

KES

Keep Efficient Simple

KES

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BATHROOM FAUCET INSTALLATION GUIDE

CUSTOMER SERVICES

cs@keshome.com



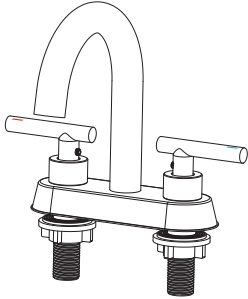
CHAT NOW

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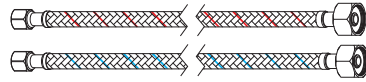
Table of Contents

Pack List	02
Illustrated Parts.....	03
After-sale Service.....	04
Notes Before Installation.....	05
Important Dimensions.....	06
Operations.....	07
Product Installation.....	08
Low Pressure / Slow Flow?.....	11
Troubleshooting	12
Care Instructions	16
Lifetime Limited Warranty.....	17

Pack List

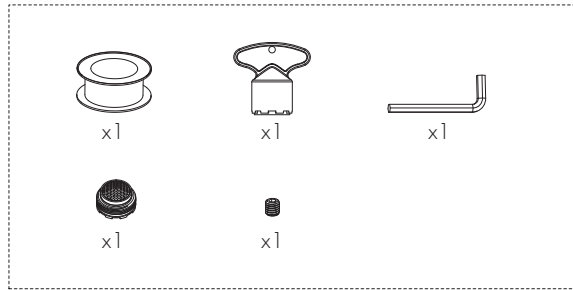


1 Faucet



2 Supply Hose

3 Parts & Spare Kit

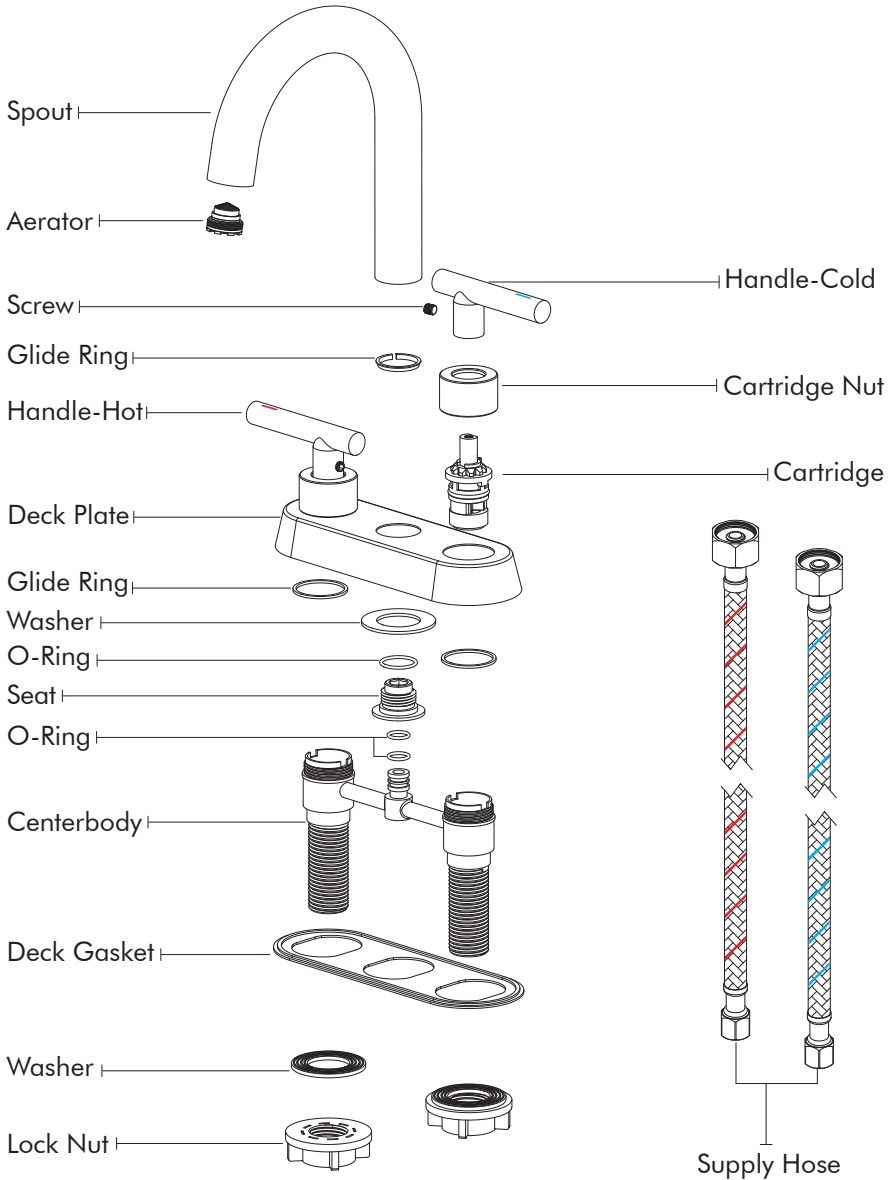


Parts Missing/Damaged?



Contact us
Replace for FREE
cs@keshome.com

Illustrated Parts



After-sale Service



24-Hour Customer Support

Visit our customer support center for solutions 24/7:

<https://www.keshome.com/solutions>

Customer services via Amazon Message, instant chat, or email during business hours.



Free Replacement Parts

Contact us if there are parts damaged or missing. Parts will be provided FREE of charge. (Shipping fees may apply)



1-on-1 Responsive Customer Service

No need to repeat your case every time you contact us. We will have a dedicated, professional team to work on your problem until it is resolved.



Parts Customization

Don't worry about unexpected challenges during projects. We've got you covered! Let us know your specific requirements, and we'll try our best to customize parts that fulfill those needs.



Return Policy

Feel free to return within 30 days of purchase. Just make sure all items (especially hardware pack) are in the box and contact us.

Missing Return Window?

No Worry!
We totally understand



Contact us
Replace for FREE

Notes Before Installation

Helpful Tools



Aerator Wrench



Adjustable
Wrench



Allen Key



Gloves



Safety Glasses

Working Conditions

Environment Temperature: 5 - 49°C (41 - 120°F)

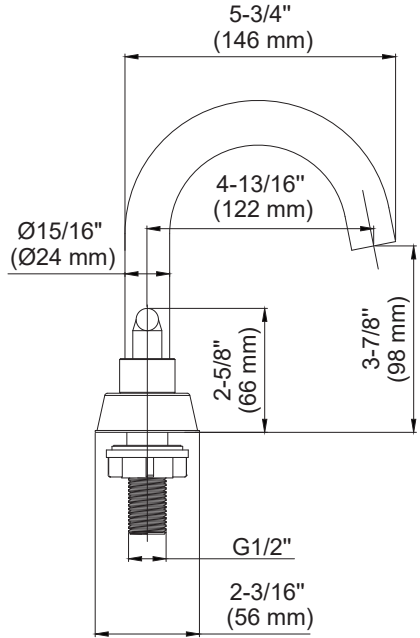
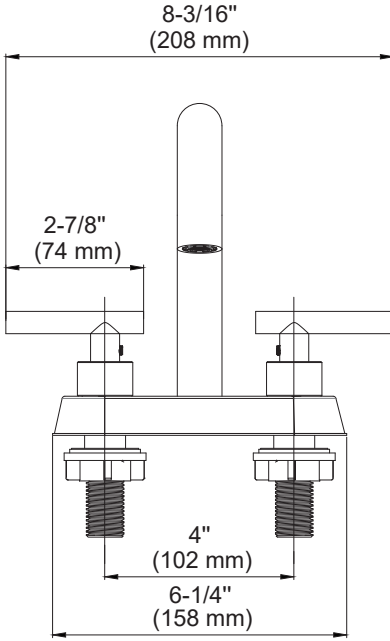
Inlet Water Temperature: 5 - 70°C (41 - 158°F)

Water Pressure: 0.14 MPa- 0.41 MPa

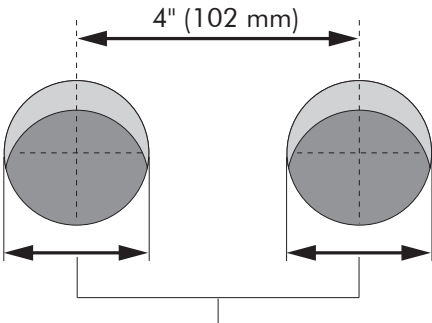
Notes Before Installation

- To reduce the risk of injury or property damage, read and follow all of the installation instructions before installing this product and wear safety glasses.
- This product must be installed in accordance with all state and local plumbing and building codes.
- Call a professional if you are uncertain about installing this product properly.
- Notice: KES is not responsible for damage to the faucet caused by extreme weather which causes inlet water temperatures below 5°C (41°F) or above 70°C (158°F).
- Choking hazard. Please keep all small parts and plastic bags out of the reach of children.

Important Dimensions

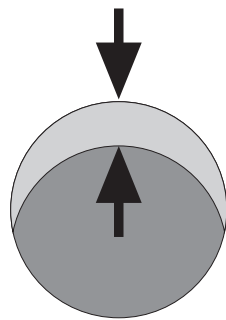


Pre-drilled Hole Size



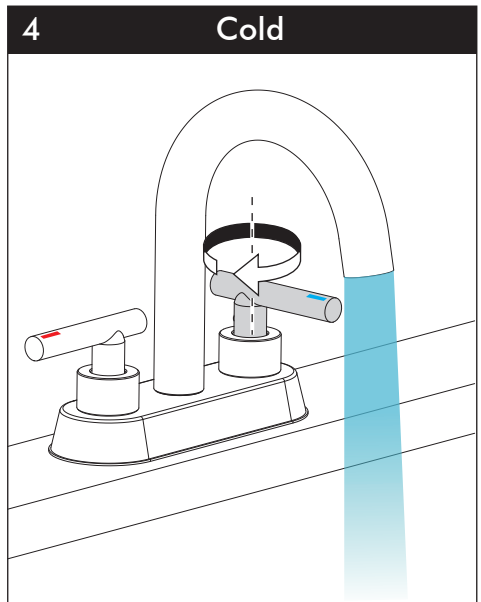
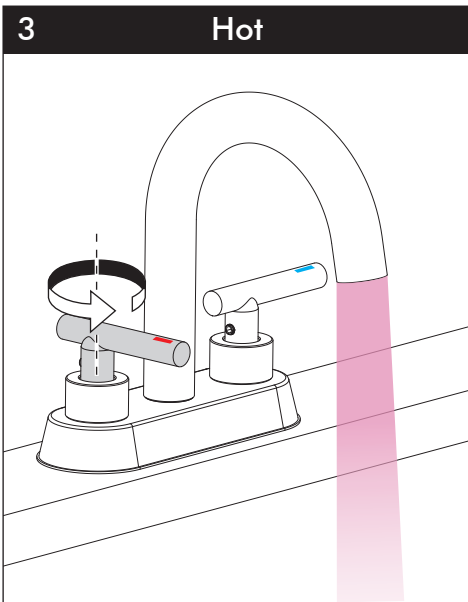
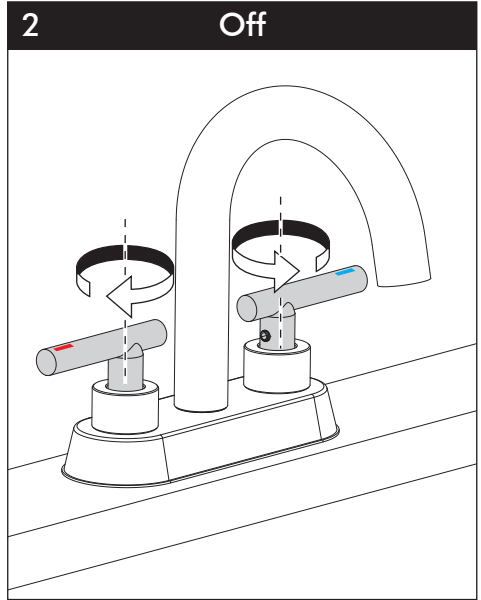
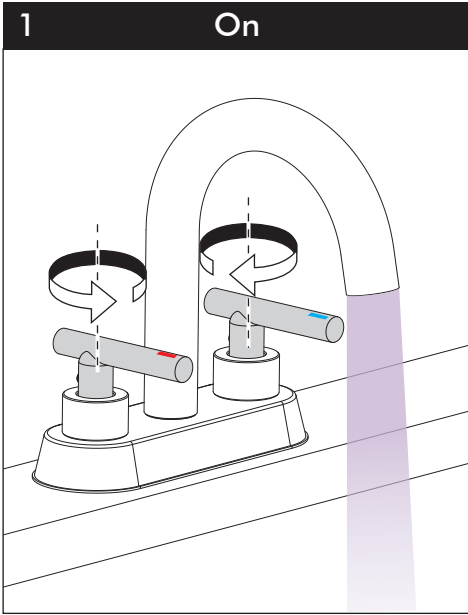
7/8" (22 mm) - 1-3/8" (35 mm)
 Recommended: 1-1/8" (28 mm)

Countertop Thickness



Countertop Thickness:
 Max. 1" (25 mm)

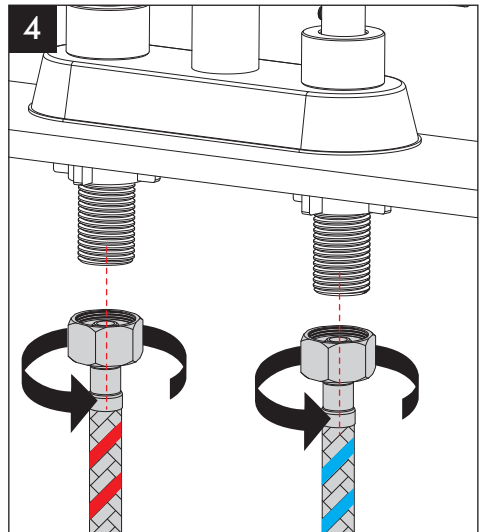
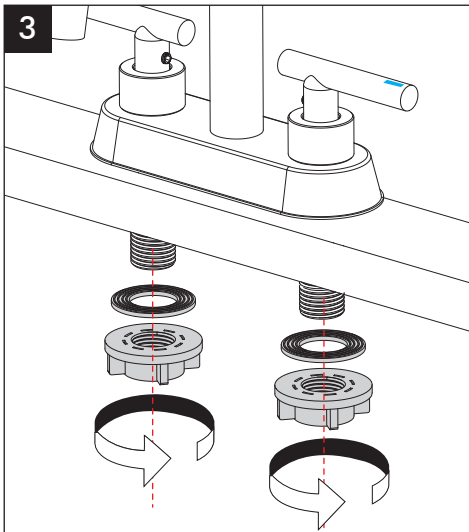
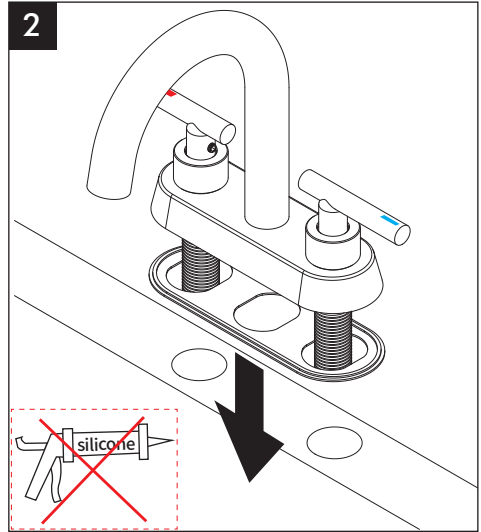
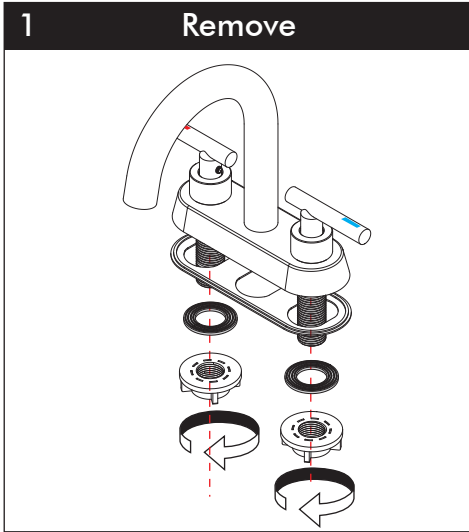
Operations



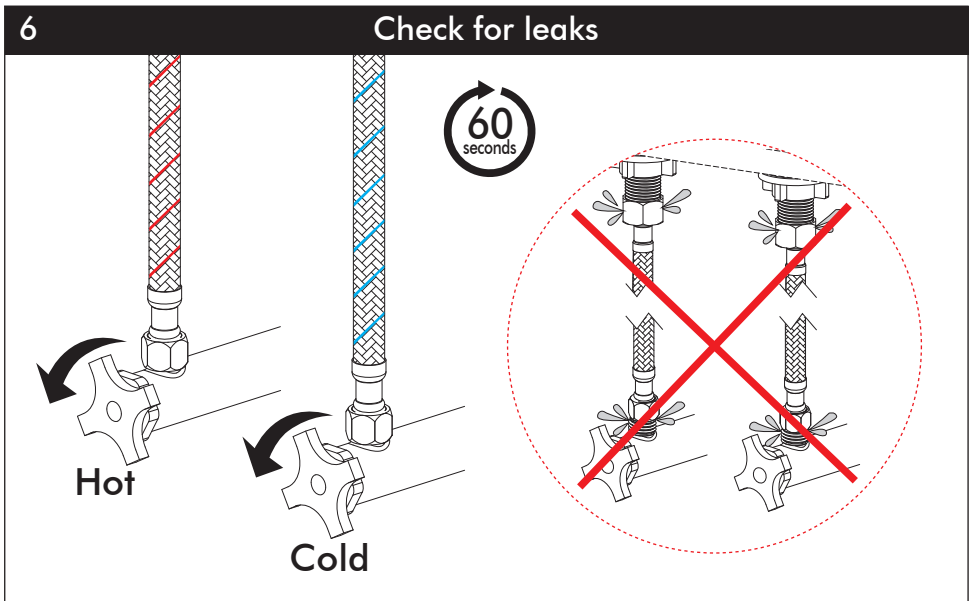
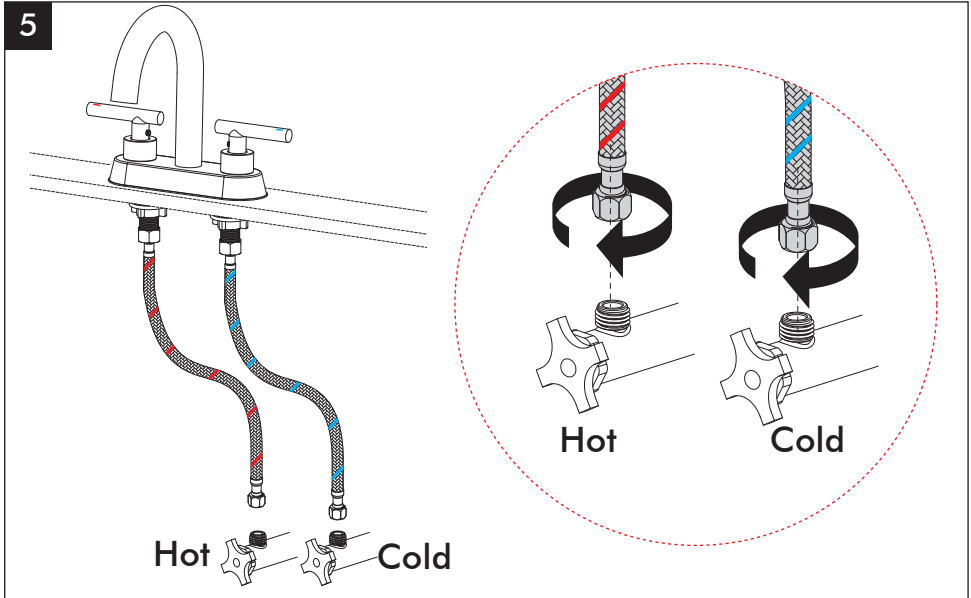
Product Installation

Before installation, you should ideally flush your plumbing pipes to clean any debris or sediment by letting the water run for a few minutes. Next, turn off your sink water supply.

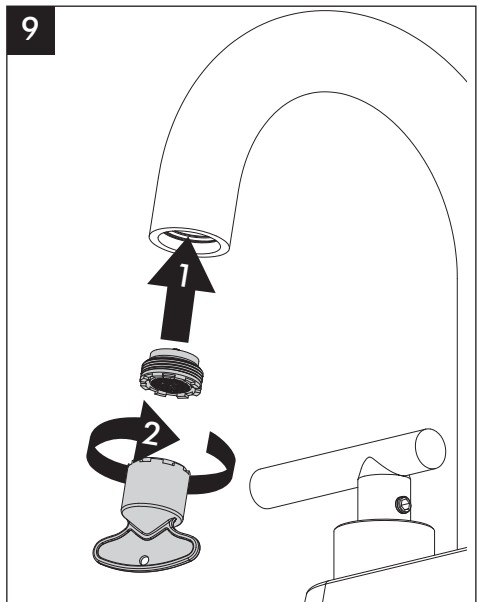
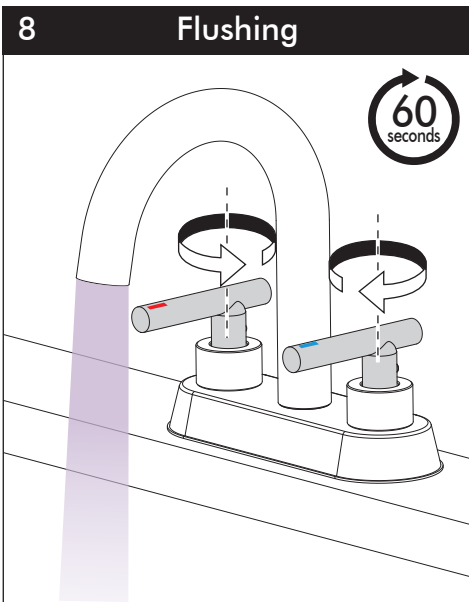
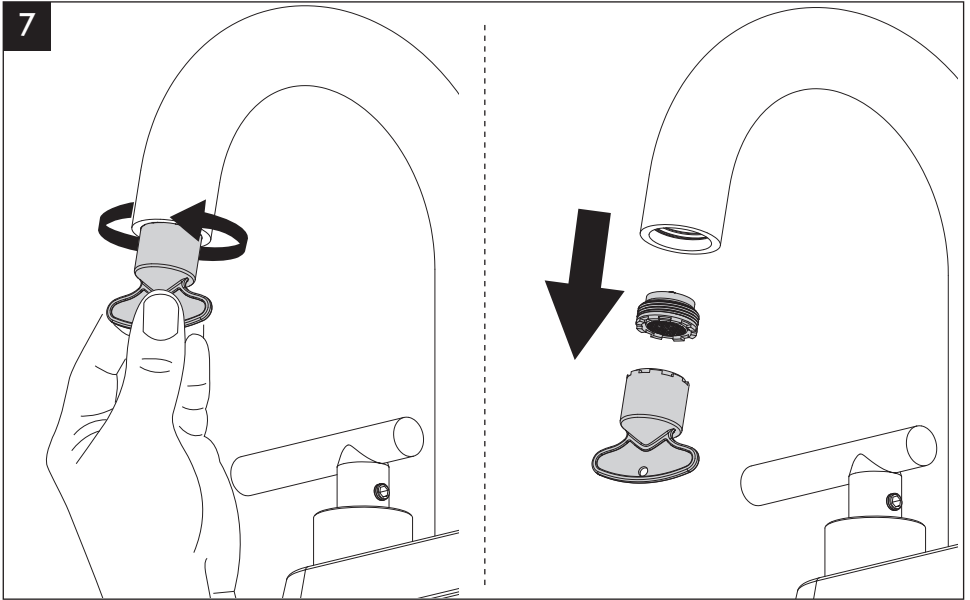
NOTE: Not for bathtub use.



Product Installation



Product Installation

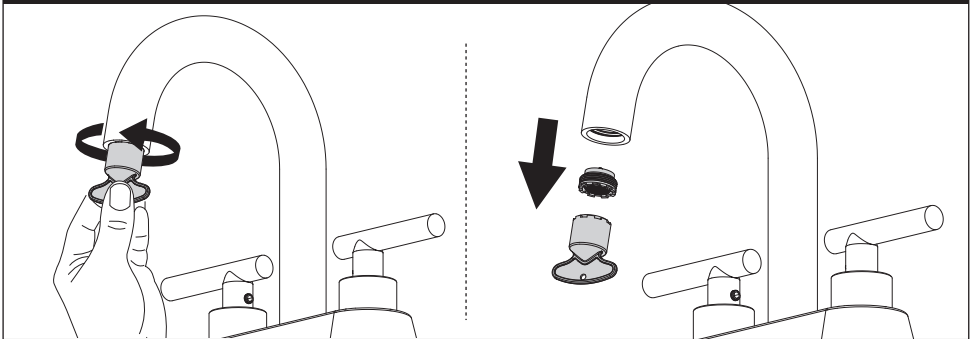


Low Pressure / Slow Flow? Check and clean aerator!

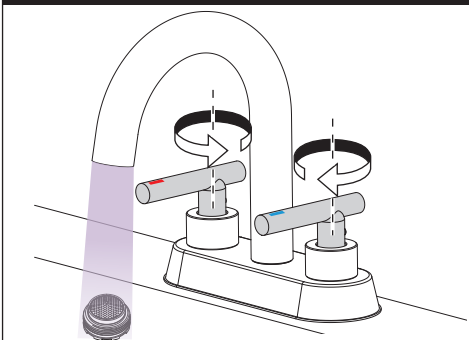
Included in Spare Kit



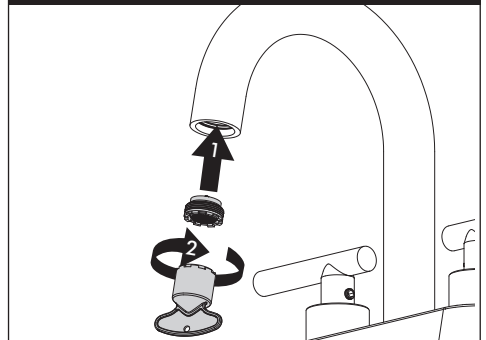
1 Remove



2 Inspect and Clean




3 Reinstall



Default aerator is 1.2 gpm, compliant with California Energy Commission (CEC) regulations. Please check your local plumbing codes before removing it or replacing it with 2.2 gpm aerator.

Troubleshooting

Fault	Cause	Remedy
<p>Parts missing/damaged</p> <hr/> <p>Miss return window</p> <hr/> <p>Supply hose too short</p>		<p>Contact KES</p> 
<p>Product certification/ compliance</p>	<p>Complies with</p> <ul style="list-style-type: none"> ● ASME A112.18.1/ CSA B125.1 ● NSF/ANSI/CAN 61: Q ≤ 1 ● NSF/ANSI/CAN 372 ● California Energy Commission (CEC) regulations 	<p>Certificates Hyperlink: cUPC: https://plm.iapmo.org/pld#/certificate/10664/2509</p> <p>NSF/ANSI/CAN61: https://plm.iapmo.org/pld#/certificate/N-10665/2125</p> <p>NSF/ANSI/CAN 372: https://plm.iapmo.org/pld#/certificate/10666/2510</p> <p>CEC: https://cacertappliances.energy.ca.gov/Pages/ApplianceSearch.aspx</p>

Troubleshooting

Leakage

From cartridge

Cartridge nut loose

Tighten cartridge nut
Scan for video guide



Cartridge damaged

Contact KES

From spout

Spout damaged

Contact KES

From hose

Centerbody damaged

Contact KES

Supply hose damaged

Troubleshooting

No or Low Flow

Low water pressure

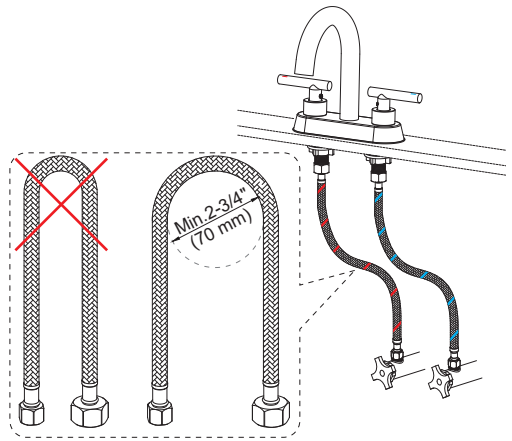
Plumbing clogged

Disconnect the supply hose and check if the water flow from the home plumbing is low. If so, contact a plumber for an inspection.

Supply hose kinked

Fold supply hoses as shown below

No or low water flow



Clogged Aerator


Check and clean aerator
See page 11
Scan for video guide



Cartridge clogged/damaged

Contact KES

Troubleshooting

Maintenance		
	Hard water	Recommend using scale remover for cleaning every one to three months
Finish peeled off/faded	Wear and tear Limescale build-up Improper maintenance	DO NOT use corrosive cleaners Follow proper cleaning instructions Scan for video guide
Parts rusted		
Others		
Handles crooked or not symmetric	Cartridge damaged	Contact KES

If your problem still exists or is not covered above, contact KES



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chat now!

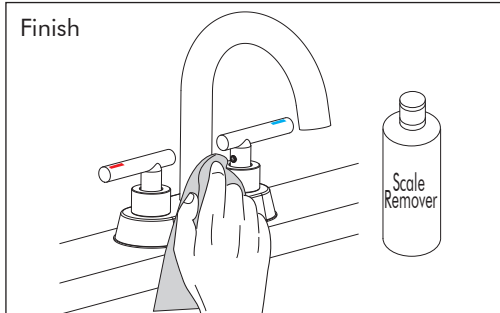
Care Instructions

Cleaning:

To keep the product looking new, please follow these simple care instructions:

DO:

- Daily Maintenance



For best results, perform this descaling treatment every one to three months. Regular maintenance will help keep the product looking its best for years.

Note:

Test scale remover in an inconspicuous area of the product finish before using it widely to check for compatibility.

DO NOT:

- Do not use cleaning products with acidic, caustic, bleach, or mildly alkaline properties and those labeled as rust removers.
- Do not use cleaning materials or appliances with an abrasive effect, such as unsuitable cleaning powders, sponge pads or microfiber cloths.

Failure to follow these care instructions may damage the product finish.

Lifetime Limited Warranty

Faucets

KES warrants its faucets purchased from authorized sellers to be leak and drip free as long as the original consumer owns their home in which the product was first installed (the "Warranty Period" for homeowners). For all other purchasers (including purchasers for industrial, commercial and business use) are warranted for a period of 3 years from the original date of purchase (the "Warranty Period" for non-homeowners).

Other Products

Products other than faucets are backed by a 1-Year Limited Manufacturer's Warranty (the "Warranty Period" for non-faucet products).

What We Will Do

If a faucet should ever develop a leak or drip during the Warranty Period, KES will **FREE OF CHARGE** provide the parts necessary to put the faucet back in good working condition.

For non-faucet products, KES will replace **FREE OF CHARGE** any part that proves defective in material and manufacturing workmanship during the Warranty Period.

If repair or replacement is not practical, KES may elect to refund the purchase price in exchange for the return of the product.

What Is Not Covered

KES shall not be liable for any damage to the product resulting from reasonable wear and tear, installation and maintenance errors, outdoor use, freezing water, abuse, misuse, and use of cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol or other organic solvents.

KES is not responsible for removal, installation, labor charges, or other incidental or consequential costs. In no event shall the liability of KES exceed the purchase price of the product.

KES AND/OR SELLER ARE PROVIDING THESE WARRANTIES IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. KES AND/OR SELLER DISCLAIM ALL LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction.

This warranty applies only to KES products sold in North America and Europe.

Contact KES

Email: cs@keshome.com

Online Contact:



Please provide:

- dated proof of purchase
- description of the defect/fault
- picture or video showing the issue(s) (optional)