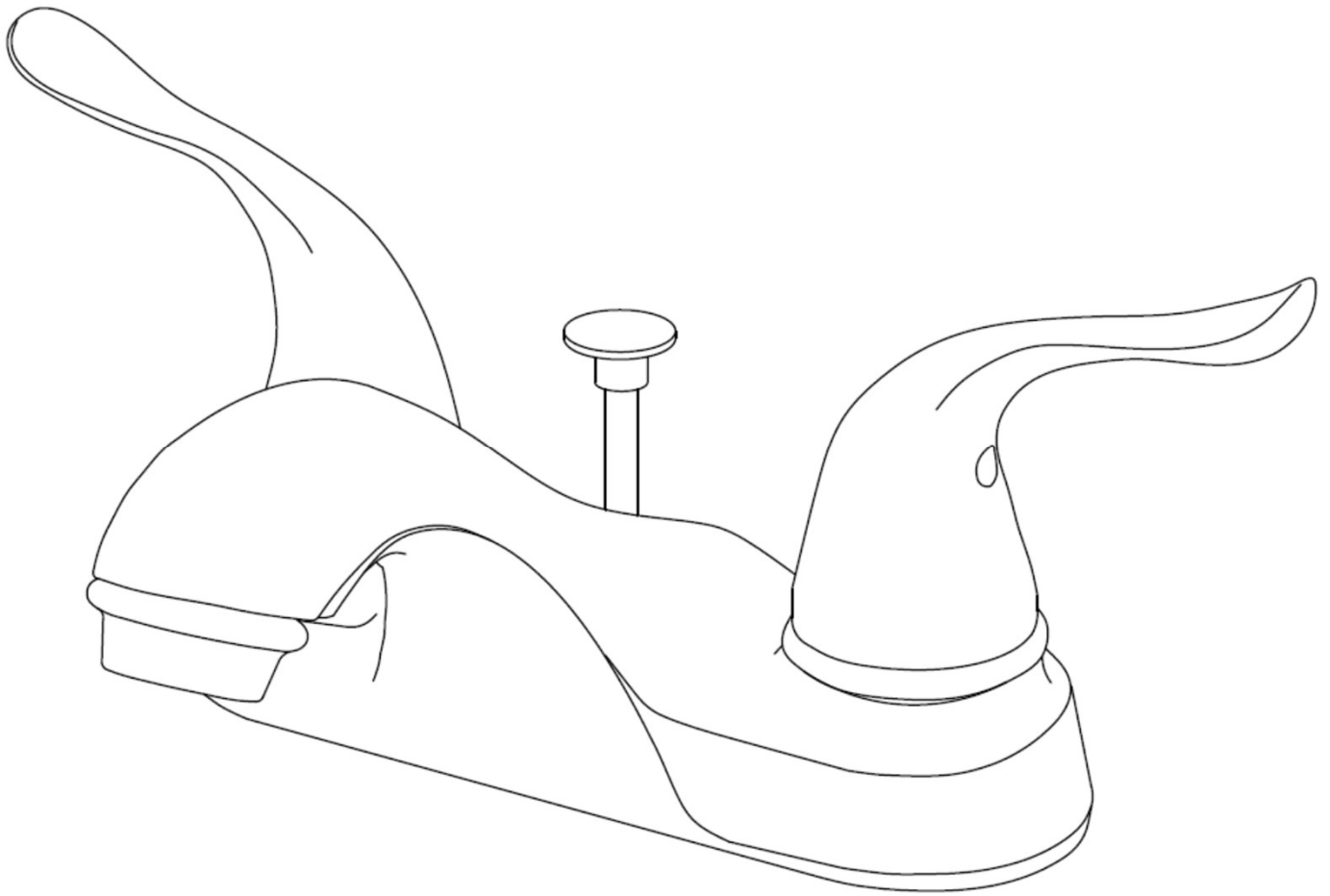


# innoFaucet®

## USER MANUAL

### 2-HANDLE LAVATORY FAUCET WITH POP-UP



Model: 33921 (Chrome),  
33922 (Brushed Nickle),  
33923 (Oil Rubbed Bronze)  
(Item #: CR-FLWAAB-CP, CR-FLWAAB-BN,  
CR-FLWSAAB-ORB)

**Customer Service:**

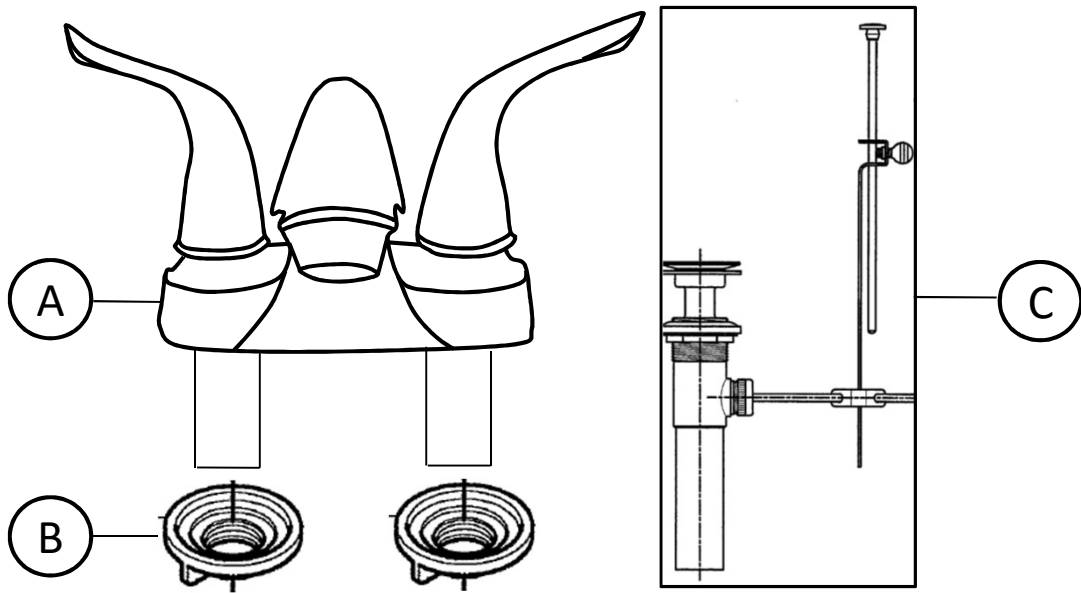
(866) 479-8076

customerservice@innoci-usa.com

# TABLE OF CONTENT

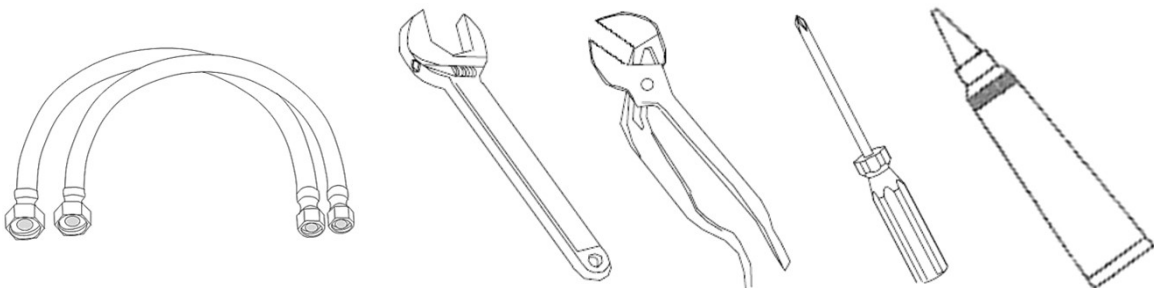
3	Getting ready
4	Lavatory faucet installation
5	Pop-up drain installation & testing
7	Installation dimensions
8	Service part information
9	Warranty
10	Frequently asked questions (Q & A)
11	Maintenance & Thank you

## PACKAGE CONTENTS



Part	Description	Quantity
A	Faucet	1
B	Lock nut	2
C	Pop-up assembly	1

## TOOLS AND MATERIAL YOU MAY NEED

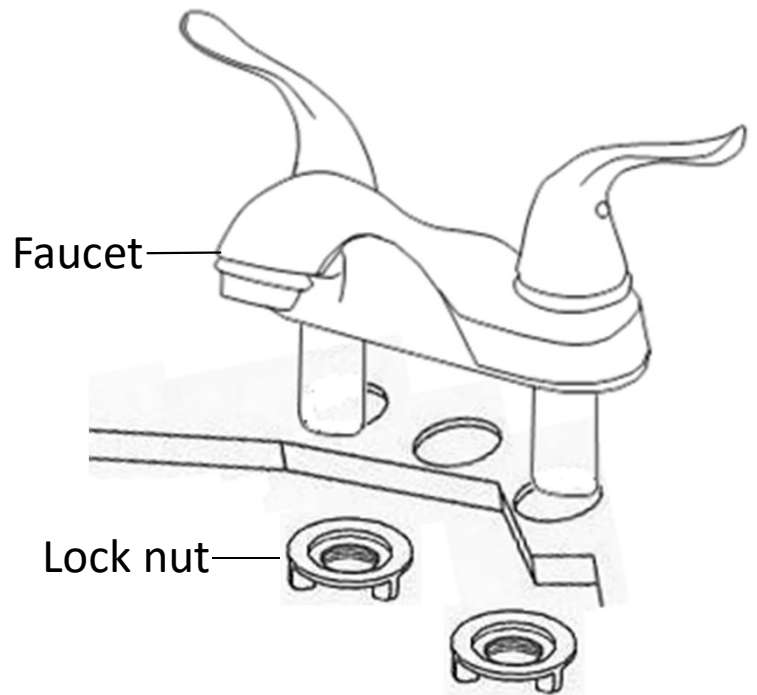


- Supply lines
- Adjustable wrench
- Tongue and groove pliers
- Philips screw driver
- Silicone sealant

# INSTALLATION

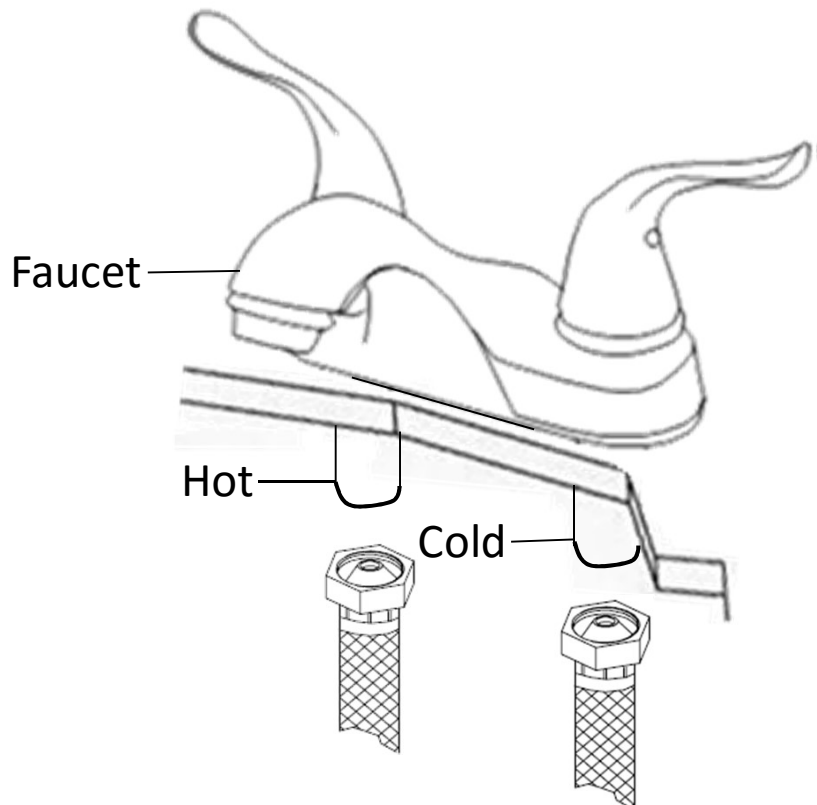
## Step 1 Installing the faucet

1. Apply a thin bead of silicone sealant around the bottom of the base plate.
2. Insert the Faucet into the mounting holes on the sink.
3. Secure the Faucet to the sink with the included Lock nuts



## Step 2 Connecting the supply lines

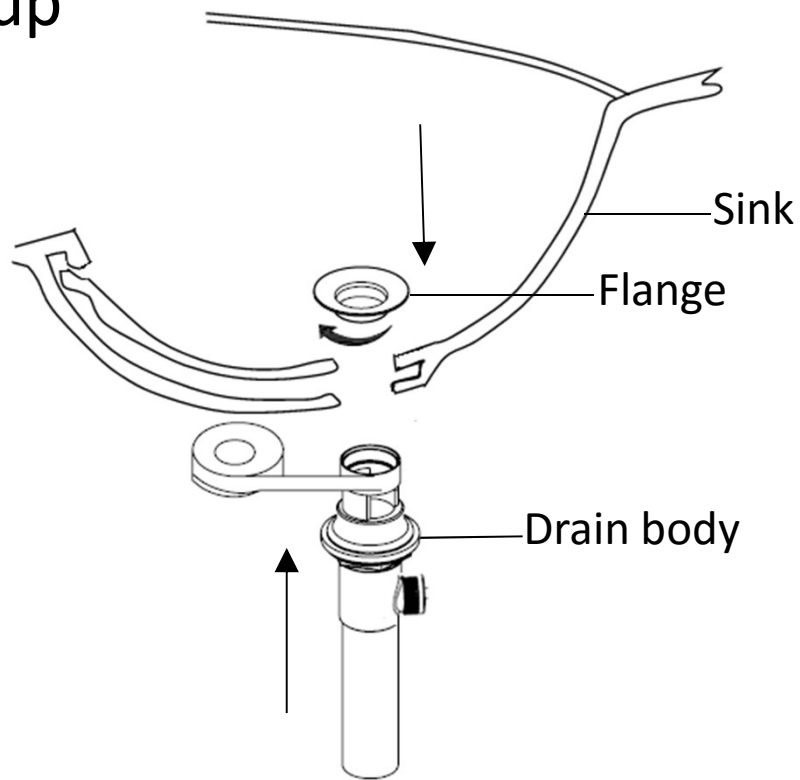
1. Connect the sink water supply lines to the Faucet
2. Ensure that the hot water supply line is attached to the left and cold water supply line to the right as indicated below.



## INSTALLATION (COTINUE)

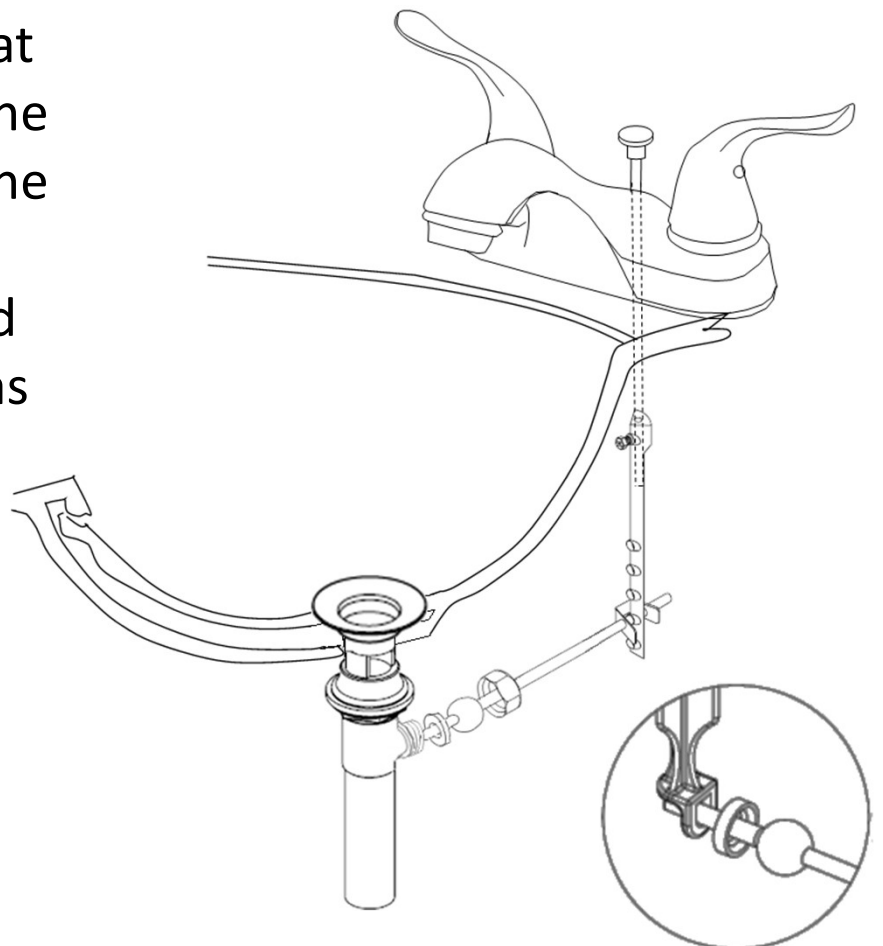
### Step 3 Installing the pop-up

1. Remove flange from pop-up Drain body.
2. Add PTFE pipe tape to the threads on the Drain body and add silicone sealant to bottom of Flange.
3. Insert Drain body up through drain hole and attach Flange to body from the top of drain hole.



### Step 4 Installing the pop-up (continued)

4. Tighten the Lock nut at the drain body until the Gasket tight against the sink hole.
5. Insert the Plunger and connect the Ball rod as shown.



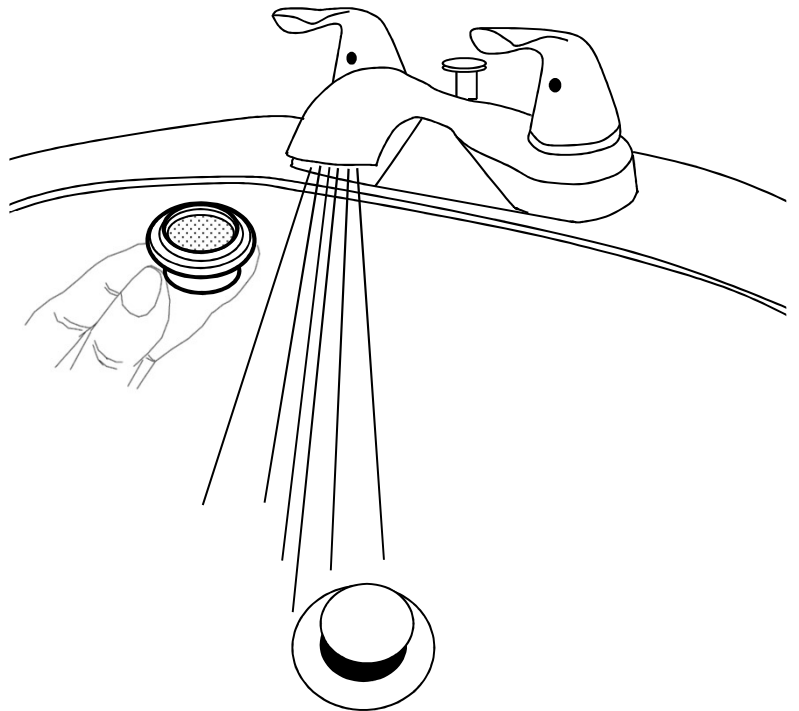
## INSTALLATION (CONTINUE)

### Step 5 Installing the pop-up (continued)

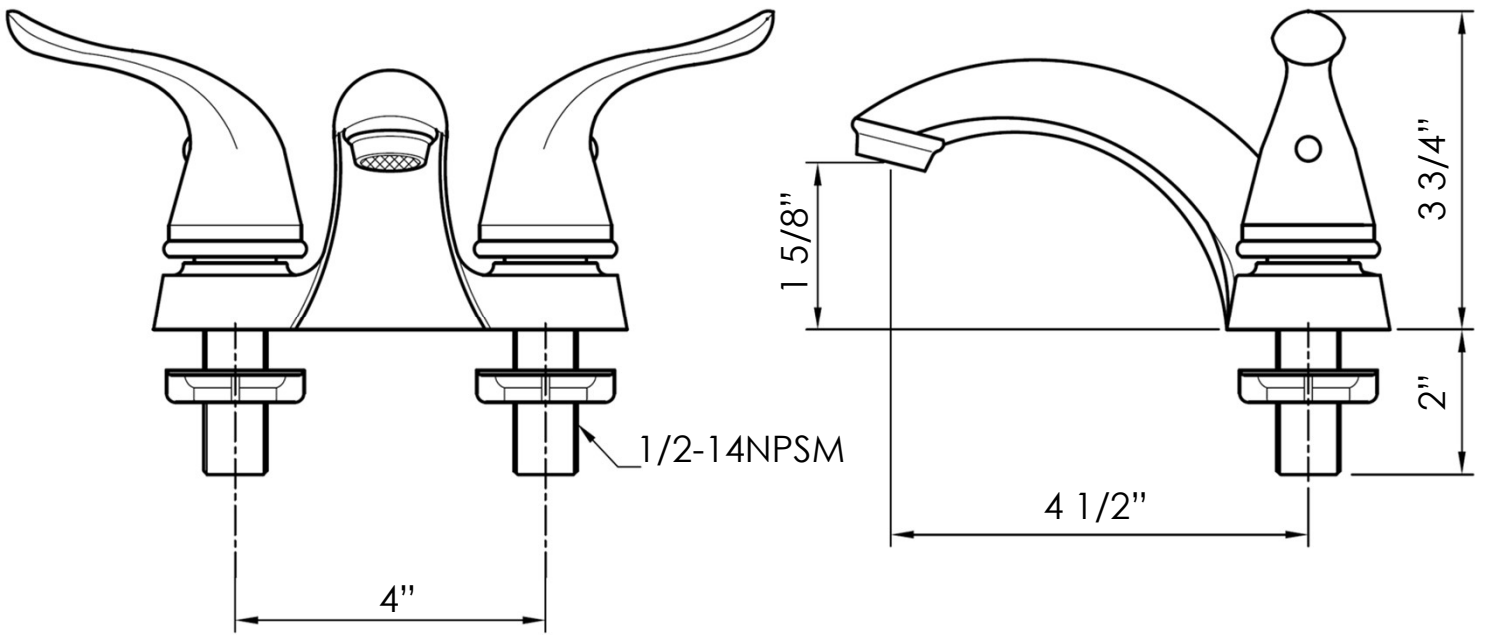
6. Connect the Strap to the end of the ball rod with the clip.
7. Insert the Lift rod through the top hole of the Strap and tighten the screw.

### Step 6 Testing and flushing

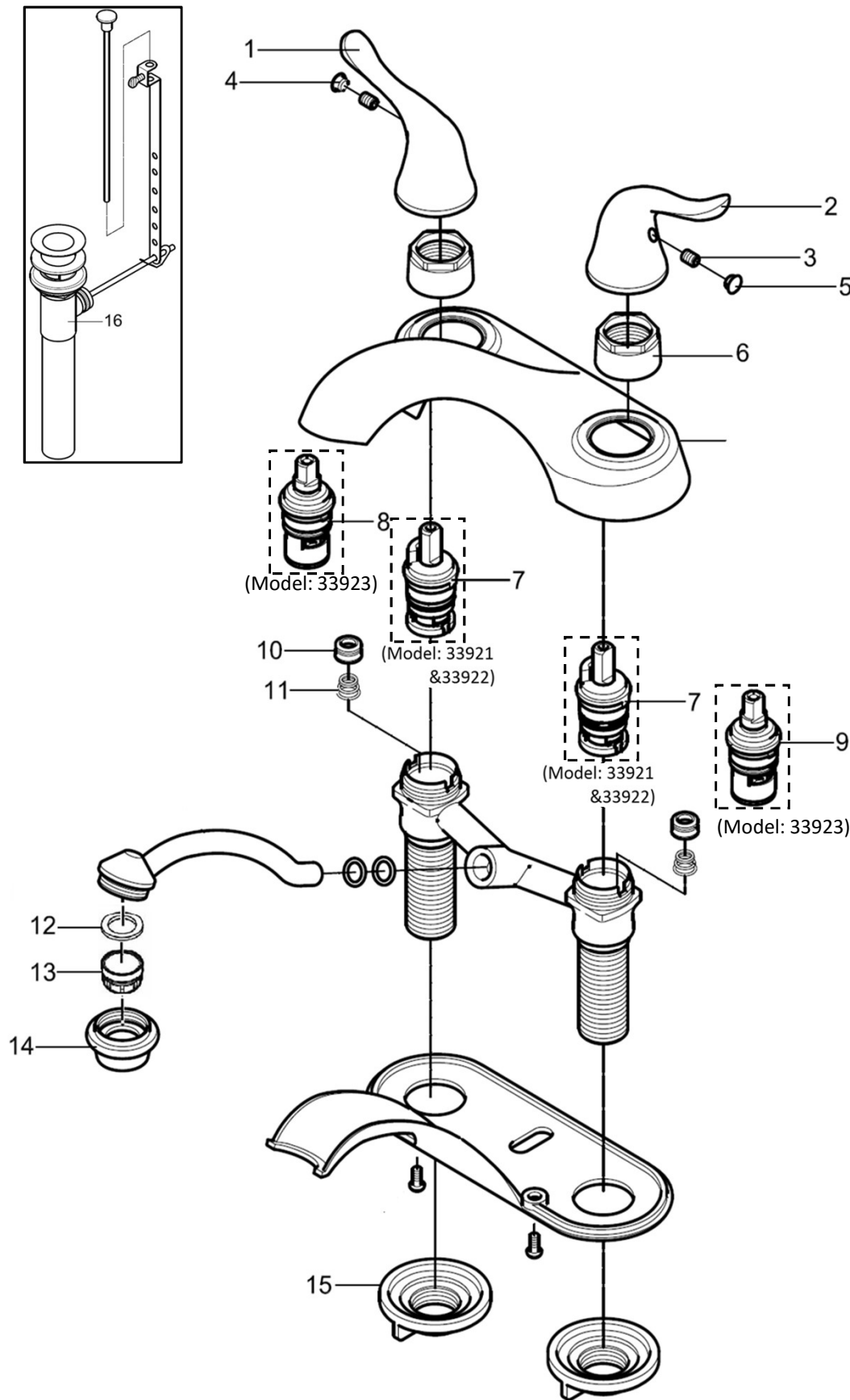
1. Turn on water supply and check all of the water connections for leaks.
2. Remove the Aerator and run the water (both hot and cold) for at least 1 minute to flush the lines.
3. Re-attach the Aerator.



# INSTALLATION DIMENSIONS



# SERVICE PARTS



Part	Description
1	Handle (Hot)
2	Handle (Cold)
3	Set Screw
4	Index (Hot)
5	Index (Cold)
6	Bonnet Nut
7	Cartridge (Model: 33921 & 33922)
8	Cartridge (Hot) (Model: 33923)
9	Cartridge (Cold) (Model: 33923)
10	Seat (Model: 33921 & 33922)
11	Spring (Model: 33921 & 33922)
12	Aerator Washer
13	Aerator Insert
14	Aerator Housing
15	Lock Nut
16	Pop-up Assembly



# WARRANTY

## **RETURN NEW GOODS**

All claims for returns or adjustments must have prior approval and return authorization (RA) number. Only original, sealed product in salable condition are eligible for return. Credit for authorized returns will be issued at the net price paid for the product and subject to a 15% restocking/handling fee. Merchandise is to be returned via prepaid freight. All unauthorized returns will be refused or subject to a 25% restocking/handling fee.

How to request an "RA" number: Fill out the "RA" form and email it to Customer Service [customerservice@innoci-usa.com](mailto:customerservice@innoci-usa.com). "RA" form can be obtained by emailing Customer Service or from our website [www.innoci-usa.com](http://www.innoci-usa.com). We will send you a Return Authorization Number (RA) by return by email. Please take necessary precautions when returning merchandise to prevent additional damage. Insurance is the responsibility of the shipper.

## **DEFECTIVE GOODS CONSUMER WARRANTY**

Innoci-USA inspects all of its products prior to shipment. We offer a Limited Lifetime Warranty on our products. Defective products should be returned to place of purchase for replacement. However, if this is not possible, we accept returns on defective product with our written authorization. Returns will be handled by product replacement. Defects or damage caused to product by the consumer are not accepted.

## **SHORTAGE OR DAMAGED PRODUCTS**

All shipments are carefully inspected and counted before leaving our distribution centers. Please inspect carefully on receipt of merchandise, noting any discrepancy or damage on the carrier's freight bill at that time, and file a claim with the carrier within 10 days from receipt of order. Then contact our office. Deductions from invoices for shortages or damage claims will not be allowed.

# FREQUENTLY ASKED QUESTIONS

**Q:** No water coming out when turn on the faucet

**A:** Make sure water supply lines are connected to the faucet properly (refer to installation Step #2, page4) and water supplies are turned on.

**Q:** Water leaking around the spout and/or around the faucet body

**A:** Make sure the aerator washer is in place and the aerator housing is properly tightened.

**Q:** Water dripping down from the shanks underneath the counter

**A:** Make sure the bottom of the base plate is properly seal with silicone (refer to installation Step #1, page4).

**Q:** Low flow rate or water stream is coming out unevenly

**A:** Flush both hot and cold water supply lines (refer to installation Step #6, page6). Take out the aerator insert and flush out any debris might have been trapped. Re-attached the aerator and check the water flow.

**Q:** The handle is loose

**A:** Pop off the Hot/Cold index (red/blue button) by hand or a slotted precision screw driver on the handle and tighten the set screw inside of the handle body.

**Q:** Water dripping when faucet is off

**A:**

**Step 1:** Take out both handles by popping off the hot/cold indexes and loosening the set screws inside the handles. Make sure the bonnet nuts are properly tighten. If tightening the bonnet nut does not solve the issue. Proceed to Step 2.

**Step 2:** Take off the bonnet nuts. Pull out the cartridge.

1. (Model #33921 & 33922) Take out the seat and spring underneath the cartridge; check for visual damage or rubber aging on the rubber seat. Replace the seat and spring if damage is found.
2. (Model #33923) Flip the cartridge and check for visual damage on the bottom seal and ceramic disks. Replace the cartridge if damage is found.

**Q:** Water leaking under the handle

**A:** Take out the handle by popping off the hot/cold index and loosening the set screw in side the handle. Make sure the bonnet nut is properly tighten. If tightening the bonnet nut does not solve the issue. Replace the cartridge.

## MAINTENANCE

---

Your new lavatory faucet is designed for years of trouble-free performance. Keep it looking new by cleaning it daily with a soft cloth. Avoid abrasive cleaners, steel wool, and harsh chemicals as these will damage the finish and void the warranty.

## THANK YOU

---

Thank you valued customer for purchasing this product from us. We hope our product meets all of your expectations and requirements. We would greatly appreciate if you could take time to write a product review on the retail website. Please call or e-mail us at (866)-479-8076 or [customerservice@innoci-usa.com](mailto:customerservice@innoci-usa.com) if you have any comments or suggestions.

innoci-USA, Inc.

1101 Dove Street, # 170,  
Newport Beach, CA 92660

[www.innoci-usa.com](http://www.innoci-usa.com)