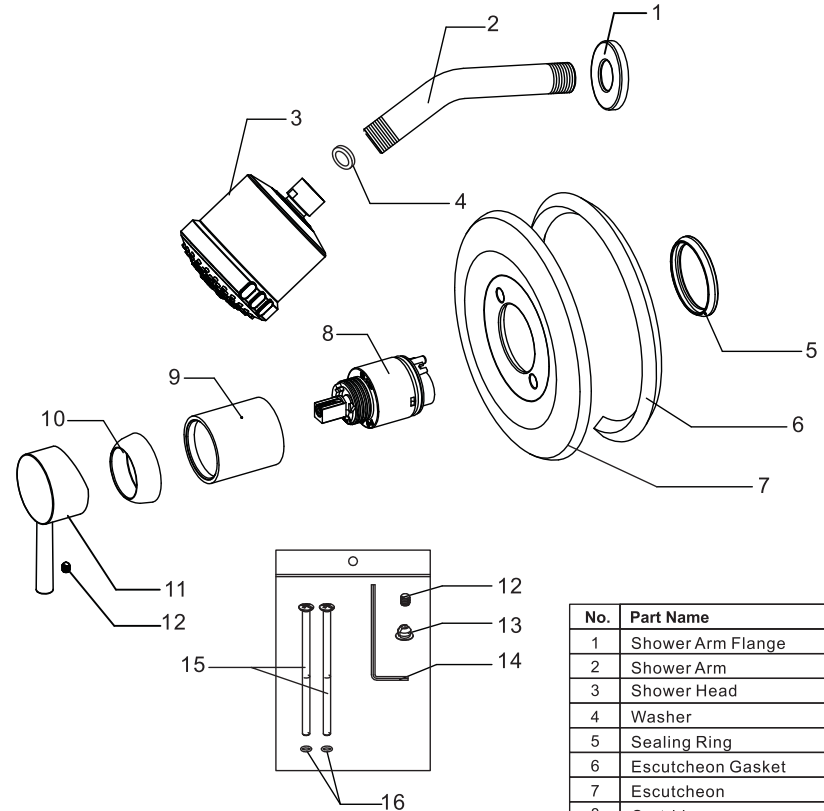
C

Low Temperature setting

By default, the temperature limiting device is set to the highest temperature setting (A). In order to reduce the temperature, remove the temperature limiting device (the red cap) and turn the device clockwise to the desired temperature (position B or C).

# 1

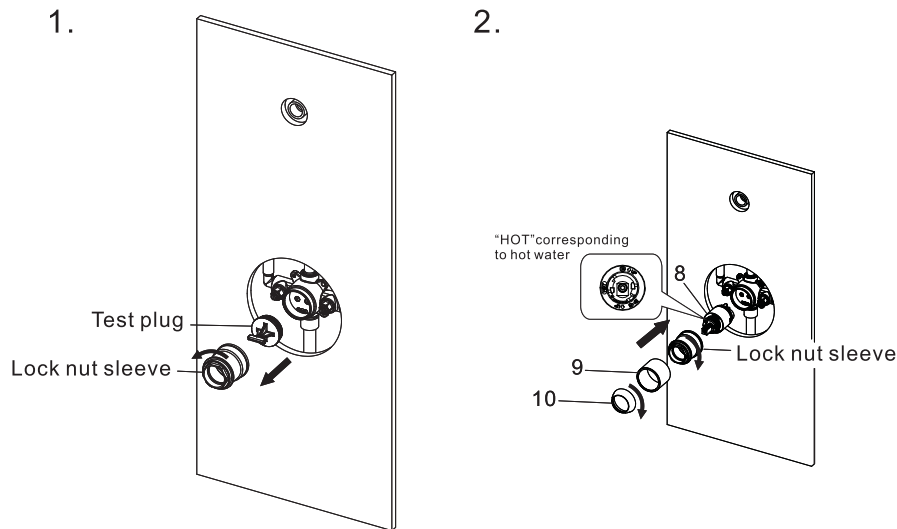
## Parts Diagram



No.	Part Name
1	Shower Arm Flange
2	Shower Arm
3	Shower Head
4	Washer
5	Sealing Ring
6	Escutcheon Gasket
7	Escutcheon
8	Cartridge
9	Cartridge Sleeve
10	Trim Cap
11	Handle
12	Set Screw
13	Index
14	Allen Wrench
15	Screws
16	O-rings

## 2

### Installation Instructions



1. Remove the lock nut sleeve and test plug as shown.

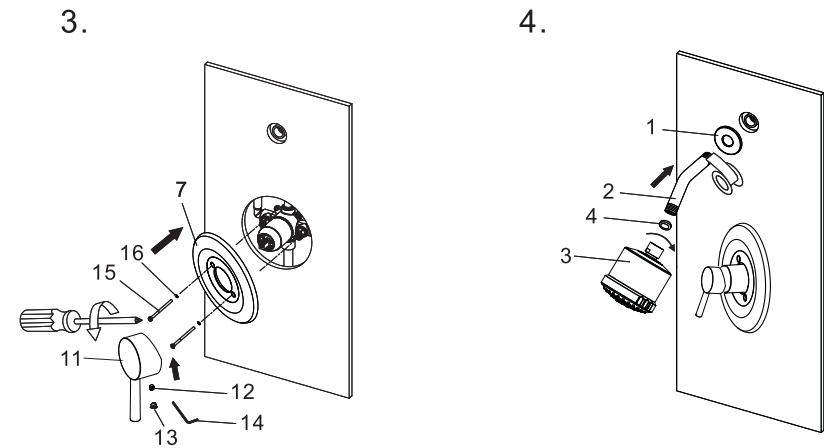
**Note:** DO NOT DISCARD lock nut sleeve. This item is used to secure the cartridge (#8).

2. Insert the cartridge (#8) into the valve body. Be sure the word "hot" is on the hot water supply side. Screw the lock nut sleeve onto the valve body. Slide the cartridge sleeve (#9) over the lock nut sleeve and screw on the trim cap (#10). See diagram for visual.

**Note:** If the desired temperature setting needs to be adjusted see page 4 before completing this step. By default the temperature limiting device is set to the highest temperature.

## 3

### Installation Instructions



3. Install the escutcheon (#7) and secure it using the screws (#15) with the O-rings (#16). Turn the valve to the off position. Install the handle (#11) and secure it with the set screw (#12). Insert the index (#13). See the diagram for a visual.

4. Slide the shower arm flange (#1) over the longer end of the shower arm (#2). Apply Teflon tape to both ends of the shower arm (#2). Install the shower arm (#2) to wall. Install the shower head (#3) to the shower arm (#2).  
**Note:** Ensure the rubber washer (#4) is between the shower arm (#2) and the shower head (#3).