

委托修理前，请确认「是故障吗?」之项（第20页）。

需要询问修理和使用时，
请首先与购买的安装公司或经销商联系

安装公司·经销商

邮编

电话号码

—

经销商：东陶（中国）有限公司

全国售后服务电话：800-820-9787 (固定电话)

400-820-9787 (手机用户)

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网址：www.toto.com.cn

TOTO株式会社

TOTO网页 <http://www.toto.com/index.htm>

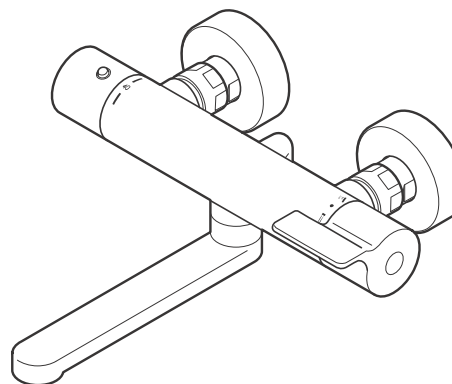
2019.8
000047

TOTO

Wall-mounted thermostatic faucet (for use in bathroom)

Part
number

TBV03427B / TBV03429B
TBV03431B



- ◆ Thank you for purchasing the wall-mounted thermostatic faucet (for use in bathroom). Please read this instruction manual carefully for appropriate use.
- ◆ Be sure to confirm that the name of dealer, the date of installation, and other necessary information has been entered in the Warranty.
- ◆ Keep this manual in a safe handy place for future reference.

Instruction Manual

Warranty Attached

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Safety Precautions (Be sure to follow all precautions for safety sake.)

Read the section on "Safety Precautions" thoroughly to ensure proper use.



- Read this manual carefully and keep it where it is easily available.
- This manual uses various indications to promote safe use of the product and prevent danger to you and others, as well as damage to property. The indications and meanings are as follows.






Symbol	Meaning
 WARNING	This indication means that if the content in the column of this indication is ignored or handled wrongly, death or serious injury may occur.
 CAUTION	This indication means that if the content in the column of this indication is ignored or handled wrongly, injury or property damage may occur.

- The contents you must observe are classified into the following symbols; their meanings are explained.

	 Indicates things that you must not do as "Prohibited". The left figure indicates that "Disassembly is Prohibited".
	 Indicates things that you must do without fail as "Mandatory". The left figure indicates to "Execute it without fail".

There are slight differences in shape between drawings and some parts according to the part number.

 WARNING	
 Prohibited	Do not use the water hotter than 85°C. If the water hotter than 85°C is used, the water may scald you and the life of the faucet may shorten causing it to break and leak water that may wet household articles and cause damage to your property.
	Do not modify the product using parts other than those that constitute this product or by mounting other parts or dismantling original parts. Otherwise, the product may not perform to expectations and leak water that may wet household articles and cause damage to your property.

 WARNING	
 Prohibited	Do not let children use the product unattended. They may get burned or injured.
 Disassembly Prohibited	Do not disassemble the product beyond what is described in this manual. Tampering may break the product, result in burns or injuries, and cause property damage due to water leak.
 Do Not Touch	Do not directly touch the left side of the product or the hot-water side mounting legs. The hot water supply side is hot and you may get burned. When you use hot water, do not directly touch the spout or the faucet body. The spout and faucet body are hot and you may get burned.
 Mandatory	Check the position of the temperature control handle before turning on the water. Hot water may come out and you may get burned. After using hot water, be sure to return the temperature control handle to "40" on the scale. When you use the faucet the next time, the hot water that remains in the faucet comes out and may scald you.

 **WARNING**

After using hot water, flow cold water for a while.

When you use the faucet the next time, the hot water that remains in the faucet comes out and may scald you.

The temperature control handle must be turned slowly.

If the temperature control handle is turned fast, the temperature rises suddenly and may scald you.

Periodically (More than twice a year) check around the piping for any water leaks and looseness.

Part(s) may break due to deterioration and wear and you may be scalded or injured, and water may leak, wet household articles and cause damage to your property.

To ensure safety, replace the check valve periodically.

(Refer to page 21.)

If the check valve does not work properly, water may flow back through the valve.

This may also lead to unexpected troubles such as water leaks.

Before cleaning the filter, be sure to close the water shutoff valve or the main valve on the piping securely. Also, make sure that the left side of the product and the hot-water side mounting legs are not hot.

(Refer to page 17.)

High-temperature hot water may run and scald you and property may be damaged if water leaks.



Mandatory

 **WARNING**

Set the cold water supply pressure higher than the hot water supply pressure or set them to the same pressure.

If the hot water supply pressure is set higher than the cold water supply pressure, the temperature cannot be adjusted to appropriate temperature and you may be scalded.

If you raise the hot water supply pressure, keep it the same or lower than the water supply pressure.

If it freezes, check if the temperature indicated on the scale "40" is same as the water discharge temperature.

If it freezes, the set temperature deviates and you may get burned.

Before using hot water, be sure to confirm that it is an appropriate.

Unexpectedly hot water may come out and scald you.

Also, be careful that the water temperature may rise when you change the hot water from the spout to the shower and when you change the shower discharge mode.

Using the changeover handle, check before use whether water comes out from the spout or the shower.

***This is unnecessary with shower-only.**

If mistaken, water may splash over you or scald you.



Mandatory

 **CAUTION**

Do not subject the product to strong force or impact.

Otherwise, the product may break and leak water that may wet household articles and cause damage to your property.

Do not leave the abnormality-like looseness as it is.

If the abnormality-like looseness is left as it is, the part(s) may break and plated surfaces may crack whereby injuring you.

Do not strike or operate plated part(s) with undue force.

The plated surface may crack whereby injuring you. If the plated surface cracks, immediately ask for repairs.

Do not use cleaning agents other than neutral detergent.

(Refer to page 18.)

If you use cleaning agents other than neutral detergent, the faucet may discolor or break.

Do not let cosmetics, etc. adhere to the faucet.

If cleansing agents, hairdressing, shampoos, hair dyes, etc. are left adhering to plastic parts, the product may discolor or break.
If adhered, immediately wash away with water.



Prohibited

 **CAUTION**

Pay due attention when handling the handle.

If you drop it, you may get injured or the handle may be deformed.

Operate the handle slowly.

If you close the water discharge port, a loud “banging” noise is heard as the piping is impacted by water hammering. In some cases, water may leak whereby wetting household articles and causing damage to your property.

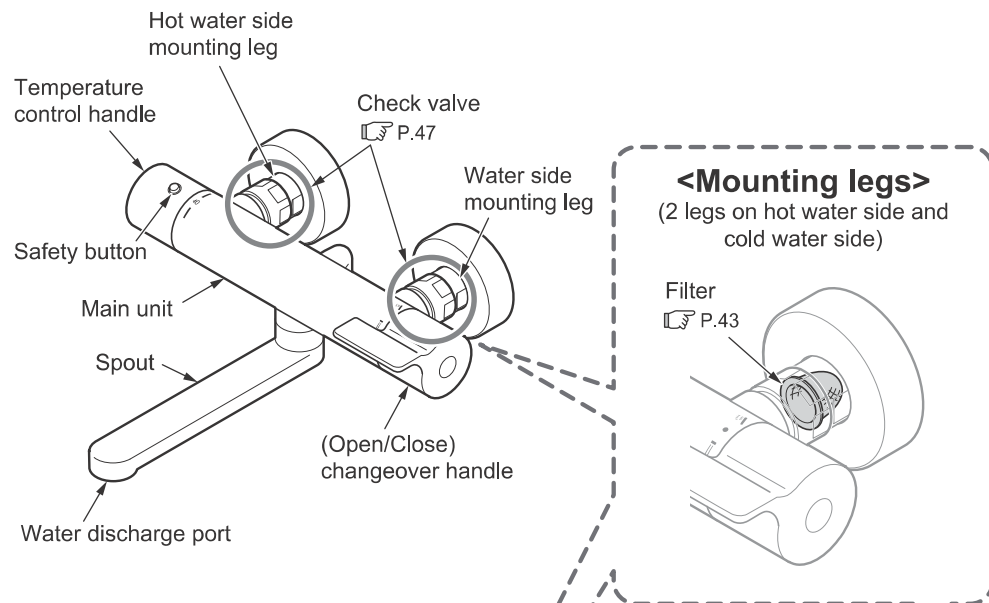
If the product will not be used for a long period of time, close the main valve of the piping.

Unexpected accidents like water leaks may be caused.



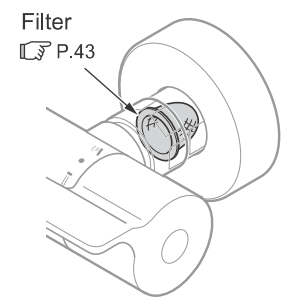
Mandatory

Names of Parts



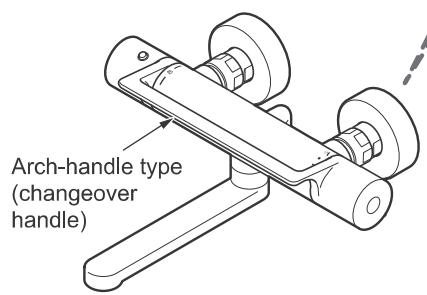
<Mounting legs>

(2 legs on hot water side and cold water side)

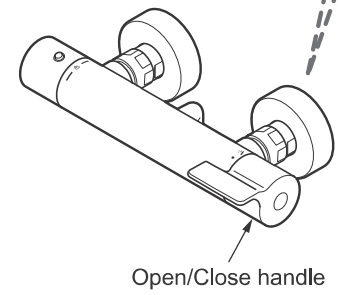


Introduction

Arch-handle type



Shower-exclusive type



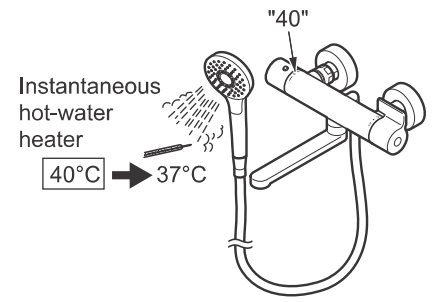
Before use

Structure of thermostat-controlled hot/cold water faucet

The thermostat-controlled hot/cold water faucet mixes hot water and cold water to control the temperature of the discharged water.

Therefore, the discharge temperature is lower than the temperature that is set in the hot water supply equipment.

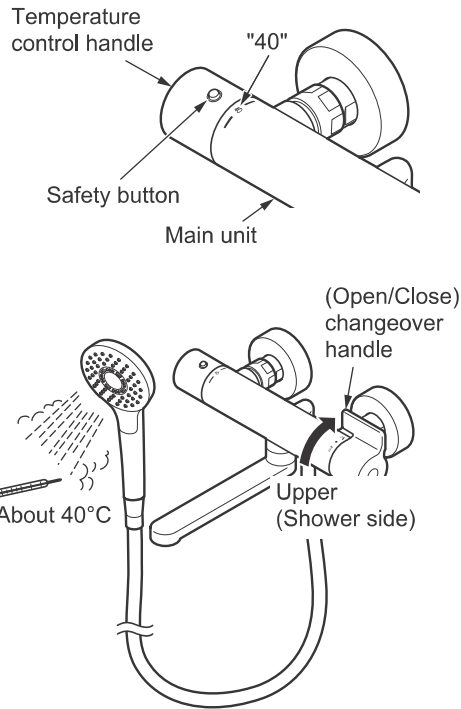
(Ex.)
 Even if the temperature of the hot water supplier is set to 40°C and the number on the water faucet is "40", water is discharged at 37°C, as the water supply temperature differs according to the conditions of use such as water pressure, etc.



The temperature control handle is set at the factory, but the water discharge temperature may not be as displayed due to the conditions of use (cold/hot water supply pressure and temperature). Check the temperature as follows.

How to Use

Check the discharged water temperature



1 Set the safety button of the temperature control handle at "40" on the scale of the main unit.

2 Turn the (open/close) changeover handle up to the upper limit.

Water comes out from the shower.

3 Check the water discharge temperature.

If the water discharge temperature is about 40°C, use the product as it is.

If the temperature is low, raise the set temperature of the hot water supplier until 40°C hot water comes out.

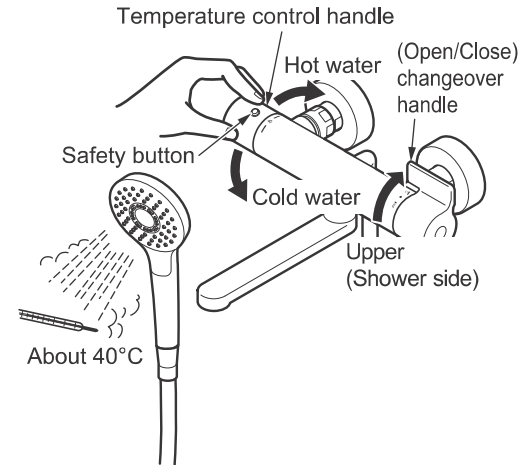
To prevent scalding, set the hot water supply temperature of the hot water supplier to a temperature not exceeding 60°C. Even if the temperature of the hot water supplier at higher than 50°C, the handle setting is necessary if the temperature is low.

Case when the setting of the temperature control handle is needed

As for the handle setting, please consult the installer.
To set the handle by yourself, please refer to page 38.

Setting of temperature control handle

Perform this procedure if the water discharge temperature is not the same as the indication.



1 Turn the (open/close) changeover handle up to the upper limit.

Water comes out from the shower.

2 Turn the temperature control handle to the position where hot water of appropriate temperature (about 40°C) comes out regardless of the number on the scale.

Since the temperature control handle locks just above "40" on the scale, turn the handle while the safety button is pressed if you want to let a hot water of the temperature higher than this come out.

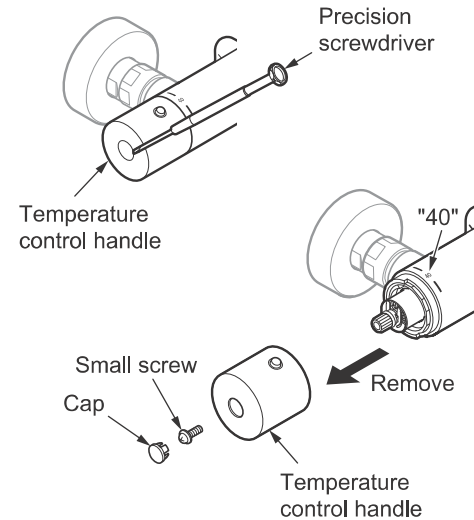
3 Remove the temperature control handle.

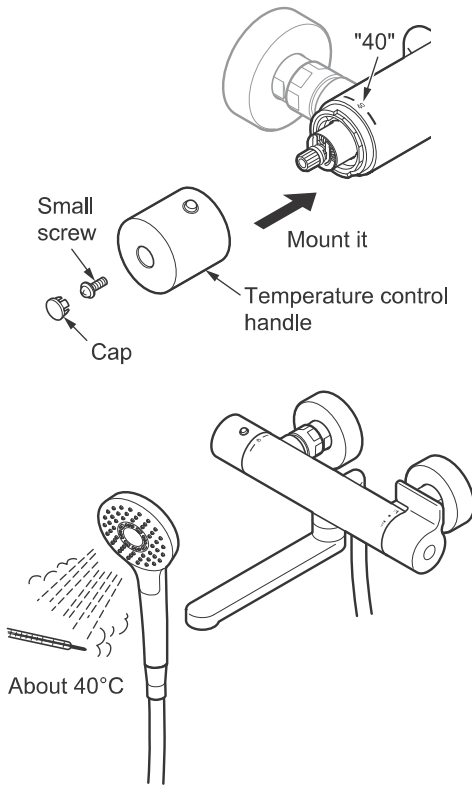
While paying attention so that the temperature control handle does not turn, remove the cap and small screw and pull out the handle.

CAUTION

Using a thin-tipped screwdriver like a precision screwdriver, remove the cap while paying attention not to damage the plated surface.

Pay due attention when handling the handle. If you let it drop, you may get injured or the handle may be deformed.

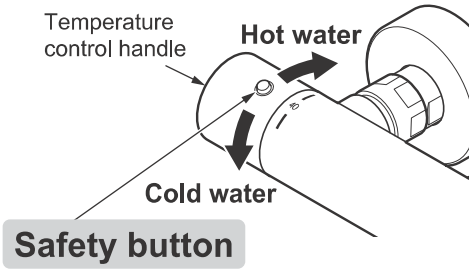




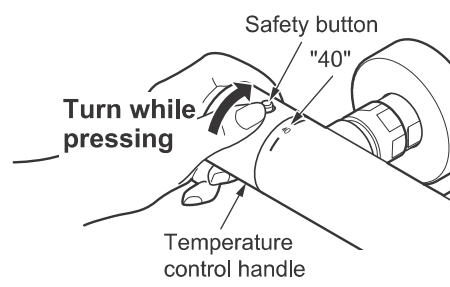
- 4 Mount the temperature control handle.**
Set it to the number "40" on the scale and insert the temperature control handle, anchor it with the small screw and mount the cap.
- 5 After anchoring, check to see whether hot water of appropriated temperature (about 40°C) comes out.**

How to Use

How to adjust the temperature



Safety button



Turn while pressing

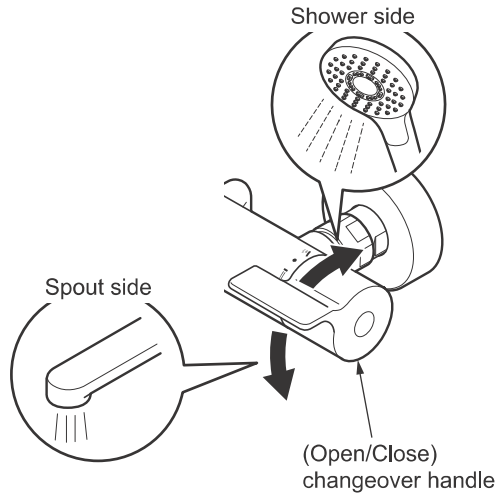
Turn the temperature control handle.
Consider the number "40" on the scale the standard value, and set the desired temperature to the point.

How to discharge hot water

Turn the handle while pressing the safety button.
The safety button locks just above "40" on the scale. If you want to discharge hot water of a higher temperature than this, turn the handle while pressing the safety button.

If you use high-temperature water by pressing the safety button, be sure to return the handle to lower than "40" on the scale.

To use cold/hot water



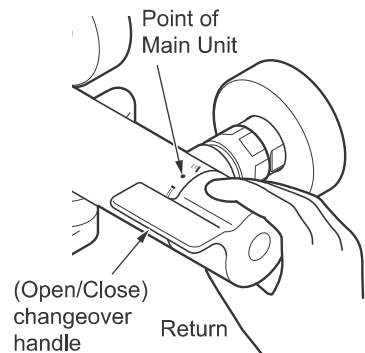
Shower
 Turn the (open/close) changeover handle up to the upper limit.

Water comes out. At the highest position, the flowrate becomes the maximum.

Spout
 Turn the (open/close) changeover handle downward.

Water comes out. At the lowest position, the flowrate becomes the maximum.

To stop cold/hot water



Return the lever of the (open/close) changeover handle to the point position of the main unit.

Water stops coming out.

Operate the handle slowly. In some cases, you may incur water hammering.

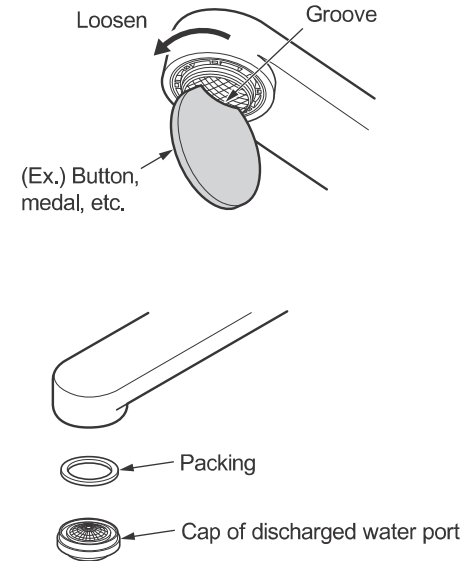
CAUTION

“Water hammering” is a phenomenon that causes a loud “banging” sound. It is not due to trouble with the faucet, but when the water is stopped suddenly. However, this phenomenon may cause damage to piping and leak water. Therefore, lower the lever handle slowly to avoid water hammering.

Daily Care

For the best performance, esthetics and sanitary use, please clean the product daily.

Care for the water discharge port



1 Remove the cap and packing of the spout.
 Apply a round plate-like object (button, medal, etc..) to the groove of the spout and loosen it.

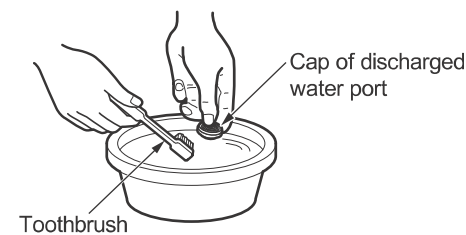
Do not use a thin-tipped object like a flat-blade screwdriver or the like.



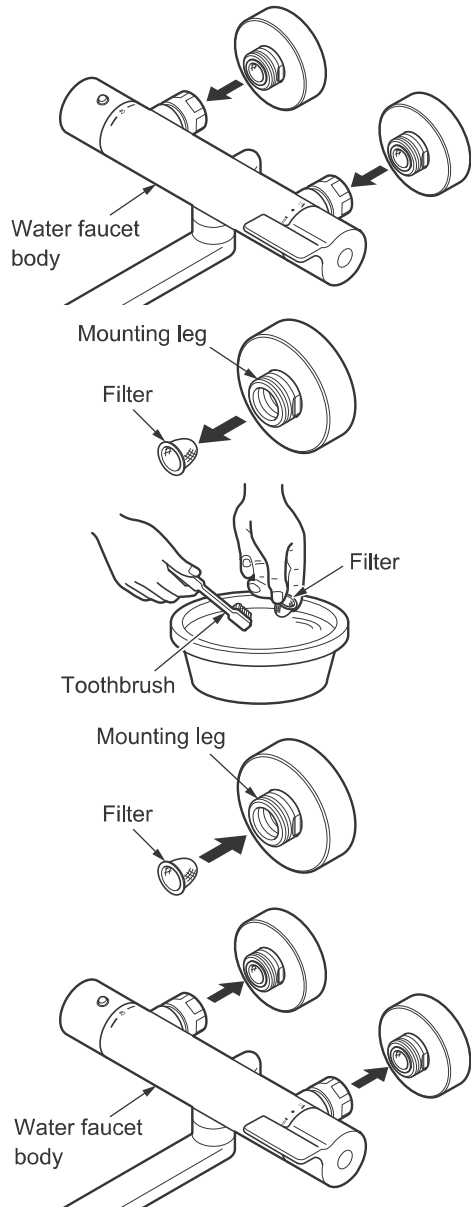
2 Using a tooth brush, etc., remove dust and dirt accumulated in the cap of the water discharge port.

3 Mount the spout cap and packing.

*Pay due attention not to lose parts during disassembly work.
 *Pay attention to the direction of the cap of the water discharge port.



Care for filter



- 1** Close the main valve. **IMPORTANT**
- 2** Dismount the water faucet body.
- 3** Remove the filter.
- 4** Wash the filter.
- 5** Mount the filter.
- 6** Mount the water faucet body.
- 7** Open the main valve.

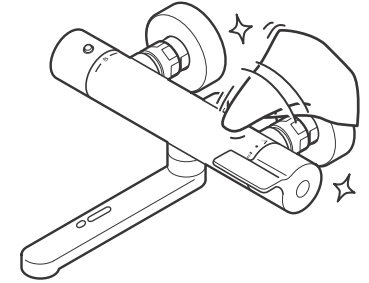
Wiping with a cloth

● Slightly dirty

Soak a piece of cloth in cold or lukewarm water, wring well and wipe away dirt completely.

● Stubborn dirty

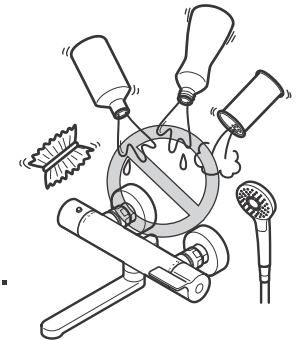
Wipe off dirt with a piece of cloth impregnated with appropriately diluted neutral bathroom cleaner, then rinse the product with water and wipe it dry.



Notes

Do not use the materials that may break the faucet.

- **Acidic detergents, chlorine bleaches and alkali detergents**
The faucet surface may discolor or the plastic part(s) may break.
- **Solvents such as thinner, benzine, etc.**
Rubber and plastic part(s) may break.
- **Detergents that contain coarse particles such as cleansers, polishing powders, etc.**
- **Nylon scrubbers, scrubbers, Melamine sponge, brushes, etc.**
Otherwise, the coating may peel and the surface of the faucet be damaged.



Periodic Checks

For safe and comfortable use, the parts shown below must be replaced at regular intervals.

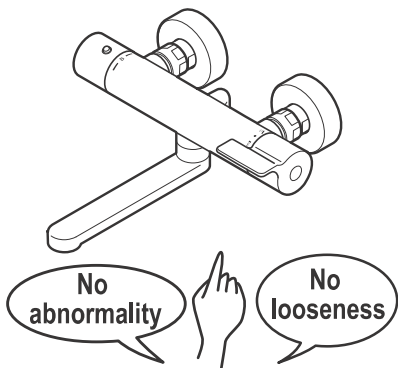
Water leak around piping (More than twice a year)



Check around piping for any water leaks.

Part(s) may break due to deterioration or wear, and you may be injured, and water may leak, wet household articles and cause damage to your property.
If water leaks, close the water shutoff valve or the main valve without fail (see Page 48), and ask the installer or the dealer for repair.

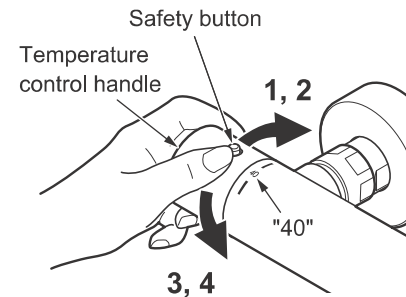
Looseness of the product (More than twice a year)



Check for any parts that seem abnormal such as being loose as compared to when you first began using the product.

If you continue to use the product with loose piping, load is applied to the pipe(s) and may result in water leakage.
If you leave any abnormality like looseness unfixed, part(s) may break or plated surfaces may crack whereby injuring you.
Ask the installer or the dealer for repair.

Operability of temperature control handle (more frequent than once a month)



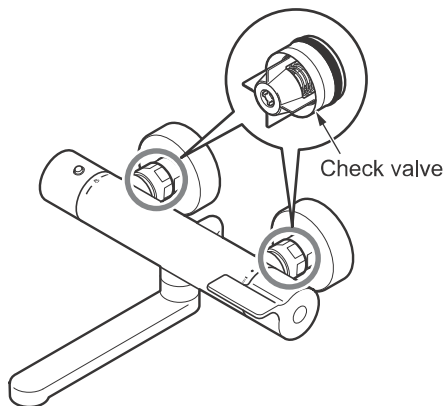
- 1 Press the safety button several times to make sure that it moves smoothly.
- 2 Turn the temperature control handle while pressing the safety button.
- 3 Turn the temperature control handle without pressing the safety button and make sure that it locks around the number "40" on the scale.

If the safety button and temperature control handle are left unused for a long period of time, water scale may adhere and disable the temperature control function.
If the product does not operate smoothly, ask the installer or the dealer for repair.

Request for period parts replacement

For safe and comfortable use, the parts shown below must be replaced at regular intervals.

Replacement of check valve



Standard period of replacement: Every 3 to 5 years

If the check valve does not work properly, the water may flow back through the valve. This may also lead to unexpected troubles such as water leaks.

Ask the installer or the dealer to replace the check valve.

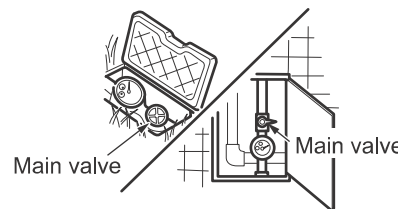
*It is a smart idea to keep a record of after-sale services.

Date	Contents of service	Person in charge

Troubleshooting

How to stop water in an emergency

In an emergency such as when water leaks from piping or the water does not stop, close the main valve securely as explained in the procedure shown in the figure below.



If the water does not stop, close the main valve.

- The following cases are not due to trouble. Check the following points before asking for repair. If the trouble persists, ask the installer or the dealer for repair. For details, please contact After-sale Services (Page 51).

Temperature does not stabilize / Hot water does not come out / The temperature of hot water is low

Before asking for repairs			
Phenomena	Check Point	Remedy	Ref. Page
Temperature is not stable (water is lukewarm in the beginning or the temperature changes during use).	Does the temperature control of the water faucet work well in other places such as the kitchen, toilet room, etc. ?	If the temperature is not stable in other places, the cause may exist in the hot water supplier. Contact the manufacturer of the hot water supplier.	-
	Does the temperature stabilize if you let hot water run for a while?	If the temperature is not stable only in the bathroom water faucet, please check the following.	-
	Does the temperature stabilize if you let hot water run for a while?	If the distance between the hot water supplier and the faucet is long, it takes time until hot water comes out. Once you stop the hot water, the hot water in the pipes cools. Therefore, let the hot water run for a while until the temperature is stable.	-
Are water faucets in other places such as kitchen and toilet room being used at the same time?	The temperature may become unstable due to changes in the water pressure in the pipes. If the temperature becomes unstable only when using other faucets simultaneously, do not use the water faucet at the same time as other faucets in the house.	-	-

What to Do?

Before asking for repairs

Phenomena	Check Point	Remedy	Ref. Page
Temperature is not stable (water is lukewarm in the beginning or the temperature changes during use).	Is hot water supplier being serviced or is water-service work being carried out nearby?	Dust or garbage produced during hot water supplier servicing or plumbing work may clog the filter and the flow rate of cold and hot water supplies may be insufficient. Clean the filter.	Page 43
		Water supply pressure and hot water supply performance may have changed. Set the temperature control handle.	Page 38-39
Hot water does not come out.	Is the indication of the temperature control handle the same as the discharged water temperature?	The temperature may not be the same as that which is indicated because of seasonal changes in the water supply temperature or the set temperature of the hot water supplier. Confirm the discharged water temperature and set the temperature from the temperature control handle.	Page 38-39
	Did you turn the temperature control handle while pressing the safety button of the temperature control handle?	The temperature control handle has a safety button and the handle locks just after the number "40" on the scale. When you want to let hot water come out, turn the handle while pressing the safety button.	Page 40
Water temperature is low.	Doesn't the temperature rise even when you turn the temperature control handle?	This water faucet mixes the hot water from the hot water supplier and cold water to control the temperature of the discharged water. Since the number "40" on the scale of the temperature control handle is the standard value, turn the handle to the hot water side to control the hot water temperature.	Page 40
	Is the indication of the temperature control handle the same as the discharged water temperature?	The temperature may not be the same as that which is indicated because of seasonal changes in the water supply temperature or the set temperature of the hot water supplier. Confirm the discharged water temperature and set the temperature from the temperature control handle.	Page 38-39
Hot water volume is less.	Isn't the water discharged at the flow rate which is less than that which is necessary to operate the hot water supplier?	If the water is discharged at a slow flow rate, ignition does not occur in the hot water supplier and no hot water comes out from the water faucet. Check the minimum operating flow rate in the instruction manual of the hot water supplier. Make sure that the water flows at a higher rate than that.	-

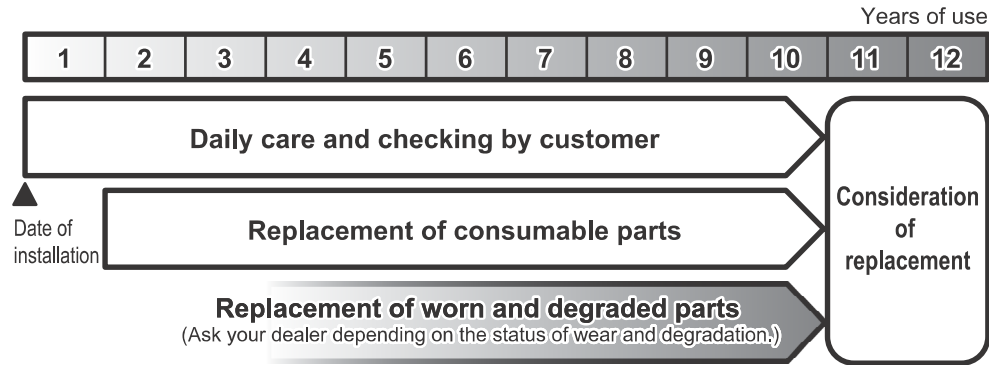
Water does not stop / The flow rate is too slow / Sound is heard coming from water faucet

Before asking for repairs			
Phenomena	Check Point	Remedy	Ref. Page
Water does not stop.	Is the (open/close) changeover handle set to the water stop position? (Is it fully closed?)	Set the (open/close) handle to the water stop position.	Page 43
The flow rate is too slow.	Are the water discharge port and filter clogged?	Clean the water discharge port and the filter.	Page 42-43
	In the case of use in combination with a gas hot water supplier, is the hot water supplier of capacity changeover type set to the appropriate capacity?	Set the appropriate capacity.	-
	Are the water discharge port and filter frozen?	Pour lukewarm water over the water discharge port and filter.	-
Water leaks at the connection between the shower hose and the main unit body.	Is the cap nut that connects the shower hose and unit body loose?	Retighten the cap nut of the shower hose.	-

What to Do?

What to Do?

After-Sale Services



[Before asking for repairs, please check “Troubleshooting” (Page 48).]

Replacement of part(s)

Parts and products that are dismantled for repairs belong to TOTO.

Replacement of parts subject to wear and deterioration

- If the valve and packing wear or deteriorate, water may leak. Replacement of applicable parts is necessary.
- Ask **the place of purchase** to replace worn or deteriorated parts.

When asking for repairs

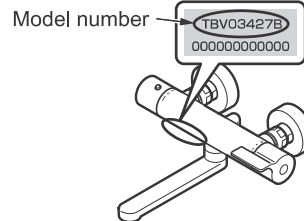
[Where to ask for repair]

Your dealer or seller

[Information we want to know]

- (1) Address, name and telephone number
- (2) Name of product (3) Model number
- (4) Date of installation
- (5) Details of trouble and status of abnormality
(From where water leaks, etc.)
- (6) Desired date of visit

Confirm the model number on the label that is affixed to part.



MEMO

What to Do?

MEMO

TOTO

WARRANTY

TOTO will repair this product free of charge according to the warranty period and conditions described herein. If trouble occurs during the following period from the date of installation, users are requested to contact any of the offices listed in the back cover for repair, showing this WARRANTY.

Customer	Name:	Name of Product	Wall-mounted thermostatic faucet (for use in bathroom)
	Address:		Model Number
Dealer	Address:	Period of Warranty	The warranty is effective for a period of one (1) year from the date of purchase.
Seller	Tel: -		
Date of Installation/ Date of purchase			

★To customers

- When receiving this warranty, please make sure that the date of installation, the name of installer (or seller) and that the seal of the installer are included.
- Since TOTO will not reissue this warranty, please keep it in a safe and retrievable place.
- Repairs are subject to billing even within the warranty period in the following cases.
 - (1) Trouble caused by use of the product outside of the scope of the application specified above.
 - (2) Trouble attributable to incorrect use or improper maintenance.
 - (3) Trouble attributable to installation contrary to instructions in the installation manual or disassembly by persons other than technicians.
 - (4) Trouble attributable to deformation of the building structure.
 - (5) Trouble in appearance arising out of seasonal changes such as discoloration or wear during use.
 - (6) Trouble attributable to corrosive environments for metal (coastal areas, hot springs, etc.).
 - (7) Trouble attributable to insects or animals, as well as carcasses thereof animals inside the product.
 - (8) Trouble caused by catastrophic phenomena of nature such as fire, lightning, earthquakes, volcanic eruptions, flooding or tsunamis, as well as destructive behavior.
 - (9) Trouble attributable to abnormal voltage in electric products, use of unspecified power supplies (voltage/frequency) or electromagnetic waves generated from external sources such as power transmission lines and nearby electrical equipment.
 - (10) Trouble caused by worn-out parts (batteries, etc.).
 - (11) Trouble caused by wear or deterioration of parts (filter, etc.) under daily care, or O-rings and packing of drain plugs.
 - (12) Trouble attributable to the intrusion of sand or dust into piping, or adherence of water scale.
 - (13) Trouble attributable to supplied water that does not conform to the quality standards of drinking water specified by national standards relating to water service (Water Service Act).
 - (14) Trouble attributable to freezing.
 - (15) If this warranty is not presented when asking for repairs.
 - (16) If this warranty does not contain the name of the customer, the date of installation, the name of the dealer (or seller) or the seal of the installer.

*This warranty assures repair free of charge within the period and under the conditions specified herein. Accordingly, this warranty does not restrict the legal rights of the customer. If anything about repairs after the expiration of the warranty period is unclear, please contact any of the offices listed in the back cover.

- Retain the repair slip that will be handed to the customer after the completion of repairs, as it describes the repairs in details.

This product warranty card is applicable to countries except China.