

SILLCOCK IDENTIFICATION GUIDE

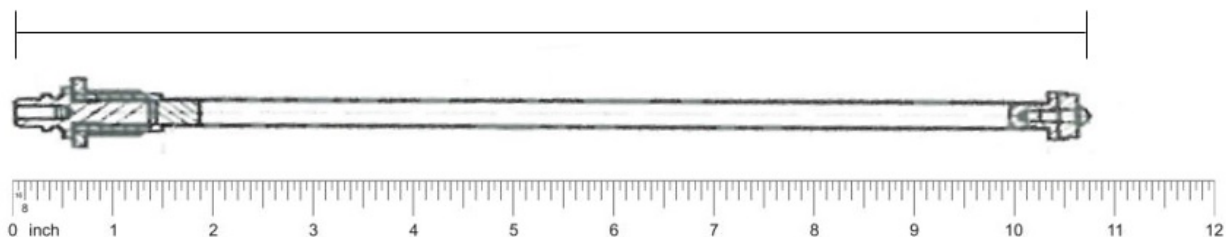
BK Products has offered various sillcock valve products for over 50 years. These products are also sometimes referred to as hydrants, hose bibbs, hose valves, or spigots. They are typically the valves that are on the exterior of a home or other building to which garden hoses can be attached for outside water needs.

This sillcock identification guide is offered as an aid to identify past and current products. The two designs are multi-turn and quarter-turn shown below.

MEASURING GUIDE

When looking to replace your inside stem, use the following steps and diagram below to help accurately size your replacement stem:

1. Remove the screw from the center of the handle then remove the handle from the sillcock.
2. Remove the packing nut using a suitable tool. Set the packing nut aside in a safe place.
3. Pull straight out to remove the entire inside stem assembly. Do not attempt to “twist” or “screw” the inside stem out. The vacuum holding the stem in place may make it difficult to pull it out, but it will come out.
4. Measure the inside stem from tip to tip without the handle or silver nut attached to it. Please refer to the measuring guide below. The measurement needs to be as precise as possible.



*The stem pictured above is our Standard Multi-turn. Your sillcock may not necessarily look like this.

MULTI-TURN SILLCOCKS

Multi-turns require the user to turn the handle multiple times in order to turn the water on or off. We offer a Standard Model as well as an Anti-Siphon Model.

STANDARD MODEL

Standard Model – Pictured below is our standard model. It does not have a vacuum breaker on top of the faucet behind the handle.



Old Design (Taiwan)		
Part Number	Stem Length	Tip to Tip Measurement
888-185	4"	7 inches
888-186	6"	9 inches
888-187	8"	11 inches
888-188	10"	13 inches
888-189	12"	15 inches
888-190	14"	17 inches
888-184	N/A	Handle
888-009	N/A	Handle screw



Current Design (China)

Part Number	Stem Length	Tip to Tip Measurement
888-560	4"	7.5 inches
888-561	6"	9.5 inches
888-562	8"	11.5 inches
888-563	10"	13.5 inches
888-564	12"	15.5 inches
888-565	14"	17.5 inches
888-184	N/A	Handle
888-009	N/A	Handle screw



ANTI-SIPHON MODEL

Anti-Siphon Model – Pictured below is our Anti-Siphon model. It is identifiable by the vacuum breaker located on top of the faucet behind the handle. The arrow is pointing to the vacuum breaker.



The models are identified by the country on their handles or by counting the threads on the physical inside stem assembly. The old Taiwanese design has 5-7 threads, and the current Chinese design has 3 threads. Notice the arrow is pointing to the threads in the diagram below.





Old Design (Taiwan)		
Part Number	Stem Length	Tip to Tip Measurement
888-323	4"	8 inches
888-324	6"	10 inches
888-325	8"	12 inches
888-326	10"	14 inches
888-327	12"	16 inches
888-328	14"	18 inches
888-184	N/A	Handle
888-009	N/A	Handle screw
888-183	N/A	Vacuum breaker kit



Current Design (China)		
Part Number	Stem Length	Tip to Tip Measurement
888-554	4"	8 inches
888-555	6"	10 inches
888-556	8"	12 inches
888-557	10"	14 inches
888-558	12"	16 inches
888-559	14"	18 inches
888-184	N/A	Handle
888-009	N/A	Handle screw
888-183	N/A	Vacuum breaker kit



QUARTER-TURN SILLCOCKS

Quarter-turns require the user to turn the handle less than one full turn in order to turn the water on or off. All of our quarter-turn models feature a PEX connection and have an Anti-Siphon system. Featured below is our old model, current model, and discontinued model.

OLD MODEL

Our old model features a gray aluminum handle with eight open cuts.

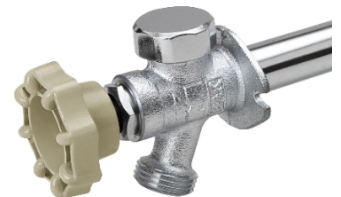
Old Model		
Part Number	Stem Length	Tip to Tip Measurement
889-556	4"	7-11/16th inches
889-557	6"	9-11/16th inches
889-558	8"	11-11/16th inches
889-559	10"	13-11/16th inches
889-560	12"	15-11/16th inches
889-561	14"	17-11/16th inches
888-183	N/A	Vacuum breaker kit
888-738	N/A	Gray handle with 8 open cuts



CURRENT MODEL

Our current model features a tan handle with eight open cuts.

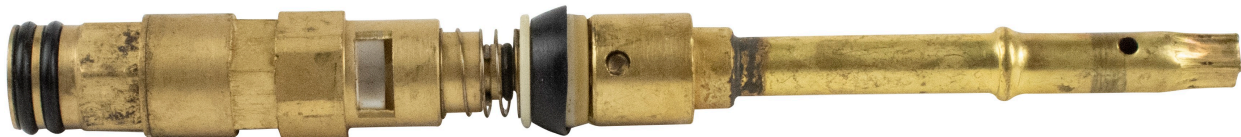
Current Model		
Part Number	Stem Length	Tip to Tip Measurement
888-570HC	4"	7-1/8th inches
888-571HC	6"	9-1/8th inches
888-572HC	8"	11-1/8th inches
888-573HC	10"	13-1/8th inches
888-574HC	12"	15-1/8th inches
888-575HC	14"	17-1/8th inches
888-576HC	N/A	Vacuum breaker kit
888-577HC	N/A	Tan handle with 8 open cuts



DISCONTINUED MODEL

Our discontinued model features a solid plastic handle with six scalloped circled edges.

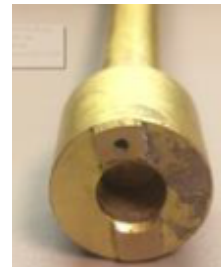
Discontinued Model		
Part Number	Stem Length	Tip to Tip Measurement
889-556	4"	7-11/16th inches
889-557	6"	9-11/16th inches
889-558	8"	11-11/16th inches
889-559	10"	13-11/16th inches
889-560	12"	15-11/16th inches
889-561	14"	17-11/16th inches
888-183	N/A	Vacuum breaker kit
888-738HC	N/A	Tan plastic handle
889-581	N/A	Cartridge (fits all lengths)



If your discontinued, quarter-turn sillcock is experiencing a handle leak (or a leak from behind the handle or handle area), please follow the instructions below. Gaskets or washers do not address leakage issues; therefore, these will not help you.

HANDLE LEAK INSTRUCTIONS:

Remove the setscrew which attaches the cartridge to the stem. The picture below shows the setscrew. Turn the stem upside down. There will be a raised edge across the stem base. On the raised edge there will be a small pinhole/weep hole. Fill this with epoxy or a silicone-based material, allow to cure, and reassemble. The second photo below is of the PINHOLE on the stem base. Be sure to reattach the white "spacer" disc with the rubber side facing the stem base in order to cover the weep hole.



CARTRIDGE:

Our discontinued sillcock is our only model that features a replaceable cartridge piece. The cartridge only addresses flow issues such as low flow or no flow. If you are experiencing issues with water pressure, then you may purchase either a new stem assembly or just the cartridge.

However, the cartridge will only work if no modifications have been made to the original stem. If the inside stem has been repaired in the past, then a new stem assembly is necessary.

The picture shows the correct way to install the cartridge. While gaskets, washers, and the visible spring are no longer needed, the white plastic spacer is still necessary. Please do not throw this piece away. If your spacer is broken or already discarded, then you will need to purchase the full stem assembly.

The cartridge will fit all lengths of this particular sillcock, but will NOT fit any other models.



FREQUENTLY ASKED QUESTIONS

How do I determine if my sillcock is a BK Products sillcock?

All of our sillcocks have “BK” or a Mueller “M” with a triangle embossed into the body of the faucet. If your sillcock does not have one of our logos on it, then it is not our product. We do not have any partnerships with other brands and cannot guarantee that our replacement part(s) fit your model.

What is the average lifespan of a frost-free sillcock?

The average industry lifespan for a frost-free sillcock is 10 years.

What is the warranty policy?

All of our sillcocks have a warranty of 1 year with proof of purchase. Our discontinued quarter-turn faucets have a “lifetime warranty”. The lifetime refers to the lifetime of the faucet, which depends on many factors. The warranty requires a proof of purchase and only applies to the original owner of the sillcock.

If my sillcock is leaking, do I need to replace the entire assembly?

No, we recommend you replace the inside stem assembly. For part numbers, please see previous pages and follow the directions.

My inside stem is not measuring equal to one of the above-mentioned measurements, what do I do?

If your stem measurement is off, double check your sillcock is a BK branded sillcock. Our measurements and stems are not the same as our competitors. If it is a BK Products model and you are not getting the right measurement, then it is possible that part of the stem broke off and is still inside the casing located in your wall. This part needs to come out. If necessary, please call a plumber or a professional to help you with this. Our Customer Service Representatives are not trained or equipped to assist you with these issues.

I have a BK Product Sillcock but the inside stem looks or measures differently.

If you are not the original owner, then it is possible that a previous owner replaced the stem with a differently branded stem. Unfortunately, our customer service team does not have any information on other brands and will not be able to assist you further with this issue. Please see the guide above and try to narrow it down to a stem. Without the original stem, we cannot guarantee which stem replacement is right for your sillcock.

The nut on the outside of my sillcock has flattened and I am having a hard time removing it, what should I do?

If the nut or screw on your sillcock is worn and you cannot get a grip on it, please call a professional to avoid further damage. Unfortunately, our customer service representatives are not trained or equipped to assist you with these issues.

Where can I purchase repair parts for my sillcock? (US only)

Once you have properly determined what part numbers are correct for your sillcock, you may purchase it at any of our retailers. Please do not call us for these parts, as we cannot directly sell products to end users. You may be able to find some repair parts online. If not, all of our repair parts can be specially ordered at the Prodesk of either Lowe's or Home Depot. If you're located in Canada, please use Lowe's.

I am located in Canada. Where can I purchase repair parts for my sillcock?

We are partnered with Lowe's in Canada. You can specially order our repair parts at the Prodesk or try to find it through an online retailer.

Why does plugging the pinhole fix the handle leak?

The reason it started leaking all of a sudden is due to wear and tear through the years which naturally weakens the spring visible on the stem. The spring is designed to compress the white disk onto the weep hole to prevent backflow. The weep hole was designed to prevent dirty water from seeping into your clean water source. By plugging the weep hole, water will no longer get through the stem and seep through the handle area. Replacing the stem will also fix this leak.

The stem replacement I ordered for the discontinued quarter-turn sillcock did not come with new washers or gaskets.

The stem is a redesign of the discontinued quarter-turn sillcock and does not require any washers or gaskets.

I just want to replace my gaskets/washers. Where can I purchase them?

None of BK Products' stems have repair washers or gaskets. There are no replacement parts for these. Washers and gaskets do not address leaks. If your stem is leaking, you need to purchase a complete stem assembly.

Does the ASSM identify my sillcock?

No, this is an industry standard identifying the sillcock as a frost-free sillcock. The number does not help identify which replacement parts you need.