Kitchen Faucet: Leaking From The Spout

**Faucet Symptom** - The kitchen faucet will not shut off. When the handle is turned off the water continues to drip or stream out of the spout.

**Recommended Solution** - Moen faucets are designed with an interior component called a cartridge. This part is responsible for controlling the water flow. If a faucet is not shutting off properly the reason is usually the cartridge. Single handle faucets will contain one cartridge and dual handle faucets have two. There are a variety of cartridges used in Moen faucets, these are not interchangeable with each other.

**Frequently Asked Questions** -

"How do I determine which cartridge I need?"

- I have my **model number** - If you have your model number you can access a parts sheet on [Moen.com](https://www.moen.com).
- I have removed the handle - If you have already removed your handle you can visually identify your cartridge by reviewing the information in the article [Faucet Cartridges: Kitchen](https://www.moen.com/article/Faucet-Cartridges-Kitchen).
- I have no information - You may be able to identify your cartridge by reviewing the information in the article [Faucet Cartridges: Kitchen](https://www.moen.com/article/Faucet-Cartridges-Kitchen). You can also identify your full faucet and replacement parts sheet by visiting the [Identify my Product](https://www.moen.com/article/Identify-my-Product) page on Moen.com, or you can contact us at 1-800-BUY-MOEN.

"Is my cartridge under warranty" - Moen has a faucet warranty and a parts warranty. To view the full warranty, see [Moen.com](https://www.moen.com).

"Can I purchase a cartridge at my local home center?" - Most Moen cartridges are available at your local home center. They are also available to purchase directly through [Moen.com](https://www.moen.com) or by calling 1-800-BUY-MOEN.

"How do I repair a cartridge?" - The handle and handle mechanism will need to be removed in order to access the cartridge for replacement. For additional information on Moen products visit [solutions.moen.com](https://solutions.moen.com) and select the type of product you are repairing. The guide will contain repair details, troubleshooting and specific information on assembling handles associated with that style of product.

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