My Moentrol Shower Or Tub Shower Has Water Flow Issues.

Due to National Conservation Laws, Moen manufactures showerheads ranging anywhere from 1.5 to 2.5 gallons per minute.

To proceed with the cartridge and balancing spool repair, you must shut off the water source that supplies this shower/tub shower. For details see How To Shut Off The Water Supply.

How to Correct:

**Shutoffs:** It is extremely important that the units have both hot and cold water supplied to the inlets of the valve body at the same time.

This is a pressure balancing valve. It requires equal pressure from both hot and cold water supplies to operate.

Make sure during the testing phase of the new valve you:

1. Turn the hot water supply so it is fully open (Does not need to be hot water, you just need the pressure).

2. At the same time turn the cold water supply on so it is fully open.

**Issue: No Flow- New Installation.**
**Issue: No Flow-Existing Installation.**

If you don't have the supplies fully open, you will get no water flow.

**How to Correct:**

**Shutoffs:** Was the shower recently repaired? It is extremely important that the units have both hot and cold water supplied to the inlets of the valve body at the same time.

Clean and/or replace the 1423 balancing spool.

**Issue: Overall Low Water Flow.**

Definition: Overall Low Water Flow (lower than normal flow when both hot and cold water are operated together).

**How to Correct:**

Remove showerhead from shower arm. Turn water on to shower arm:

- If getting good flow from the shower arm, replace showerhead.
- If there is low flow coming from the shower arm, clean and/or replace the 1423 balancing spool and replace the 1225(B) cartridge.

**Issue: Temperature Specific Low**

**Solution**

https://solutions.moen.com/Internal_Reference_Guides/Solutions/My_Shower_Has_Low_Flow/My_Moentrol_Shower_Or_Tub...
**Flow.**

Definition: Temperature Specific Low Flow (Only Hot or Only Cold exhibits less than normal flow).

**How to Correct:**

Clean and/or replace the 1423 balancing spool and replace the 1225(B) cartridge.

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