
INSTRUCTION GUIDE

- STEP-BY-STEP ILLUSTRATED INSTALLATION INSTRUCTIONS
 - TROUBLE SHOOTING & REPAIR TIPS
 - 20 YEAR LIMITED WARRANTY
 - PROPER FINISH CARE

⇒ Read these instructions carefully before installing your new faucet ⇐



Ambassador™
FINE FAUCETS



KITCHEN FAUCET Euro Spray/Spout

For Model:

■ 317-1099

With
STANDARD BALL
Valve

BEFORE YOU BEGIN

Your new Ambassador faucet will give you years of trouble-free performance. Thank you for choosing our product for your home. Please read these instructions carefully before installing your new faucet.

Helpful items to install this faucet:

- a basin wrench
- Phillips head screwdriver
- adjustable wrench or pliers (2x)
- 2 rubber cone washers (for water supply lines)
- plumber's putty
- towel
- flashlight
- goggles

IMPORTANT POINTS TO REMEMBER

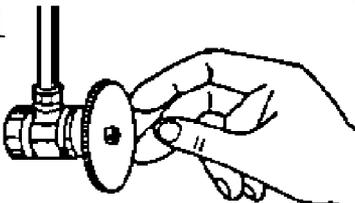
- When installing your new faucet, turn the connector nuts finger-tight, then use one wrench to hold the fitting and a second wrench to tighten the connection.

CAUTION: Connections that are too tight will reduce the integrity of the system.

- Wrap all threaded connections with Teflon tape that is supplied with this faucet. Always wrap in a clockwise direction.

INSTALLATION PROCEDURE

1



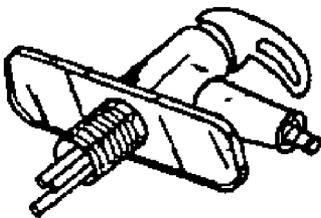
(1) Turn off the hot and cold water supplies under sink. Open the faucet to release built-up pressure. Cover the sink drain to prevent the loss of small parts. Remove old faucet, taking care not to damage existing water lines. Clean sink area in preparation for your new faucet.

2



(2) Make sure the brass mounting shaft and base are tightened onto the bottom of the faucet. If not, place a towel around the shaft and hand tighten. **CAUTION: THE THREADS ON THE SHAFT MAY BE SHARP.** Note: The mounting shaft and base should be pretightened by the factory, but may have come loose in the box.

3

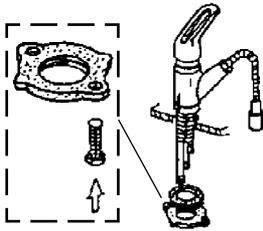


(3) For **SINGLE HOLE SINK** installations, skip this step and proceed to step (4).

For **THREE HOLE SINK** installations, slide the cover plate and black plastic gasket onto the mounting shaft. **NOTE:** You can rotate them to mount the soap dispenser on either the left or the right of the faucet. **NOTE:** You can use plumber's putty instead of the black gasket under the cover plate.

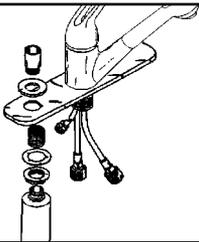
INSTALLATION PROCEDURE

4



(4) Place the faucet in the center hole of the sink. Pull the flex hose all the way up until the hose stops. Slide the black rubber washer and then the metal washer onto the mounting shaft. Screw the brass lock nut on mounting shaft with the two screws pointing up, as illustrated. Hand tighten the brass lock nut. Position the faucet on the sink and tighten the lock nut screws with a screwdriver. **CAUTION: DO NOT OVER TIGHTEN THE SCREWS.**

5



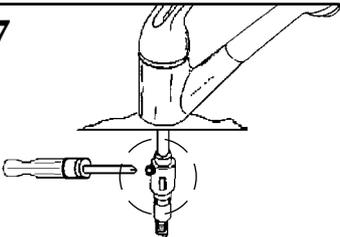
(5) The soap dispenser can be installed with or without the cover plate but requires a three hole sink. Insert the bottle, with the brass shaft, lock nut, and washer, up from below. From the top, set the brushed nickel escutcheon onto the brass shaft. Tighten the housing down onto the shaft. Tighten the lock nut under the sink.

6



(6) Very gently bend the copper water inlet tubes slightly out, to allow for larger hose clearance. **CAUTION: USE CARE WHEN BENDING THE TUBES.** Grip at point of bend with one hand and adjust with the other. **NOTE: Damaged tubes void your warranty.**

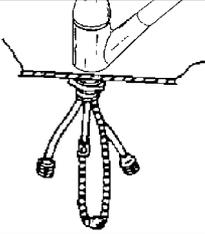
7



(7) Screw the pipe adapter onto the flex hose. Use Teflon tape on threads. Hold the hose tightly while turning the adapter. Do not allow hose to twist as it may kink. Push the pipe adapter onto the third copper pipe with the male fitting, until you feel it "snap" into place. You may need to slightly rotate the adapter side to side while pushing it on. Tighten the pipe adapter screw to secure. The pipe adapter screw should screw completely in. Pipe adapter may rotate after connection is secure. Ensure water supply lines do not interfere with flex hose.

INSTALLATION PROCEDURE

8



(8) Attach metal weight to hose. Adjust position as desired. Weight must be installed to prevent hose kinking and for easy hose return.

9a



(9) Connect water supply lines (not provided) to the faucet. Wrap the threaded copper inlet tubes with Teflon tape. Follow the appropriate steps below depending on your water supply lines.

(9a) If you have pre-assembled vinyl water connector hoses, simply connect hot supply hose to inlet tube. Repeat for cold side.

9b



(9b) If you have plastic water lines with formed ends, you will not need to use rubber cone washers. Water lines will seat partially up into the inlet tube. Connect by tightening the brass coupling nuts.

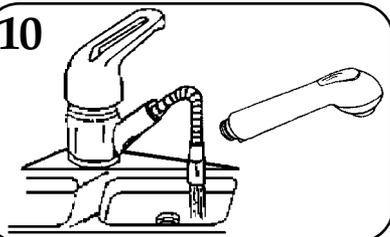
9c



(9c) If you have 3/8" or 1/2" metal supply lines, assemble as illustrated. (Diagram 9c) Slide the coupling nuts onto the lines, then place the appropriate size brass washer inside the nuts. Slide the appropriate size black cone washer (not provided) onto the metal line (approx. 1/3" to 1/2" back from the end of the line). Flare the end of water supply line to avoid blow-outs. Water lines will seat partially up into the copper inlet tube. Connect by tightening the brass coupling nuts.

INSTALLATION PROCEDURE

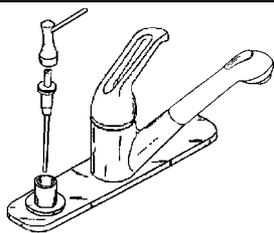
10



(10) Unscrew the spout head from the flex hose. Turn the water supplies back on and allow both hot and cold water to run for at least one full minute. While water is running, check all connections for leaks. Replace the spout head. Nuts may need re-tightening. If leaks persist, refer to **Trouble Shooting And Repair Tips**.

NOTE: If your sink has an extra unused hole, you can cover it with the optional sink hole cover plate provided.

11



(11) To fill the soap dispenser, lift the brushed nickel pump nozzle and plastic pump out through the top side. Pour in liquid soap (or hand lotion). Replace pump and pump nozzle. NOTE: If soap (or hand lotion) is too thick, pump may not function properly, refer to **Trouble Shooting And Repair Tips**.

PORTABLE DISHWASHER / WATER PURIFIER USERS

CAUTION: Portable dishwashers and/or water purifiers that attach to the faucet's aerator should not be used with this faucet without an **Ambassador Faucets aerator adapter**. If You Need To Purchase A PORTABLE DISHWASHER / WATER PURIFIER AERATOR ADAPTER

CALL 1-800-270-4AMC



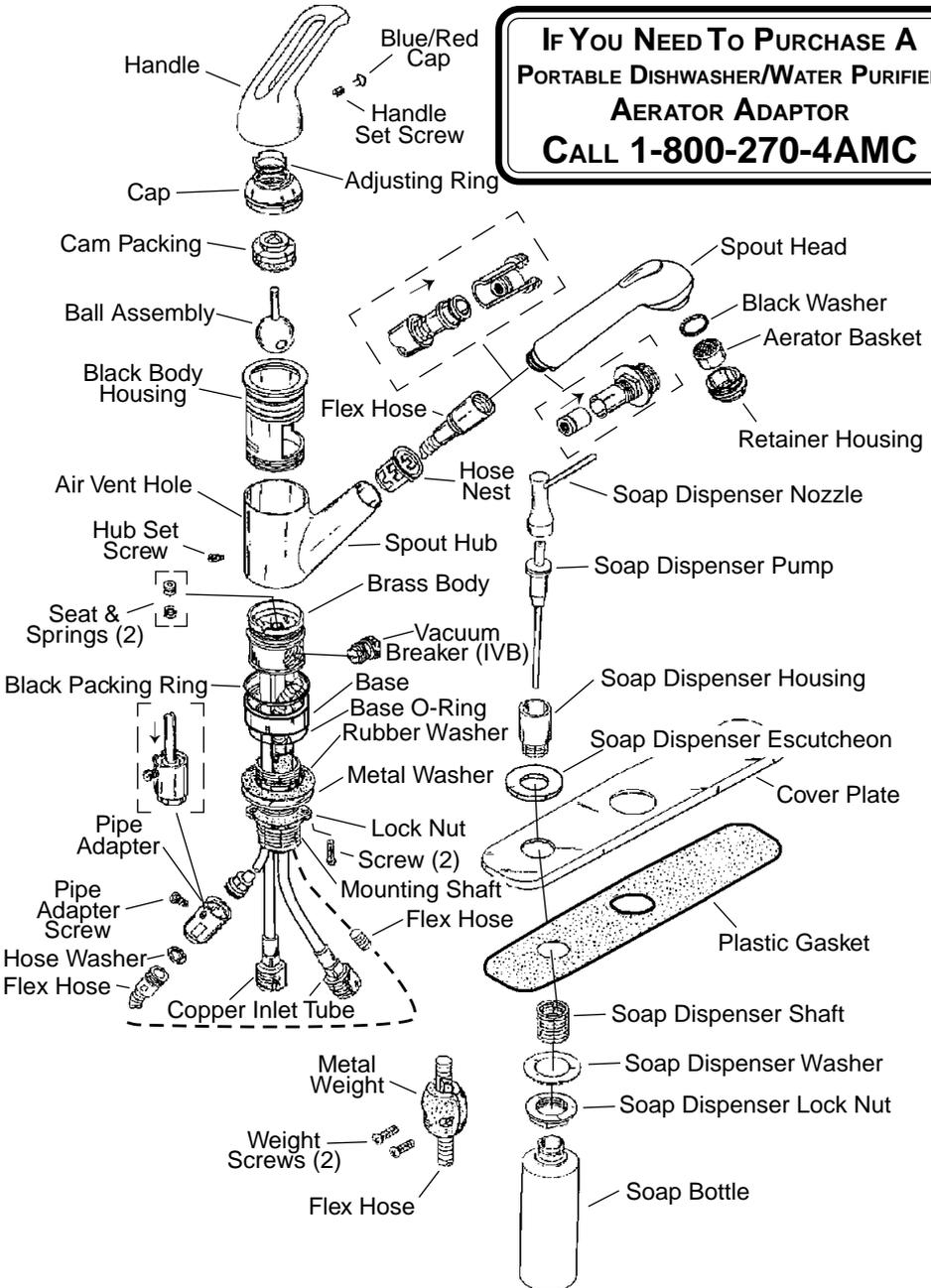
PROPER FINISH CARE

PROPER FINISH CARE

YOUR NEW FAUCET IS PROTECTED BY A CLEAR-COAT. TO CLEAN IT, YOU ONLY NEED TO WIPE IT WITH A DAMP, SOFT CLOTH. NEVER USE ANY ABRASIVE CLEANERS, STEEL WOOL, OR CHEMICALS, AS THEY WILL HARM THE FINISH AND VOID YOUR WARRANTY. FOR ADDITIONAL CLEANING HELP, CALL OUR CUSTOMER SERVICE CENTER.

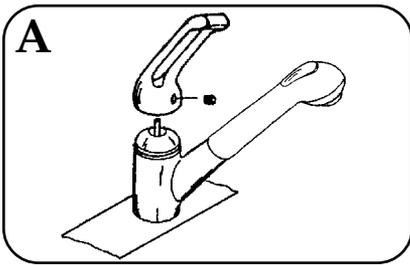
KITCHEN FAUCET EURO SPRAY/SPOUT

**IF YOU NEED TO PURCHASE A
PORTABLE DISHWASHER/WATER PURIFIER
AERATOR ADAPTOR
CALL 1-800-270-4AMC**



TROUBLE SHOOTING & REPAIR TIPS

If maintenance is ever needed, you can repair your faucet in minutes. Simply identify the problem below and take these corrective steps. If your problem is not listed, or you need additional help, call our Customer Service Center. It's that easy!



PROBLEM

Water leaks from underneath brushed nickel handle.

CAUSE

Adjusting ring or cap has loosened.

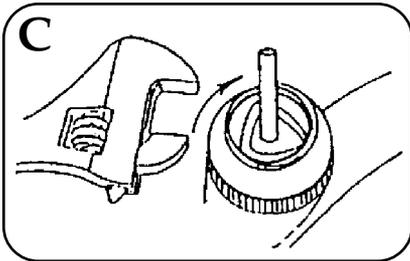
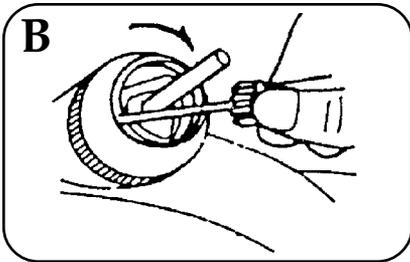
SOLUTION

(1) Remove the handle by removing the blue/red plug and loosening the handle set screw with the Allen key that came with your faucet. (Diagram A)

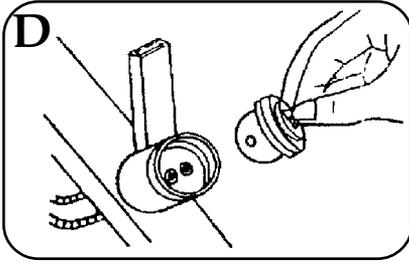
(2) Move the ball stem to the "ON" position. Continually tighten the adjusting ring by turning it clockwise with the tip of a flathead screwdriver or with the back of the Allen key, until the leak stops. (Diagram B)

(3) If this does not stop the leak, loosen the adjusting ring. Slightly tighten the entire cap assembly by turning it clockwise. (Diagram C) Then repeat step (2) above. Be careful not to over tighten, as it may cause damage to the internal parts.

(4) Replace the handle and tighten the set screw. Insert the blue/red plug into the set screw hole.



TROUBLE SHOOTING & REPAIR TIPS



PROBLEM

Water does not shut off completely (drips).

CAUSE

Rubber valve seats are dirty, worn, or damaged, or adjusting ring or cap has loosened.

SOLUTION

(1) SHUT OFF THE HOT AND COLD WATER SUPPLIES (under sink). Remove the handle by removing the blue/red plug and loosening the handle set screw with the Allen key that came with your faucet. (Diagram A)

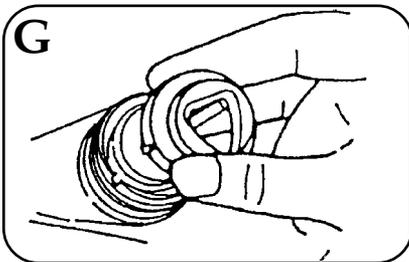
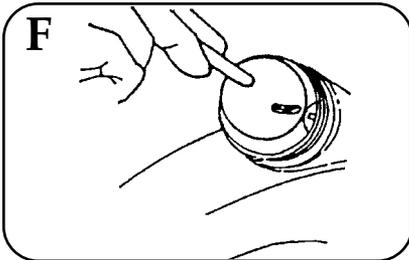
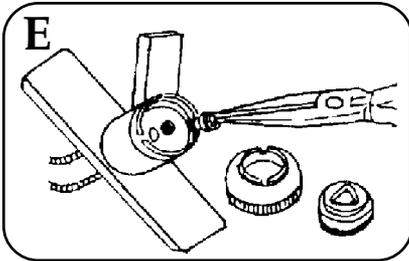
(2) Unscrew the cap and remove the ball assembly. (Diagram D)

(3) Remove and inspect the rubber valve seats. Check carefully for debris or damage. Replace if needed. Reposition the spring, smaller end up. Push rubber valve seat onto spring. (Diagram E)

(4) Take care when replacing the ball assembly to align the brass pin on the side of the body into the oblong slot on the side of the ball. (Diagram F)

(5) Reassemble faucet, taking care to fit small alignment tab on the cam assembly into the slot on the side. (Diagram G)

(6) Replace the cap and the handle then retighten the set screw. Insert the blue/red plug into the set screw hole. Turn the water back on.



TROUBLE SHOOTING & REPAIR TIPS

PROBLEM

Aerator leaks from connection or has an improper flow pattern.

CAUSE

Aerator is misseated or has debris in the assembly.

SOLUTION

Unscrew the aerator. **BE CAREFUL NOT TO SCRATCH THE BRUSHED FINISH.** Inspect the black rubber washer and aerator basket. Gently flush out basket to clear away any debris. Do not turn water on full force without assembly in place. Make sure to reassemble aerator properly and reattach.

PROBLEM

Sprayer does not "Lock On" or has little force.

CAUSE

Low water pressure.

SOLUTION

Spray/Spout™ requires a minimum of 30 psi of pressure to "Lock On". Most competitors' models require a minimum of 40 psi. Your sprayer feature will still work perfectly even if you can not "Lock On" the sprayer. For the safety of your appliances, it is recommended that you do not exceed 90 psi in your home.

PROBLEM

Faucet has low water flow or low pressure.

CAUSE

New Federal Water Conservation Laws or there is blockage/debris in the faucet.

SOLUTION

Due to new Federal Water Conservation Laws (1994), no kitchen faucet sold anywhere in the United States can pass more than 2.2 gallons of water per minute (GPM), which is much lower than in years past. Spray/Spout™ will pass up to 2.2 GPM. If your faucet has unusually low pressure, check for bent copper tubes, debris in the faucet (see above directions for checking inside your faucet), or debris in your spout head and flex hose. To check if the spout head is the problem, remove it from the flex hose and check to see if you get 2.2 GPM directly out of the flex hose. If the pressure is not better, disconnect the flex hose from the pipe adapter and check to see if you get 2.2 GPM coming directly out of the pipe adapter. If there is debris in the flex hose, do not try to dislodge it, call our Customer Service Center. Sometimes new faucet installations loosen debris in older pipes that can clog your new faucet.

TROUBLE SHOOTING & REPAIR TIPS

PROBLEM

Soap Dispenser does not function properly.

CAUSE

Soap (or hand lotion) may be too thick or pump may be clogged.

SOLUTION

If soap (or hand lotion) is too thick, try thinning with some water. Clean plastic pump regularly to avoid clogging. If pump or nozzle become clogged, lift the pump nozzle and plastic pump out through the top side. Flush thoroughly with hot water by holding the pump and nozzle separately under the faucet stream. Replace pump and brushed nickel pump nozzle.

PROBLEM

Faucet revolves 360° or the handle moves when you turn the spout hub.

CAUSE

Mounting shaft is loose or black body housing is not seated properly.

SOLUTION

Remove faucet from sink. Tighten the brass mounting shaft into the bottom of the faucet, as described in installation step 2. Once the shaft is tight, reinstall the faucet. If this does not solve the problem, the internal black plastic body housing must be rotated to drop completely down into the brass body housing. There is an alignment pin that must fit into the groove. When in place, Spray/Spout will only turn approximately 45° either direction.

PROBLEM

Water has a vinyl taste and/or odor.

CAUSE

New Flex Hose.

SOLUTION

It is normal when using vinyl and metal wrapped vinyl hoses to notice a vinyl taste and smell in the water for the first few days or even weeks. This is harmless and is customary on all brands that supply a vinyl hose. Water use will soon make this go away completely. Run the water for a few seconds (hot water preferably) before use to temporarily solve the problem. It is always suggested that you run the water briefly before using water for drinking or food preparation.

20 YEAR LIMITED WARRANTY

LIMITED WARRANTY

The manufacturer warrants its control cartridges to the original purchaser to be free from defects in material or workmanship for a period of 20 years from the date of purchase found on the retail sales receipt, a copy of which is required for any warranty claims. The warranty on the finish of this product is for one year from date of purchase. Do not attempt to clean your faucet with any kind of chemical or abrasive cleaner. Any abrasive will mar the finish and void your warranty. All that is necessary is to wipe it with a clean, damp cloth.

**IF YOU NEED MORE INFORMATION CONCERNING
PARTS OR SERVICE DO NOT CONTACT YOUR
RETAILER, PLEASE CONTACT:**

**AMBASSADOR CUSTOMER SERVICE
1-800-270-4AMC**

Please be advised that this warranty does not cover labor, or other costs of installation, removal, repair, freight to or from the manufacturer, or reinstallation of faucets or parts. Further, this warranty is void when a defect or failure results from misuse, neglect, accident, improper installation, or modification of the faucet or parts, or as a result of work performed by other than the manufacturer.

This warranty is in lieu of all other expressed warranties. The sole and exclusive remedy against the maker hereunder shall be for repair or replacement of the faucet or parts, exclusively at the option of the manufacturer. Further, the manufacturer cannot issue refunds for products not purchased directly from the manufacturer. In no event will the maker or its agents be liable for incidental or consequential damages arising out of the purchase or use of this faucet.

If your state does not allow the exclusion or limitation of incidental or consequential damages the above limitations may not apply to you. This warranty gives you certain legal rights which may vary from State to State.

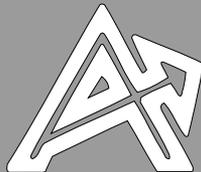
Ambassador™

FINE FAUCETS

IF YOU HAVE ANY PROBLEMS,
DO NOT CONTACT YOUR RETAILER
FOR SERVICE OR PARTS.
CALL OUR CUSTOMER SERVICE CENTER.
FOR QUESTIONS, SERVICE,
OR REPLACEMENT PARTS CALL:

1-800-270-4AMC

9:00 AM - 5:00 PM Pacific Time
Monday - Friday



ASSOCIATED MARKETING CONCEPTS
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