

# FAUCET SPECIFICATIONS



## Vessel Bathroom Faucet Model VG03024

### MODEL VG03024

#### FEATURES

- Solid brass construction
- Single hole construction
- Ceramic disk cartridge
- Single lever faucet
- Standard plumbing connections
- Finish resist corrosion and tarnishing

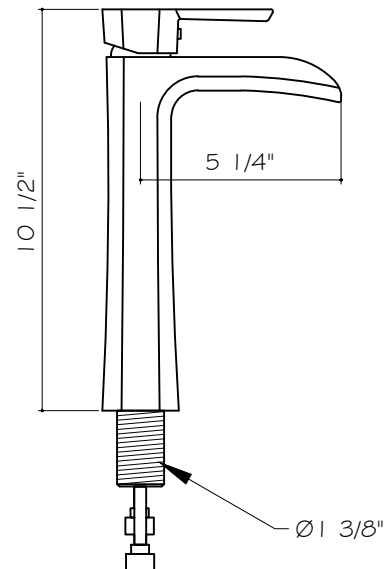
#### PACKING LIST

- Faucet Assembly
- Brass ring
- Rubber washer
- Two Metal braided hoses
- Nut

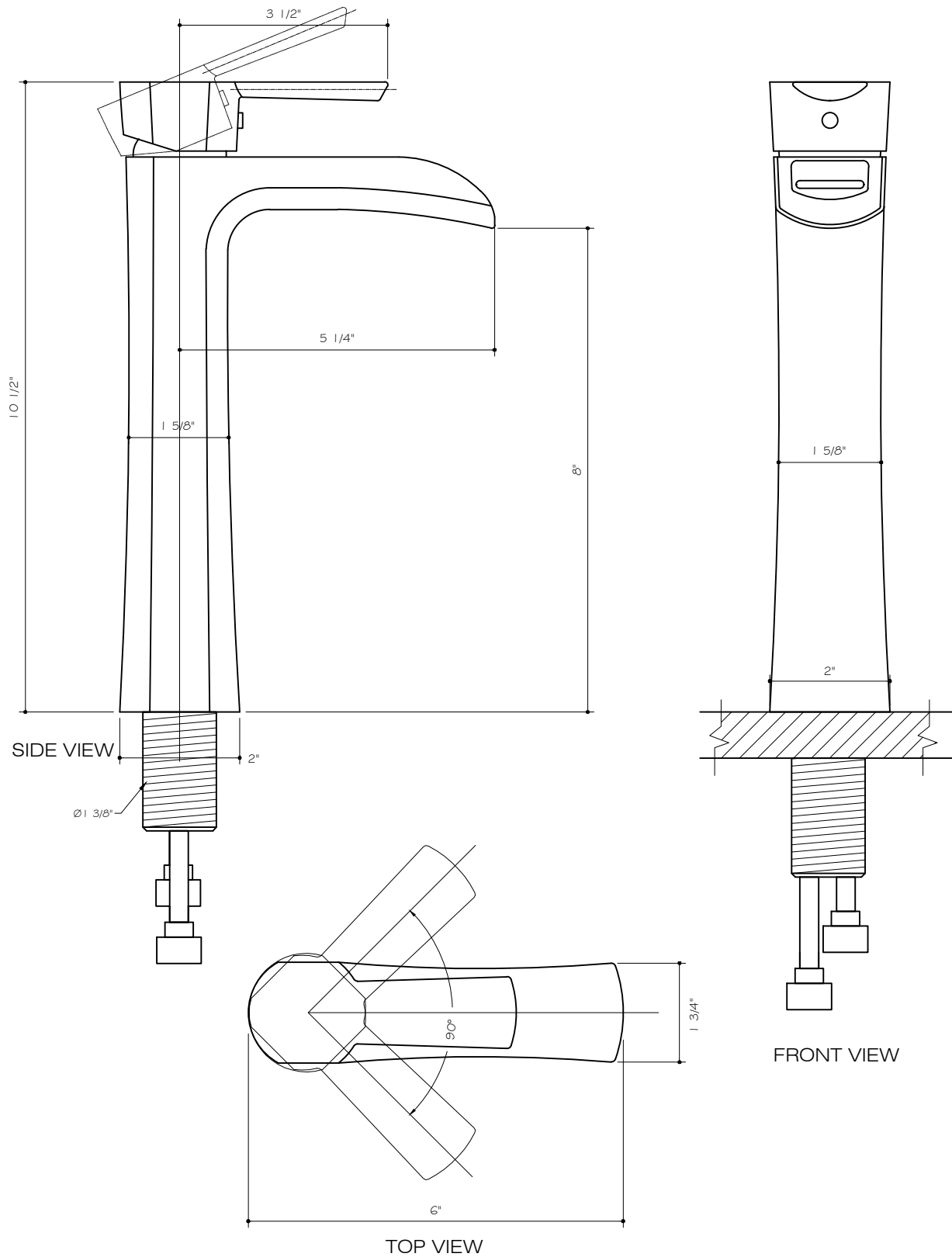


#### DIMENSIONS

MODEL #	FAUCET HEIGHT	SPOUT REACH	HOLE DIAMETER
VG03024	10 1/2"	5 1/4"	1 3/8"



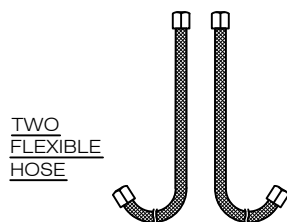
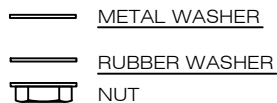
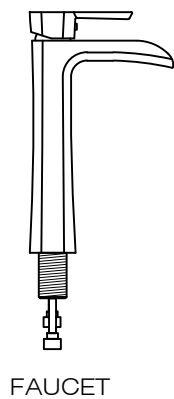
NOTE: All faucets are compliant to CEC 2016 regulations. If you have inquiries about your water flow, please email [techmail@vigoindustries.com](mailto:techmail@vigoindustries.com).



VG03024

THE MEASUREMENTS IN INCHES ARE ROUNDED TO THE NEAREST 1/8"

## PACKAGE CONTENTS



## MAINTENANCE

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

## REQUIRED TOOLS

Adjustable wrench  
Groove joint pliers  
Plumber's putty  
Pipe tape  
Flat screwdriver

## SAFETY TIPS

Be sure to shut off water supply prior to installation.  
Protect your eyes with safety glasses when cutting or soldering water supply lines  
Cover your drain to avoid losing parts.

## IMPORTANT POINTS

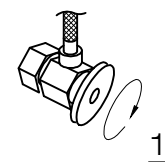
Prior to beginning installation, turn off the cold and hot water lines and open the hot and cold knobs on the old faucet to release build-up pressure. When installing your new faucet, turn the connector nuts finger-tight, then use one wrench to anchor the fitting and a second wrench to tighten the nut one additional turn. Connections that are too tight will reduce the integrity of the system. Wrap all threaded connections with Teflon tape available at your local hardware or plumbing supply store. Always wrap in a clockwise direction. All installations can vary depending on how your previous faucet was installed. Not all necessary supplies to install your faucet are included, however, they are available wherever plumbing supplies are sold.

## INSTALLATION

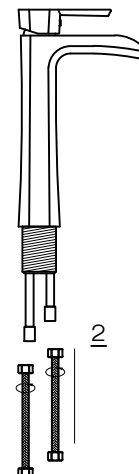
**Installation must be done by a qualified licensed plumber.**  
Prior to installation please read the instructions thoroughly, confirm that all parts are included and visually inspect the unit for any defects. If you have any questions please contact the Vigo Technical Support Department before proceeding with installation.

## ASSEMBLY

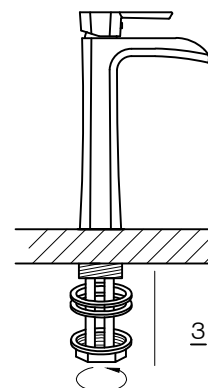
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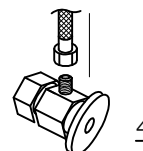
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3. PLACE NEW FAUCET IN THE POSITION ON THE SINK. FROM UNDER THE SINK, PUT RUBBER WASHER, METAL WASHER AND THREAD NUT ONTO THE PIN. TIGHTEN NUT.



4. CONNECT FLEXIBLE HOSES TO THE COLD AND HOT WATER SUPPLY.



5. AFTER INSTALLATION IS COMPLETE TURN ON THE WATER SUPPLY VALVES AND ALLOW BOTH HOT AND COLD WATER TO RUN AT LEAST ONE MINUTE EACH. WHILE WATER IS RUNNING, CHECK FOR LEAKS, ESPECIALLY AT HOOK-UPS TO SUPPLY LINES. TIGHTENING NUTS SLIGHTLY WILL STOP ANY MINOR LEAKS.

## TROUBLESHOOTING

PROBLEM	POTENTIAL CAUSE	CORRECTIVE ACTION
1 - Leaks from handle	1.A - Cartridge unseated	1.A - Remove cartridge from housing, wash thoroughly with hot water and reseat in housing.
2 - Insufficient flow rate	1.B - Cartridge defective	1.B - Contact Vigo Technical Support for replacement.
3 - Leak at connection points	2.A - Dirty aerator	2.A - Remove aerator and soak / clean with a non abrasive agent (i.e. half hot water and half vinegar).
4 - Loose faucet body	2.B - Clog in supply hose / line	2.B - Remove supply lines and flush lines.
5 - Loose handle	2.C - Clog in copper supply pins	2.C - Remove copper pins and flush/clean out.
	3.A - Flexible hose leaking at connection point	3.A - Tighten hoses. If this does not resolve the issue, remove the flexible hose and rethread, checking to make sure the connection is secure. Make sure to use pipe tape.
	3.B - Washer defective	3.B - Remove supply line and check the status of the washer. If torn, washer must be replaced for a secure, non-leaking connection.
	4. - Mounting hardware became loose	4. - From under the counter, use an adjustable wrench and tighten the mounting hardware. Make sure the faucet is perpendicular to the counter.
	5. - Set screw has become loose	5. - Take off hot/cold cover on handle. This will give you access to the screw that connects the handle to the cartridge. Using either an allen key or a flat head screw driver, tighten the screw so handle has firm connection to cartridge.

## PARTS LIST - For any parts needed but not shown, please contact Vigo Technical Support

PART	PART #	FINISH	SUPPLY DATE INDICATOR (INTERNAL USE ONLY)
Handle	68046	CH, BN, ARB, MB	W
Handle Set Screw	68031W	-	W
Handle Cap	68062	CH, BN, ARB, MB	W
Aerator	64029	-	W
Cartridge	64002W	-	W
Supply Hose	74020	-	W

TOLL FREE: (866) 591 - 7792

E-Mail: [techmail@vigoindustries.com](mailto:techmail@vigoindustries.com)

[www.vigoindustries.com](http://www.vigoindustries.com)



# VIGO INDUSTRIES, LLC ("VIGO") FAUCET LIMITED LIFETIME WARRANTY



EFFECTIVE APRIL 1, 2013

VIGO offers the following limited warranty on each of its Faucet products (the "Product") and the components thereof. This warranty extends only to the original owner for personal household use. For commercial uses, additional limitations apply.

VIGO warrants the structure of the Product to be free from defects in workmanship and materials under normal use and service for the period commencing from the initial date of purchase by the owner, contractor, or builder, from VIGO or an authorized VIGO dealer, through the lifetime of the original owner or end-user.

VIGO warrants the cartridge component of the Product to be free from defects in workmanship and materials under normal use and service for a period of five (5) years from the initial date of purchase by the owner, contractor, or builder, from VIGO or an authorized VIGO dealer.

VIGO warrants the spray assembly and other mechanical components of the Product to be free from defects in workmanship and materials under normal use and service for a period of one (1) year from the initial date of purchase by the owner, contractor, or builder, from VIGO or an authorized VIGO dealer.

Subject to the Warranty Service provision below, any product reported to the authorized dealer or to VIGO as being defective within the warranty period will be repaired or replaced (with a product of equal value) at the option of VIGO. This warranty extends to the original owner and is not transferable to a subsequent owner.

Neither the distributor, authorized VIGO dealer, nor any other person has been authorized to make any affirmation, representation, or warranty other than those contained in this warranty. Any affirmation, representation, or warranty other than those contained in this warranty shall not be enforceable against VIGO or any other person.

VIGO reserves the right to modify this warranty at any time, it being understood that such modifications will not alter the warranty conditions applicable at the time of sale of the products in question.

## Limitations

This warranty shall not apply to instances of incorrect operating procedures, breakages, or damages caused by fault through improper installation, carelessness, abuse, misuse, misapplication, improper maintenance, or alteration of the Product, as well as chemical or natural corrosion, accident, fire, flood, an act of God, or any other casualty. Avoid abrasive cleaners, steel wools, and harsh chemicals as these will scratch, damage, and / or dull the product and / or finish and void this warranty. The owner of the Product covered by the present warranty is entirely responsible for its proper installation and any applicable plumbing or electrical wiring. VIGO neither installs nor supervises the installation nor hires a contractor for this purpose; consequently, VIGO cannot be held responsible for any default, breakage, or damages caused thereby or resulting thereof, either directly or indirectly.

The owner must provide access to the components of the Product as described in the installation guide so that VIGO can execute the warranty specified herein. If such access is not available, all expenses to provide said access will be the responsibility of the owner.

This warranty does not apply to Products that have not been installed or operated in accordance with instructions supplied by VIGO and all applicable rules, regulations, and legislation pertaining to such installations.

This warranty does not apply unless the VIGO Product is installed by fully insured licensed professionals. VIGO strongly recommends that such licensed professionals have experience in the installation of bathroom and kitchen products. [Installation of certain products, including without limitation glass products (i.e., shower doors and glass sinks) by an inexperienced person may result in product failure including, but not limited to, glass breakage which could result in personal injury or death.]

VIGO is not liable for personal injuries or deaths to any persons or for any direct, special, incidental, or consequential damage, loss of time, loss of profits, inconvenience, incidental expenses, labor or material charges, or any other costs resulting from the use of the product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or element or part covered by this warranty.

EXCEPT AS OTHERWISE PROVIDED ABOVE, VIGO MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR COMPLIANCE WITH ANY CODE.

In any case, VIGO cannot be held liable for any amount over and above the purchase price paid for the Product by the owner/end-user, contractor, or builder.

## Commercial Limitations

In addition to the above conditions and limitations, the warranty period for products installed for commercial applications or used in commercial ventures is one (1) year from the initial date of purchase by the owner, contractor, or builder from an authorized dealer. VIGO is not responsible for loss of use or profit under any circumstances. If the product is used as a display, the warranty period begins from the date of purchase. This warranty gives the owner specific legal rights. The owner may also have other rights which can vary from one state or province to another.

## Warranty Service

In order to obtain service provided under this warranty during regular business hours, contact the dealer or distributor who sold the unit, or contact VIGO directly. VIGO will provide the warranty service described above when the following conditions have been met: the failure is of the nature or type covered by the warranty; the user has informed an authorized VIGO Agent or VIGO's warranty service department representative of the nature of the problem during the warranty period; conclusive evidence (e.g., proof of purchase or installation) is provided to the foregoing by the user proving that the failure occurred or was discovered within the warranty period; an authorized independent service person or company representative has been permitted to inspect the product during regular business hours within a reasonable time after the problem was reported by the user. VIGO's warranty obligation shall be discharged upon tender of replacement or repair. The customer's refusal to accept the tender terminates VIGO's warranty obligations.

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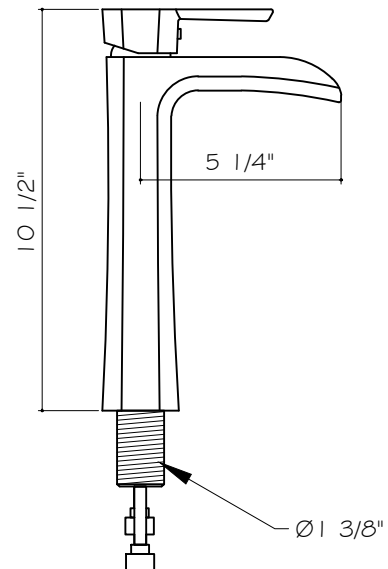
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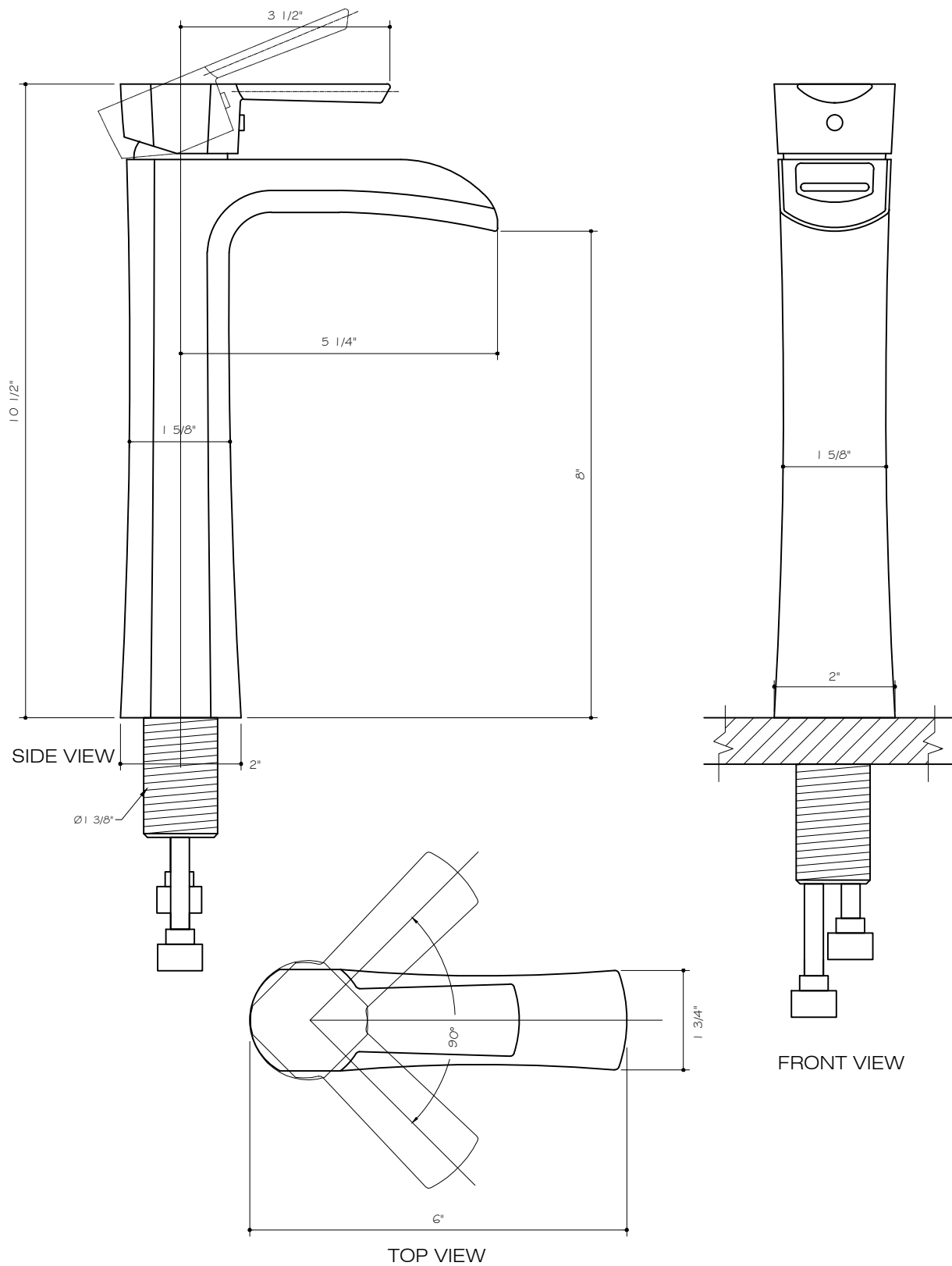


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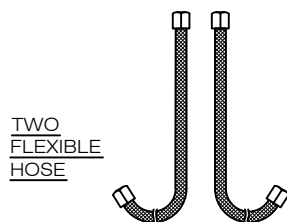
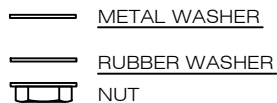
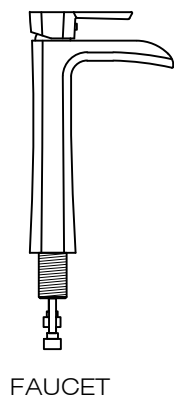
REMARQUE: Tous les robinets sont conformes aux règlements de la CCE de 2016. Si vous avez des questions au sujet de votre débit d'eau, s'il vous plaît écrivez-techmail@vigoindustries.com.



# VG03024

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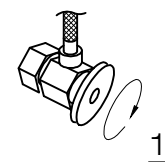
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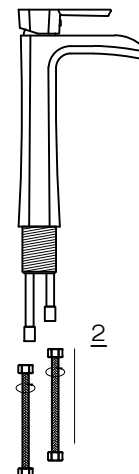
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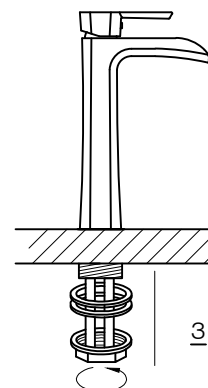
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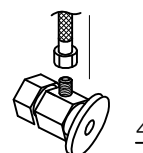
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VIGO is not liable for personal injuries or deaths to any persons or for any direct, special, incidental, or consequential damage, loss of time, loss of profits, inconvenience, incidental expenses, labor or material charges, or any other costs resulting from the use of the product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or element or part covered by this warranty.

EXCEPT AS OTHERWISE PROVIDED ABOVE, VIGO MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR COMPLIANCE WITH ANY CODE.

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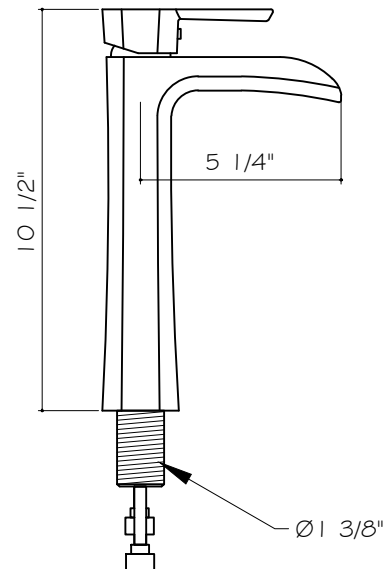
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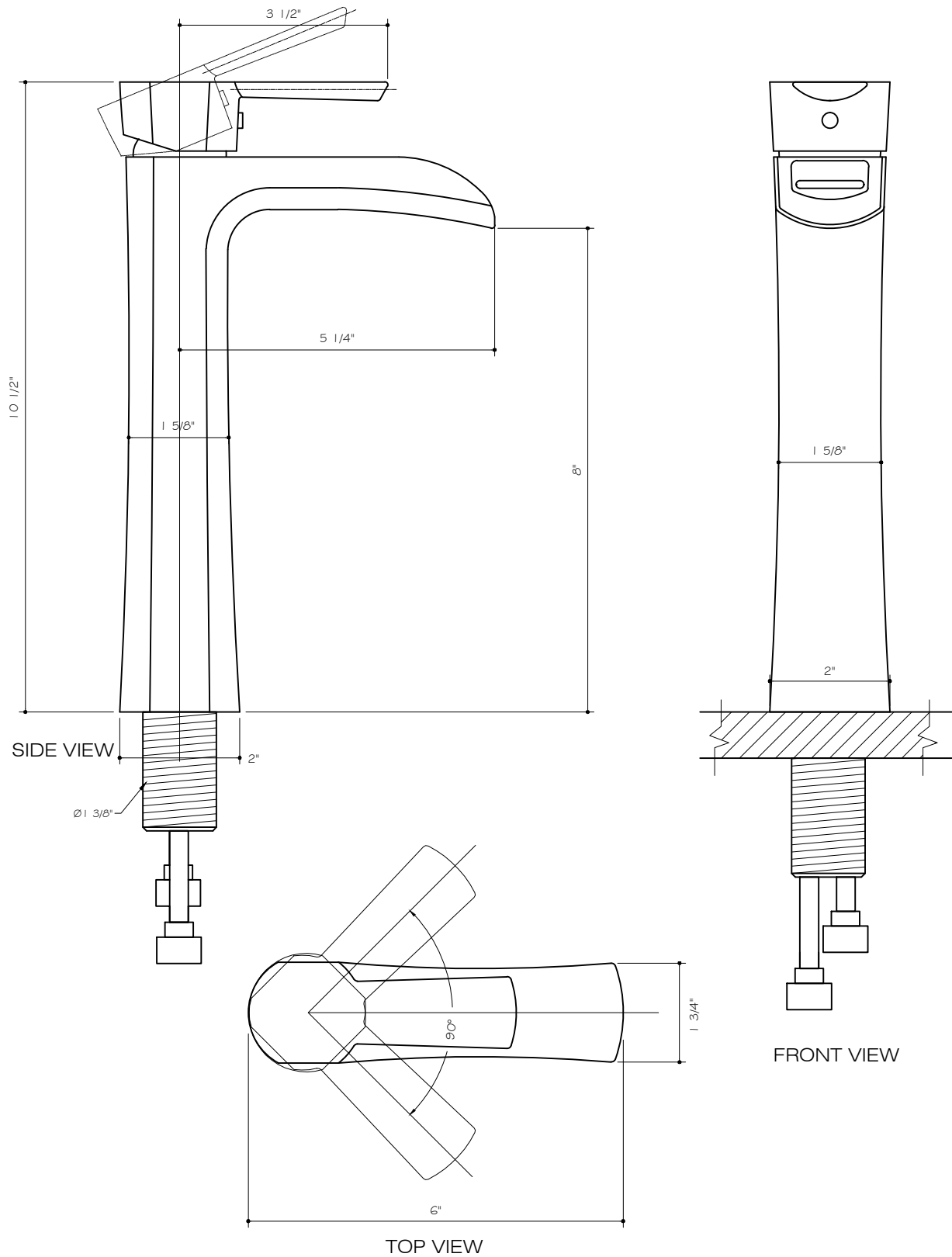


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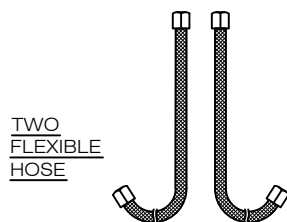
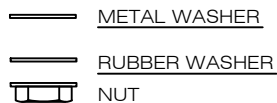
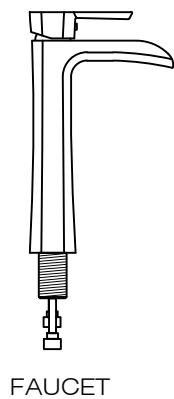
NOTA: Todos los grifos cumplen con CEC 2016 regulaciones. Si usted tiene preguntas acerca de su flujo de agua, por favor escriba [techmail@vigoindustries.com](mailto:techmail@vigoindustries.com).



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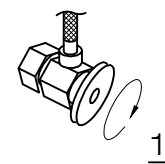
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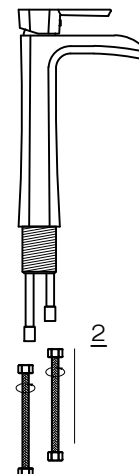
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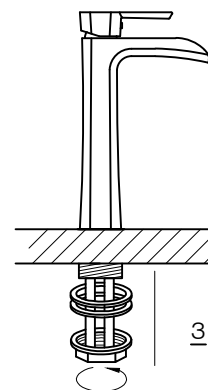
1. SHUT OFF WATER SUPPLY. REMOVE OLD FAUCET AND FLEXIBLE HOSES. CLEAN SINK SURFACE IN PREPARATION FOR THE NEW FAUCET. FLUSH WATER CONNECTION AT HOME TO MAKE SURE NO DEBRIS IS STUCK IN THE LINE.



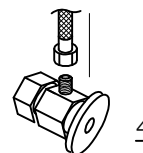
2. CONNECT FLEXIBLE HOSES TO THE BRASS PIPES.



3. PLACE NEW FAUCET IN THE POSITION ON THE SINK. FROM UNDER THE SINK, PUT RUBBER WASHER, METAL WASHER AND THREAD NUT ONTO THE PIN. TIGHTEN NUT.



4. CONNECT FLEXIBLE HOSES TO THE COLD AND HOT WATER SUPPLY.



5. AFTER INSTALLATION IS COMPLETE TURN ON THE WATER SUPPLY VALVES AND ALLOW BOTH HOT AND COLD WATER TO RUN AT LEAST ONE MINUTE EACH. WHILE WATER IS RUNNING, CHECK FOR LEAKS, ESPECIALLY AT HOOK-UPS TO SUPPLY LINES. TIGHTENING NUTS SLIGHTLY WILL STOP ANY MINOR LEAKS.

## TROUBLESHOOTING

PROBLEM	POTENTIAL CAUSE	CORRECTIVE ACTION
1 - Leaks from handle	1.A - Cartridge unseated	1.A - Remove cartridge from housing, wash thoroughly with hot water and reseal in housing.
2 - Insufficient flow rate	1.B - Cartridge defective	1.B - Contact Vigo Technical Support for replacement.
3 - Leak at connection points	2.A - Dirty aerator	2.A - Remove aerator and soak / clean with a non abrasive agent (i.e. half hot water and half vinegar).
4 - Loose faucet body	2.B - Clog in supply hose / line	2.B - Remove supply lines and flush lines.
5 - Loose handle	2.C - Clog in copper supply pins	2.C - Remove copper pins and flush/clean out.
	3.A - Flexible hose leaking at connection point	3.A - Tighten hoses. If this does not resolve the issue, remove the flexible hose and rethread, checking to make sure the connection is secure. Make sure to use pipe tape.
	3.B - Washer defective	3.B - Remove supply line and check the status of the washer. If torn, washer must be replaced for a secure, non-leaking connection.
	4. - Mounting hardware became loose	4. - From under the counter, use an adjustable wrench and tighten the mounting hardware. Make sure the faucet is perpendicular to the counter.
	5. - Set screw has become loose	5. - Take off hot/cold cover on handle. This will give you access to the screw that connects the handle to the cartridge. Using either an allen key or a flat head screw driver, tighten the screw so handle has firm connection to cartridge.

## PARTS LIST - For any parts needed but not shown, please contact Vigo Technical Support

PART	PART #	FINISH	SUPPLY DATE INDICATOR (INTERNAL USE ONLY)
Handle	68046	CH, BN, ARB, MB	W
Handle Set Screw	68031W	-	W
Handle Cap	68062	CH, BN, ARB, MB	W
Aerator	64029	-	W
Cartridge	64002W	-	W
Supply Hose	74020	-	W

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# VIGO INDUSTRIES, LLC ("VIGO") FAUCET LIMITED LIFETIME WARRANTY



EFFECTIVE APRIL 1, 2013

VIGO offers the following limited warranty on each of its Faucet products (the "Product") and the components thereof. This warranty extends only to the original owner for personal household use. For commercial uses, additional limitations apply.

VIGO warrants the structure of the Product to be free from defects in workmanship and materials under normal use and service for the period commencing from the initial date of purchase by the owner, contractor, or builder, from VIGO or an authorized VIGO dealer, through the lifetime of the original owner or end-user.

VIGO warrants the cartridge component of the Product to be free from defects in workmanship and materials under normal use and service for a period of five (5) years from the initial date of purchase by the owner, contractor, or builder, from VIGO or an authorized VIGO dealer.

VIGO warrants the spray assembly and other mechanical components of the Product to be free from defects in workmanship and materials under normal use and service for a period of one (1) year from the initial date of purchase by the owner, contractor, or builder, from VIGO or an authorized VIGO dealer.

Subject to the Warranty Service provision below, any product reported to the authorized dealer or to VIGO as being defective within the warranty period will be repaired or replaced (with a product of equal value) at the option of VIGO. This warranty extends to the original owner and is not transferable to a subsequent owner.

Neither the distributor, authorized VIGO dealer, nor any other person has been authorized to make any affirmation, representation, or warranty other than those contained in this warranty. Any affirmation, representation, or warranty other than those contained in this warranty shall not be enforceable against VIGO or any other person.

VIGO reserves the right to modify this warranty at any time, it being understood that such modifications will not alter the warranty conditions applicable at the time of sale of the products in question.

## Limitations

This warranty shall not apply to instances of incorrect operating procedures, breakages, or damages caused by fault through improper installation, carelessness, abuse, misuse, misapplication, improper maintenance, or alteration of the Product, as well as chemical or natural corrosion, accident, fire, flood, an act of God, or any other casualty. Avoid abrasive cleaners, steel wools, and harsh chemicals as these will scratch, damage, and / or dull the product and / or finish and void this warranty. The owner of the Product covered by the present warranty is entirely responsible for its proper installation and any applicable plumbing or electrical wiring. VIGO neither installs nor supervises the installation nor hires a contractor for this purpose; consequently, VIGO cannot be held responsible for any default, breakage, or damages caused thereby or resulting thereof, either directly or indirectly.

The owner must provide access to the components of the Product as described in the installation guide so that VIGO can execute the warranty specified herein. If such access is not available, all expenses to provide said access will be the responsibility of the owner.

This warranty does not apply to Products that have not been installed or operated in accordance with instructions supplied by VIGO and all applicable rules, regulations, and legislation pertaining to such installations.

This warranty does not apply unless the VIGO Product is installed by fully insured licensed professionals. VIGO strongly recommends that such licensed professionals have experience in the installation of bathroom and kitchen products. [Installation of certain products, including without limitation glass products (i.e., shower doors and glass sinks) by an inexperienced person may result in product failure including, but not limited to, glass breakage which could result in personal injury or death.]

VIGO is not liable for personal injuries or deaths to any persons or for any direct, special, incidental, or consequential damage, loss of time, loss of profits, inconvenience, incidental expenses, labor or material charges, or any other costs resulting from the use of the product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or element or part covered by this warranty.

EXCEPT AS OTHERWISE PROVIDED ABOVE, VIGO MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR COMPLIANCE WITH ANY CODE.

In any case, VIGO cannot be held liable for any amount over and above the purchase price paid for the Product by the owner/end-user, contractor, or builder.

## Commercial Limitations

In addition to the above conditions and limitations, the warranty period for products installed for commercial applications or used in commercial ventures is one (1) year from the initial date of purchase by the owner, contractor, or builder from an authorized dealer. VIGO is not responsible for loss of use or profit under any circumstances. If the product is used as a display, the warranty period begins from the date of purchase. This warranty gives the owner specific legal rights. The owner may also have other rights which can vary from one state or province to another.

## Warranty Service

In order to obtain service provided under this warranty during regular business hours, contact the dealer or distributor who sold the unit, or contact VIGO directly. VIGO will provide the warranty service described above when the following conditions have been met: the failure is of the nature or type covered by the warranty; the user has informed an authorized VIGO Agent or VIGO's warranty service department representative of the nature of the problem during the warranty period; conclusive evidence (e.g., proof of purchase or installation) is provided to the foregoing by the user proving that the failure occurred or was discovered within the warranty period; an authorized independent service person or company representative has been permitted to inspect the product during regular business hours within a reasonable time after the problem was reported by the user. VIGO's warranty obligation shall be discharged upon tender of replacement or repair. The customer's refusal to accept the tender terminates VIGO's warranty obligations.

Certification may be ended by VIGO or certification agencies without notice.