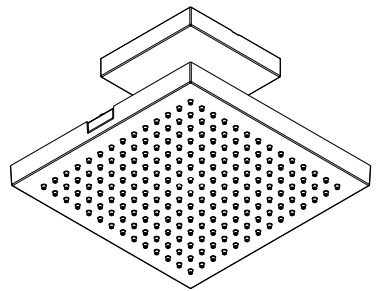


# AXOR®



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

AXOR ShowerSolutions™  
26414XX1  
10926XX1

## INSTALLATION

# ENGLISH

## SAFETY NOTES

- ⚠ **WARNING:** To avoid the risk of product failure, property damage, and personal injury, do the following:
- ⚠ This product is for use with drinking water only.
- ⚠ Do not allow the streams of the shower touch sensitive body parts (such as your eyes). An adequate distance must be kept between the shower and you.
- ⚠ The shower may only be used for bathing, hygiene and body cleaning purposes
- ⚠ The shower arm is intended as a showerhead support only. Do not hang other items from the shower arm.
- ⚠ Prevent the buildup of mineral scale and /or soap residue by cleaning your Hansgrohe product(s) when needed.
- ⚠ 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.
- ⚠ Showerhead 10926XX1 requires ceiling shower arm 26414001 (sold separately).
- / To prevent scald injury, the maximum output temperature of the shower mixing valve (not included) must be no higher than 120°F (49°C). In Massachusetts, the maximum output temperature can be no higher than 112°F. (44°C)
- / This showerhead is for use with automatic compensating valves rated at 1.9 GPM (7.2 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

Max. flow rate 2.5 GPM (9.5 L/min)

# 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 doit être utilisé avec de l'eau potable seulement.
- ⚠ Éviter le contact du jet de la douchette avec les parties sensibles du corps (telles par ex. que les yeux). Veiller à respecter un écart suffisant entre la douchette et le corps.
- ⚠ La pomme de douche ne doit servir qu'à se doucher, à se nettoyer et à pratiquer une hygiène corporelle.
- ⚠ Ce bras de douche est conçu uniquement pour servir de support de pomme de douche. N'accrochez pas d'autres articles sur le bras de douche.
- ⚠ Empêchez l'accumulation de tarte et/ou de résidu de savon en nettoyant votre produit Hansgrohe lorsque c'est nécessaire.
- ⚠ 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 attentivement ces instructions avant de procéder à l'installation. Assurez-vous de disposer de tous les outils et du matériel nécessaires pour l'installation.
- ⚠ La pomme de douche 10926XX1 nécessite l'utilisation du bras de douche de plafond 26414XX1 (vendu séparément).
- / Pour empêcher des blessures par ébouillantage, la température de sortie maximale du robinet de douche ne doit pas excéder 120°F (49°C). Au Massachusetts, la température de sortie maximale du robinet de douche ne doit pas excéder 112°F (44°C).
- / Cette pomme de douche doit être utilisée avec une soupape qui compense automatiquement, et est évalué à 1.9 GPM (7.2 L/min) ou moins.
- / 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

Capacité nominale 2.5 GPM (9.5 L/min)

# 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 ha sido creado para su uso exclusivo con agua potable.
- ⚠ Debe evitarse el contacto del chorro del pulverizador con partes sensibles del cuerpo (por ej. ojos). Debe mantenerse una distancia suficiente entre pulverizador y cuerpo.
- ⚠ La ducha cabezal solo debe utilizarse para fines de baño, higiene y limpieza corporal.
- ⚠ El brazo de ducha está destinado a ser soporte del cabezal de ducha únicamente. No cuelgue otros objetos del brazo de ducha.
- ⚠ Evite la acumulación de restos de jabón o sarro limpiando el producto Hansgrohe cuando sea necesario.
- ⚠ 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.

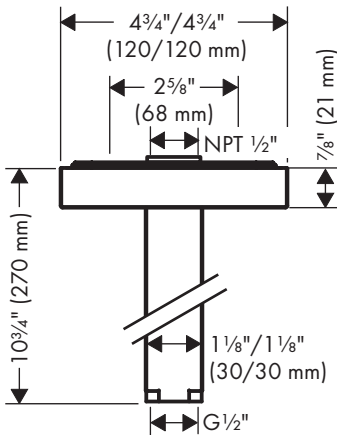
## CONSIDERACIONES PARA LA INSTALACIÓN

- / Antes de comenzar la instalación, lea estas instrucciones detenidamente. Asegúrese de tener las herramientas y los insumos necesarios para completar la instalación.
- ⚠ El cabezal de ducha 10926XX1 requiere un brazo de ducha para cielo raso 26414XX1 (se vende por separado).
- / Para evitar escaldaduras, la máxima temperatura de salida de la válvula de la ducha no debe exceder los 120°F (49°C). En Massachusetts, la máxima temperatura de salida de la válvula de la ducha no debe exceder los 112°F (44°C).
- / Esta ducha cabezal debe ser utilizada con una válvula que compensa automáticamente, y es valorado en 1.9 GPM (7.2 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.

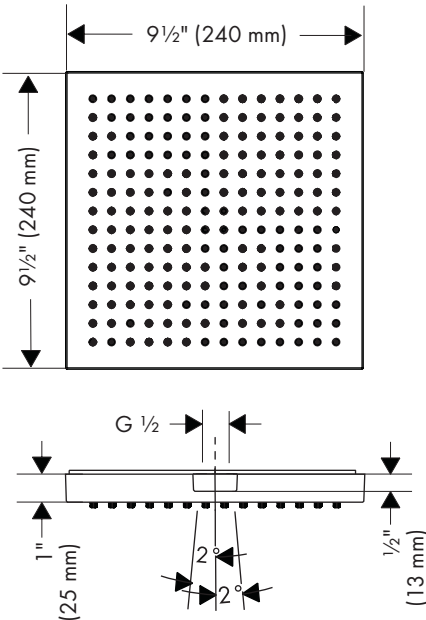
## DATOS TECNICOS

|               |                     |
|---------------|---------------------|
| Caudal máximo | 2.5 GPM (9.5 L/min) |
|---------------|---------------------|

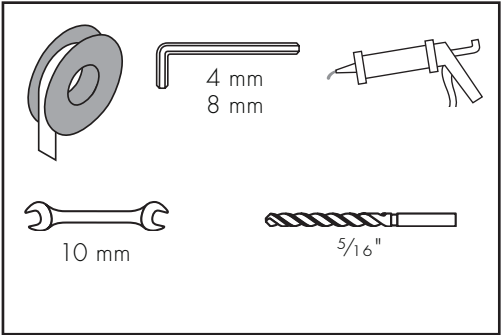
AXOR ShowerSolutions  
26414XX1

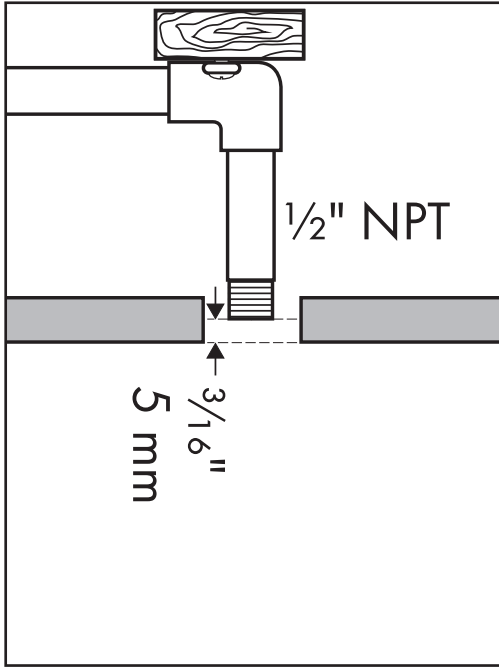


AXOR ShowerSolutions  
10926XX1



TOOLS REQUIRED / OUTILS REQUIS /  
HERRAMIENTAS ÚTILES

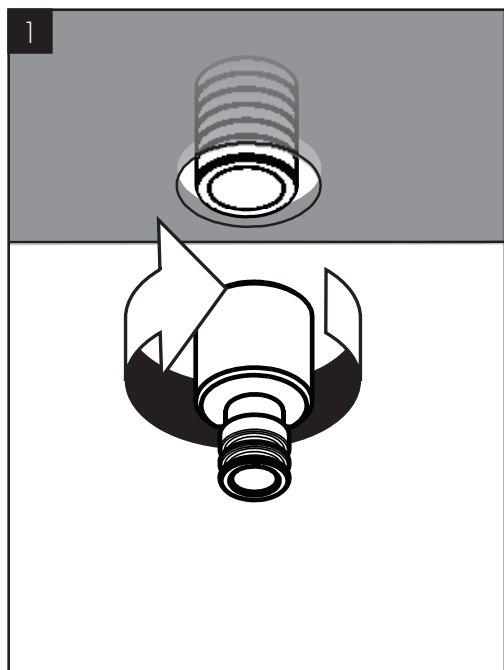




Shower arm 26414XX1 requires a 1/2" NPT male nipple, recessed 3/16" (5 mm) above the surface of the finished ceiling.

Le bras de douche 26414XX1 nécessite l'utilisation d'un raccord mâle NPT de 1/2 po, encastré à 3/16 po (5 mm) au-dessus de la surface du plafond fini.

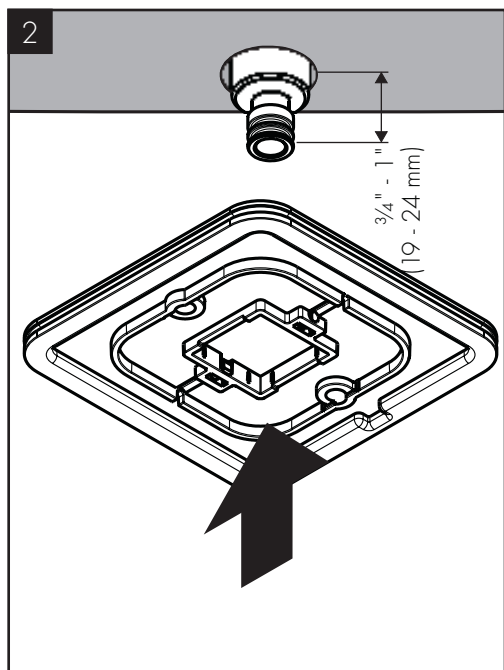
El brazo de ducha 26414XX1 requiere un niple macho NPT de 1/2", embutido 3/16" (5 mm) sobre la superficie del cielo raso acabado.



Install the connector on the nipple.

Installez le connecteur sur le raccord.

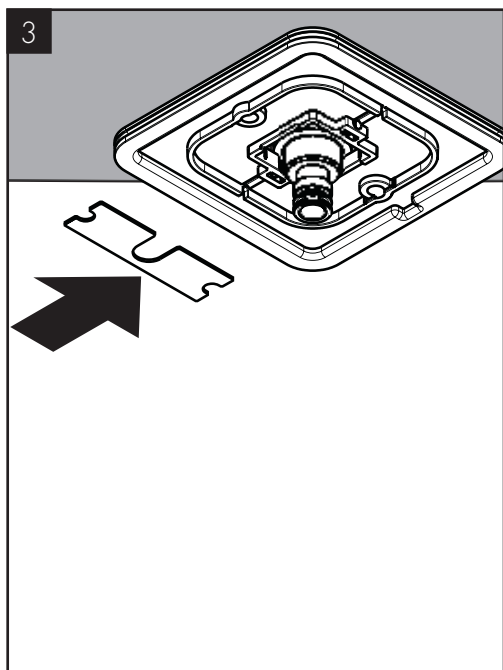
Instale el conector en el niple.



Push the anchor plate into place over the nipple.

Poussez la plaque d'encrage en place sur le raccord.

Coloque la placa de anclaje en su lugar sobre el niple.



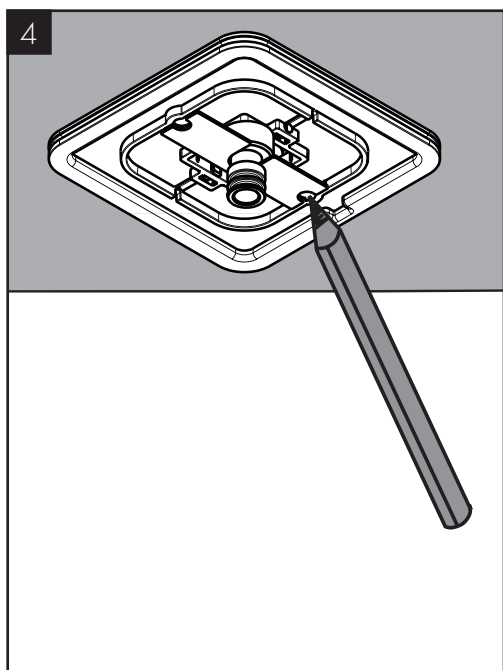
Install the retaining clip.

---

Installez le clip de retenue.

---

Instale la presilla de retención.



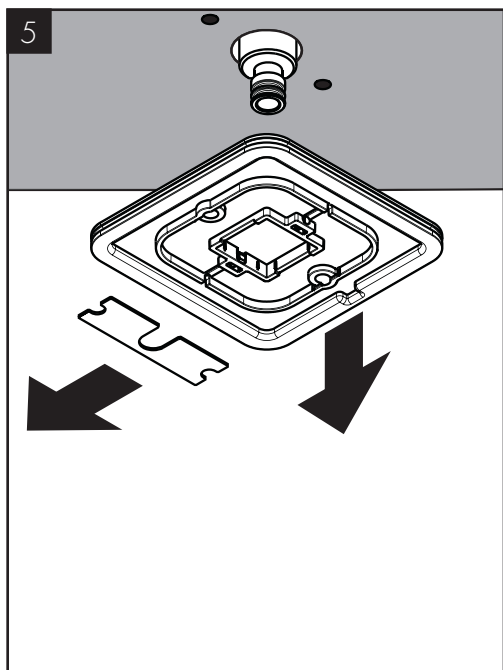
Mark the positions of the screw holes.

---

Marquez les positions des trous de vissage.

---

Marque las posiciones de los orificios para tornillos.



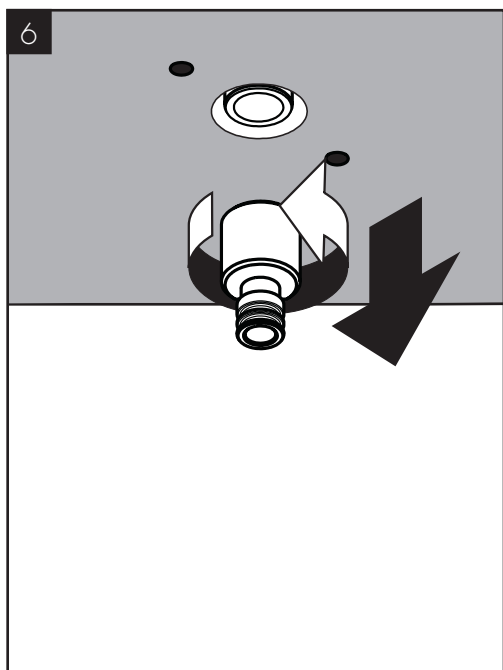
Remove the retaining clip and anchor plate.

---

Enlevez le clip de retenue et la plaque d'ancrage.

---

Retire la presilla de retención y la placa de anclaje.



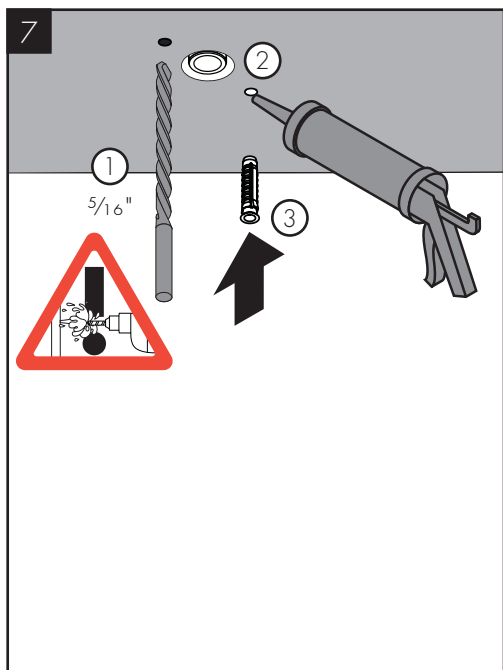
Remove the connector.

---

Retirez le connecteur.

---

Retire el conector.



Drill the screw holes using a 5/16" bit. Do not drill into any water lines.

Install the anchors.

⚠ Seal the ceiling around the anchors using waterproof sealant.

Percez les trous de vissage à l'aide d'une mèche de 5/16 po (8 mm).

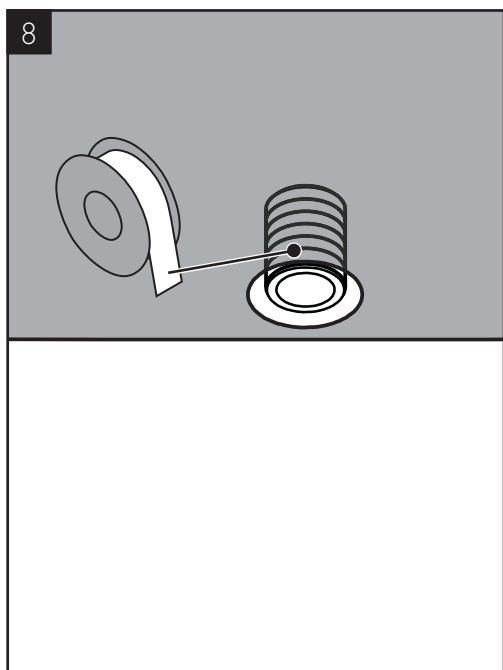
Installez les chevilles.

⚠ Scellez le plafond autour des chevilles à l'aide d'un agent d'étanchéité.

Perfore los orificios para tornillos con una broca de 5/16".

Instale los pernos de anclaje.

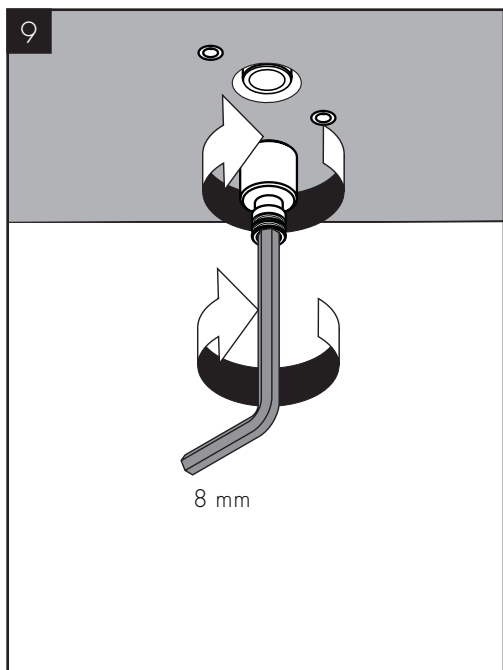
⚠ Selle el cielo raso alrededor de los pernos de anclaje con un sellador impermeable.



Wrap the threads on the nipple with plumbers tape.

Enveloppez les filets du raccord fileté avec du ruban de filetage de plomberie.

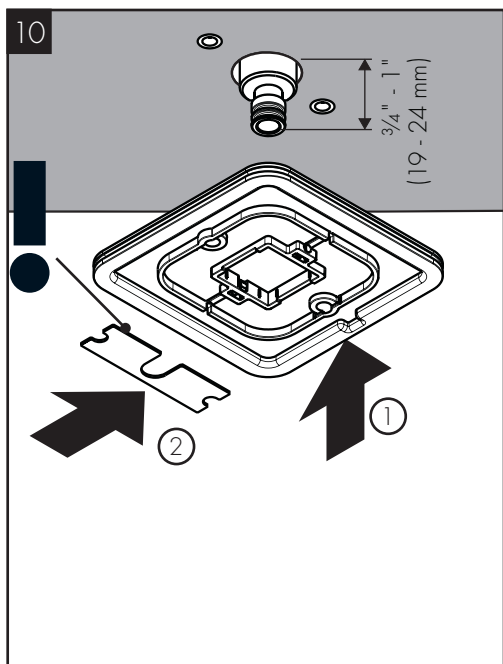
Envuelva las roscas del niple con cinta de plomero.



Install the connector.

Installez le connecteur.

Instale el conector.



The connector should extend  $\frac{3}{4}'' - 1''$  (19 - 24 mm) outside the surface of the finished ceiling.

Install the anchor plate, lining the holes up with the screw holes in the ceiling.

Install the clip.

Le connecteur devrait dépasser de  $\frac{3}{4}$  po - 1 po (19 - 24 mm) de la surface du plafond fini.

Installez la plaque d'ancrage en alignant les trous avec les trous de vissage du plafond.

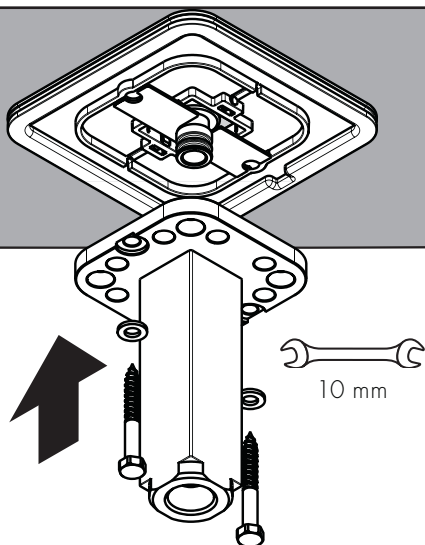
Installez le clip.

El conector debería extenderse  $\frac{3}{4}'' - 1''$  (19 - 24 mm) de la superficie del techo terminado.

Instale la placa de anclaje, alineando los orificios con los orificios para tornillos en el cielo raso.

Instale la presilla.

11



Install the shower arm.

Tighten the screws.

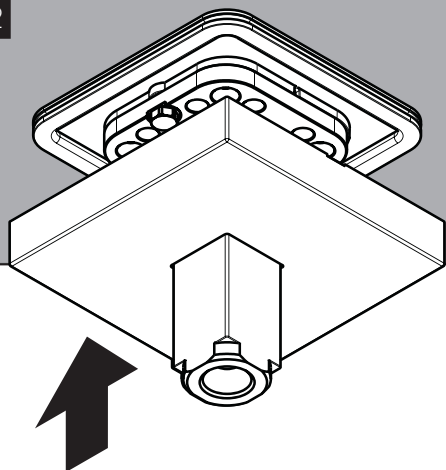
Installez le bras de douche.

Serrez les vis.

Instale el brazo de ducha.

Apriete los tornillos.

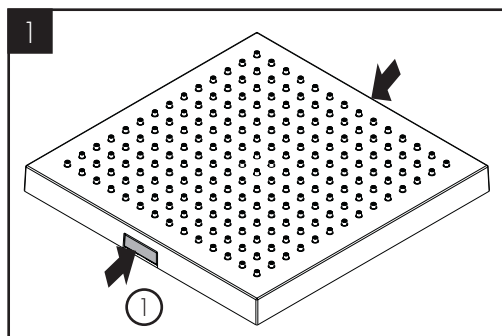
12



Install the escutcheon.

Installez l'écusson.

Instale el escudo.

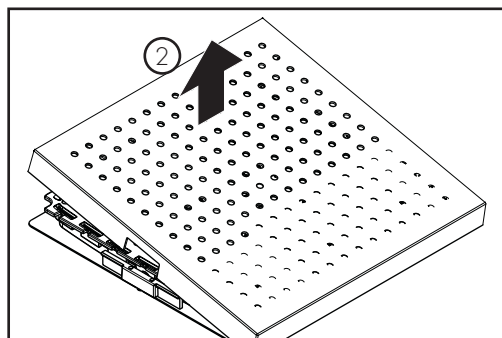


Press inward on the retaining tabs.

Cautiously remove the face plate, taking care not to damage the spray jets.

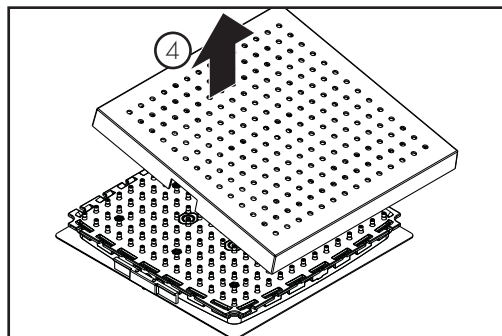
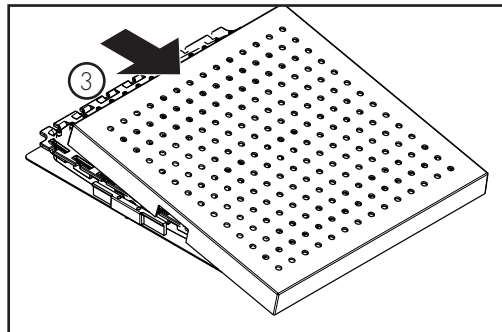
Poussez les languettes de retenue vers l'intérieur.

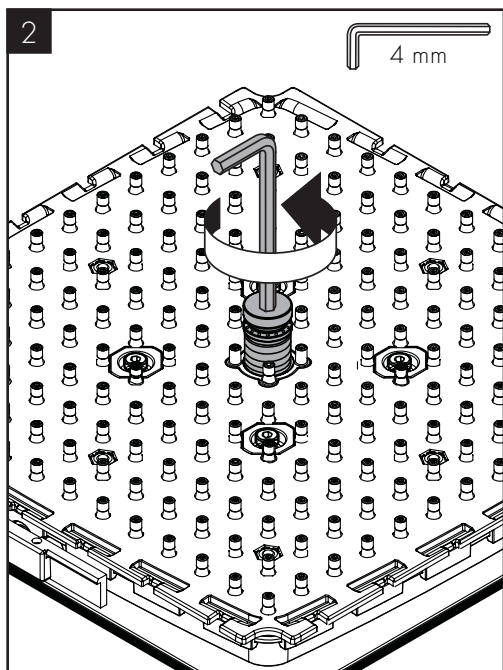
Retirez délicatement la plaque frontale pour ne pas endommager les buses de pulvérisation.



Presione hacia adentro sobre las lengüetas de retención.

Retire con cautela la placa frontal, teniendo cuidado de no dañar los surtidores de ducha.

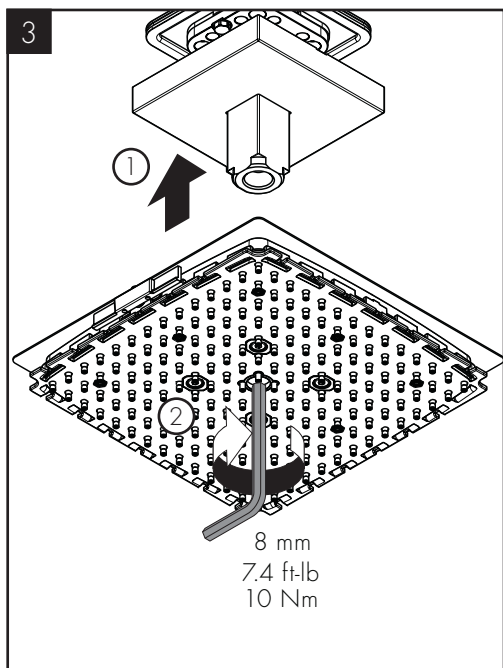




Remove the air jet using a 4 mm Allen wrench.

Retirez la buse d'air à l'aide d'une clé Allen de 4 mm.

Retire el surtidor de aire con una llave Allen de 4 mm.



Connect the showerhead to the shower arm.

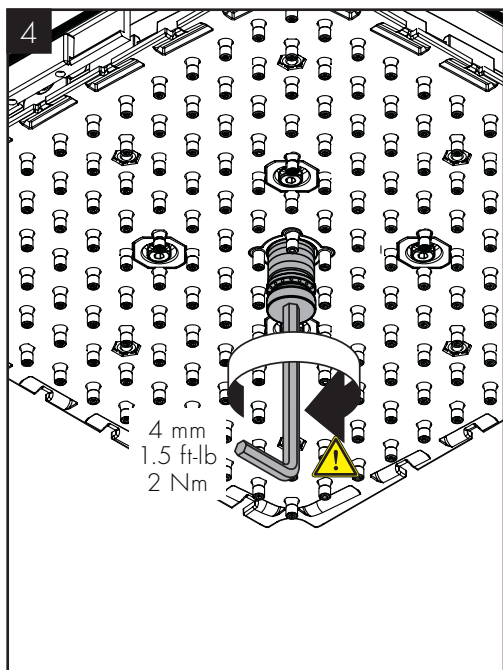
⚠ Overtightening will cause damage to the showerhead and/or the shower arm.

Connectez la pomme de douche au bras de douche.

⚠ Évitez de trop serrer car vous pourriez endommager la pomme de douche ou le bras de douche.

Conecte el cabezal de la ducha al brazo de ducha.

⚠ El ajuste excesivo dañará el cabezal de la ducha o el brazo de la ducha.



Install the air jet. Tighten using a 4 mm Allen wrench.

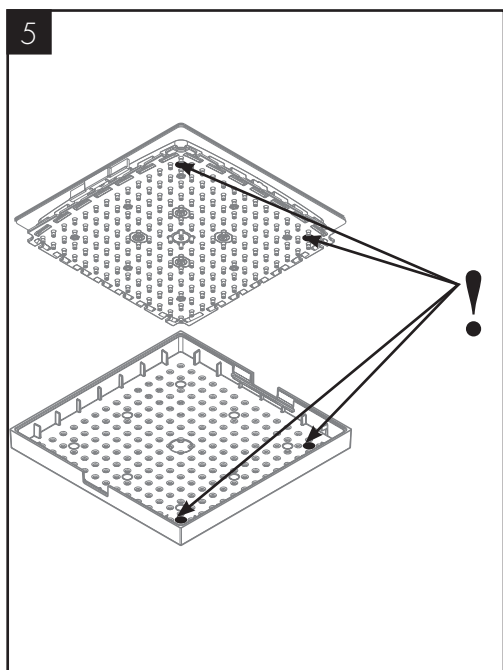
⚠ Over-tightening the air jet will cause damage to the showerhead.

Installez la buse d'air à l'aide d'une clé Allen de 4 mm.

⚠ Évitez de trop serrer la buse d'air car vous pourriez endommager la pomme de douche.

Instale el surtidor de aire con una llave Allen de 4 mm.

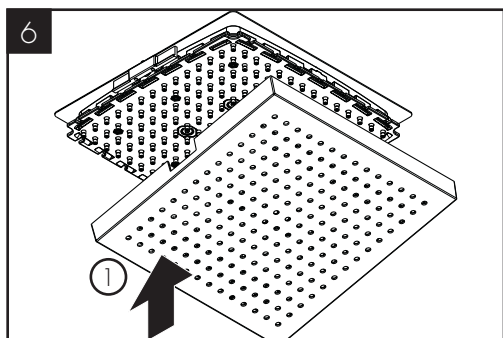
⚠ El ajuste excesivo del surtidor de aire dañará el cabezal de la ducha.



Align the markings on the face plate and spray body.

Alignez les marques figurant sur la plaque frontale avec le corps de la buse.

Alinee las marcas en la placa frontal y el cuerpo de rociado.



Install the face plate.

The jets on the spray body must go through the holes on the face plate.

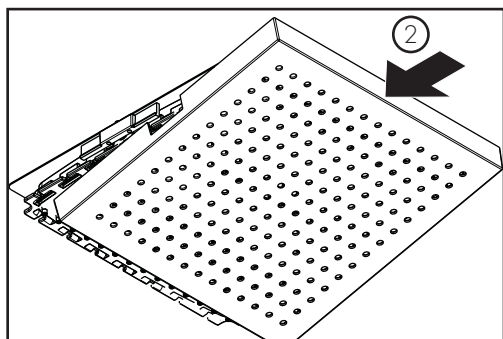
The locking tabs should click into place.

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Installez la plaque frontale.

Les buses du corps de la buse doivent s'insérer dans les trous de la plaque frontale.

Les languettes de verrouillage devraient s'enclencher en place.

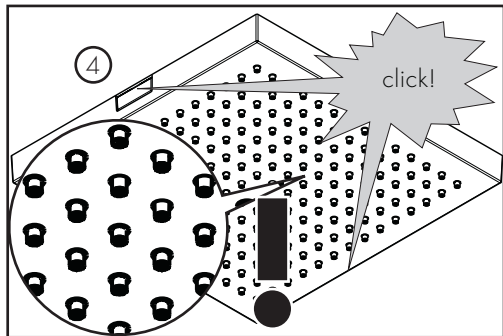
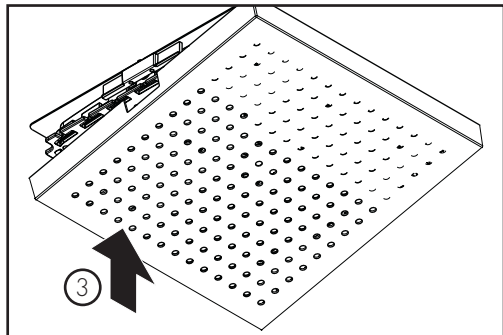


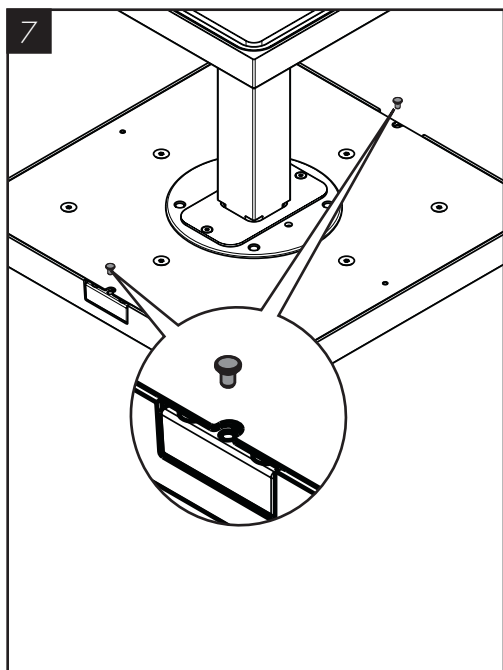

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Instale la placa frontal.

Los surtidores en el cuerpo de rociador deben pasar por los orificios en la placa frontal.

Las lengüetas de bloqueo deben calzar en su sitio.





Install the screw covers.

---

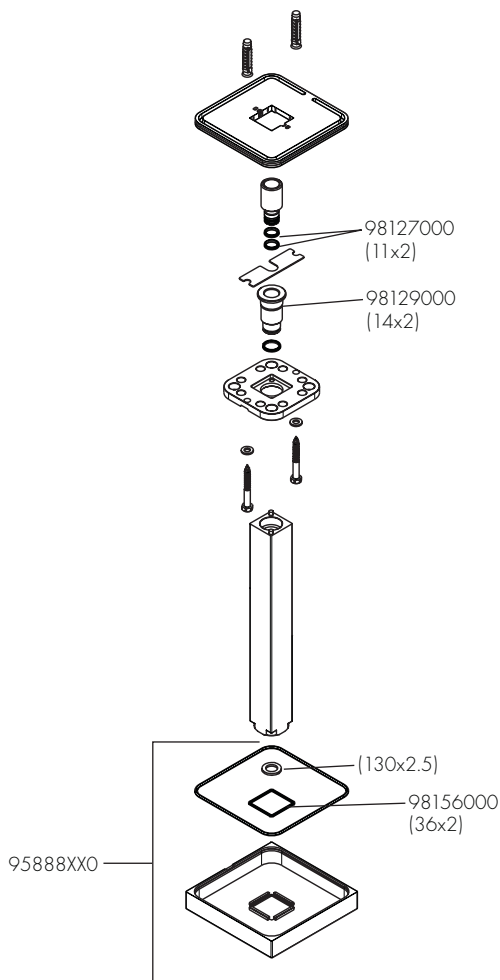
Installez les cache-vis.

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Instale las tapas de los tornillos.

## REPLACEMENT PARTS / PIÈCES DÉTACHÉES / REPUESTOS

AXOR ShowerSolutions  
26414XX1



XX = COLORS / COULEURS / ACABADOS

00 = chrome

24 = brushed gold optic

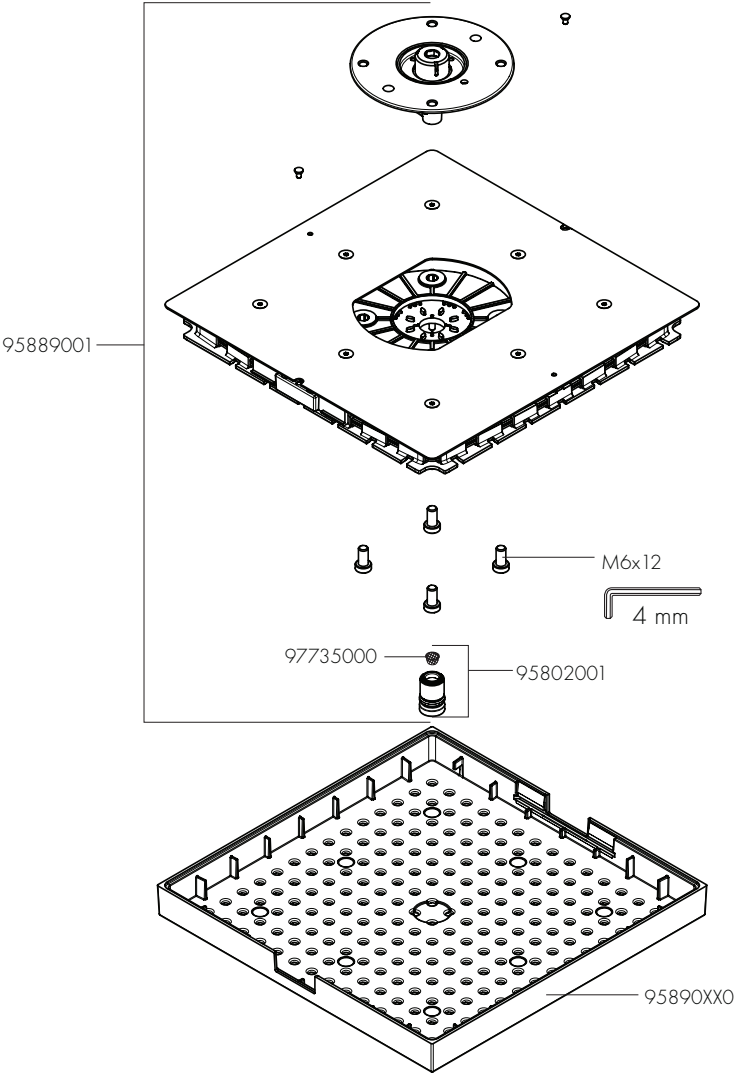
33 = polished black chrome

34 = brushed black chrome

82 = brushed nickel

99 = polished gold optik

AXOR ShowerSolutions  
10926XX1



- XX = COLORS / COULEURS / ACABADOS  
00 = chrome  
24 = brushed gold optic  
33 = polished black chrome  
34 = brushed black chrome  
82 = brushed nickel  
99 = polished gold optik

## MAINTENANCE / ENTRETIEN / MANTENIMIENTO

⚠ Prevent the buildup of mineral scale and /or soap residue by cleaning your Hansgrohe product(s) when needed.

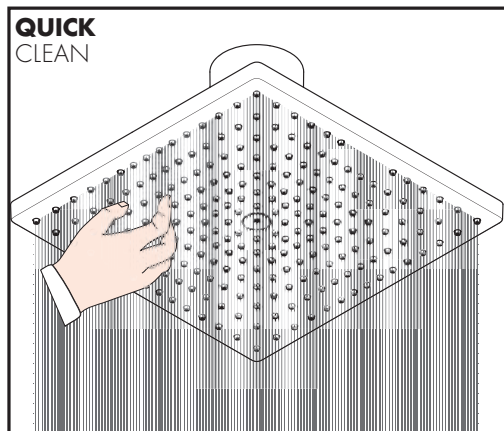
⚠ Refer to the Cleaning Recommendations on page 24 when selecting a cleaning agent for this product. Do not use cleaning products containing chlorine bleach, lye, hydrochloric acid, formic acid, acetic acid, or abrasives.

⚠ Empêchez l'accumulation de tarte et/ou de résidu de savon en nettoyant votre produit Hansgrohe lorsque c'est nécessaire.

⚠ 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 javelisant au chlore, de l'acide chlorhydrique, de l'acide formique, de l'acide acétique ou des abrasifs.

⚠ Evite la acumulación de restos de jabón o sarro limpiando el producto Hansgrohe cuando sea necesario.

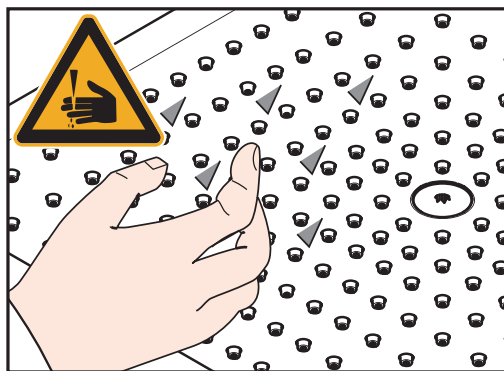
⚠ Consulte las Recomendaciones de Limpieza en la página 25 para seleccionar un agente de limpieza para este producto. No use productos de limpieza que contengan blanqueador con cloro, lejía, ácido clorhídrico, ácido fórmico, ácido acético o abrasivos.



**JUST CLEAN:** simply rub over the spray nozzles to remove lime scale.

**LA PROPRETÉ EN TOUTE SIMPLICITÉ:** les dépôts formés sur les buses élastiques en silicone s'éliminent par un simple passage de la main.

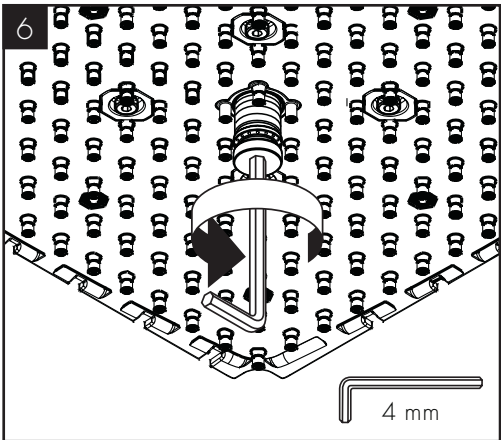
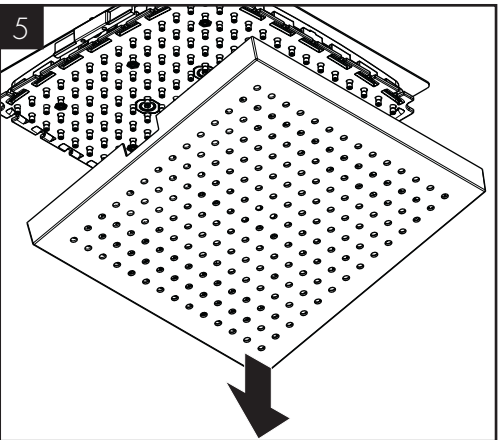
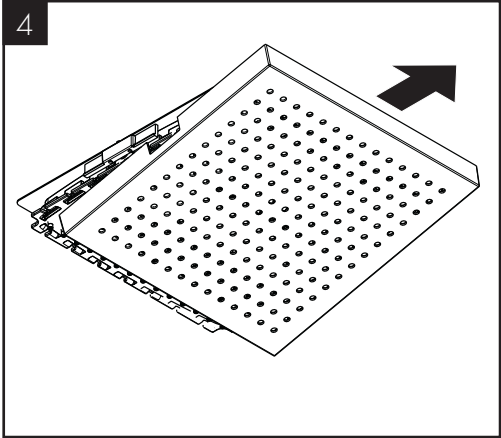
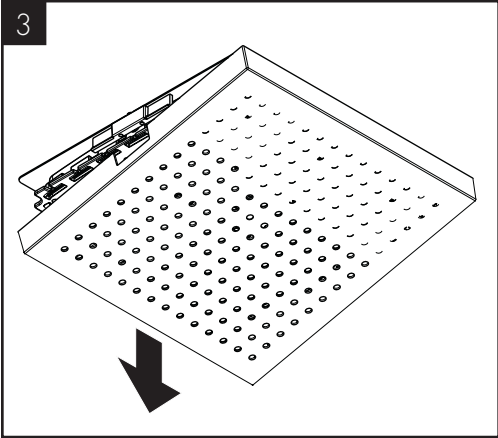
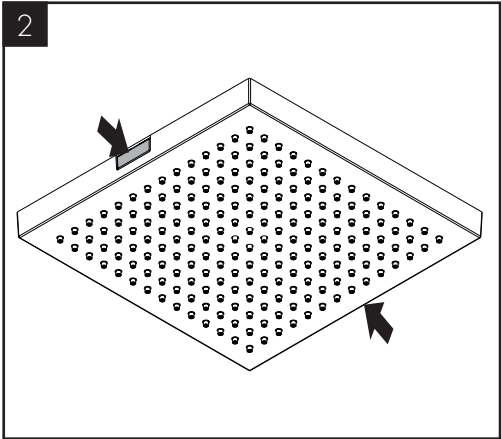
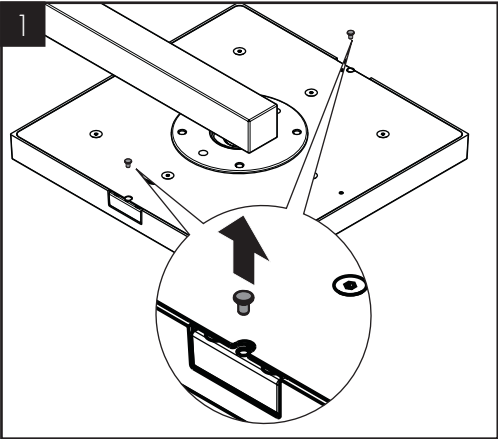
**FÁCIL ASEAR:** La cal se puede retirar sencillamente frotando con los dedos de las toberas elásticas de silicona.

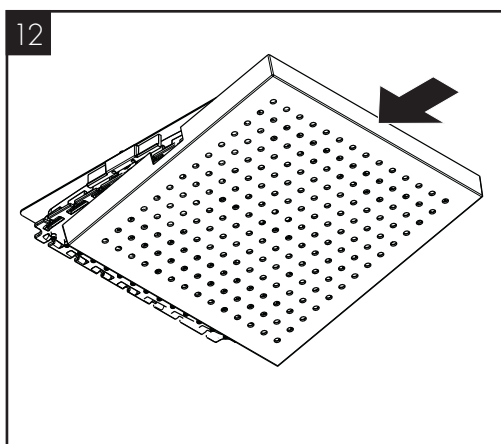
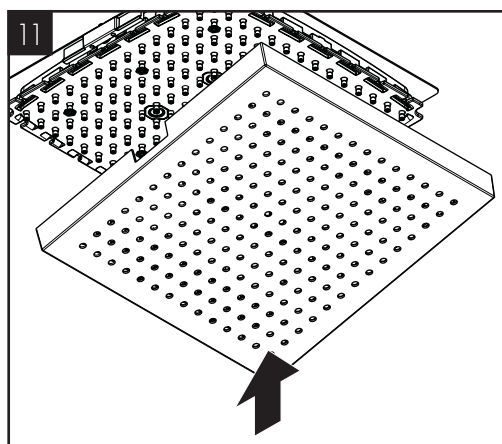
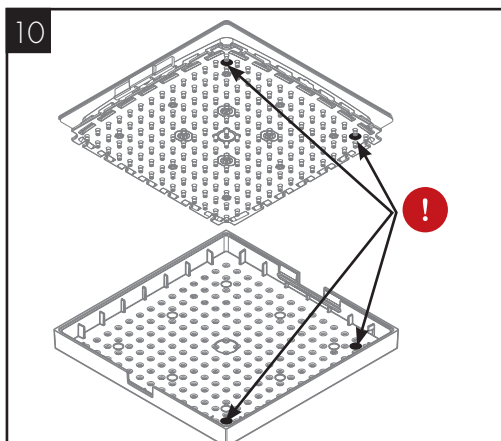
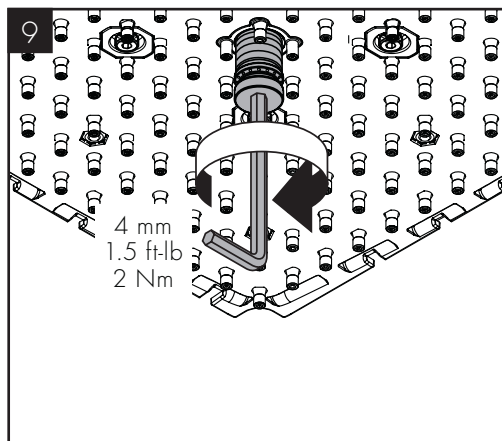
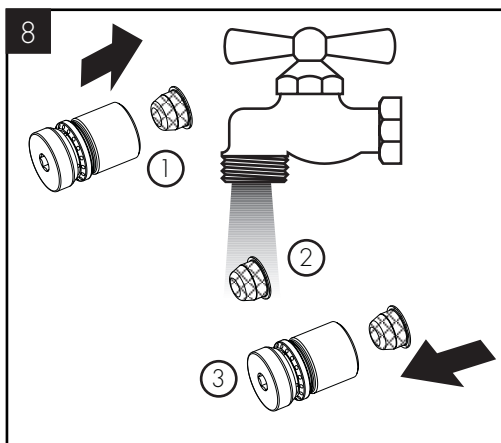
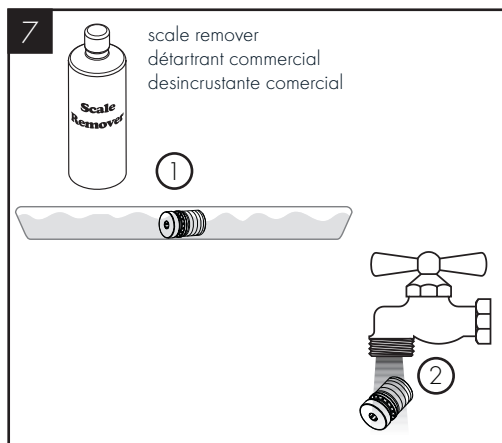


⚠ Important! Danger of injury! Components with damaged surfaces must be replaced.

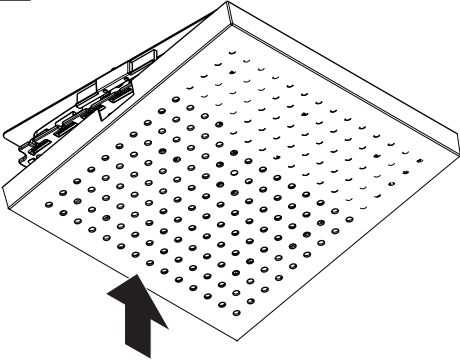
⚠ Attention! Risque de blessure! Les composants dont la surface est endommagée doivent être remplacés.

⚠ ¡Atención! ¡Peligro de lesiones! Los componentes con superficies dañadas deben sustituirse.

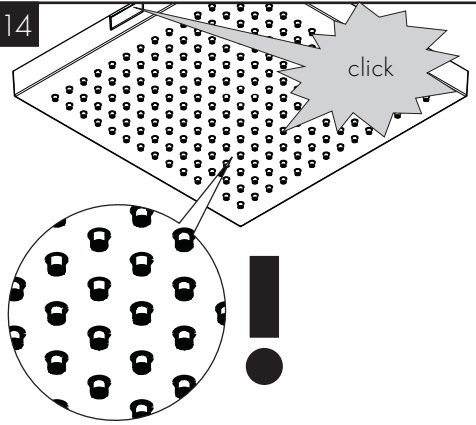




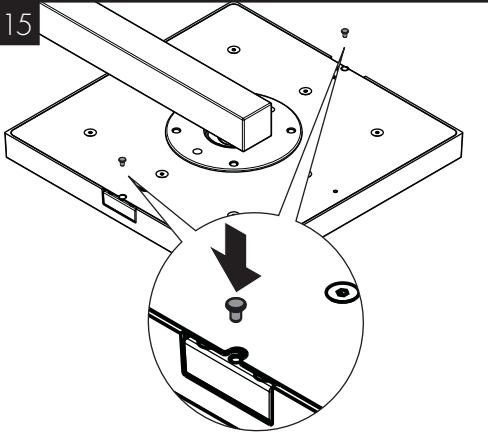
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## CLEANING RECOMMENDATION FOR HANSGROHE PRODUCTS

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 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, après-rasage et vernis à ongles peuvent causer des détériorations. 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 même, il est interdit de stocker des détergents ou des produits chimiques sous les produits, par ex. dans un meuble sous lavabo, car les vapeurs qui s'en dégagent risquent d'abîmer 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 lustrelo con un paño suave después de la limpieza.

## IMPORTANTE

- / Los residuos de productos de aseo como jabón líquido, champú, gel de ducha, tintes de pelo, perfumes, lociones de afeitado y esmalte de uñas pueden dañar también 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 depósitos de productos de limpieza o químicos debajo de los productos, p. ej. En un armario de lavabo. De lo contrario, los vapores generados pueden dañar 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 / Hansgrohe, Inc.

1490 Bluegrass Lakes Parkway

Alpharetta, GA 30004

Tel. 800-334-0455

Fax 770-889-1783

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