

TROUBLESHOOTING

There is a Problem with My Soap Dispenser

Hey there, we're sorry to hear that you're having issues with your Pfister faucet. We know it's frustrating when something doesn't work how it's supposed to, but the good news is that there may be an easy fix to get you back up and running.

Review the information below and follow the links to find your specific model if you need to figure out what parts you need to order. And if at any point you feel lost, don't hesitate to [contact our customer service reps](#) to help walk you through it.

Common Problems and Solutions

[My soap pump is not pumping](#)

[The bottle is broken](#)

[The head is broken](#)

[My soap pump is dripping soap](#)

[My soap pump gets stuck](#)

Problem: My soap pump is not pumping

Check for soap

We don't mean to offend, but you'd be surprised how often this issue is fixed with the following step. If your soap pump is not pumping soap, please check to make sure you have soap solution in the bottle by taking a peak under the cabinet. We've made our bottles clear so that you can see if there's something in there.

Try a few extra pumps

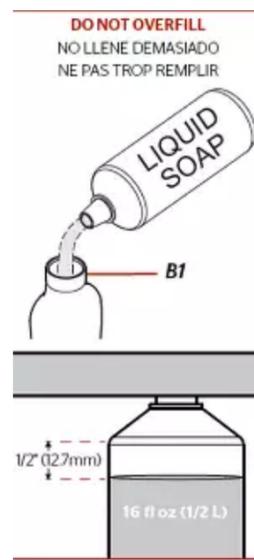
Some folks fill their soap pumps with different and interesting things in addition to dish soap, from designer hand soaps to luxurious lotions (we believe in moisturizing too). Our pumps are optimized for the most common application—dish soap—and some of the thicker liquids can take 10-15 pumps to make their way up the tube. Gravity pulls them back down over time, so give it a few extra pumps to see if this is happening to you.

The soap is sticky

We design our soap pumps so that you can fill them from the top, which is a lot easier than having to unscrew them every time. Sometimes, we fill them a little too much and soap overflows the bottle and goes into the pumping mechanism. It'll work for a while, but when liquid soap dries it gets very sticky and can obstruct the pump itself.

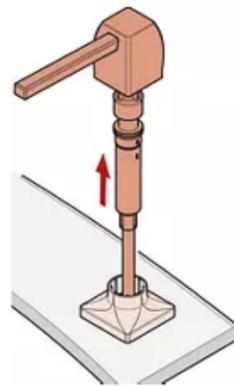
Fill to the level

As a reminder, our soap dispenser bottles hold 16 fl oz of liquid. It's important to leave 1/2" of space at the top to allow for the straw to go in without overflowing.



Remove the pump

Remove both the pump and fill straw from the bottle by pulling straight up.



Soak in water

Keeping the straw in place, soak them in a pan of hot water for 15 minutes while keeping them completely submerged. Pump the head under water until the mechanism moves freely.

Flush the pump

Once it moves, pump some of that hot water through the fill straw to clear out the inside as well. Remove from the water, pump a few more times to remove excess water and reinstall.

Still not pumping? Call Pfister

If the steps above don't work, it may be time for a new mechanism. We know it can be frustrating having issues with your faucet accessories and we want to help you resolve this. We have a dedicated team ready to help. Please call or write to us so that we can get this fixed for you:

Call us at 1-800-PFAUCET (1-800-732-8238) or
Send us your question (Link to "Ask a Question" Page)

[GET MORE HELP](#)

Problem: The bottle is broken

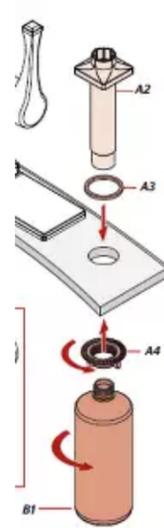
Broken bottle? Call Pfister

If your bottle is broken, it's time for a new soap bottle. We know it can be frustrating having issues with your faucet accessories and we want to help you resolve this. We have a dedicated team ready to help. Please call or write to us so that we can get this fixed for you:

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Reinstall the bottle

When your new one arrives, remove your old bottle from under the counter by twisting counterclockwise until it comes off. Thread the new one on by threading clockwise - do not overtighten.



[GET MORE HELP](#)

Problem: The head is broken

Determine location

Remove the pump head from the dispenser by pulling straight up. If you suspect a broken part, examine the assembly to determine the location.

From spout tip

If the spout tip broke off, then its time for a new soap dispenser head. Determine your model by using our online product catalog.

From base of soap head

If your soap head broke off from the base where it connects to the tip of the soap pump then its time for a new soap pump and potentially a new soap dispenser head. Try pulling out the broken pump tip from the bottom of the soap head. We can send you a new one if you cannot remove the broken tip.

Remove broken pump tip

You may just need a new pump mechanism. Try pulling out the broken pump tip from the bottom of the soap dispenser head. If there's enough material to grab onto, it should come straight out. Not to worry if you can't remove it, we'll replace both for you.

Call for replacement

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Problem: My soap pump is dripping soap

Broken spout head? Call Pfister

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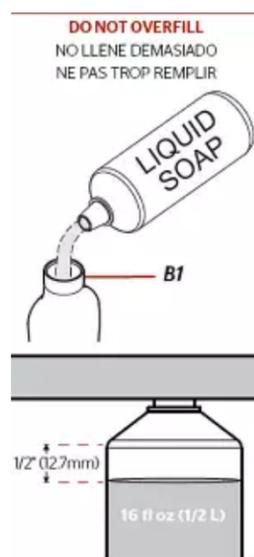
Problem: My soap pump gets stuck

Soap is sticky

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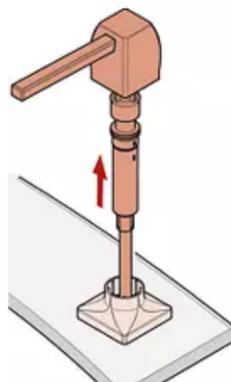
Fill Level Reminder

As a reminder, our soap dispenser bottles hold 16 fl oz of liquid. It's important to leave 1/2" of space at the top to allow for the fill straw to go in without overflowing.



Remove Pump

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Soak in water

Keeping the straw in place, soak them in a pan of hot water for 15 minutes while keeping them completely submerged. Pump the head under water until the mechanism moves freely.

Flush the pump

Once it moves, pump some of that hot water through the fill straw to clear out the inside as well. Remove from the water, pump a few more times to remove excess water and reinstall.

Stuck pump? Call Pfister

If the step above didn't work, it may be time for a new soap pump. We know it can be frustrating having issues with your faucet accessories and we want to help you resolve this. We have a dedicated team ready to help. Please call or write to us so that we can get this fixed for you:

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[GET MORE HELP](#)

If you need to replace a part...

Find your faucet to view a full parts list

View all possible matching faucets to find your specific model. Then view the full parts diagram to identify the correct part numbers to order.

[FIND YOUR PRODUCT](#)

Contact us to help ID your faucet for you.

If you're not sure what to do next, send us a photo of your faucet and we'll identify it for you. We can usually get you an answer within 24hrs.

[CONTACT PFISTER](#)

GET SPECIFIC SUPPORT AND PARTS INFO FOR YOUR FAUCET

Common Models

[View All Products](#)
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