



Check:

- Confirm that the sink is in the original box.
- Check if the sink is damaged, dent, deformed, scratched and stained during transportation.
- Make sure that the accessories in the sink are intact and complete.
- Keep them in the original box until you are ready to install it.

■ **Note:** we hope that our product you receive are perfect, but if there are any problems, please take photos and contact us (on Amazon/ official website), we will respond and handle your issue as soon as possible.

If there is no problem with the product, there may be some problems that make you feel confused during the installation process and the use process. Below are some questions and solutions. You can refer to it. If you have any questions, please contact us.

Q&A:

Q: What kind of installation method should I choose? What should I do if the selected sink does not fit the cabinet? Is the garbage processor suitable ?

A:

-Our sinks are recommended for undermount installation, except apron sink, Undermounted sinks provide a sleek look and easier cleanup because they sit slightly below the surface of the counter so you can wipe water from the countertop directly into the sink and there's no lip or crevice to catch dirt.

- If the sink do not fit the cabinet, please contact us, we will give you advice according to your cabinet size and arrange to replace you with a suitable sink.

please contact us before applying for a return, thank you.

- Our sink is a standard 3.5-inch drain that **fits most garbage processors.**

Q: Why stainless steel sinks have rust spots ?

A: rust spots found in or on the sink are usually from other metal items. Cast-iron cookware and food cans left in the sink are two major culprits that can cause rust spots to show up on an otherwise rust-free sink. The floating dust during the decoration and the water with impurities will cause the oxidation reaction. so **simply washing out the sink out with mild dish soap and water is usually enough to remove the some problematic chemicals.** please be assured that this is only the reaction of

the surface, and it is easy to remove, and will not affect the quality and life of the sink.

Q: Why is my new stainless steel sink showing scratch marks after only a few weeks ?

A: Our sink is made of the top quality SUS304 stainless steel. as with most metallic surfaces, your sink will get “**usage scratches**” , your sink will be a little susceptible to this at first. This is completely normal, even with our top quality stainless steel. after using a few days, many of the little scratches will appear to have vanished again, the stainless steel sink in your kitchen heals itself. Taking good care of your sink will start to pay off within just a few weeks, so use care products and a sponge on it regularly.

Q: Why is the water drain so slowly ?

A: This problem plagues most sinks over 28 inches, inevitable in most of well-known brand, because the area at the bottom of the sink is too large, the thickness of the sink is particularly thick. the drain has been pressed down during the production process, but after the bumps in transportation, there may be a rebound. If there is food residue in the sink, you can use the **pull faucet** to wash the water a few times along the edge of the sink. In addition, you can install the **garbage processor**, The weight of the garbage processor will make the dirain sinks, making the drainage smoother.

Q: There will be food residue in the sink ?

A: like drain slowly, this problem occasionally occurs in most sinks over 30 inches.you can use the **pull faucet** to wash the water a few times along the edge of the sink.

STAINLESS STEEL CLEANING TIPS

Try these easy, homemade cleaning solutions to make your stainless-steel sparkle:

- Vinegar: Simply pour a generous amount of vinegar onto a soft scouring pad for an eco-friendly alternative to harsh chemicals. The stain will lift immediately.
- Lemon juice and baking soda: Create a paste from equal parts lemon juice and baking soda, then scrub with a damp sponge. For tougher stains, leave the paste on for 15–30 minutes, then wipe clean.
- Lemon juice and cream of tartar: Mix one tablespoon of cream of tartar with a few drops of lemon juice to create a paste, then smooth it on rust spots and rub it in vigorously with a soft sponge.
- Club soda: Buff rust scuffs with a soda-dampened cloth.

Thank you for taking the time to read this after-sales instructions, if there are any issues and comments, please send it to us at the first time. We will contact you as soon as possible and help you solve the problem in time.



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