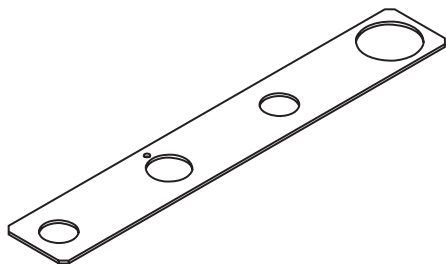


# Installation Instructions / Warranty



**Axor Citterio**  
39449001

**AXOR<sup>®</sup>**

**hansgrohe**

# Axor Citterio Mounting Plate 39449001

## Installation Considerations

This mounting plate is to be installed with the 13444181 or 06310000 roman tub rough when one of the following trim kits is used:

39452XX1  
39456XX1  
39432XX1  
39434XX1

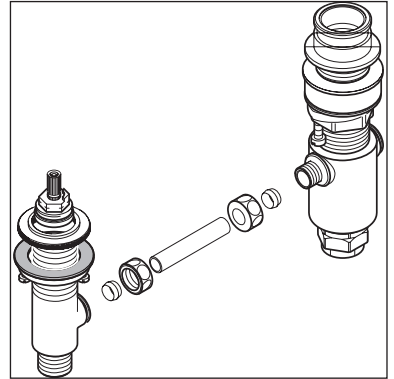
## Installation with 06310000 3-hole Roman Tub Rough

Affix the cut-out template to the mounting surface. Cut only the holes for the hot and cold valves and for the spout. Do not cut the fourth (handshower holder) hole.

### Install the connecting tubes

Install a compression nut and ferrule to one end of the connection tube. Push the tube into the inlet of the spout tee. Tighten the compression nut.

Install a compression nut and ferrule on the other end of the connection tube. Push the tube into the outlet port of the valve. Tighten the compression nut.



### Install the rough

**CAUTION:** DO NOT BEND OR KINK THE COPPER CONNECTING TUBES.

Remove the spout adapter and spout adapter seal from the spout tee. Unless the mounting surface is unusually thin, the white plastic spacer may be removed and discarded.

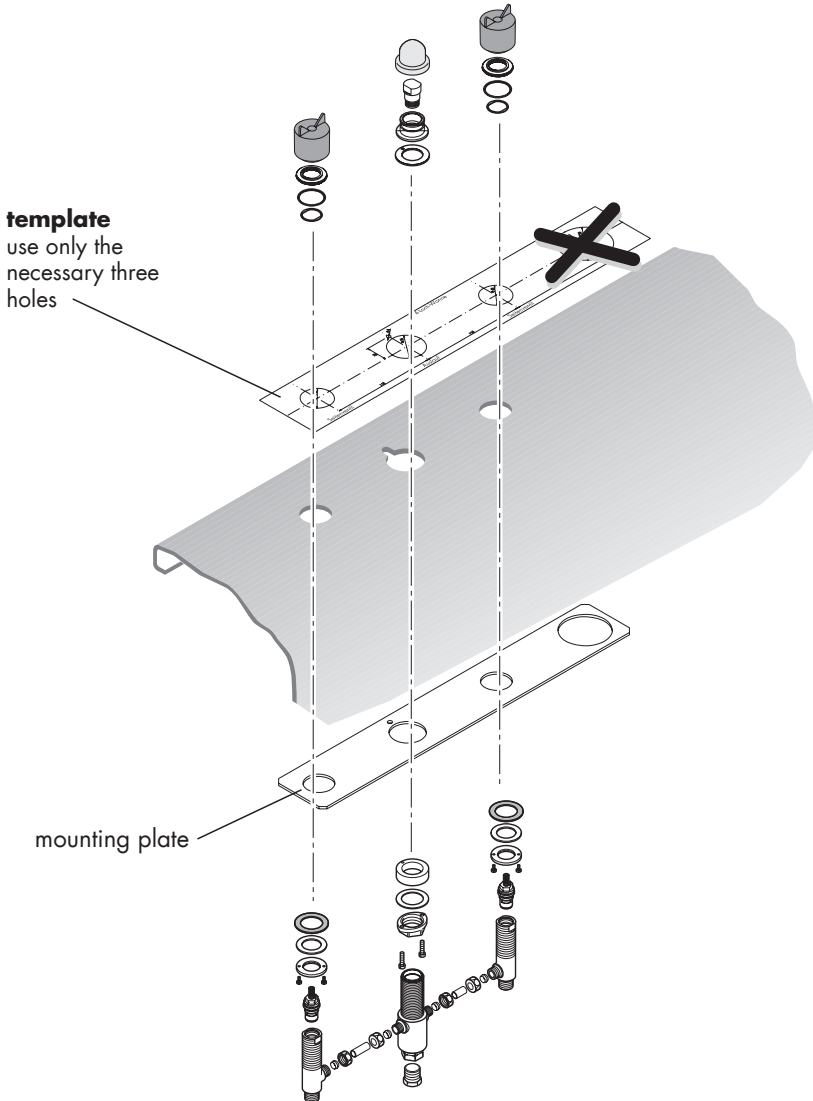
Install the mounting nut, metal washer, and friction washer on the valves.

Hold the mounting plate in place under the mounting surface. Insert the valves and spout tee through the corresponding holes in the mounting plate and the mounting surface.

Slide the stop rings onto the valves. Install the mounting plates: the stop rings will stop them at the proper height. Rest the escutcheon adapters on the mounting surface.

Slide the spout adapter gasket over the spout tee. Align the retaining pin hole in the gasket with the retaining pin hole in the surface. Install the spout adapter on the tee. Rest the tee on the mounting surface with the pin through the hole.

Tighten the mounting nuts firmly. Tighten the tensioning screws.

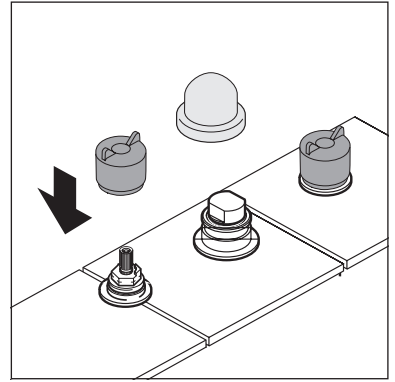


## Finish the installation

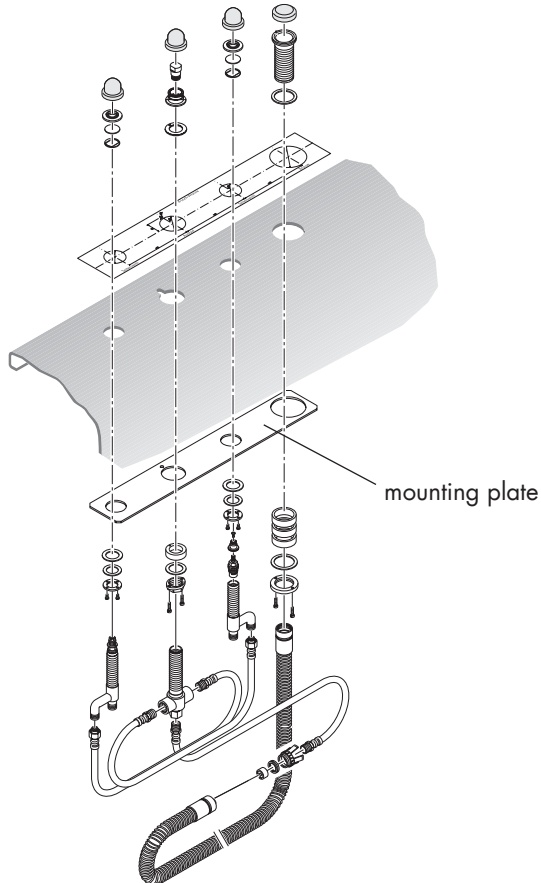
Install the hot and cold supplies to the inlet ports of the valve corners.

Make sure that the enclosed plug on the spout adapter is securely in place. Pressurize the system and check all connections for leaks.

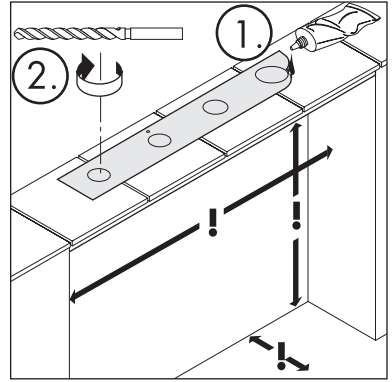
Cover the valve stems and the spout adapter with the enclosed plaster shields until ready to install the trim.



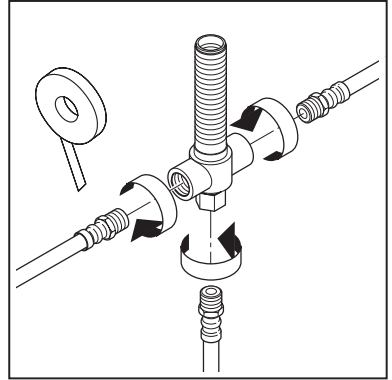
## Installation with 13444181 4-Hole Roman Tub Set



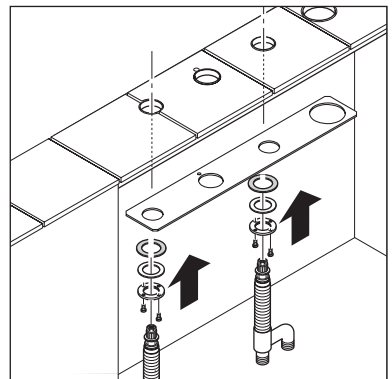
Affix the template on the mounting surface (1). Drill the holes (2).



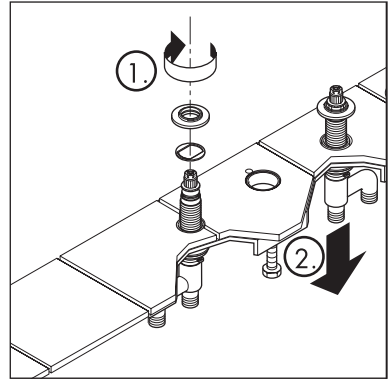
Wrap the threads on the connection hoses and high pressure hose with Teflon thread tape. Screw the hoses to the spout tee.



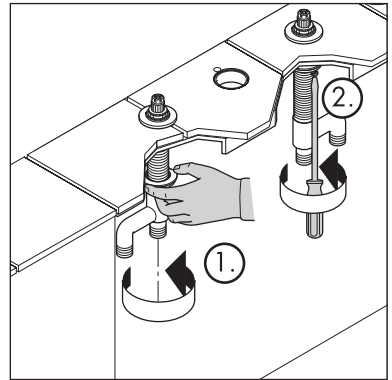
Install the mounting nuts, metal washers, and friction washers to the hot and cold valves. Position the mounting plate under the mounting surface. Push the hot and cold valves up through the mounting plate and the mounting surface.



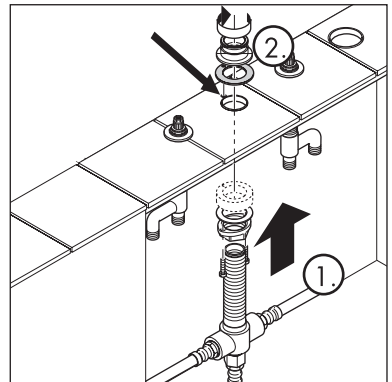
Install the stop rings and the escutcheon adapters on the valves (1). The stop rings will stop the escutcheon adapters at the proper mounting height. Rest the escutcheon adapters on the mounting surface (2).



Turn the valves so that the hot and cold valves are oriented as shown (1). Tighten the tensioning screws (2).

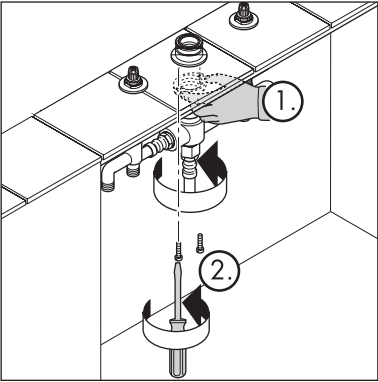


Install the mounting nut and washer to the spout tee. If the mounting surface is thin, one or more of the white plastic spacers may also be installed (1). Push the spout tee up through the hole in the mounting surface.

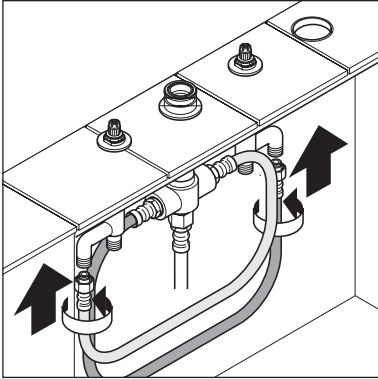


Install the sealing washer and the spout adapter to the spout tee (2). Rest the assembly on the mounting surface so that the pin on the spout adapter goes through the hole in the mounting surface.

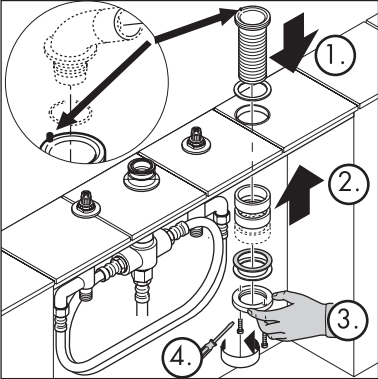
Screw the mounting nut upwards until it is firmly against the bottom of the mounting plate (1). Tighten the tensioning screws (2).



Attach the connecting hoses to the outlet ports on the hot and cold valves.

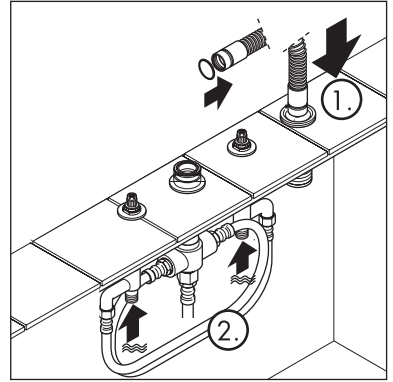


From above the mounting surface, place the handshower holder mount and sealing ring to handshower hole in the mounting surface (1). From below, install the friction washer and metal washer. If the mounting surface is thin, one or more of the plastic spacers may also be installed (2). Install the mounting nut (3). Tighten the tensioning screws (4).

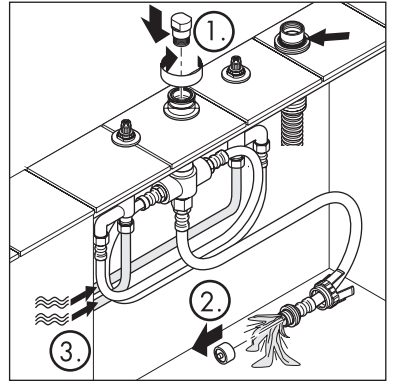


Feed the outer Secuflex hose down through the handshower holder mount (1).

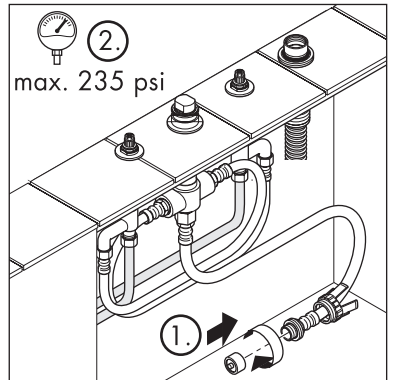
Attach the hot and cold supply lines (not included) to the inlet ports of the hot and cold valves (2).



Install the plug in the spout tee (1). Direct the high pressure hose to a location where water will do no damage. Remove the plug at the end of the high pressure hose (2). Turn the water on and flush the lines thoroughly for at least 5 minutes (3).

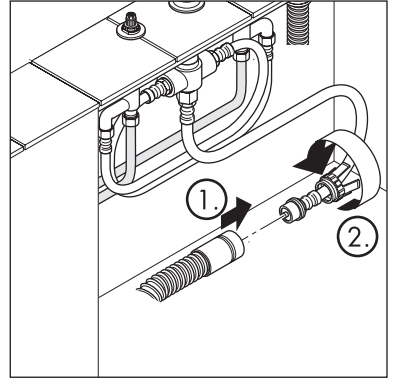


Turn the water off. Replace the plug in the end of the high pressure hose (1). Turn on the water and check all connections for leaks (2). Turn the water off.

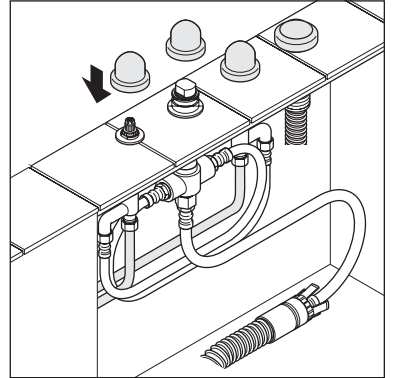




Guide the end of the high pressure hose into the end of the Secuflex (1). Tighten the white wing nut (2).



Install the plaster shields to the hot and cold valves, spout tee, and handshower mount until ready to install the trim.



# Cleaning Recommendation for Hansgrohe Products

Modern sanitary faucetry and shower fixtures 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 points when cleaning:

## Cleaning materials for faucets and shower products:

Acids are necessary ingredients of cleaning materials for removing lime. However, please pay attention to the following points when cleaning faucets and shower products:

- Use only cleaning materials intended for the application.
- Never use cleaning materials which contain hydrochloric, formic, or phosphoric, or acetic acid, as these can cause considerable damage.
- Do not mix one cleaning material with another.
- Do not use abrasives, such as cleaning powders, sponge pads, or microfiber cloths.

## Cleaning Instructions for Faucets and Shower Products:

Please follow the cleaning material manufacturer's instructions. In addition, please note the following:

- Clean your faucets and shower products as and when required.
- Follow the label instructions. Do not allow any cleaner to remain on the product for longer than necessary.
- Regular cleaning will prevent scale buildup and water spotting.
- When using spray cleaners, spray first onto a sponge or cloth. Do not spray directly onto the faucet or shower product as drops could enter openings or gaps and cause damage.
- After cleaning, rinse thoroughly with clear 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, otherwise, this could cause injury.
- Damage caused by improper treatment will not be covered by our 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)**