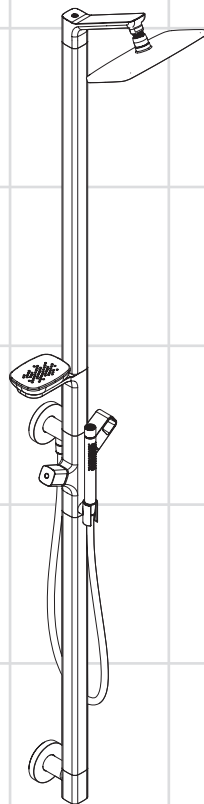


# AXOR<sup>®</sup>

**hansgrohe**

- EN** Installation / User Instructions / Warranty
- FR** Instructions de montage / Mode d'emploi / Garantie
- ES** Instrucciones de montaje / Manejo / Garantía



**Urquiola**  
11901xx1

## Technical Information

Recommended water pressure	15 - 75 PSI
Max. water pressure	145 PSI
Recommended hot water temp.	120° - 140° F*
Max. hot water temp	176° F*
Flow rate - showerhead	2.5 GPM
Flow rate - handshower	2.5 GPM

\*Please know and follow all applicable local plumbing codes when setting the temperature on the water heater.

## 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 product requires rough 10902181 (not included). The rough must be installed and the finished wall completed and made watertight before installation of the column.
- Protection against backflow is provided by check valves.
- The check valves should be inspected regularly (at least once a year).
- To insure the long life of the thermostatic cartridge, regularly run it through its complete range of temperatures (full hot to full cold).
- 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 can be no higher than 112° F.
- This thermostatic mixing valve is for use with a showerhead rated at 2.5 GPM (9.5 L/min) or higher.
- 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.

## Données techniques

Pression d'eau recommandée	15 - 75 PSI
Pression d'eau maximum	145 PSI
Température recommandée d'eau chaude	120° - 140° F*
Température maximum d'eau chaude	176° F*
Capacité nominale - pomme de douche	2.5 GPM
Capacité nominale - douchette	2.5 GPM

\* Vous devez connaître et respecter tous les codes de plomberie locaux applicables pour le réglage de la température du chauffe-eau.

## À prendre en considération pour l'installation

- Pour de meilleurs résultats, Hansgrohe recommande que ce produit soit installé par un plombier professionnel licencié.
- 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.
- Cette pièce doit être utilisée avec la pièce de surface 10902181 (pas d'inclus). La pièce de surface doit être installée et la surface du mur fini doit être terminée et étanche.
- La protection contre le retour d'eau est assurée par deux clapets de non-retour.
- Les clapets anti-retour doivent être examinés régulièrement (au moins une fois par an).
- Pour assurer le mouvement facile de l'élément thermostatique, le thermostat devrait être placé de temps en temps en position très chaude et très froide.
- Pour empêcher des blessures par ébullition, 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.
- Ce mitigeur thermostatique est à utiliser avec des pommes de douches ayant un débit de 2.5 GPM (9.5 L/min) ou supérieur.
- 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.

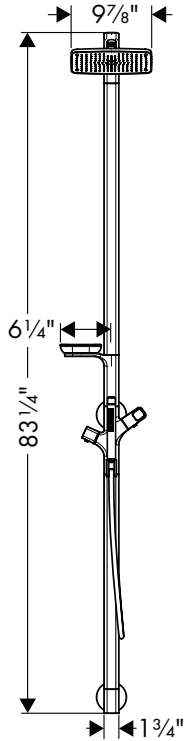
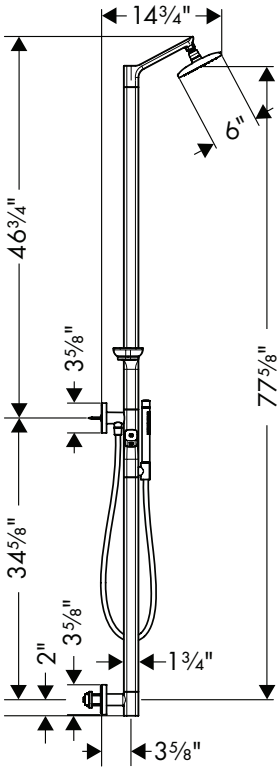
## Datos técnicos

Presión recomendada en servicio	15 - 75 PSI
Presión en servicio max.	145 PSI
Temperatura recomendada del agua caliente	120° - 140° F*
Temperatura del agua caliente max.	176° F*
Caudal máximo - ducha	2.5 GPM
Caudal máximo - teleducha	2.5 GPM

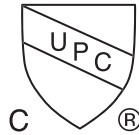
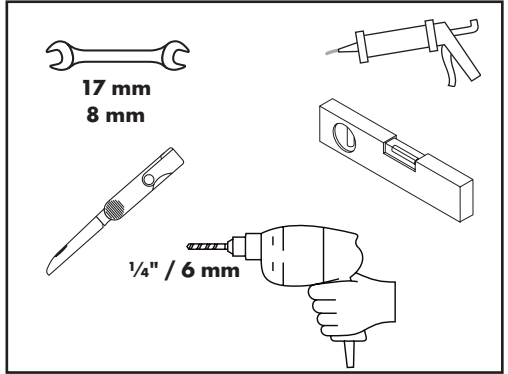
\*Debe conocer y cumplir todos los códigos locales aplicables para ajustar la temperatura del calentador de agua.

## Consideraciones para la instalación

- Para obtener mejores resultados, la instalación debe estar 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.
- Esta pieza exterior es para usar con la pieza interior 10902181 (no incluidos). Debe instalarse la pieza interior y debe terminarse e impermeabilizarse la superficie del acabado de la pared.
- Dos válvulas de retenciones brindan protección contra el contraflujo.
- Las válvulas anti-retorno tienen que ser controladas regularmente (una vez al año, por lo menos).
- Para garantizar el funcionamiento duradero del termostato, el mando del mismo debería girarse de vez en cuando del extremo frío al extremo caliente.
- Para evitar escaldaduras, la máxima temperatura de salida de la válvula de la ducha no debe exceder los 120°F. En Massachusetts, la máxima temperatura de salida de la válvula de la ducha no debe exceder los 112°F.
- El mezclador termostático está diseñado para uso con cabezales de ducha calificados a 2.5 GPM (9.5 L/min) o más.
- Mantenga este folleto y el recibo (u otro comprobante del lugar y fecha de compra) de este producto en lugar seguro. El recibo se requiere en caso de ser necesario solicitar piezas bajo garantía.



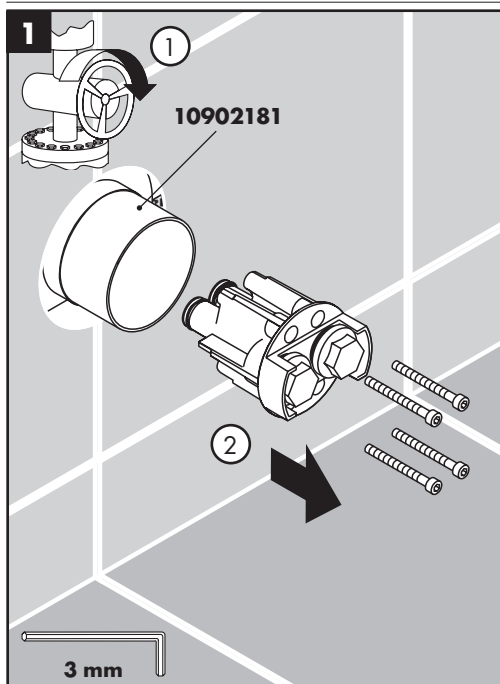
### Tools Required / Outils Utiles / Herramientas Utiles



This unit meets or exceeds the following:

- ASME A112.18.1
- CSA B125.1
- Listed by IAPMO for use in the US and Canada

C <sup>®</sup>



## English

Turn the water off at the main.

Remove the flush insert from the rough.

Cut the plaster shield so that it extends  $\frac{1}{16}$ " -  $\frac{1}{8}$ " outside the surface of the finished wall.

## Français

Avant de commencer, fermez l'eau à la valve principale .

Retirez le compartiment affleurant .

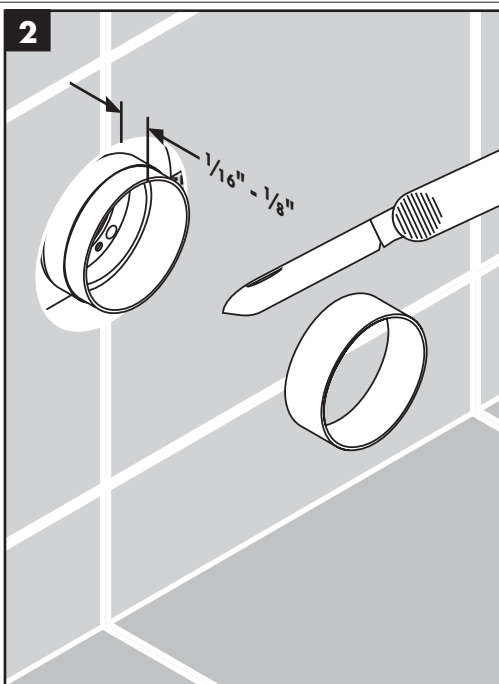
Coupez les protecteurs de façon à ce qu'une partie de  $\frac{1}{16}$  po -  $\frac{1}{8}$  po soit à l'extérieur de la surface du mur fini.

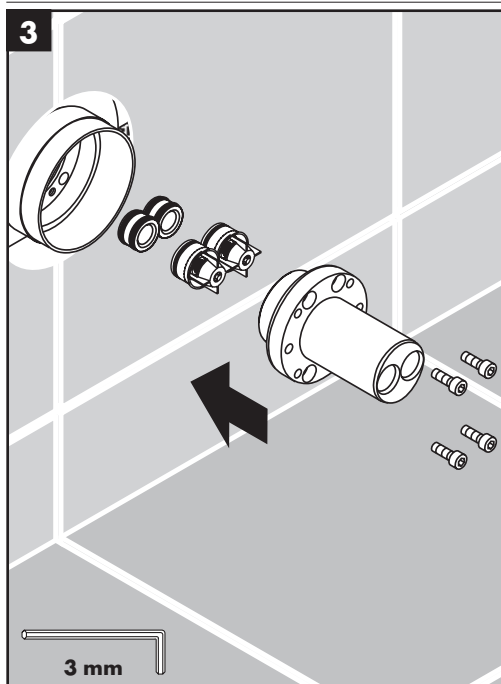
## Español

Cierre el paso del agua en la entrada del suministro antes de comenzar .

Retire el alojamiento de descarga.

Corte los protectores de yeso de modo que sobresalgan  $\frac{1}{16}$ " -  $\frac{1}{8}$ " de la superficie de la pared terminada.





## English

Install the seat.

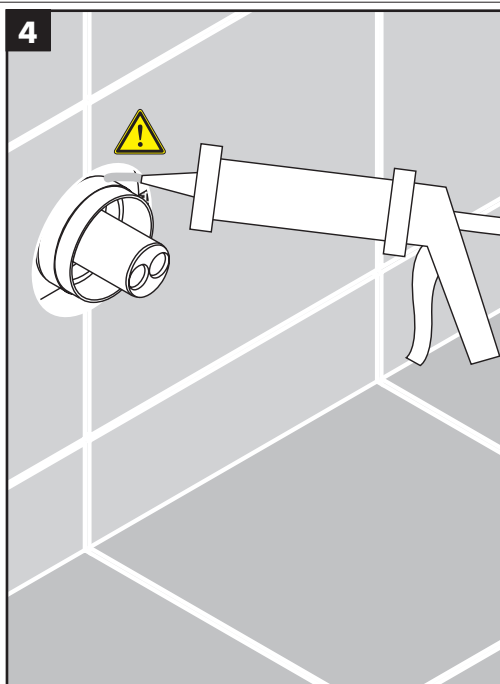
Tighten the screws.



**Seal the wall around the plaster shield with water-proof sealant.**



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



4

## Français

Installez l'adaptateur.

Serrez les vis.



**Scellez le mur autour des protecteurs à l'aide d'un agent d'étanchéité.**



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

## Español

Instale el adaptador.

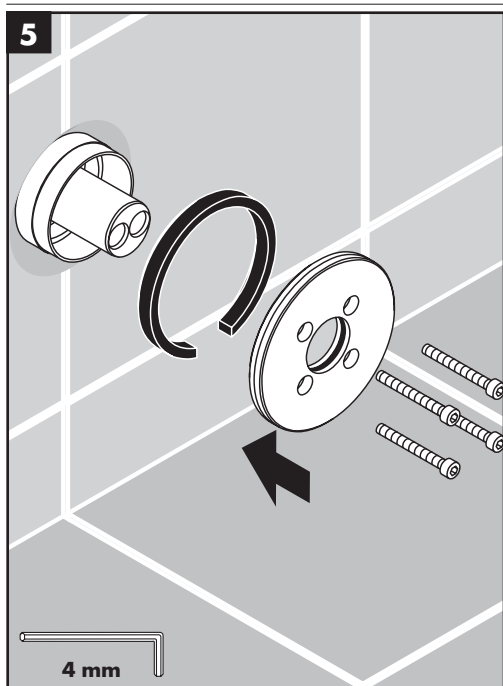
Apriete los tornillos.



**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.**



### English

Install the mounting plate.

Remove the backing from the adhesive strips on the template.

### Français

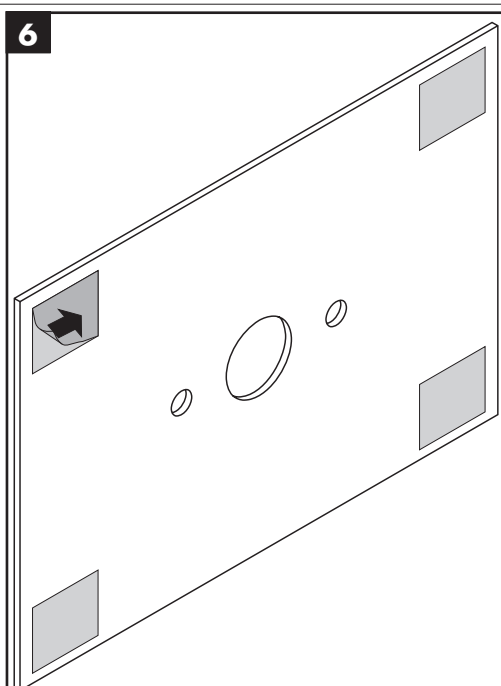
Installez la plaque de montage.

Retirez la partie arrière des bandes adhésives sur le gabarit.

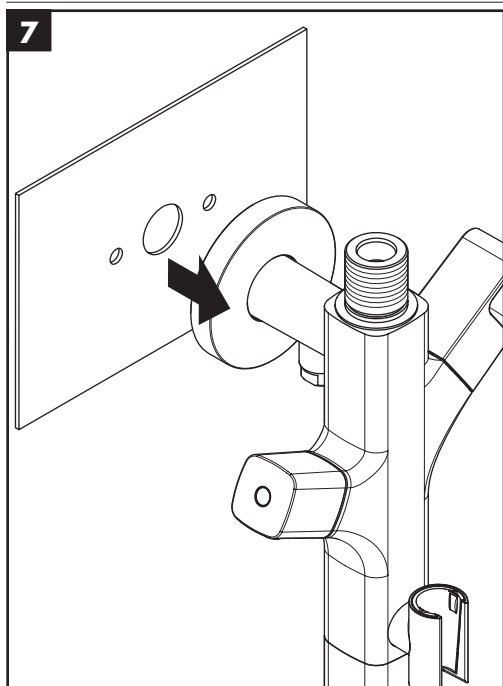
### Español

Instale la placa de montaje.

Retire la parte posterior de las tiras adhesivas de la plantilla.







## English

Press the template over the top mounting point on the column.

Push the column inlet over the seat.

Confirm that the column is level.

Press the column and the template against the wall.

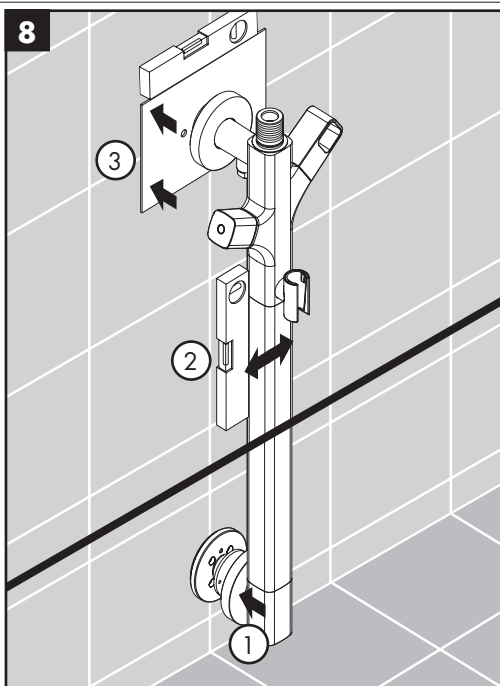
## Français

Appuyez le gabarit sur le support supérieur.

Poussez l'orifice d'entrée de la colonne sur la pièce d'appui.

Veillez à ce que la colonne soit au niveau.

Appuyez la colonne et le gabarit contre le mur.



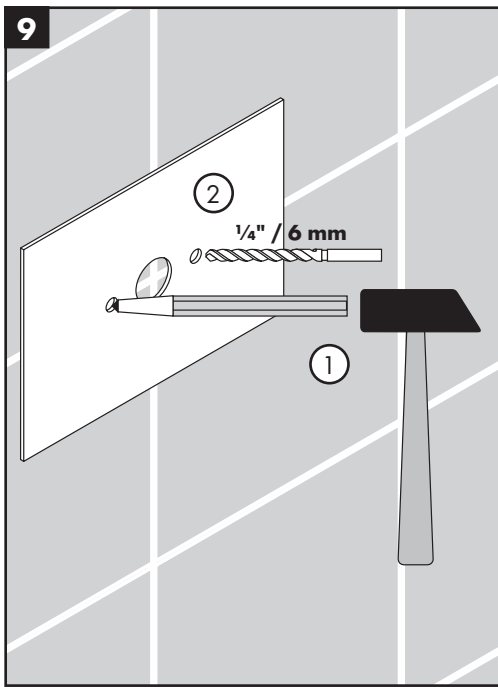
## Español

Presione la plantilla sobre el soporte superior.

Empuje la entrada de la columna sobre el asiento.

Verifique que la columna quede nivelada.

Presione la columna y la plantilla contra la pared.



## English

Remove the column.

Mark the positions of the screw holes.

Drill the screw holes.

Install the anchors.

Install the upper mounting plate using the washers and screws.

## Français

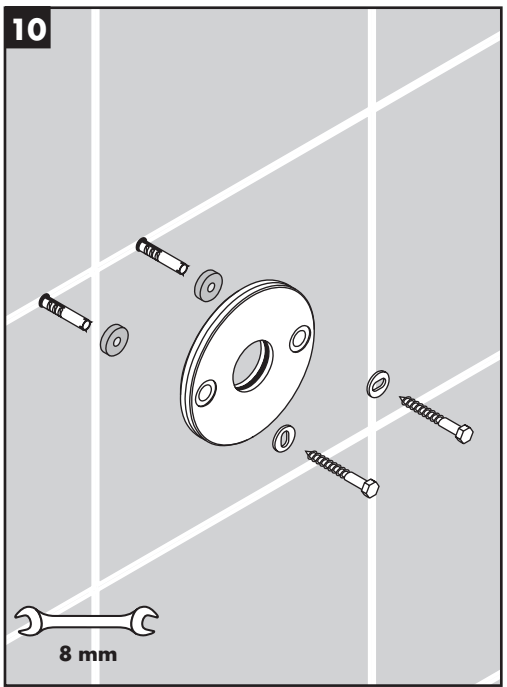
Retirez la colonne.

Marquez les positions des trous de vissage.

Percez les trous de vissage.

Installez les chevilles.

Installez la plaque de montage supérieure en utilisant les rondelles et les vis.



## Español

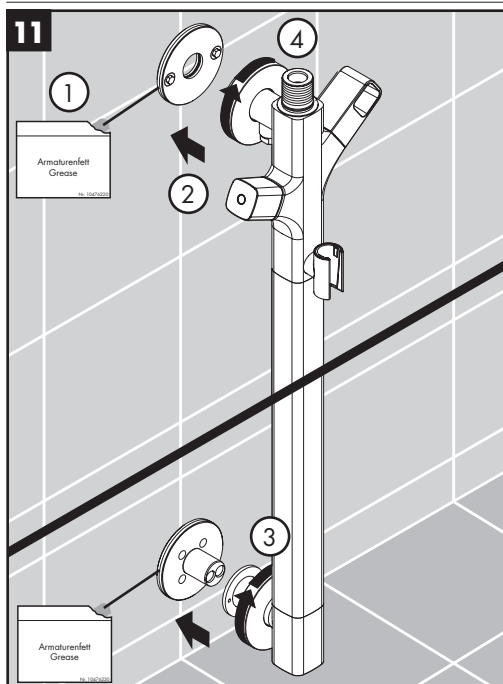
Retire la columna.

Marque las posiciones de los orificios para tornillos.

Perfore los orificios para tornillos.

Instale los pernos de anclaje.

Instale la placa de montaje superior utilizando las arandelas y los tornillos.



## English

Lightly lubricate the threads on the mounting plates using white plumbers grease.

Push the column over the mounting plates.

Tighten the bottom escutcheon against the mounting plate.

Tighten the top escutcheon against the mounting plate.

Install the soap dish holder on the top section of the column.

## Français

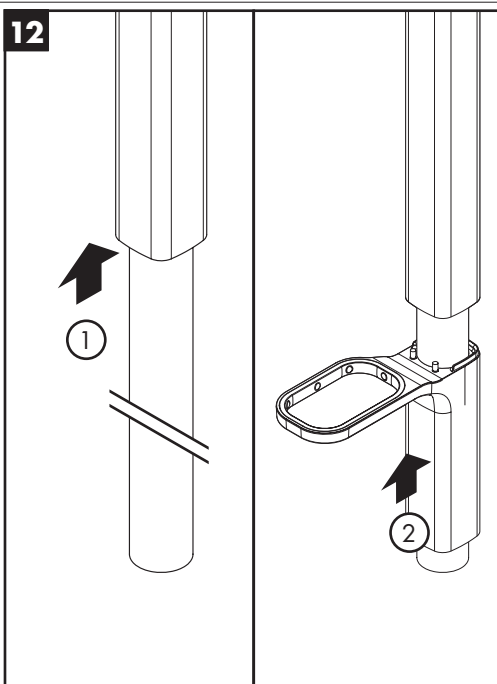
Lubrifiez légèrement les filets sur les plaques de montage en utilisant de la graisse de plomberie blanche.

Poussez la colonne sur les plaques de montage.

Serrez l'écusson inférieur contre la plaque de montage.

Serrez l'écusson supérieur contre la plaque de montage.

Installez le porte-savon sur la section supérieure de la colonne.



## Español

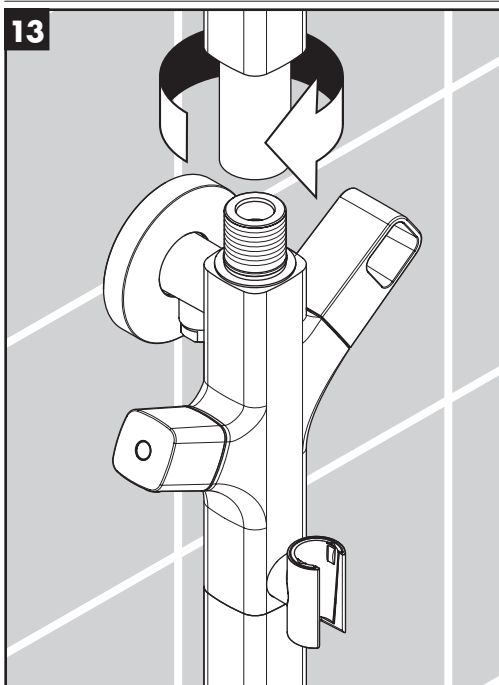
Lubrique ligeramente las roscas en las placas de montaje con grasa blanca para plomería.

Empuje la columna sobre las placas de montaje.

Apriete el escudo inferior contra la placa de montaje.

Apriete el escudo superior contra la placa de montaje.

Instale la portajabonera sobre la parte superior de la columna.



### English

Install the top section.

Install the shower arm.

Tighten the screw.

Install the showerhead.

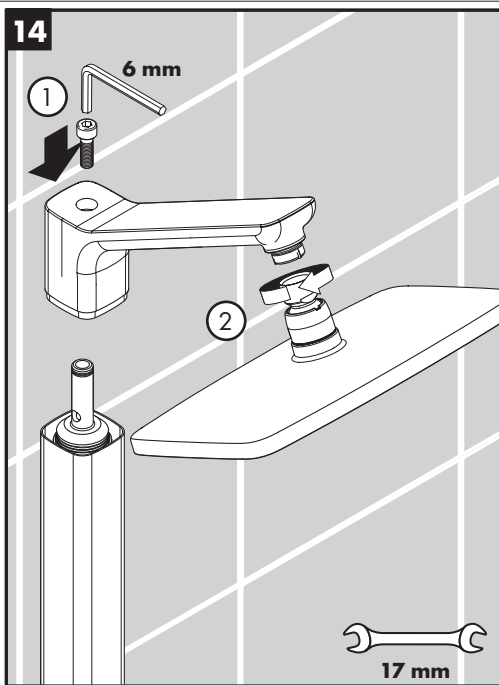
### Français

Installez la section supérieure de la colonne.

Installez le bras de douche.

Serrez la vis.

Installez la pomme de douche.



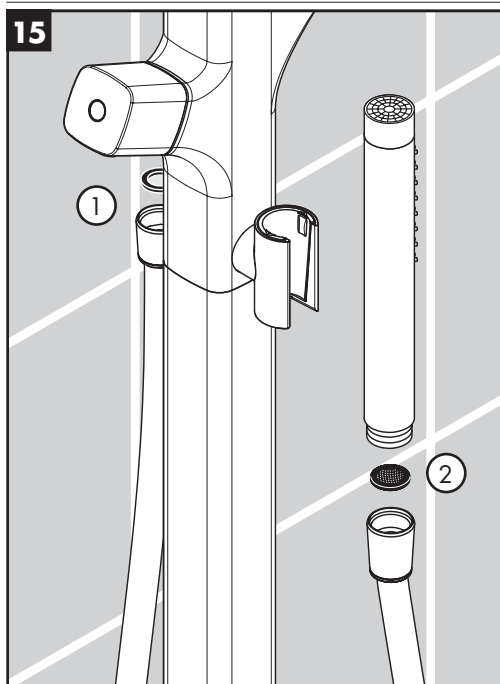
### Español

Instale la parte superior de la columna.

Instale el brazo de ducha.

Apriete el tornillo.

Instale el cabezal de la ducha.



## English

Place the black rubber washer in one end of the hose. Connect this end to the handshower outlet.

Place the screen washer in the other end of the hose. Connect this end to the handshower.

Place the handshower in the holder.

Install the soap dish.

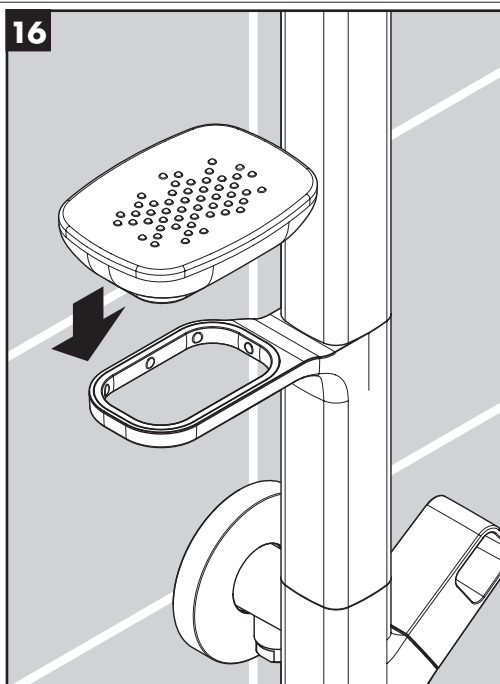
## Français

Placez la rondelle en caoutchouc noir dans l'une des extrémités du tuyau. Fixez cette extrémité au robinet de baignoire.

Placez le tamis dans l'autre extrémité du tuyau. Fixez cette extrémité à la douchette.

Déposez la douchette dans son support.

Installez le porte-savon.



## Español

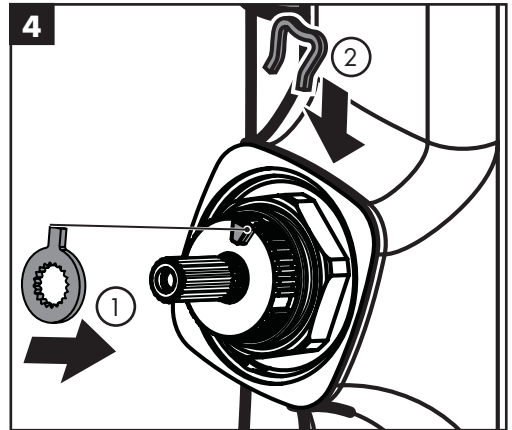
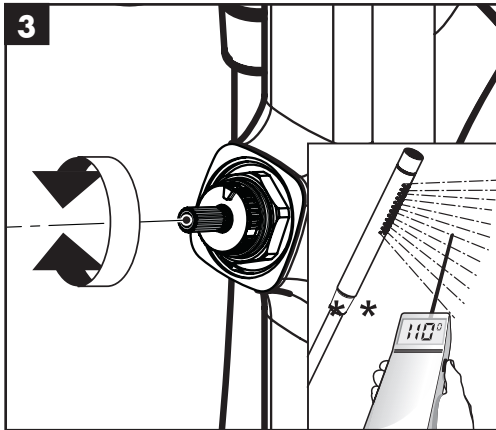
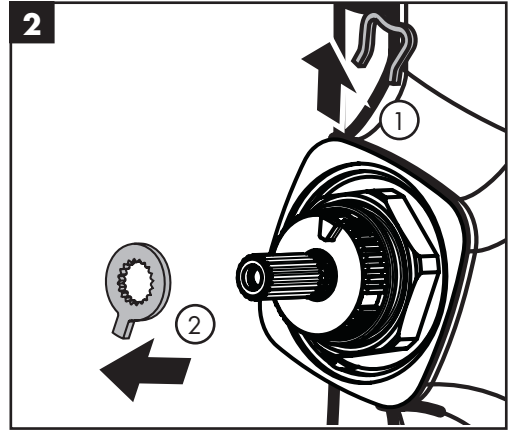
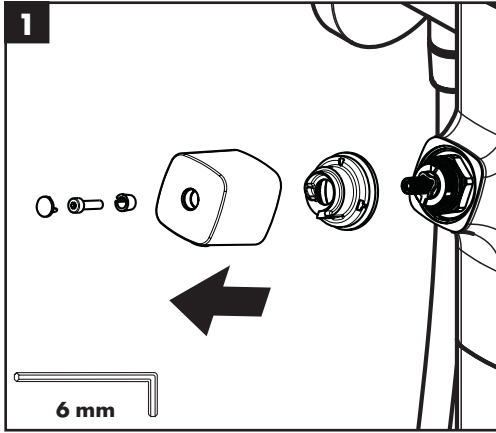
Coloque la arandela de goma negra en un extremo de la manguera. Acople este extremo al grifo de la bañera.

Coloque la arandela de filtro en el otro extremo de la manguera. Acople este extremo a la ducha de mano.

Apoye la teleducha en el soporte.

Instale la jabonera.

**Set the high temperature limit stop\*\* / Réglez la butée de limite d'eau chaude\*\* / Fije el tope de límite de alta temperatura\*\***

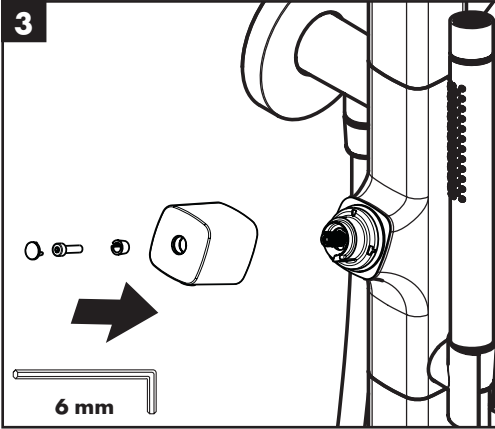
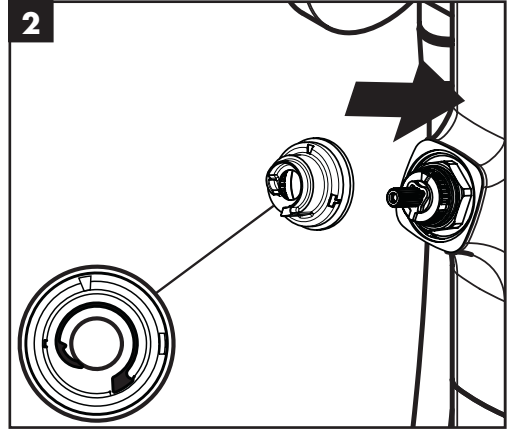
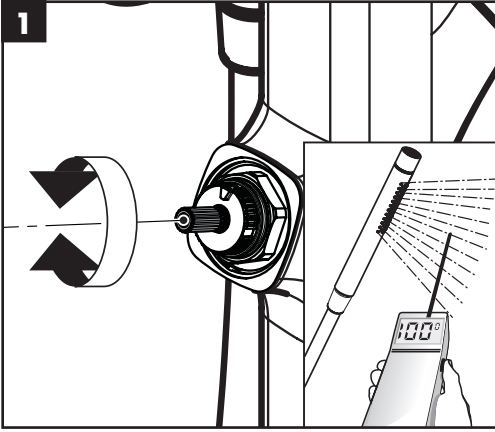


\*\*To prevent scald injury, the maximum output temperature of the shower valve must be no higher than 120°F. In Massachusetts, the maximum output temperature can be no higher than 112°F.

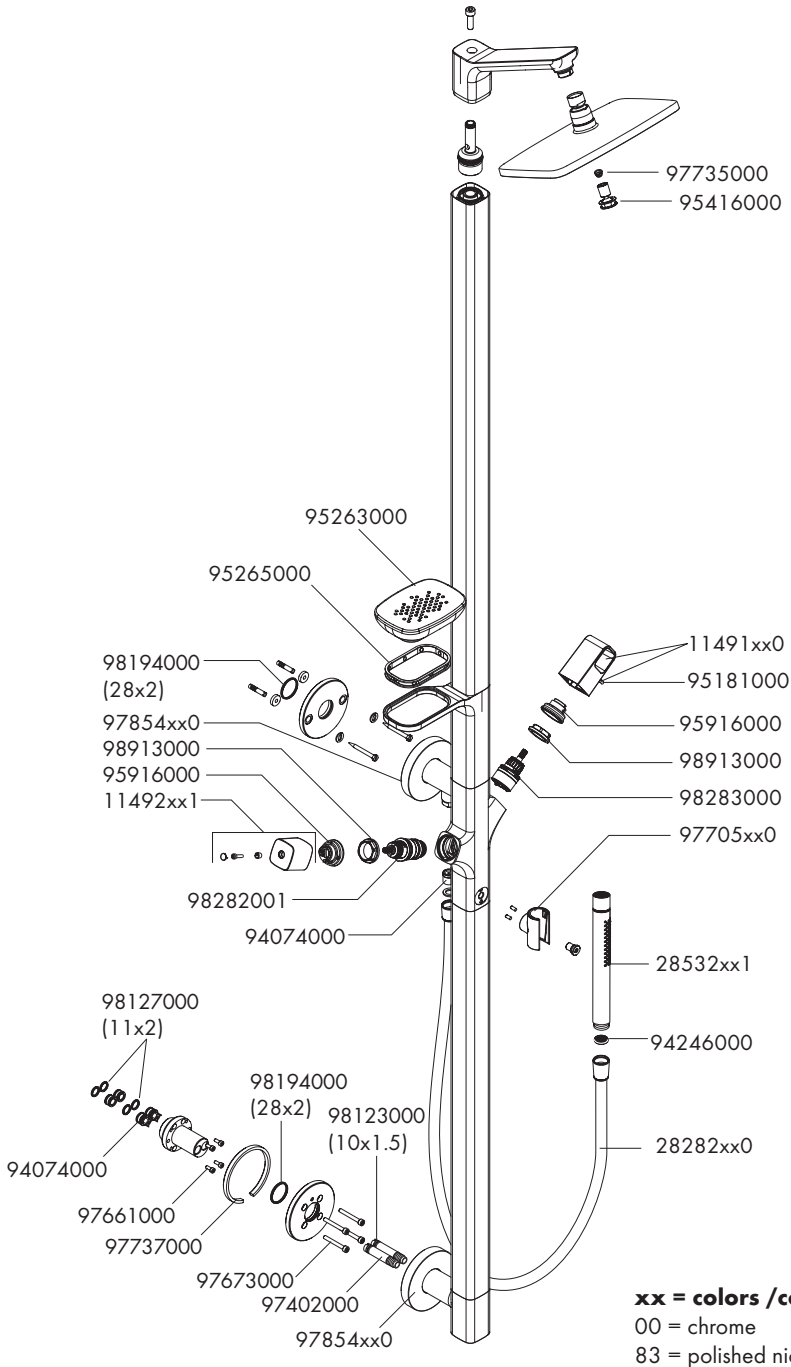
\*\*Pour empêcher des blessures par ébouillantage, la température de sortie maximale du robinet de douche ne doit pas excéder 120°F. Au Massachusetts, la température de sortie maximale du robinet de douche ne doit pas excéder 112°F.

\*\*Para evitar escaldaduras, la máxima temperatura de salida de la válvula de la ducha no debe exceder los 120°F. En Massachusetts, la máxima temperatura de salida de la válvula de la ducha no debe exceder los 112°F.

**Justify the handle / Réglez la poignée / Ajuste el mando**

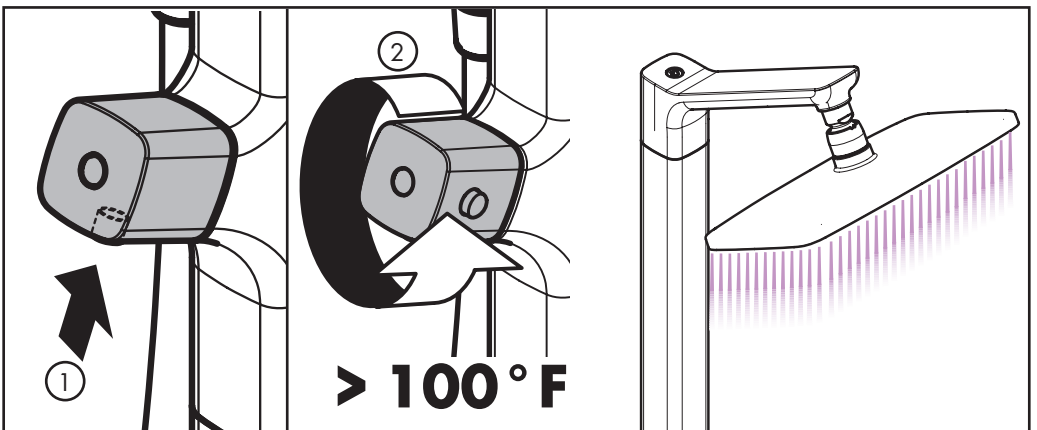
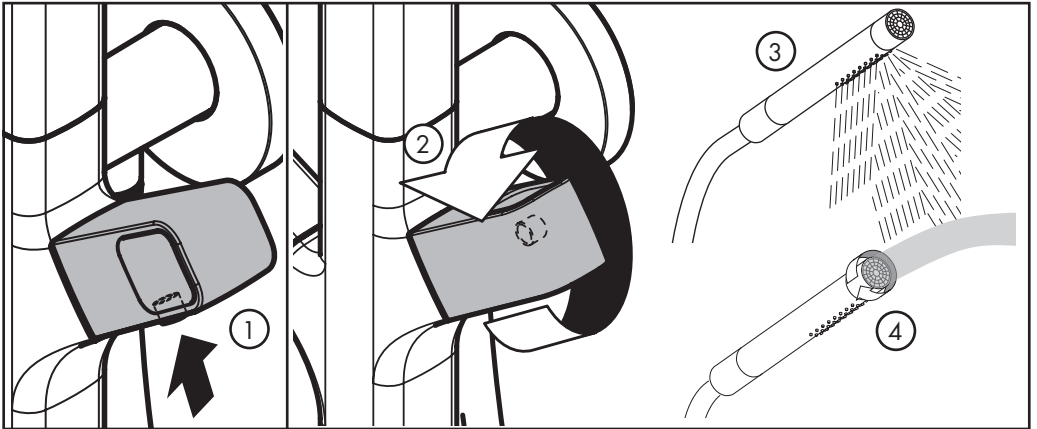
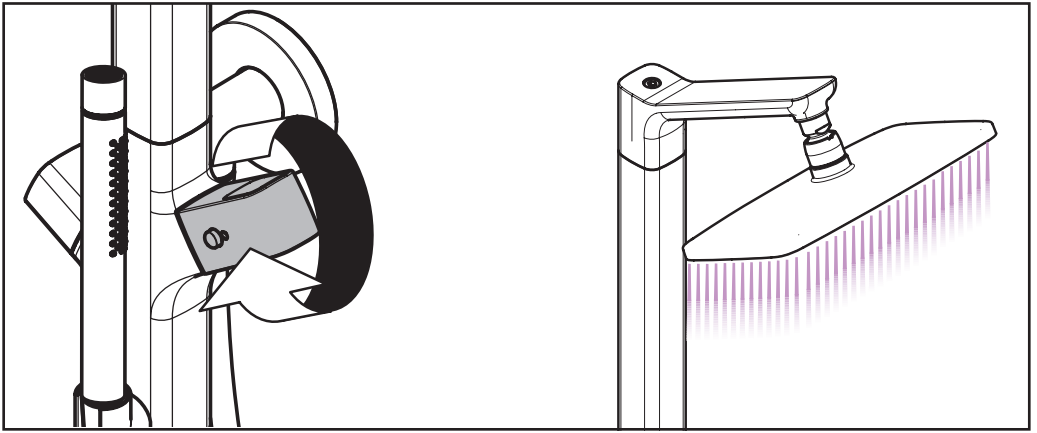


# Replacement Parts / Pièces détachées / Repuestos

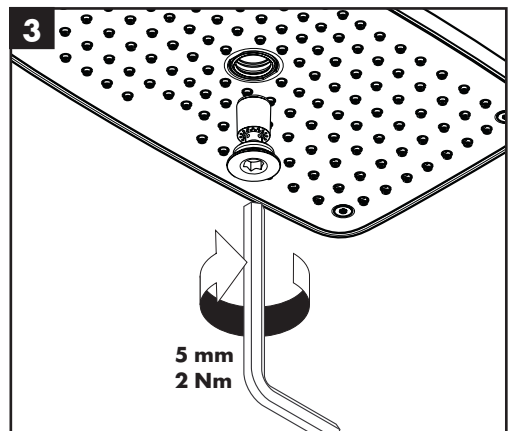
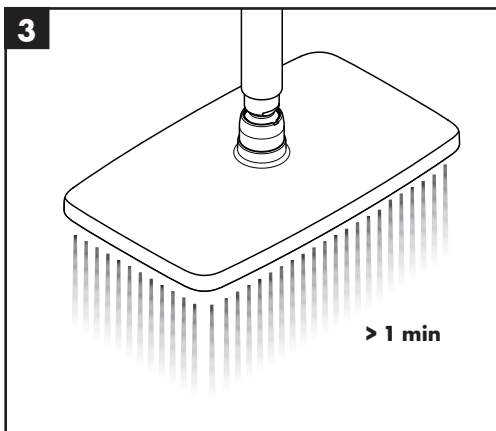
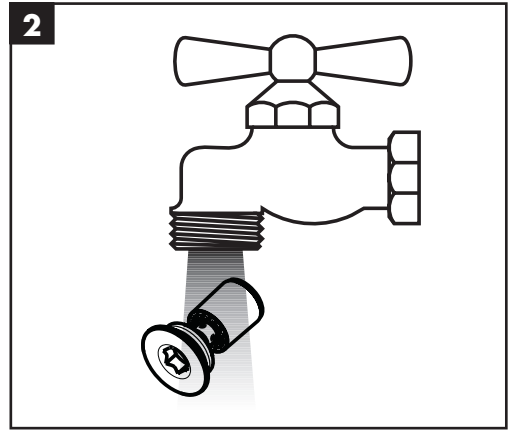
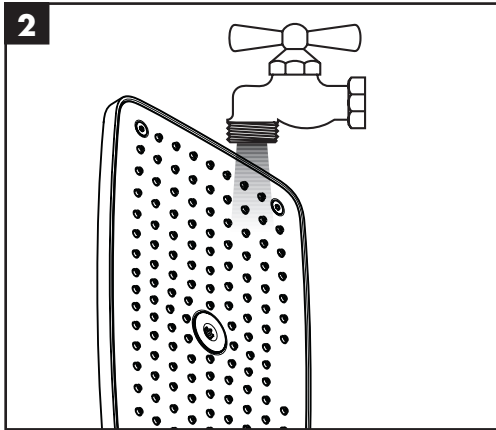
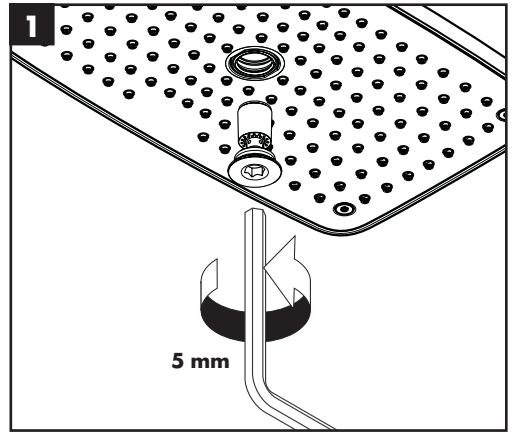
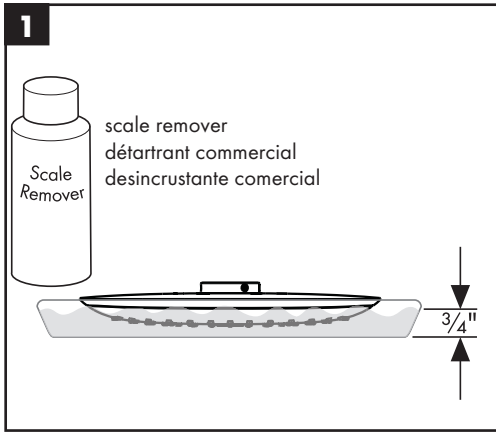


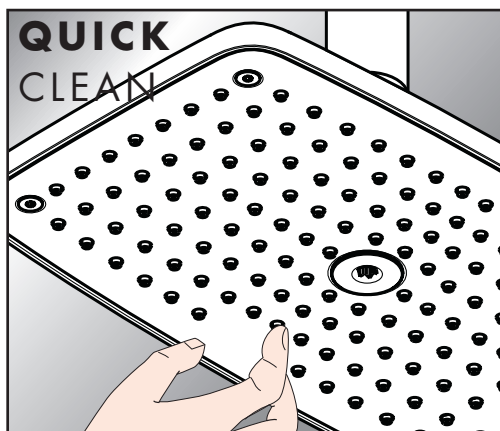
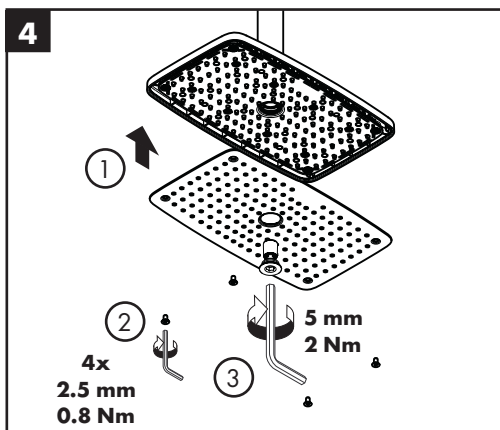
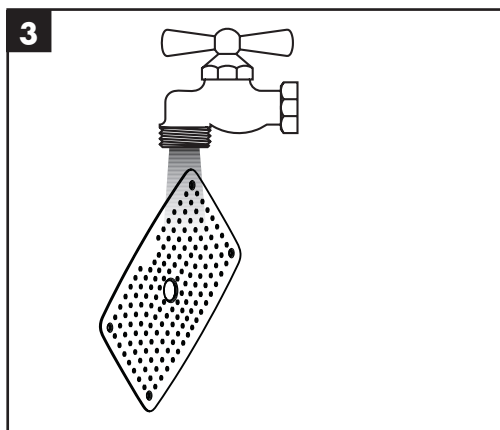
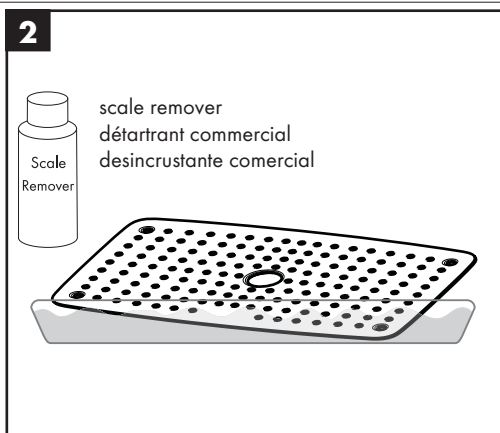
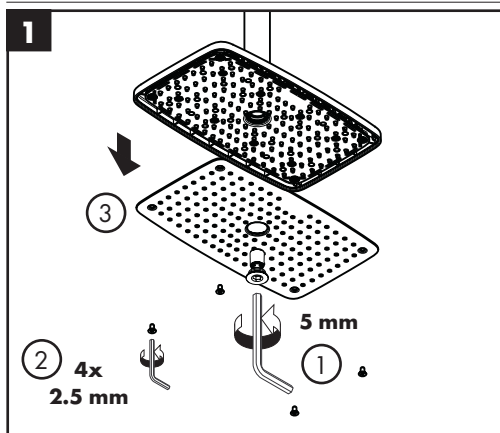


User Instructions / Instructions de service / Manejo



# Cleaning / Nettoyage / Limpiar

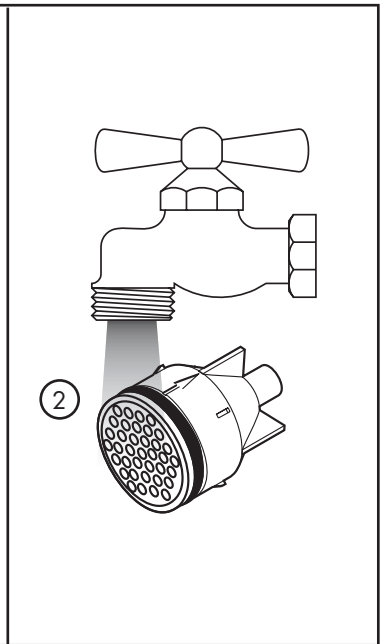
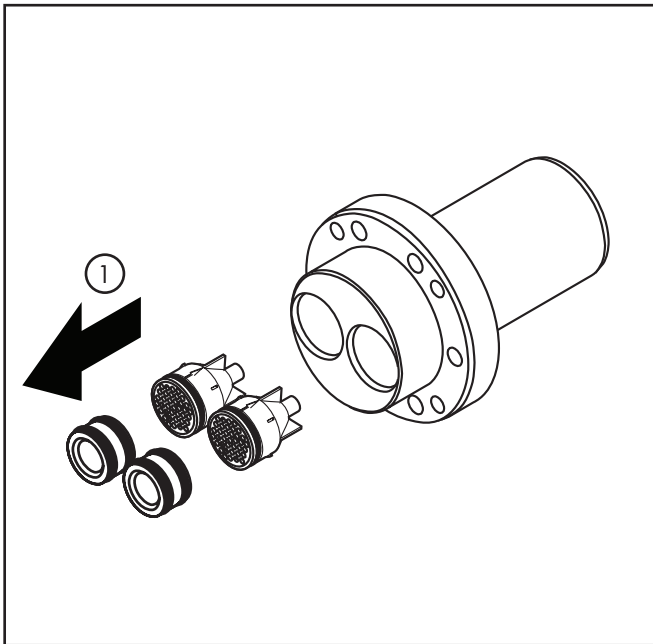
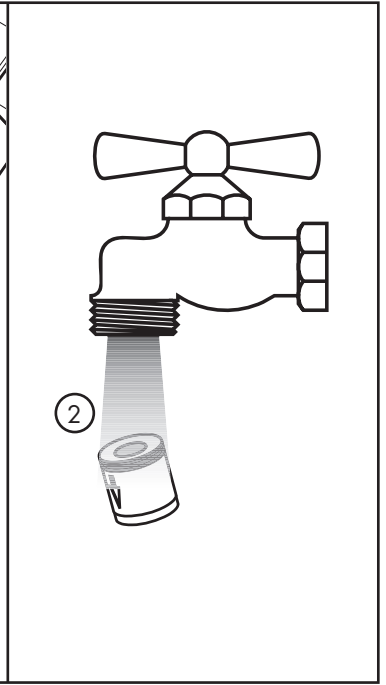
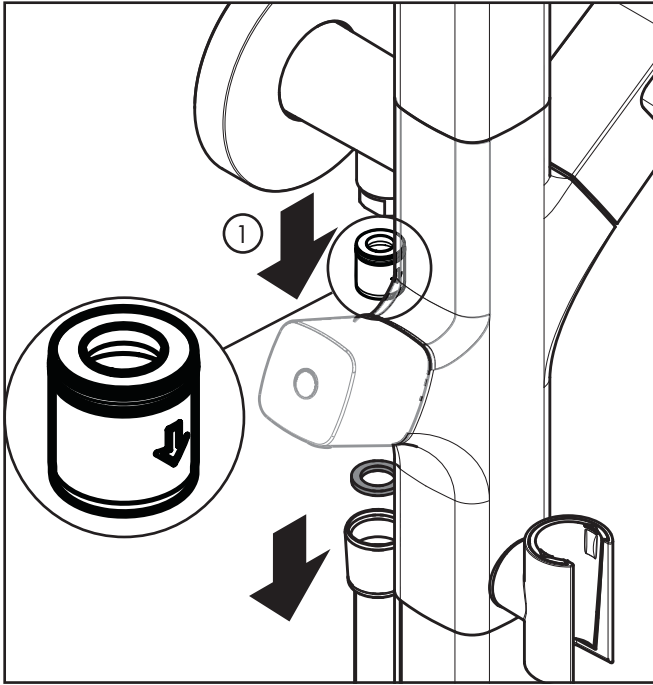




Clean scale deposits from the spray channels by rubbing across the channels using fingers or a sponge.

Si les canaux de jet deviennent entartrés, frottez-les avec les doigts ou à l'aide d'une éponge pour en déloger les dépôts.

Elimine los depósitos calcificados de los canales de rociado frotándolos con los dedos o una esponja.



## Cleaning Recommendation for Hansgrohe Products

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Modern bathroom faucets, kitchen faucets and shower products are made from different materials to comply with the needs of the market with regard to design and functionality. To avoid damage to the product, it is necessary to take proper care of it.

### For best results:

- Prevent the buildup of mineral scale and /or soap residue by cleaning your Hansgrohe product(s) when needed.
- Select a cleaning agent specifically intended for the type of product.
- **Do not** use these types of cleaners as they will cause damage to your Hansgrohe product:
  - ✘ Any cleaning agent containing hydrochloric acid, formic acid, lye, or acetic acid.
  - ✘ Abrasive cleaning powders, pads, or brushes.
  - ✘ Steam cleaners.
  - ✘ "No rinse" cleaning agents.
- **Always** follow the instructions provided by the manufacturer of the cleaning agent.
- **Do not** mix cleaning agents, unless directed by the manufacturer.
- **Do not** spray cleaners directly onto the product as drops could enter openings and gaps and cause damage. When using spray cleaners, spray the cleaner onto a soft cloth or sponge.
- **Always** rinse your Hansgrohe product thoroughly with clear water and polish dry with a soft cloth after cleaning.

### Important

- Residue from soaps and shampoos can cause damage. Rinse the product with clean water after each use.
- Residue from basin/tub/tile cleaner can cause damage to faucets and fittings. Immediately rinse any overspray from the Hansgrohe product.
- **Damage to the product caused by improper care or the use of improper cleaning agents is not covered by the warranty.**
- **If a component of the product is damaged, replace it, as there is risk of injury.**

## Conseil de nettoyage pour les produits Hansgrohe

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Les robinets pour les salles de bains et les cuisines modernes ainsi que les produits récents pour les douches se composent de matériaux différents afin de satisfaire aux besoins du marché en termes de conception et de fonctionnalité. Afin d'éviter d'endommager le produit, il est nécessaire d'en prendre soin.

### Pour de meilleurs résultats :

- Empêchez l'accumulation de tarte et/ou de résidu de savon en nettoyant votre produit Hansgrohe lorsque c'est nécessaire.
- Sélectionnez un produit de nettoyage spécifiquement prévu pour ce type de produit.
- **N'utilisez pas** ces types de nettoyeurs car ils peuvent endommager votre produit Hansgrohe :
  - ✘ Tout produit de nettoyage contenant de l'acide chlorhydrique, de l'acide formique, de la potasse ou de l'acide acétique.
  - ✘ Les poudres de nettoyage, les tampons ou les brosses abrasives.
  - ✘ Les nettoyeurs à vapeur.
  - ✘ Les produits de nettoyage « sans rinçage ».
- **Ne mélangez pas** les produits de nettoyage, à moins que cela soit indiqué par le fabricant.
- **Ne pulvérisez pas** les nettoyeurs directement sur le produit car des gouttes pourraient entrer dans les ouvertures et les fentes et causer des dommages. Lorsque vous utilisez des nettoyeurs par pulvérisation, pulvériser le nettoyeur sur un chiffon ou une éponge douce.

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## Important

- Les résidus de produits pour le corps comme les savons liquides, shampoings, gels de douche, teintures pour cheveux, parfums, apres-rasage et vernis à ongles peuvent causer des deteriorations. Rincez le produit avec de l'eau propre après chaque utilisation.
- Le résidu provenant des nettoyeurs pour cuvette/baignoire/carrelage peut endommager les robinets et les raccords de tuyauterie. Rincez immédiatement toute surpulvérisation sur le produit Hansgrohe.
- De meme, il est interdit de stocker des detergents ou des produits chimiques sous les produits, par ex. dans un meuble sous lavabo, car les vapeurs qui s'en degagent risquent d'abimer les produits.
- **Les dommages au produit causés par un mauvais entretien ou par l'utilisation de produits de nettoyage inadéquats ne sont pas couverts par la garantie.**
- **Si un composant du produit est endommagé, remplacez-le, car il existe un risque de blessure.**

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## 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 obtener mejores resultados:

- Evite la acumulación de restos de jabón o sarro limpiando el producto Hansgrohe cuando sea necesario.
- Seleccione un agente de limpieza diseñado específicamente para el tipo de producto.
- **No** use estos tipos de limpiadores, ya que causarán daño a su producto Hansgrohe:
  - ✘ Agentes limpiadores que contengan ácido clorhídrico, fórmico, acético o lejía.
  - ✘ Polvos, paños o cepillos de limpieza abrasivos.
  - ✘ Limpiadores a vapor
  - ✘ Agentes de limpieza "sin enjuague".
- **Siempre** siga las instrucciones provistas por el fabricante del agente de limpieza.
- **No** mezcle los agentes de limpieza, a menos que esté indicado por el fabricante.
- **No** rocíe limpiadores directamente sobre el producto, ya que podrían caer gotas sobre las aberturas y espacios y causar daños. Cuando use limpiadores en spray, rocíe el limpiador sobre un paño suave o esponja.
- **Siempre** enjuague su producto Hansgrohe con agua limpia y séquelo y lústrela con un paño suave después de la limpieza.

### Importante

- Los residuos de productos de aseo como jabon liquido, champus, gel de ducha, tintes de pelo, perfumes, lociones de afeitado y esmalte de unas pueden danar tambien los materiales. Enjuague el producto con agua limpia después de cada uso.
- Los residuos de limpiadores para lavatorios, bañeras o azulejos pueden causar daño a los grifos y accesorios. Enjuague inmediatamente cualquier derrame que haya sobre el producto de Hansgrohe.
- Tampoco pueden generarse depositos de productos de limpieza o quimicos debajo de los productos, p. ej. En un armario de lavabo. De lo contrario, los vapores generados pueden danar los productos.
- **Los daños que resulten de un cuidado inadecuado o uso de agentes de limpieza inadecuados no están cubiertos por la garantía.**
- **Si se daña un componente del producto, reemplácelo, ya que existe riesgo de lesión.**

## Limited Consumer Warranty

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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. 800-334-0455 • Fax 770-889-1783

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