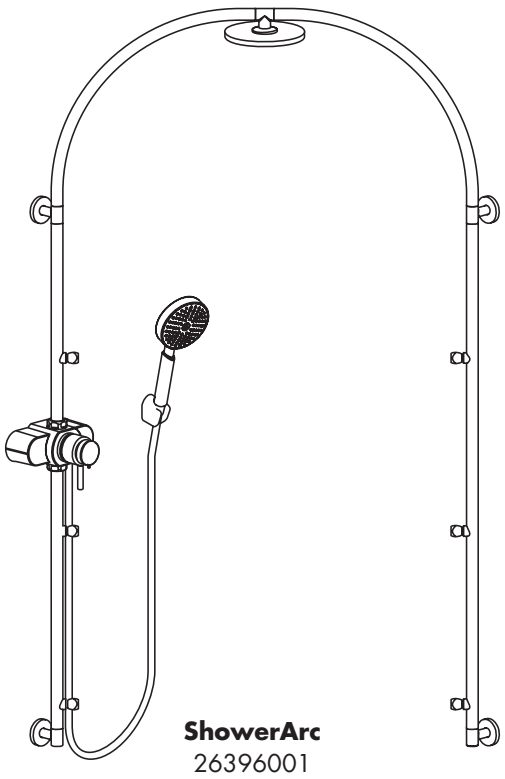
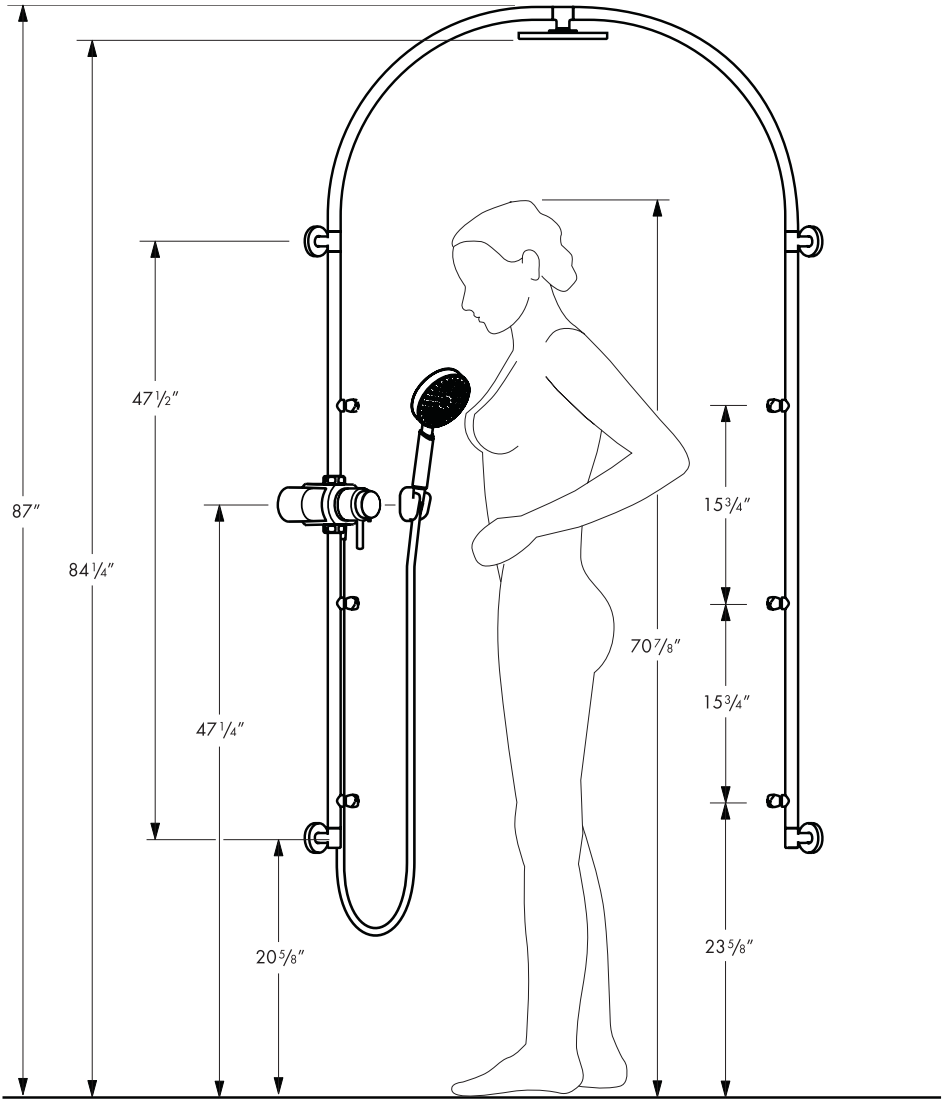


Installation Instructions / Warranty





hansgrohe

ShowerArc
26396001



Minimum ceiling height – 90 1/2"

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.
- Inspect the ShowerArc thoroughly for shipping damage before beginning installation.
- The installation shown on page 2 is ideal for users of approx. 5'11" in height. The installation height may be increased, if desired. All measurements, including the minimum ceiling height, must be increased as well.
- The ShowerArc requires 1/2" NPT female fittings, one for the hot supply and one for the cold supply, **recessed 3/8" behind the surface of the finished wall.** 
- The thermostatic mixing valve may be installed on either side of the shower. For proper operation of the thermostatic mixing valve, the hot supply must enter the valve on the left and the cold supply must enter the valve on the right. If the valve is cross-connected, it cannot function correctly.
- The difference in water pressure between the hot and cold supplies should not exceed 10 psi or the thermostatic mixing valve cannot work properly.
- The hot and cold supplies must be thoroughly flushed before installation of the ShowerArc.
- **The finished wall surface (tile, etc) must be installed before the ShowerArc can be installed.** 
- Use caution when drilling the mounting holes. Be careful not to drill into water lines!
- Protection against backflow is provided by check valves. The check valves should be removed and cleaned yearly – please see the maintenance note on page 29.
- The ShowerArc is not for use with an instantaneous water heater.

Technical Information

Recommended water pressure	43.5 - 72.5 psi
Minimum water pressure	43.5 psi
Max. water pressure	145 psi
Recommended hot water temp.	120° - 140° F*
Max. hot water temp	165°F*
Flow rate - showerhead	2.5 gpm
bodysprays	0.6 gpm each
handshower	2.5 gpm

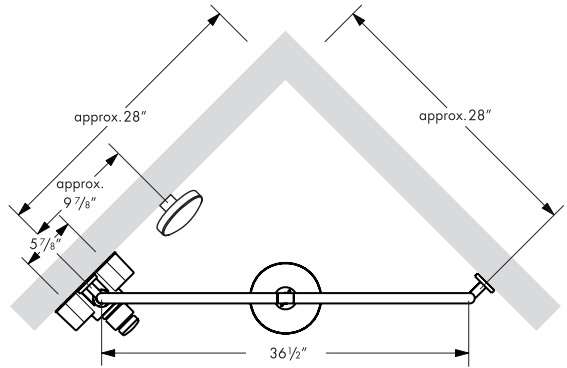
The thermostatic mixing valve has a high temperature limit stop which may be reset to comply with local plumbing codes – see page 23.

This unit is listed by IAPMO.

*Please know and follow all applicable local plumbing codes when setting the temperature on the water heater. In Massachusetts, the water heater may be set no higher than 112°F.

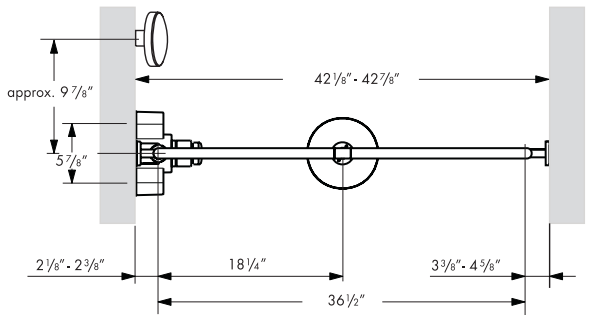
Installation in 90° corner:

Instructions begin on page 5



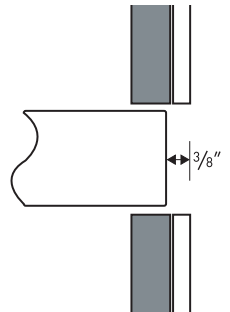
Wall-to-wall installation

Requires 26397000 installation kit (included): Instructions begin on page 13.

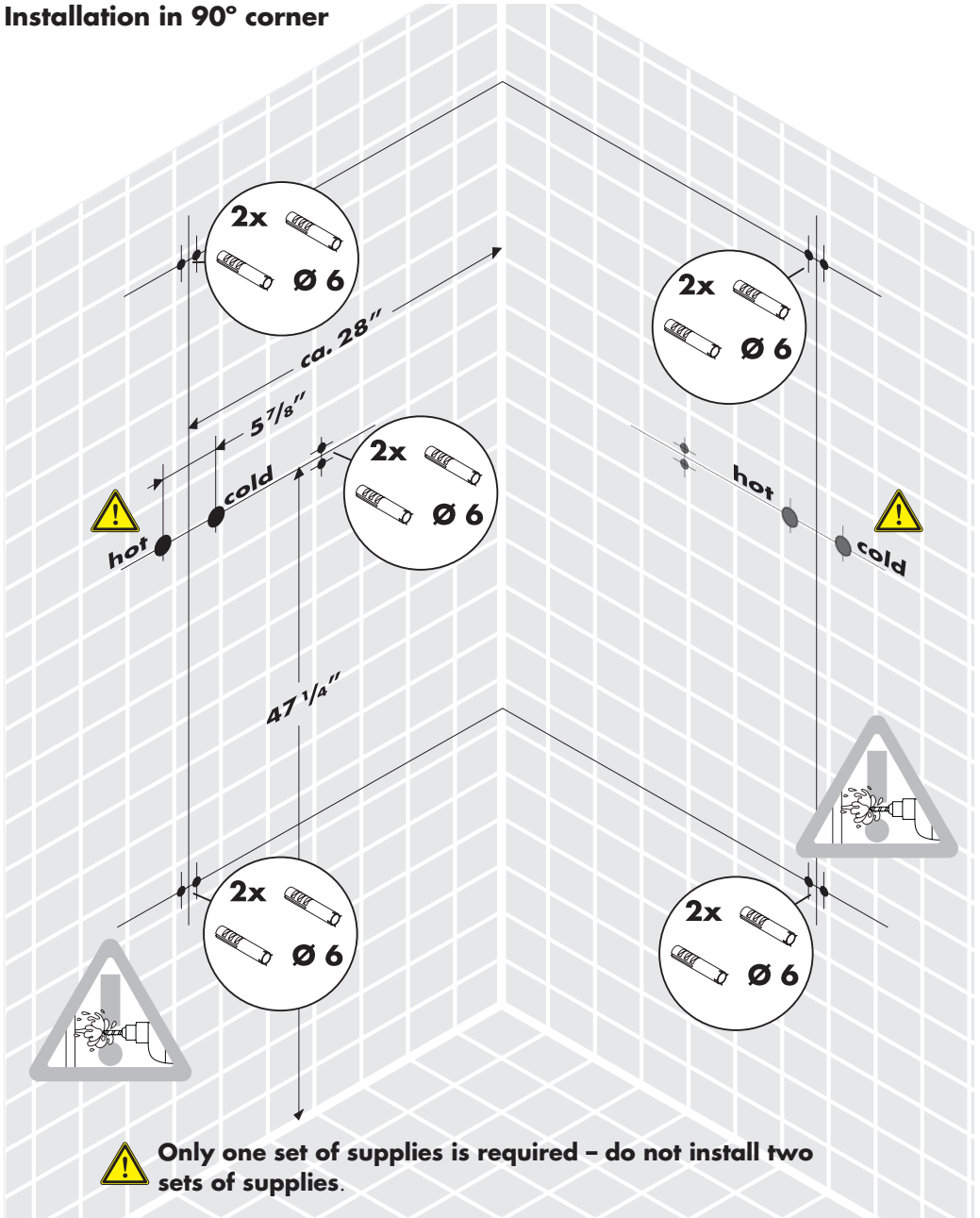


Roughing-in

The ShowerArc requires 1/2" NPT female fittings, recessed 3/8" behind the surface of the **finished** wall, for the hot and cold water supplies for the thermostatic mixing valve.



Installation in 90° corner



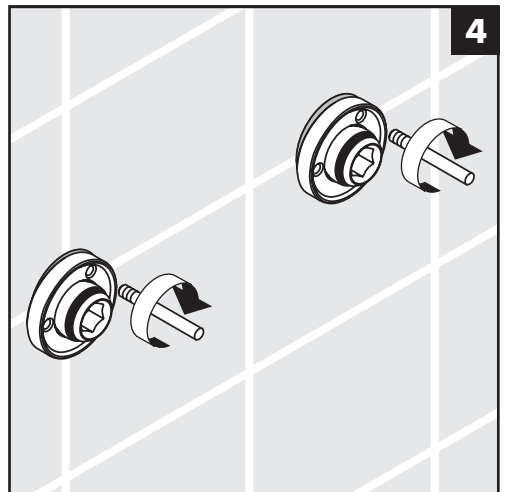
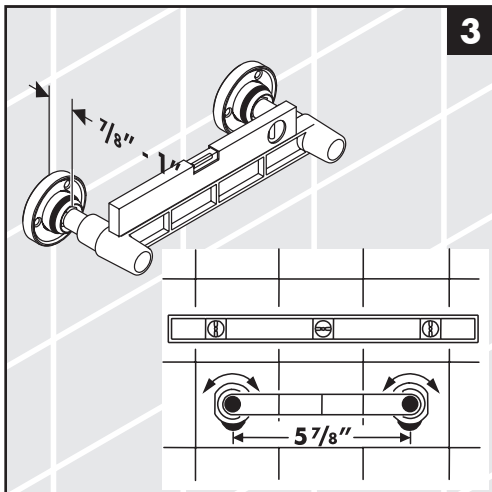
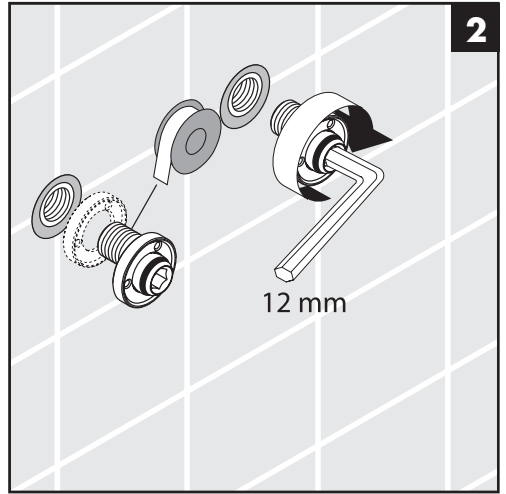
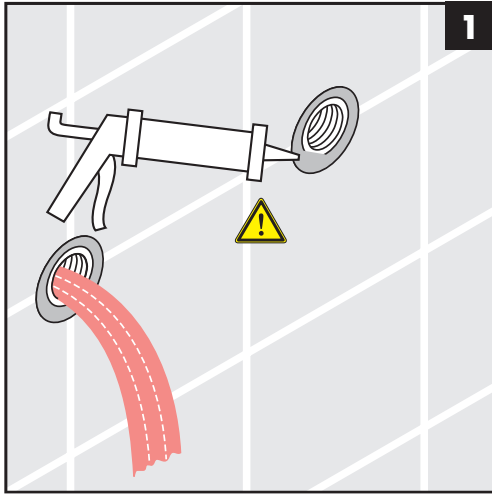
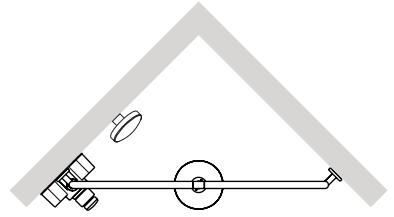
! Only one set of supplies is required – do not install two sets of supplies.

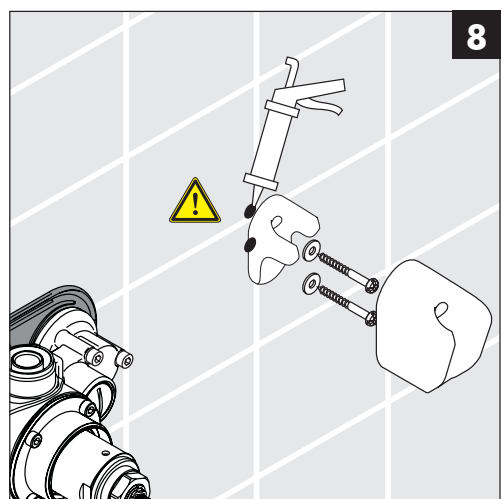
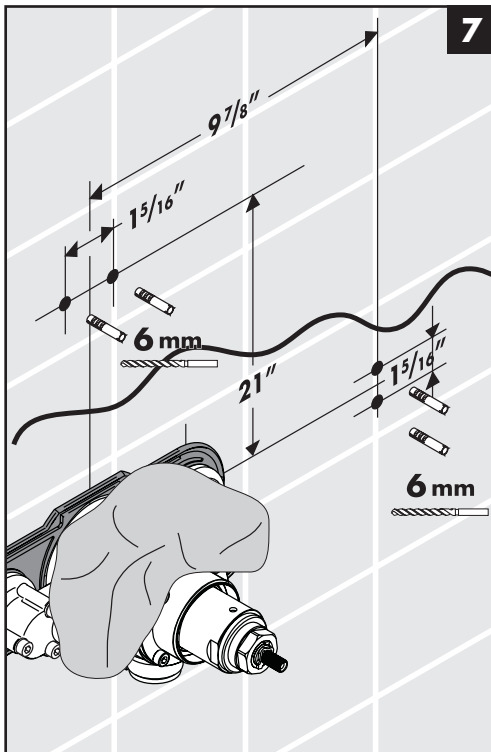
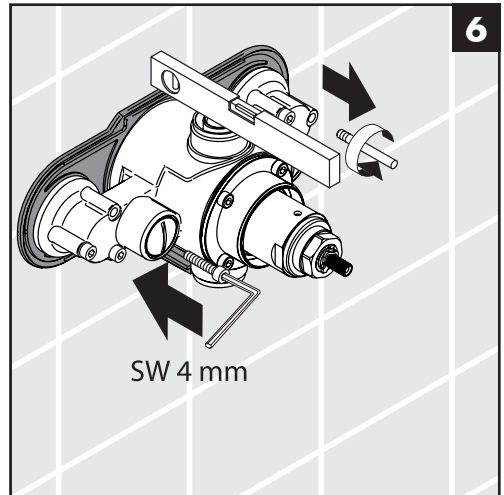
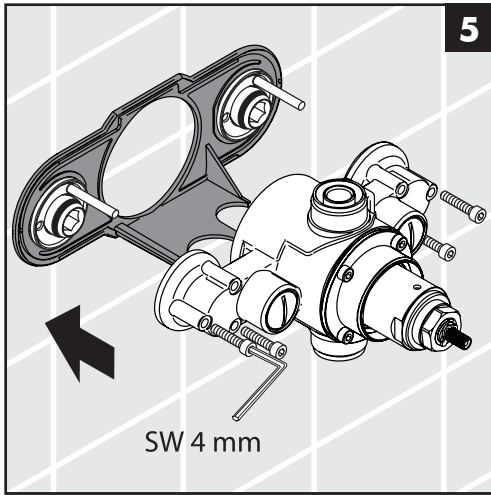
The thermostatic mixing valve may be installed on either wall. This diagram shows both possible positions for the installation.

Installation in 90° Corner

 Seal the wall around the supplies with waterproof sealant.

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

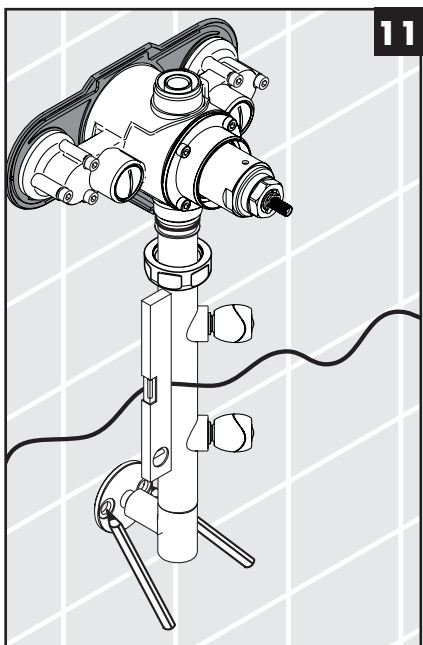
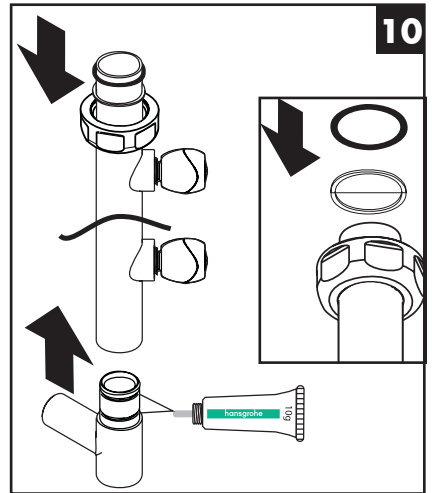
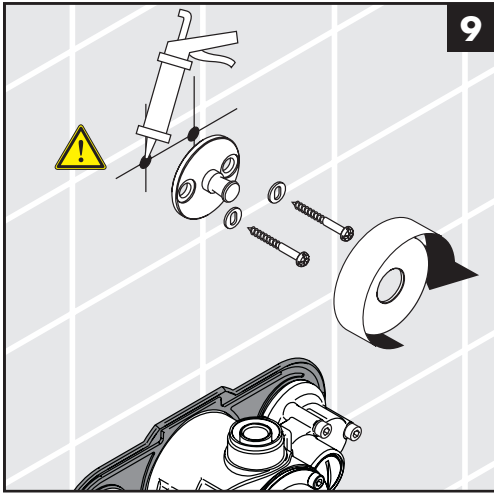







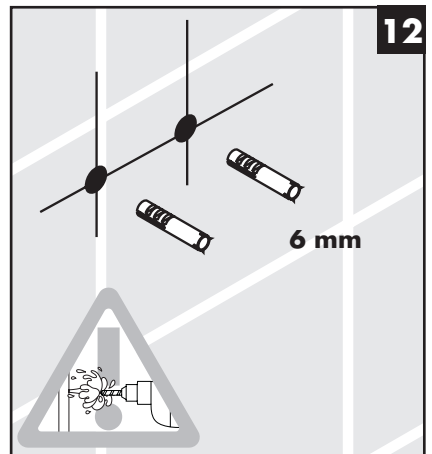
Seal the wall around the anchors with waterproof sealant.



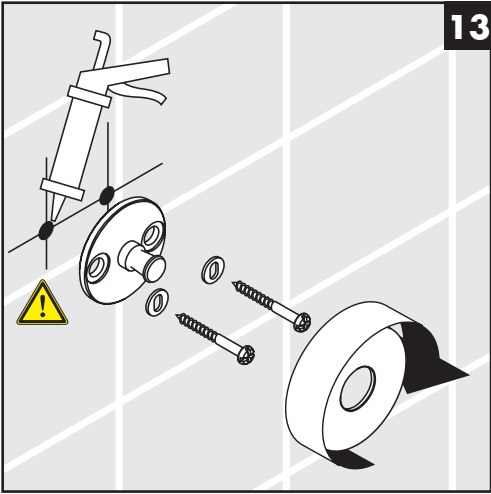
Failure to seal the wall can lead to possible water damage.



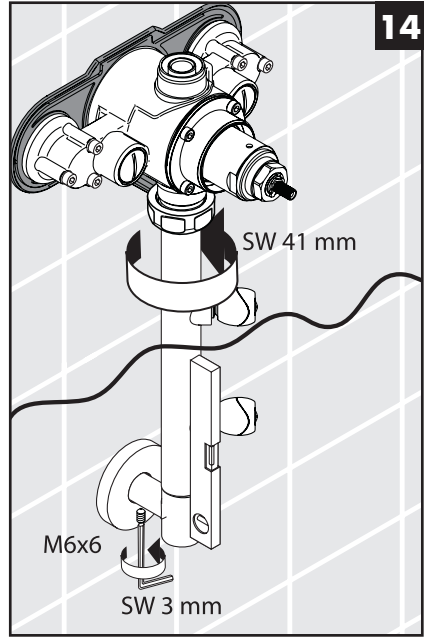
-  Seal the wall around the anchors with waterproof sealant.
-  Failure to seal the wall can lead to possible water damage.
-  Be careful not to drill into water lines!



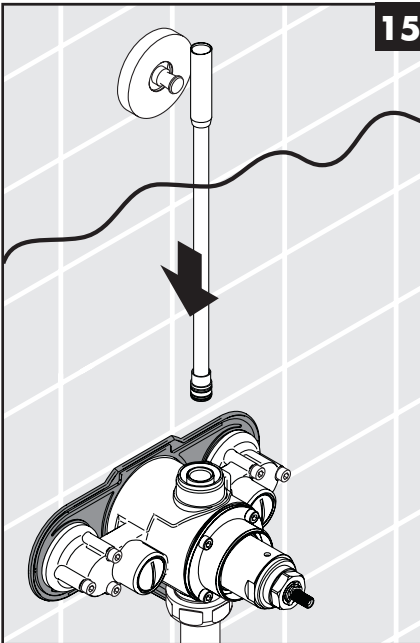
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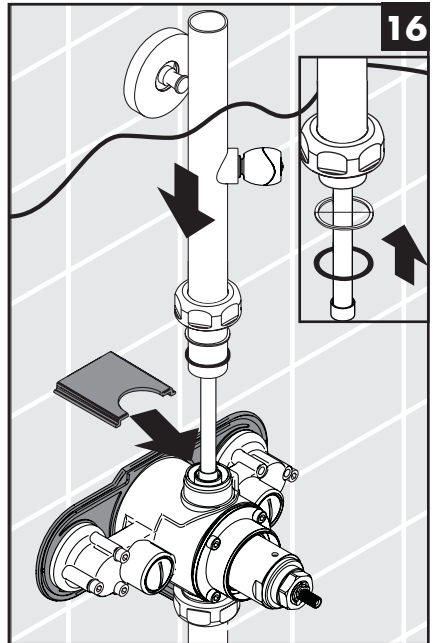
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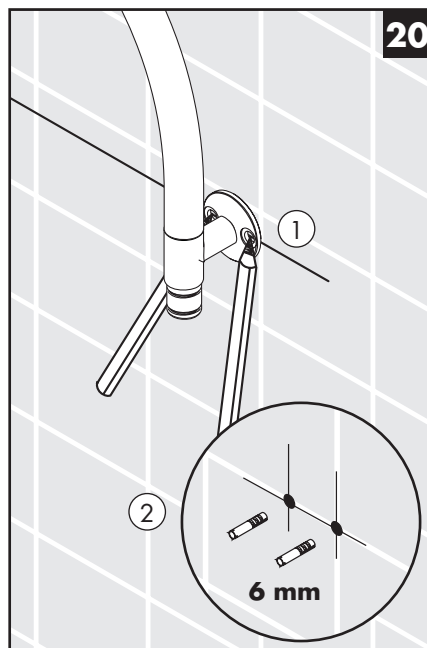
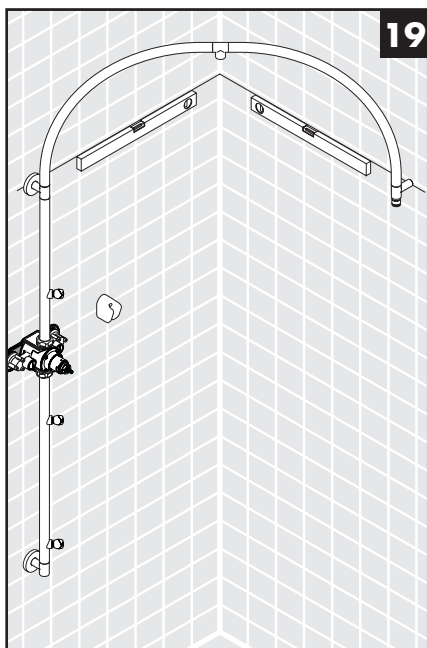
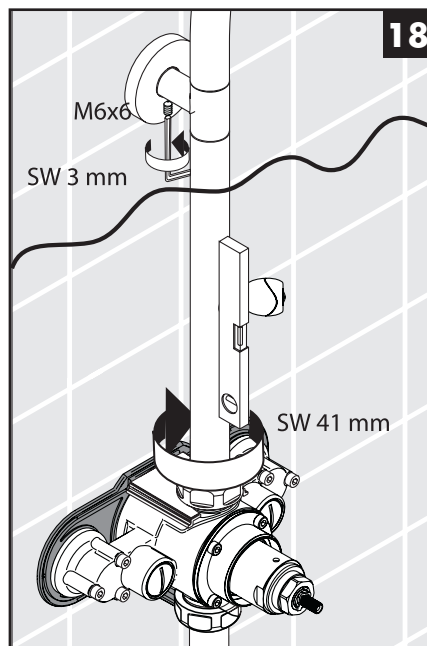
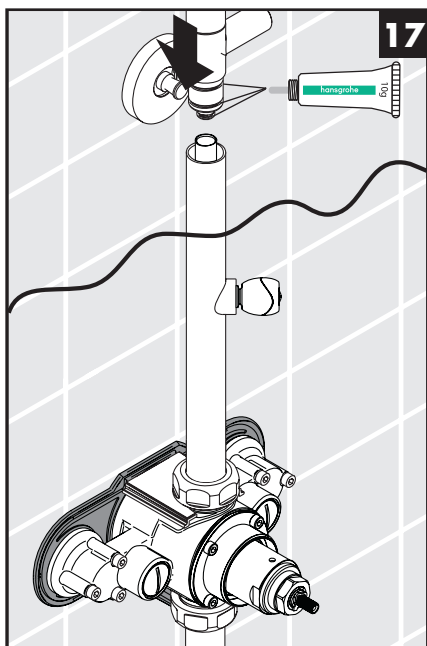


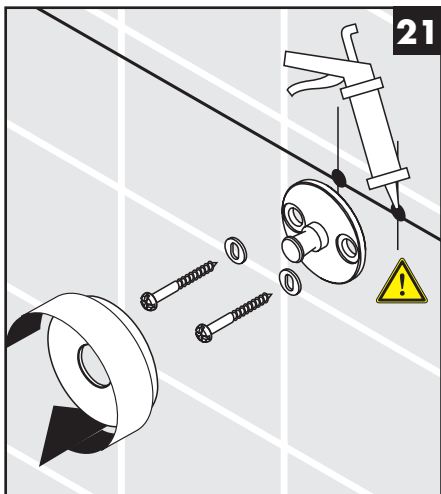
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16

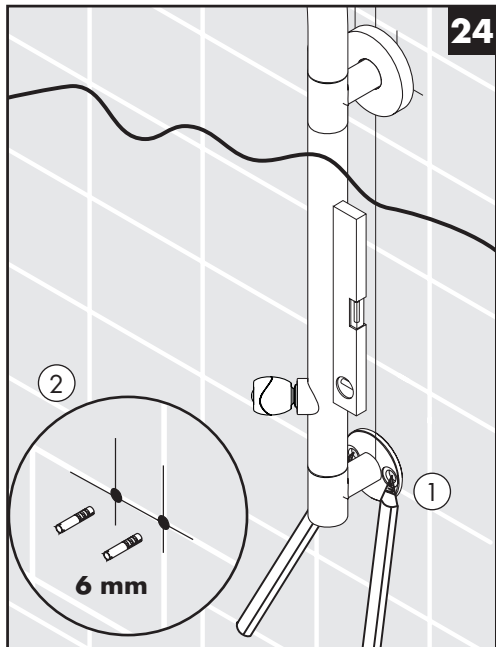
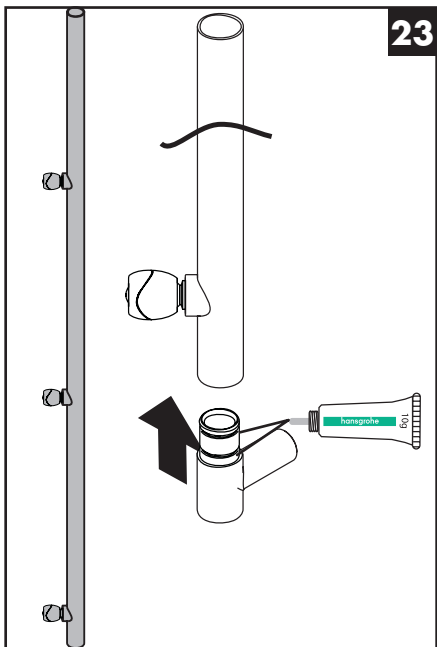
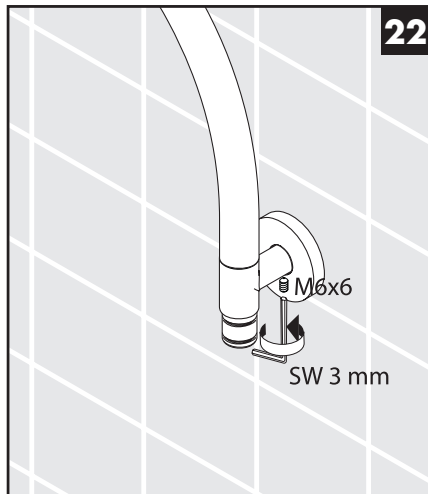




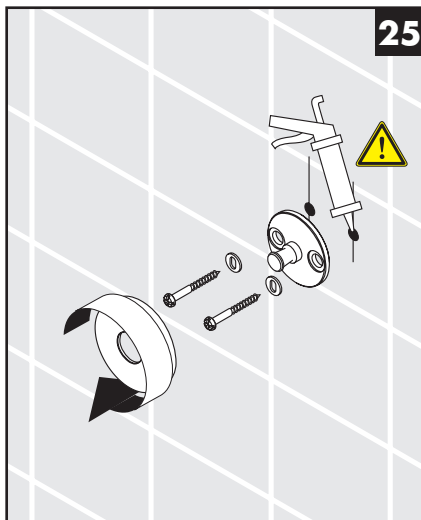


! Seal the wall around the anchors with waterproof sealant.

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



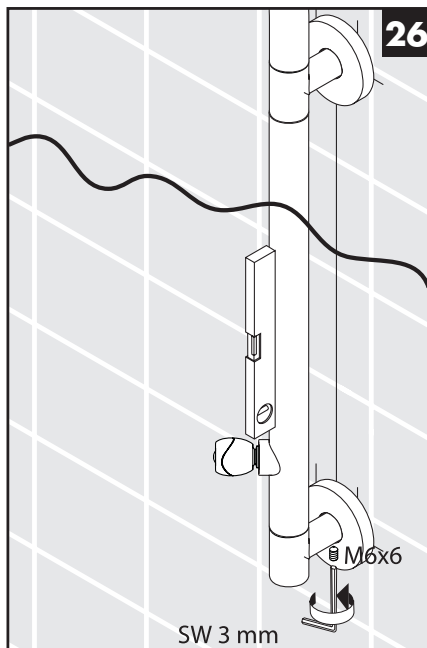
25



 Seal the wall around the anchors with waterproof sealant.

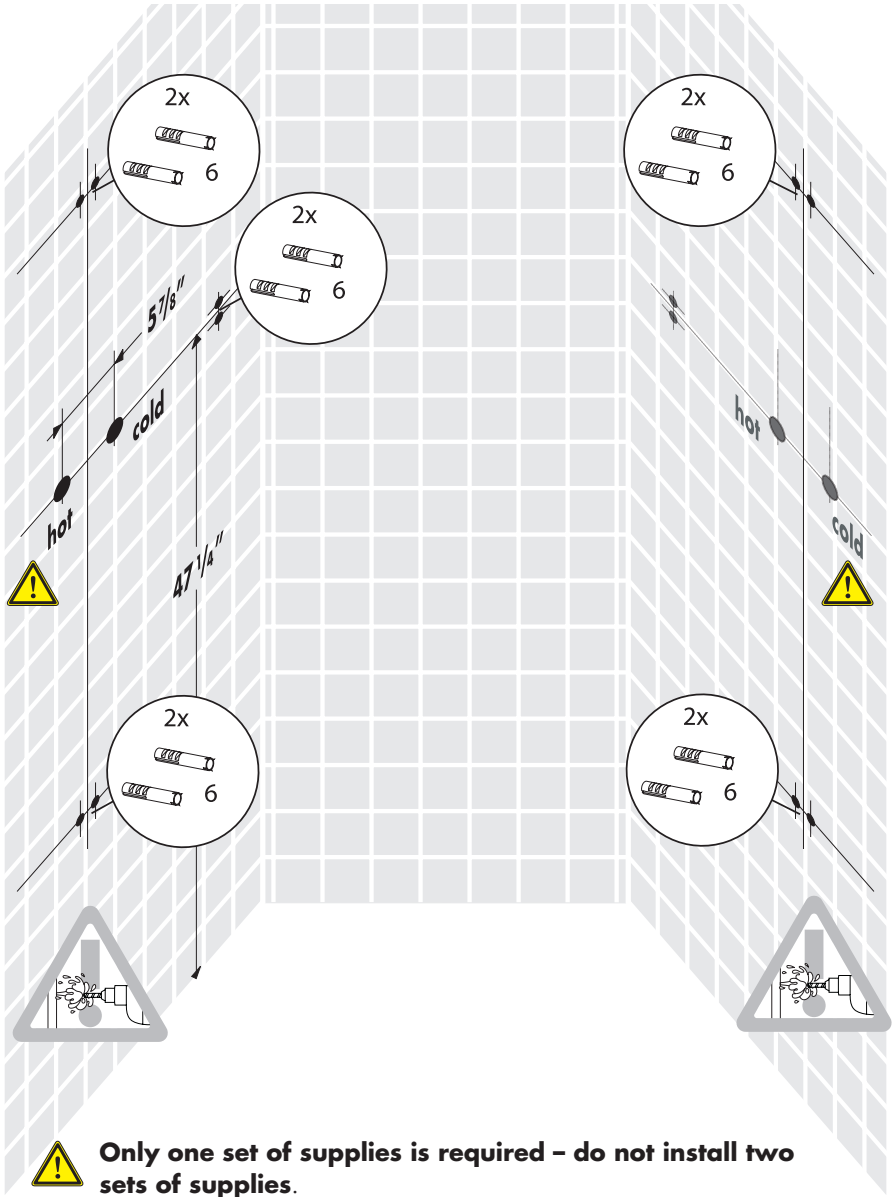
 Failure to seal the wall can lead to possible water damage.

26



Turn to page 22 to continue the installation.

Wall-to-Wall Installation

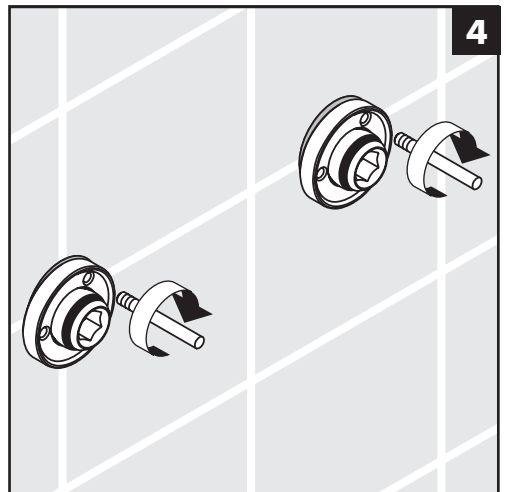
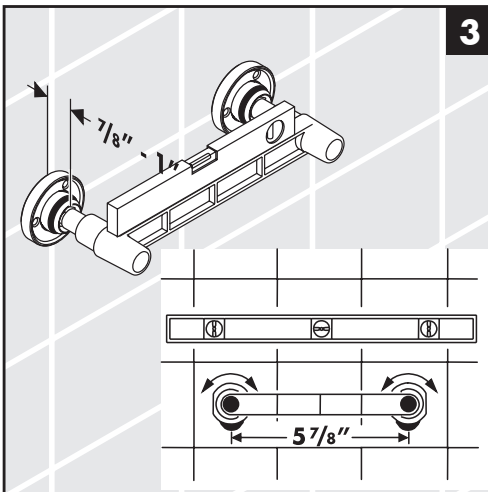
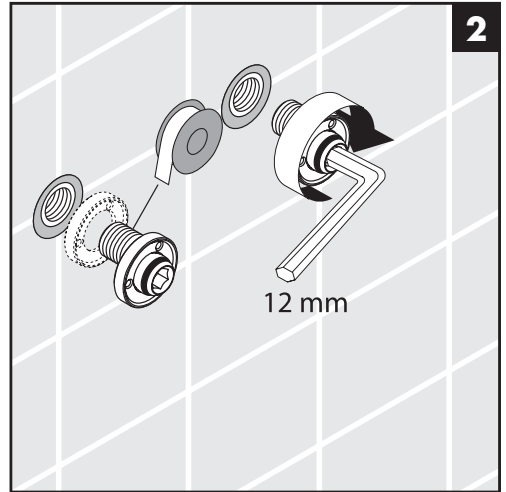
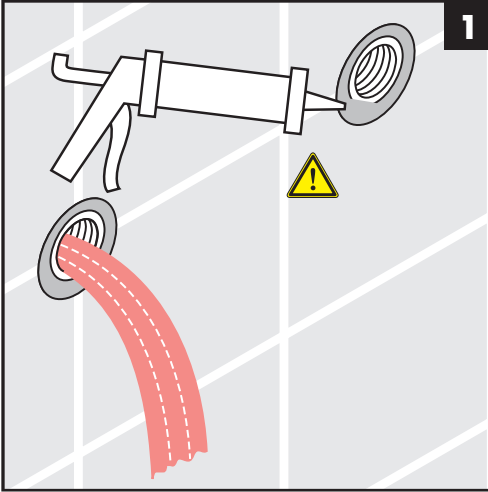
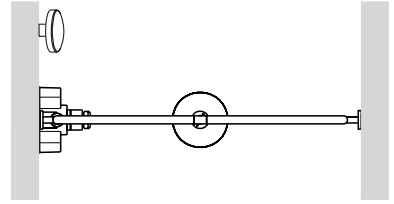


The thermostatic mixing valve may be installed on either wall. The diagram shows both possible positions for the installation.

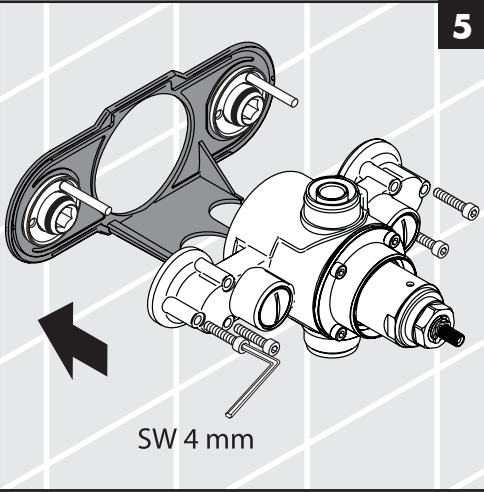
Wall-to-Wall Installation

 Seal the wall around the supplies with waterproof sealant.

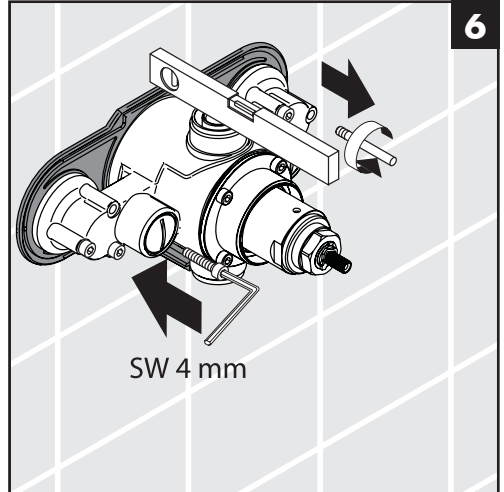
 Failure to seal the wall can lead to possible water damage.



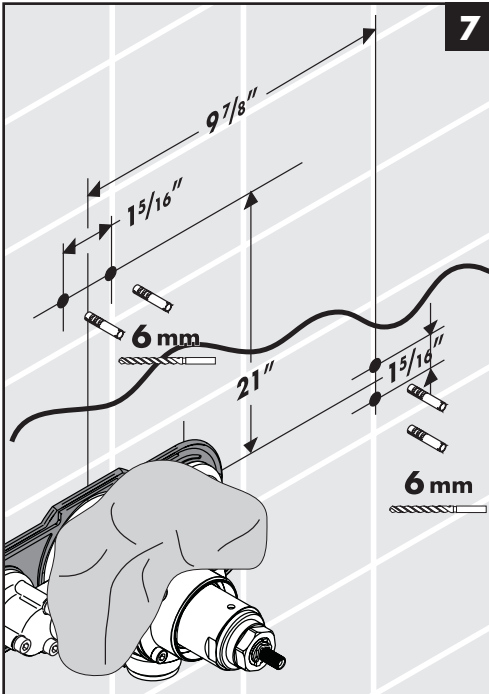
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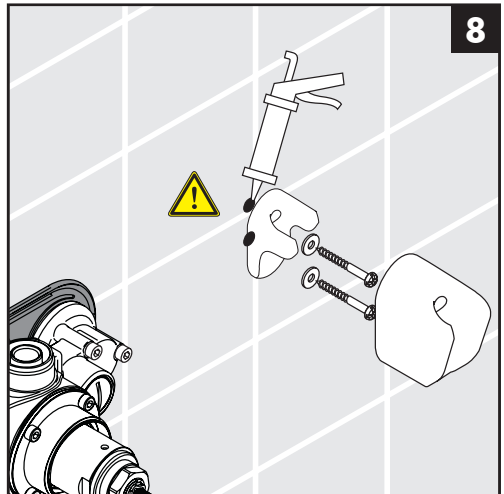
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7

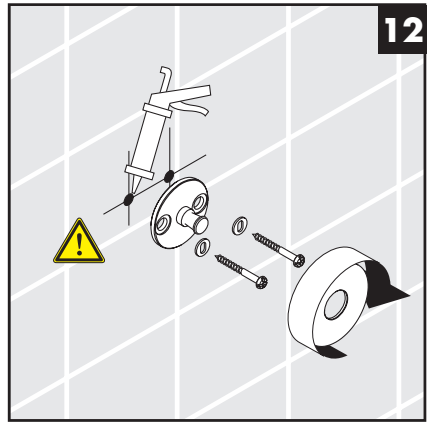
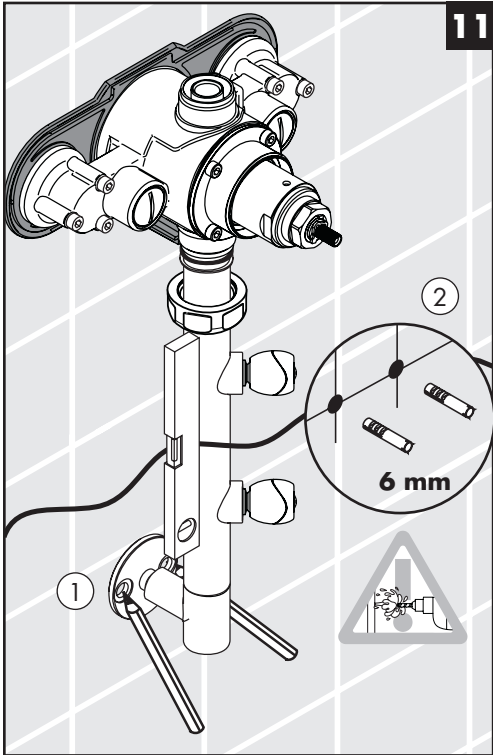
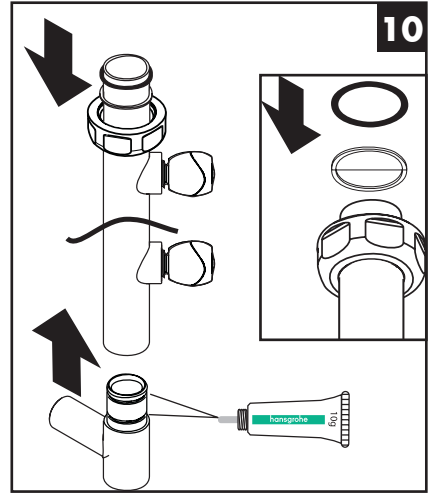
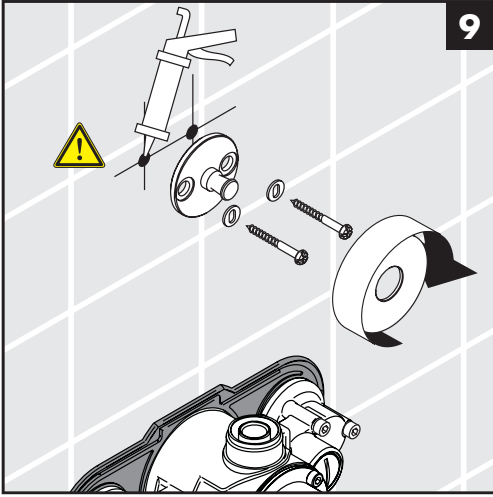


8



 Seal the wall around the anchors with waterproof sealant.

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



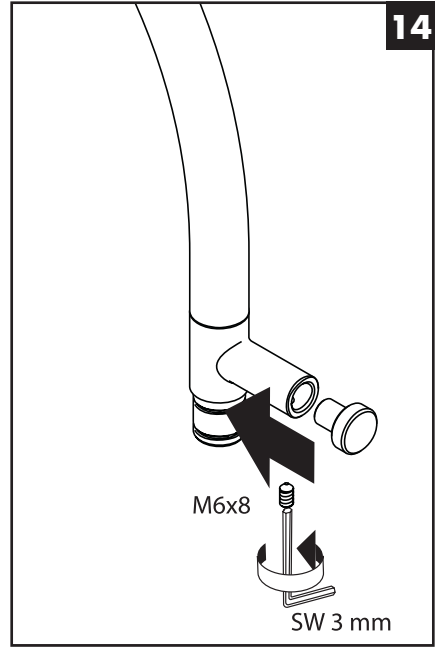
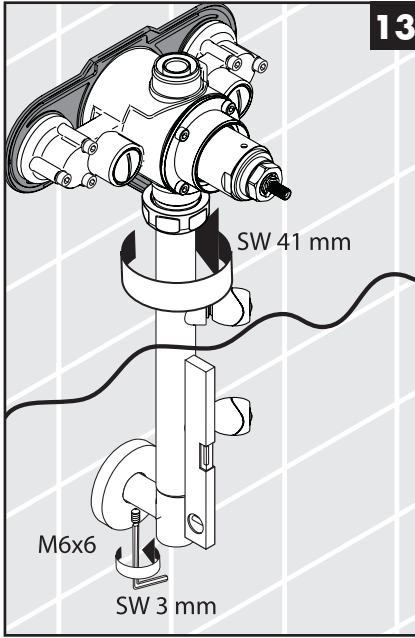
Seal the wall around the anchors with waterproof sealant.



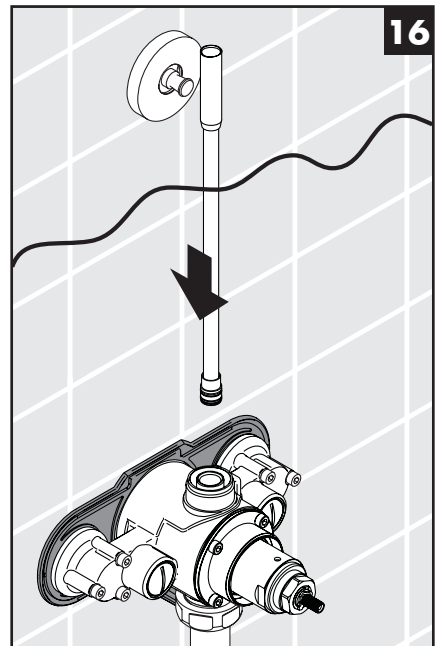
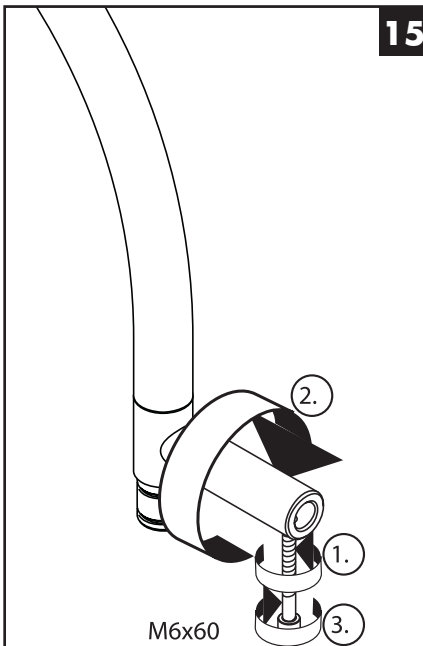
Failure to seal the wall can lead to possible water damage.

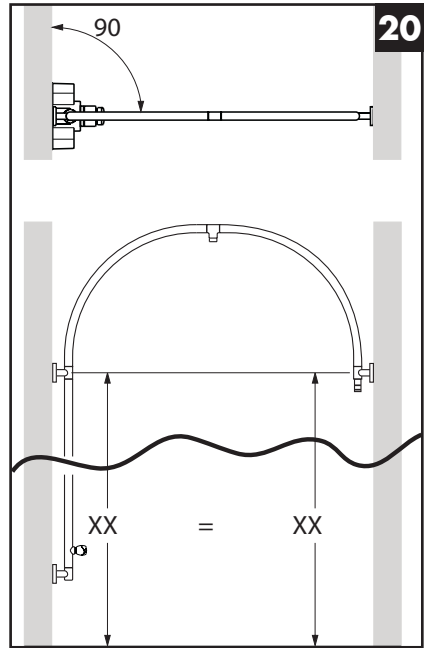
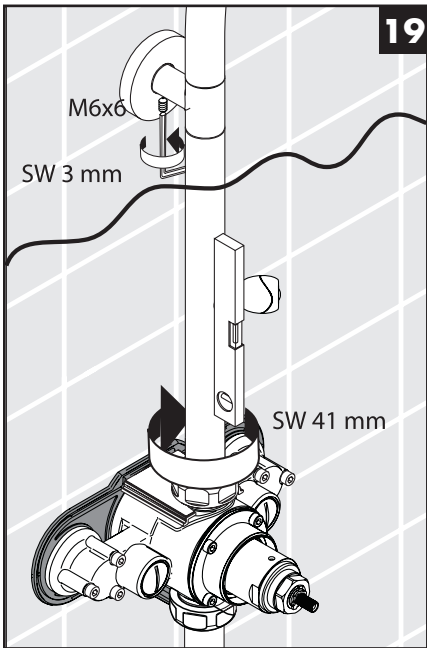
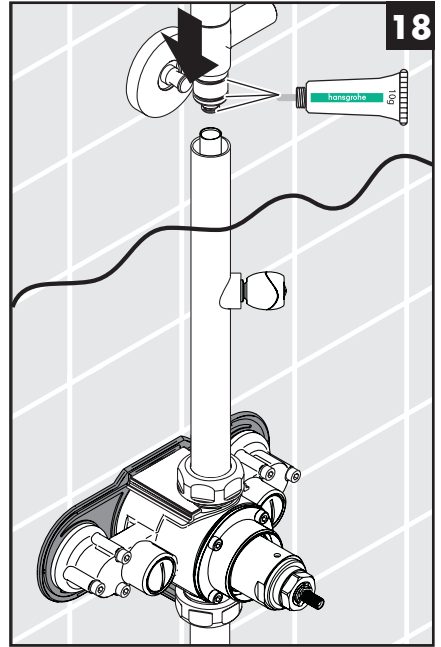
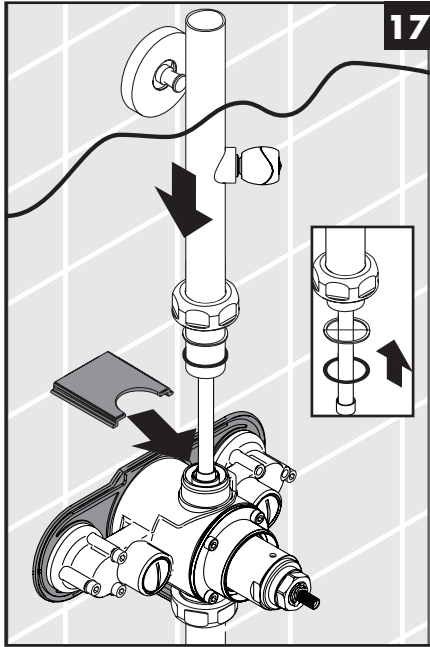


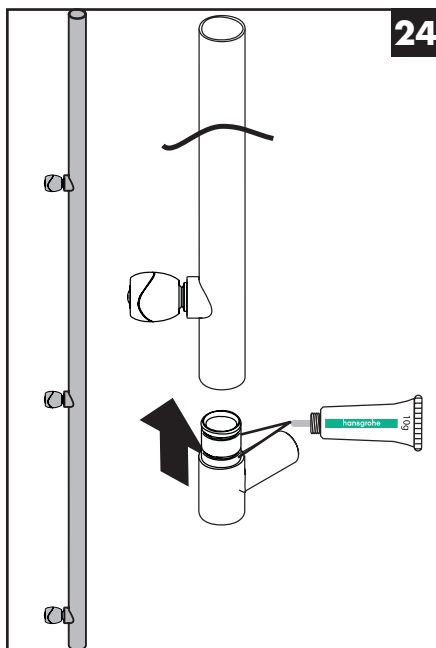
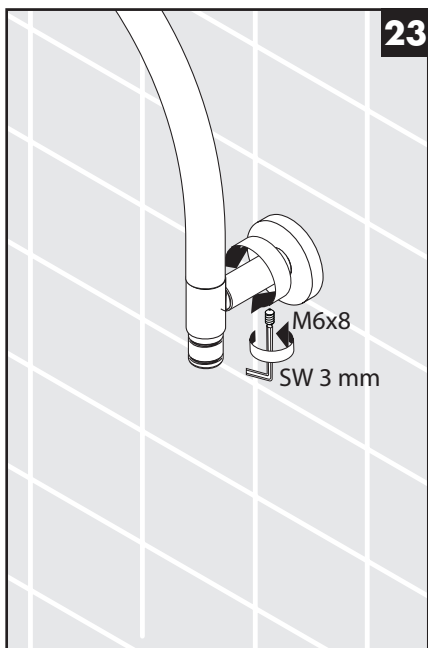
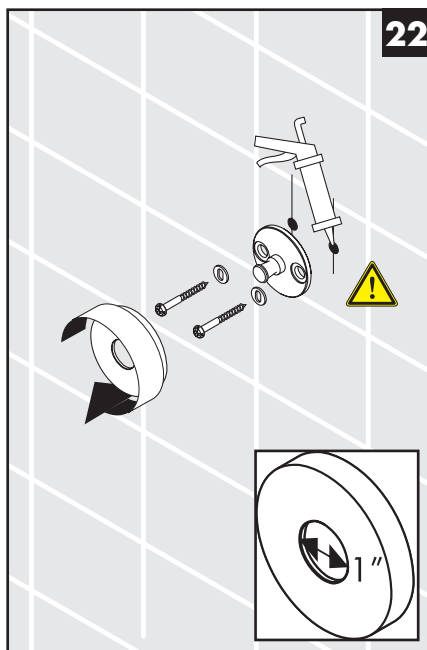
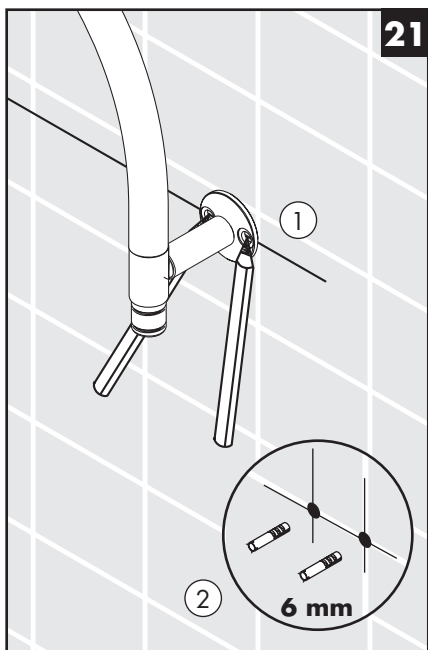
Be careful not to drill into water lines!

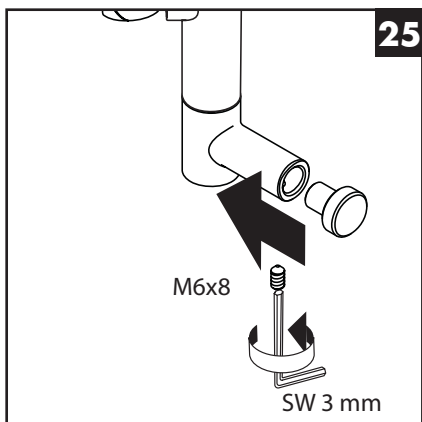


Install the 26397000 mounting set

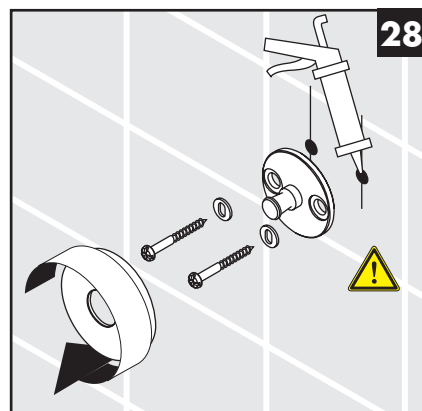
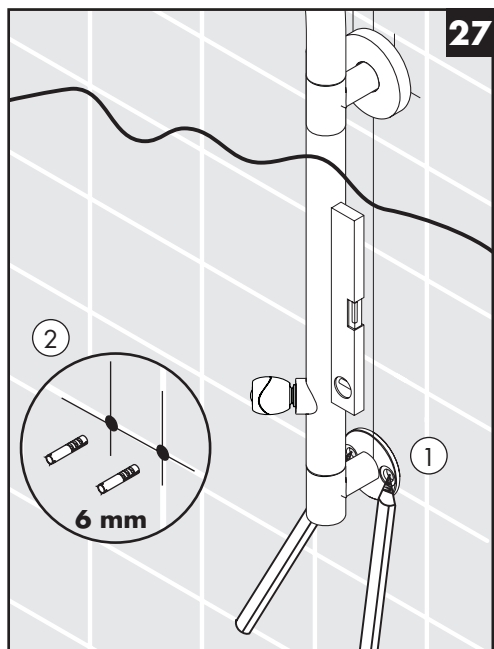
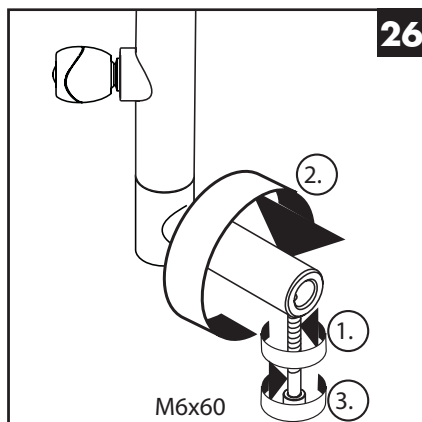








Install the 26397000 mounting set



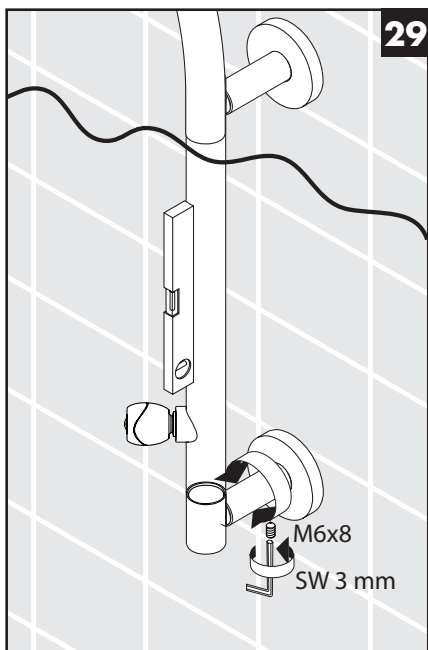
Seal the wall around the anchors with waterproof sealant.



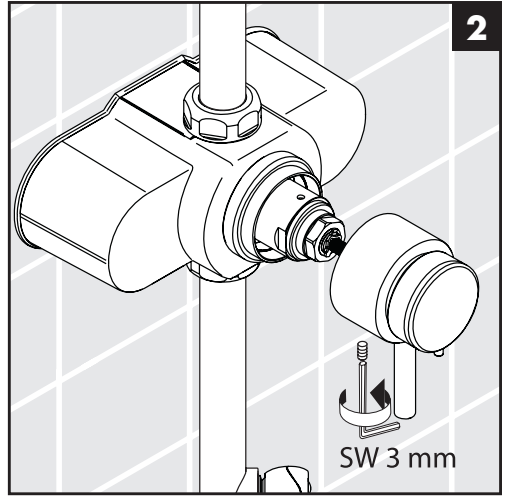
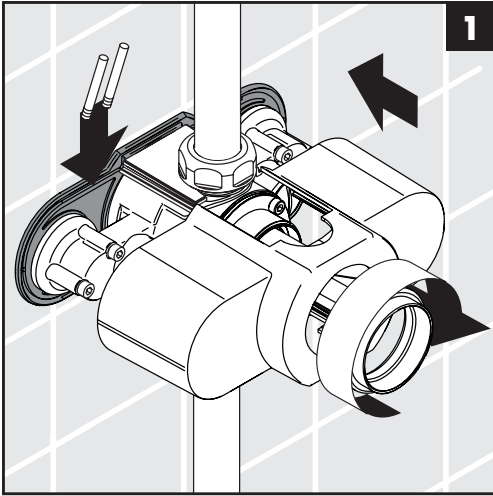
Failure to seal the wall can lead to possible water damage.

29

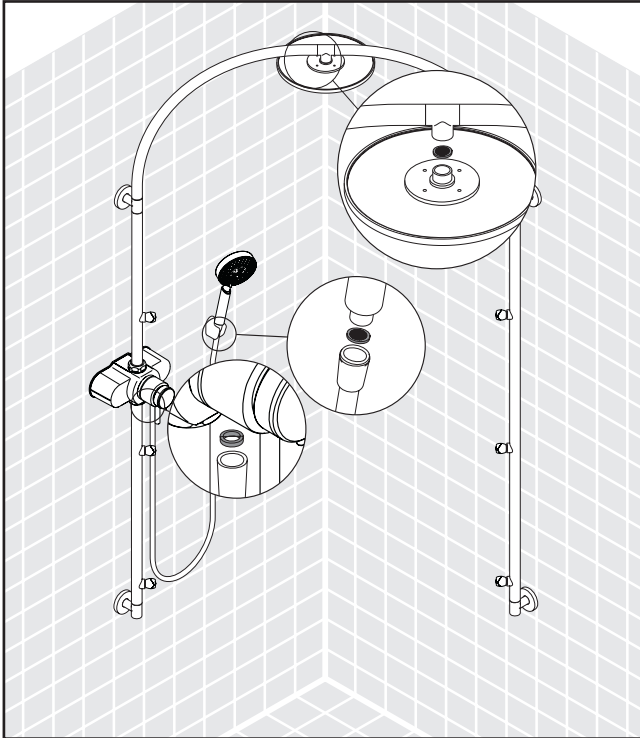
Turn to page 22 to continue the installation.



Install the Cover, Escutcheon, and Handle

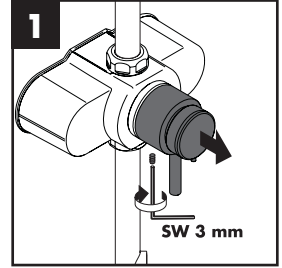


Install the Showerhead and Handshower

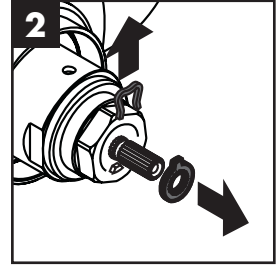


Reset the High Temperature Limit Stop

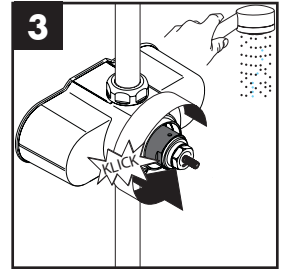
Loosen the handle screw with a 3 mm Allen wrench.



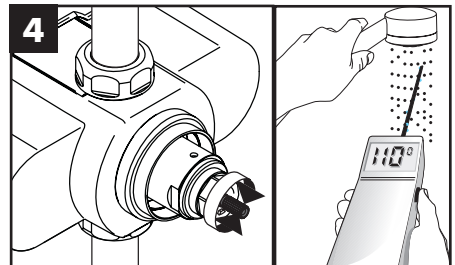
Remove the retainer clip and stop ring from the stem.



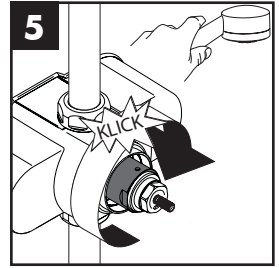
Turn the stop unit to the handshower position.



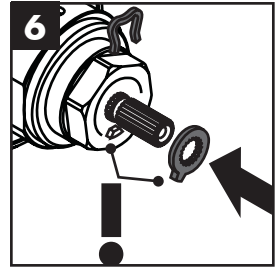
Turn the temperature control stem until the output water is the desired high temperature – usually 110°.



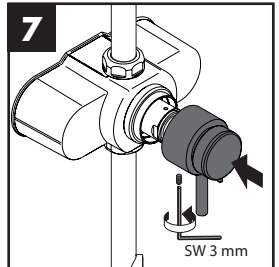
Turn the stop unit to the off position.



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



Install the handle. Tighten the handle screw with a 3 mm Allen wrench.

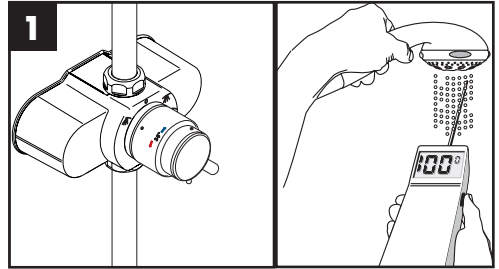


Justify the Handle

Turn the diverter handle to the handshower position.

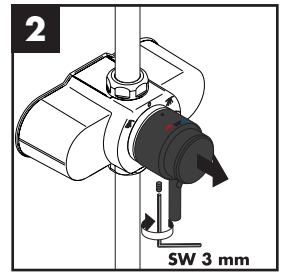
Turn the temperature control knob until the output water is 100°F.

Turn the diverter handle to the off position.

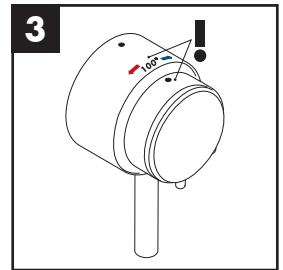


Loosen the handle screw with a 3 mm Allen wrench.

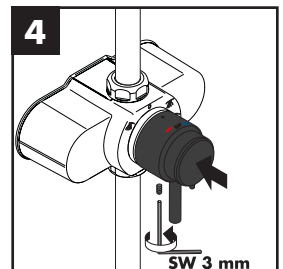
Remove the handle.



Align the indexing mark on the temperature control knob with the 100° mark.



Replace the handle. Tighten the handle screw.

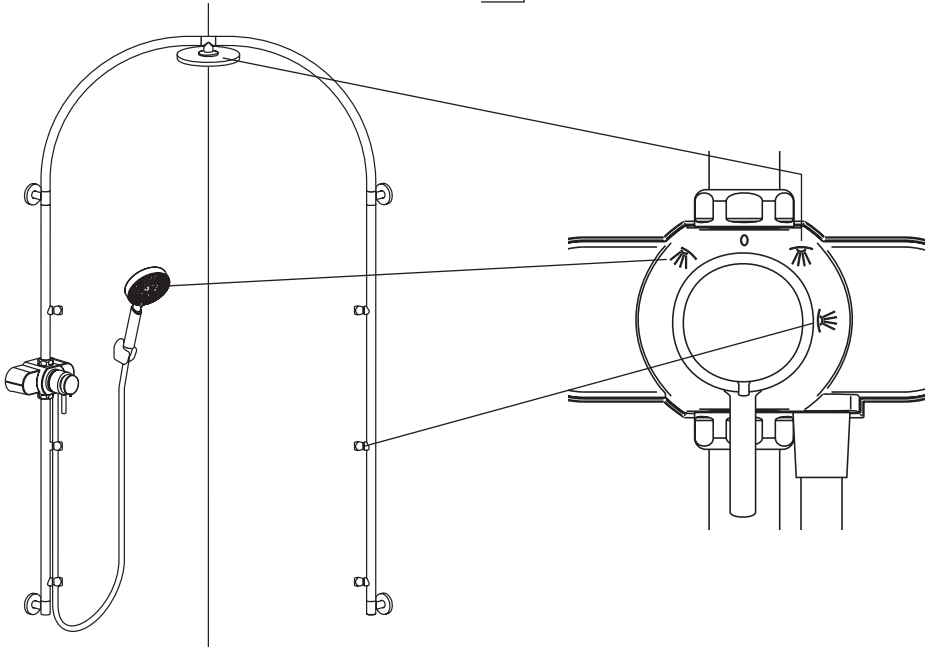
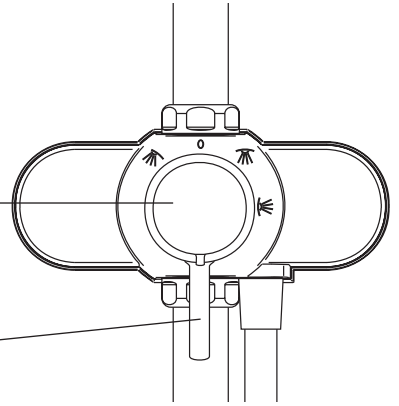


User Instructions

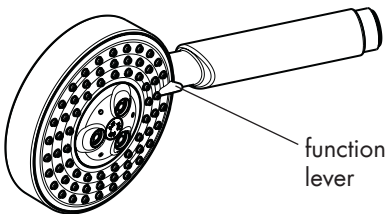
Turn the temperature control knob to change the temperature. Turn it clockwise to make the water cooler, counter-clockwise to make the water warmer.

When the knob is turned counter-clockwise to the 100° position it will stop. To obtain water hotter than 100°, push the knob in, and continue turning it counter-clockwise.

Turn the diverter handle to select the handshower, bodysprays, or showerhead. If the indicator on the handle is positioned between the showerhead and bodyspray positions, water will come from both.



Using the Handshower

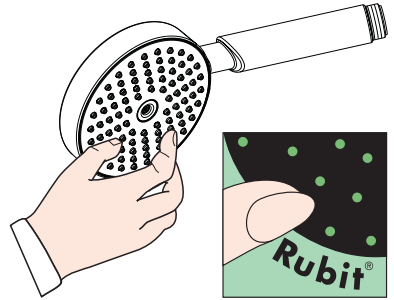


Turn the function lever to until the desired spray mode has been obtained.

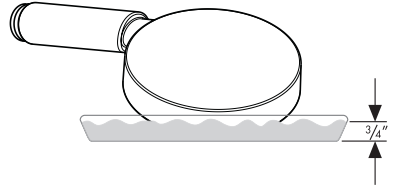


Cleaning the Handshower

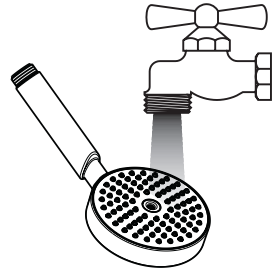
The handshower uses the Rubit™ cleaning system. If scale deposits are noticed in the spray channels, rub across the channels with a finger or a sponge to dislodge them.



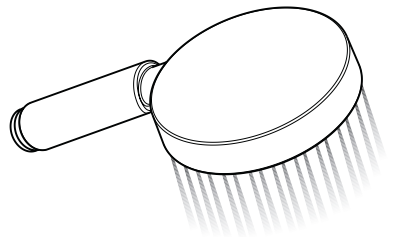
If necessary, pour about 3/4" of a commercial scale remover, such as Lime-Away or CLR, into a shallow dish. Soak the spray face for the amount of time shown in the label instructions.



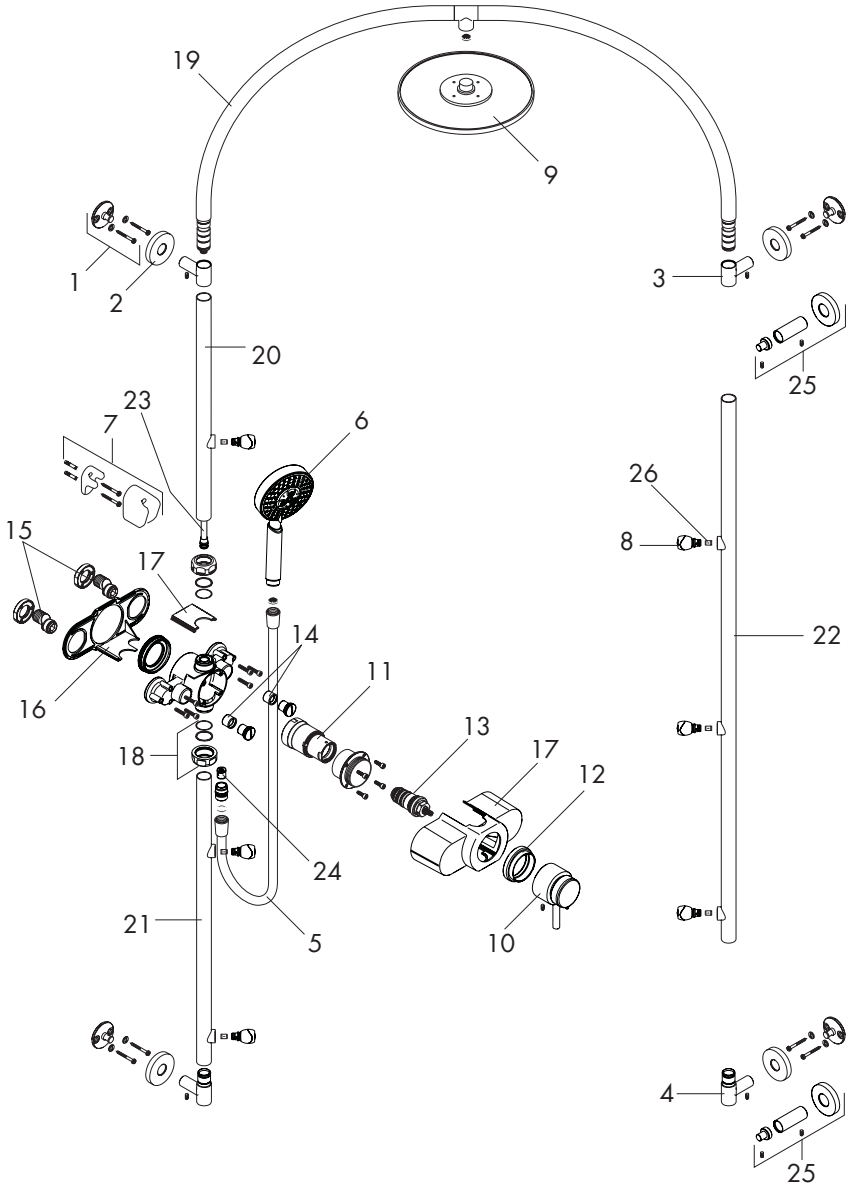
Rinse the spray face with clear water.



Reinstall the handshower. Flush the handshower for at least one minute before using.



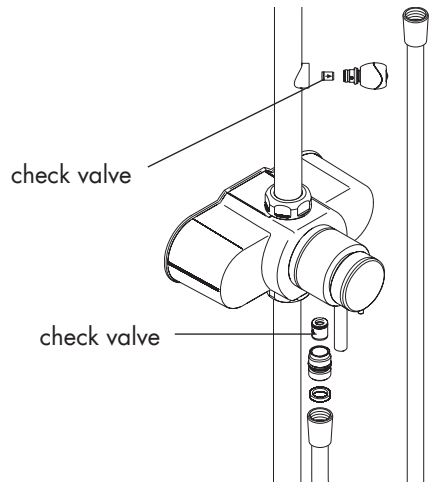
Replacement Parts



1	wall flange	96768000	15	ball s-union	96742001
2	escutcheon	96767000	16	rear panel	97493000
3	branch connection	97496000	17	cover	97494000
4	branch connection	97497000	18	sleeve nut	97492000
5	shower hose	28276000	19	pipe elbow	97495000
6	handshower	28504001	20	pipe	97499000
7	handshower holder	28321000	21	pipe	97500000
8	body spray	97603000	22	pipe	97501000
9	showerhead	97195001	23	inner standpipe	97498000
10	handle	25971000	24	check valve	94074000
11	shutoff unit with selector	97976000	25	wall-to-wall mounting set	26397000
12	escutcheon	97491000	26	check valve	96456000
13	thermostat cartridge	94282000		base body for thermostat	97490000
14	noise reducer	94073000			

Maintenance Note:

The check valves should be removed and cleaned yearly.



Troubleshooting

Problem	Possible Cause	Solution
Unit outputs both hot and cold water, but it does not mix	not a product defect – the hot and cold supplies are reversed	correct the plumbing
Water temperature does not get hot enough	high temperature limit stop not set correctly	reset high temperature limit stop
	handle not justified	justify the handle
	thermostat cartridge is faulty	replace thermostat cartridge
Water temperature is erratic	thermostat cartridge is faulty	replace thermostat cartridge
Water drips for several minutes after the unit is turned off	not a product defect – normal clearing of showerhead	not a problem
Water drips constantly after unit is turned off	stop unit is faulty	replace the stop unit
Handle turns but water does not turn on/off	handle screw not tightened	tighten handle screw
Water pressure is poor, or pressure decreases as water is made warmer / cooler	filters on thermostat cartridge are clogged with debris	clean thermostat cartridge – contact Technical Support for instructions

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

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