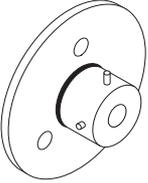
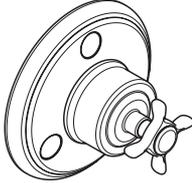


# Installation Instructions / Warranty

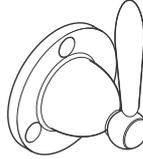
## Quattro Four-Way Diverter Trim Sets



**Starck**  
10933XX1



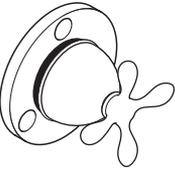
**Montreux**  
16830XX1



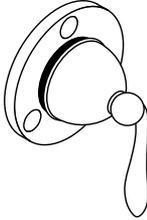
**Carlton**  
17933XX1



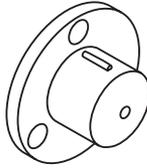
**Carlton**  
17935XX1



**Phoenix**  
17944XX1



**Phoenix**  
17945XX1



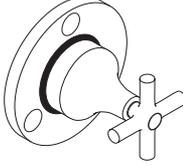
**Steel**  
35933801



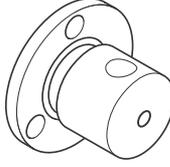
**Allegroh**  
36933XX1



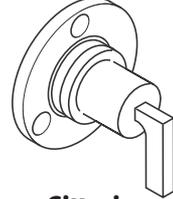
**Terrano**  
37930XX1



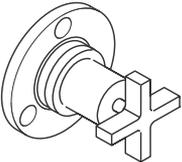
**Terrano**  
37933XX1



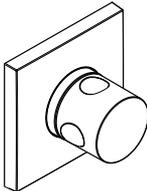
**Uno**  
38933XX1



**Citterio**  
39920XX1



**Citterio**  
39925XX1



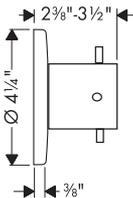
**Massaud**  
18933001

Rough-in 13932181

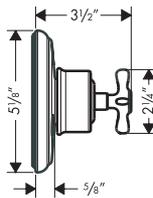
**hansgrohe**

AXOR | PHARO

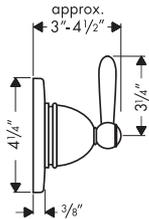
**Starck**  
10933XX1



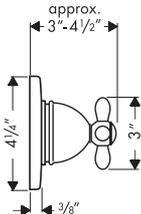
**Montreux**  
16830XX1



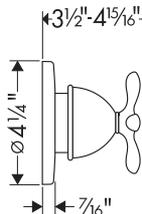
**Carlton**  
17933XX1



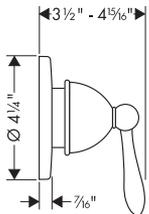
**Carlton**  
17935XX1



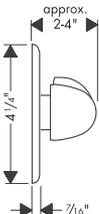
**Phoenix**  
17944XX1



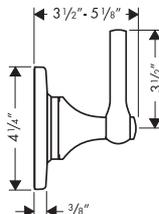
**Phoenix**  
17945XX1



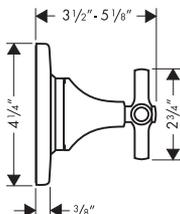
**Allegroh**  
36933XX1



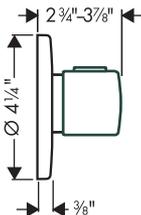
**Terrano**  
37930XX1



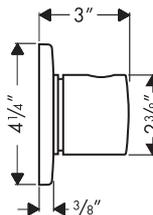
**Terrano**  
37933XX1



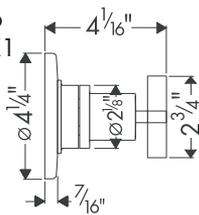
**Steel**  
35933801



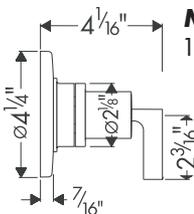
**Uno**  
38933XX1



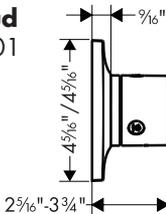
**Citterio**  
39925XX1



**Citterio**  
39920XX1

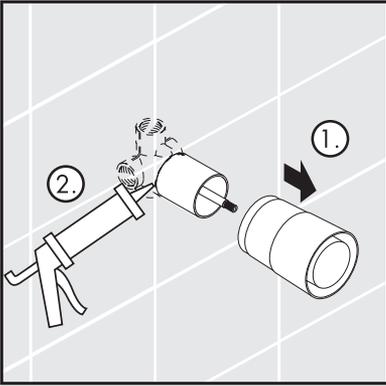


**Massaud**  
18933001

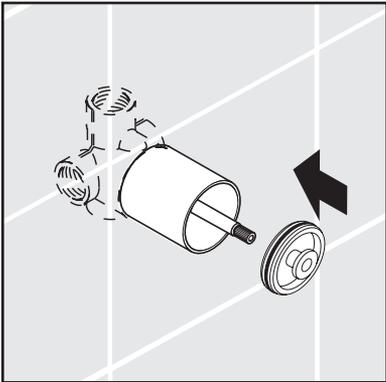


### Sleeve and escutcheon assembly

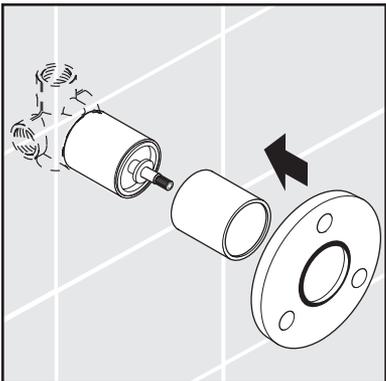
1. Remove the cover.
2. Seal around the rough-in with waterproof bathroom sealant.

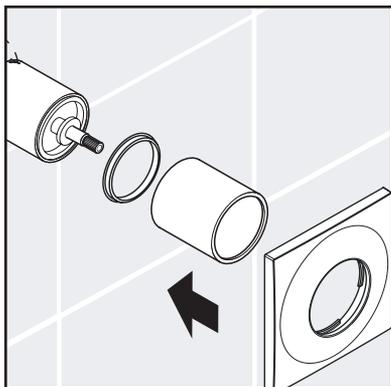


3. Push the guide ring into the body of the rough-in, only necessary for Starck 10933XX1, Montreux 16830XX1, Phoenix 17944XX1/17945XX1, Terrano 37930XX1/37933XX1, Uno 38933XX1 and Citterio 39920XX1/39925XX1



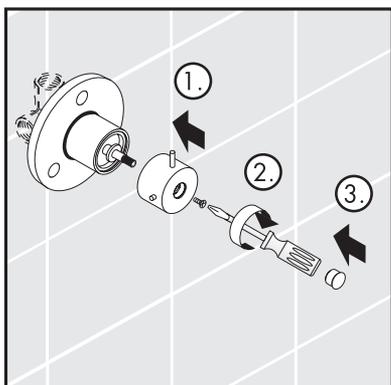
4. Install the trim sleeve and the escutcheon. (Special assembly for Massaud, see next page)





Massaud 18933001

4. Install the trim sleeve and the escutcheon.



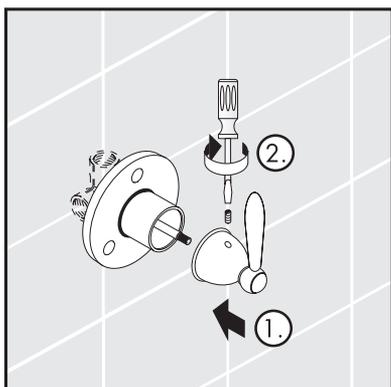
### Handle assembly

Starck 10933XX1

Montreux 16830XX1

Terrano 37930XX1/37933XX1

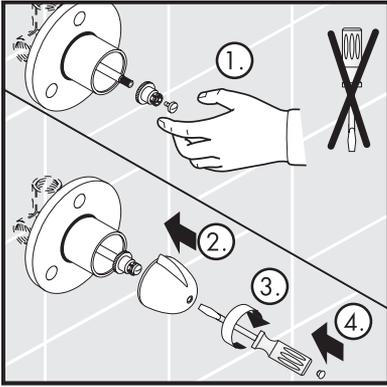
1. Push the handle onto the shaft.
2. Fix the screw.
3. Cover the hole with the plastic cap.



Carlton 17933XX1 / 17935XX1

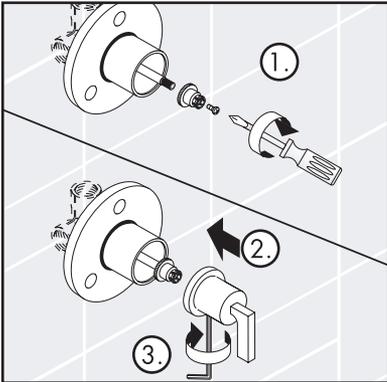
Phoenix 17944XX1 / 17945XX1

1. Push the handle onto the shaft.
2. Fix the screw
3. only Phoenix cross handle: Cover the hole with the plastic cap.



Steel 35933801  
Allegroh 36933XX1  
Uno 38933XX1

1. Lock the screw by hand only three turns.
2. Snap on the handle.
3. Fix the screw.
4. Cover the hole with the plastic cap.



Citterio 39920XX1 / 39925XX1  
Massaud 18933001

1. Install the handle fixation and lock the screw.
2. Snap on the handle
3. Fix the hollow set screw with a 2 mm hex wrench.

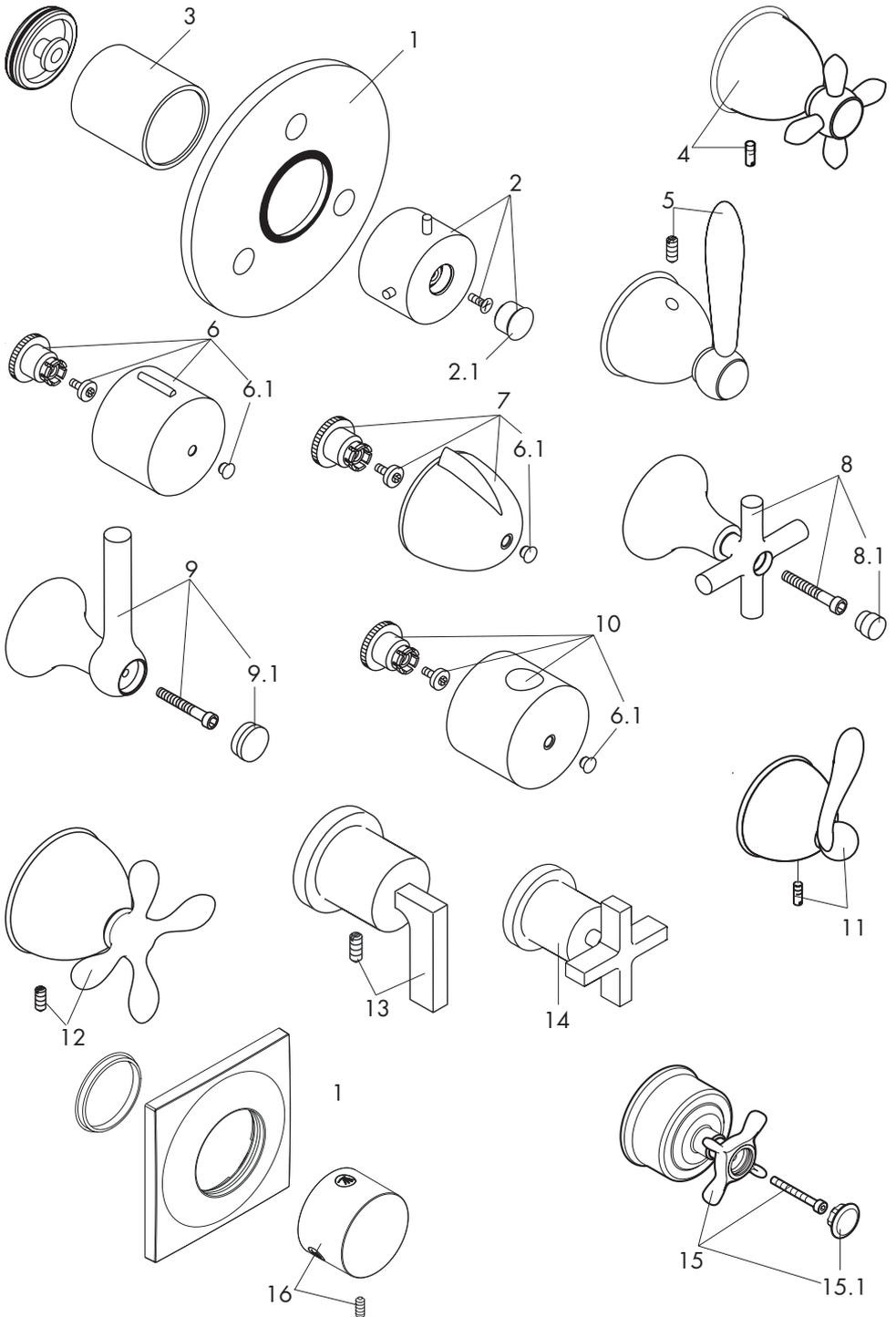
## Spare parts

1	escutcheon	Montreux	98669XX1
	escutcheon	Starck/Carlton/Phoenix/Steel/Allegroh/ Terrano/Citterio/Uno	13936XX0
	escutcheon	Massaud	98676000
2	handle	Starck	10933XX1
2.1	screw cover	Starck	96540XX1
3	sleeve	Starck/Carlton/Phoenix/Steel/Allegroh/ Terrano/Citterio/Uno	96242XXX
4	cross handle	Carlton	17298XX1
5	lever handle	Carlton	17993XX1
6	handle	Steel	35993801
6.1	screw cover	Steel/Allegroh/Uno, Phoenix cross	96541001
7	handle	Allegroh	36993XX1
8	cross handle	Terrano	37995XX1
8.1	screw cover	Terrano	96542XX0
9	lever handle	Terrano	37993XX1
9.1	screw cover	Terrano	96543XX0
10	handle	Uno	38993XX1
11	lever handle	Phoenix	96632XX1
12	cross handle	Phoenix	96792XX1
13	lever handle	Citterio	39993XX1
14	cross handle	Citterio	39995XX1
15	cross handle	Montreux	16593XX0
15.1	screw cover	Montreux	97987000
16	handle	Massaud	18095001

XX = color code

00	chrome
09	chrome/gold
42	platinum
80	steel
81	satinox
82	brushed nickel
83	polished nickel
88	satın chrome

**Extension set**      1 1/2"      96230000  
(if needed, please order separately)



## Cleaning Recommendation for Hansgrohe Products

Modern lavatory faucets, kitchen faucets, and showers consist of very different materials to comply with the needs of the market with regard to design and functionality. To avoid damage and returns, it is necessary to consider certain criteria when cleaning.

### Cleaning Materials for Faucets and Showers

Acids are a necessary ingredient of cleaning materials for removing lime, however please pay attention to the following points when cleaning faucets and showers:

- Only use cleaning materials which are explicitly intended for this type of application.
- Never use cleaning materials which contain hydrochloric, formic, phosphoric, or acetic acid, as they cause considerable damage.
- Never mix one cleaning material with another.
- Never use cleaning materials or appliances with an abrasive effect, such as unsuitable cleaning powders, sponge pads, or micro fiber cloths.

### Cleaning Instructions for Faucets and Showers

Please follow the cleaning material manufacturer's instructions. In addition, pay attention to the following points:

- Clean the faucets and showers as and when required
- Use the amount of cleaning product and the amount of time recommended by the manufacturer. Do not leave the cleaner on the fixture longer than necessary.
- Regular cleaning can prevent calcification.
- When using spray cleaners, spray first onto a soft cloth or sponge. Never spray directly onto the faucet as droplets can enter openings and gaps and cause damage.
- After cleaning, rinse thoroughly with clean water to remove any cleaner residue.

### Important

Residues of liquid soaps, shampoos, and shower foams can also cause damage, so rinse with clean water after using.

**Please note:** if the surface is already damaged, the effect of cleaning materials will cause further damage.

**Components with damaged surfaces must be replaced or injury could result.  
Damage caused by improper treatment is not covered under the warranty.**

## Limited Lifetime 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 which are purchased by a consumer in the United States after March 1, 1996, and installed in either the United States or Canada.

### WHO IS COVERED BY THE WARRANTY

This warranty extends to the original consumer purchaser only. This warranty is non-transferable.

### WHAT IS COVERED BY THE WARRANTY

This warranty covers only your Hansgrohe manufactured product. Hansgrohe warrants this product against defects in material or workmanship as follows: Hansgrohe will repair 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 timely made, 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 and 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, or (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. (3) Conditions in the home such as excessive water pressure or corrosion.
- C. Labor or other expenses for the disconnection, deinstallation, or return of the product for warranty service, or for installation or reinstallation of the product (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.

### 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, Georgia 30004, Attention: Technical Service, if required by Hansgrohe.

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 OBLIGATION OR LIABILITY IN CONNECTION WITH THIS PRODUCT.

HANSGROHE SHALL NOT BE LIABLE TO PURCHASER OR ANY PERSON FOR ANY INCIDENTAL, SPECIAL, OR CONSEQUENTIAL DAMAGES, ARISING OUT OF BREACH OF THIS WARRANTY OR ANY IMPLIED WARRANTY (INCLUDING 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 have other rights which vary from State to State. 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 the product. If you have questions at any time about the use, installation, or performance of your Hansgrohe product, or this warranty, please call or write to 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)**