

Long-lasting satisfaction with quality products

Care and cleaning guide

How to care for and clean AXOR and hansgrohe products properly.

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Branded products deserve careful care

Modern branded products such as bathroom and kitchen faucets, showers, shower systems, bathtubs, furniture, sanitary ceramics, kitchen sinks and accessories are made of different materials. Whether they are made of ceramics, plastic or textiles, chrome, stainless steel or mineral casting: AXOR and hansgrohe brand products need to be used, cared for and cleaned with care.

Place your trust in premium quality.

Offering our customers the highest quality at all times is an elementary part of hansgrohe's corporate philosophy. We have been manufacturing high-quality sanitary products since 1901 and ensure our high standards through comprehensive quality management. People have relied on this for generations and become loyal customers for life.

Highest quality from hansgrohe is not only measured by material properties, but also by the pleasure and feel-good moments that our products provide day after day. This makes it all the more important that they are always treated with care and cleaned regularly. So that limescale, dirt or grease cannot harm them and their users can enjoy them for years to come.

We guarantee our high quality for a particularly long time.

The Hansgrohe Group guarantees first-time end customers that delivered products are free from material, manufacturing and design defects. If a defect does occur within five years from the date of purchase, hansgrohe will rectify it free of charge. Conditions and details of our warranty services can be found at:



Scan the QR code and find out all about our warranty conditions!

To assert your rights under this guarantee, please contact us.

The guarantee does not affect the warranty and consumer rights of the respective national legislation. Damage caused by improper handling is not covered by our guarantee.



When you purchase a hansgrohe product, you benefit from our voluntary manufacturer's guarantee of five years. We also exceed industry standards with a 20-year guarantee on hansgrohe brand ceramics. We provide a two-year guarantee on electronics.

How do our branded products remain beautiful and undamaged in the long term?

On the following pages, you will find out what you should consider when caring for and cleaning faucets, showers, wash basins, kitchen sinks and more. First of all, the most important things at a glance.



Dos

- Only use cleaning agents that are expressly intended for cleaning bathrooms and kitchens.
- We recommend using gentle cleaning agents based on citric acid. We will deal with exceptions separately.
- Use a normal sponge or a soft cotton cloth for cleaning.
- Always follow the detergent manufacturer's safety instructions.
- When cleaning, also observe the prescribed dosage and exposure time – depending on the product.
- Prevent limescale build-up with regular care and cleaning.
- Always apply the cleaner to a cloth first and wipe the product with it.
- Always rinse with plenty of clean water after cleaning to remove all cleaning agents.
- To prevent damage, always remove residues of after-shave, perfume, soap, shampoo, shower gel, hair dye or nail polish immediately. Use a cotton cloth or sponge soaked in clean water.



Don'ts

- Do not use cleaners containing hydrochloric acid, acetic acid, formic acid, phosphoric acid, concentrated caustic soda or chlorine bleach. They could cause considerable damage.
- Never mix different cleaning agents.
- Do not use abrasive cleaning agents such as scouring agents, pad sponges or microfiber cloths.
- Never spray cleaning solutions directly onto the products, but always onto a cleaning cloth. Spray mist can penetrate openings and gaps and cause damage.
- Do not leave the cleaner on for a long time, but rinse it off immediately (please follow the manufacturer's instructions). If the surface is damaged, leaving it on can make the damage even worse.
- Do not use steam cleaners, whose high temperatures can damage the products.
- Do not store cleaning agents or chemicals in the vanity unit. The vapors could damage wash basins, faucets or furniture.



Replace components with damaged surfaces immediately so that nobody is injured.

**Regular care
of the surfaces**

Regular care of the surfaces

How to care for bathroom products

Faucets, hand showers, overhead showers, Shower-pipes, thermostatic mixers, shower channels, toilet flush plates or accessories



Limescale-laden water, dirt, cleaning products: bathroom fittings have to withstand a lot. Faucets and showers should always be kept clean and limescale-free. The high-quality, smooth surfaces of our products make regular maintenance quick and easy. The following steps apply to Chrome and all FinishPlus colours.



1. It is best to clean faucets and showers with a soft cotton cloth that you only dampen when necessary. A light wipe should remove most of the dirt. Do not use abrasive cleaners, (metal) brushes or microfiber cloths.



2. Limescale residues tend to accumulate in corners and grooves. Important! Never spray the cleaning concentrate directly onto the product. Instead, spray onto a cloth and wipe off with it.



3. Then wipe the tap or shower thoroughly with the cloth rinsed in clear water.



4. Repeat the first step to completely remove any residue and give the surface a glossy finish.

Please also carry out this four-stage cleaning process on other bathroom products. Thoroughly clean aerators on faucets: see p. 14; Thoroughly descale hand showers: see p. 15; Thoroughly descale overhead showers: see p. 16; Thoroughly clean AXOR Starck V lavatory faucet in the dishwasher: see p. 14; Thoroughly clean shower channels and Dryphon: see p. 21.

Minimum cleaning effort, maximum pleasure



QuickClean

Who likes cleaning? Many of our faucets and shower heads are equipped with QuickClean technology, which means you can remove limescale & co. in no time at all. While the water is running, simply rub the flexible silicone lamellas or knobs with your finger. This keeps your products functional and beautiful for a long time.

Regular care of the surfaces

How to care for wash basins and bathtubs made of ceramics



Wash basins, wash bowls and bathtubs from the hansgrohe and AXOR brands, which are made of high-quality **sanitary ceramics**, are durable, easy to clean and impress with their modern look.

1. Preparation

Remove all objects from the wash basin or bathtub.

2. Remove coarse dirt

Rinse the wash basin with warm water.

3. Apply cleaner

Apply a little bathroom cleaner or washing-up liquid to a soft sponge or cloth. We recommend citric acid-based cleaning agents.

4. Cleaning the wash basin

Clean the entire wash basin in circular movements – including the basin edges and drain.

5. Remove limescale stains

If limescale has formed, apply citric acid-based cleaner to the affected areas. Let it sit briefly and wipe off.

6. Rinse

Rinse the wash basin thoroughly with clear water.

7. Drying

To avoid water stains, dry the ceramics with a soft, dry cloth.

Thoroughly clean the concealed Xuniva Evo washbasin drain: see p. 18.

Easy-to-clean, hygienic sanitary ceramics thanks to glazes



SmartClean (dirt-repellent). High-quality glaze that prevents dirt particles from adhering to the product. For more hygiene and less cleaning effort.



HygieneEffect High-quality glaze that reduces bacteria on the product (exclusively refers to the following bacteria: Escherichia coli CECT 434 and Staphylococcus aureus CECT 239 (test conducted according to JIS Z 2801:2010)).

The white Xuniva Evo wash basins are optionally available with a combined glaze that combines the positive properties of SmartClean and HygieneEffect.

Regular care of the surfaces

Special care instructions for wash basins and bathtubs made of mineral compounds such as Solid Surface

Care for products made of solid surface material (such as Corian) or coated mineral casting (GelCoat) just as gently as sanitary ceramics. Pay particular attention to this:

- Before using the product for the first time, clean it with soapy water. Then rinse with clear water and rub dry.
- Always use a pH-neutral cleaner or a mild detergent – and never use aggressive acids, chlorine or drain cleaners. Be careful with hair dyes, ink pads or ink pens. They could permanently discolor the surface.

Repairing scratches on cast mineral sinks: see p. 19.

How to care for toilets, shower toilets, urinals and bidets



hansgrohe offers toilets, urinals and bidets to suit individual bathroom styles. A big plus point: the rimless design makes the toilets less susceptible to germs compared to conventional toilets. This makes them easier to clean.

1. Preparation

Put on disposable gloves, fold up the toilet seat and lid and remove loose dirt by wiping.

2. Cleaning the wash basin

Apply the toilet cleaner to the wash basin. Let the cleaner sit briefly if necessary (please follow the manufacturer's instructions). Use a toilet brush to thoroughly clean the wash basin, the drainage area and the rim. Leave the seat and lid up as long as the flushing process continues or there are strong cleaning agents in the toilet bowl.



3. Wipe down the toilet seat and outer surfaces

Wipe the seat, lid and outer surfaces with a soft, well-wrung cloth or rag and a citric acid-based cleaner. If your hansgrohe toilet has the QuickRelease function, you can remove the toilet seat quickly and easily and get into all corners thoroughly. Wipe with clean water and dry the surfaces with a cloth.

4. Rinse

Flush the toilet to remove all residues.

Regular care of the surfaces

Special care instructions for shower toilets

From the outside, you maintain a hansgrohe shower toilet like any other toilet. As it is powered by electricity, please note the following:

- Please switch off the power before cleaning the toilet body.
- After wiping, reconnect the appliance to the power supply (safety self-inspection).

Thoroughly clean the shower bar on shower toilets: see p. 20.

Innovative technologies and easy-to-clean glazes



UV Disinfection The shower wand is disinfected by UV light automatically after every use (exclusively *Staphylococcus aureus* (AS 1.89) and *Escherichia coli* (AS 1.90), Test GB/T 23131-2019).



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The LavaPura Element shower toilet is equipped with a special glaze that combines the positive effects of SmartClean and HygieneEffect.



Quick Release This hinge system is easy to release. For a quick removal of the toilet seat and easy cleaning.

Regular care of the surfaces

How to care for bathroom furniture



hansgrohe furniture are high-quality design products that impress with their modern look, ease of use and storage space. They are available in various surfaces, all of which are moisture-resistant. Depending on the surface, please consider the following care tips.

- For gentle cleaning, we recommend using a soft, damp and clean cloth – not a microfiber cloth.
- Stubborn stains such as grease or make-up can be removed without leaving any residue with one percent soapy water or mild detergent.
- Please always remove any substances spilt on the furniture immediately.
- Gently rub the surface dry after damp cleaning. Make sure that no drips remain on the edges and backs of the furniture.

Special care instructions for hansgrohe bathroom furniture with textile surface

Clean soiled textile surfaces with a soft brush and mild soapy water. Please use as little water as possible.



AntiFingerprint

High-quality technology against fingerprints. For carefree morning and evening routines in the bathroom.

Regular care of the surfaces

How to care for wall and shaving mirrors and LED mirrors



Mirrors from hansgrohe and AXOR are beautiful eye-catchers in different colors and shapes. The premium mirror glass remains beautiful for a long time and is easy to clean. Many models immerse the bathroom in a feel-good atmosphere thanks to high-quality LED lighting.



1. For LED mirrors, please switch off the lighting before cleaning.



2. Use a chamois leather that has been washed in warm water and wrung out well. This will remove even stubborn stains such as grease or make-up.



3. Wipe the surfaces with a dry, possibly damp cloth. Make sure that no liquid penetrates the light. Remove any dripping residue from the edges immediately with a soft cloth.



- Please do not use any glass or window cleaners or other chemicals! These can damage the silver coating of the mirror and cause stains.
- If a mirror is steamed up with water vapor, you should wipe it off immediately or allow it to dry by airing it out.

Deep cleaning and maintenance

How to clean aerators on faucets



Many of our wash basin, bidet or bathtub faucets are equipped with **QuickClean** technology, which means they remove limescale and other deposits in no time at all. While the water is running, simply rub the flexible silicone lamellas or knobs with your finger. This keeps your products working properly for a long time and the water flowing smoothly. If you have water with a high limescale content and want to give your aerator a thorough clean, please proceed as follows.

1. Recognize signs

Has the spray pattern become irregular? If the water no longer flows evenly in a cascade from the tap, the aerator is probably calcified.

2. Remove the aerator

Carefully unscrew the aerator from the tap. This can be done using an additional tool or a coin.

3. Prepare the cleaning bath

Fill a bowl with warm water and add a splash of citric acid-based cleaner.

4. Insert aerator

Place the aerator in the solution and leave the cleaner to work for a few minutes to loosen limescale and dirt deposits.

5. Rinse and clean if necessary

Remove the aerator and rinse it thoroughly under running water. If necessary, you can remove any remaining residue with a soft brush.

6. Reinstallation

Reinsert the clean aerator into the tap and screw it tight.

AXOR Starck V: Cleaning the lavatory faucet in the dishwasher



This designer fitting consists of a metal base and a crystal glass fitting body in which water is transformed into a swirling vortex. The glass body can be easily separated from the base with an EasyClick. You can then clean it by hand or in the dishwasher.

How to descale hand showers



Many shower heads from hansgrohe and AXOR are equipped with **QuickClean** technology, which means they remove limescale and the like in an instant. While the shower is running, simply rub the flexible silicone nozzles with your finger. This keeps your products working for a long time and the spray pattern nice and even. Do you have water with a high limescale content or is the shower dirty? Our high-quality showers can be quickly dismantled and thoroughly cleaned.

You will need the following utensils: Rubber gloves, a natural sponge (not an abrasive sponge!), a flat container and a citric acid-based descaling agent. It is best to turn off the water supply.



1. Disassembly of the hand shower

Loosen the shower hose to remove the hand shower. Remove the strainer basket from the handle to clean it separately (see step 3).



2. Cleaning the hand shower

Put on the rubber gloves and fill a shallow container with citric acid-based descaling agent. Place the shower in the container with the outlet openings facing downwards. The spray disc must be completely immersed in the cleaner. Leave to work for about five to ten minutes or follow the cleaning agent manufacturer's exact instructions.

Remove the shower and rinse it thoroughly under running water. Clean the surface with the sponge.



3. Cleaning the strainer basket

Rinse the cleaned strainer basket thoroughly under running water to remove any deposits and reinsert it into the connection thread.



4. Installation of the hand shower and rinsing

Refit the hand shower to the shower hose and make sure that you insert the sealing ring correctly. Finally, rinse the hand shower thoroughly in all spray modes to ensure that the descaling agent is completely removed.



More information

How to descale overhead showers



If the water sprays irregularly from the overhead shower or none at all comes out of individual jets, limescale is probably involved. Overhead showers from AXOR and hansgrohe are made from high-quality materials and are designed to be easy to clean.

You will need the following utensils: Rubber gloves, a natural sponge (not an abrasive sponge!), a flat container and a citric acid-based descaling agent. It is best to turn off the water supply.

1. Disassembly of the overhead shower

Please refer to the installation manual for your AXOR or hansgrohe overhead shower to find out how to detach it from the shower arm. You can view and download these on the relevant product page on our website.



2. Cleaning the overhead shower

Put on the rubber gloves and fill a shallow container with citric acid-based descaling agent. Place the shower in the container with the outlet openings facing downwards. The spray disc must be completely immersed in the cleaner. Leave to work for about five to ten minutes or follow the cleaning agent manufacturer's exact instructions.

3. Cleaning the strainer basket

A look at the installation manual will show you where to find the strainer basket on your shower model. Rinse it thoroughly under running water to remove any deposits.

4. Installation of the overhead shower and rinsing

To reassemble and fit your overhead shower correctly, follow the step-by-step instructions in the installation manual.

Finally, rinse the overhead shower thoroughly in all spray modes to ensure that the descaling agent is completely removed.



More information



QuickClean+ effectively prevents annoying limescale

Showers equipped with this innovation have elastic silicone nozzles and jet nozzles that open and close dynamically, greatly reducing limescale deposits from the outset – for less cleaning and maintenance. And for better performance in the shower.

Deep cleaning and maintenance

Designflex: Cleaning the textile shower hose in the dishwasher

Dishwasher-safe
up to 60 °C!



Designflex textile shower hoses are made of water-repellent material. This means that the high-quality shower products remain hygienic and well-maintained for a particularly long time. If they do get dirty, they can be put in the dishwasher.

1. Unscrew the hose

Remove the shower hose from the shower and the tap or from the thermostatic mixer or from the hose connection on the wall. Roll up the hose and place it in the dishwasher.

2. Select dishwasher cycle

Select a cleaning program with a maximum temperature of 60 °C. Please do not rinse hotter than this!

3. After cleaning

Remove the hose from the machine after the rinse cycle and dry it with a soft cloth if necessary.

4. Screw the hose back on

Re-attach the clean hose to the shower and the tap or thermostatic mixer or the hose connection on the wall.

Deep cleaning and maintenance

Xuniva Evo: Cleaning the concealed washbasin drain



Xuniva Evo is a handmade counter top wash basin with a particularly minimalist look thanks to a concealed water drain. Thanks to an innovative glaze, soap residue and hair can quickly slip through the drain. The drain channel is also glazed. If something does get stuck, please use the special brush provided.

1. Moisten the brush

Hold the brush under water and moisten it slightly.

2. Clean the drain

Carefully insert the brush into the covered drain of the wash basin. To clean, move the brush back and forth several times to loosen dirt and deposits.

3. Rinse thoroughly

Rinse the drain thoroughly with clean water so that all residues are completely removed.



Order spare parts such as the special brush (Art. no. 8703000) online!

Easy-to-clean, hygienic sanitary ceramics thanks to glazes



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The white Xuniva Evo wash basins are optionally available with a combined glaze that combines the positive properties of SmartClean and HygieneEffect.

Deep cleaning and maintenance

Repair fine scratches on cast mineral sinks: Wash basins and AquaUnit, bathtubs and kitchen sinks



Hansgrohe and AXOR wash basins, wash bowls and bathtubs made of high-quality solid surface (mineral casting) featuring a modern design. Please refer to page 8 to find out how to gently care for the products on a regular basis. If the high-quality surface should ever show slight scratches, there is a simple trick to get it even again.

1. Clean surfaces

Remove minor soiling with a commercially available acrylic cleaner and a plastic scouring pad. To do this, wipe the surface with gentle movements.

2. Polish out fine scratches

Lightly moisten fine-grained wet sandpaper with a grain size of 600 or 800. Use this to carefully polish out fine scratches and light damage. Wipe over the surface with circular movements.

3. Rinse

Rinse the treated surfaces thoroughly with clean water to remove all residues.

Major scratches or damage?

If the mineral casting is severely damaged, please contact your specialist dealer or Hansgrohe directly. A professional repair can be carried out there.



Contact the Hansgrohe
Group Service!



Find a specialist dealer
near you!

Deep cleaning and maintenance

Shower toilets: Cleaning the shower bar



Please refer to page 8 for information on how to regularly clean the outside of the hansgrohe LavaPura shower toilet. The shower bar is made of high-quality, antibacterial-coated and easy-to-clean stainless steel. It is automatically disinfected after each use using UV light. If you want to clean and descale it thoroughly, do the following.

Do **NOT** pull out or push in the spray wand when wiping! Otherwise you could damage the wand or the motor.



Cleaning the shower bar

1. Extend nozzle

Briefly press the „Cleaning nozzle“ button on the remote control to activate the manual nozzle wash function. The nozzle is automatically extended.



2. Remove the jet nozzle

Wipe the nozzle with a soft cloth or a soft brush. For gentle treatment, please use neutral soap.



3. Clean the jet nozzle

Please refer to the installation manual for your hansgrohe shower toilet for step-by-step instructions on how to clean, descale and reinstall the jet nozzle.

4. Retract nozzle

After ten minutes – or by briefly pressing the „Stop“ button – the spray wand is automatically retracted again.

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