

# TOTO

## 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

OG380RY(A)  
2021.09

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# 明细单

## 明细单

水嘴主体部.....	1套
手柄部.....	1套
淋 浴 器.....	1套
淋浴器台座.....	1套
耐压软管.....	5根
	(DB357CR场合为4根)
施工说明书.....	1本
使用说明书.....	1本

使用本明细单的产品包括:

DB356CR 铜合金台式单柄双控浴缸水嘴(可转换・带抽取式花洒)



DB357CR 铜合金台式单柄双控浴缸水嘴(可转换・带抽取式花洒)

# 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. 供水温度4℃~90℃，建议使用热水温度60±5℃，供热水请勿使用蒸汽。
- 3. 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。
- 4. 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。
- 5. 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。
- 6. 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。
- 7. 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由成年人监护使用、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. 耐压软管在出厂前已组装好，客户在安装使用时请勿拧动六角螺母，否则可能会造成漏水等不良。
- 6. 如果客户不使用我司水嘴自带的进水口过滤网，可能会出现阀芯因异物进入而导致的漏水或破损的风险。

# 使用上的注意和保养

## 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. 请勿撞击本产品，否则可能会造成故障、漏水。
- 3. 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。
- 4. 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。
- 5. 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。
- 6. 建议不要长时间不使用，否则可能会导致水嘴内部以及外部锈蚀不能使用等现象。
- 7. 高压、大流量使用场合下，切替操作力会有变大的可能。此时，请通过调节手柄降低流量的方式进行操作。
- 8. 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。
- 9. 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

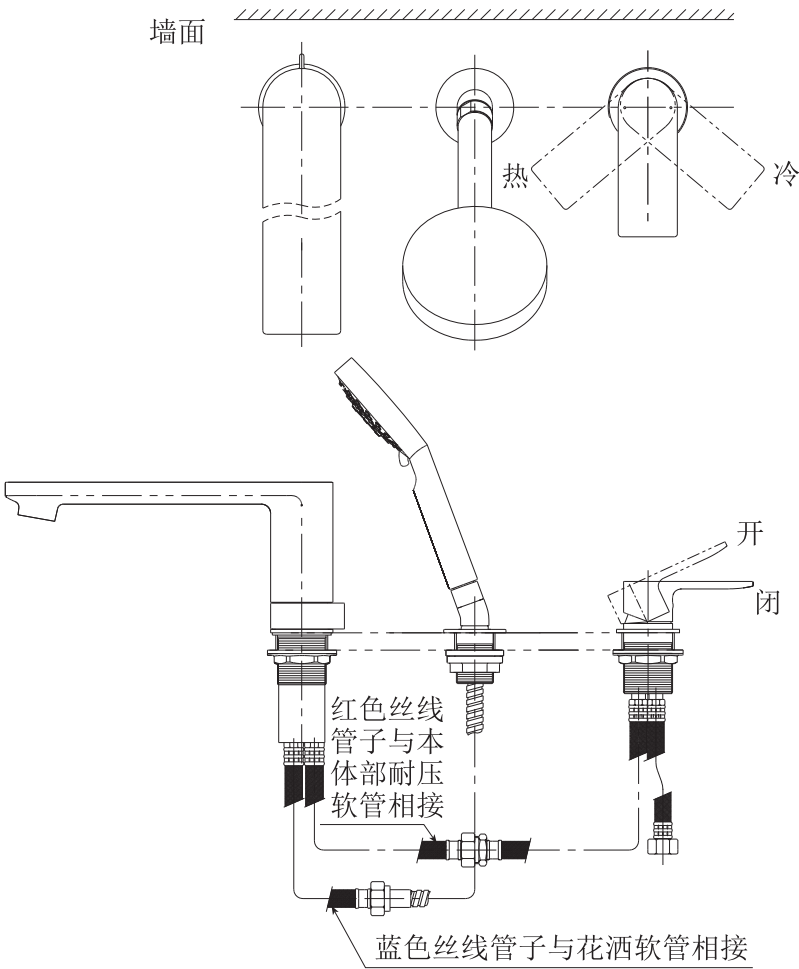
- 在可能结冰的场所使用时，要切实做好防冻措施。
- 1. 产品结冰的话零件损坏，成为漏水的原因。
- 2. 因结冰造成的零件破损即使在保修期也是有偿修理。
- 3. 施工完了后或长时间不使用时，要有预防突然降温的准备，要对产品进行结冰预防。
- 4. 因为有结冰的危险，请不要让产品周围的温度在0℃以下。

## 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

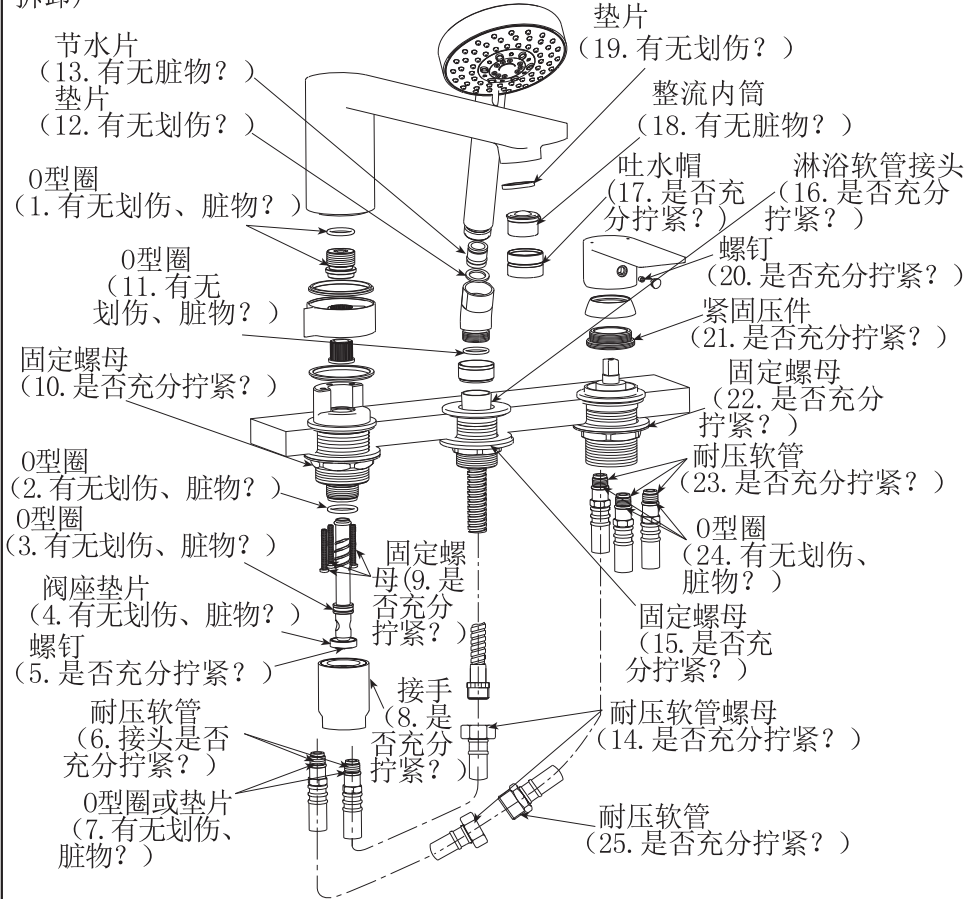
DB356CR 铜合金台式单柄双控浴缸水嘴(可转换·带抽取式花洒)



# 拆卸与检查

现象	检查项目
漏水	1、2、3、4、5、6、7、8、11、12、14、16、17、19、21、23、24、25
松动	9、10、15、17、20、22
水流量小	13、18

安装后万一出现故障，请按以下要领拆卸。(以DB356CR为例)  
(此图内未拆分的零部件，需要拆卸的情况下，请联络售后服务人员进行拆卸)



※如果淋浴流量小，影响到生活舒适度，客户可以取下节水片。



# 拆卸与检查

现 象	检 查 项 目
漏 水	1、3、4、5、6、7、8、9、10、12、13
松 动	2、5、7、11、14

安装后万一出现故障，请按以下要领拆卸。（以DB357CR为例）  
（此图内未拆分的零部件，需要拆卸的情况下，请联络售后服务人员进行拆卸）

螺钉  
(2. 是否充分拧紧?)

0型圈  
(1. 有无划伤、脏物?)

垫片  
(3. 有无划伤、脏物?)

U型圈  
(4. 有无划伤、脏物?)

提拉杆  
(14. 是否充分拧紧?)

垫片  
(13. 有无划伤、脏物?)

接手  
(5. 是否充分拧紧?)

耐压软管  
(12. 接头是否充分拧紧?)

垫片  
(6. 是否充分拧紧?)

固定螺母  
(11. 是否充分拧紧?)

接手  
(7. 接头是否充分拧紧?)

0型圈  
(10. 有无划伤、脏物?)

0型圈  
(8. 有无划伤、脏物?)

耐压软管  
(9. 接头是否充分拧紧?)

手柄部与花洒部的拆卸与检查参考DB356CR  
※如果淋浴流量小，影响到生活舒适度，客户可以取下节水片。

# 产品保修卡

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

- 保修期间，在用户正确按说明书、不干贴等指示，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。
- 在保修期内发生损坏需要得到免费维修时，请拨打全国售后服务电话报修。
- 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。
- 本产品保修卡只在中国境内有效。（香港、澳门、台湾地区除外）
- 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、GB 28378-2019

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）



扫描二维码，  
服务预约，方便快捷

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

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## Detailed list

### Detailed list

Main body part of water nozzle .....	1 set
Handle part .....	1 set
Shower .....	1 set
Shower pedestal .....	1 set
Pressure-resistant hose .....	5 pieces

(In case of decorative plate:DB357CR--4 pieces)

Instructions for construction .....	1 copy
Instructions for operation .....	1 copy

The products using this detailed list include:

DB356CR	Copper alloy desk type single-handle double-control bath tub water faucet (Convertible·having a handheld shower)
DB357CR	Copper alloy desk type single-handle double-control bath tub water faucet (Convertible·having a handheld shower)

## Use condition and attentions in use

### Use condition

1. Cold water supply\*hot water supply pressure  
Minimum pressure ..... 0.05MPa (flow pressure)  
Maximum pressure ..... 1.0MPa (static pressure)
2. The temperature for water supply is 4~90°C. It is suggested to use the hot water temperature of 60±5°C, Do not use steam to supply hot water.
3. The ambient temperature for use is above 0°C. If not, the water tap may deform and crack due to freezing.
4. 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.
5. 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.
6. 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.
7. 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.The pressure resistant hose has been assembled before leaving the factory. Please do not screw the hexagon nut during installation and use, otherwise it may cause leakage and other defects.
- 6.If a customer fails to use the self-contained water inlet filter net of our water faucet,there is such a risk as water leakage or damage due to foreign matters entering into the spool.

## Attentions in use and maintenance

### ⚠ Attentions

1. As the ceramic spool is a precise component, do not dismantle it without authorization. Otherwise, such poor conditions as water leakage, etc. may be caused.
2. Do not impact the product. Otherwise, failure, water leakage may occur.
3. 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.
4. Do not use any such detergent as acidic detergent and abturgent, polishing powder, etc. containing thick particles and nylon brush. Otherwise, the plating coat may be damaged, etc.
5. 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.
6. It is suggested not to leave it unused for a long time. Otherwise, this may lead to internal and external rust to water nozzle to such a degree that it cannot be used any more, etc.
7. In case of high pressure, large flow, the switching operating force may increase. At this point, please operate by way of reducing the flow through the adjusting handle.
8. 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.
9. 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.

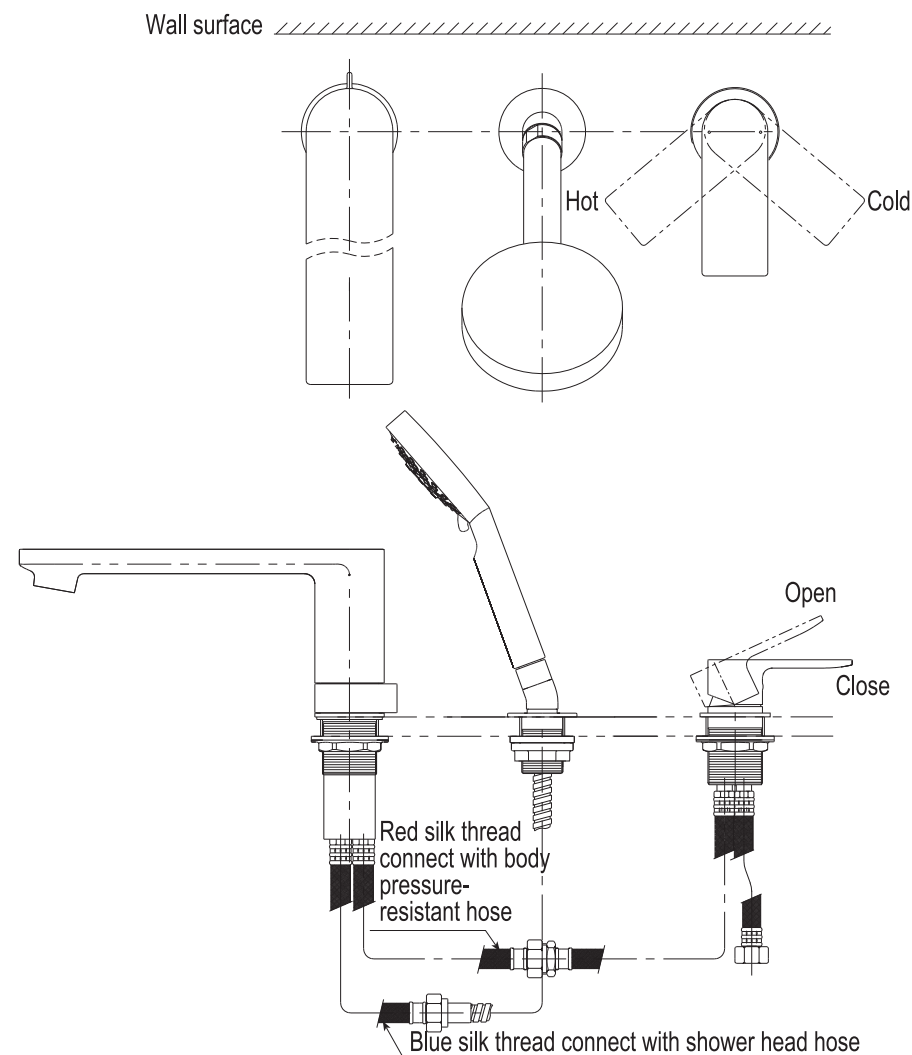
### Maintenance

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

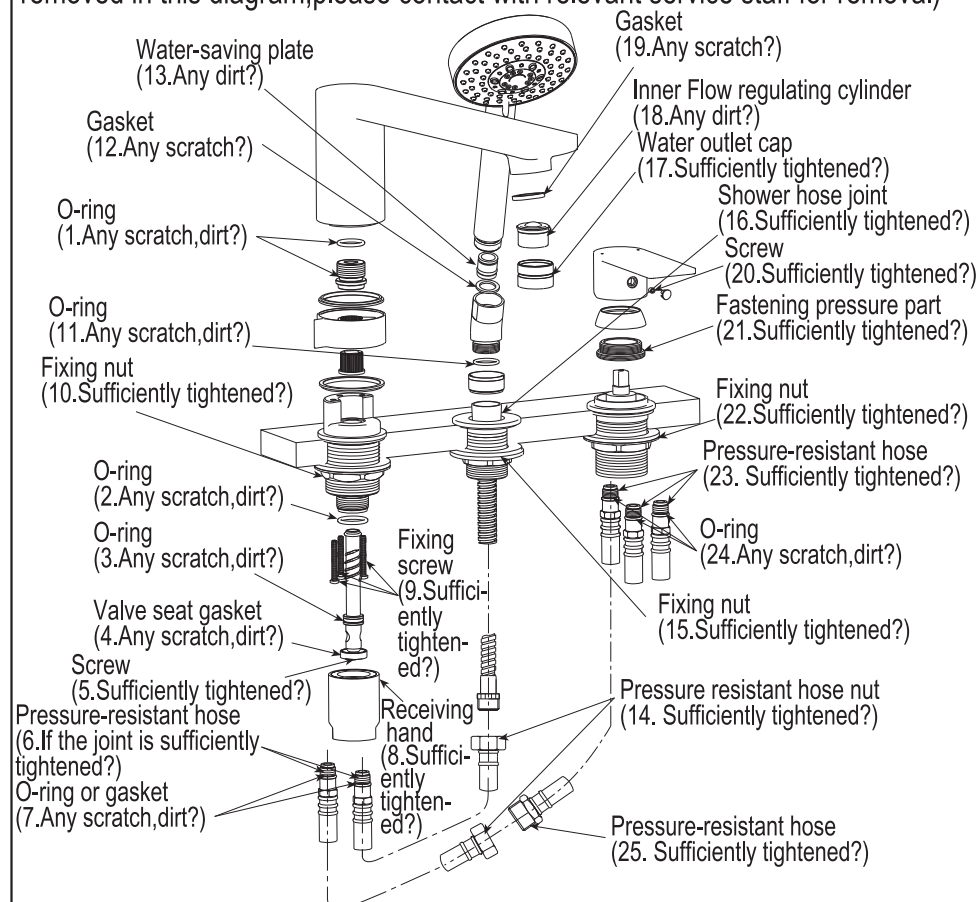
DB356CR Copper alloy desk type single-handle double-control bath tub water faucet (Convertible·having a handheld shower)



# Dismantle and inspection

Phenomenon	Inspecting items
Water leakage	1、 2、 3、 4、 5、 6、 7、 8、 11、 12、 14、 16、 17、 19、 21、 23、 24、 25
Loosening	9、 10、 15、 17、 20、 22
The water flow is small	13、 18

In case of any failure after installation, please remove according to the following main points. (Take DB356CR as an example)  
(In case of removing any of the spare parts and components not removed in this diagram, please contact with relevant service staff for removal)

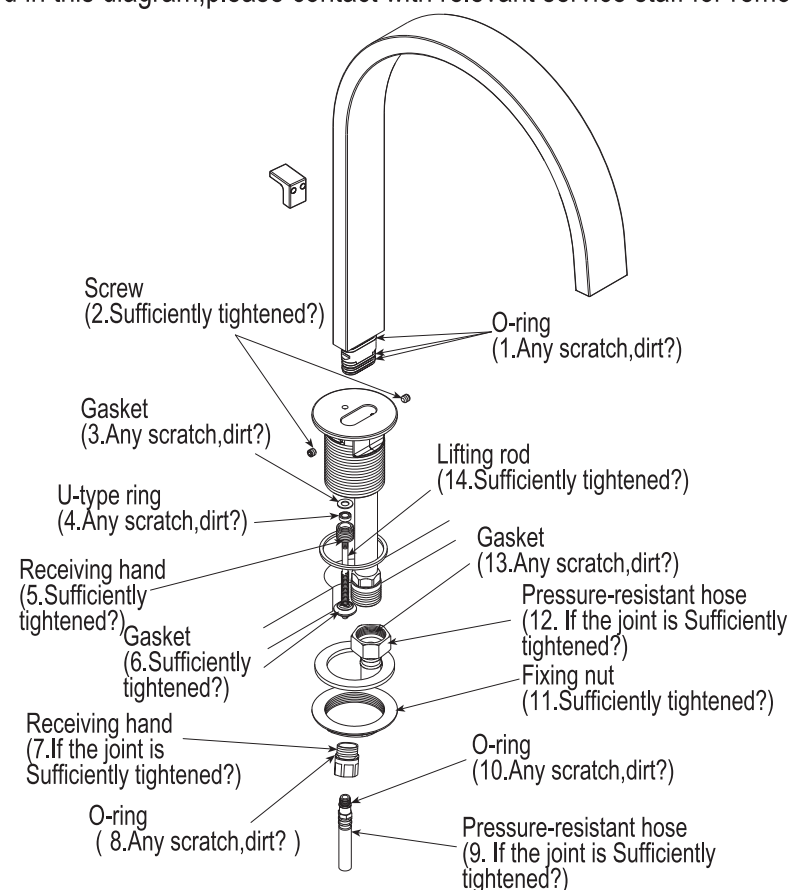


※The shower flow is so small that influences the living comfort, customers can remove the water-saving plate.

# Dismantle and inspection

Phenomenon	Inspecting items
Water leakage	1、 3、 4、 5、 6、 7、 8、 9、 10、 12、 13
Loosening	2、 5、 7、 11、 14

In case of any failure after installation, please remove according to the following main points. (Take DB357CR as an example)  
(In case of removing any of the spare parts and components not removed in this diagram, please contact with relevant service staff for removal)



For the removal and inspection of the handle part and sprinkler part, refer to DB356CR.  
※If the shower flow is so small that influences the living comfort, customers can remove the water-saving plate.



# Product Warranty Card

User	
Sales shop or installation shop	
Date of buying	
Warranty period	The valid warranty period for the body and valve core is 5 years from the date of purchase.The warranty period for other parts is 1 year.

- \* 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. The repairs listed below are paid repairs during the warranty period.
  - ① Any failure and damage resulting from improper use or unauthorized improper repair and modification.
  - ② Any failure and damage due to failure to pay attention or mistake in installation construction.
  - ③ Any failure and damage due to removal for relocation,etc.after installation.
  - ④ Any failure and damage due to use of this product under such occasions as being beyond the range of use (for example, commodity for home use serves as commodity for business use).
  - ⑤ Any damage resulting from sand or dirt, etc.
  - ⑥ Any poor condition such as dirty,plating rust,etc.due to improper daily maintenance and care.
  - ⑦ Any failure and damage due to fire, earthquake, flood, lightning strike and other act of God, public nuisances, gas nuisance (liquefied gas), salt nuisance and and abnormal voltage, use of any power soures than that designated (voltage, frequency) etc.
  - ⑧ Other occasions not indicated in this warranty.
  - ⑨ The occasion where user name, sales shop, installation shop and purchase date are not filled out in this warranty.
  - ⑩ The occasion where no purchase invoice can be shown.
  - 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 warranty not be reissued in case of loss.Customers are requested to preserve it properly.

# Conformity Certificate

This product is judged as satisfactory in inspection.

Applicable standard: GB 18145-2014、 GB 28378-2019

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)



Scan QR code  
Service Reservation ,  
Convenient and Efficient

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