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> [Hansgrohe Axor Starck Organic 12014000 Dual-Handle Hand-Basin Mixer Instruction Manual](#)

## Hansgrohe 12014000

# Hansgrohe Axor Starck Organic 12014000 Dual-Handle Hand-Basin Mixer Instruction Manual

Model: 12014000 | Brand: Hansgrohe

## 1. PRODUCT OVERVIEW

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The Hansgrohe Axor Starck Organic 12014000 is a dual-handle hand-basin mixer designed for bathroom use. Key features include:

- ComfortZone 50 for enhanced usability.
- Projection of 109 mm.
- Equipped with a shower jet.
- Standard flow rate of 3.5 l/min, with a booster to 5 l/min.
- Adjustable jet former for customized water stream.
- Separate controls for temperature and volume.
- Includes a pop-up waste fitting.
- Suitable for instantaneous water heaters.



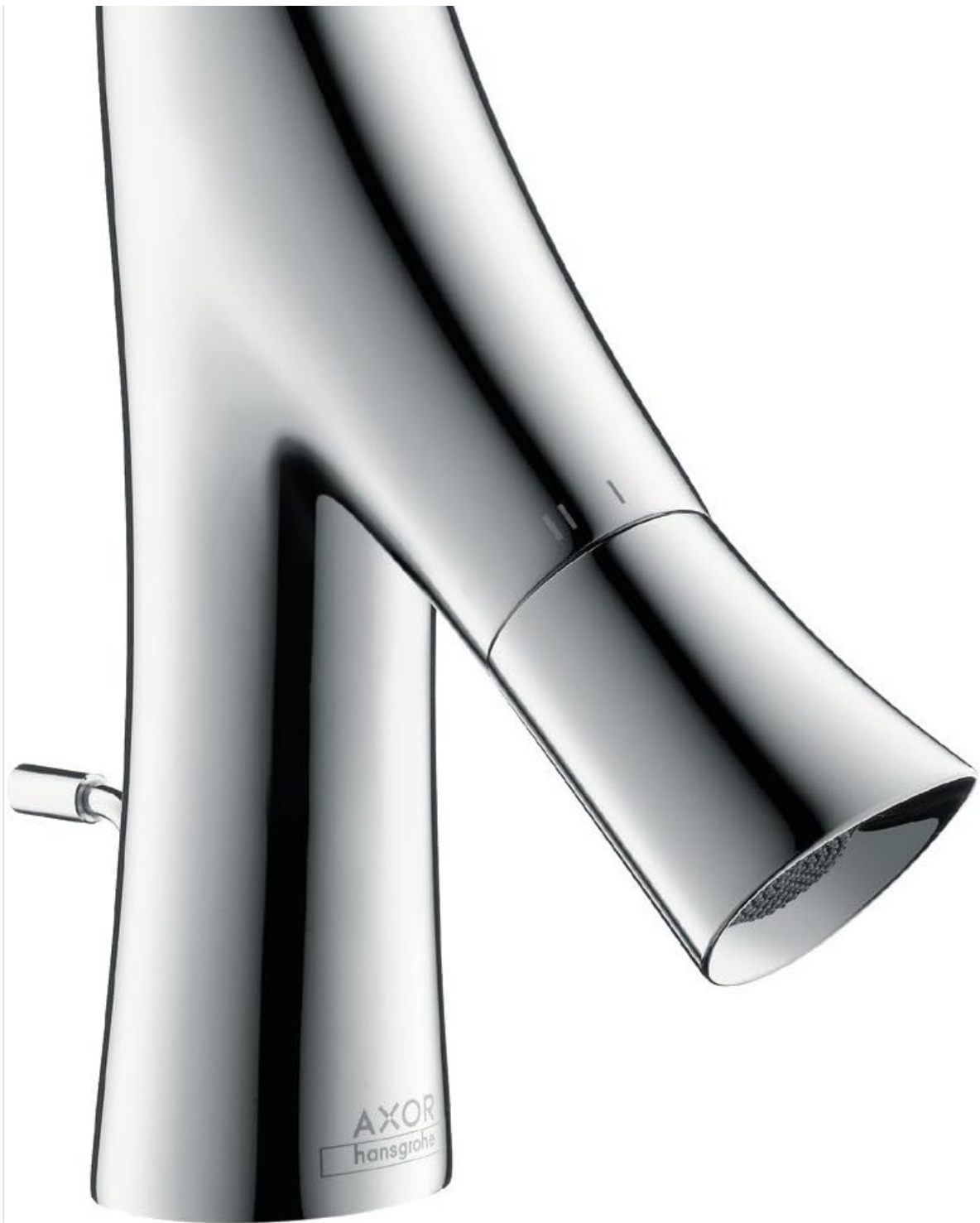


Figure 1.1: Front view of the Hansgrohe Axor Starck Organic 12014000 faucet, showcasing its sleek chrome finish and dual-handle design.

## 2. SETUP AND INSTALLATION

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This faucet is designed for single-hole, deck-mount installation. Ensure all necessary components are present before beginning installation.

### 2.1 Components Included

- Faucet body with integrated handles
- Connecting rod-drain set (pop-up waste fitting)
- Mounting hardware
- Connection hoses (G 3/8)

## 2.2 Installation Steps (General Guidelines)

1. Turn off the main water supply to the basin.
2. Remove any existing faucet from the basin.
3. Clean the mounting surface thoroughly.
4. Insert the new faucet into the single mounting hole on the basin.
5. Secure the faucet from underneath the basin using the provided mounting hardware.
6. Connect the hot and cold water supply lines to the corresponding inlets on the faucet. Ensure connections are tight to prevent leaks.
7. Install the pop-up waste fitting according to the manufacturer's instructions, connecting it to the faucet's lift rod mechanism.
8. Slowly turn on the main water supply and check for any leaks.
9. Test the faucet's operation.



The Axor Starck Organic 12014000 features separate controls for water temperature and volume, allowing for precise adjustment.

### 3.1 Water Flow and Temperature Control

- **Volume Control:** The primary handle controls the water flow volume. Rotate or lift the handle to increase or decrease the flow.
- **Temperature Control:** The secondary handle or a specific rotation of the primary handle (depending on the exact model configuration) allows for temperature adjustment. Rotate towards the red indicator for hot water and blue for cold water.
- **Adjustable Jet Former:** The faucet includes an adjustable jet former, allowing you to modify the water stream for optimal comfort and splash reduction.



Figure 3.1: The Hansgrohe Axor Starck Organic 12014000 faucet in operation, demonstrating the smooth water flow from its spout.

### 3.2 Flow Rate

The standard flow rate is 3.5 liters per minute. A flow rate booster can increase this to 5 liters per minute for faster filling or rinsing.

## 4. MAINTENANCE

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Regular cleaning and maintenance will ensure the longevity and optimal performance of your Hansgrohe faucet.

## 4.1 Cleaning the Chrome Surface

- Use only mild soap and water or a non-abrasive, pH-neutral cleaner specifically designed for chrome finishes.
- Apply the cleaner with a soft cloth or sponge.
- Rinse thoroughly with clean water and dry with a soft, lint-free cloth to prevent water spots.
- Avoid abrasive cleaners, scouring pads, or harsh chemicals (e.g., ammonia, bleach, acid-based cleaners) as these can damage the chrome finish.

## 4.2 Aerator Cleaning

Periodically unscrew and clean the aerator (the mesh screen at the end of the spout) to remove mineral deposits and maintain consistent water flow. Rinse it under running water and use a soft brush if necessary. Reinstall securely.

## 5. TROUBLESHOOTING

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Problem	Possible Cause	Solution
Low Water Flow	<ul style="list-style-type: none"><li>• Clogged aerator</li><li>• Partially closed shut-off valve</li><li>• Low water pressure in the building</li></ul>	<ul style="list-style-type: none"><li>• Clean the aerator (see Section 4.2).</li><li>• Ensure shut-off valves under the sink are fully open.</li><li>• Contact a plumber or your water utility provider.</li></ul>
Leaking from Spout	<ul style="list-style-type: none"><li>• Worn cartridge</li><li>• Loose connections</li></ul>	<ul style="list-style-type: none"><li>• Contact Hansgrohe customer support for cartridge replacement.</li><li>• Check and tighten water supply line connections.</li></ul>
Difficulty Adjusting Temperature	<ul style="list-style-type: none"><li>• Issue with temperature control mechanism</li><li>• Water heater settings</li></ul>	<ul style="list-style-type: none"><li>• Ensure both hot and cold water supplies are active.</li><li>• Check your water heater settings.</li><li>• If problem persists, contact customer support.</li></ul>

## 6. SPECIFICATIONS

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<b>Brand</b>	Hansgrohe
<b>Model Number</b>	12014000
<b>Series ID</b>	Starck Organic
<b>Finish Type</b>	Chrome
<b>Material</b>	Brass Stainless Steel
<b>Mounting Type</b>	Deck Mount
<b>Installation Type</b>	Single Hole
<b>Hole Count</b>	1
<b>Handle Type</b>	Lever
<b>Maximum Flow Rate</b>	3.5 Liters Per Minute (Booster: 5 Liters Per Minute)

<b>Projection</b>	109 mm
<b>ComfortZone Height</b>	50 mm
<b>Item Weight</b>	3 Kilograms (6.6 pounds)
<b>Product Dimensions</b>	20.87 x 12.8 x 3.23 inches
<b>Valve Type</b>	Cartridge Valve
<b>Included Components</b>	Handle, Pop-up waste fitting



**reddot** design award  
best of the best 2013

Figure 6.1: The Red Dot Design Award "Best of the Best 2013" logo, indicating recognition for the product's design excellence.

## 7. WARRANTY AND SUPPORT

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For specific warranty information regarding your Hansgrohe Axor Starck Organic 12014000 faucet, please refer to the warranty card included with your product or visit the official Hansgrohe website. Hansgrohe typically offers a limited lifetime warranty on their faucets, covering manufacturing defects.

### 7.1 Customer Support

If you encounter any issues not covered in the troubleshooting section or require replacement parts, please contact Hansgrohe customer service. You can usually find contact details on the Hansgrohe official website or in the product packaging.

For additional resources and product information, you may visit the [AXOR Store on Amazon](#).