CLEANING INSTRUCTION

Clean the flexible nozzle by rubbing it with your fingers or a soft toothbrush, or soak it in a 50/50 white vinegar/water solution for thorough cleaning. We recommend a thorough cleaning every 6 months to extend the service life of the product.

Do not use harsh chemicals, strong cleaners or abrasives. This may damage parts or finishes and void your warranty.

WARRANTY INFORMATION

TWO-YEAR NON-TRANSFERABLE LIMITED WARRANTY

To provide customers with quality shopping and user experience, we guarantee to replace or issue a refund for any defective products for up to 2 years from date of purchase.

Proof of purchase must be provided (Amazon order number or receipt) when contacting our customer support center.

The warranty is not transferable. We only provide warranty services to oricinal buyers who possess proof of purchase and not to any other purchaser or subsequent owner.

The price matching policy is not applicable. No price difference refund.

Sellers are the responsible party. Amazon allows different sellers to sell the same product so please confirm the seller by checking the order details before contacting us.

What is Covered

1. Received defective products (proof needed);
2. Received with missing parts;
3. Defective item under proper use.

What is Not Covered

1. Purchased from non-Amazon channel or other physical stores;
2. Gift without proof of purchase;
3. Tampering/abnormal use/accidental damage or commercial use;
4. Replacements and parts;
5. Installation fee/ labor fee.

Making A Claim

If you have any problems when using our products, you can reach out to us using any of these methods:

Email: support@aborderproducts.com
30 Days Free Return & Replacement
2-Year Product Warranty

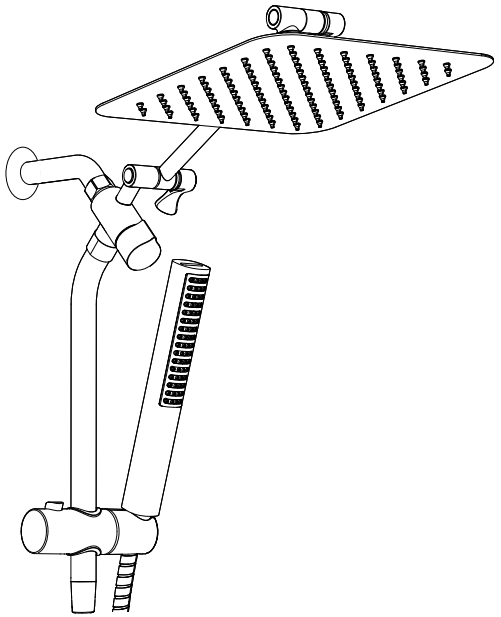
Gifted parts, replacements, consumable products are not covered by the 2-year warranty.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.

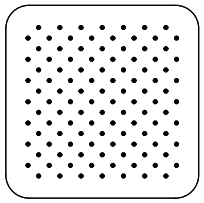
Manufacturer: XIAMEN SUITEC SANITARY WARE & FITTINGS CO., LTD.

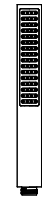
Address: NO.288-8 WEST JINYUAN 2nd ROAD, JIMEI DISTRICT, XIAMEN CITY, FUJIAN PROVINCE.

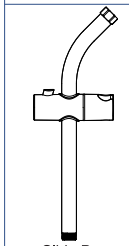
Rain Shower Head With Handheld Shower Head

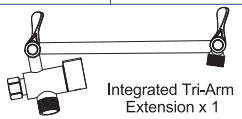


WHAT'S IN THE PACKAGE?


Rain Shower Head x 1


Handheld Shower Head x 1


Slide Bar & Shower Head Bracket x 1


Integrated Tri-Arm Extension x 1


60 Inch Hose x 1


Wrench x 1

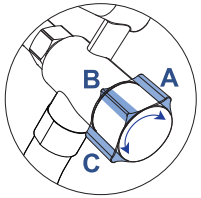

Teflon Tape x 1

Only use Teflon tape on **the threads of the shower pipe** if there is a leak. Do not use it on any other connections.


Spare Washers x 2

Spare washers are used for water leaks at connections due to missing washers. **Use only one per connection.**

DIRECTIONS FOR USE



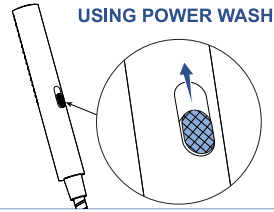
ADJUSTING SHOWER MODES

A-Rain shower mode

B-Dual mode

C-Hand-held mode

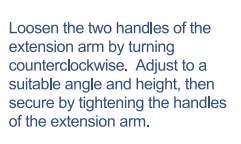
USING POWER WASH



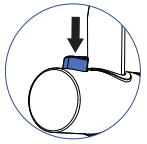
ADJUSTING THE HEIGHT AND ANGLE OF THE SHOWER

A.Rain Shower

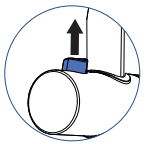
Loosen the two handles of the extension arm by turning counterclockwise. Adjust to a suitable angle and height, then secure by tightening the handles of the extension arm.



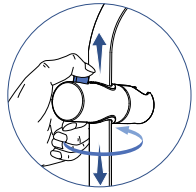
B.Hand Shower



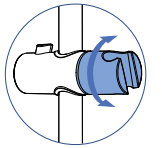
1.Press and hold the button on the bracket to loosen it .



3.Choose your favorite height and release the button to fix the bracket.



2.Holding the button, you can move up and down and rotate the bracket.

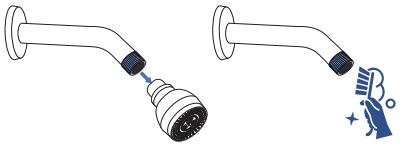


4.Put the handheld on the bracket, swing it back and forth to adjust your favorite angle.

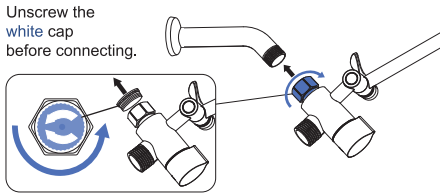
⚠ **Note:** Note that the bracket needs to be rotated to either the left or right side of the slide bar.

INSTALLATION

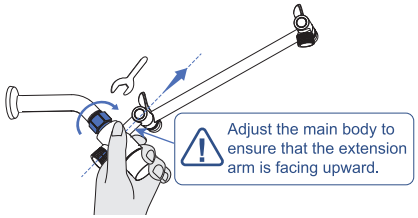
To protect the surface from scratches, wrap a cloth around the product during installation.



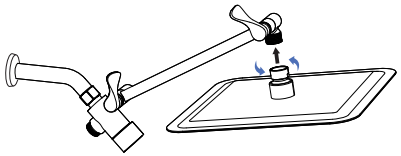
1. Twist the old shower head counterclockwise to remove it. Clean the threads of the shower pipe.



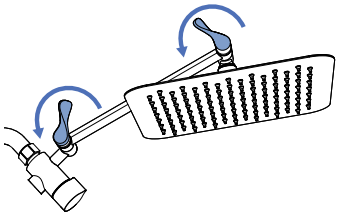
2. Rotate the Tri-Arm Extension interface clockwise to connect it to the water supply pipe.



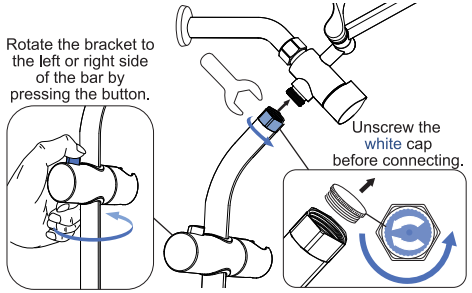
3. Use one hand to hold the main body securely, while using a wrench with the other hand to tighten the movable interface.



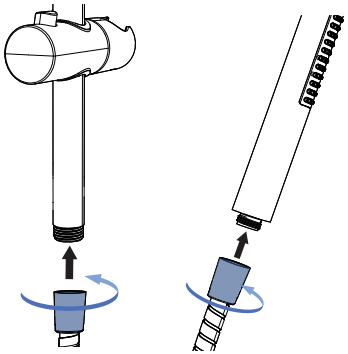
4. Screw the rain shower head on the other end of the extension arm. Check the washer before connecting



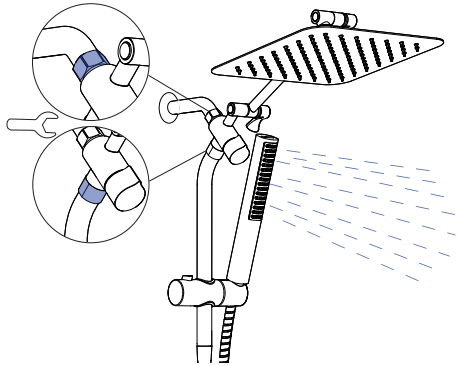
5. Adjust to a suitable angle and height, then secure by tightening the handles of the extension arm.



6. Screw the slide bar's rotatable joint on the joint of the Integrated Tri-Arm Extension.

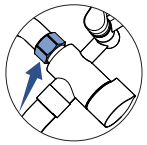
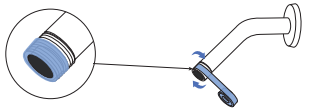
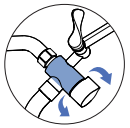
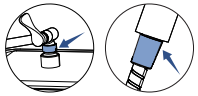
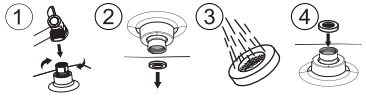
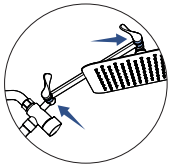
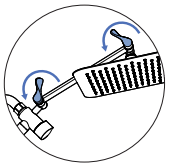


7. Connect the hose to the slide bar and hand shower.Tighten the connection by hand.After connecting, put it into the bracket.



8. Reinforce each connection point with the wrench before use. Check for leaks by opening the water valve slightly.

TROUBLESHOOTING

PROBLEM	CAUSE	SOLUTION
1. There is water leakage at the interface between the 3-way diverter and the water supply pipe. 	1. The connector was not tightened with a wrench. 2. It could be due to residual Teflon tape on the threads or incorrect usage of Teflon tape. 3. The threads of the water supply pipe may be corroded or worn, resulting in an ineffective seal.	1. Tighten clockwise with a wrench. 2. Remove the Teflon tape from the threads. 3. Wrap the Teflon tape tightly around the shower pipe 8-10 times going clockwise. Then use your fingers to press down the tape clockwise until you see threads. Wrap the threads toward the inside of the pipe. 
2. The product tends to shake left and right in the position shown in the picture. 	1. The connector was not tightened with a wrench. 2. There may be too much Teflon tape wrapped around the water supply pipe, preventing the washer inside the joint from being compressed.	1. Tighten clockwise with a wrench. 2. Remove the Teflon tape from the threads and reattach the connector, don't forget to tighten it with a wrench. 3. Align the interface and tighten the connector clockwise.
3. A water leak occurred at the interface connected to the shower head. 	1. No washer was installed, or over-tightening caused the washer to be deformed. 2. Too much Teflon tape is wrapped around the joint. 3. The connector is either not tightened, not screwed in correctly, or not properly aligned.	1. Unscrew the leaky joint and check if the washer is put in correctly. 2. Remove any Teflon tape wrapped around the threads. 3. Align the interface and tighten the connector clockwise.
4. The water output of the rain shower decreases after a period of use. 	1. The filter screen at the joining of the washer is blocked 2. Limescale is clogging the drain holes.	1. Unscrew the joining of the rain shower, take out the washer, and rinse it with clean water.  2. After reinstalling the rain shower, turn on the water and gently squeeze the clogged water hole until the water comes out normally. 3. If it's a serious blockage, please follow the cleaning instructions.
5. Water leaks at the junction of the extension arm and the joint. 	1. The handle is not tightened properly. 2. The internal gasket is misaligned.	1. Retighten the handle properly. 2. Contact customer service for a return or exchange. 

If the above methods cannot solve the problem, please contact customer service for return and replacement.