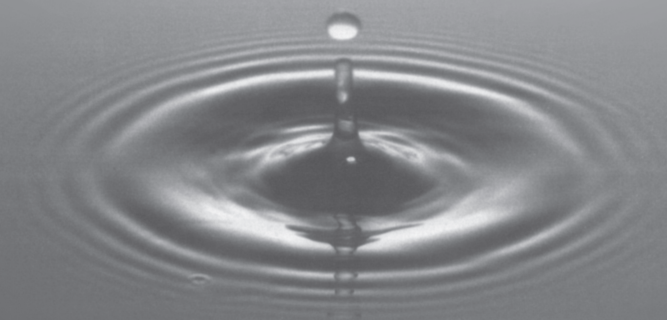


# 使用说明书 Instructions for operation

使用产品前请仔细阅读本使用说明书，并保留备用。  
Before using product, read these Instructions for operation  
carefully and retain it for future reference.

# TOTO

# TOTO



OG386RY(C)  
2021.10

# 目录

## 目 录

目录 .....	1
明细单 .....	2-3
使用条件与使用上的注意 .....	4
使用上的注意与保养 .....	5
产品示意图 .....	6-9
拆卸与检查 .....	10-13
产品保修卡 .....	14
合格证 .....	15

# 明细单

## 明细单

手柄部 .....	1套
捏手部 .....	1套
套 筒 .....	1个
装饰板 .....	1套
装饰盖 .....	1个
使用说明书 .....	1本
施工说明书 .....	1本

使用本明细单的产品包括：

DP348 铜合金壁式单柄双控暗装水嘴面板  
DP352 铜合金壁式单柄双控暗装水嘴面板  
DP352 场合无装饰盖

主体部 .....	1套
使用说明书 .....	1本
施工说明书 .....	1本

使用此明细单的产品包括：

DV309-3R 铜合金壁式单柄双控暗装水嘴阀体(可转换)  
DV309S 铜合金壁式单柄双控暗装水嘴阀体(可转换)

# 明细单

明细单	
手柄部 .....	1套
装饰板 .....	1套
装饰盖 .....	1个
螺 钉 .....	4个
使用说明书 .....	1本
施工说明书 .....	1本
使用本明细单的产品包括：	
DP349 铜合金壁式单柄双控暗装水嘴面板	
DP353 铜合金壁式单柄双控暗装水嘴面板	
DP353 场合无装饰盖，螺钉2个	
主体部 .....	1套
使用说明书 .....	1本
施工说明书 .....	1本
使用本明细单的产品包括：	
DV311-2R 铜合金壁式单柄双控暗装水嘴阀体	
DV311-3 铜合金壁式单柄双控暗装水嘴阀体	

# 使用条件与使用上的注意

使用条件	
1. 供冷水*热水压力： 最低压力.....0.05MPa(流动压) 最高压力.....1.0MPa(静压)	
2. 花洒配套使用时，建议水压0.2MPa(流动压)以上，否则可能无法充分发挥花洒的性能。	
3. 供水温度在4℃~90℃，建议使用热水温度60±5℃, 供热水请勿使用蒸汽。	
4. 使用环境温度0℃以上。如果低于0℃，水嘴会出现变形、冻裂等现象。	
5. 为防止花洒内部损坏，花洒侧吐水温度不得超过60℃，建议使用温度45℃以下。	
6. 长时间不使用时，可能导致水嘴内部及外部锈蚀不能使用等现象。	
7. 如果您需要废弃本产品，请勿将其作为一般生活垃圾处理，请依照法规经由独立的回收体系进行合适的处理、恢复和回收。	
8. 本说明书中的产品具有清洗功能。	
使用上的注意	
⚠警告 表示如果无视此标志而误操作时，有可能造成人员重伤或死亡。	
⚠注意 表示如果无视此标志而误操作时，有可能造成人身伤害或财产损失。	
⚠警告	
1. 幼儿禁止使用或幼儿需要成年人监护使用、老人和残障人士等特殊群体应在有行动能力人员陪同下使用。	
2. 水嘴的供热水一侧处于高温状态，请注意勿使皮肤直接接触五金配件表面，否则可能会烫伤。	
3. 请勿配反冷*热水配管，否则可能会烫伤。	
4. 供热水请勿使用蒸汽，否则可能会烫伤。	
5. 施工时本产品的G1/2或G3/4内螺纹请勿与R1/2或R3/4接头安装使用，否则可能会造成主体螺纹处开裂、漏水等不良。	

# 使用上的注意与保养

## ⚠注意

- 1. 由于陶瓷阀芯是较精密的部件，请勿擅自分解，否则可能会造成漏水等不良。
- 2. 配套使用时，建议水压0.2MPa以上，否则可能会无法充分发挥水嘴的性能。
- 3. 请勿撞击本产品，否则可能会造成故障、漏水。
- 4. 必须使用中性洗涤剂清洗，中性以外的洗涤剂会破坏镀层或使表面变色。
- 5. 不得使用酸性洗涤剂和去污粉、抛光粉等含粗颗粒的洗涤剂和尼龙刷，否则可能会破坏镀层等。
- 6. 可使用软布擦拭，间或用机油或车用蜡浸布擦拭，但请勿接触树脂部件，否则可能失去光泽和产生锈蚀。
- 7. 随着产品式样的不断更新，实物存在与图示不符的情况，但基本安装、使用原理相同。
- 8. 在可能结冰的场所使用时，要切实做好防冻措施。  
因结冰，零件破损，有可能导致漏水，造成财产损失。因结冰而造成的破损即使在保修期内也是有偿修理。请不要让产品的环境温度低于0℃。

## 防冻措施

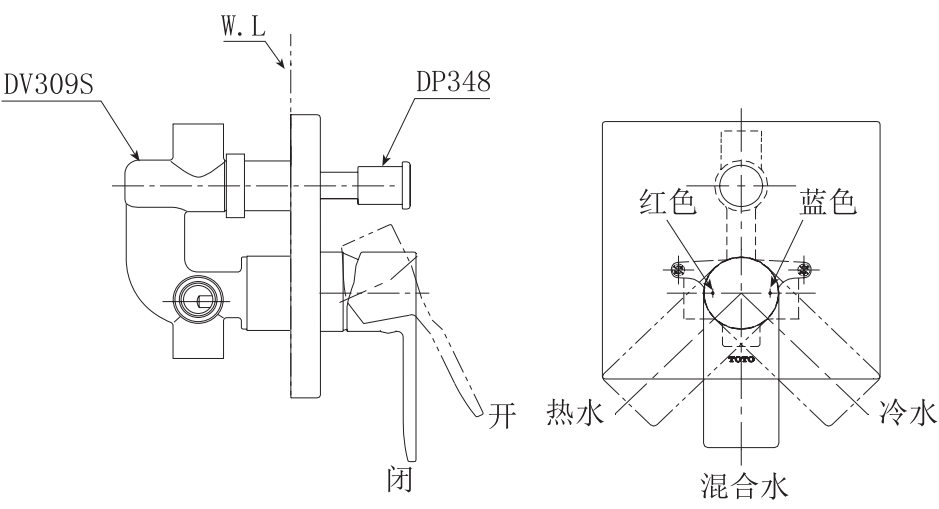
- 在可能结冰的场所使用时，要切实做好防冻措施。
- 1. 产品结冰的话零件损坏，成为漏水的原因。
  - 2. 因结冰造成的零件破损即使在保修期也是有偿修理。
  - 3. 施工完了后或长时间不使用时，要有预防突然降温的准备，要对产品进行结冰预防。
  - 4. 因为有结冰的危险，请不要让产品周围的温度在0℃以下。

## 保养

- 为长期保持产品的美观，请用户按以下方法维护保养。
- 1. 经常用软布擦拭，间或用软布蘸水擦拭。
  - 2. 当有污垢且比较明显时，请用中性洗涤剂擦拭后充分进行水洗。

# 产品示意图

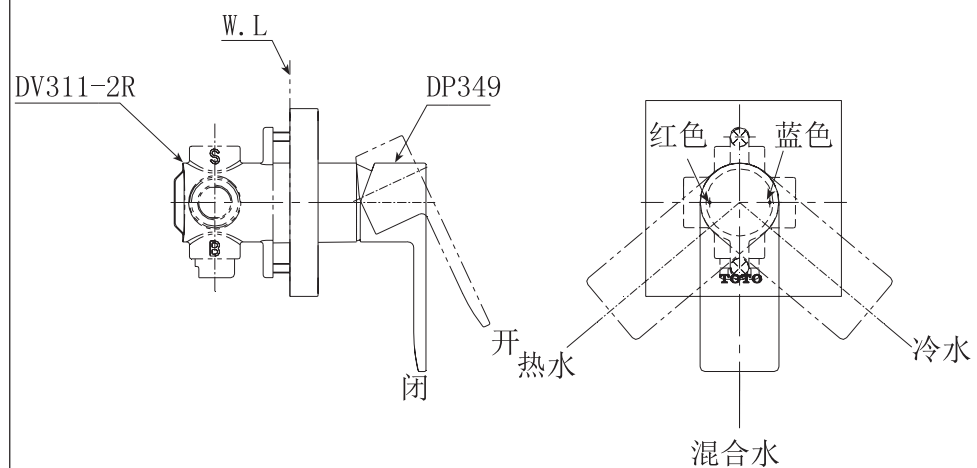
DP348 铜合金壁式单柄双控暗装水嘴面板  
DV309S 铜合金壁式单柄双控暗装水嘴阀体(可转换)





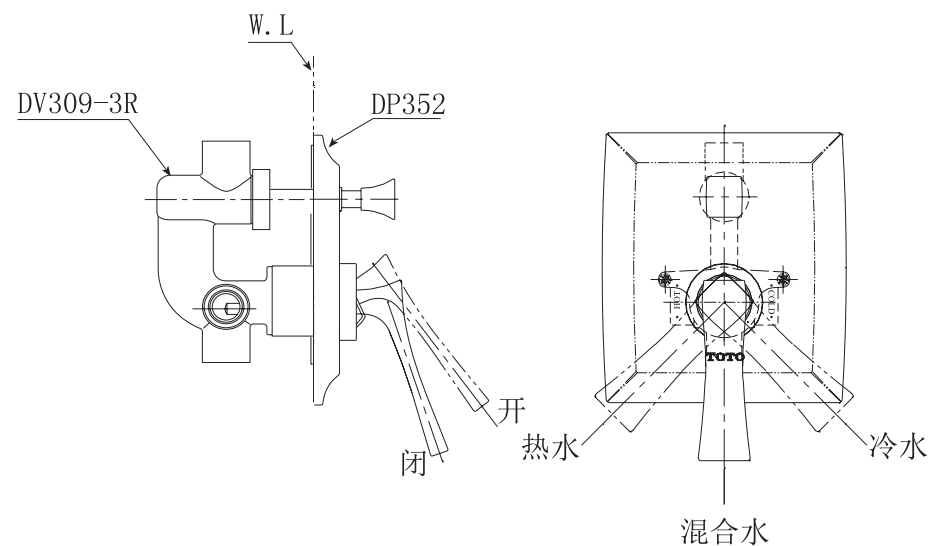
# 产品示意图

DP349 铜合金壁式单柄双控暗装水嘴面板  
DV311-2R 铜合金壁式单柄双控暗装水嘴阀体



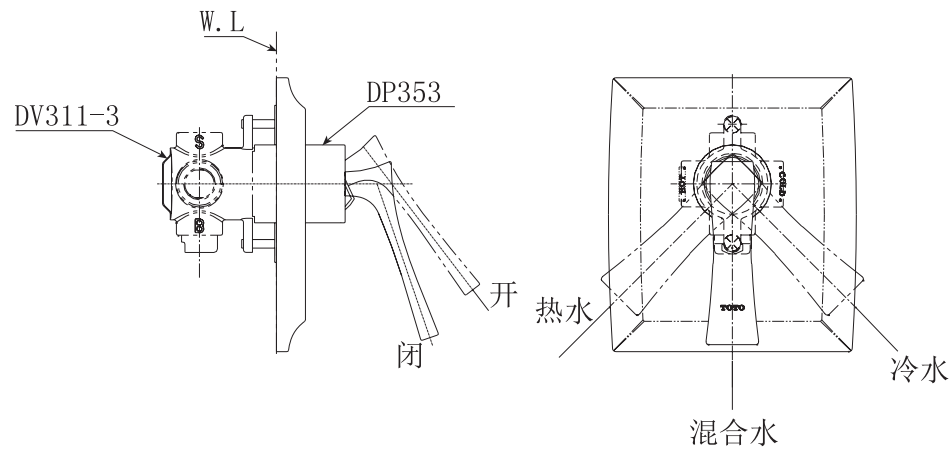
# 产品示意图

DP352 铜合金壁式单柄双控暗装水嘴面板  
DV309-3R 铜合金壁式单柄双控暗装水嘴阀体（可转换）



# 产品示意图

DP353 铜合金壁式单柄双控暗装水嘴面板  
DV311-3 铜合金壁式单柄双控暗装水嘴阀体

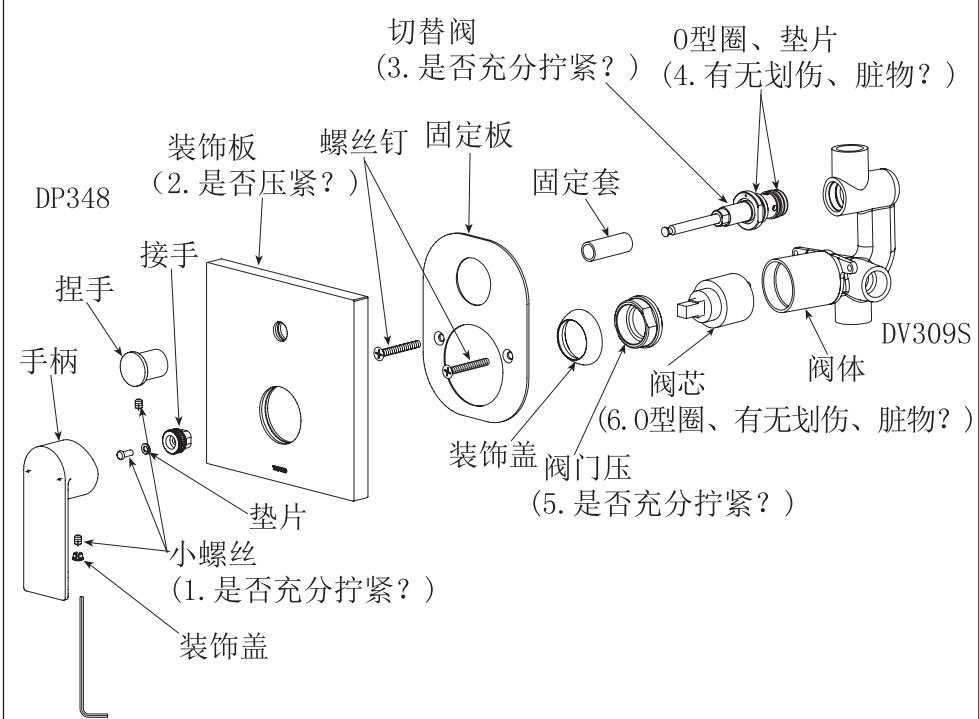


# 拆卸与检查

DP348、DV309S

现象	检查项目
水流量小	6
漏水	3、4、5、6
切替不良	4
开闭手柄晃动	1
切替手柄晃动	1
装饰板晃动	2

安装后万一出现故障，请按以下要领拆卸。  
(此图内未拆分的零件，需要拆卸的情况下，请联络售后服务人员进行拆卸)

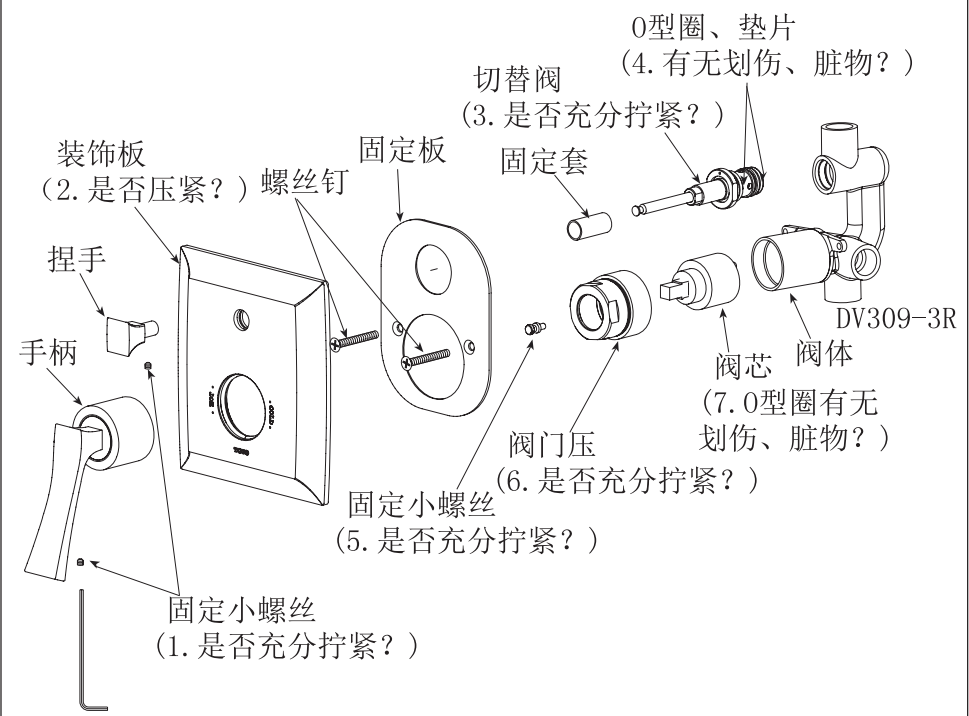


# 拆卸与检查

DP352、DV309-3R

现象	检查项目
水流量小	7
漏水	3、4、6、7
切替不良	3、4
开闭手柄晃动	1、5
切替手柄晃动	1
装饰板晃动	2

安装后万一出现故障，请按以下要领拆卸。  
(此图内未拆分的零件，需要拆卸的情况下，请联络售后服务人员进行拆卸)



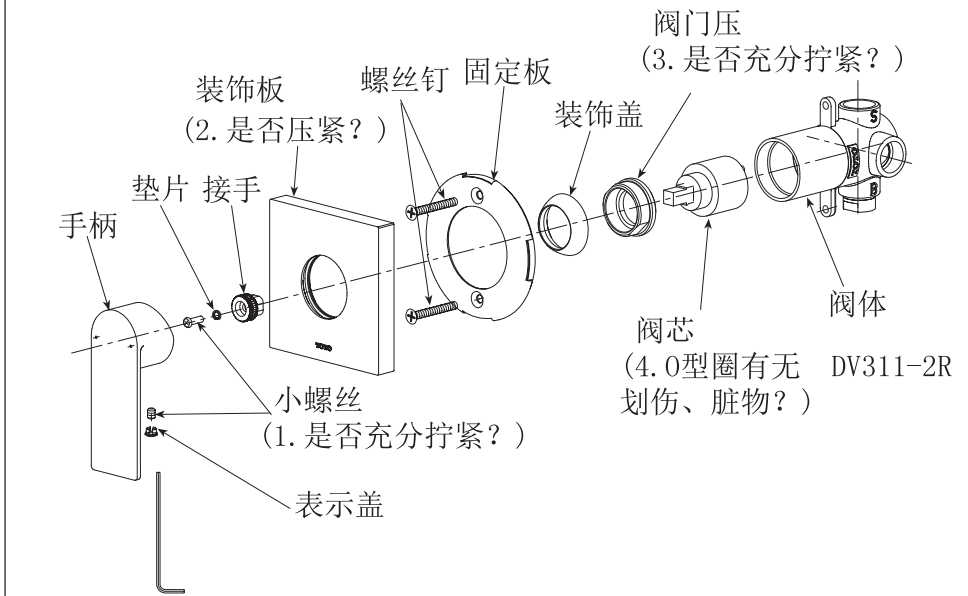
DP352

# 拆卸与检查

DP349、DV311-2R

现象	检查项目
漏水	3、4
手柄晃动	1
装饰板晃动	2

安装后万一出现故障，请按以下要领拆卸。  
(此图内未拆分的零件，需要拆卸的情况下，请联络售后服务人员进行拆卸)



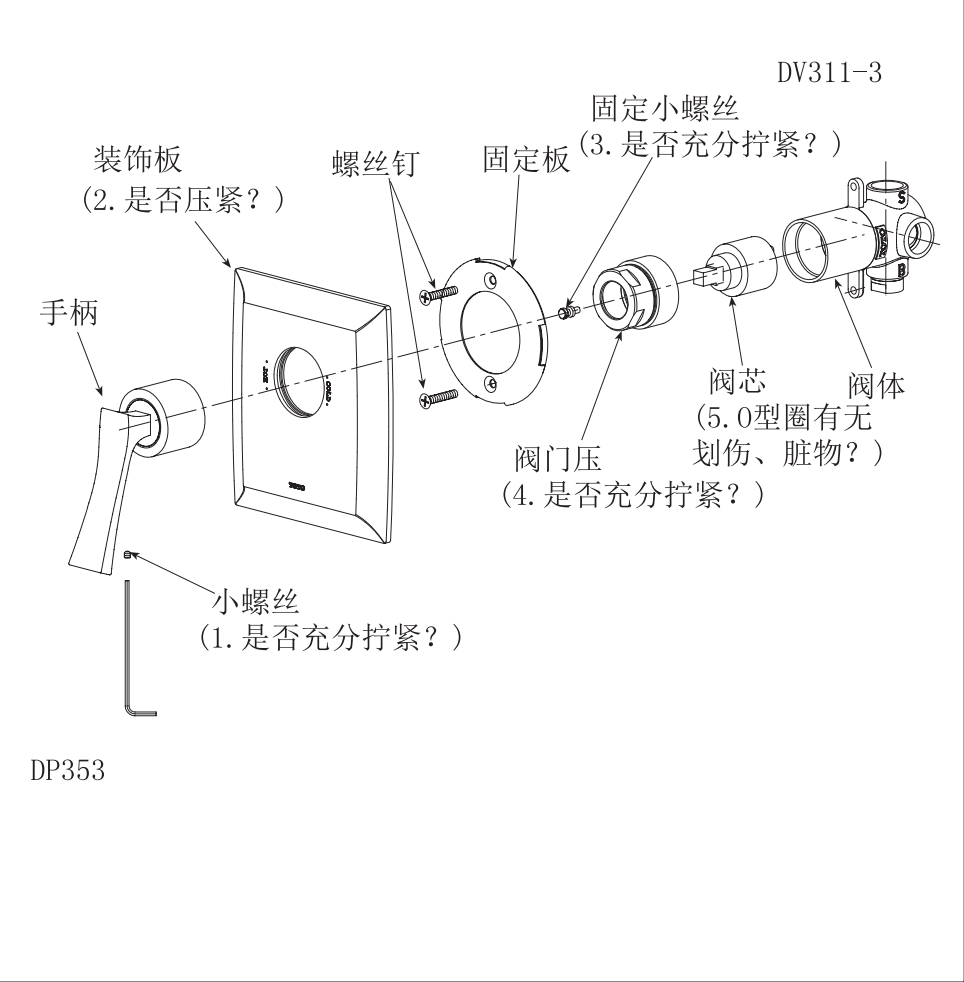
DP349

# 拆卸与检查

DP353、DV311-3

现 象	检 查 项 目
漏 水	4、5
手柄晃动	1、3
装饰板晃动	2

安装后万一出现故障，请按以下要领拆卸。  
(此图内未拆分的零件，需要拆卸的情况下，请联络售后服务人员进行拆卸)



# 拆卸与检查

用 户	
销售安装店	
购买日	
保修期	自购买日起主体及阀芯保修有效期5年， 其余部件保修期为1年

- \* 若上栏内容未记全，该产品保修卡将视为无效。因此请用户购买时对记入内容进行确认。
- \* 本产品保修卡中的保修项目仅限于产品保修卡中所约束的免费维修项目进行维修。
- \* 在保修期间，若产品发生故障（漏水、渗漏），请拨打全国售后服务电话报修。

## 维修规定

1. 保修期间，在用户正确按说明书、不干胶等指示，使用本公司产品的情况下，本公司将对有故障产品进行免费维修。
2. 在保修期内发生损坏需得到免费修理时，请持本产品保修卡和购买发票委托安装店或销售店办理。
3. 在保期内，下面所列场合的维修为有偿维修。
  - ①使用不当或私自进行的不当修理及改造所造成的故障及损伤。
  - ②安装施工时的不注意或过失造成的故障及损伤。
  - ③安装后又拆移等原因造成的故障及损伤。
  - ④超出使用范围以外的场合下使用本产品所造成的故障及损伤(如家庭用商品作为业务上商品使用。)
  - ⑤砂粒或污物等造成的损伤。
  - ⑥由于日常的维护保养不当造成的肮脏、电镀部分生锈等不良。
  - ⑦由于火灾、地震、水灾、雷击及其他天灾、公害、气害（液化气）、盐害及异常电压、使用指定外的电源(电压、频率)等原因造成的故障及损伤。
  - ⑧本产品保修卡没指定的场合。
  - ⑨本产品保修卡中用户姓名、销售店、安装店、购买日期未填写的场合。
  - ⑩不能出示购买发票的场合。
  - ⑪由结冰引起的故障。
4. 本产品保修卡只在中国境内有效。（香港、澳门、台湾地区除外）
5. 本产品保修卡丢失不补，请顾客妥善保管。

# 合格证

本品经检查判定合格

执行标准：GB 18145-2014

产品型号：见包装箱上的标签

产品名称：见包装箱上的标签

生产日期：见包装箱上的标签

组装工厂：东陶（大连）有限公司

电 话： (0411) 87624383

厂 址：大连经济技术开发区东北二街17号

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)



销售商：东陶(中国)有限公司

地 址：北京市朝阳区光华路1号 北京嘉里中心北楼1915室

网 址：www.toto.com.cn

# Contents

## Contents

Contents .....	1
Detailed list .....	2-3
Service condition and attentions in use .....	4
Attentions in use and maintenance .....	5
Product schematic diagram .....	6-9
Removal and Inspection .....	10-13
Product Warranty Card .....	14
Conformity Certificate .....	15

# Detailed list

Detailed list	
Handle part .....	1 set
Handle knob part .....	1 set
Bushing .....	1 piece
Decorative plate .....	1 set
Decorative cover.....	1 piece
Instructions for construction.....	1 copy
Instructions for operation.....	1 copy
The products using this detailed list include:	
DP348 Copper alloy wall-mounted type single-handle double-control concealed water faucet panel	
DP352 Copper alloy wall-mounted type single-handle double-control concealed water faucet panel	
Note: In case of DP352,these is no decorative cover.	
Body .....	1 set
Instructions for construction .....	1 copy
Instructions for operation .....	1 copy
The products using this detailed list include:	
DV309-3R Copper alloy wall-mounted type single-handle double-control concealed faucet valve body (convertible)	
DV309S Copper alloy wall-mounted type single-handle double-control concealed faucet valve body (convertible)	

# Detailed list

Detailed list	
Handle part .....	1 set
Decorative plate .....	1 set
Decorative cover.....	1 piece
Screw .....	4 pieces
Instructions for construction .....	1 copy
Instructions for operation.....	1 copy
The products using this detailed list include:	
DP349 Copper alloy wall-mounted type single-handle double-control concealed water faucet panel	
DP353 Copper alloy wall-mounted type single-handle double-control concealed water faucet panel	
Note: In case of DP353,these is no decorative cover,screw 2 pieces.	
Body .....	1 set
Instructions for construction .....	1 copy
Instructions for operation .....	1 copy
The products using this detailed list include:	
DV311-2R Copper alloy wall-mounted type single-handle double-control concealed faucet valve body	
DV311-3 Copper alloy wall-mounted type single-handle double-control concealed faucet valve body	



# Service condition and attentions in use

## Service condition

1. Cold water supply\*hot water supply pressure  
Minimum pressure ..... 0.05MPa (flow pressure)  
Maximum pressure ..... 1.0MPa (static pressure)
2. When the sprinkler is used as ancillary component, it is advised that the water pressure should be more than 0.2Mpa, otherwise, the performance of the sprinkler can not be played fully.
3. The temperature for water supply is 4~90°C. It is suggested to use the water temperature of 60±5°C. Do not use steam to supply hot water.
4. The ambient temperature for use is above 0°C. If not, the water nozzle may deform and crack due to freezing.
5. To prevent internal sprinkler damage, the water outlet temperature on the sprinkler side shall not exceed 60°C. It is suggested to use a temperature below 45°C.
6. Being out of use for a long time may result in internal and external rust to the water nozzle and being unable to be used.
7. If you want to scrap this product, do not treat it as you do for general domestic garbage. Please follow relevant statutes to have it treated, recovered and collected appropriately by an independent recovery system.
8. The product in these instructions has a cleaning function.

## Attentions in use

 **Warning:** it means that ignoring this mark and misoperation may cause serious personal injury and death.

 **Attention:** it means that ignoring this mark and misoperation may cause personal injury or property loss.

### Warning

1. Children are not allowed to use or can use only under the custody of adult. Such special groups as the aged and disabled should be accompanied by those with behavioral competence when using it.
2. The hot water supply side of the water nozzle is in a condition of high temperature. Do not allow skin to contact with the hardware surface directly. Otherwise, scalding may occur.
3. Do not reverse cold\*hot water pipes. Otherwise, scalding may occur.
4. Do not use steam to supply hot water. Otherwise, scalding may occur.
5. In construction, do not install and use the G1/2 or G3/4 internal threads of this product with R1/2 or R3/4 connector. Otherwise, the main body threads may crack, resulting in such quality problems as water leakage, etc.

# Attentions in use and maintenance

## Attentions

1. As the ceramic cartridge is a precise component, do not dismantle it without authorization. Otherwise, such poor conditions as water leakage, etc. may be caused.
2. In supporting use, it is suggested that the water pressure should be above 0.2Mpa. Otherwise, the performance of the water nozzle may not be sufficiently taken advantage of.
3. Do not impact the product. Otherwise, failure, water leakage may occur.
4. It is imperative to use a neutral detergent in cleaning. Other detergents than a neutral one may damage the plating coat or make the surface discolor.
5. Do not use any such detergent as acidic detergent and abstergent, polishing powder, etc. Containing thick particles and nylon brush. Otherwise, the plating coat may be damaged, etc.
6. It is allowed to use a piece of soft cloth to wipe or use from time to time a piece of cloth immersed in machine oil or vehicle wax to wipe. However, do not contact with resin components. Otherwise, they may lose the gloss and become rusty.
7. With the product design being updated constantly, the physical object may not coincide with the figure. However, the basic principle for installation, use is the same.
8. When using in places where icing may occur, anti-freezing measures must be taken. The parts will be damaged due to icing, which may cause water leakage and property loss. Damages caused by icing are repaired for a fee even during the warranty period. Please ensure that the ambient temperature of the product is always above 0°C.

## Anti-freezing measures

When using in places where icing may occur, anti-freezing measures must be taken.

1. The parts will be damaged due to icing, which may cause water leakage.
2. Damaged parts caused by icing are repaired for a fee even during the warranty period.
3. After the construction is completed or when it is not used for a long time, prepare to prevent sudden drop of temperature and prevent the product from icing.
4. Because of the risk of icing, please ensure that the ambient temperature of the product is always above 0°C.

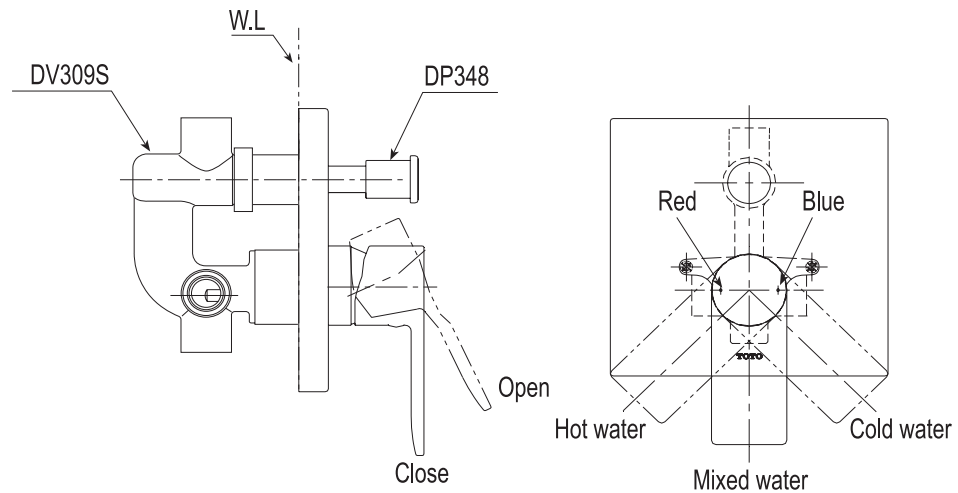
## Maintenance

To maintain a beautiful appearance of the product, the user is requested to conduct maintenance and care in the following method.

1. Wipe with a piece of soft cloth frequently and use a piece of soft cloth dipped in water to wipe from time to time.
2. When dirt exists obviously, please use water to wash sufficiently after wiping with a neutral detergent.

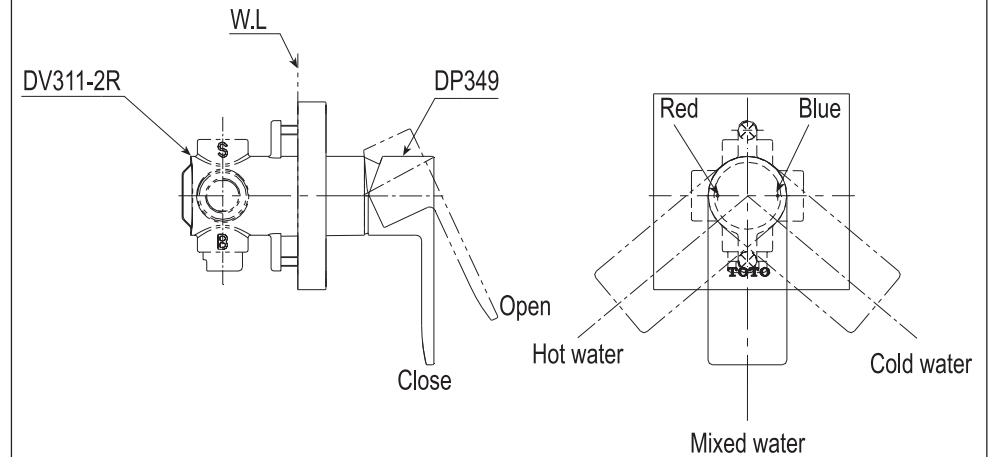
## Product schematic diagram

- DP348 Copper alloy wall-mounted type single-handle double-control concealed water faucet panel
- DV309S Copper alloy wall-mounted type single-handle double-control concealed faucet valve body (convertible)



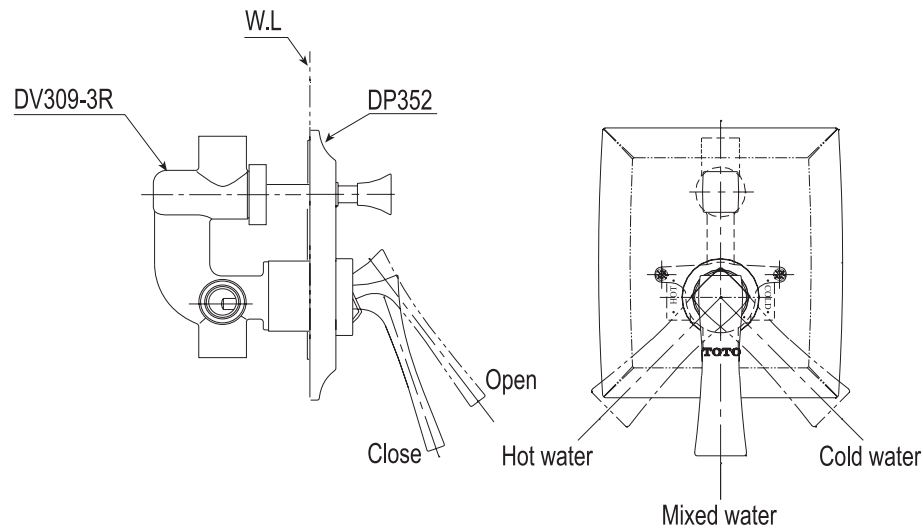
## Product schematic diagram

- DP349 Copper alloy wall-mounted type single-handle double-control concealed water faucet panel
- DV311-2R Copper alloy wall-mounted type single-handle double-control concealed faucet valve body



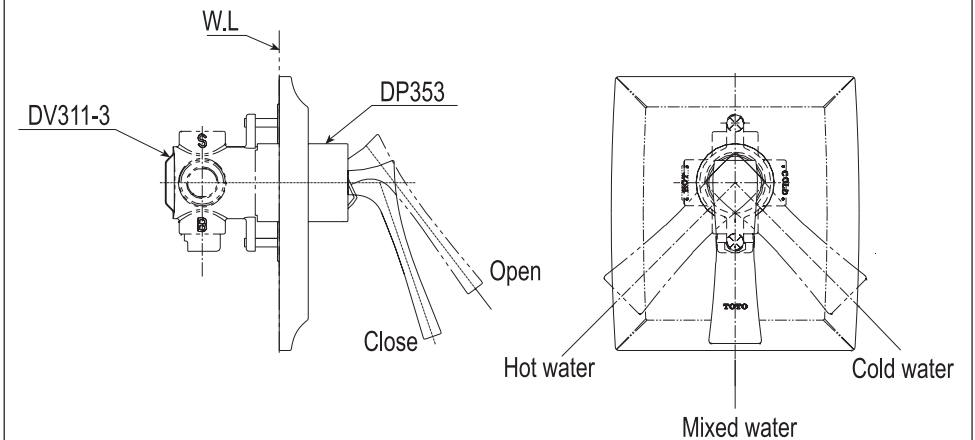
## Product schematic diagram

- DP352 Copper alloy wall-mounted type single-handle double-control concealed water faucet panel
- DV309-3R Copper alloy wall-mounted type single-handle double-control concealed faucet valve body (convertible)



## Product schematic diagram

- DP353 Copper alloy wall-mounted type single-handle double-control concealed water faucet panel
- DV311-3 Copper alloy wall-mounted type single-handle double-control concealed faucet valve body

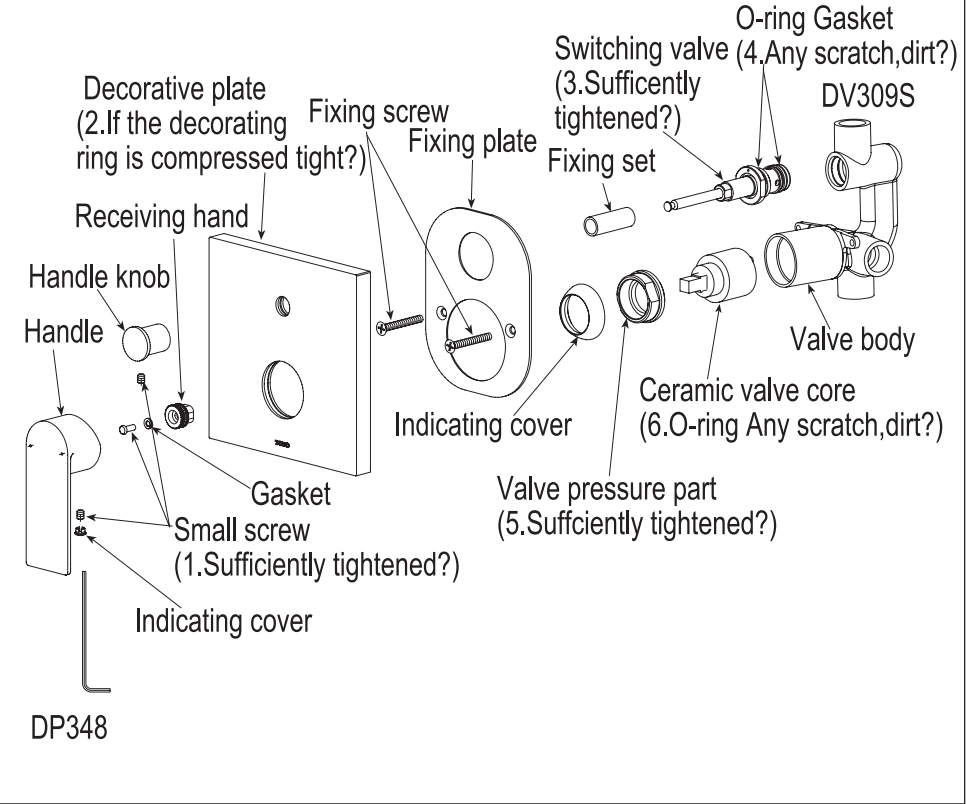


# Removal and Inspection

DP348、DV309S

Phenomenon	Inspecting items
The water flower is small	6
Water leakage	3、4、5、6
Switching is poor	4
The opening and closing handle sways	1
The switching handle sways	1
The decorative plate sways	2

In case of any failure after installation,please remove according to the following main points.(When any spare part and component not removed in this figure needs to be removed,please contact with relevant after-sale service personnel)

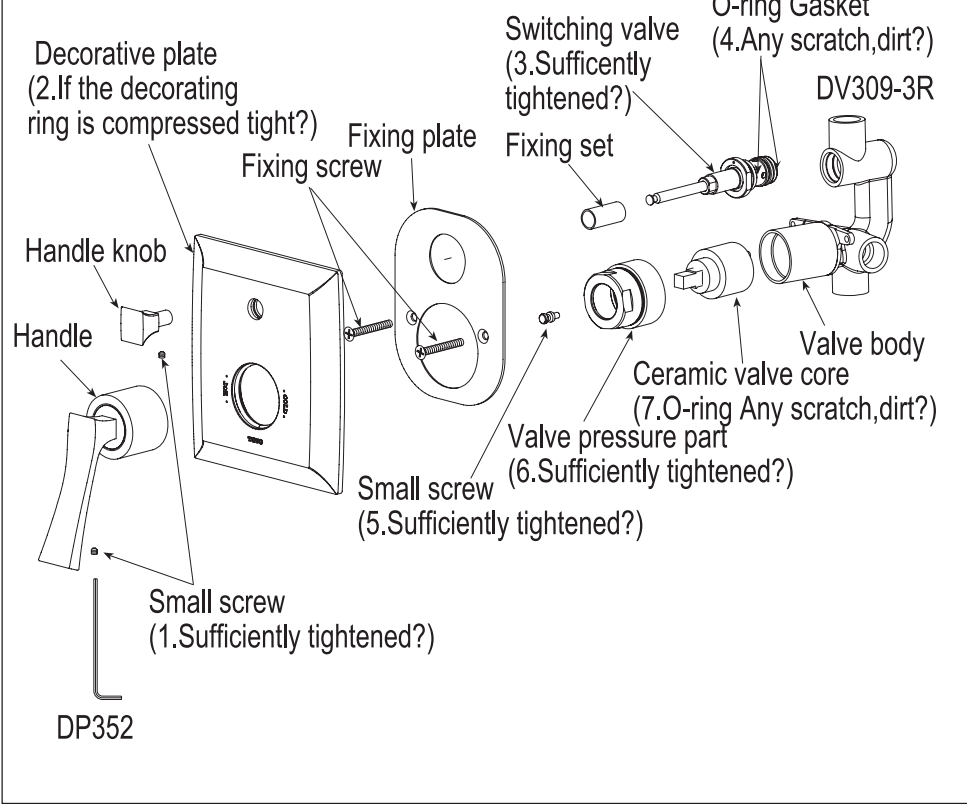


# Removal and Inspection

DP352、DV309-3R

Phenomenon	Inspecting items
The water flower is small	7
Water leakage	3、4、6、7
Switching is poor	3、4
The opening and closing handle sways	1、5
The switching handle sways	1
The decorative plate sways	2

In case of any failure after installation,please remove according to the following main points.(When any spare part and component not removed in this figure needs to be removed,please contact with relevant after-sale service personnel)

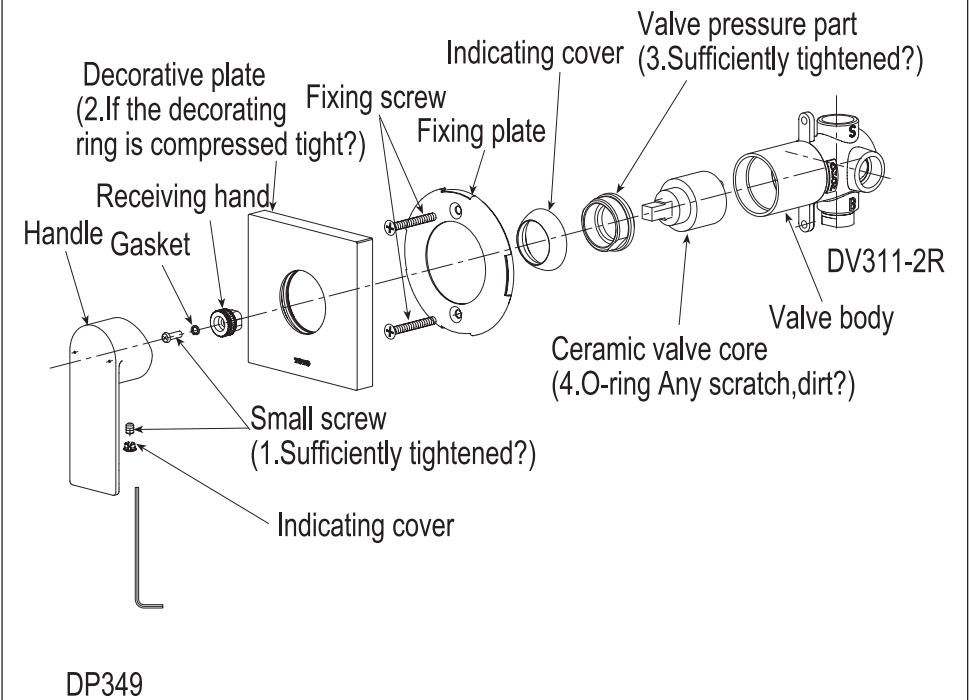


# Removal and Inspection

DP349、DV311-2R

Phenomenon	Inspecting items
Water leakage	3、4
The handle sways	1
The decorative plate sways	2

In case of any failure after installation, please remove according to the following main points. (When any spare part and component not removed in this figure needs to be removed, please contact with relevant after-sale service personnel)

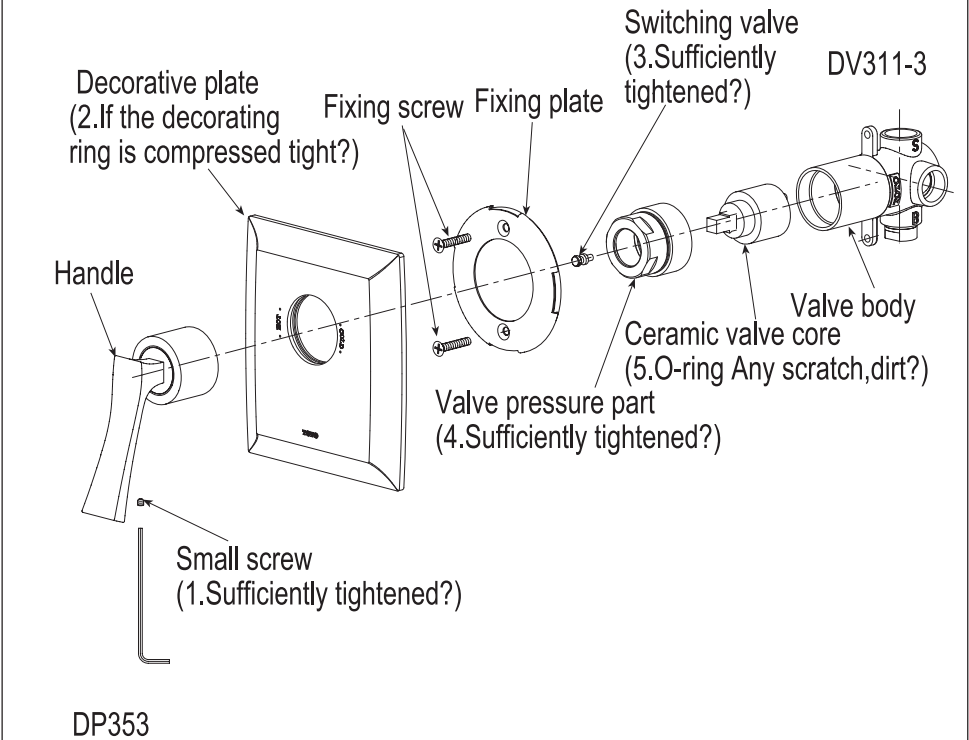


# Removal and Inspection

DP353、DV311-3

Phenomenon	Inspecting items
Water leakage	4、5
The handle sways	1、3
The decorative plate sways	2

In case of any failure after installation, please remove according to the following main points. (When any spare part and component not removed in this figure needs to be removed, please contact with relevant after-sale service personnel)



# Product Warranty Card

User	
Sales shop or installation shop	
Date of buying	
Warranty period	The warranty is effective for a period of one ( 1 ) year from the date of purchase.

- \* If the contents in the above column are not complete, the product warranty card shall be deemed as invalid. Therefore, user should confirm the contents put in at the time of buying.
- \* The items covered in this product warranty card are only limited to repair to those free repair items as agreed in the product warranty card.
- \* During the warranty period, if the product breaks down (such as water leakage, oozing), please call after sale service to request repairs.

## Repair Regulations

1. During the warranty period, if the user uses the products of the company correctly according to relevant instructions, adhesive labels, the company will provide free repair to any faulty product.
2. If damage occurs in the warranty period is required to be repaired for free, please call after sale service to request repairs.
3. Within the warranty period, the repair in the following occasions is paid repair.
  - ① Any failure and damage due to any improper use or any improper repair and modification conducted privately.
  - ② Any failure and damage resulting from any carelessness or fault in installation construction.
  - ③ Any failure and damage attributed to such reasons as removal for relocation after installation, etc.
  - ④ Any failure and damage due to using this product in occasions beyond the specified scope of use (for example, home commodity is used for any business purpose).
  - ⑤ Any damage caused by sand grains or dirt, etc.
  - ⑥ Such adverse results as dirtiness, plating part rusting, etc. attributed to improper daily maintenance and care.
  - ⑦ Any failure and damage due to fire, earthquake, flood, lightning strike and other natural disasters, public nuisances, gas damage (liquefied gas), salt damage and abnormal voltage, use of any power supply (voltage, frequency) other than the specified ones, etc.
  - ⑧ The occasions not specified in this warranty.
  - ⑨ The occasion in which the user name, sales shop, installation shop or buying date is not filled in.
  - ⑩ No buying invoice can be presented.
  - ⑪ Failure caused by icing.
4. The warranty card is valid within the territory of the People' s Republic of China. (Excluding Hongkong, Macao and Taiwan)
5. This product warranty card shall not be reissued when being lost. Customers are requested to keep it properly.

# Comformity Cerificate

This product is judged as satisfactory in inspection.

Applicable standard: GB 18145-2014

Product Model No.: See the label on the packaging case

Product name: See the label on the packaging case

Production date: See the label on the packaging case

Assembly factory: TOTO (Dalian) Co., Ltd.

Telephone: (0411) 87624383

Factory address: 17 Dong Bei Second Street,Economic&Technical Development zone,Dalian

TOTO(China)Co.,Ltd.

After-sale service toll free telephone all over the country:

800-820-9787(fixed telephone)

400-820-9787(for mobile phone users)

Vendor:TOTO(China)Co.,Ltd.

Address:Room 1915,North Building of Beijing Jiali Center,No.1,  
Guanghua Road,Chaoyang District,Beijing

Website:www.toto.com.cn