

# rainly

*Drench in Delight*

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**Please Contact Us First**

For Help and Any  
Feedback

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INSTALLATION GUIDE

USER INSTRUCTION

WARRANTY



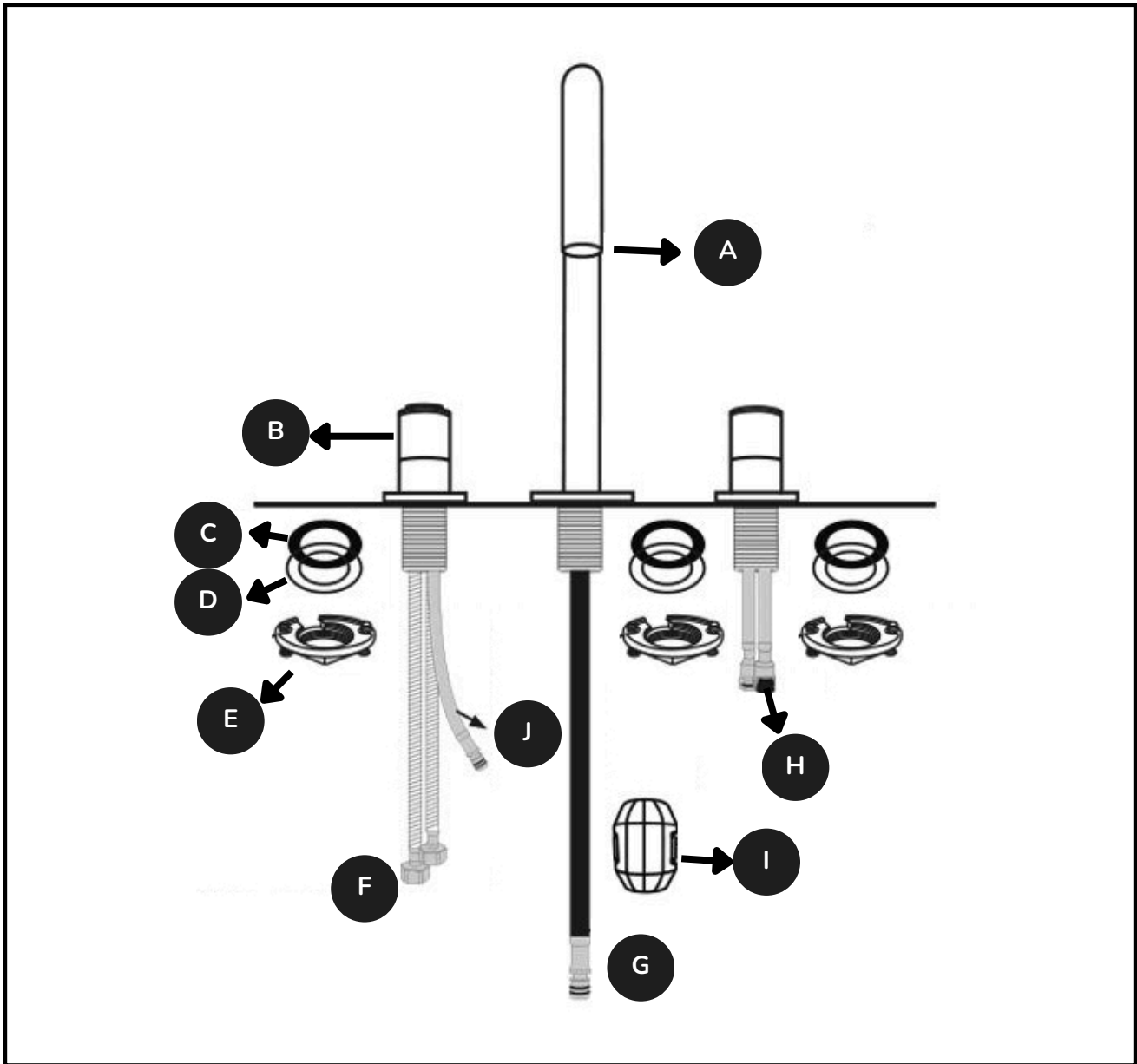
**Once Upon a Time Series**

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# Preparation

1. Consult the Manual: Carefully read the installation instructions provided in the manual to understand the process and ensure you have all necessary tools and materials.
2. Turn Off Water Supply: Before beginning installation, locate the main water shut-off valve and ensure the water supply to the faucet is turned off to prevent accidental leaks or flooding.
3. Clear the Workspace: Remove any items under the sink or near the installation area to create ample workspace. This will make it easier to access the plumbing and secure the faucet.
4. Gather Tools and Supplies: Collect all tools and supplies needed, such as an adjustable wrench, basin wrench, plumber's tape, and any fittings or hoses required for your faucet model.
5. Inspect Components: Verify that all faucet components and mounting hardware are present, undamaged, and compatible with your sink setup. If anything is missing or defective, contact customer support.
6. Check Plumbing Connections: Ensure that the existing plumbing connections under the sink are compatible with the new faucet's fittings. Replace any worn-out or corroded pipes or connectors.
7. Protect Surrounding Surfaces: Use towels or protective sheets to cover nearby surfaces to prevent accidental damage from tools or plumbing parts.
8. Professional Installation Recommendation: We recommend that the faucet be installed by a professional plumber to ensure proper installation and avoid potential issues caused by incorrect setup.

# Parts List



A. Pull-down handspray

B. Control knob

C. Rubber washer

D. Metal washer

E. Mounting nut

F. Cold and hot water valve

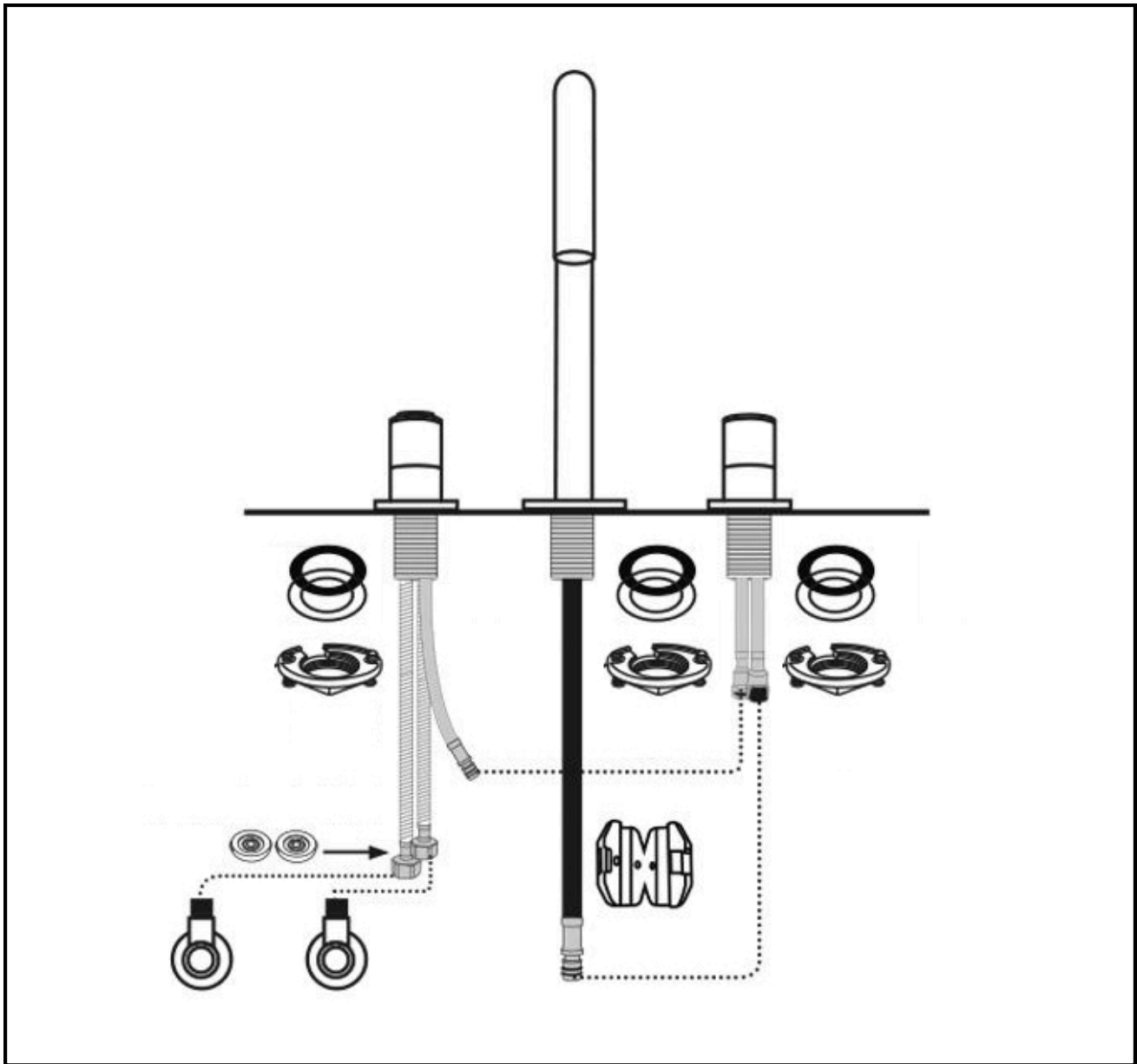
G. Hose

H. Quick connect

I. Hose weight

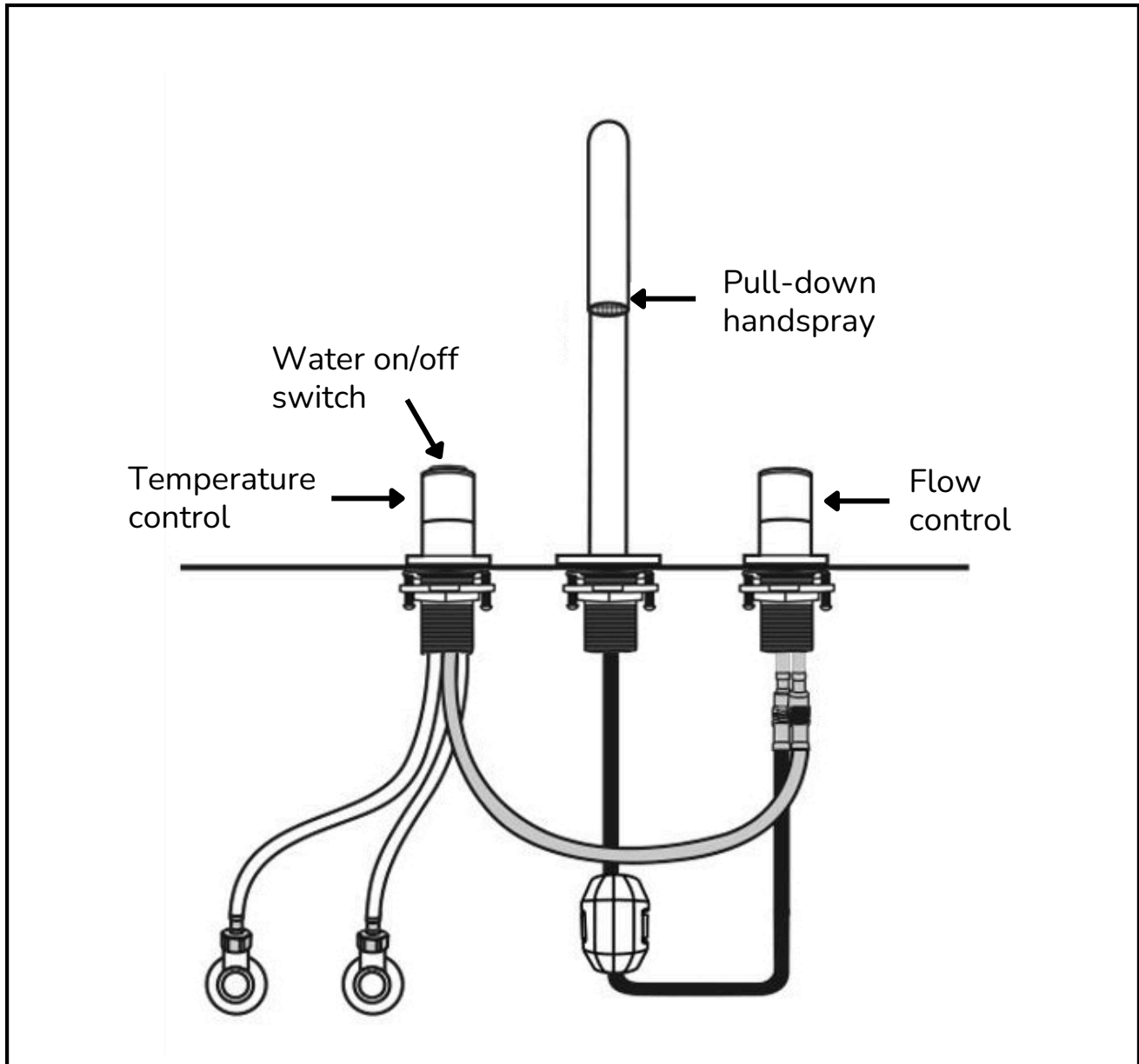
J. Quick connect assembly

# Installation



1. Slide spout assembly into mounting surface. Slip the rubber and metal washers over spout shank and secure with nut. Tighten screws with a screwdriver to secure.
2. Snap the quick connect hose assembly onto one of the end nipples under the flow control knob. Snap the quick connect assembly under the temperature control onto the other end nipple.
3. Connect outlet hoses to valve inlet ports.
4. Install the hose weight. Test the pull-down handspray. If it does not retract smoothly, reposition the weight.

# User Instruction



- Push the water on/off switch to turn on water. Push the button again to turn off water.
- Rotate the temperature control knob to get the desired water temperature.
- Rotate the flow control knob to get the desired water flow volume.
- Pull out the handspray spout for sink cleaning.

# Cleaning Instruction

To clean your faucet effectively, start by turning off the water supply and ensuring it's cool to the touch. Gather a soft cloth or sponge to prevent scratching.

Wipe the faucet with a damp cloth to remove dust and debris. For a deeper clean, use a mild soap solution and a soft cloth to gently remove accumulated grime. Rinse the faucet with clean water to clear away soap residue.

For stubborn stains like hard water deposits, mix equal parts vinegar and water, and wrap a cloth soaked in this solution around the stained area for 5-10 minutes before wiping away. Alternatively, create a baking soda paste with water, apply it to the stain, and rinse thoroughly.

Aerators can collect mineral deposits that affect water flow. Unscrew the aerator, soak it in vinegar for 15 minutes, and gently scrub it with a toothbrush before rinsing and reassembling.

After cleaning, use a dry, soft cloth to buff the faucet for a shiny, streak-free finish. Chrome and stainless steel finishes may benefit from specialized metal polish, applied according to the manufacturer's instructions.

Remember, using harsh chemicals or abrasive cleaners can damage the finish and void the warranty. Avoid steel wool and strong chemicals to protect the coating. Wipe the faucet regularly to prevent water spots and soap scum, and inspect for leaks or loose parts that may need repair.

These steps will help you keep your faucet looking great and functioning well for years to come.

# Lifetime Limited Warranty

Rainly products have been conscientiously crafted using premium materials and adhere to the highest standards of quality and workmanship.

We extend a Lifetime Limited Warranty to the original consumer purchaser for as long as they own their home ("Warranty Period" for homeowners), assuring that our shower systems and faucets will be free from leaks or drips during normal use. All parts and finishes of our product range are guaranteed to be free from defects in material and craftsmanship. Please note that this does not include normal wear and tear or scratches, which are considered regular occurrences in a product's lifespan. For all non-homeowner purchases (including purchases for commercial, industrial and business purposes), we extend a warranty for a period of 5 years from the original date of purchase ("Warranty Period" for non-homeowners).

In any extraordinary scenario, if one of our shower systems or faucets develops a drip or leak during the Warranty Period, Rainly commits to provide the essential parts FREE OF CHARGE to restore the system to its optimal working condition. However, please note that this does not include batteries, electronic components, and thermostatic valves, which are each covered under a separate 2-year warranty. To request replacement parts, please get in touch with us directly through our dedicated customer service email at [support@rainly.io](mailto:support@rainly.io).

The original sales receipt from the original consumer purchaser must accompany all warranty claims. Damages or defects caused by the use of parts other than genuine Rainly parts are not covered under this warranty. This warranty is only applicable to shower systems and faucets purchased after May, 2024, and will be in effect from the purchase date as indicated on the purchaser's receipt.

For our battery and electronic parts, as well as thermostatic valves, the warranty coverage is 2 years. \*\*\*\*Beyond this warranty period, we remain committed to assisting you to keep your product in top working condition. As such, we will provide these specific parts for replacement at factory cost, which is the lowest rate possible, for as long as the product is actively being sold.

Excluded from our warranty are damages attributed to installation errors, misuse, product abuse, or the use of cleaners containing abrasive solvents, alcohol or other organic compounds, whether carried out by a contractor, a service company, or the consumer. Rainly will not be responsible for labor charges or any incidental, consequential or indirect damages, losses or costs relating to the product. This warranty supersedes all other statutory or implied warranties, conditions and guarantees, unless provided for by law.

Legalities regarding the limitations or exclusions of incidental or consequential damages vary from state to state, province to province, and nation to nation, hence the aforementioned conditions may not be applicable depending on your location. This warranty provides you with specific rights, but you may have others which fluctuate according to your location. Upon necessity, Rainly will guide you through the process for making warranty claims.

We truly appreciate your patronage and the trust you have placed in our products. Thank you for being a part of the Rainly family!

# Contact Us First

We are a California-based **small business** creating next-generation, designer faucets and shower systems. Our mission is to bring delight into your life by blending tech with modernity, integrating self-care into showers and faucets, thereby transforming routines into rituals.

As a **small business**, we ensure that every voice is heard and every feedback is seen as an opportunity for growth. Customer satisfaction is paramount to us, and we are dedicated to delivering exceptional customer service to meet your needs. If you have any questions, feedback, or if our product didn't meet your expectations, **we sincerely ask you to reach out to us first.**

We're here to assist you, to learn from your experience and to continuously work towards improving. Your support is what makes us grow, and we truly appreciate your understanding and patience. Thank you for choosing us and being a part of our journey.

support@rainly.io

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Rainly, San Mateo, CA

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