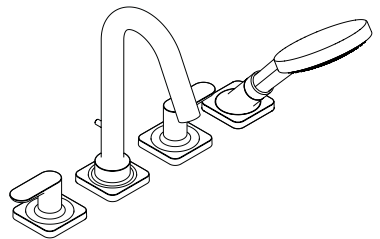


# AXOR

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



AXOR Citterio M  
34448XX1

## INSTALLATION

# ENGLISH

## SAFETY NOTES

- ⚠ **Warning:** To avoid the risk of product failure, property damage, and personal injury, do the following:
- ⚠ This product should be installed by a licensed professional plumber.
- ⚠ This product is for use with drinking water only.
- ⚠ **THIS TUB FILLER MUST NOT BE USED AS A GRAB BAR.** If a grab bar is required, install one separately.
- ⚠ Refer to the Cleaning Recommendations on page 24 when selecting a cleaning agent for this product. Do not use cleaning products containing chlorine bleach, lye, hydrochloric acid, formic acid, acetic acid, or abrasives.
- ⚠ Failure to follow these instructions may result in product failure and property damage, and may void the warranty.

## INSTALLATION CONSIDERATIONS

- / Read over these instructions thoroughly before beginning installation. Make sure that you have all tools and supplies needed to complete the installation.
- / This trim is for use with rough 13444181 (not included). The mounting surface must be finished and made watertight before installation of this trim kit.
- / This unit is not anti-scald. If required by local plumbing code, install an approved water temperature limiting device conforming to ASSE 1070 (not available from Hansgrohe).
- / Protection against backflow is provided by check valve and an automatically resetting diverter.
- / This showerhead is for use with an automatically compensating valve rated at 1.3 GPM (4.9 L/min) or less.
- / 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.

## TECHNICAL INFORMATION

Water pressure	
Recommended	15 - 75 PSI (0.1 - 0.5 MPa)
Maximum	145 PSI (1 MPa)
Hot water temp.	
Recommended	120°-140° F (48° - 60° C)*
Maximum	158° F (70° C)*
Flow rate	
spout	5.8 GPM (22 L/min)
handshower	Max. 1.75 GPM (6.6 L/min)

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

# FRANÇAIS

## CONSIGNES DE SÉCURITÉ

- ⚠ Avertissement : Afin d'éviter les risques de défaillance du produit, de dommages matériels et de blessures corporelles, veuillez procéder de la manière suivante :
- ⚠ Ce produit devrait être installé par un plombier professionnel certifié.
- ⚠ Ce produit doit être utilisé avec de l'eau potable seulement.
- ⚠ LE PRODUIT NE DOIT PAS SERVIR DE POIGNÉE. Monter pour cela une poignée séparée
- ⚠ Reportez-vous aux recommandations pour le nettoyage à la page 24 au moment de sélectionner un agent de nettoyage pour ce produit. N'utilisez pas de produits de nettoyage contenant du chlore, du javellisant au chlore, de l'acide chlorhydrique, de l'acide formique, de l'acide acétique ou des abrasifs.
- ⚠ Le non-respect de ces instructions peut entraîner une défaillance du produit et des dommages matériels, ainsi que l'annulation de la garantie.

## À PRENDRE EN CONSIDÉRATION POUR L'INSTALLATION

- / Veuillez lire toutes 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 13444181 (non compris). La pièce de surface doit être installée et la surface du montage fini doit être terminée et étanche.
- / Ce produit ne possède pas de dispositif anti-brûlure. Si le code de plomberie local l'exige, ce produit doit être utilisé avec un dispositif de limitation de température pour l'eau chaude approuvé et conforme à la norme ASSE 1070.
- / La protection contre le retour d'eau est assurée par un clapet de non-retour dans le coude de la douchette et un dispositif de dérivation à réenclenchement automatique.
- / Cette pomme de douche est à utiliser avec des valves de compensation automatiques ayant un débit de 1.3 GPM (4.9 L/min) ou inférieur.

- / 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.

## DONNÉES TECHNIQUES

Pression d'eau recommandée	15 - 75 PSI (0.1 - 0.5 MPa)
maximum	145 PSI (1 MPa)
Température d'eau chaude recommandée	120°-140° F (48° - 60° C)*
maximum	158° F (70° C)*
Capacité nominale bec	5.8 GPM (22 L/min)
douchette	1.75 GPM (6.6 L/min)

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

# ESPAÑOL

## INDICACIONES DE SEGURIDAD

- ⚠ Advertencia: Para evitar el riesgo de falla del producto, daño a la propiedad y lesiones personales, haga lo siguiente:
- ⚠ Este producto debe ser instalado por un plomero profesional matriculado.
- ⚠ Este producto ha sido creado para su uso exclusivo con agua potable.
- ⚠ EL PRODUCTO NO DEBE SER UTILIZADO COMO UN ELEMENTO DE SUJECIÓN. Debe montarse un elemento de sujeción separado.
- ⚠ Consulte las Recomendaciones de Limpieza en la página 25 para seleccionar un agente de limpieza para este producto. No use productos de limpieza que contengan blanqueador con cloro, lejía, ácido clorhídrico, ácido fórmico, ácido acético o abrasivos.
- ⚠ No seguir estas instrucciones puede resultar en la falla del producto y daño de la propiedad, y puede anular la garantía.

## CONSIDERACIONES PARA LA INSTALACIÓN

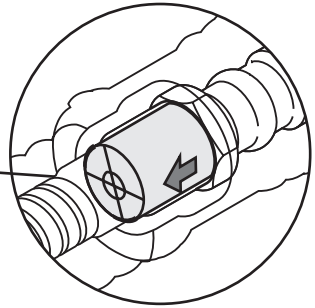
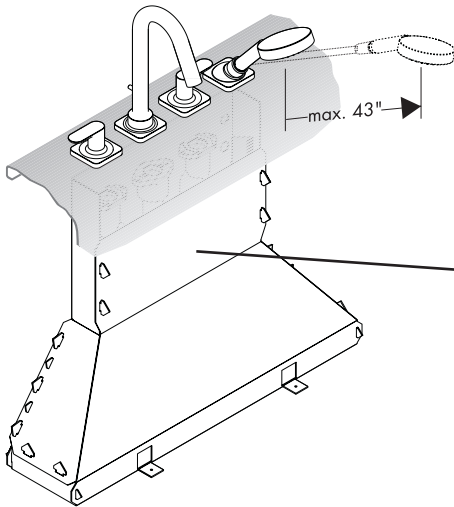
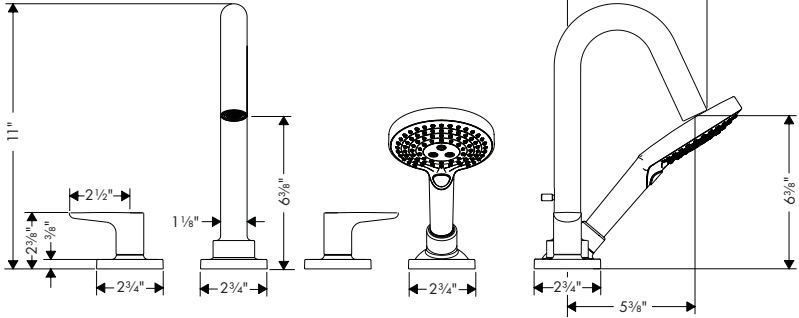
- / Antes de comenzar la instalación, lea estas instrucciones detenidamente. Asegúrese de tener las herramientas y los insumos necesarios para completar la instalación.
- / Esta unidad no es anti-escaldadura. Según lo requiera el código de plomería local, este producto debe ser utilizado con un dispositivo de limitación de temperatura para agua caliente aprobado y cumpla la norma ASSE 1070.
- / Esta pieza exterior es para usar con la pieza interior 13444181 (no incluida). Debe instalarse la pieza interior y debe terminarse e impermeabilizarse la superficie del acabado del montaje.
- / Una válvula de retención y un distribuidor que se reajusta automáticamente brindan protección contra el contraflujo.
- / Este cabezal de ducha está diseñado para uso con válvulas de compensación automáticas calificado a 1.3 GPM (4.9 L/min) o menos.
- / 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.

## DATOS TECNICOS

Presión en servicio recomendada	15 - 75 PSI (0.1 - 0.5 MPa)
max.	145 PSI (1 MPa)
Temperatura del agua caliente recomendada	120°-140° F (48° - 60° C)*
max.	158°F (70° C)*
Caudal máximo surtidor	5.8 GPM (22 L/min)
teleducha	1.75 GPM (6.6 L/min)

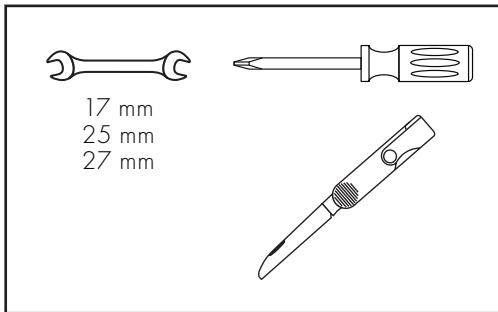
\* Debe conocer y cumplir todos los códigos locales aplicables para ajustar la temperatura del calentador de agua.

AXOR Citterio M  
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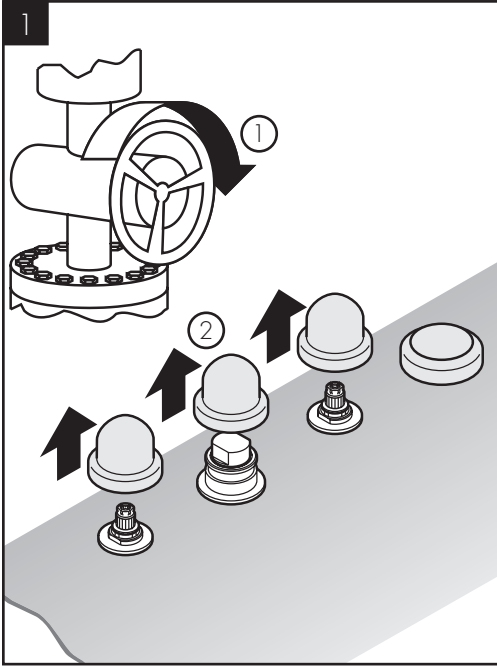


check valve  
le clapet de non-retour  
válvula antirretorno

TOOLS REQUIRED / OUTILS REQUIS /  
HERRAMIENTAS ÚTILES



# INSTALLATION / INSTALLATION / INSTALACIÓN



⚠ TO REDUCE THE RISK OF SCALD INJURY AND PROPERTY DAMAGE, TURN THE WATER OFF AT THE MAIN.

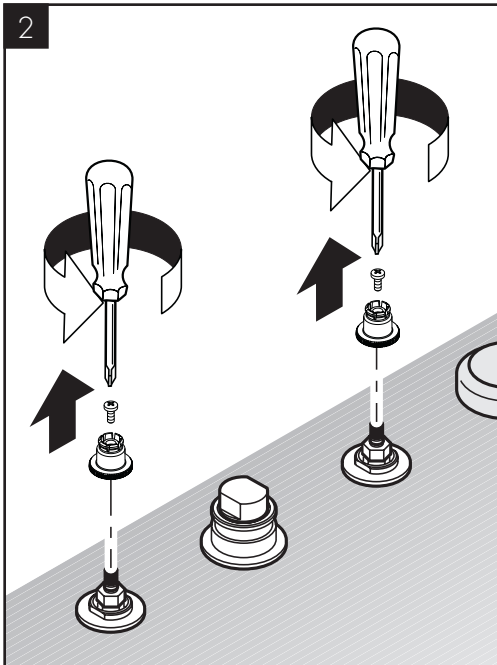
Remove the plaster shields.

⚠ POUR RÉDUIRE LES RISQUES DE BLESSURES PAR BRÛLURE ET DE DOMMAGES MATÉRIELS, FERMEZ L'EAU À LA VALVE PRINCIPALE.

Retirez les protecteurs.

⚠ PARA EVITAR LESIONES POR ESCALDADURA Y DAÑOS A LA PROPIEDAD, ASEGÚRESE DE CERRAR EL PASO DEL AGUA EN LA ENTRADA DEL SUMINISTRO.

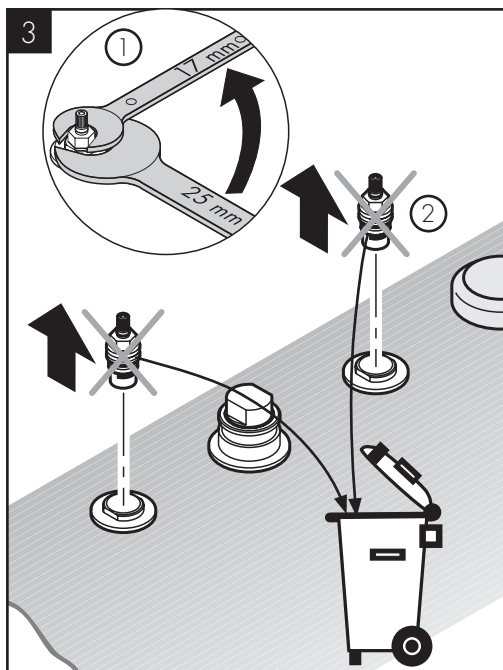
Retire los protectores de yeso.



Remove the handle snap connectors.

Retirez les connecteurs de poignée à encliqueter.

Retire los conectores de la manija a presión de plástico blanca.



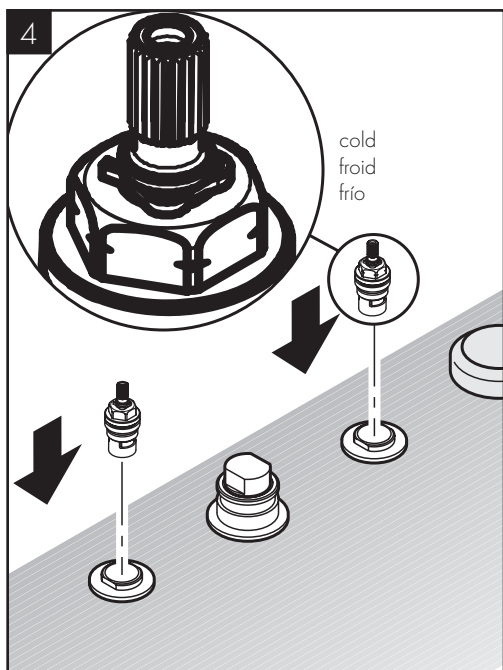
Remove the cartridges.

---

Retirez les cartouches.

---

Retire los cartuchos.



Install the new cartridges (included).

NOTE: The cold cartridge has notches on the wrench flats.

---

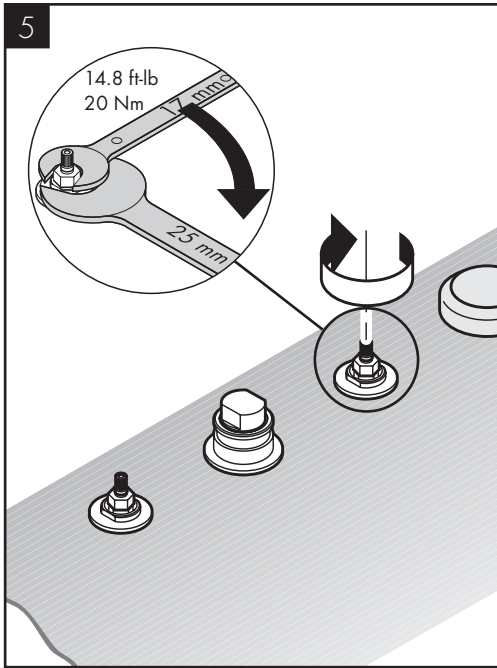
Installez les nouvelles cartouches (incluses).

REMARQUE : La cartouche froide comporte des encoches sur les plats de la clé.

---

Instale los cartuchos nuevos (incluidos).

NOTA: El cartucho frío tiene muescas en los planos de la llave.



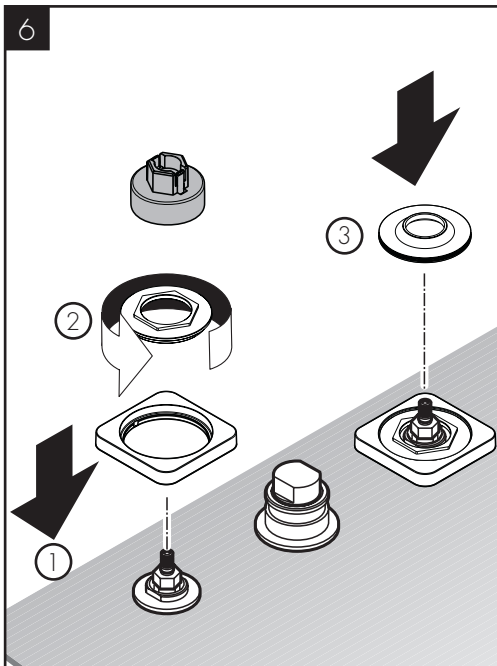
Tighten the new cartridges.

---

Serrez les cartouches.

---

Apriete los cartuchos.



Install the square handle escutcheons.

Tighten the escutcheon nuts using the special tool.

Install the round escutcheons.

---

Installez les écussons carrés des poignées.

Serrer les écrous des rosaces à l'aide de l'outil spécial.

Installez les écussons ronds.

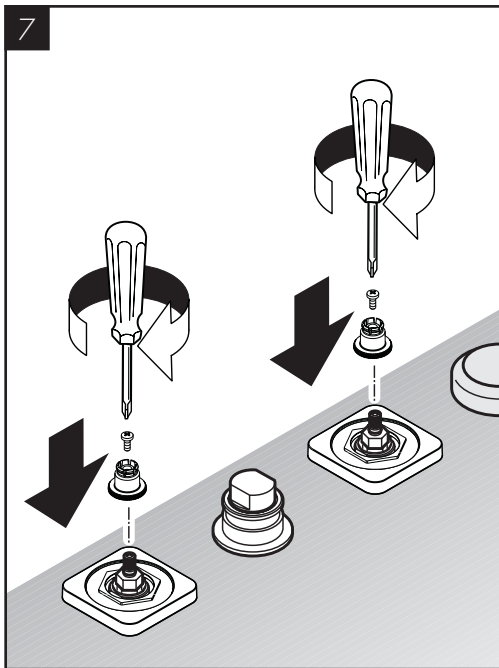
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Instale los escudos cuadrados de las manijas.

Apriete las tuercas de los escudos con la herramienta especial.

Instale los escudos redondos.





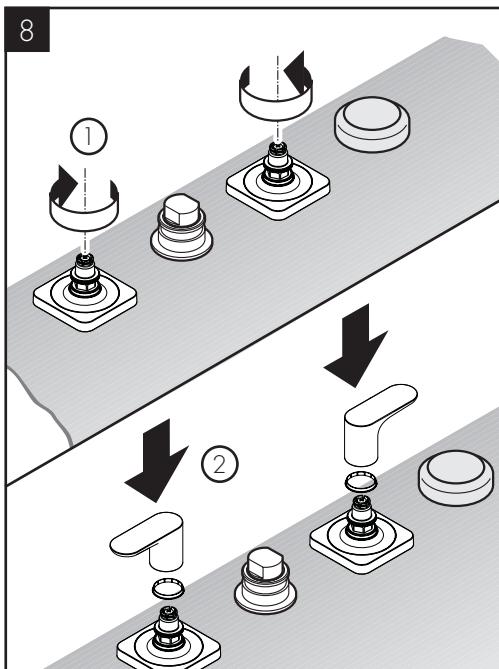
Install the snap connectors.

---

Installez les connecteurs de poignée à encliqueter.

---

Retire los conectores de la manija a presión de plástico blanca.



Close the hot and cold valves.

Install the handles.

---

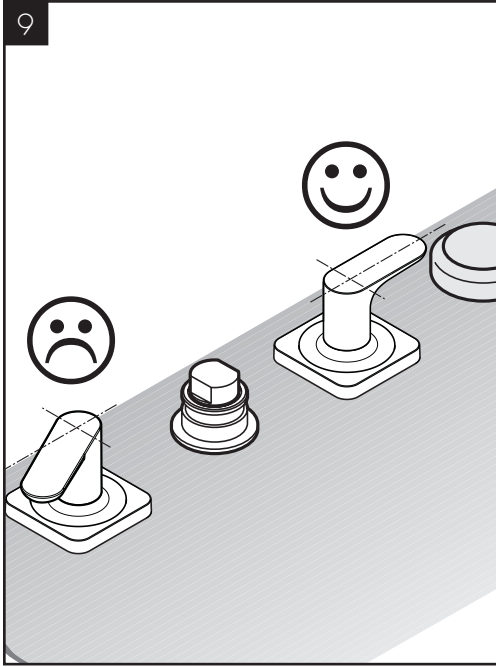
Fermez les robinets.

Installez les poignées.

---

Cierre las válvulas.

Instale las manijas.



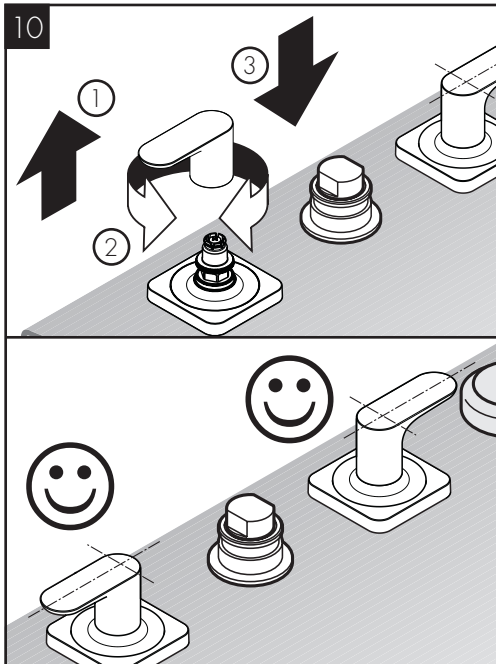
Inspect the alignment of the handles.

---

Vérifiez l'alignement des poignées.

---

Inspeccione la alineación de las manijas.



If it is not correct, remove, rotate, and reinstall the handle.

---

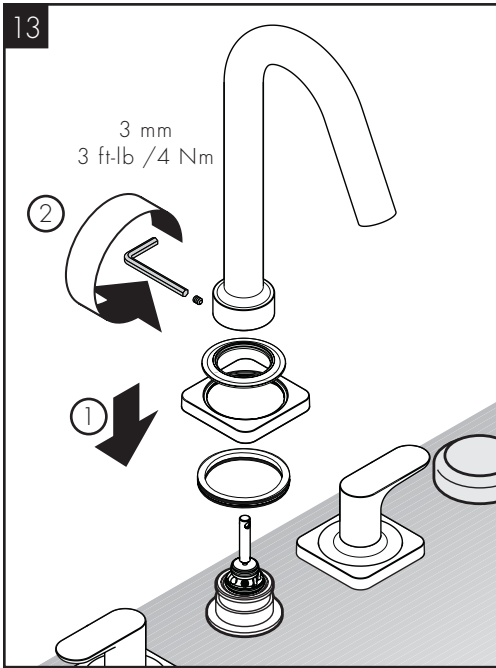
Si l'alignement n'est pas satisfaisant, retirez la poignée, tournez-la légèrement, puis réinstallez-la.

---

Si la alineación no es satisfactoria, retire la manija, gírela levemente y reinstátelea.



13



Install the spout escutcheon and spout.

Tighten the spout screw using a 3 mm Allen wrench.

---

Installez l'écusson et le bec.

Serrez la vis à l'aide d'une clé Allen de 3 mm.

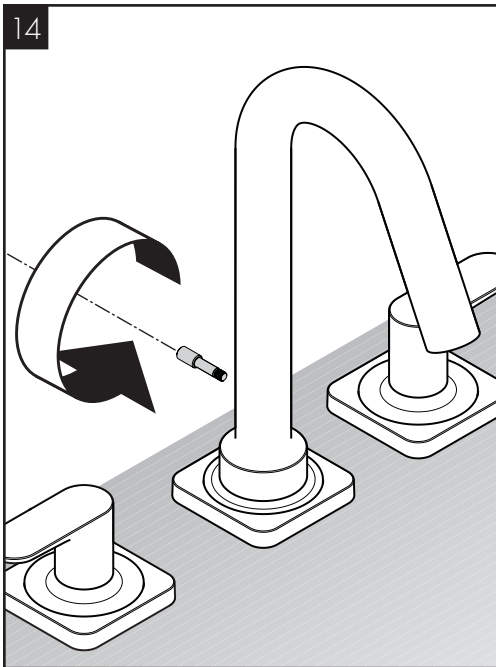
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Instale el escudo y el surtidor.

Apriete el tornillo con una llave Allen de 3 mm.

---

14



Install the diverter knob.

---

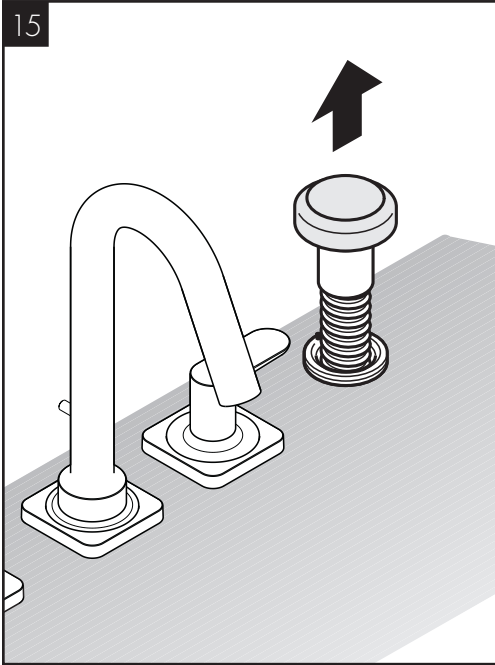
Installez le bouton d'inverseur.

---

Instale el tirador.

---

15



Pull the Secuflex hose out of the rough.

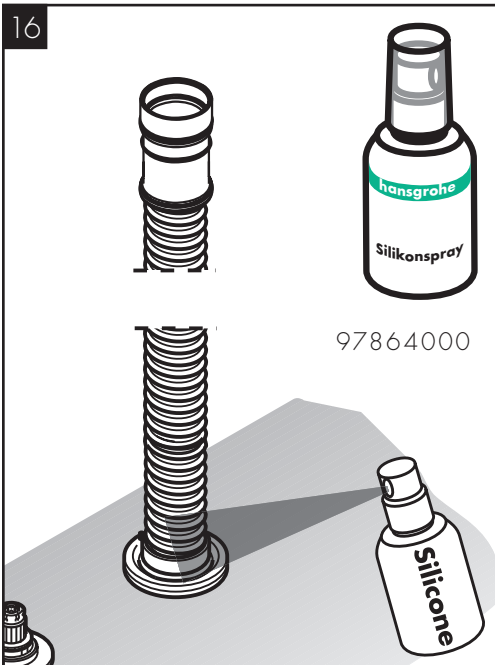
---

Retirez le Secuflex tube flexible.

---

Arraque la manguera Secuflex del soporte.

16



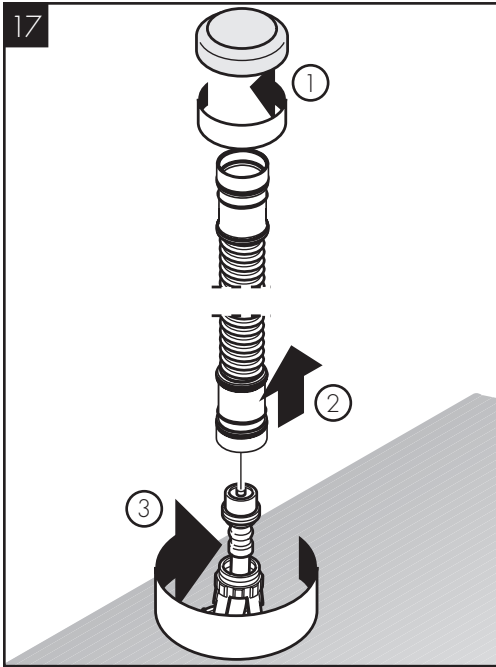
Lubricate the Secuflex hose using silicone spray.

---

Lubrifiez la fin du tuyau à l'aide de spray de silicone.

---

Lubrique levemente el fin de la manguera con silicona.



Remove the plaster shield from the Secuflex hose.

Remove the Secuflex hose from the rough.

Disconnect the Secuflex hose from the high pressure hose by loosening the white plastic nut.

Enlevez le protecteur du tuyau Secuflex.

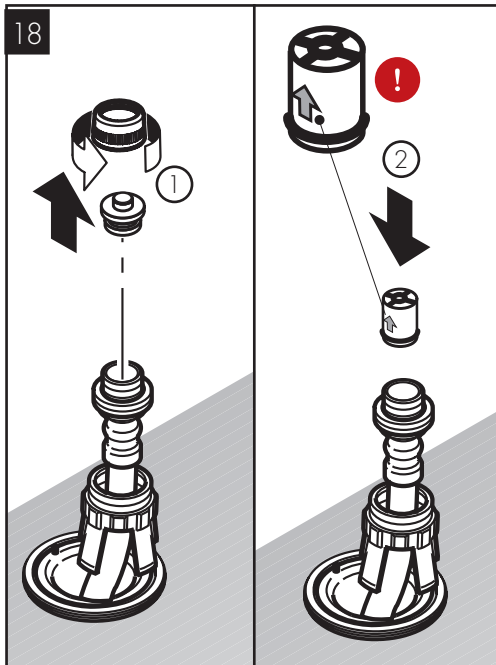
Retirez le Secuflex tube flexible.

Débranchez le Secuflex tube flexible de le tuyau de haut pression.

Retire el protector de yeso.

Retire la manguera Secuflex.

Desconecte la manguera Secuflex de la manguera de alto presión.



Remove the brass plug and nut from the high pressure hose.

Install the check valve.

⚠ THE CHECK VALVE MUST BE INSTALLED AS IT PROVIDES PROTECTION AGAINST BACKFLOW.

Retirez le bouchon.

Installez le clapet de non-retour.

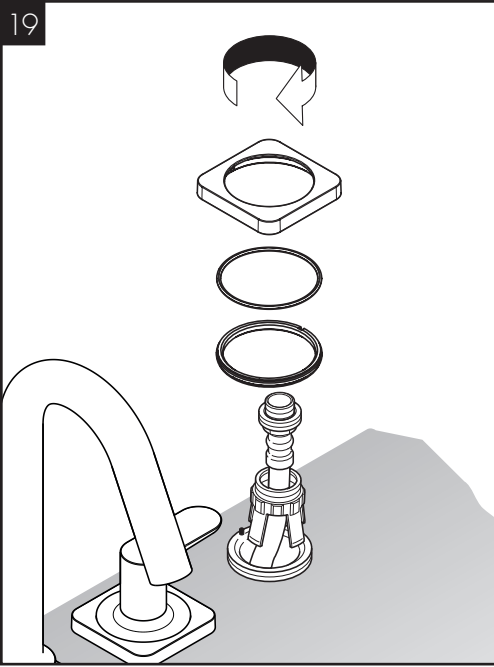
⚠ VOUS DEVEZ INSTALLEZ LE CLAPET DE NON-RETOUR!

Retire el tapón.

Instale la válvula de antirretorno.

⚠ DEBE INSTALAR LA VÁLVULA ANTIRRETORNO.

19

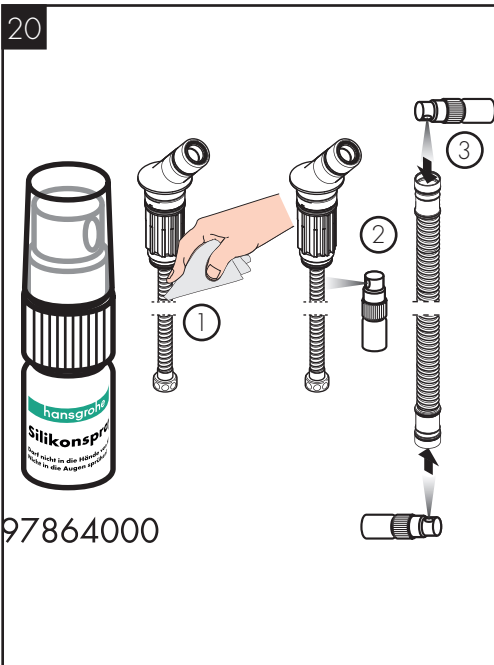


Install the handshower holder escutcheon.

Installez l'écusson de support.

Instale el florón del soporte.

20



Lubricate the handshower hose using silicone spray.

Lubricate the ends of the Secuflex hose using silicone spray.

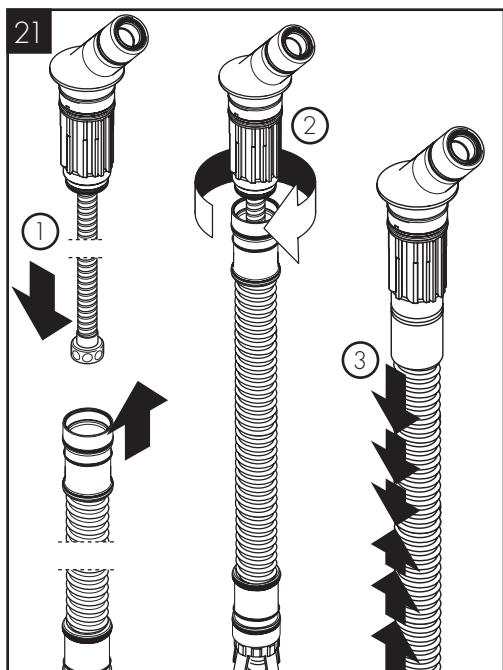
Lubrifiez le tuyau de la douchette à l'aide de spray de silicone.

Lubrifiez le tuyau Secuflex à l'aide de spray de silicone.

Lubrifiez la manguera con silicona.

Lubrifiez la manguera Secuflex con silicona.

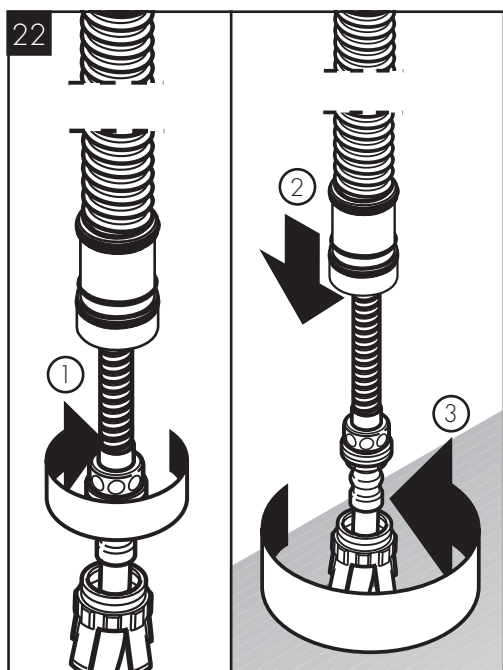
97864000



Push the handshower hose through the Secuflex hose.  
Connect the Secuflex hose to the handshower holder.

Poussez le tuyau de douchette par le tuyau Secuflex.  
Connectez le tuyau Secuflex au support douchette.

Empuje la manguera por la manguera Secuflex.  
Conecte la manguera Secuflex al soporte para teleducha.



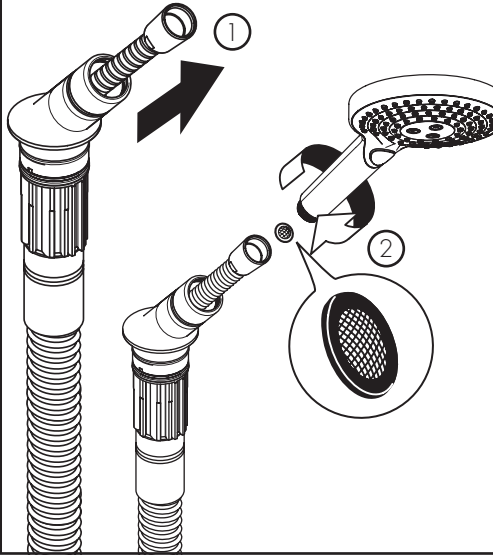
Connect the handshower hose to the high pressure hose.  
Connect the Secuflex hose to the white plastic nut.

Installez le tuyau de douchette sur le tuyau de haut pression.  
Connectez le Secuflex tube flexible qui utilise l'écrou en plastique blanc.

Instale la manguera de ducha sobre la manguera de alto presión.  
Conecte la manguera Secuflex con la tuerca de plástico blanca.



23



Install the screen washer in the handshower hose.

Connect the handshower hose to the handshower.

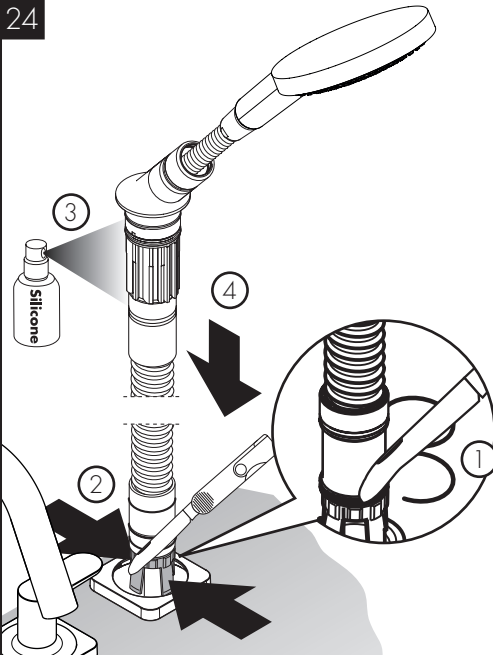
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Installez le tamis et la douchette.

---

Acople este extremo a la ducha de mano y la arandela de filtro.

24



Remove the o-rings from the end of the Secuflex hose.

Push the hose assembly through the mounting surface.

Lubricate the handshower holder with silicone spray. Push the handshower holder onto the mounting surface.

Rest the handshower in the holder.

---

Retirez les joints toriques de la fin du Secuflex tube flexible.

Poussez le tuyau Secuflex sur la plaque.

Poussez le support douchette sur la plaque.

Guidez la douchette dans le support.

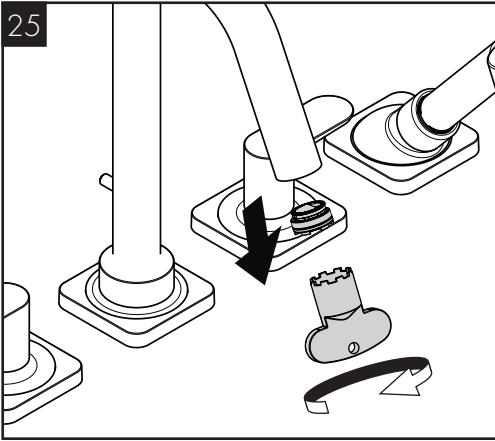
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Retire las juntas toroidales del fin de la manguera Secuflex.

Empuje la manguera Secuflex hacia abajo en el soporte.

Empuje el soporte de la ducha de mano hacia abajo en el soporte Secuflex.

Apoye la ducha de mano en el soporte.



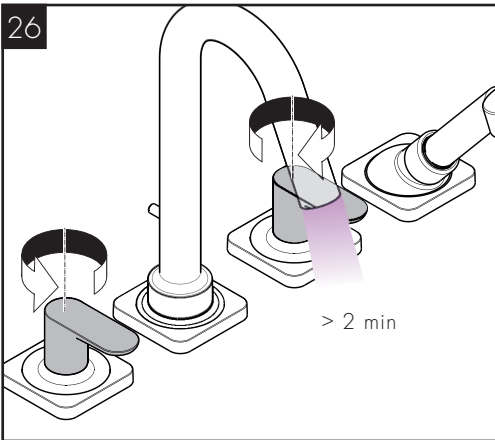
Remove the aerator.

---

Retirez l'aérateur.

---

Retire el aireador.



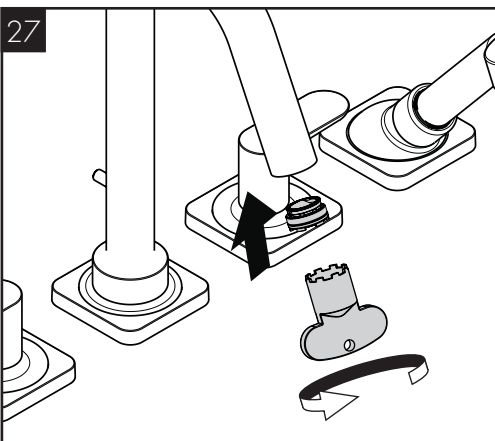
Allow the faucet to run for at least two minutes.

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Rincez le robinet pour deux minutes.

---

Aclare las válvulas durante dos minutos.



Install the aerator.

---

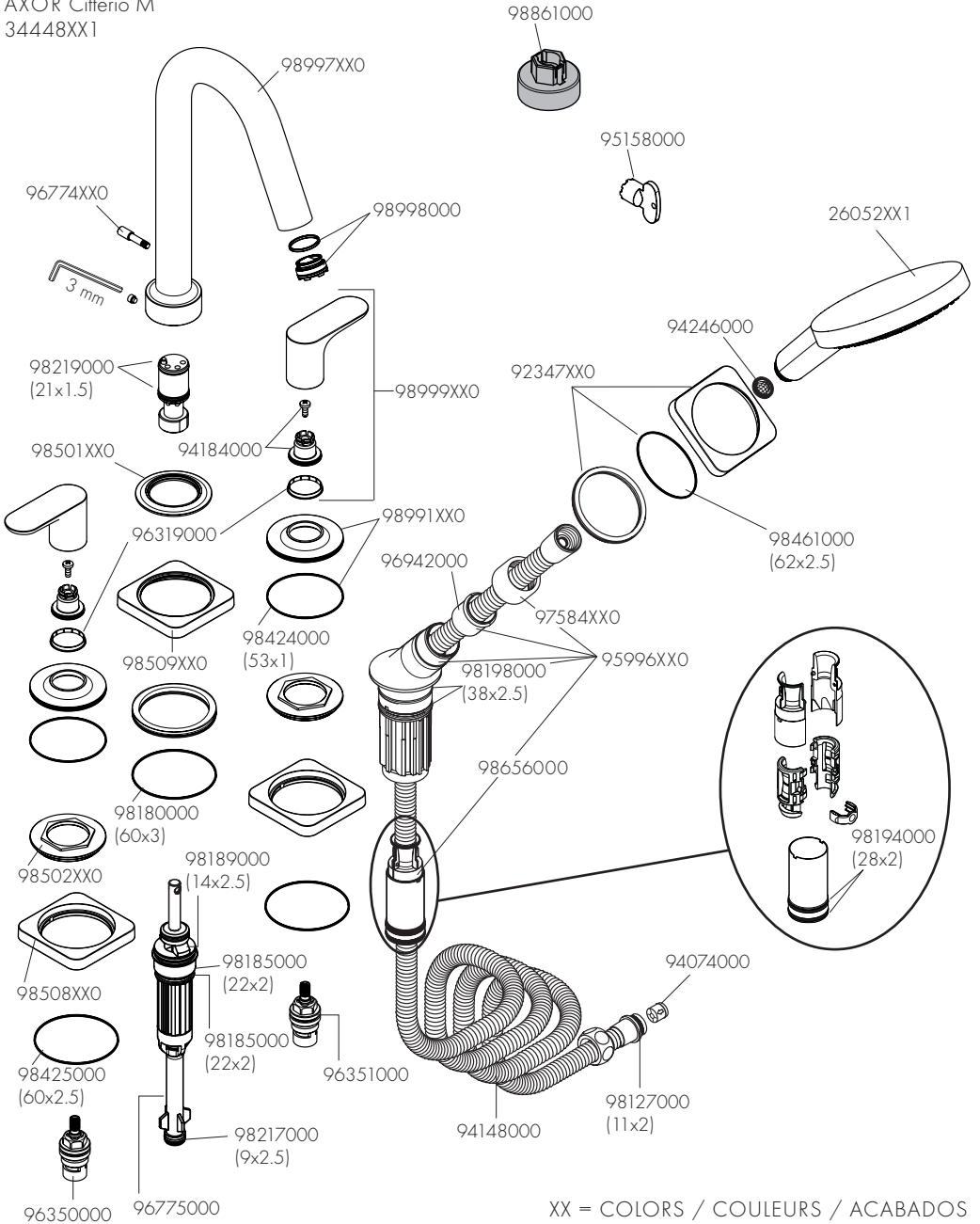
Instale el aireador.

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Installez l'aérateur.

# REPLACEMENT PARTS / PIÈCES DÉTACHÉES / REPUESTOS

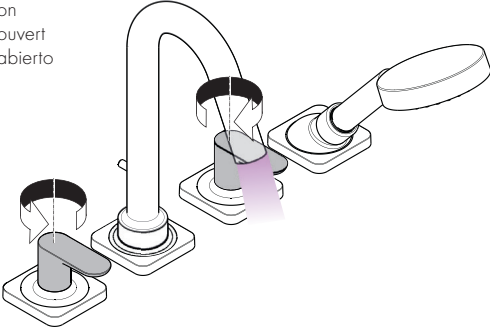
AXOR Citterio M  
34448XX1



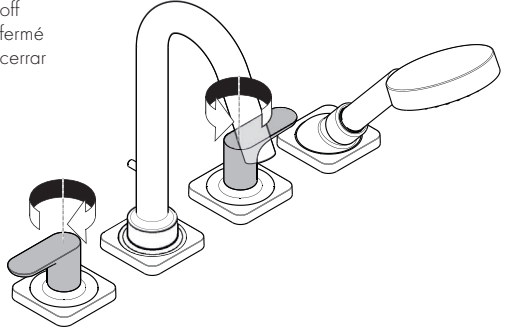
XX = COLORS / COULEURS / ACABADOS  
00 = Chrome  
82 = Brushed Nickel

USER INSTRUCTIONS / INSTRUCTIONS DE SERVICE / MANEJO

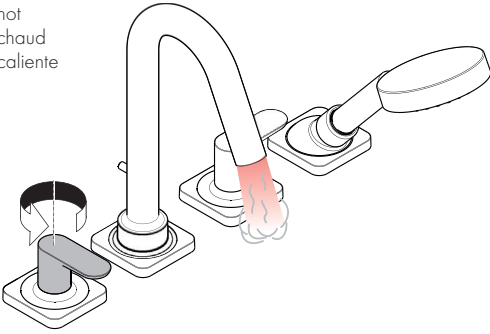
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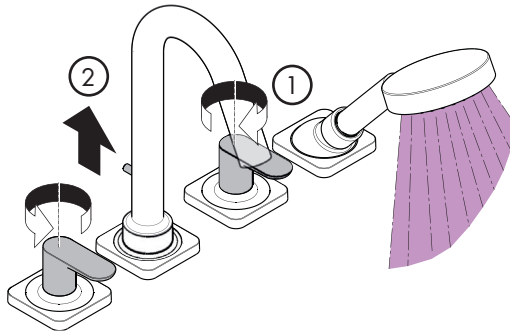
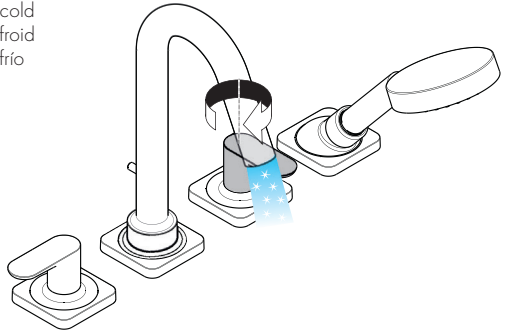
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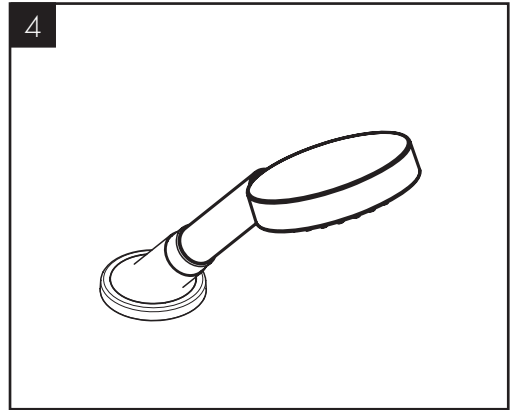
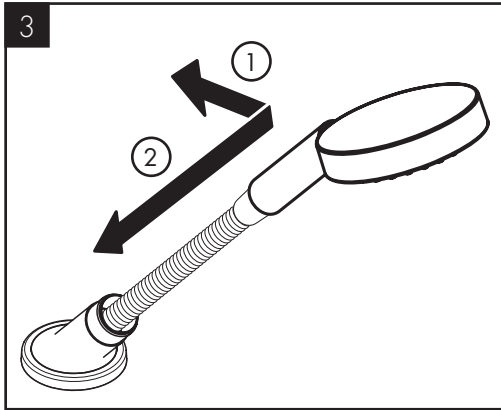
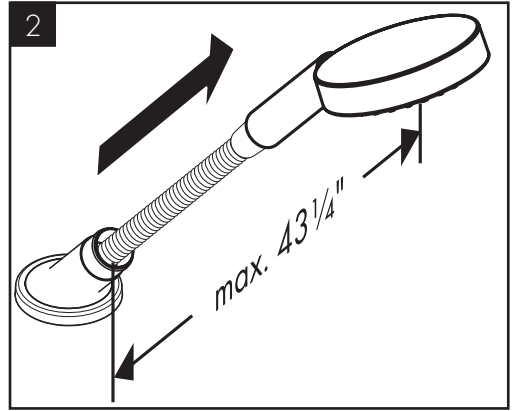
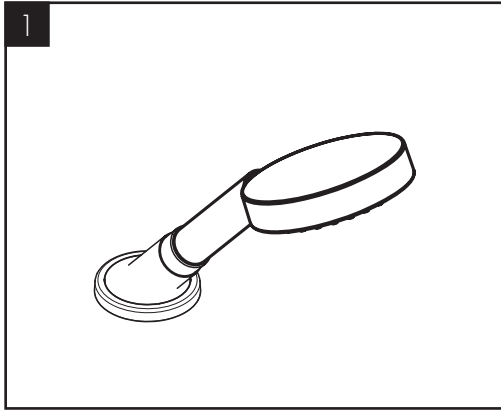


hot  
chaud  
caliente

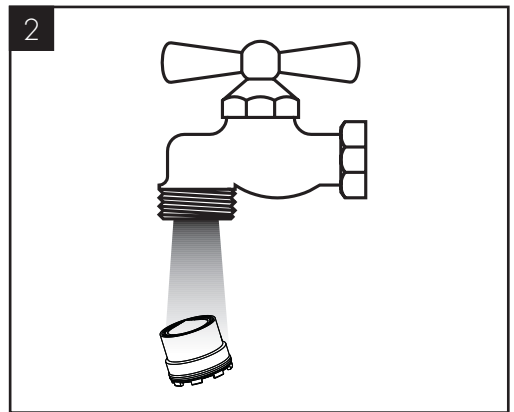
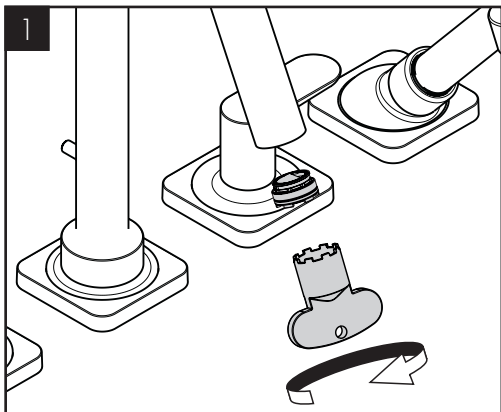


cold  
froid  
frío

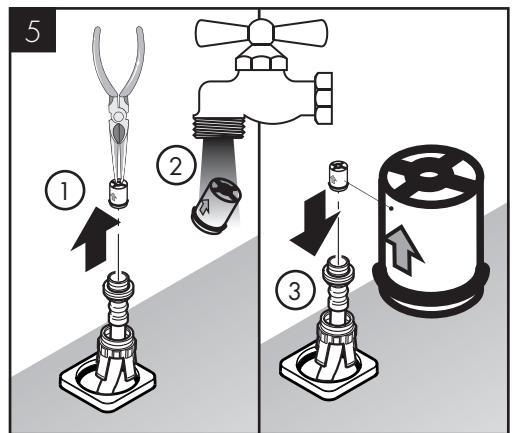
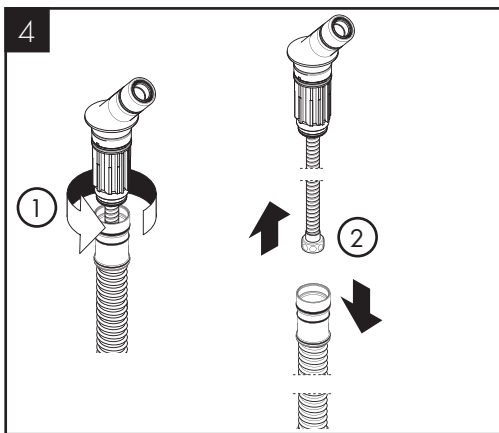
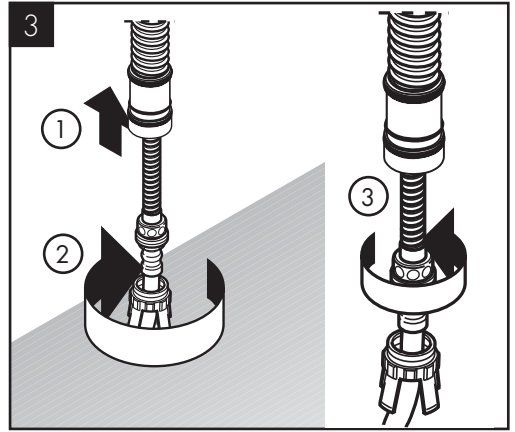
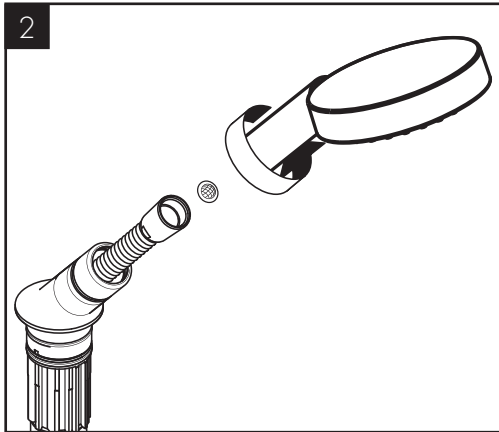
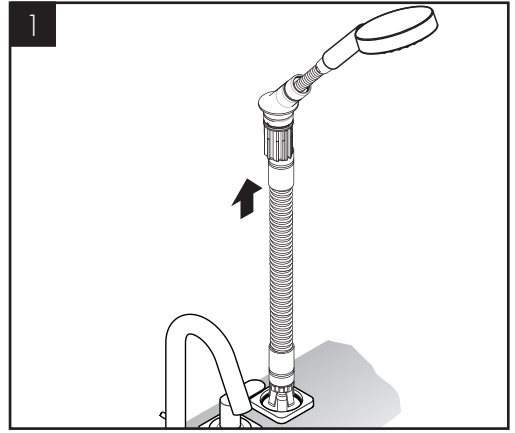
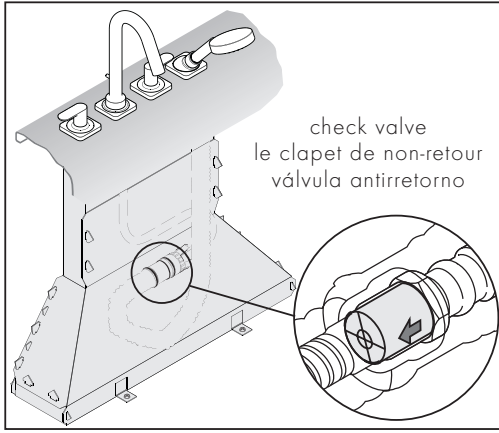


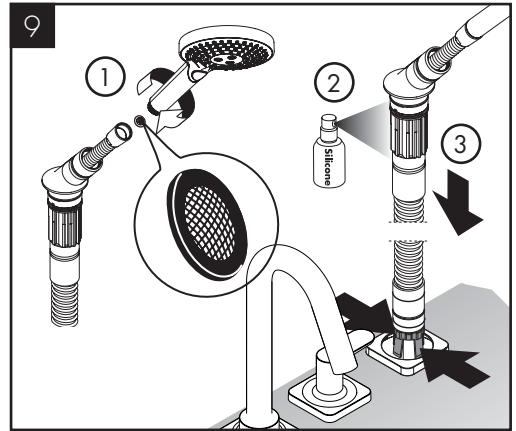
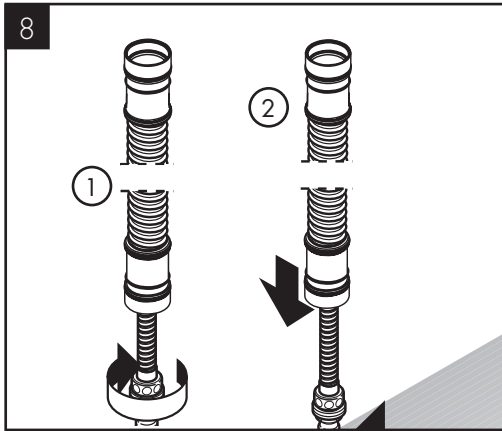
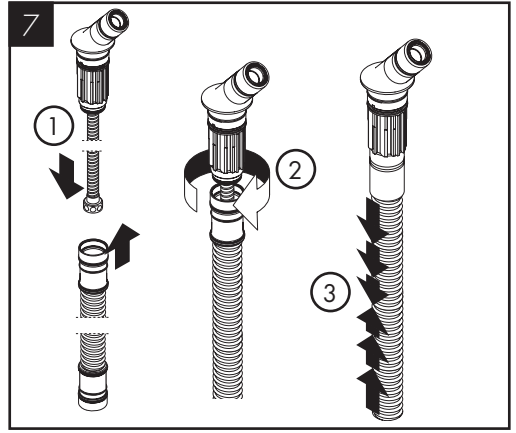
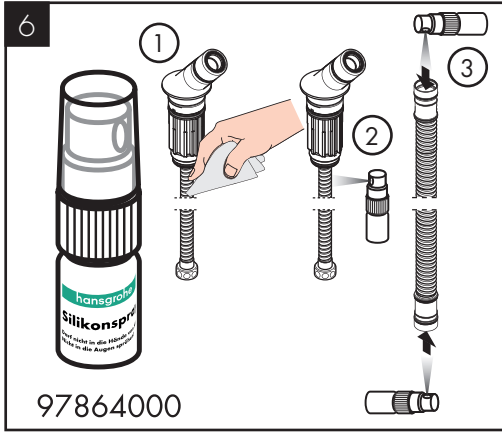


CLEANING / NETTOYAGE / LIMPIEZA



CHECK VALVE MAINTENANCE / ENTRETIEN DE LES CLAPETS ANTI-RETOUR /  
MANTENIMIENTO DE LAS VÁLVULAS ANTIRRETORNOS





## CLEANING RECOMMENDATION FOR HANSGROHE PRODUCTS

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 chlorine bleach, lye, hydrochloric acid, formic acid, 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.
- / DO NOT store any cleaning agents under your Hansgrohe product, such as in a vanity unit, as the fumes may damage the 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 TO REDUCE THE RISK OF PERSONAL INJURY, PROPERTY DAMAGE OR PRODUCT FAILURE.

## CONSEIL DE NETTOYAGE POUR LES PRODUITS HANSGROHE

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, pulvérisez le nettoyant sur un chiffon ou une éponge douce.
- / Après le nettoyage rincer abondamment à l'eau claire pour éliminer intégralement les restes de détergent.



## IMPORTANT

- / Les residus de produits pour le corps comme les savons liquides, shampoings, gels de douche, teintures pour cheveux, parfums, apres-rasage et vernis a ongles peuvent causer des deteriorations. Rincez le produit avec de l'eau propre après chaque utilisation.
- / Le résidu provenant des nettoyants 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 POUR RÉDUIRE LES RISQUES DE BLESSURES, DE DOMMAGES MATÉRIELS OU DE DÉFAILLANCES DU PRODUIT.

## 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 lústrelo 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 UN COMPONENTE DEL PRODUCTO ESTÁ DAÑADO, REEMPLÁCELO PARA REDUCIR EL RIESGO DE LESIONES PERSONALES, DAÑOS A LA PROPIEDAD O FALLAS DEL PRODUCTO.

# HANSGROHE, INC. LIMITED WARRANTY

Offering our customers the highest quality at all times is a fundamental part of the Hansgrohe, Inc. company philosophy. We offer consumers a limited warranty on our hansgrohe® and AXOR® branded products.

This warranty is limited to products manufactured by Hansgrohe, Inc. that are purchased from a Hansgrohe, Inc. authorized seller by a consumer in the United States or Canada after September 1, 2019, and installed in either the United States or in Canada.

## WARRANTY

Hansgrohe, Inc. warrants to the original consumer purchaser that hansgrohe and AXOR products will be free from defects in material and workmanship for as long as the original consumer purchaser owns both the product and the home in which the product was originally installed. For commercial purchasers, the warranty period is (a) one (1) year for hansgrohe products and (b) five (5) years for AXOR products, in each case from the date of purchase. The warranty period for products in the Rubbed Bronze, Matte Black and Matte White finishes are three (3) years from the date of purchase. This warranty is non-transferable.

## WHAT WE WILL DO

Hansgrohe, Inc., at its option, will replace any product or part of the product that proves defective in workmanship and/or material, under normal installation, use, service and maintenance. If Hansgrohe, Inc. is unable to provide a replacement part or product and repair is not practical or cannot be made in timely fashion, Hansgrohe, Inc. may elect to refund the purchase price in exchange for the return of the defective product. REPAIR OR REPLACEMENT (OR, IN LIMITED CIRCUMSTANCES, REFUND OF THE PURCHASE PRICE) AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER.

## WHAT IS NOT COVERED BY THE WARRANTY

Because Hansgrohe, Inc. is unable to control the quality of hansgrohe or AXOR products sold by unauthorized sellers, unless otherwise prohibited by law, this warranty does not cover hansgrohe or AXOR products purchased from unauthorized sellers. Authorized sellers can be found on hansgrohe and AXOR branded websites.

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 are not covered by this warranty.

Hansgrohe, Inc. shall not be liable for any damage to the product resulting from

- reasonable wear and tear
- outdoor use
- misuse (including use of the product for an unintended application)
- freezing water
- excessive water pressure
- pipe corrosion in the home in which the product is installed
- abuse, neglect or improper or incorrectly performed installation, maintenance or repair, including the use of abrasive or caustic cleaning agents or "no-rinse" cleaning products.

This warranty does not cover: (i) accessories, connected materials and products, or related products not manufactured by Hansgrohe, Inc. (ii) any hansgrohe or AXOR product sold for display purposes or (iii) hansgrohe or AXOR products purchased from unauthorized sellers.

## WHAT YOU MUST DO TO OBTAIN WARRANTY SERVICE OR INFORMATION

Contact your 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.

REVISED SEPTEMBER 1, 2019.

**LIMITATION ON DURATION OF IMPLIED WARRANTIES:** Some States do not allow limitations on how long an implied warranty lasts, so the below limitations may not apply to you. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THIS WARRANTY, WHICHEVER IS SHORTER.

**LIMITATION OF SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES:** Some States do not allow the exclusion or limitation of incidental or consequential damages, so the below limitations and exclusions may not apply to you. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY DOES NOT COVER, AND HANSGROHE, INC. SHALL NOT BE LIABLE FOR, ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LABOR CHARGES TO REPAIR, REPLACE, INSTALL OR REMOVE THIS PRODUCT), WHETHER ARISING OUT OF BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, TORT, OR OTHERWISE. HANSGROHE, INC. SHALL NOT BE LIABLE FOR ANY DAMAGE TO THE PRODUCT RESULTING FROM REASONABLE WEAR AND TEAR, OUTDOOR USE, MISUSE (INCLUDING USE OF THE PRODUCT FOR AN UNINTENDED APPLICATION), FREEZING WATER, EXCESSIVE WATER PRESSURE, PIPE CORROSION IN THE HOME IN WHICH THE PRODUCT IS INSTALLED, ABUSE, NEGLECT OR IMPROPER OR INCORRECTLY PERFORMED INSTALLATION, MAINTENANCE

OR REPAIR, INCLUDING THE USE OF ABRASIVE OR CAUSTIC CLEANING AGENTS OR "NO-RINSE" CLEANING PRODUCTS.

**NOTICE TO RESIDENTS OF THE STATE OF NEW JERSEY:**

The provisions of this warranty, including its limitations, are intended to apply to the fullest extent permitted by the laws of the State of New Jersey.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

**PRODUCT INSTRUCTIONS AND QUESTIONS**

Upon purchase or prior to installation, please carefully inspect your 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 product, or the Limited Warranty, please write us or call us toll-free at 800-334-0455.

# AXOR

AXOR / Hansgrohe, Inc.

1490 Bluegrass Lakes Parkway

Alpharetta, GA 30004

Tel. 800-334-0455

Fax 770-889-1783

[axor-design.com](http://axor-design.com)