

Trouble Shooting Guide 一般故障排除指南

Issue 故障	Component 检查点	Checkpoint 内容	Corrective Action 处理办法
Poor flow rate 流量小	Aerator 起泡器	Check if is clogged 检查入口处是否有杂质	Remove all impurities 清除杂质
	Water supply valve 供水阀	Check lever position 检查供水阀是否开得太小	Lift lever to maximise water volume 开大供水阀
	Hose 软管	Check if hose is twisted 检查软管是否扭曲	Untwist the hose 展开软管
Leakage 漏水	Cartridge 阀芯	Check cartridge is loosened 检查阀芯是否被松开或损坏	Fasten or replace cartridge 紧固好阀芯或更换新的
	Connection joints 各连接处	Check the connection 检查连接处垫片是否完好	Reassemble connecting part 重新安装
Deviant Temperature 不正常水温	Water supply valve 供水阀	Check lever position 检查供水阀是否开得太小	Lift lever to maximise water volume 开大供水阀
	Water supply system 供水管路	Check if have been correctly connected 检查供水管是否连接正确	Connect the water supply pipe correctly 正确连接冷热水管
	Temperature Control Handle 温控把手	If the temperature control handle setting is not correct 检查温控把手是否调节正确	Please refer to "Adjustment of Temperature handle" to readjust it. 参考“温控把手的调节”，重新试调



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- * 安装须由专业人员进行。
- * 使用水源: 市政饮用水。(请确保水源清洁, 低质量的水会导致阀芯或内部组件堵塞, 影响产品性能。
- * 进行清洁时, 请勿使用研磨海绵、擦洗剂、有机溶剂或酸性清洁剂、水垢去除剂、食用醋或含有醋酸的清洁剂。
- * 本体组已由工厂检验即调试至最佳工作状态, 请勿自行拆装。
- * 请保管好说明书和特配工具, 以便作维护使用。
- * 如需维修或有其他故障不能排除时, 请专业人员来解决或打售后服务电话。

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- * Product should be installed by a certified plumber.
- * Ensure clean water source – poor water quality can cause cartridge and internal components to clog, resulting in poor water flow and/or product failure.
- * Do not use abrasive sponges, scouring agents, organic solvents or acidic cleaners, limescale removers, household vinegar or cleaners containing acetic acid on product.
- * Product has been fully assembled and inspected in the factory, there is no need to disassemble it/ any components during installation.
- * Please retain this installation manual and any accompanying tools for maintenance purposes.
- * Please contact our local after-sales service should the product malfunction/ require repairs.

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- * ควรติดตั้งสินค้าโดยผู้เชี่ยวชาญ
- * ตรวจสอบความสะอาดของน้ำในการใช้งาน เพื่อป้องกันการตกตะกอนอันเป็นสาเหตุของการอุดตัน และ ประสิทธิภาพการไหลของน้ำ
- * ควรใช้ฟองน้ำที่มีความนุ่มทำความสะอาด หลีกเลี่ยงการขัดด้วยอุปกรณ์ที่มีความหยาบ และ น้ำยาทำความสะอาดที่มีฤทธิ์รุนแรง
- * ห้ามใช้ผลิตภัณฑ์ทำความสะอาดอื่น ๆ ที่ถูกประกอบมาเพื่อพร้อมติดตั้งและใช้งาน การแยกชิ้นส่วน หรือ คัดแปลง อาจส่งผลต่อคุณภาพ และ ประสิทธิภาพในการใช้งาน
- * โปรดศึกษาและปฏิบัติตามคู่มือเพื่อการดูแลรักษาอย่างถูกต้อง
- * ท่านสามารถติดต่อบริการหลังการขาย เพื่อรับคำแนะนำในการแก้ไขปัญหาเบื้องต้นด้วยตัวท่านเอง หรือ ขอนัดเพื่อรับบริการซ่อม

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- * Produk harus dipasang oleh plumber tersertifikasi.
- * Pastikan sumber air yang bersih – buruknya kualitas air dapat mengakibatkan cartridge dan komponen didalamnya tersumbat, mengakibatkan aliran air yang kecil dan/atau kegagalan produk.
- * Jangan gunakan spons kasar, zat pembersih, cairan organik atau pembersih bersifat asam, pembersih kerak, cuka dapur atau pembersih yang mengandung asam asetat pada produk.
- * Produk telah dirakit dan diperiksa seutuhnya di pabrik, tidak perlu untuk membongkar produk/komponen apapun selama proses pemasangan.
- * Tolong simpan petunjuk pemasangan ini dan peralatan bawaan untuk keperluan perawatan.
- * Silahkan hubungi layanan pemajual kami jika ditemukan produk tidak berfungsi/ membutuhkan perbaikan.

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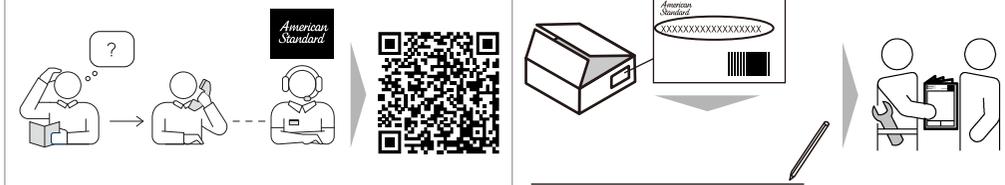
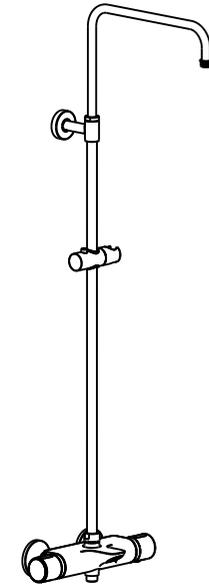
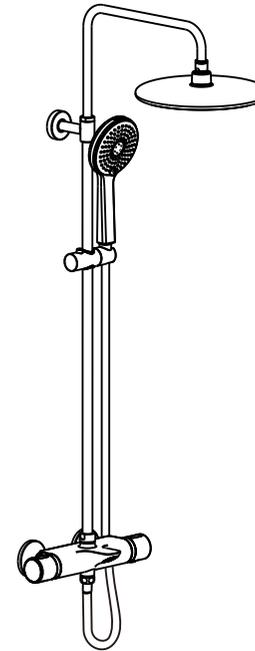
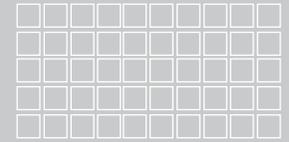
- * Sản phẩm nên được lắp đặt bởi một người có kinh nghiệm.
- * Đảm bảo nguồn nước sạch. Chất lượng nước bẩn có thể làm cho van điều khiển lưu lượng và các linh kiện bên trong bị nghẹt, dẫn đến lưu lượng yếu hoặc gây nên lỗi cho sản phẩm.
- * Không sử dụng miếng bọt biển mài mòn, chất tẩy, dung môi hữu cơ, hoặc chất tẩy tính axit, chất tẩy rửa ca ri ri, giấm hoặc chất tẩy rửa có chứa axit acetic để vệ sinh.
- * Thân vòi đã được kiểm tra và cam kết bởi nhà máy sản xuất ở điều kiện làm việc tốt nhất. Vui lòng không tháo rời sản phẩm.
- * Vui lòng lưu giữ hướng dẫn sử dụng và các công cụ chuyên dụng để bảo trì sản phẩm.
- * Nếu sản phẩm cần được sửa chữa hoặc bị trục trặc gì, bạn có thể gọi thợ tới giải quyết hoặc gọi cho phía dịch vụ sau bán hàng.

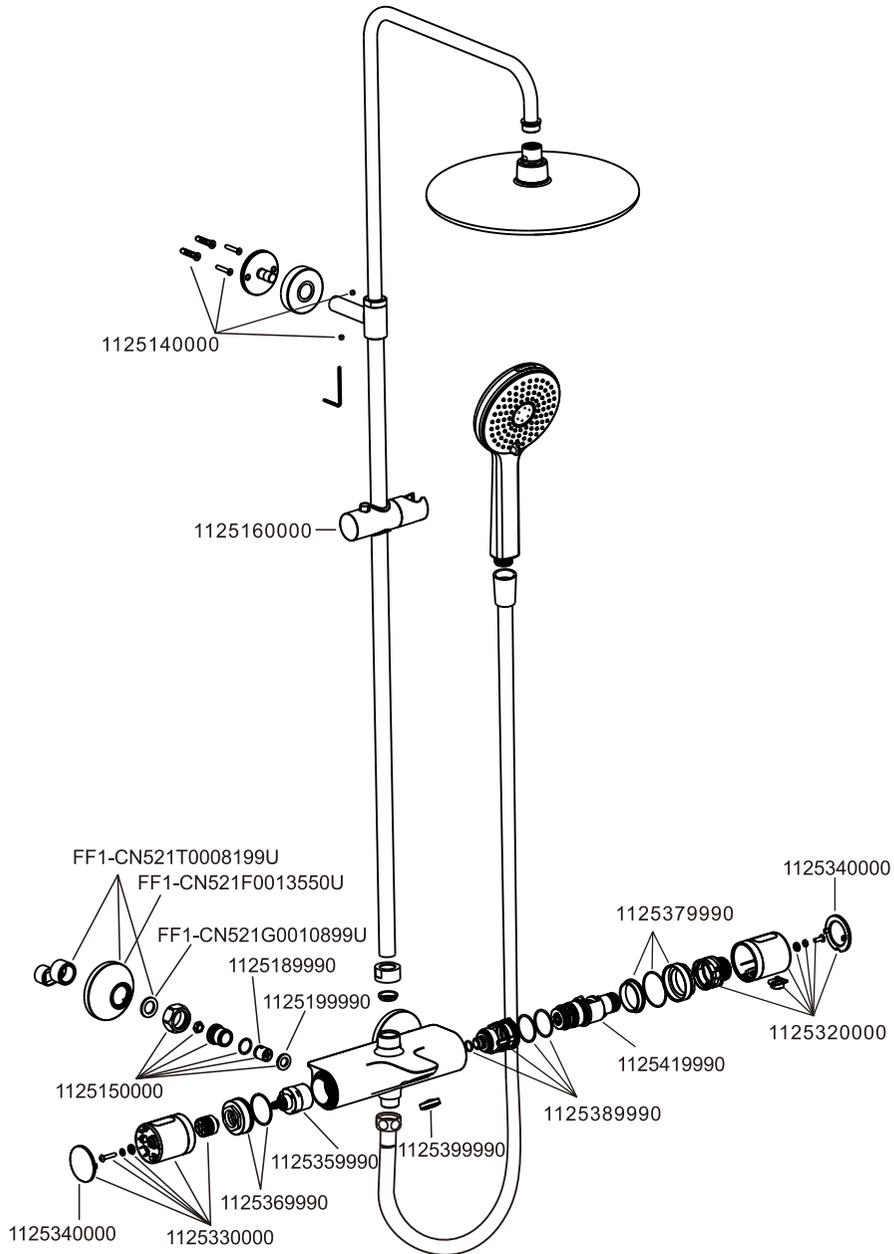
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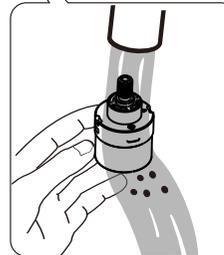
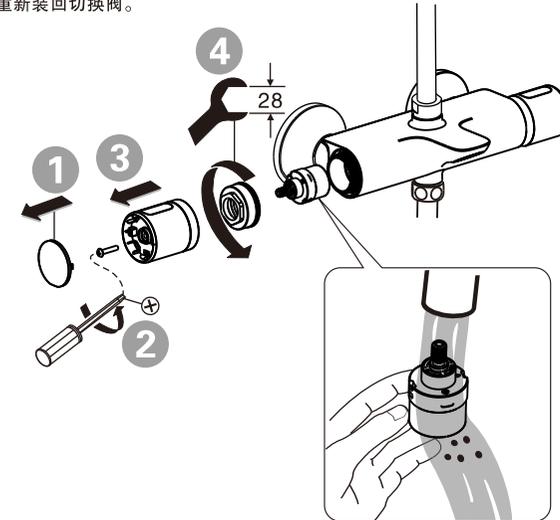




3 Cleaning and Replacement of the Diverter 切换阀芯的清洗和更换

* The diverter should be cleaned periodically to prevent any accumulation of dirt which may lead to leakages.
Simply follow the steps below and rinse with clean water to clean/ replace your diverter.

* 切换阀芯在长时间使用后, 会有污垢聚集造成堵塞而引起出水不良, 此时要进行清洗才可以正常使用; 如需清洗或更换阀芯, 请参考右面步骤取出阀芯, 用清水冲洗干净或更换后, 重新装回切换阀。



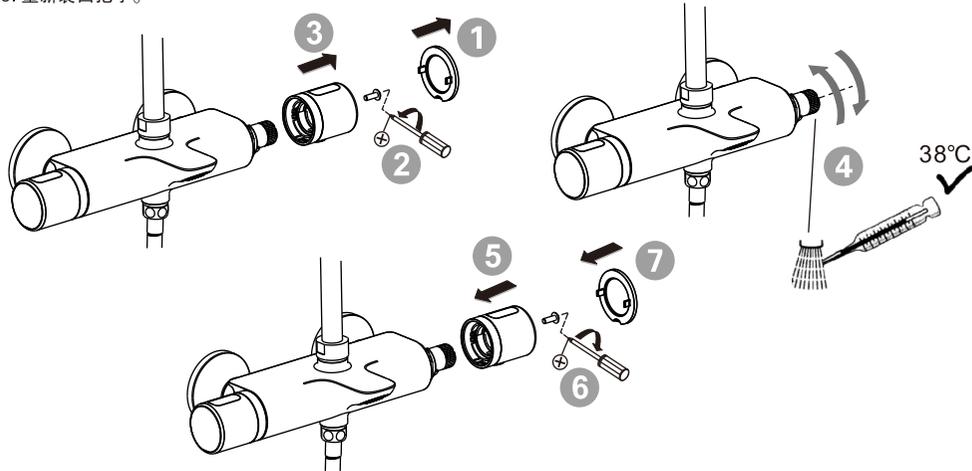
1 Adjust Temperature Selection Handle 温控把手调节

* The temperature selection handle has been calibrated before shipping and generally does not require recalibration
 * Should you wish to recalibrate the temperature setting, please follow the steps below:

1. Remove handle cap.
2. Remove the screw.
3. Slide out the loosened handle.
4. Adjust the exposed auto temperature valve until 38°C is registered on your thermometer.
5. Reinstall the handle.

* 温控把手在出厂已经调试好，可以正常使用，一般情况下不建议用户进行调试。
 * 用户如需进行调试，可参考下面步骤进行调节：

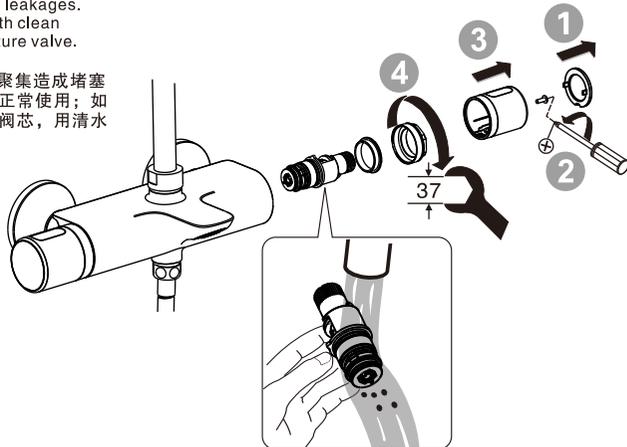
1. 用一字螺丝刀小心撬出装饰盖；
2. 用十字螺丝刀旋出螺丝；
3. 取出把手；
4. 旋动阀芯到一个位置，开启热水，用温度计测试水温，当温度定在38°C时，定格把手位置不动；
5. 重新装回把手。



2 Cleaning and Replacement of the Auto Temperature valve 恒温阀芯的清洗和更换

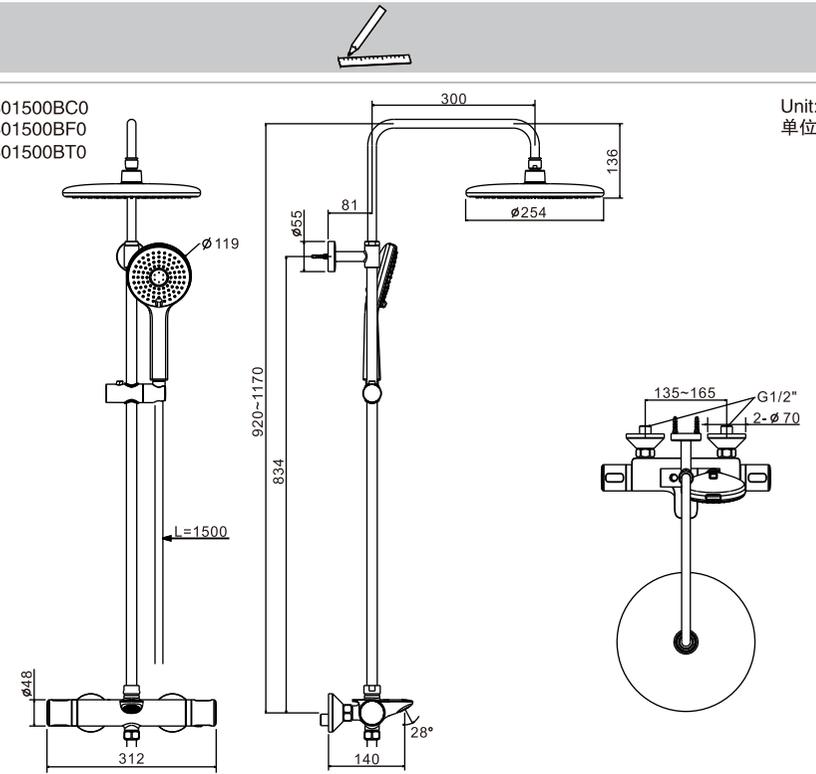
* The auto temperature valve should be cleaned periodically to prevent any accumulation of dirt which may lead to leakages.
 Simply follow the steps below and rinse with clean water to clean/ replace your auto temperature valve.

* 恒温阀芯在在长时间使用后，会有污垢聚集造成堵塞而引起出水不良，此时要进行清洗才可以正常使用；如需清洗或更换阀芯，请参考右面步骤取出阀芯，用清水冲洗干净或更换后，重新装回恒温阀芯。

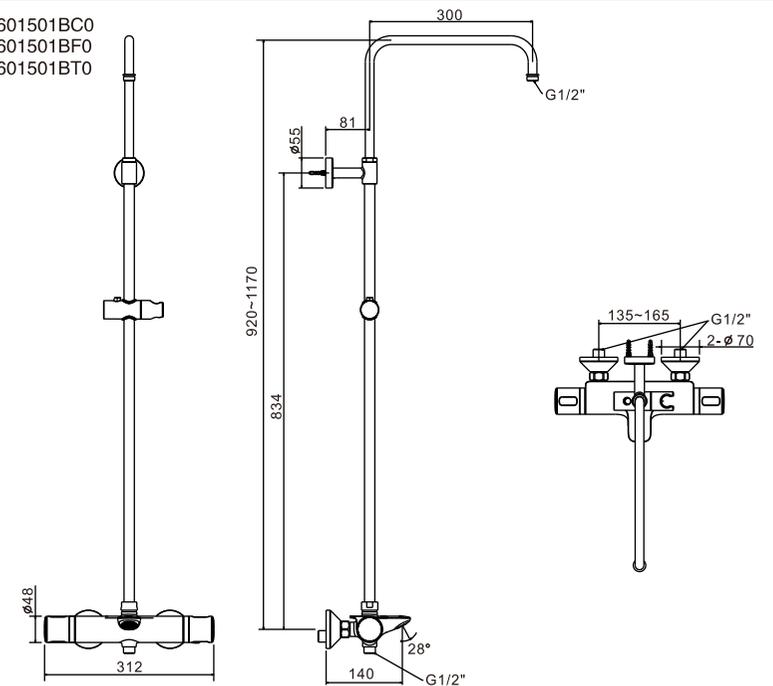


FFAS1M13-601500BC0
 FFAS1M13-601500BF0
 FFAS1M13-601500BT0

Unit: mm
 单位:毫米



FFAS1M13-601501BC0
 FFAS1M13-601501BF0
 FFAS1M13-601501BT0





Pre-Installation Checks 安装前注意事项

* Remove impurities from pipes before installation to avoid clogging. Connect faucet pipes correctly. Ensure that the cold water hose is connected to the right side and the hot water hose to the left. Check installation distances from the dimension diagram to ensure correct installation.

Conditions for use

1. Recommended water pressure condition: 0.1~0.5MPa (For optimal performance and product longevity, we recommend adding a pressure reducing valve when water pressure exceeds 0.5MPa. Difference in pressure between hot and cold water should not exceed 0.2MPa)
2. Water Temperature: Cold Water 4°C ~ 29°C; Hot Water 45°C ~ 85°C (Recommended Hot Water Temperature 50°C ~ 75°C).
3. Ambient Temperature: 1~55°C
4. Note: Ensure water source is clean. Poor water quality can cause cartridge and internal components to clog, resulting in poor temperature sensitivity and/or product failure.

Attention

Please ensure that the hot water supply source is stable. Electric water storage heaters are ideal for use with Temptation Auto Temperature Mixer for optimal performance. Common issues that may arise when hot water is supplied by gas and/or solar water heaters are as follows:

Common gas heater issue(s)

1. Every water heater has a minimum operational starting pressure (flow). When the lowest flow is selected with the mixer, the minimum operational starting pressure of the gas water heater may not be achieved and therefore, the gas heater will not function. When the residual hot water in the pipeline is discharged, the gas heater starts up, reheating the water. This repeated cycle results in an unstable hot water supply and inconsistent temperature delivery.

Solution:

1a. Set the water temperature of the water heater to 5°C higher than the thermostatic faucet (adjust with multiple manual knob, set the temperature knob in the lower position, and then use the knob to adjust the temperature of fire) the demand of hot water becomes larger in order to achieve the starting flow of the water heater. Recommended value: Summer: 45~50°C; winter 50~55°C.

1b. Set the water thermostatic faucet to full flow (half open water switch need to press the switch to rotate).

Common solar heater issue(s)

2. As the solar water heater is not pressurized, hot water flows from to the mixer as a result of gravity. When the pressure from the cold water supply exceeds that of the hot water supply by 0.2MPa, hot water supply into the mixer is disrupted, resulting in inconsistent temperature delivery.

Solution:

2a. Add a pressure booster pump to the solar water heater so that the pressure of cold and hot water can be balanced. Push and save the pressurized water pressure: 0.3MPa.

2b. To add a pressure reducing valve on the cold water supply will also make the cold and hot water supply pressure balanced. When the water supply pressure exceeds 0.5MPa, the pressure relief valve is required.

Recommended water pressure: 0.1~0.5MPa, hot and cold water pressure difference: less than 0.2MPa

* 安装龙头之前，请务必清理管中杂物，以免造成堵塞；龙头与冷、热供水管必须连接正确；参考尺寸图，检查安装尺寸，确保安装正确。

使用条件:

1. 水压（动态）：0.1MPa~0.5MPa（超过0.5MPa时，需要加装减压阀，同时冷热水压力差不超过0.2MPa）。
2. 使用温度：冷水温度4°C~29°C；热水温度45°C~85°C（建议正常使用温度为50°C~75°C）。
3. 环境温度1°C~55°C。
4. 使用水质应符合国家市政供水要求，如果水质太差，容易堵塞阀芯，造成调温灵敏度差，如果堵塞单向阀，会造成冷热水管路互串。

注意事项:

* 恒温龙头需匹配合适的热水源，对热水源的选择，尽量选用稳定的热水供应源，家庭使用的热水源推荐首选储热式电热水器；如选用燃气式或太阳能热水器时，可能会出现下面的情况，请谨慎选择。

1. 燃气式热水器供水，每种热水器都有一个最低启动压力（流量），当我们开启恒温水嘴流量较小时，需要热水流量达不到热水器的最低启动流量时，热水器就会保护熄火。当管路中的热水排完后，热水器又会重新启动，反复循环，这时热水供给就不稳定，从而导致恒温龙头出水忽冷忽热。

解决方法:

1a. 调低热水器的出水温度，比恒温龙头设定恒温高出5°C即可，（用多个手动旋钮调节的，将温度旋钮尽量设在偏低位置，再使用火力旋钮调节温度）使热水的用量需求变大，以达到热水器的启动流量。推荐值：夏天：45~50°C；冬天50~55°C。

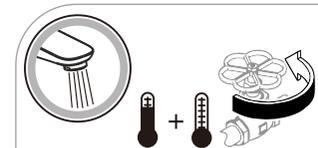
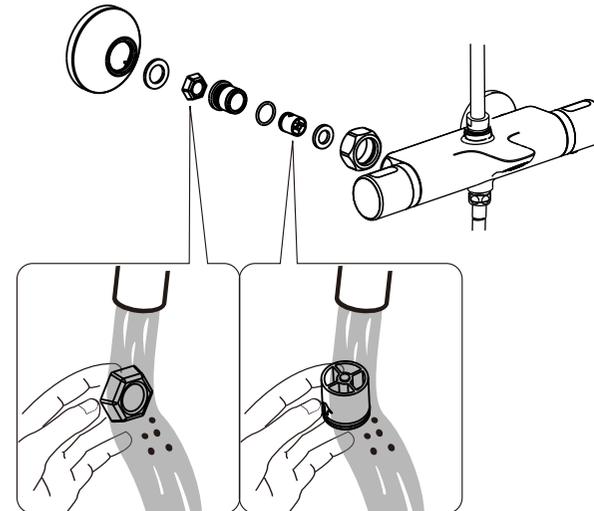
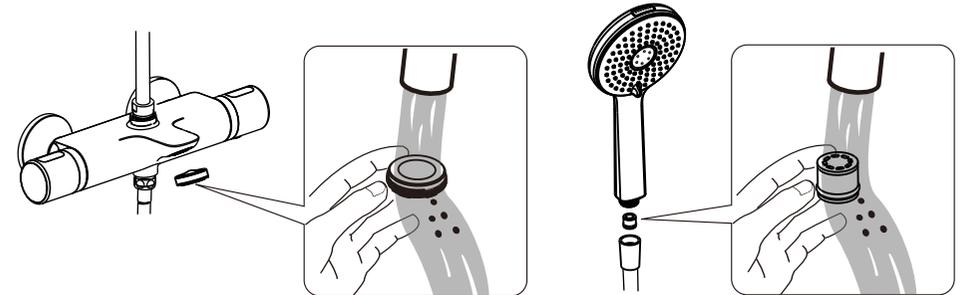
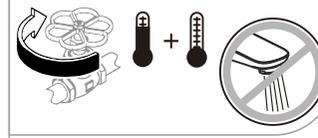
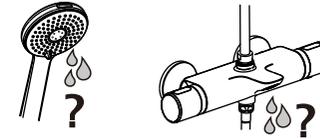
1b. 将恒温龙头的出水调到全流（有半开节水开关的，要按下节水开关转动）。

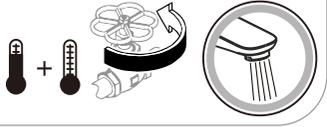
2. 太阳能热水器供水，太阳能供水时，热水储水箱内没有压力，热水是从储水箱内靠自重流向恒温龙头，当冷水供水压力超过热水供水压力0.2MPa，就会向热水器逆向供水，导致热水出不来，这时恒温龙头出水就会出现忽冷忽热现象。

解决方法:

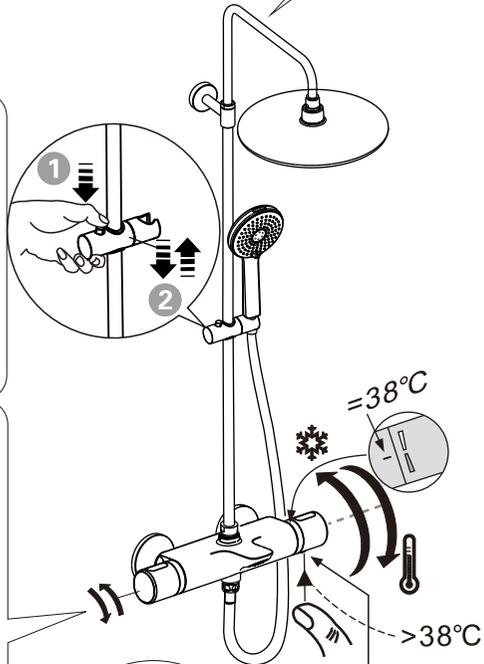
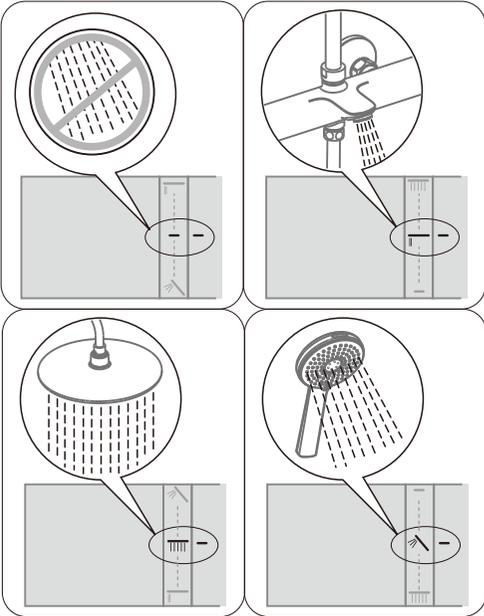
2a. 给太阳能供水加一个增压泵，使冷热水供水压力达到平衡。推荐增压后水压：0.3MPa。

2b. 给冷水供水配减压阀，同样目的使冷热水供水压力达到平衡。当供水压力超过0.5MPa需要配置减压阀。推荐供水水压：0.1~0.5MPa，冷热水压力差：≤0.2MPa。





During use, the curved arm connected with the Head shower can not continue to swing vigorously, which will cause the Head Shower height to jump, affecting the shower body feeling.
使用淋浴的过程中，与顶洒连接的弯臂不能持续大力摇摆，会导致顶洒高度上窜，影响淋浴体感。



Be careful of high temperature
使用热水时
注意防烫

Anti-Scald Button
防烫按钮

When the temperature of more than 38°C is needed, please press the button, and turn the handle, water temperature will increase until the temperature you needed is reached.

当水温需要大于 38°C 时，须按下按钮，再往前旋动把手，直到合适。



Recommended Tools and Materials 推荐的工具和材料



Adjustable Wrench
扳手



Level
水平仪



Screwdriver
螺丝刀



Tape Measure
卷尺



Teflon Tape
生料带



Pencil
铅笔

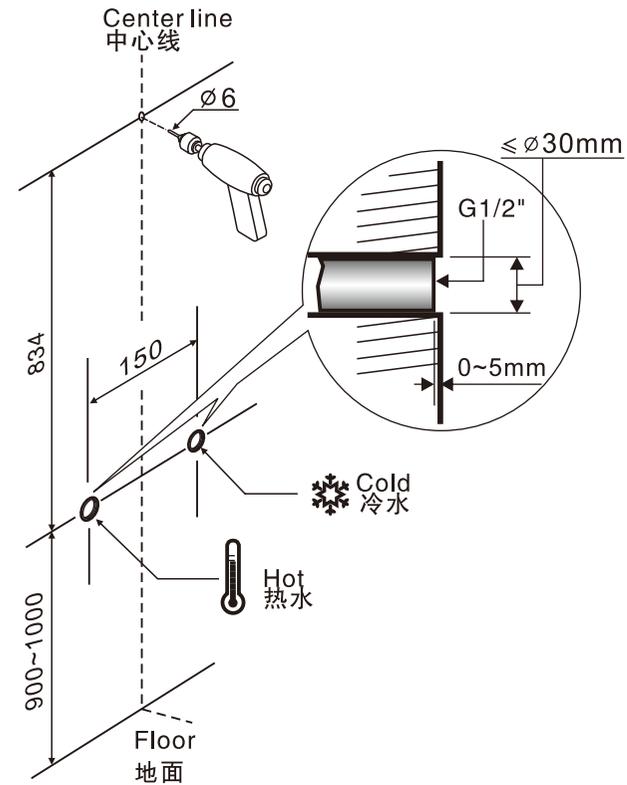


Electric drill
电钻



Hammer
锤子

Preparation 安装前准备



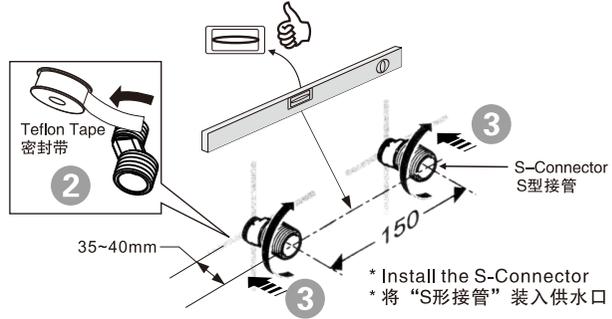
* Lay cold & hot supply pipes based on dimension drawing.
* 参考尺寸图，铺设冷、热供水管路。



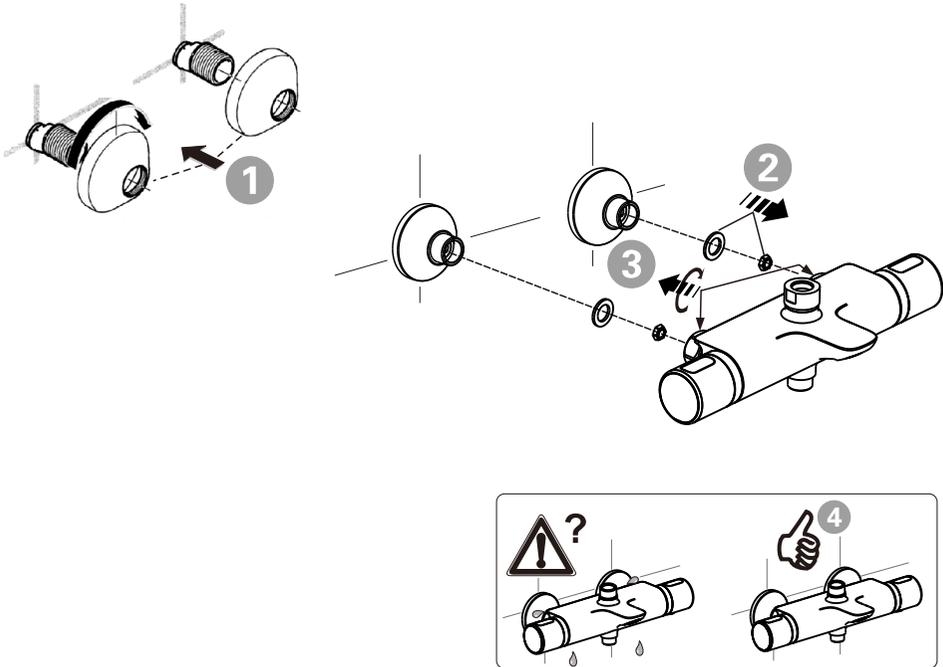
S-Connector Installation 安装S型接管



1 * Before installation, the laying of pipeline is rinsed clean.
* 安装前, 请将铺设的管路冲洗干净。



Faucet Installation 安装龙头



Shower slide and shower kit Installation 安装淋浴滑杆和花洒配件

