

Product Safety Warning

This Notice concerns the HANSGROHE RAINMAKER SELECT OVERHEAD SHOWER 460 1, 2 and 3jet / 580 3jet with white safety glass pane produced prior to July 1, 2022 and with black safety glass pane produced prior to November 1, 2022

May 2025



WHAT IS THE SAFETY ISSUE?

If not cleaned properly, the nozzles of the overhead shower may become clogged with lime.

A nozzle that is clogged with lime does not allow water to pass through. When all or virtually all nozzles are clogged with lime, the water builds up pressure in the cartridge of the overhead shower. This may lead to a deformation of the cartridge and the (safety) glass pane and, as a consequence, may cause the breakage of the (safety) glass pane. The (safety) glass pane is covered with a safety film. However, the safety film may not entirely prevent the broken pieces of the (safety) glass pane to fall on the users.

The fall of a piece of safety glass can cause a cut to the user situated under the overhead shower at the time of breakage.

Note that there is no safety issue in as far as the Hansgrohe Rainmaker Select overhead shower is cleaned as per maintenance instructions. The Hansgrohe Rainmaker Select overhead shower is a safe product. The safety issue is caused by improper maintenance/cleaning.

WHAT TO DO?

Regularly clean and remove lime build up in the nozzles. Failure to remove the lime build up may cause glass breakage and risk of cuts.

If the nozzles are cleaned properly there is no lime build up in the nozzles and no risk of breakage of the (safety) glass pane. In geographic regions where the water includes more lime, the shower head must be cleaned more regularly to avoid lime build up in the nozzles.

Cleaning instructions can be found at:

<https://www.hansgrohe.com/bath/guide/care-and-service/care-tips-for-showers>

https://spares.hansgrohe.com/mam/celum/celum_assets/16_hrgi0079_pdf.pdf

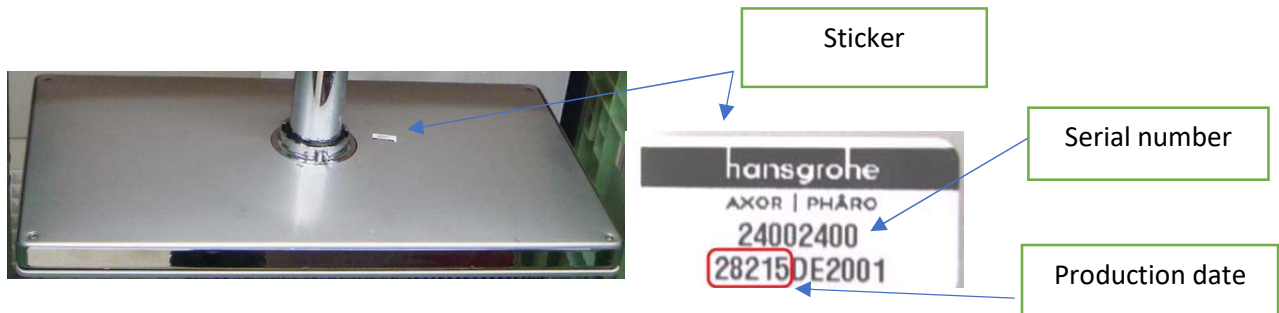
If the glass pane of your overhead shower presents cracks or signs of breakage, immediately stop using the shower and contact Hansgrohe at productinfo@hansgrohe.com or www.hansgrohe.com/contact-us.

C. WHAT PRODUCT IS CONCERNED?

Only the Hansgrohe Rainmaker Select Overhead Shower models 460 1, 2 and 3jet and 580 3jet, with a white (safety) glass pane produced prior to July 1, 2022 and with a black (safety) glass pane produced prior to November 1, 2022, are concerned.

Model Name	Serial No.		Production date
	White pane	Black pane	
Rainmaker Select Overhead Shower model 460 1, 2 and 3jet	2400240x	2400260x	Produced with a white (safety) glass pane (xxxxx40x) produced prior to July 1, 2022 and with a black (safety) glass pane (xxxxx60x) prior to November 1, 2022
	2400340x	2400360x	
	2400440x	2400460x	
	2400540x	2400560x	
	2400640x	2400660x	
	2400740x	2400760x	
	2401240x	2401260x	
	2401340x	2401360x	
	2401440x	2401460x	
	2401540x	2401560x	
	2401640x	2401660x	
	2401740x	2401760x	
	2702840x	2702860x	
	2702940x	2702960x	
	2710640x	2710660x	
	2710940x	2710960x	
Rainmaker Select Overhead Shower model 580 3jet	2400140x	2400160x	
	2401140x	2401160x	

The serial number and the production date can be found on a sticker located on top of the overhead shower:



In the above example, the production date is 28215. The last two numbers of the production date indicate the year and the first numbers the industry day in that year on which the product was produced.

In the example provided the production date is the 282nd day of the year 2015 (i.e. October 9, 2015).

Affected products are produced before 18222 (white) or 30522 (black).

As stated, you can continue to use affected products but you must clean them regularly as per instructions, to avoid lime build up in and on the nozzles.

And even if your product is not concerned by this safety notice, please always clean your Hansgrohe per the maintenance instructions.