Troubleshooting: Selector Not Showing or Not Applying

Troubleshooting · https://wpfactory.com/docs/products-per-page-fix/

Fix a products per page selector that is not working

If the selector from Number of Products per Page - Pagination Manager for WooCommerce does not appear, check that Products per Page is enabled at WPFactory > Products per Page, choose a Position your theme actually fires, and clear any Scopes. If the page count does not change, a theme, page builder, or shortcode grid may be overriding it.

The selector does not appear

1. **Confirm the plugin is active** and that **Products per Page** (`alg_wc_products_per_page_enabled`) is checked in the General section.
2. **Check the position.** Under **Position(s)**, make sure at least one position your theme actually fires is selected. If your theme replaces the WooCommerce shop templates, a hook such as Before shop loop may not run, so try another position or add a Custom position.
3. **Check Scopes.** In the Advanced section, if you set a **Require** scope, the selector shows only on those page types. An **Exclude** scope hides it on the listed types. Clear both to show it everywhere.
4. **Test with a default theme.** Switch temporarily to a WooCommerce-compatible theme such as Storefront. If the selector then appears, the issue is theme compatibility.

The selector shows but the page count does not change

1. **Another plugin or the theme is forcing the count.** Some page builders and catalog plugins set their own products-per-page value. Products per Page applies its value at the highest priority, but a builder that runs its own query can still override it.
2. **Shortcode grids.** If your products come from the WooCommerce `[products]` shortcode, enable **Apply in WooCommerce shortcodes** in the Advanced section.

3. **Cached pages.** Clear any page or object cache after changing settings, so visitors are served the updated markup.

The choice is not remembered between pages

In the Advanced section, keep **Save in cookie** and **Save in session** enabled. For non-logged-in shoppers, enable **Force session start** so a session is created to hold the value.

Keep the plugin updated

Run the latest version of Products per Page. Updates often include fixes and compatibility improvements that resolve display or query issues.

Still stuck?

If the selector still will not behave, contact WPFactory support with your theme name and the position you selected, and we will help you track it down.



PRODUCTS PER PAGE

See every feature and the pricing on the Products per Page plugin page.

View plugin →

Related articles

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- Limit the Products per Page Selector to Specific Pages
- Place the Selector in a Custom Position
- Shortcodes: Show the Selector Anywhere