



MDSHHSOWERH Troubleshooting Guide – Optum 3264

Note: This is to be used as a guide. Please defer to Product Instructions for Use of full instructions, warning, and contraindications.

Product Description

- Product Name: Handheld Shower Head
- Product SKUs: MDSHHSOWERH and MDSHHSOWER
- Product Description: Handheld shower head with approximately a 6.5-ft long hose.



Figure 1 – Product Photo

Troubleshooting Topics

Top Issue # 1 – Missing Parts

- Note: the color and style of some components might differ from the advertised packaging and this is because we are continuously making product improvements. (i.e. wall holder and diverter valve).
- This product should come with the following items:
 - shower head that can be attached to the diverter valve (shower head will have a convenient On/Off switch).
 - Diverter valve
 - Hose that allows the shower head to be attached at one end and the other end to be connected to the water source (note: each end of the hose should have at least one o-ring included for a total of two o-rings).
 - Filtered o-ring.
 - Wall Holder with two screws and two plastic anchors.



Figure 2 - Top Issue #1 Visual Aid

Top Issue # 2 – Leaking

- Ensure the customer has the o-ring in place on either end of the plastic hose.
- Overtightening the parts can cause the plastic to break.
- If the plastic isn't damaged and if the o-rings are in place, plumber's tape is a recommended solution (reference figure 3 as an example of using plumber's tape, this IS NOT included)



Figure 3 - Top Issue #2 Visual Aid





Complaint Form

Troubleshooting was attempted and could not resolve the issue

Document the following information below. Do not leave blank fields.

Convey Representative Name	
Customer Name	
Customer Phone Number	
Customer Address	
Customer Email Address	
Item Number	MDSHSHOWERH
Optum Item Number	3264
Age of Product (estimated)	
Product Serial or Lot Number	
Photo Available?	
Defect Code Check as many error codes are applicable to the customer issue.	<input type="checkbox"/> Defect Code 1: Missing Parts <input type="checkbox"/> Defect Code 2: Leaking <input type="checkbox"/> Defect Code 3: Other, Please explain _____

Additional Information:

Top Issue # 3 – Locating the Lot Number

- A common issue with complaints is the lack of Lot numbers. Lot numbers are crucial when it comes to identify if there are any trends potentially linked to manufacture issues. Reference Figure 3 for the location of the Lot number on the package the product comes in (i.e. on the bottom of the box). Note: There isn't a lot number on the actual product.



Figure 3 - Top Issue #3 Visual Aid