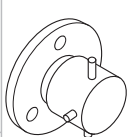
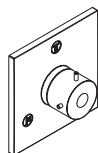


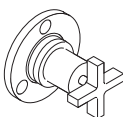
# Installation Instructions / Warranty



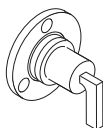
**Starck**  
10930xx1



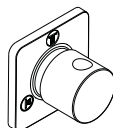
**Starck X**  
10934001



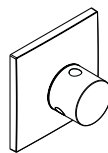
**Citterio**  
39927xx1



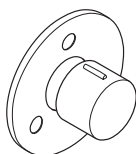
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39931xx1



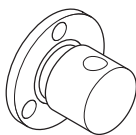
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34934xx1



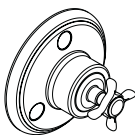
**Massaud**  
18934001



**Steel**  
35930801



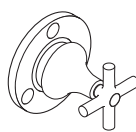
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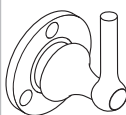
**Montreux**  
16833xx1



**Montreux**  
16832xx1



**Terrano**  
37925xx1



**Terrano**  
37920xx1



**Carlton**  
17925xx0



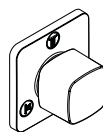
**Carlton**  
17920xx1



**Phoenix**  
17942xx1



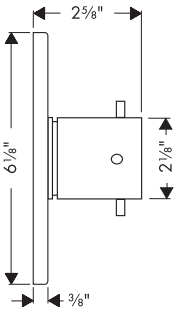
**Phoenix**  
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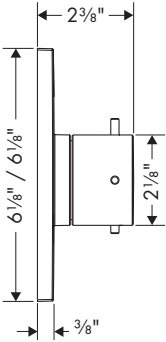
**Urquiola**  
11925xx1

**AXOR<sup>®</sup>**  
hansgrohe

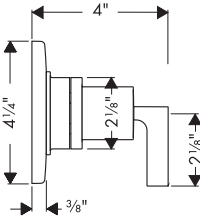
**Starck**  
10930xx1



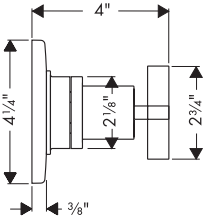
**Starck X**  
10934001



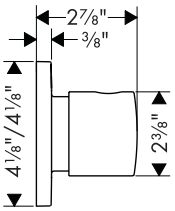
**Citterio**  
39931xx1



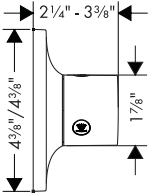
**Citterio**  
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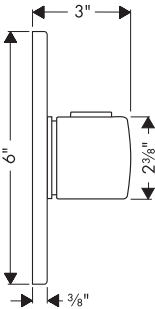
**Citterio M**  
34934xx1



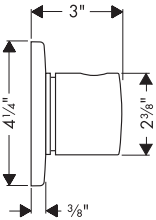
**Massaud**  
18934001



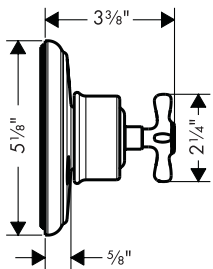
**Steel**  
35930801



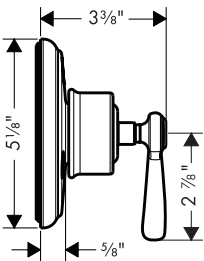
**Uno**  
38934xx1



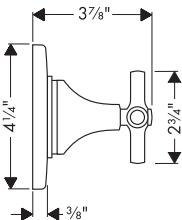
**Montreux**  
16833xx1



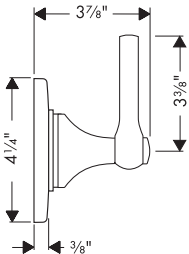
**Montreux**  
16832xx1



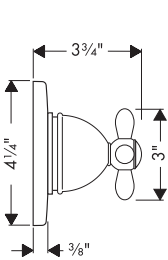
**Terrano**  
37925xx1



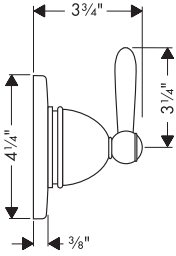
**Terrano**  
37920xx1



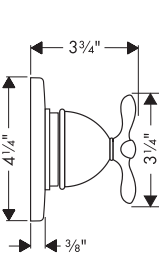
**Carlton**  
17925xx0



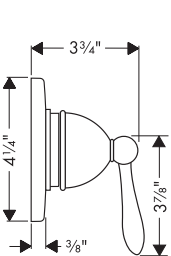
**Carlton**  
17920xx1



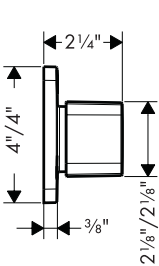
**Phoenix**  
17942xx0



**Phoenix**  
17943xx0



**Urquiola**  
11925xx1



## Installation Considerations

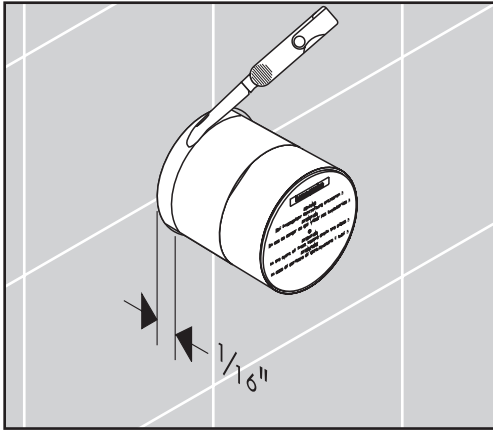
- For best results, Hansgrohe recommends that this unit be installed by a licensed, professional plumber.
- Please read over these instructions thoroughly before beginning installation. Make sure that you have all tools and supplies needed to complete the installation.
- This trim kit is for use with Quattro Diverter rough 15930181, Trio Stop Diverter rough 15981181, or Trio Diverter 15984181.
- The rough valve must be installed, and the finished wall completed and made watertight before installation of this trim kit.
- To prevent scald injury, the maximum output temperature of the shower valve must be no higher than 120°F. In Massachusetts, the maximum output temperature of the shower valve can be no higher than 112°F.
- Keep this booklet and the receipt (or other proof of date and place of purchase) for this product in a safe place. The receipt is required should it be necessary to request warranty parts.

## À prendre en considération pour l'installation

- Pour de meilleurs résultats, Hansgrohe recommande que ce produit soit installé par un plombier professionnel licencié.
- Ce dispositif requiert une pièce intérieure Quattro 15930181, Trio Stop 15981181, ou Trio 15984181.
- La pièce intérieure doit être installée et la surface murale doit être complètement finie et étanche avant l'installation de ce dispositif.
- Veuillez lire attentivement ces instructions avant de procéder à l'installation. Assurez-vous de disposer de tous les outils et du matériel nécessaires pour l'installation.
- Pour empêcher des blessures par ébouillement, la température de sortie maximale du robinet de douche ne doit pas excéder 120°F. Au Massachusetts, la température de sortie maximale du robinet de douche ne doit pas excéder 112°F.
- Conservez ce livret et le reçu (ou une autre preuve sur laquelle figurent la date et l'endroit de l'achat) pour ce produit dans un endroit sûr. Le reçu est requis si vous commandez des pièces sous garantie.

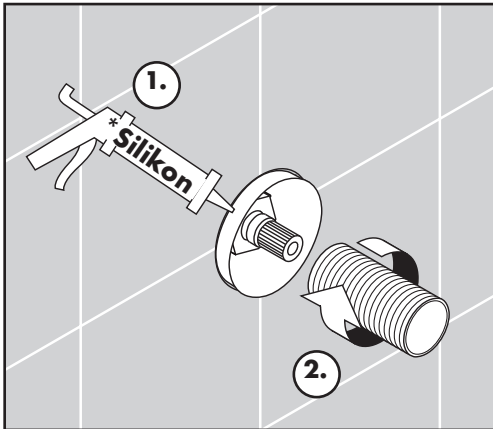
## Consideraciones para la instalación

- Para obtener mejores resultados, Hansgrohe recomienda que la instalación de esta unidad esté a cargo de un plomero profesional matriculado.
- Antes de comenzar la instalación, lea estas instrucciones detenidamente. Asegúrese de tener las herramientas y los insumos necesarios para completar la instalación.
- Utilice este dispositivo con pieza interior Quattro 15930181, Trio Stop 15981181, o Trio 15984181.
- La pieza interior debe estar instalada y la superficie mural debe estar completamente acabada y estanco antes de la instalación de este dispositivo.
- Al prevenir escaldar, la temperatura de salida máxima de la válvula de chaparrón no debe ser más alto que 120°F. En Massachusetts: la temperatura de salida máxima de la válvula no puede ser más alto que 112°F.
- Mantenga este folleto y el recibo (u otra prueba de la fecha y el lugar de compra) para este producto en un lugar seguro. El recibo es requerido lo debe es necesario para solicitar partes de garantía.



## Installation

Cut the plaster shield so that it extends  $\frac{1}{16}$ " outside the surface of the finished wall.

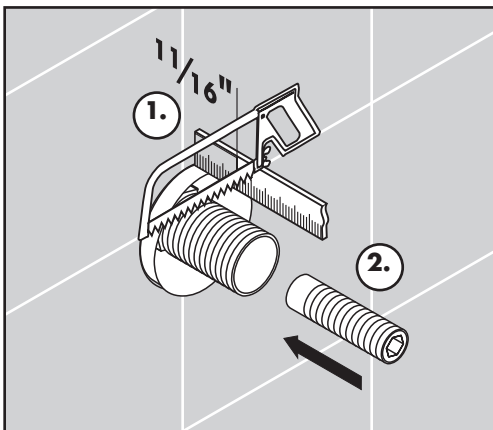


**(1) Seal the wall around the plaster shield with waterproof sealant.**



**Failure to seal the wall can lead to possible water damage.**

(2) Install the slip coupling.



(1) Cut the slip coupling so that it extends  $\frac{1}{16}$ " outside the surface of the finished wall .

(2) Install the extension spindle .

## Installation

Coupez le protecteur de façon à ce qu'une partie de  $\frac{1}{16}$  po soit à l'extérieur de la surface du mur fini.



**(1) Scellez le mur autour du protecteur à l'aide d'un agent d'étanchéité.**



**Si le mur n'est pas scellé, l'eau pourrait éventuellement causer des dommages.**

(2) Installez le raccord à glissement.

(1) Coupez le raccord à glissement de façon à ce qu'une partie de  $\frac{1}{16}$  po soit à l'extérieur de la surface du mur fini .

(2) Installez la tige d'extension .

## Instalación

Corte el protector de yeso de modo que sobresalga  $\frac{1}{16}$ " de la superficie de la pared terminada.



**(1) Selle la pared alrededor del protector de yeso con un sellador impermeable.**

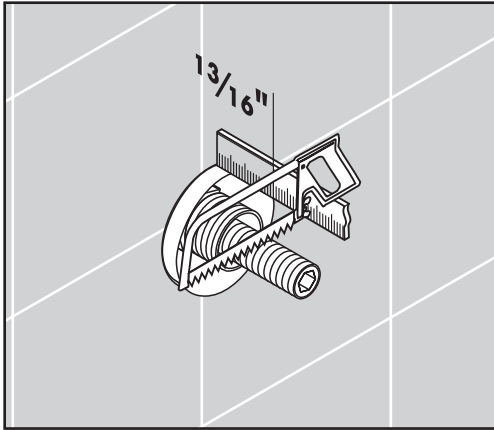


**Si no se sella la pared, pueden producirse daños por acción del agua.**

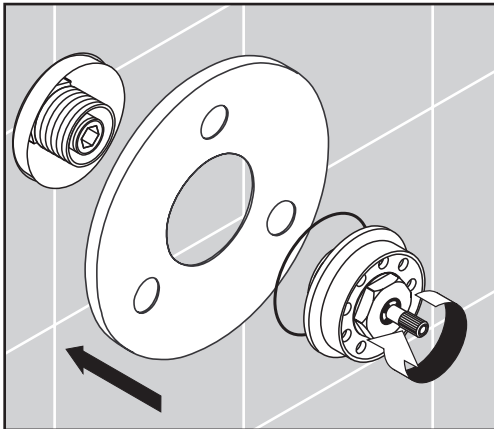
(2) Instale el acoplamiento deslizante.

(1) Corte el acoplamiento deslizante de modo que sobresalga  $\frac{1}{16}$ " de la superficie de la pared terminada .

(2) Instale el husillo de extensión .

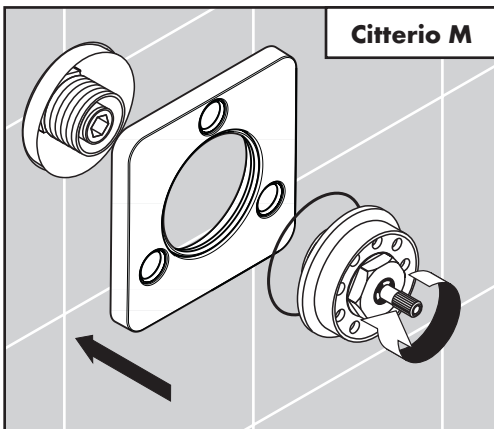


Cut the extension spindle so that it extends  $1\frac{3}{16}$ " outside the surface of the finished wall.



Install the escutcheon.

Install the nut.



## Français

Coupez la tige d'extension de façon à ce qu'une partie de  $1\frac{3}{16}$  po soit à l'extérieur de la surface du mur fini.

Installez l'écusson.

Installez l'écrou.

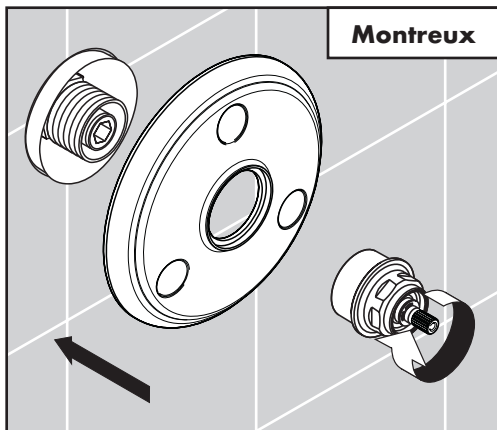
## Español

Corte el husillo de extensión de modo que sobresalga  $1\frac{3}{16}$ " de la superficie de la pared terminada.

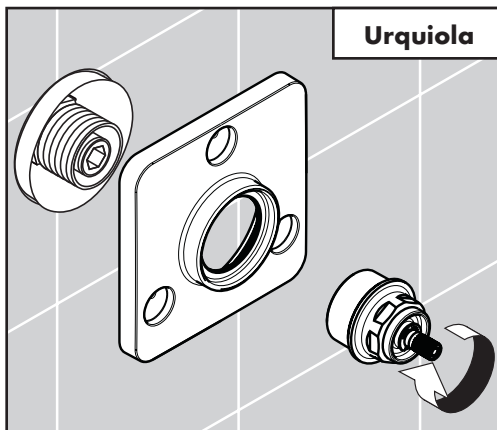
Instale el escudo.

Instale la tuerca.

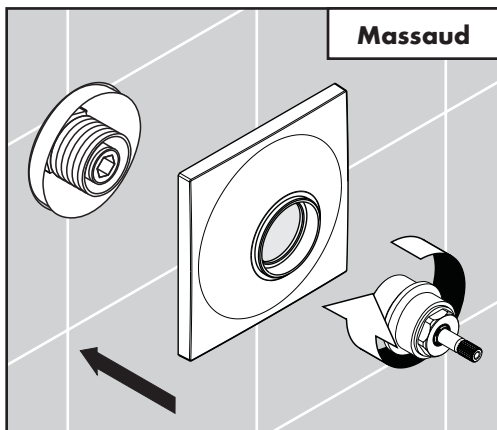
**Montreux**



**Urquiola**



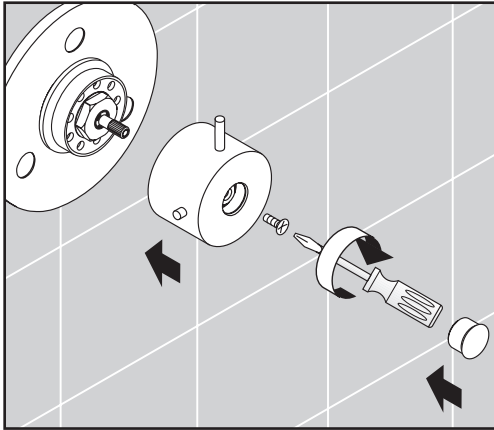
**Massaud**



**Massaud:** Install the nut.

**Massaud :** Installez l'écrou.

**Massaud:** Instale la tuerca.



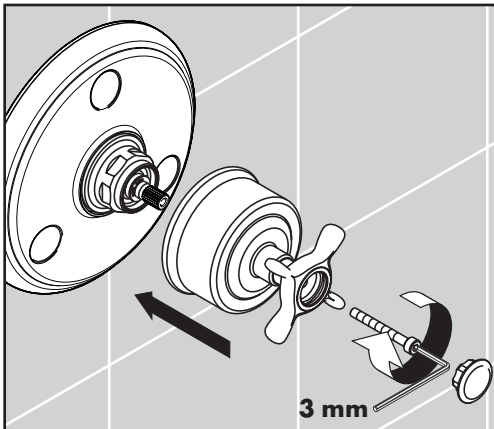
### Install the handle

**Starck / Starck X / Montreux / Terrano**

Push the handle onto the shaft.

Tighten the screw.

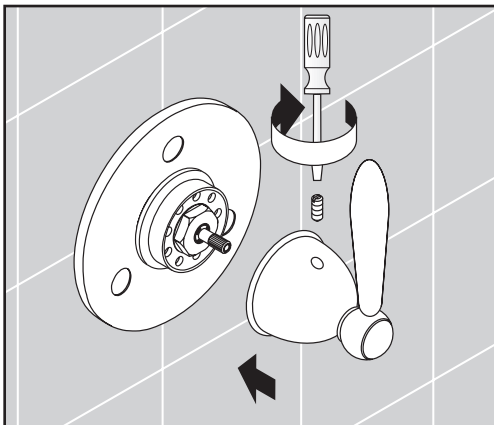
Install the screw cover.



**Carlton / Phoenix**

Push the handle onto the shaft.

Tighten the screw.



## **Installation de la poignée**

**Starck / Starck X / Montreux / Terrano**

Poussez la poignée sur l'arbre.

Serrez la vis.

Installez le cache-vis.

## **Instale la manija**

**Starck / Starck X / Montreux / Terrano**

Coloque la manija a presión en el eje.

Apriete el tornillo.

Instale la tapa del tornillo.

**Carlton / Phoenix**

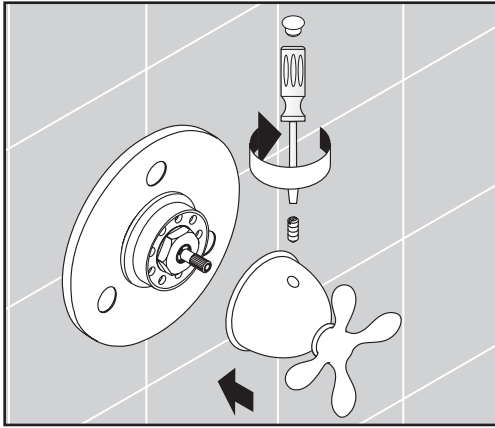
Poussez la poignée sur l'arbre.

Serrez la vis.

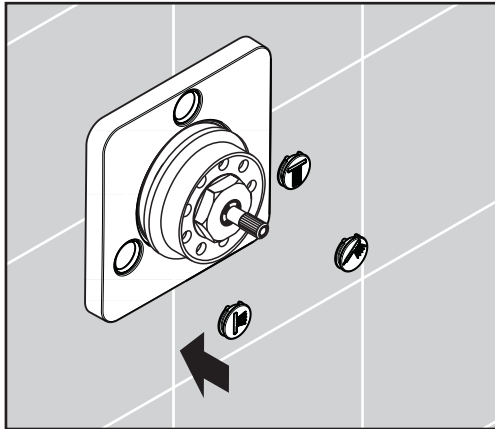
**Carlton / Phoenix**

Coloque la manija a presión en el eje.

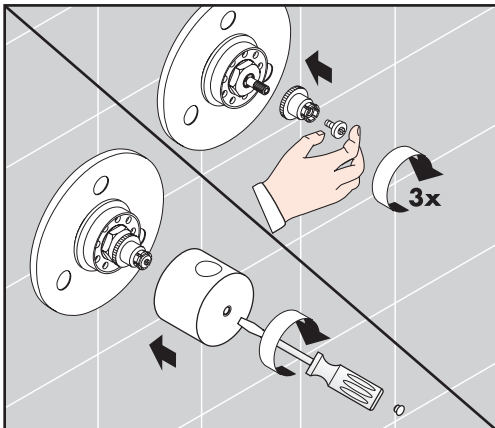
Apriete el tornillo.



**Phoenix:** Install the screw cover.



**Citterio M / Starck X:** install the icons on the escutcheon.



### **Steel / Citterio M / Uno**

Install the snap connector.

Install the screw, but tighten it by hand only three turns.

Push the handle over the snap connector.

Tighten the screw.

Install the screw cover.

**Phoenix seulement :** Installez le cache-vis.

**Phoenix únicamente:** Instale la tapa del tornillo.

**Citterio M / Starck X :** Installez les icônes sur l'écusson.

**Citterio M / Starck X:** Instale los iconos en el escudo.

### **Steel / Citterio M / Uno**

Installez le connecteur à encliqueter.

Installez la vis, mais serrez-la à la main en faisant seulement trois tours.

Poussez la poignée sur le connecteur à encliqueter.

Serrez la vis.

Installez le cache-vis.

### **Steel / Citterio M / Uno**

Instale el conector a presión.

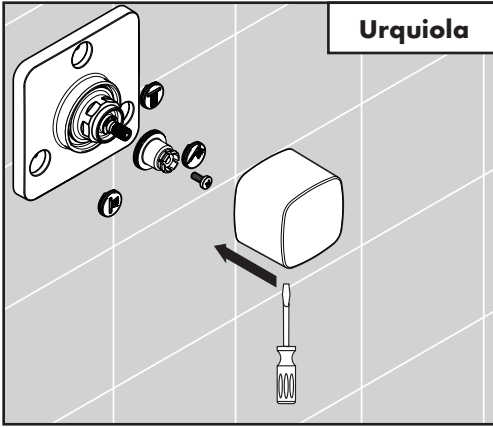
Instale el tornillo, pero apriételo a mano sólo tres vueltas.

Coloque la manija sobre el conector a presión.

Apriete el tornillo.

Instale la tapa del tornillo.

### Urquiola



### Citterio / Massaud / Urquiola

Install the snap connector.

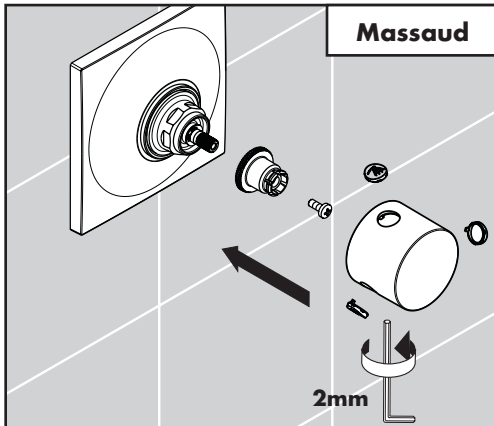
Tighten the screw.

Install the handle.

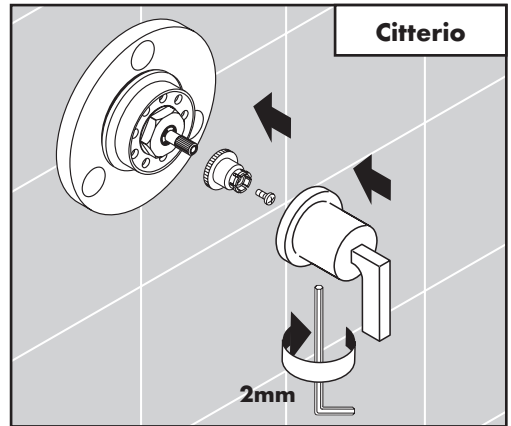
Tighten the handle screw.

Install the icons.

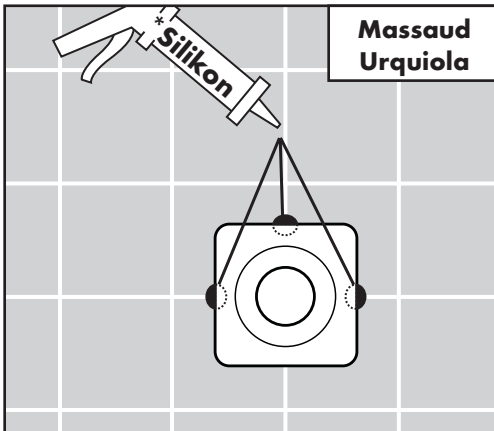
### Massaud



### Citterio



### Massaud Urquiola



**Massaud / Urquiola:** Seal the wall at the grout lines using waterproof sealant.

### **Citterio / Massaud / Urquiola**

Installez le connecteur à encliqueter.

Serrez la vis.

Installez la poignée.

Serrez la vis.

Installez les icônes.

### **Citterio / Massaud / Urquiola**

Instale el conector a presión.

Apriete el tornillo.

Instale la manija.

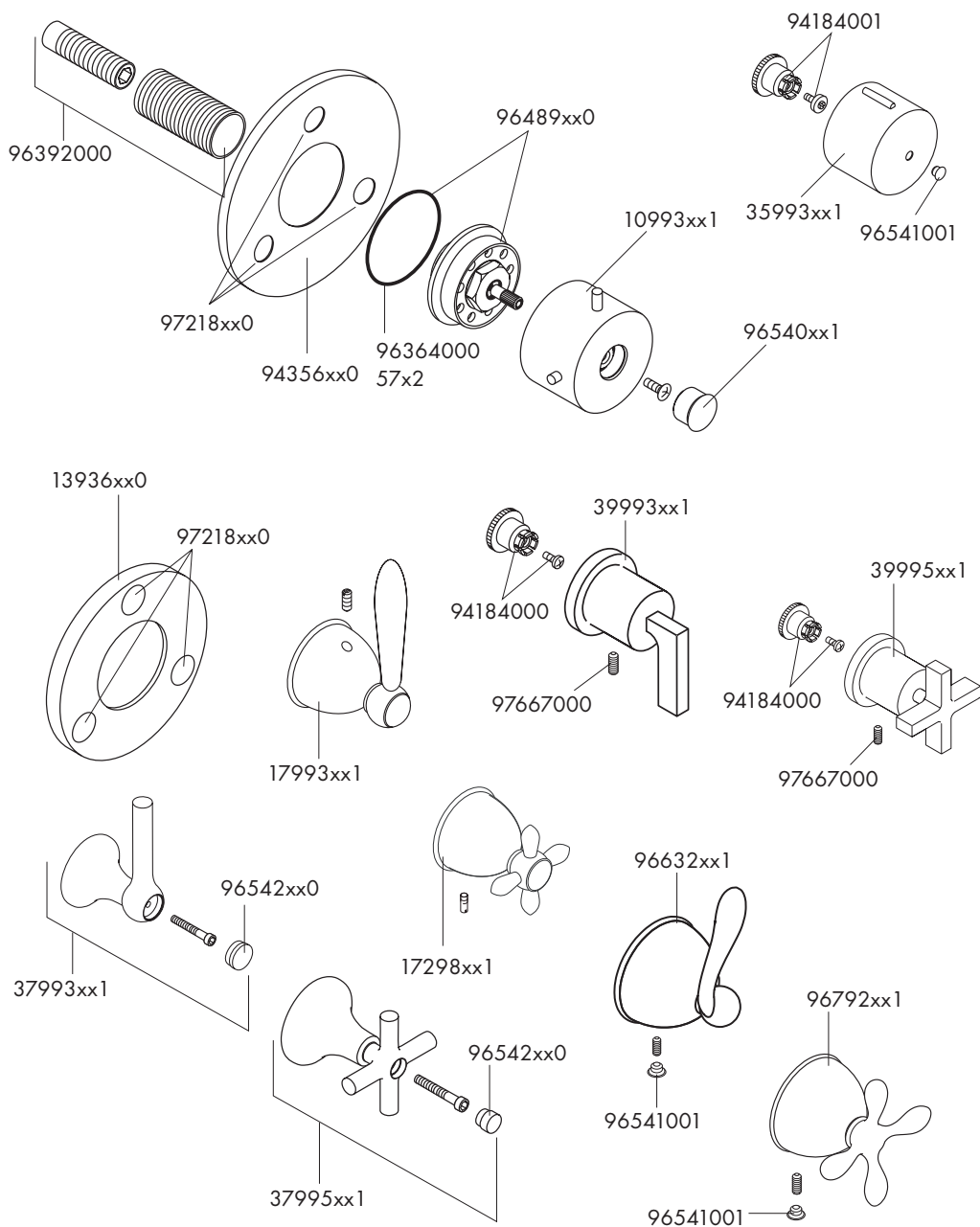
Apriete el tornillo.

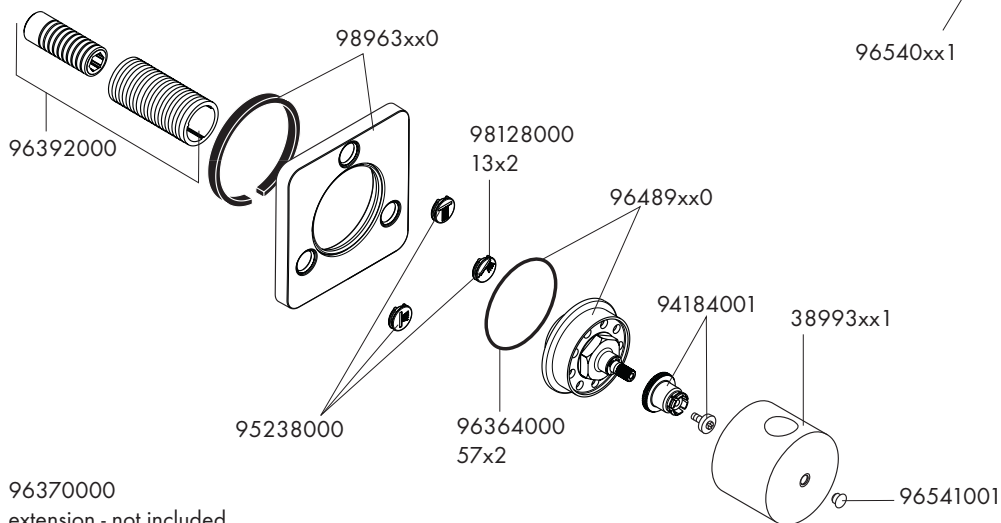
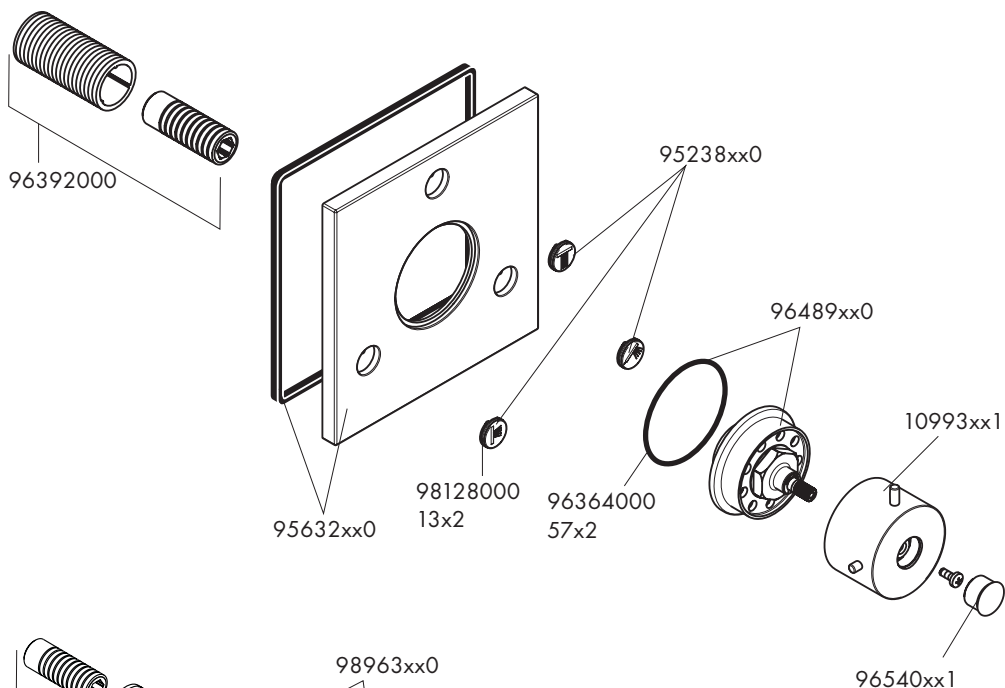
Instale los iconos.

**Massaud / Urquiola:** Scellez le mur sur les lignes des joints à l'aide d'un agent d'étanchéité.

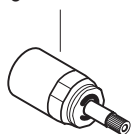
**Massaud / Urquiola:** Selle la pared en las líneas de lechada de cemento con un sellador impermeable.

## Replacement Parts / Pièces détachées / Repuestos

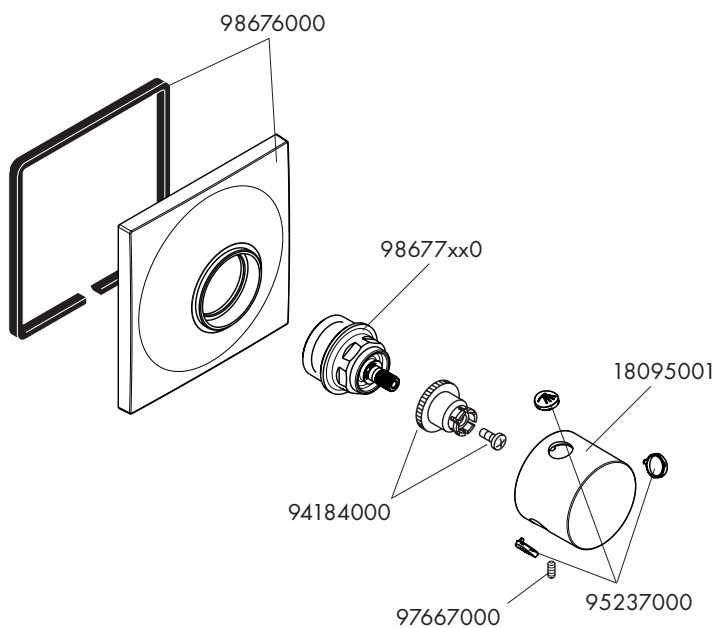
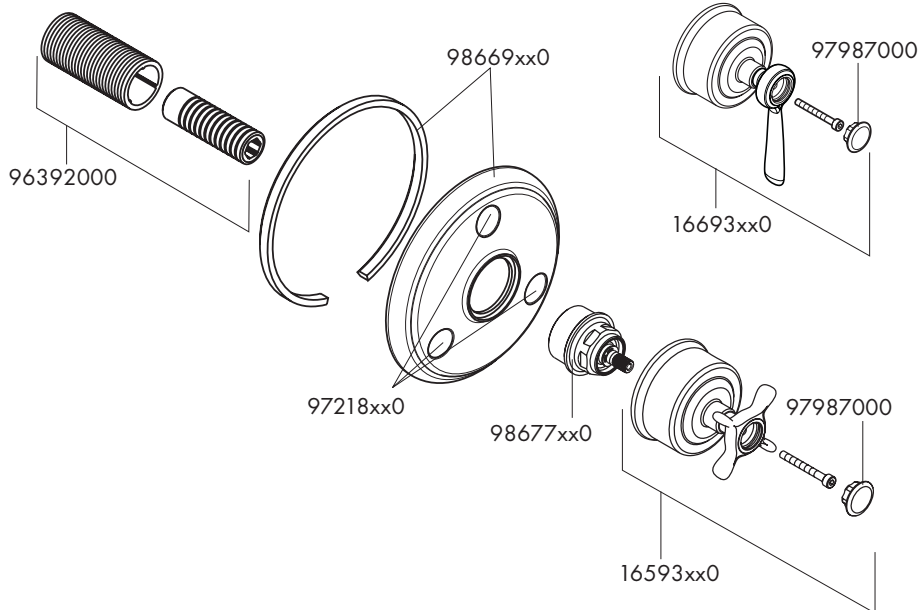


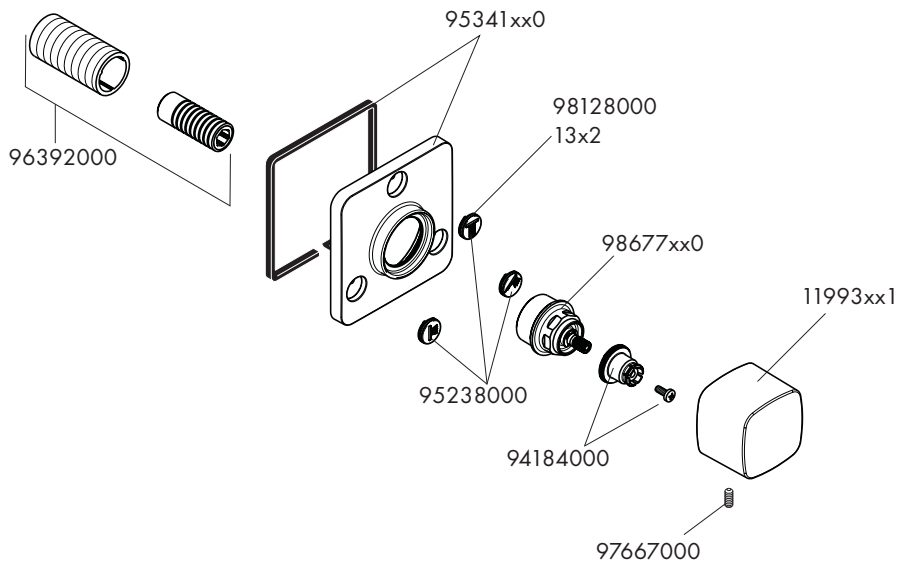


96370000  
 extension - not included  
 rallonge - pas d'inclus  
 prolongación - no incluidos



xx = colors / couleurs / acabados  
 00 = chrome  
 62 = oil rub bronze  
 80 = steel  
 82 = brushed nickel  
 83 = polished nickel





## Cleaning Recommendation for Hansgrohe Products

Modern bathroom faucets, kitchen mixers and showers consist of very different materials to comply with the needs of the market with regard to design and functionality. To avoid damage, it is necessary to consider certain criteria when cleaning.

### **At the cleaning of the fittings and showers, in principle, it must be pointed out:**

- Only use cleaning material which is explicitly intended for this type of application.
- Never use cleaning materials, which contain hydrochloric acid, formic acid, chlorine pale lye or acetic acid, as they cause considerable damage.
- Phosphorus acidic cleaners are only conditionally applicable.
- Do not mix cleaning agents, unless directed by the manufacturer.
- Never use cleaning materials or appliances with an abrasive effect, such as unsuitable cleaning powders, sponge pads or microfiber cloths.
- Always follow the instructions on the cleaning agent package with respect to specified cleaner dosage and contact time.
- The building up of calcifications has to be removed by cleaning regularly.
- When using spray cleaners, spray first onto a soft cloth or sponge never directly onto the product, as drops could enter openings and gaps and cause damage.
- After cleaning, rinse thoroughly with clean water to remove any cleaner residue.
- The use of steam cleaners is not permitted. The high temperatures can damage the products.

### **Important**

- Residues of liquid soaps, shampoos and shower foams can also cause damage, so rinse with clean water after use.
- The damage of already damaged surfaces will deteriorate under the effect of the cleansers.
- **Components with damaged surfaces must be replaced, otherwise there is a risk of injury.**
- **Damage caused by improper treatment is not covered by our warranty.**

## Conseil de nettoyage pour les produits Hansgrohe

De nos jours le sanitaire moderne, la robinetterie et les douchettes se composent de matériaux très différents pour satisfaire à la demande concernant le design et la fonctionnalité. Pour éviter les détériorations et les réclamations, aussi bien pour l'utilisation que pour le nettoyage prochain, certains critères seront à prendre en considération.

### A prendre en considération lors de l'entretien de la robinetterie et de douchettes:

- On doit seulement utiliser les produits de nettoyage qui sont formellement prévus pour ce domaine.
- Aucun contact avec l'application de nettoyeurs contenant de l'acide chlorhydrique, de l'acide formique ou de l'acide acétique qui peuvent causer de considérables détériorations.
- Les nettoyeurs à base d'acide phosphorique, aussi, ne sont pas à utiliser sans réserves.
- Le mélange de nettoyeurs en général n'est pas autorisé.
- L'utilisation de produits de nettoyage récurants et des ustensiles comme des frottoirs, des éponges à récurer et des torchons microfibras est exclue.
- Les conseils d'entretien des producteurs de nettoyeurs sont à suivre obligatoirement.
- Le nettoyage est à faire correspondre avec le dosage, le temps d'action, spécifique à l'objet et à la nécessité.
- Le dépôt de calcaire est évité par un nettoyage régulier.
- Pour le nettoyage avec produit vaporisé liquide, en aucun cas sur la robinetterie, mais au contraire aspergé sur le chiffon (torchon, éponge) et effectuer comme cela le nettoyage, car les aérosols peuvent pénétrer dans les ouvertures et fentes de la robinetterie et peuvent provoquer des détériorations.
- Après le nettoyage rincez avec suffisamment d'eau claire pour éliminer les restes de produits attachés.
- L'utilisation d'appareil de nettoyage à vapeur n'est pas autorisée, car les températures importantes peuvent détériorer les produits.

### Indications importantes

- Les produits pour le corps comme les savons liquides, les shampooings ou les gels de douche peuvent causer des détériorations.
- Ici aussi on doit: Après l'utilisation rincer soigneusement les restes avec de l'eau.

### Conseil de nettoyage

- **Les détériorations imputables à un mauvais entretien ne peuvent être pris en considération par notre garantie.**
- Par l'action d'un nettoyeur sur les revêtements déjà endommagé il se produit une aggravation des dégâts.

## Recomendación de limpieza para los productos de Hansgrohe

Hoy en día, las griferías de baño y de cocina así como duchas modernas se componen de materiales muy distintos para satisfacer las exigencias del mercado respecto al diseño y la funcionalidad. Para evitar daños y reclamaciones hay que tener en cuenta ciertos aspectos tanto en el uso como en su limpieza.

### Para el cuidado de las griferías y las duchas en principio hay que seguir lo siguiente:

- Usar sólo detergentes previstos específicamente para este campo de aplicación.
- No aplicar detergentes que contengan ácido clorhídrico, fórmico o acético porque pueden causar daños importantes.
- Detergentes que contienen ácido fosfórico tampoco pueden ser aplicados ilimitadamente. Por regla general no se deben mezclar detergentes.
- Tampoco se deben utilizar utensilios abrasivos, como son polvos abrasivos, esponjas o paños de microfibra.
- Se tienen que seguir siempre las sugerencias de empleo de los fabricantes de los detergentes.
- La limpieza tiene que ser realizada según la dosificación y el tiempo de actuación, en función del objeto y ajustada a las necesidades específicas del mismo.
- Gracias a una limpieza periódica se pueden evitar los depósitos de cal.
- No conviene rociar el detergente en ningún caso sobre la grifería sino sobre los textiles y ejecutar la limpieza así, porque el líquido puede entrar en aperturas o hendiduras de la grifería y causar daños.
- Después de la limpieza hay que aclarar con suficiente agua para eliminar completamente el resto de detergente.
- La utilización de limpiadores a vapor no está permitida, las altas temperaturas pueden dañar los productos.

### Indicaciones importantes

- Los residuos de productos de aseo como jabón líquido, champús y gel de ducha pueden dañar también los materiales.
- Por lo que también se deberá prestar atención a lo siguiente: aclarar con abundante agua después del uso.
- Con materiales ya dañados la acción de detergentes incrementará el desgaste de estos.
- **Los componentes con superficies dañadas deberán cambiarse, en otro caso se corre el peligro de lesionarse.**
- Los daños que resulten de un uso inadecuado no están incluidos en nuestra garantía.

## Limited Consumer Warranty

This product has been manufactured and tested to the highest quality standards by Hansgrohe, Inc. ("Hansgrohe"). This warranty is limited to Hansgrohe products that are purchased by a consumer in the United States or Canada after March 1, 1996, and installed in either in the United States or in Canada.

### WHO IS COVERED BY THE WARRANTY

This warranty extends to the original purchaser only. This warranty is non-transferable.

### WHAT IS COVERED BY THE WARRANTY

The warranty covers only your Hansgrohe manufactured product. Hansgrohe warrants this product against defects in material or workmanship as follows:

Hansgrohe will replace at no charge for parts only or, at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. If Hansgrohe is unable to provide a replacement and repair is not practical or cannot be made in timely fashion, Hansgrohe may elect to refund the purchase price in exchange for the return of the product.

### LENGTH OF WARRANTY

Replacement or repaired parts of products will be covered for the term of this warranty, as stated in the following two sentences. If you are a consumer who purchased the product for use primarily for personal, family or household purposes, this warranty extends for as long as you own the product and the home in which the product is originally installed. If you purchased the product for use primarily for any other purpose, including, without limitation, a commercial purpose, this warranty extends only (i) for 1 year, with respect to Hansgrohe & Commercial products, and (ii) for 5 years, with respect to Axor products.

### THIS WARRANTY DOES NOT COVER, AND HANSGROHE WILL NOT PAY FOR:

- A. Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- B. Conditions, malfunctions or damage resulting from (1) normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration; (2) the use of abrasive or caustic cleaning agents or "no-rinse" cleaning products, or the use of the product in any manner contrary to the product instructions; or (3) conditions in the home such as excessive water pressure or corrosion.
- C. Labor and other expenses for disconnection, deinstallation, or return of the product for warranty service (including but not limited to proper packaging and shipping costs), or for installation or reinstallation of the product.
- D. Accessories, connected materials and products, or related products not manufactured by Hansgrohe.
- E. Any Hansgrohe or Axor product sold for display purposes.
- F. Rubbed Bronze finish is subject to a 3-year limited warranty. Chrome and all PVD finishes are covered by the limited lifetime warranty.
- G. Hansgrohe Water Filtration System is subject to a 1-year limited warranty. Warranty does not include replacement filters.

### TO OBTAIN WARRANTY PARTS OR INFORMATION

Contact your Hansgrohe retailer, or contact Technical Service at:

Hansgrohe, Inc.  
1492 Bluegrass Lakes Parkway  
Alpharetta, GA 30004  
Toll-free 800-334-0455

In requesting warranty service, you will need to provide:

- 1. The sales receipt or other evidence of the date and place of purchase.
- 2. A description of the problem.
- 3. Delivery of the product or the defective part, postage prepaid and carefully packed and insured, to:

Hansgrohe, Inc.  
1492 Bluegrass Lakes Parkway  
Alpharetta, GA 30004  
Toll-free 800-334-0455

When warranty service is completed, any repaired or replacement product or part will be returned to you postage prepaid.

**EXCLUSIONS AND LIMITATIONS**

**REPAIR OR REPLACEMENT (OR, IN LIMITED CIRCUMSTANCES, REFUND OF THE PURCHASE PRICE) AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER. HANSGROHE NEITHER ASSUMES NOR AUTHORIZES ANY PERSON TO CREATE FOR IT ANY OTHER OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT. HANSGROHE SHALL NOT BE LIABLE TO PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF BREACH OF THIS WARRANTY OR ANY IMPLIED WARRANTY (INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OF MERCHANTABILITY).**

Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

**TO THE EXTENT PERMITTED BY LAW, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO THE DURATION OF THE EXPRESS WARRANTY.**

Some states do not allow limitations on how long an implied warranty may last, so the above limitations may not apply to you. You may be required by law to give us a reasonable opportunity to correct or cure any failure to comply before you can bring any action in court against us under the Magnuson-Moss Warranty Act.

**PRODUCT INSTRUCTIONS AND QUESTIONS**

Upon purchase or prior to installation, please carefully inspect your Hansgrohe product for any damage or visible defect. Prior to installing, always carefully study the enclosed instructions on the proper installation and the care and maintenance of this product. If you have questions at any time about the use, installation or performance of your Hansgrohe product, or this warranty, please write us or call us toll-free at 800-334-0455.



**hansgrohe**

Hansgrohe, Inc. • 1490 Bluegrass Lakes Parkway • Alpharetta, GA 30004  
Tel. 770-360-9880 • Fax 770-360-9887

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