

Moen Automatic Shutoff Valves



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Recently, district personnel have been receiving calls from customers stating that they “have no water.” In response, we ask, “Do you have Moen automatic shutoff valve installed on your plumbing?” If they say “yes,” we explain that this is a unit that senses water usage at a home and determines if usage appears to be a leak. If so, it automatically shuts the water off. However, in Rye, there are two instances where this might not be excessive use: 1) when a unit is not occupied for a long time and suddenly has people using water, and 2) when irrigation systems start up in the summer after being off for a long time (running hoses can also do this). While this device is useful for properties that want to avoid water damage due to broken pipes or other plumbing issues, it is also something that property owners need to know might shut the water off when they don’t want it to. Below are graphics of these devices in the “On” and “Off” position. Per Moen, if you have one of these units you may access your phone app to change settings. If this doesn’t work then you can unplug the unit and then push and turn the valve to the on position. If the problem continues then you can call your plumber to further diagnose the issue.

On Position



Off Position



To Turn Back On:

- 1) **Disconnect Electricity**
- 2) **Push and turn valve to On Position**