

Dornbracht 28002970-060010

Dornbracht Madison Hand Shower User Manual

Model: 28002970-060010 | Platinum Matte Finish

1. INTRODUCTION

Thank you for choosing the Dornbracht Madison Hand Shower. This product is designed for durability and aesthetic appeal, featuring a platinum matte finish and a porcelain (white) handle. This manual provides essential information for the safe installation, proper operation, and effective maintenance of your hand shower. Please read these instructions thoroughly before installation and use, and retain them for future reference.

The Madison hand shower is equipped with a FlowReduce feature and offers multiple spray settings for a customized showering experience.

2. SAFETY INFORMATION

Please observe the following safety precautions to prevent injury or damage to the product:

- **Professional Installation Recommended:** If you are unsure about plumbing installations, it is highly recommended to consult a qualified plumber.
- **Water Supply:** Ensure the main water supply is turned off before beginning any installation or maintenance work.
- **Temperature Control:** Always test water temperature before use to prevent scalding, especially for children or individuals with sensitive skin.
- **Cleaning Agents:** Do not use abrasive cleaners, solvents, or harsh chemicals on the hand shower's finish or handle, as these can cause damage.
- **Component Integrity:** Regularly inspect the hand shower and hose for any signs of wear, damage, or leaks. Replace damaged components immediately.

3. PACKAGE CONTENTS

Verify that all components are present and undamaged before proceeding with installation. The package should contain:

- Dornbracht Madison Hand Shower (Platinum matte finish with porcelain handle)

- Shower Hose (typically included with hand showers, though not explicitly listed in product data)
- Hand Shower Holder/Wall Bracket (typically included, though not explicitly listed)
- Installation Hardware (screws, anchors, gaskets, etc.)

Note: Specific components may vary slightly. If any parts are missing or damaged, please contact Dornbracht customer support.

4. SETUP AND INSTALLATION

Follow these steps for proper installation. Ensure the main water supply is turned off before starting.

4.1 Pre-Installation Checks

1. Confirm you have all necessary tools (e.g., adjustable wrench, plumber's tape, drill if mounting a bracket).
2. Inspect the installation area for any existing damage or obstructions.

4.2 Hand Shower Installation

1. **Prepare Connections:** If replacing an existing hand shower, remove the old unit. Clean the threads of the water outlet.
2. **Apply Plumber's Tape:** Wrap plumber's tape (PTFE tape) clockwise around the threaded ends of the shower hose connections to ensure a watertight seal.
3. **Connect Hose to Water Outlet:** Carefully screw one end of the shower hose onto the water outlet (e.g., shower arm diverter or wall elbow). Hand-tighten, then use an adjustable wrench for a final quarter-turn, being careful not to overtighten.
4. **Connect Hand Shower to Hose:** Screw the Madison hand shower onto the other end of the shower hose. Ensure the gasket is properly seated. Hand-tighten only.
5. **Mount Hand Shower Holder (if applicable):** If a wall-mounted holder is included and required, mark the desired location on the wall. Drill pilot holes, insert anchors (if necessary), and secure the holder with screws.
6. **Test for Leaks:** Turn on the main water supply slowly and check all connections for leaks. If leaks occur, tighten connections slightly or reapply plumber's tape.



Figure 1: Dornbracht Madison Hand Shower. This image displays the hand shower with its distinctive platinum matte finish and white porcelain handle, ready for installation or use.

5. OPERATING INSTRUCTIONS

The Dornbracht Madison Hand Shower is designed for ease of use and offers multiple spray settings.

- **Activating Water Flow:** Once installed, turn on your shower's main water supply or diverter to direct water to the hand shower.
- **Adjusting Spray Settings:** The hand shower features 3 distinct settings, including a Massage setting. To change the spray pattern, rotate the spray face or a designated selector on the hand shower head. Experiment to find your preferred setting.
- **FlowReduce Feature:** This hand shower incorporates a FlowReduce feature to optimize water consumption. The flow rate is designed to be efficient while maintaining a satisfying shower experience.
- **Temperature Control:** Always adjust water temperature using your main shower mixer before directing the flow to the hand shower.

6. MAINTENANCE

Regular cleaning and maintenance will ensure the longevity and optimal performance of your Dornbracht Madison Hand Shower.

- **Cleaning the Finish:** Clean the platinum matte finish and porcelain handle with a soft, damp cloth. For stubborn spots, use a mild soap solution and rinse thoroughly with clean water. Immediately dry with a soft cloth to prevent water spots.
- **Avoid Harsh Cleaners:** **DO NOT** use abrasive cleaners, scouring pads, ammonia-based products, bleach, or any cleaners containing alcohol, acids, or solvents. These can damage the finish and void your warranty.
- **Nozzle Cleaning:** If water flow becomes uneven, mineral deposits may be blocking the nozzles. Gently rub the rubber nozzles on the spray face with your finger or a soft brush to dislodge any buildup.

- **Hose Inspection:** Periodically check the shower hose for kinks, cracks, or signs of wear. Replace the hose if any damage is observed.

7. TROUBLESHOOTING

If you encounter issues with your hand shower, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Low water flow	◦ Mineral buildup in nozzles ◦ Kinked or obstructed hose ◦ Low water pressure in household	◦ Clean nozzles by gently rubbing them. ◦ Straighten the hose or check for internal obstructions. ◦ Consult a plumber to check household water pressure.
Leaking at connections	◦ Loose connection ◦ Damaged or improperly seated gasket ◦ Insufficient plumber's tape	◦ Tighten connections slightly (do not overtighten). ◦ Inspect and replace gaskets if damaged. ◦ Disassemble, reapply plumber's tape, and reassemble.
Difficulty changing spray settings	◦ Mineral buildup in selector mechanism	◦ Clean the spray face and selector area thoroughly.

If the problem persists after attempting these solutions, please contact Dornbracht customer support for further assistance.

8. SPECIFICATIONS

- **Brand:** Dornbracht
- **Model Number:** 28002970-060010
- **ASIN:** B07NRTQVPB
- **Finish Type:** Platinum Matte
- **Handle Material:** Porcelain (White)
- **Number of Settings:** 3
- **Number of Jets:** 1 (referring to the main spray outlet, with multiple nozzles for settings)
- **Setting Type:** Massage (among others)
- **Item Weight:** 1.46 Pounds
- **Special Feature:** FlowReduce

9. WARRANTY AND SUPPORT

For information regarding warranty coverage, product registration, or technical support, please refer to the documentation provided with your purchase or visit the official Dornbracht website. Contact details for customer service are typically available on the manufacturer's website.

ASK A QUESTION ABOUT THIS MANUAL

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Question

Example: How do I reset this device or fix this error?

Details

Model number, symptoms, what you tried, or the section of the manual you are using.

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