

# ***KES***

## SINK DRAIN INSTALLATION GUIDE

S2013A

S2013D

S2014A

S2014D

CUSTOMER SERVICES

[cs@keshome.com](mailto:cs@keshome.com)



CHAT NOW

**S2013.V5.1**

## AFTER-SALE SERVICE



### **24-Hour Customer Support**

Visit our customer support center at <https://www.keshome.com/cs>, available 24/7.

Contact us via Amazon Message, instant chat, and email during business hours.



### **Free Replacement Parts**

Please contact us if any parts are damaged or missing. Parts provided free. (Shipping fees may apply)



### **1-on-1 Responsive Customer Service**

No need to restate your case with each contact. Our dedicated team of professionals will work on resolving your issue until it is resolved.



### **Parts Customization**

No need to worry about unexpected challenges. Share your requirements, and we'll customize parts to meet your specific needs.



### **Return Policy**

Feel free to return within 30 days. Please ensure all items (particularly the hardware pack) are in the box before returning.

## Missing Return Window?

No Worry!  
We totally understand



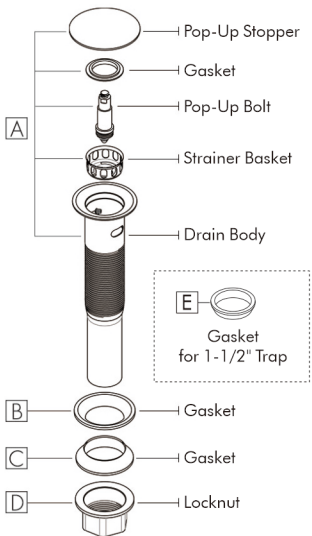
Contact us  
Replace for FREE

## WARNING

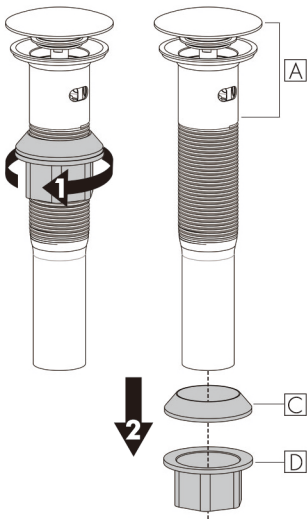
To reduce the risk of injury or property damage, read all instructions before installing the product. Wear safety goggles. The product must be installed in accordance with all state & local plumbing & building codes. Call a professional if you are uncertain about installing this product.

**Notice: The following steps demonstrate the installation of model S2013A(with overflow).**

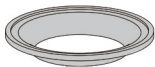
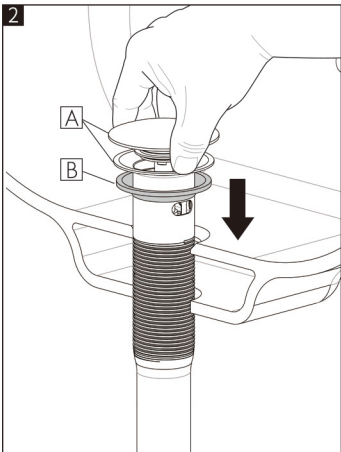
## ILLUSTRATED PARTS



1 Remove locknut D and gasket C from the drain body.



2

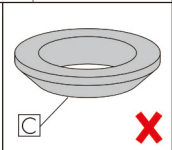
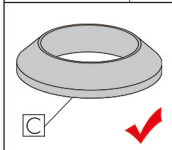
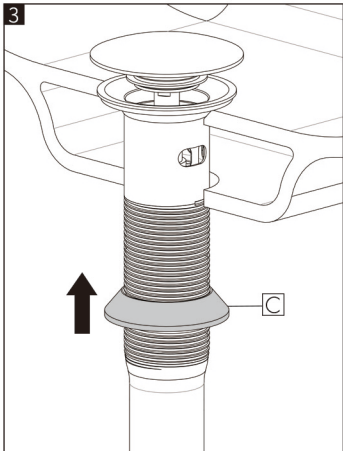


B

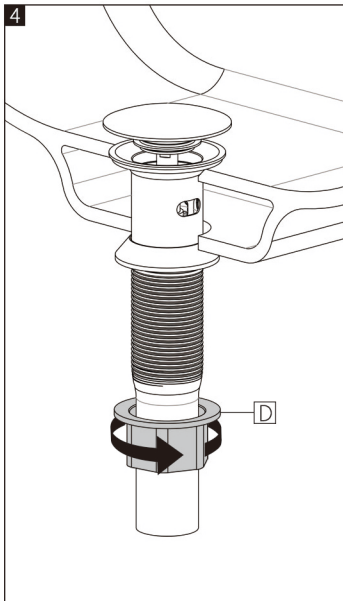


B





4

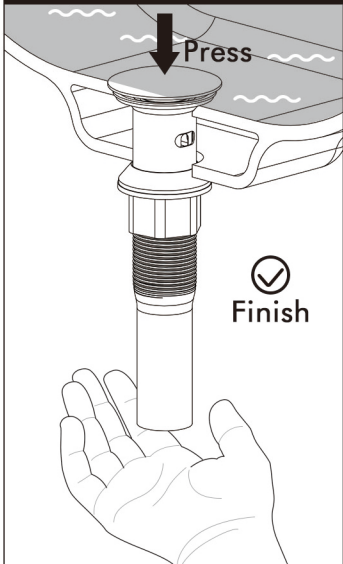


7



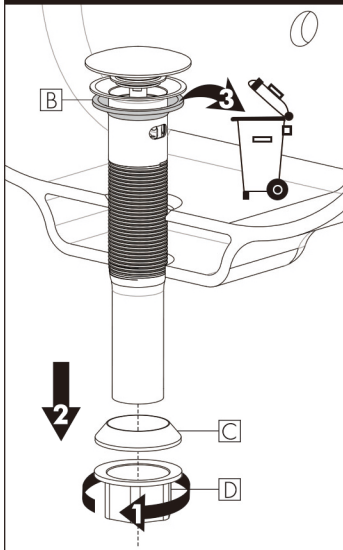
5

Check for leaks.

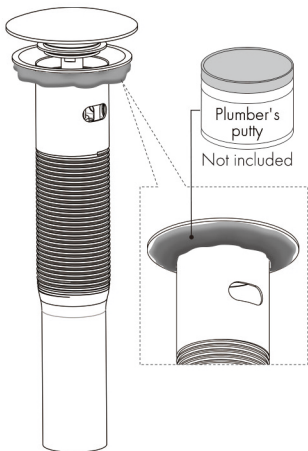


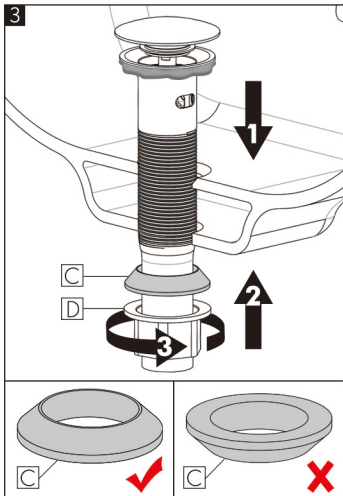
## LEAKAGE SOLUTION

1 Remove the gasket B.



2 Wrap the plumber's putty around the flange bottom and reinstall.





Still leaking? Contact KES!

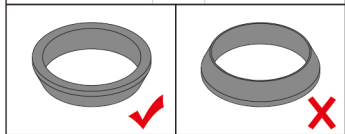
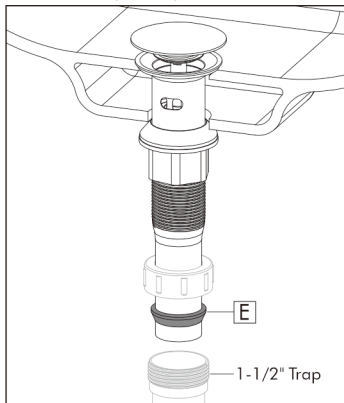
[cs@keshome.com](mailto:cs@keshome.com)



CHAT NOW

## FOR 1-1/2" TRAP

Please use the free 1-1/2" gasket to replace the old one in your trap.



## TROUBLESHOOTING

If the drain does not work properly, please take the following corrective actions:

### 1. PROBLEM

The Pop-up stopper sticks and is hard to push down.

#### CAUSE

The pop-up bolt is jammed.

#### ACTION

Contact us to replace the pop-up bolt.

### 2. PROBLEM

The strainer basket and the pop-up stopper aren't straight.

#### CAUSE

The package may have been damaged during transit.

#### ACTION

Try straightening the part or contact us for a how-to video guide.

### 3. PROBLEM

The drain is leaking underneath the sink.

#### CAUSE

The gasket B doesn't seal strong enough.

#### ACTION

Adjust the gasket B or seal around it with the silicone caulk.

#### **4. PROBLEM**

There's a leak between the gasket C and the locknut.

#### **CAUSE**

The gasket C may be upside down or the locknut doesn't seal strong enough.

#### **ACTION**

Remove the locknut and the gasket C , then use plumbers tape or silicone caulk on the thread. Check that the gasket is right side up before putting it back on the gasket C along with the locknut.

#### **5. PROBLEM**

Size is not compatible.

#### **CAUSE**

This is made for a standard 1 3/4" drain opening. It fits a sink hole with a diameter of 1 39/64" to 1 31/32" and a sink with a max thickness of 1 31/32".

#### **ACTION**

Double check the size before installing it. If it's not compatible, just put all items in the box and return the product to Amazon.

## **6. PROBLEM**

Drains slowly or water is unable to drain.

### **CAUSE**

Debris is blocking the drain.

### **ACTION**

Take out the basket (if there is one) to check and clean the drain.

## **Care Instructions**

Use soft, damp cloth. Dry thoroughly. Avoid harsh cleaners for effective maintenance.

## **Warranty Information**

### **One-Year Limited Warranty**

KES warrants its products purchased from authorized sellers to be free from defects in material and workmanship for one (1) year from the original date of purchase.

### **What We Will Do**

KES will repair or replace, **FREE OF CHARGE**, during the one (1) year warranty period, any part that proves defective in material and/or workmanship under normal installation, use and service.

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](mailto:cs@keshome.com)

Online Contact:



Please provide:

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