

Installation Instructions / Warranty

hansgrohe



ThermoBalance III™ Rough Valve ThermoBalance III™ Trim

1/2" IPS connections

For use in a 3-function shower

Do not plug any outlet port

See special piping instructions for use in a 2-
function shower

interaktiv

hansgrohe

retroaktiv

hansgrohe

Model Numbers Covered

Interaktiv

	1901	Solaris	Monsoon
Rough-in	06624000	06624000	06624000
Rough-in with stops	06628000	06628000	06628000
Valve trim	06613XX0	06637XX0	06677XX0
Shower Set	06619XX0	06643XX0	06681XX0
Tub / Shower Set	06620XX0	06644XX0	06682XX0

	Stratos	Metro	Interaktiv S
Rough-in	06624000	06624000	06624000
Rough-in with stops	06628000	06628000	06628000
Valve trim	06581XX0	06657000	06880000
Shower Set	06587XX0	06663000	06887000
Tub / Shower Set	06588XX0	06664000	06891000

Retroaktiv

	Lever handle	Scroll handle	Cross Handle
Rough-in	06624000	06624000	06624000
Rough-in with stops	06628000	06628000	06628000
Valve trim	06067XX0	06068XX0	06069XX0
Shower Set	06114XX0	06115XX0	06116XX0
Tub / Shower Set	06085XX0	06086XX0	06087XX0

Technical Specifications

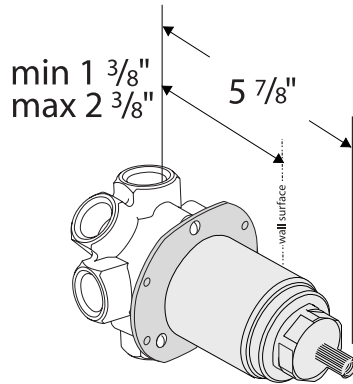
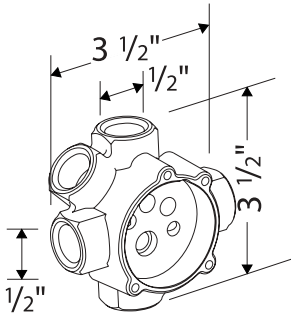
Recommended pressure	45-72 psi
Maximum incoming hot water temp.	165°F*
Recommended incoming hot water temp.	120°F - 140°F
Nominal capacity @ 45 psi	6 gpm
Nominal capacity @ 60 psi	7 gpm
Safety stop	100°F
Maximum output temp.	110°F

1/2" IPS connections

*Some municipalities have codes that require that the water heater be set no higher than 120°F. Please know and follow all applicable plumbing codes when setting the temperature on the water heater.

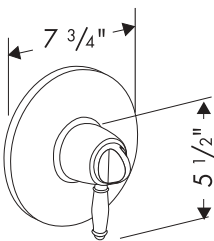
Rough-in 06624000

installation box not shown

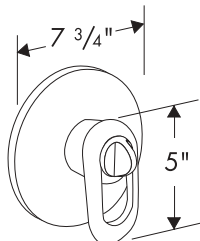


Rough-in 06624000 with cartridge assembly installed. The cartridge assembly is included with the trim kit.

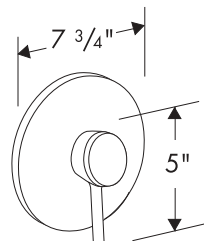
Valve Trims



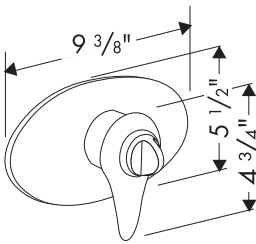
1901



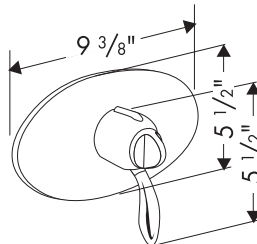
Metro



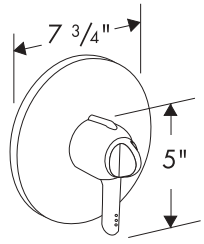
S



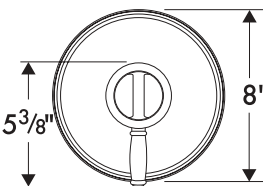
Monsoon



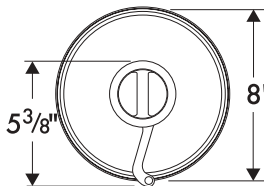
Solaris



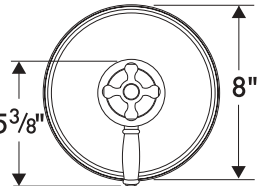
Stratos



Retroaktiv Lever



Retroaktiv Scroll



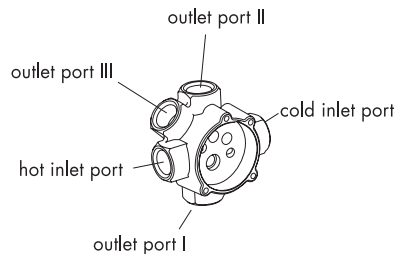
Retroaktiv Cross

Installation Considerations

- For best results, this unit should be installed by a licensed, professional plumber.
- Large pressure differences between the hot and cold supplies should be balanced.
- Before beginning the installation, please read the instructions thoroughly. Inspect the product, and make sure that all parts are present and in good condition. If you have questions, contact Hansgrohe Technical Services.
- ThermoBalance III rough 06624000 does not include service stops. If service stops are required by local plumbing code, order the stops separately (part #06900300) or order ThermoBalance III rough 06628000, which incorporates service stops.
- The ThermoBalance III is intended for use in a three-function shower. If it is necessary to use this valve in a two-feature installation, follow the special piping instructions. **DO NOT plug any outlet port.**
- The ThermoBalance III rough must be used with a ThermoBalance III trim kit. Do not attempt to use with any other trim kit.
- Do not attempt to use this valve in combination with a diverter tub spout.

A look at the ThermoBalance III

- The ThermoBalance III has one outlet port on the bottom of the valve (outlet I) and two on the top of the valve (outlets II & III).
- Outlet port I can only be run by itself. In a tub/shower installation, the tub spout is connected to port I.
- Outlet ports II & III can be run either individually or simultaneously.
- In a three-function shower, the user must decide **PRIOR TO INSTALLATION** which two functions he/she wishes to be able to run at the same time. These two functions must be plumbed from ports II & III. Additionally, he/she must decide which function he/she wants to have come on first. As the handle is turned from the "off" position, port II will come on first.



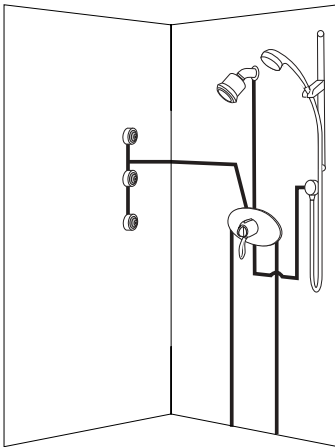
The ThermoBalance III is designed for use in a three-feature installation ONLY.
All three outlets must be plumbed.

If a two-feature installation is desired, use a ThermoBalance II for best results.

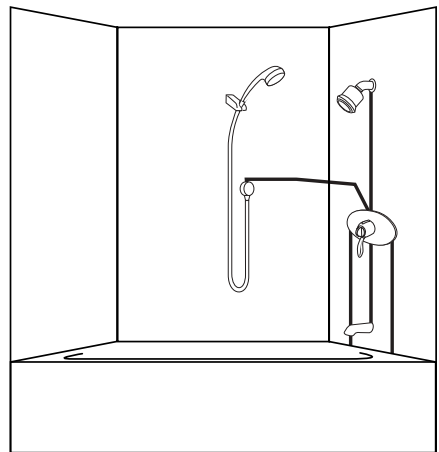
If a two-feature installation where both features may be used simultaneously is desired, the ThermoBalance III may be used if the special piping instructions are followed.

Suggested Layouts - three feature systems

These are the most common installations using the ThermoBalance III valve, but are not the only ones possible.



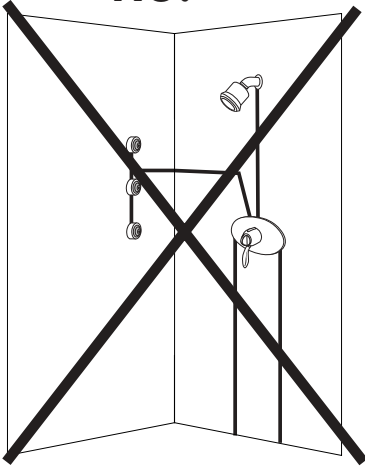
The handshower is plumbed to port 1 - it can only be run by itself. The showerhead is on 2 and the bodyjets on 3. The showerhead and bodyjets can be run either individually or at the same time. The showerhead comes on first.



In this tub/shower installation, the tub spout is on port 1, and can only be run by itself. The showerhead and handshower on ports 2 and 3 can be run either individually or at the same time. The showerhead comes on first.

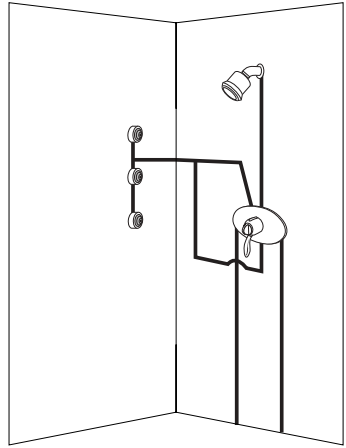
Special Piping - the two feature system

NO!



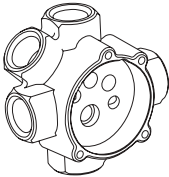
Do not plug any outlet port on the ThermoBalance III.

OK!

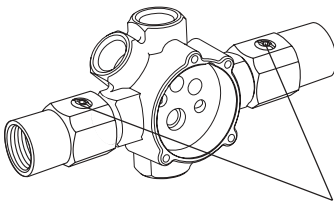


In this installation, the user wished to be able to use the showerhead and the bodysprays simultaneously. Note how port #1 is also connected to the bodyjets.

The Service (Isolation) Stops



06624000



screwdriver slots

06628000

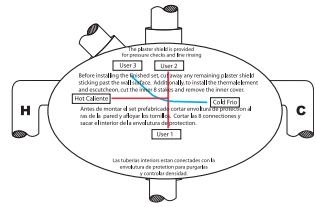
Rough-in 06628000 has service (isolation) stops built onto the valve. When the screwdriver slots is horizontal, the stops are in the "on" position. When the screwdriver slots are vertical, the stops are in the "off" position.

Install the ThermoBalance III Rough Valve

Caution: Turn the water off at the supply before proceeding.

All three outlet ports must be plumbed. Do not plug any port.

- Install the hot and cold supply lines to the rough. For proper operation of the valve, it is vital that the hot supply is connected to the hot inlet port, and the cold supply is connected to the cold inlet port. The valve body is clearly marked with "H" and "C" cast into the brass.

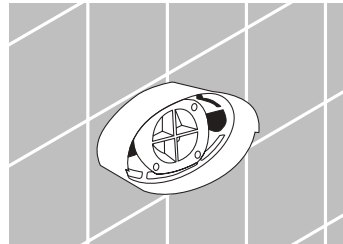


- If the unit is not piped correctly, it CANNOT function properly. Problems with the product caused by incorrect installation are not covered under the Hansgrohe warranty.

- Install the outlet lines.
- The valve should be level in all planes. It should be installed so that the outside surface of the finished wall falls between the minimum and maximum lines on the plastic installation box. This will insure that the trim fits properly.



- When finishing the wall, install the wall material up to the oval installation box. The installation box is not to be removed. When the trim is to be installed, the installation box will be trimmed nearly flush to the wall and sealed to provide protection against water damage.



Flush the supply lines using the flushing plug

- The installation box incorporates a flushing plug to permit line flushing and pressure testing of the installed rough before the cartridge and finishing parts are installed. A pressure test of the installed piping is recommended before the walls are closed.
- The flushing plug permits cold water to flow from the supply and out through outlet III, the hot water through the ports I & II. To flush the lines, Hansgrohe recommends installing a hose bibb and hose to each outlet line. Using a hose will permit the water to be directed to a location where it will not cause damage. Flush the line for at least 5 minutes.

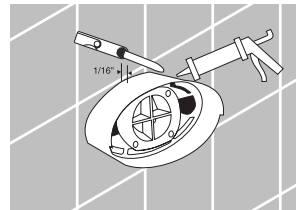
- Regardless of whether or not you choose to use the above procedure for flushing the lines, the lines **MUST** be thoroughly flushed before installation of the thermoelement. Damage to the thermoelement caused by debris is not covered under the Hansgrohe warranty.
- The porting in the flushing plug prevents cross flow. However, it does not stop the flow of water through the outlet ports.

Install the ThermoBalance III Thermoelement and Trim

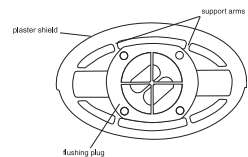
CAUTION: the ceramic plates in the thermoelement are fragile, and may be damaged if the cartridge is dropped. Extreme care should be taken not to drop the thermoelement.

CAUTION: make sure that the water to the valve is turned off. This can be done by either turning the water off at the main, or by closing the stops on the valve (if the valve is so equipped).

- Carefully cut the installation box so that it extends 1/16" from the surface of the finished wall. Seal the wall around the flush box with a good-quality, compatible, non-staining, waterproof bathroom sealant.



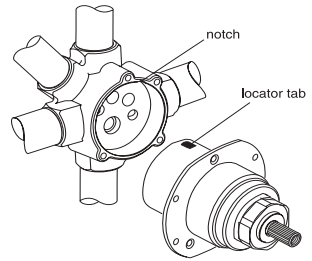
- Remove the label from the inside of the installation box. Cut the eight support arms that attach the flush insert to the installation box (we recommend side cutters for this). Discard the flush insert, but do not discard the screws. Be certain that the blue seal from the flush insert is not stuck to the inside of the valve rough. If so, remove and discard it as well.



- Insert the cartridge assembly into the rough. Adjust the retaining ring so that the four screw holes for the trim carrier plate are centered over the valve.

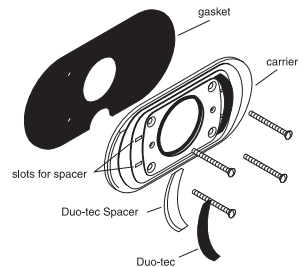
CAUTION: If the retaining ring is not centered over the valve, the trim plate carrier screws may bump into the valve and cross thread.

- **Use the three reserved screws to attach the thermoelement to the valve body. Tighten them evenly. Do not overtighten.**

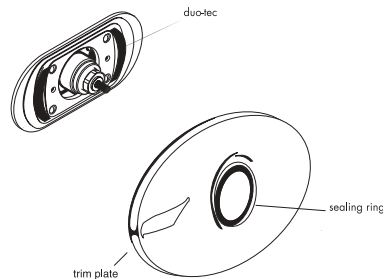


- Turn on the water supply and check for leaks around the thermoelement. If it does leak, turn the water off at the supply. Back out the screws, and tighten again, evenly. Check again for leaks. In the unlikely event that there is a leak, contact Hansgrohe Customer Service for a replacement cartridge.

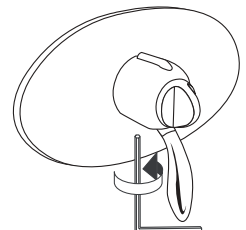
- Slide the black trim carrier gasket and the trim carrier plate over the cartridge. Fasten the trim carrier to the retaining ring with the four carrier plate screws.



- If using the Monsoon or Solaris trim (with oval escutcheon plate), attach the white plastic duo-tec spacers to the slots on the carrier plate. Peel the backing from two strips of duo-tec and place them on the spacers. Place other two strips on the back of the escutcheon. Place the escutcheon over the carrier plate and press the two together very firmly.



- Place the handle over the valve stem. Tighten the set screw. For proper operation of the valve, the set screw must fully engage the slot milled into the bottom of the valve cartridge.
- Set the high temperature limit stop and justify the handle.



Set the High Temperature Limit Stop

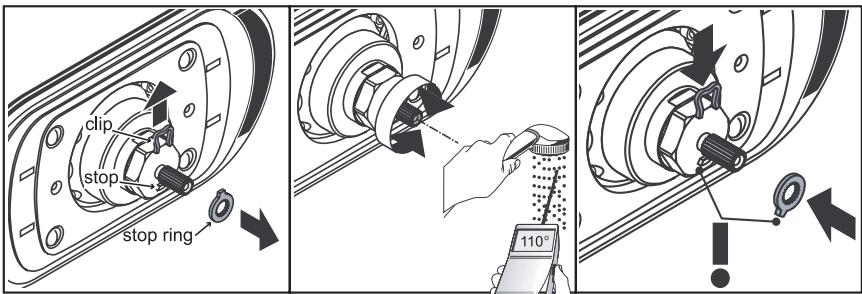
IMPORTANT: Many municipalities have codes limiting the maximum discharge temperature of a shower valve to 110° F or less. Please know and follow all applicable local codes when setting the high temperature limit stop.

Tools Required:

Thermometer

3 mm allen wrench (included with trim kit)

- Turn the hot and cold supplies to the valve on.
- Turn the water on using the handle.
- Use the 3 mm allen wrench to loosen the set screw on the bottom of the handle. Remove the handle.



- Remove the clip and high temperature limit stop ring from the thermostatic cartridge stem. Put them in a safe place.
- Turn the thermostatic mixer stem with your fingers, clockwise to make the water cooler, counter-clockwise to make the water warmer. Turn the stem until the water coming out is the desired maximum high temperature – 110° in most areas.
- Reinstall the high temperature limit stop ring so that it is against the stop. Reinstall the clip.
- Justify and reinstall the handle. The set screw should engage the slot milled into the thermoelement.

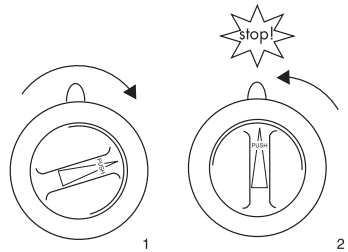
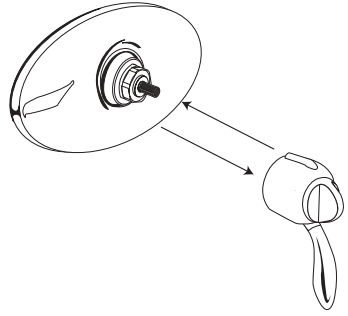
Justify the ThermoBalance III Handle

Tools required:

Thermometer

3 mm allen wrench (included with trim kit)

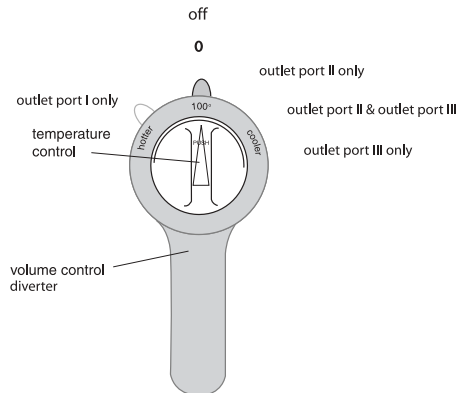
- Turn the hot and cold water supplies to the valve.
- Turn the valve on. Place the thermometer in the water stream.
- Turn the temperature control knob until the water coming out measures 100° on the thermometer.
- Turn the water off using the lever part of the handle.
- Use the 3 mm allen wrench to loosen the set screw on the bottom of the handle. Remove the handle.
- Turn the temperature control knob approximately ½ turn clockwise. Then, without pressing inward on it, turn it counter-clockwise until it is positioned vertically hits the safety stop.
- Reinstall the handle and tighten the set screw.



User Instructions - ThermoBalance III

The ThermoBalance III has two control features: the Temperature Selector and the Diverter / Volume Control.

- Turn the Temperature Selector counter clockwise to make the water warmer. It will stop when the water is 100° F – this is the safety stop. An adult can override the safety stop by pressing inward on the Temperature Selector and continuing to turn it counter-clockwise.



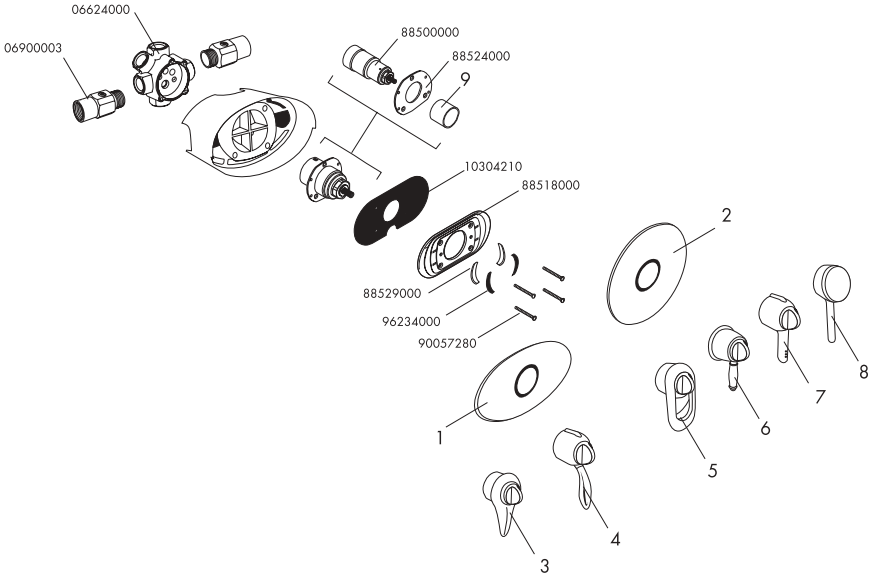
IMPORTANT: the Temperature Selector will not automatically “reset” to below 100° when the water is turned off. If there are small children or others in your home who should be protected from scalding, turn the Temperature Selector back below 100° when finished in the shower.

- Turn the Temperature Selector clockwise to make the water cooler.
- The Diverter/Volume Control handle controls the water flow. The center position is “off”. Turn the handle counter-clockwise to send the water to outlet port I (the bottom outlet port); and clockwise to send the water to outlet port II (the top outlet port) and outlet port III. The further you turn the handle from the “off” position, the greater the water flow. If the handle is positioned between ports II & III, water will come from both.

Troubleshooting

Problem	Possible Cause	Solution
Water sprays from around cartridge assembly.	sealing ring from flush plug still in body of valve	remove sealing ring
Water drips from showerhead for several minutes after the valve is turned off	ceramic plate inside cartridge broken normal clearing of showerhead	replace cartridge not a problem
Water drips continuously from showerhead after the valve is turned off.	debris is lodged in valve, or damage to ceramic plates	replace cartridge
Water does not mix, is either hot or cold	valve body is cross-piped	re-pipe valve body correctly
Water does not get hot / cold enough	high temperature limit stop not set correctly handle not justified	re-set high temperature limit stop justify handle
Water pressure poor	isolation stops not fully open thermostatic cartridge is faulty thermostatic cartridge screens are clogged	make sure both stops are fully open replace thermostatic cartridge clean screens

Parts



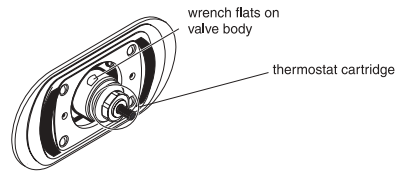
1	oval escutcheon	88532XX0
2	round escutcheon	88522XX0
3	Monsoon handle	88546XX0
4	Solaris handle	88530XX0
5	Metro handle	88548000
6	1901 handle	88516XX0
7	Stratos handle	88547XX0
8	Interaktiv S handle	88549000
9	Sleeve	88520XX0

XX = color
 00 chrome
 82 brushed nickel
 83 polished nickel
 93 polished brass

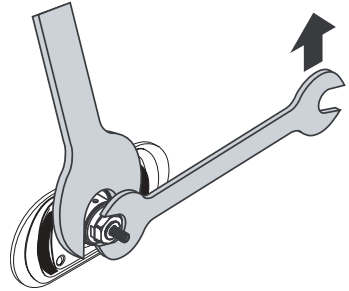
Maintenance: Cleaning the filter screens

CAUTION: Turn off the water to the shower, either at the main or with the service stops, before opening the valve.

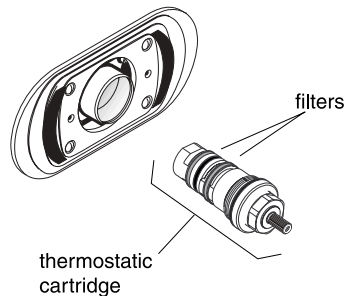
- Loosen the set screw on the bottom of the handle with a 3 mm allen wrench. Remove the handle. Pull the escutcheon away from the wall.



- Grasp the wrench flats on the valve body with an adjustable wrench.
- While holding the valve body still, use a second adjustable wrench or a 17mm deep socket wrench to unscrew the thermostatic cartridge from the valve body.



- Rinse any debris from the filter screens on the thermostatic cartridge. A soft toothbrush may be used, but care must be taken not to damage the screens. Under no circumstances should the screens be permanently removed.
- Reinstall the thermostatic cartridge to the valve body.
- Justify and reinstall the handle.



Cleaning Recommendation for Hansgrohe Products

Modern faucetry and shower products utilize a combination of materials to comply with the needs of the market with regard to design and functionality.

To avoid damage, it is necessary to use some caution when cleaning. Damage caused by improper treatment is not covered under the Hansgrohe warranty.

Cleaning Materials for Faucets and Showers

- To remove lime scale, use only products made specifically for that purpose. Always follow the manufacturer's instructions when using.
- Do not use cleaners that contain hydrochloric, formic, acetic, or phosphoric acids, as these will cause considerable damage to finishes and to plastic components.
- Never mix cleaning materials.
- Never use cleaners containing abrasives. Do not use abrasive cleaning cloths, pads, or sponges.

Cleaning Procedures

- Clean your faucets and shower products as and when required. Regular cleaning will prevent scale buildup and water spotting.
- Follow the label instructions. Do not allow any cleaner to remain on the product for longer than necessary.
- When using spray cleaners, spray first onto a sponge or cloth – do not spray directly onto the product.
- After cleaning, rinse thoroughly with clear water to remove any cleaner residue.

Important

- Soap and shampoo residue can also cause damage to the product. Rinse well with clean water after use.
- If the surface is already damaged, harsh cleaning materials will cause further damage.

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.

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 which 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 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 Interaktiv and Retroaktiv products, and (ii) for 5 years, with respect to AXOR, ShowerPower and Pharo 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) 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.
- C. Labor or other expenses for the disconnection or return of the product for warranty service, or for installation or reinstallation of the product.
- D. Accessories or related products not manufactured by Hansgrohe.

TO OBTAIN WARRANTY SERVICE

Contact your Hansgrohe retailer, or write to Technical Service at:

Hansgrohe Inc.
1492 Bluegrass Lakes Parkway
Alpharetta GA 30004

Or, call Hansgrohe toll-free at (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 at the toll-free number and address printed above.

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Alpharetta GA 30004
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