Bathroom Faucet Installation Video : https://www.amazon.com/ask/questions/Tx1JJPRZ0GKYU7F

If the problems can not be fixed by the above solutions, please contact us directly:

✉ Email: **hurranserviceteam@gmail.com**

NOTE: Video or photos can help us quickly solve problems.

We appreciate your patience and understanding in this regard and sincerely apologize for the error and the inconvenience caused to you. We will certainly work in this issue to provide resolution right away.

Thank you for your support. :)

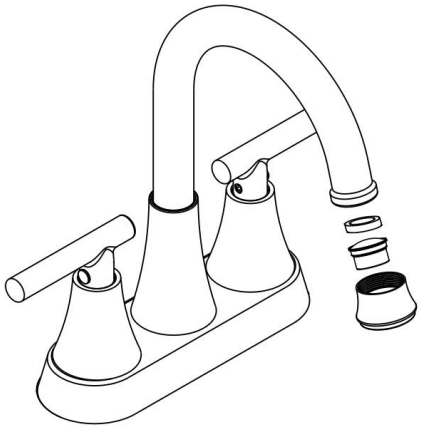
Finally, you are more than welcome to share your effective solutions and we will continue to improve the document to bring you more effective support.

Troubleshooting

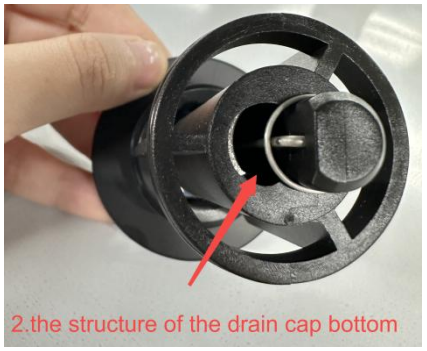
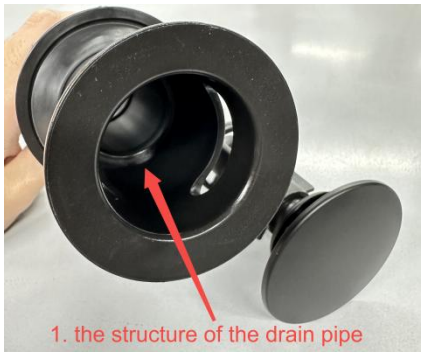
The spout (the aerator & cap) • • • • • • • • • • Page 2

The drain • • • • • • • • • • Page 3-4

The water supply lines • • • • • • • • • • Page5

Problem	Possible Cause	Solution	Refer
The aerator has an irregular or reduced water flow.	□ The aerator is dirty or mis-fitted.	□ Remove the aerator and check for debris.	
	□ The aerator defect 	□ Replacement of full-flow aerator in package or other M22 aerator □Contact Us for Replacement ✉ Email: hurranserviceteam@gmail.com	
Water leakage from nozzles	□ Missing Part: the black rubber gasket	□ Ensure that the rubber washer is properly installed.	
The aerator set and cap cannot be reinstalled	□ Installation errors	□ Insert the aerator from the direction of the cap nut □ Please note the direction of the aerator. □ Install the cap counterclockwise	
	□ The cap is broken at the threads, making it impossible to be installed.	□ Contact us for the replacement ✉ Email: hurranserviceteam@gmail.com	

Problem	Possible Cause	Solution	Refer
There is leaking from the sink drain at the base of the sink.	□ The sink has a rough or irregular surface.	□ Apply additional silicone sealant/plumber putty to the beveled side of the drain flange. If installing with sealant/plumber putty, remove gasket (red number 2)	
	□ Installation errors: 1) The 2 washers (red numbers 2 and 3) and nut are in the incorrect position 2) The mounting nuts and the washers are not tightened enough. 	□ Follow the installation steps to re-install: 1)Insert the pop-up body into the sink. 2) From underneath the sink, screw the bottom gasket onto the drain pipe. Make sure the bottom gasket is tight against the drain hole. 3) Screw the nut onto the drain pipe by twisting clockwise until secure. When twisting the nut, hold the bottom of the drain pipe with one hand and pull it down, while turning the nut with the other hand. 4) Check the drain is securely installed: rocking the drain from side to side and up and down and to ensure that there are no gaps to wiggle . 5) Check for leaks: Close the drain and fill the sink with water. Installation Video: https://www.amazon.com/vdp/004084cc7ec44e04ba20fe4ee7970c4c?ref=dp_vse_rvc_0 The Drain Installation Manual (PDF): https://m.media-amazon.com/images/I/91b60sBx02L.pdf	 
	□ No overflow in the sink	□ Replace with a drain without an overflow.	 

The drain is closed, but the water cannot be locked	□ Missing Part: the black rubber gasket 	□ Contact us for the replacement ✉ Email: hurranserviceteam@gmail.com	
The pop up drain stopper doesn't stayed closed.	□ There is foreign matter in the structure of the drain, causing it to fail to close.	□ Check and clean foreign matter	  
	□ The edge of the drain hole is too high and can not be closed	□ Use plumber putty to raise the drain pipe a little higher	
	□ the drain was defected	□Contact us for replacement ✉ Email: hurranserviceteam@gmail.com	

Problem	Possible Cause	Solution	Refer
Water leakage at the water pipe interface	□ The rubber ring of the water supply line is defective 	□ Replace the rubber ring or the water supply lines ✉ Email: hurranserviceteam@gmail.com	
	□ Using plumber's tape, as this may cause a gap in connection resulting in water leakage 	□Do not wrap plumber's tape □ Replace the water supply lines	
	□ The mounting nuts are not tightened enough.	□ Use **wrench** to re-tighten. □ Do not overtighten.	
	□ Severe kinking of water supply lines 	□ Replace the water supply lines Severe kinking of the water supply line, which is prone to bursting or even breaking, can also seriously affect the water coming out of the faucet (erratic/reduced flow).	
The water pipes are not long enough.		□ 3/8" Male Compression To 3/8-Inch Female Comp. Faucet Connector Line Extension	