Pre-Installation (Tools)

**TOOLS AND HARDWARE REQUIRED**

Before beginning the installation of this product, make sure all parts are present.
Pre-Installation (Package Contents)

1. Spray (x1)
2. Check Valve (x1)
3. Tube Seat (x1)
4. Tube (x1)
5. Tube Seat (x1)
6. O-Ring (x1)
7. Adapter (x1)
8. Body (x1)
9. Base (x1)
10. Rubber Washer (x1)
11. 8” Flange (x1)
12. Pipe (x1)
13. Rubber Washer (x1)
14. Fix Ring (x1)
15. Mounting Nut (x1)
16. Outlet Pipe (x1)
17. Inlet Pipe (Hot/Cold) (x2)
18. Pole (x1)
19. M5 Bolt (x1)
20. Handle (x1)
21. Cap (x1)
22. Ceramic Cartidge (x1)
23. Base (x1)
24. Hose (x1)
25. Weight (x1)
26. Outlet Pipe Adapter (x2)
27. Decorative Plate
Installation

1. Shut off water supplies.
2. Remove the old faucet.
3. Clean the mounting surface.
4. Place decorative plate below faucet. And then put then into the hole.
5. Tighten mounting nut (15), fix ring (14) and rubber washer (13) onto the pipe.
6. Connect hose (24) with outlet pipe (16) by easy clip adapter.
7. Tighten the two halves of the weight to the pull-down hose approximately 30 cm (11.8 inch) below the connection of the water outlet tube. A red mark on the hose will help you locate this spot.

8. Connect the water inlet hoses (17) of the faucet to the sink water supply lines. Ensure that the faucet inlet hose with the red marking is attached to the hot water supply line and the blue faucet inlet hose is attached to the cold water supply line.
9. Open the hot and cold water supplies.
10. Check for leaks. Turn on the faucet handle for one minute to flush debris from faucet.
11. Attach the spray head.
## Troubleshooting

<table>
<thead>
<tr>
<th>Issue</th>
<th>Possible Cause</th>
<th>Solution</th>
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<tbody>
<tr>
<td>There are leaks from end of the spout.</td>
<td>The aerator is dirty or misfitted. Worn out valve/cartridge.</td>
<td>• Unscrew the aerator and soak it in 50/50 solution (warm water and white vinegar). Rinse with clean water before reinstalling. • Replace worn out part with a new one.</td>
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<tr>
<td>There are leaks at the base of the faucet.</td>
<td>Dirt or debris have collected on the seals/o-rings/bearings located in the faucet body (occurs while the faucet is running). Dirt or debris have collected in the valve/cartridge or valve/spacer has worn out (occurs after the faucet is turned off).</td>
<td>• Replace the seals/o-rings/bearings. • Replace valve/cartridge or valve/spacer.</td>
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<tr>
<td>There are leaks under the handle</td>
<td>Leaks while faucet is on: Dirt or debris have collected on seals/o-rings. Leaks while faucet is off: Dirt or debris have collected in the valve/cartridge or spacer assembly has worn out.</td>
<td>• Replace the seals/o-rings. • Replace valve/cartridge or spacer.</td>
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<tr>
<td>There are leaks between sprayhead and hose.</td>
<td>Sprayhead hose ball joint has worn out.</td>
<td>• Replace the sprayhead hose.</td>
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<tr>
<td>There is low flow from hot and cold water.</td>
<td></td>
<td>• <strong>New Installation:</strong> Flush out the supply lines. If there is no flow after flushing the supply lines, the supply lines may need to be replaced. • <strong>Existing Faucet:</strong> To determine which part needs to be replaced follow steps below: 1. With the water turned off, remove the sprayhead from the spray hose and hold the hose. 2. Point the hose into the sink and turn water on, if there is good flow it means there is trouble with sprayhead. 3. Soak the sprayhead in a 50/50 solution (warm water and white vinegar) to remove the dirt and debris. 4. Re-install the sprayhead to the hose. 5. If the faucet still has low flow, disconnect the pull-out spray hose from the mixed supply hose (below the counter). 6. With the hose removed, turn on the water and direct the water into a bucket. This will flush any debris from the supply line. Valve/cartridge needs to be replaced when there is poor water flow from the hose with the sprayhead removed.</td>
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<tr>
<td>Spray not switching between sprayhead function.</td>
<td>Buttons have worn out over time. Button is missing.</td>
<td>• Replace the sprayhead.</td>
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**IF YOU HAVE ANY QUESTIONS REGARDING THE PRODUCT, PLEASE CONTACT OUR CUSTOMER SERVICE AT 1.866.721.3888 (MON-FRI 9 - 5PM CST)**

## Maintenance

- To clean, wipe down with a damp cloth and towel dry.
- Do not use abrasive cleaners, steel wool, or harsh chemicals when cleaning this faucet