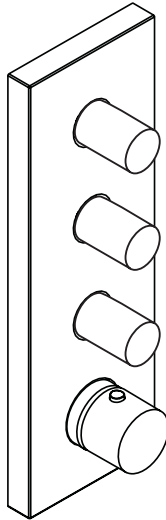
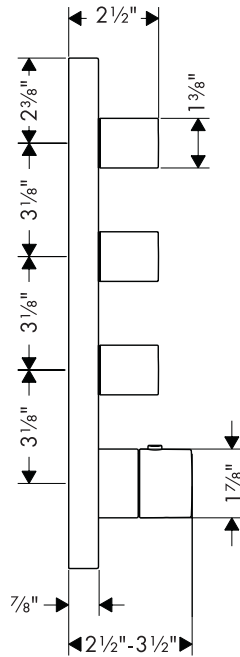
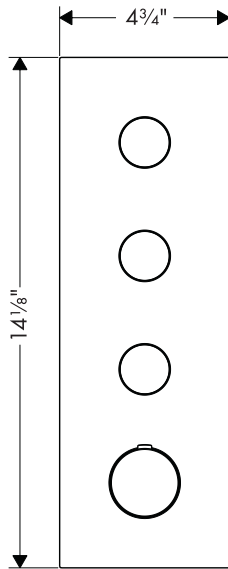


# Installation Instructions / Warranty



**Starck**  
10751xx1

**AXOR**<sup>®</sup>  
hansgrohe



## Technical Data

Operating pressure:	max. 147 psi
Recommended operating pressure:	22 - 87 psi
Test pressure:	232 psi
Hot water temperature:	max. 176° F
Recommended hot water temp.:	120° - 140° F*
Connections (on rough)	3/4" NPT
Rate of flow at 44 psi:	max. 14.5 gpm

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

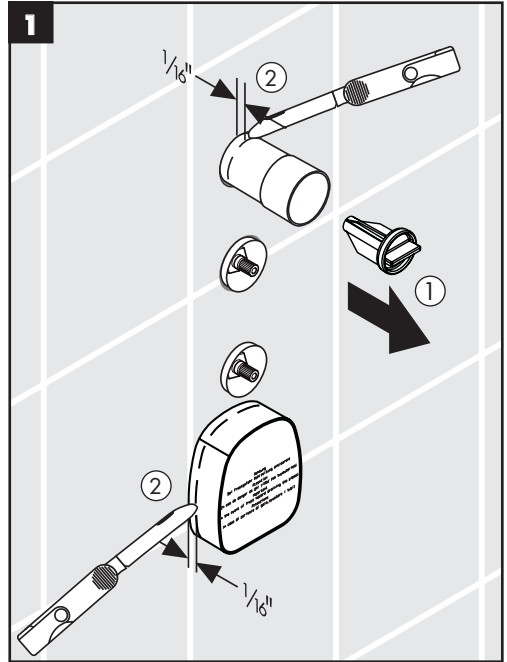
## Installation Considerations

- 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.
- 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.
- This trim is for use with rough 10750181. The finished wall surface must be installed and made watertight prior to installation of this trim.
- The high temperature limit stop should be set to comply with local plumbing codes. See page 7.
- To prevent scald injury, the maximum output temperature of the shower valve should be no higher than 120°F. In Massachusetts, the maximum output temperature of the shower valve can be no higher than 112°F.
- This product is for use with shower heads rated at 2.5 GPM (9.5 l/min) or higher.

## Installation

Remove the knobs from the three volume controls (1).

Cut the plaster shields so that they extend  $\frac{1}{16}$ " outside the surface of the finished wall (2).



Seal the wall around the plaster shields using waterproof sealant (1).

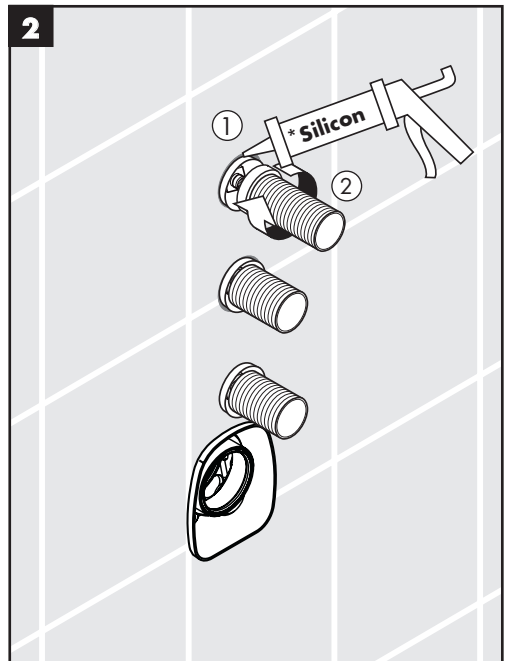


**Seal the wall around the plaster shields with waterproof sealant.**



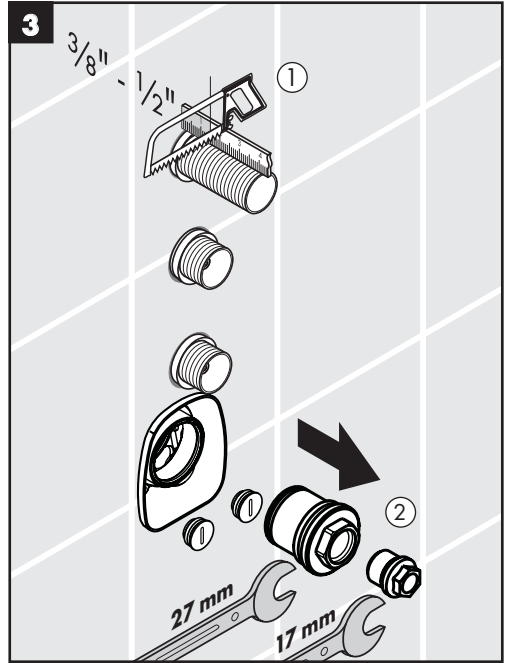
**Failure to seal the wall can lead to possible water damage.**

Install the volume control slip connectors (2).



Cut the slip connector so that it extends  $\frac{3}{8}$ " -  $\frac{1}{2}$ " outside the surface of the finished wall (1).

Remove the insert, plug, and check valve covers from the thermostatic mixer (2).

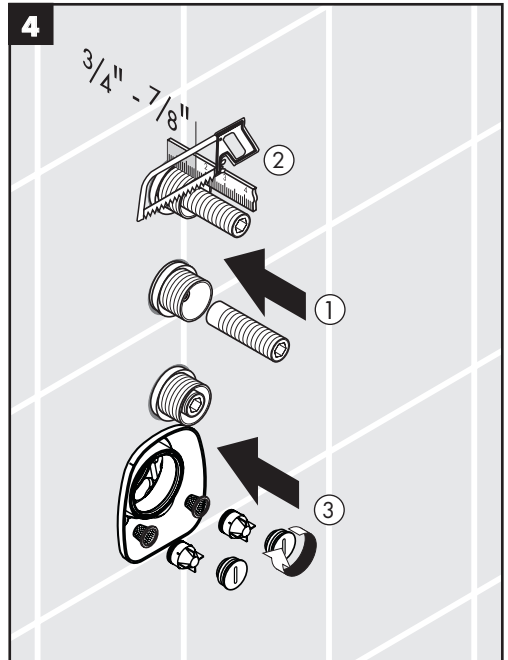


Install the volume control extension spindles (1).

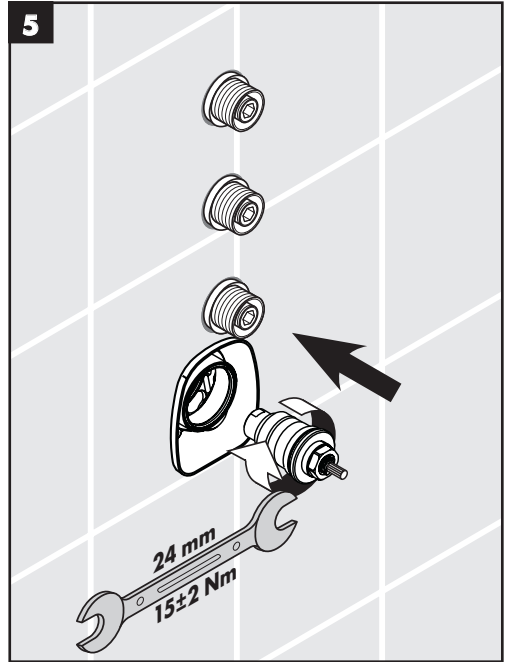
Cut the spindles so that they extend  $\frac{3}{4}$ " -  $\frac{7}{8}$ " outside the surface of the finished wall (2).

Install the check valves in the thermostatic mixer.

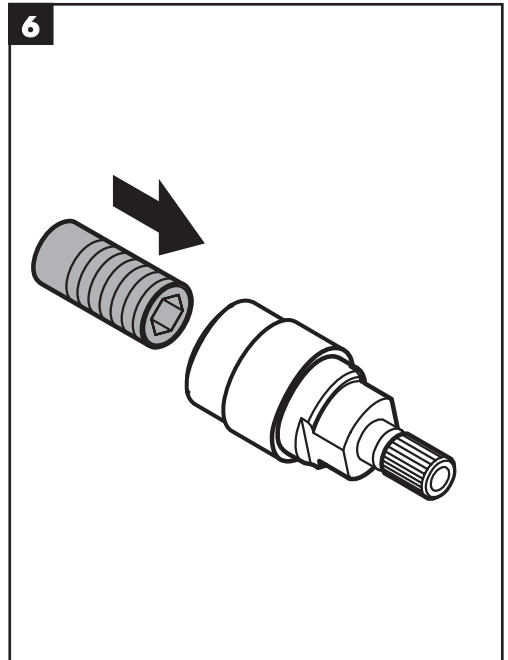
Install the check valve covers (3).



Install the thermostatic cartridge by hand. Tighten to 15 Nm ( $\pm 2$  Nm) using a 24mm wrench.

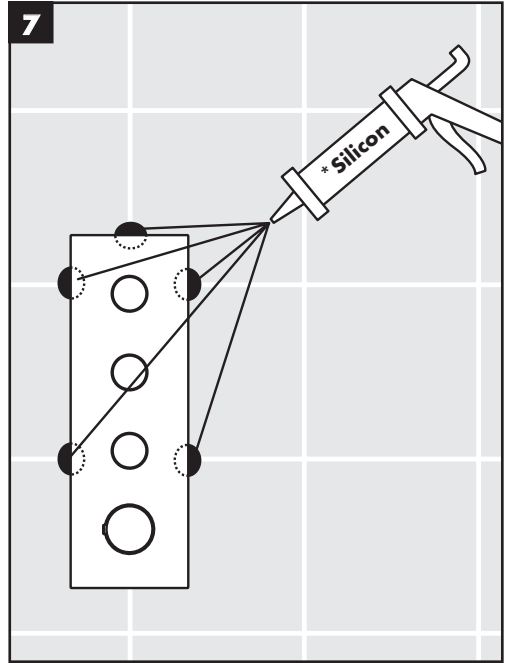


Push the cut extension spindles into the sleeves.



Push the trim plate against the wall.

Place a dab of waterproof sealant on the wall at the grout joints.



Install the sleeves through the trim plate and over the valve stems.

Tighten the sleeves using a 17 mm wrench to 2 - 3 Nm.

Install the snap connectors on the volume control sleeves.

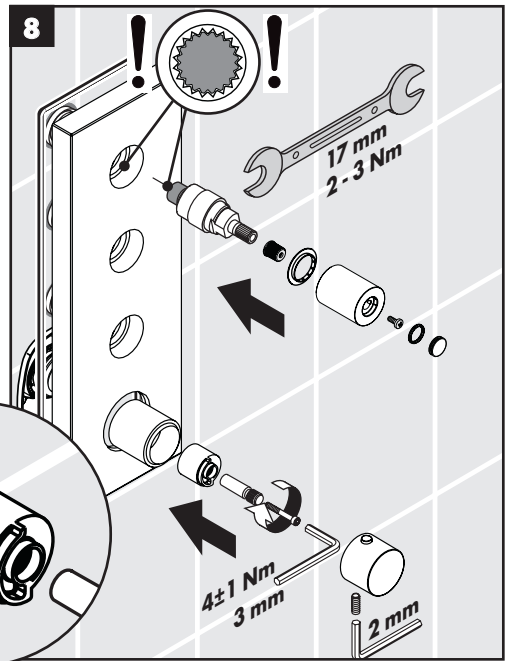
Push the volume control handles into place. Install the handle screws.

Install the o-rings and screw covers.

Install the thermostatic mixer sleeve, stop ring, and stem extension.

Tighten the stem extension screw using a 3 mm Allen wrench to  $4 (\pm 1)$  Nm.

Justify and install the thermostatic mixer handle (see page 8). Tighten the handle screw using a 2 mm Allen wrench.



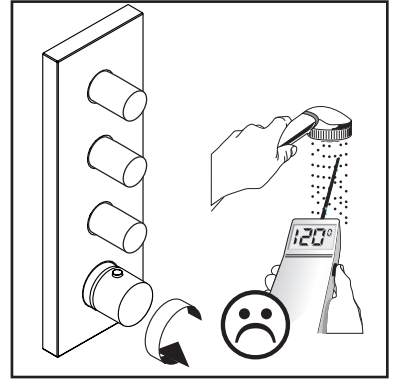
## Check the maximum high temperature

Turn the water on to one of the functions.

Turn the thermostatic mixer handle counter-clockwise to the maximum hot water position.

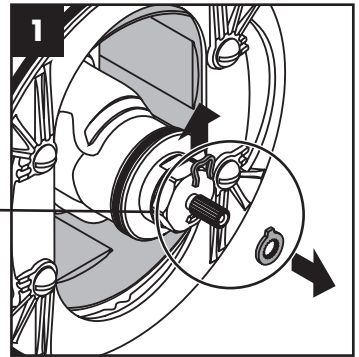
Place a thermometer in the water stream.

If the output temperature is 120°F or higher, or is higher than the maximum output temperature permitted by local plumbing codes, set the high temperature limit stop\*.



## Set the high temperature limit stop\*

Remove the clip and stop ring from the thermostatic cartridge stem.

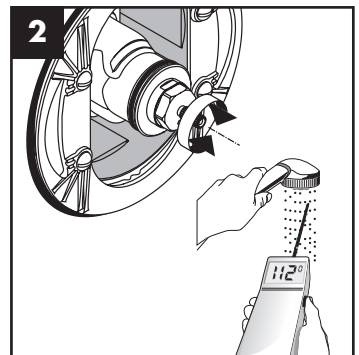


Turn the water on to one of the functions.

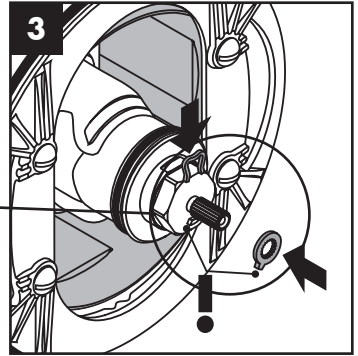
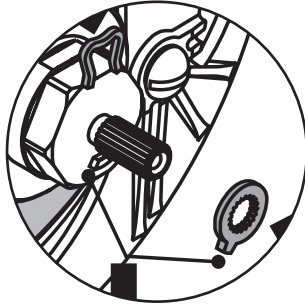
Turn the stem until the output water reaches the desired maximum high temperature – usually 110° - 112°F\*.

\*To prevent scald injury, the maximum output temperature should be no higher than 120°F.

In Massachusetts, the maximum output temperature of the shower valve can be no higher than 112°F.

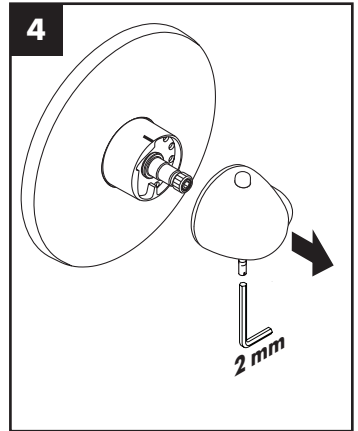


Replace the stop ring so that the tooth is against the cartridge stop.  
Install the clip.



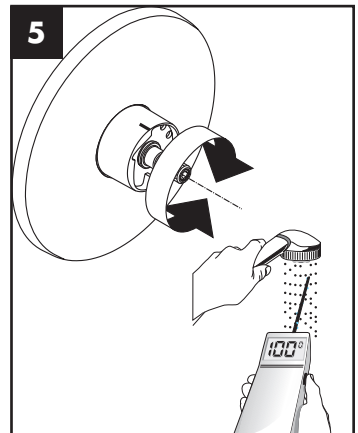
### Justify the handle

If the handle is installed, remove it.



Turn the water on to one of the functions.

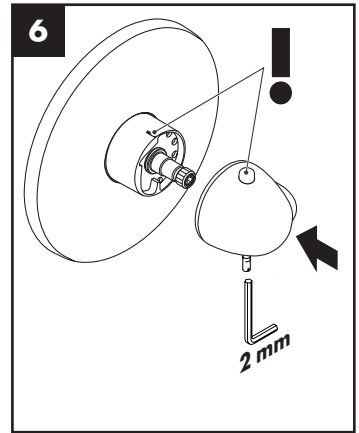
Turn the thermostatic mixer stem until the output water is 100 °F.





Install the handle so that the safety stop override button is at the 12:00 position, next to the indexing mark on the sleeve.

Tighten the handle screw using a 2mm Allen wrench.



## Troubleshooting

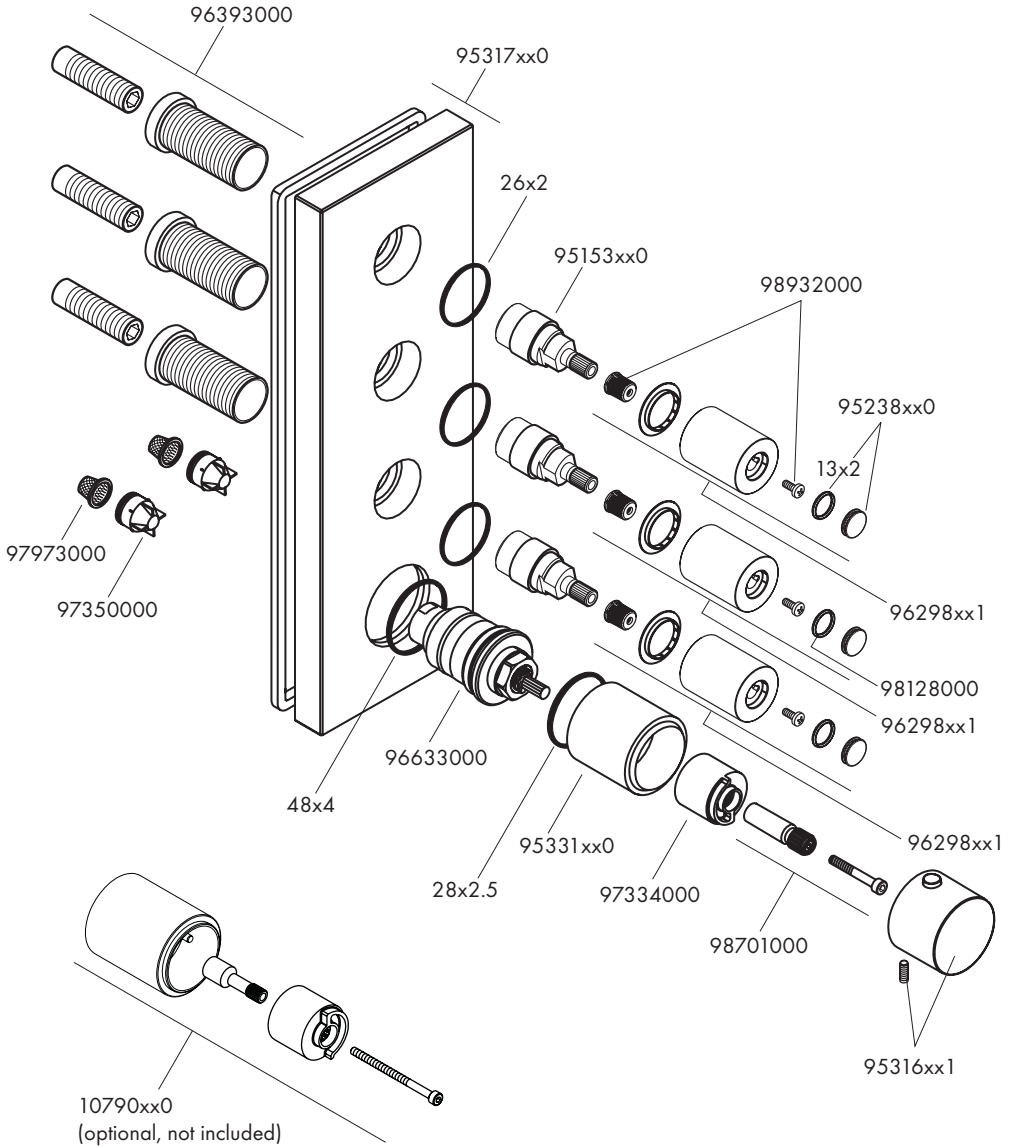
Problem	Possible Cause	Solution
Insufficient water	Insufficient water pressure	Check the water pressure
	Thermostatic cartridge filters dirty	Clean the filters
	Handshower screen washer dirty	Clean the screen washer (located between the handshower and the hose)
Crossflow - hot water appears in cold supply or vice-versa when valve is not in use	Check valve filters dirty	Clean the filters
	Check valve(s) dirty or worn	Replace the check valves
The output water temperature does not correspond with the temperature shown on the handle	The handle is not justified	Justify the handle
Temperature regulation is not possible	<b>New installation:</b> the hot and cold supplies are reversed	Correct the plumbing
	Thermostatic cartridge is dirty or worn	Replace the thermostatic cartridge
Safety stop override button cannot be pushed	Button or spring is dirty or worn	Clean the button and spring, replace if necessary

## Maintenance note

To extend the life span of the thermostatic cartridge, regularly run the thermostatic mixer valve through its complete range of temperatures.

Inspect the check valves and check valve filters yearly. Replace if dirty or worn.

# Replacement Parts



xx = finishes  
 00 = chrome  
 82 = brushed nickel

## 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 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 droplets 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, shampoos, hair dye, and other toiletries and cosmetics 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, as there is risk of injury.**

## 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 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. 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)