

***KES***

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# SHOWER SYSTEM INSTALLATION GUIDE

CUSTOMER SERVICES

[cs@keshome.com](mailto:cs@keshome.com)



CHAT NOW

**XB6230.V5.0**

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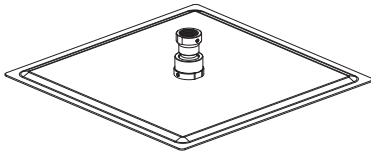
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### SCAN TO WATCH VIDEO

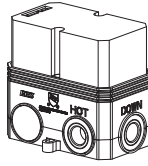


Installation

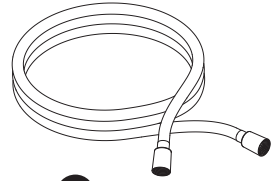
## Pack List



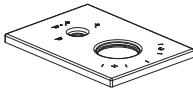
**1** Showerhead



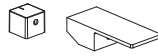
**2** Pressure Balance Valve



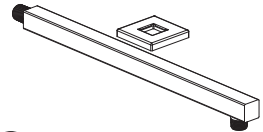
**3** Shower Hose



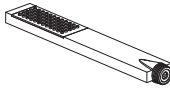
**4** Escutcheon



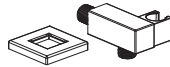
**5** Diverter Knob & Handle



**6** Shower Arm & Flange















**7** Handshower



**8** Handshower Supply Elbow & Flange

**9** Hardware

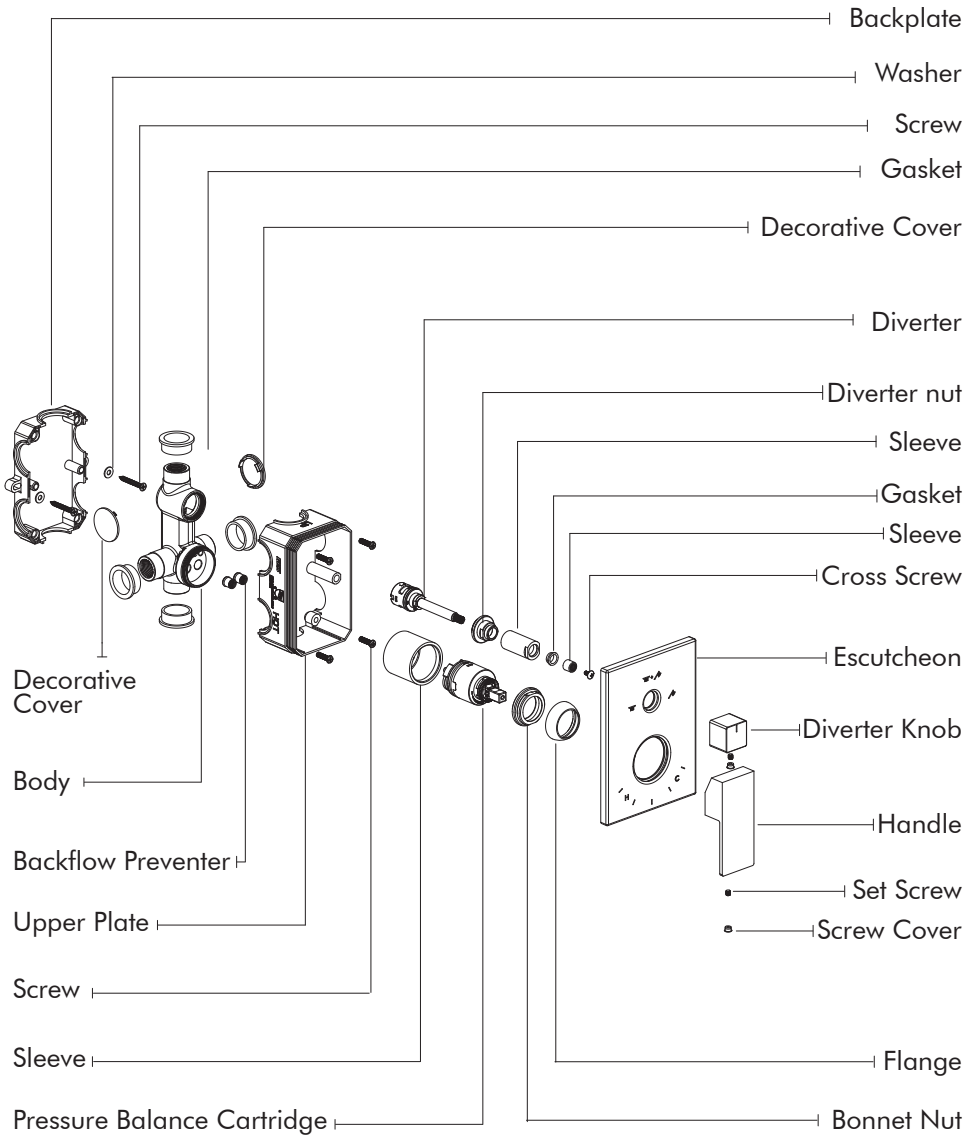
|                 |   |   |   |   |  |
|-----------------|---|---|---|---|--|
| Rough-in Kit    |    |    |    |    |     |
|                 | x4  | x4  | x2  | x4  | x1   |
| Shower Trim Kit |  |  |   |   |  |
|                 | x2  | x1  |   |   |  |
| Spare Kit       |  |  |  |  |  |
|                 | x2  | x1  | x3  | x5  | x1   |

### Parts Missing/Damaged?

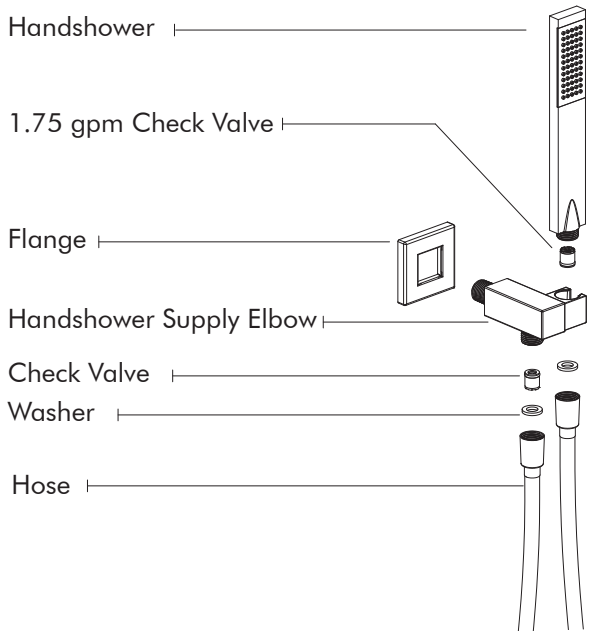
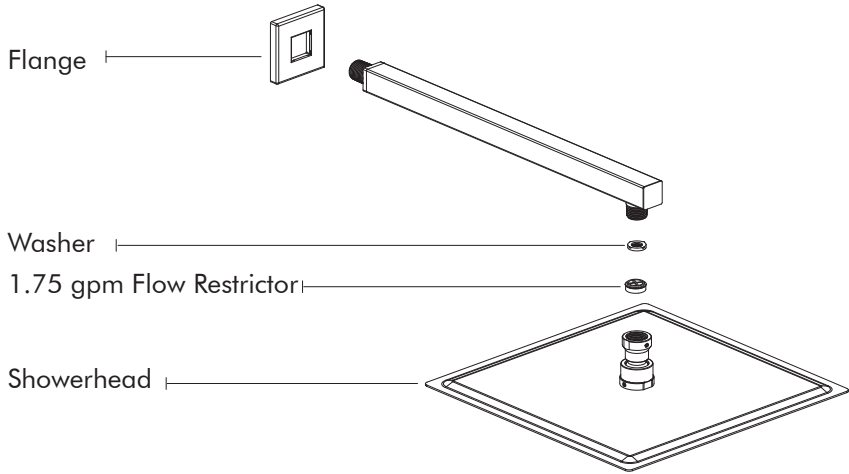


Contact us  
Replace for FREE  
[cs@keshome.com](mailto:cs@keshome.com)

## Illustrated Parts



## Illustrated Parts



## After-sale Service



### 24-Hour Customer Support

Visit our customer support center for solutions 24/7:

<https://www.keshome.com/solutions>

Customer services via Amazon Message, instant chat, or email during business hours.



### Free Replacement Parts

Contact us if there are parts damaged or missing. Parts will be provided FREE of charge. (Shipping fees may apply)



### 1-on-1 Responsive Customer Service

No need to repeat your case every time you contact us. We will have a dedicated, professional team to work on your problem until it is resolved.



### Parts Customization

Don't worry about unexpected challenges during projects. We've got you covered! Let us know your specific requirements, and we'll try our best to customize parts that fulfill those needs.



### Return Policy

Feel free to return within 30 days of purchase. Just make sure all items (especially hardware pack) are in the box and contact us.

## Missing Return Window?

No Worry!

We totally understand



Contact us

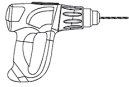
Replace for FREE

## Notes Before Installation

### Helpful Tools



Screwdriver



Electric Drill



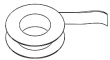
Adjustable Wrench



Pliers



Thermometer



Teflon Tape



Tapeline



Allen Key



Pencil



Gloves



Safety Goggles

### Working Conditions

Environment Temperature: 5 - 48.9°C (41 - 120°F )

Inlet Water Temperature: 5 - 70°C (41 - 158°F )

Water Pressure: 0.14 - 0.55 MPa

Plumbing Connection: 1/2"-14 NPT

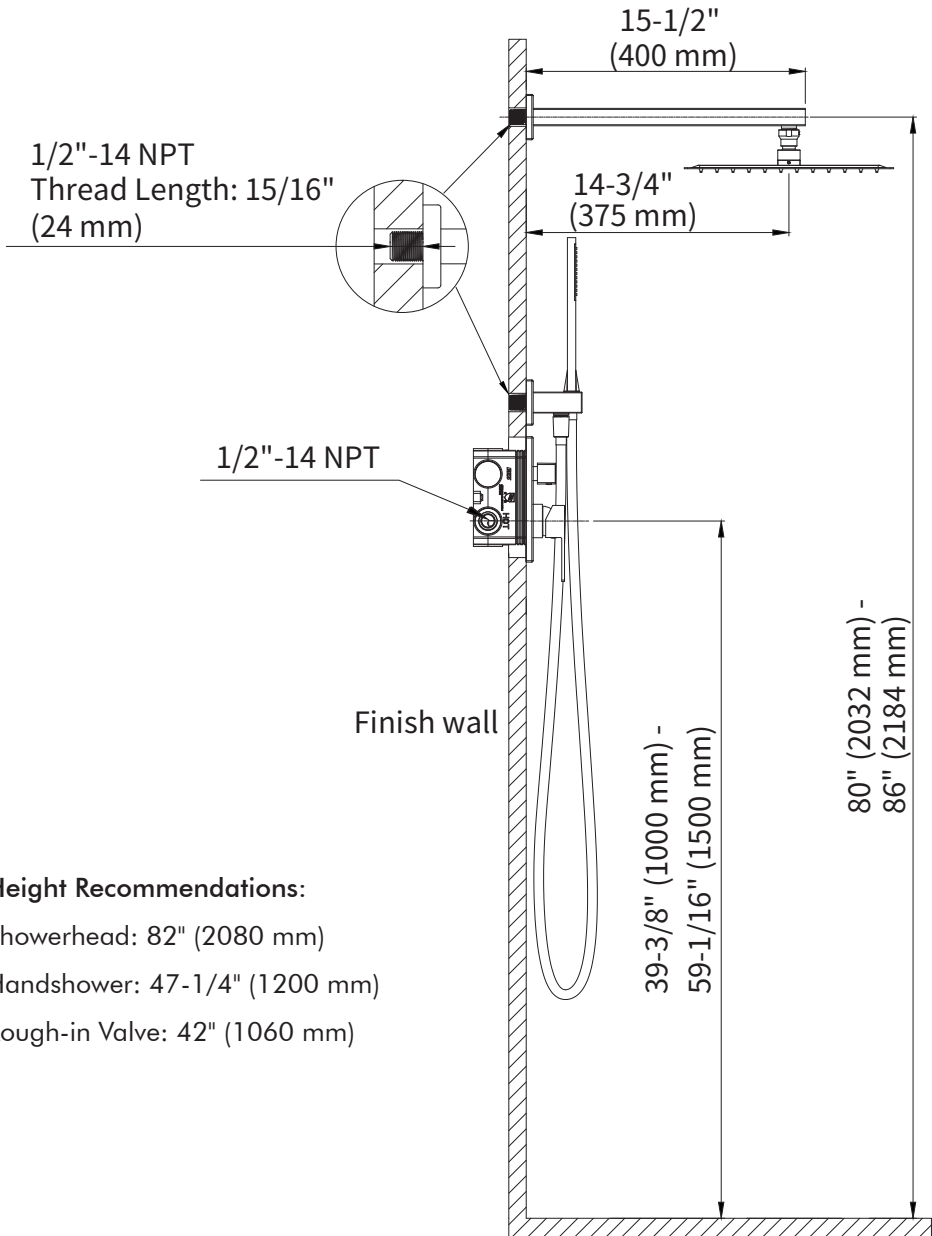
### Notes Before Installation

Read all instructions before installation and follow this manual to install this product.

- Wear gloves during installation. **DO NOT** use hard or sharp tools such as a wrench to touch the coated product surfaces directly, or it may cause scratches and damage.
- The product is **NOT** designed for outdoor use.
- This product must be installed, flushed, and tested in accordance with all state and local plumbing and building codes. Call a professional if you are uncertain about installing this product properly.
- The product may only be used for bathing, hygienic, and body cleaning purposes.
- Choking hazard. Please keep all small parts and plastic bags out of the reach of children.



## Important Dimensions



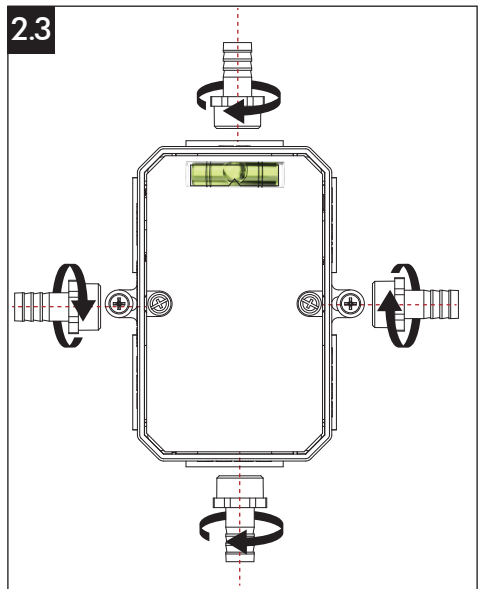
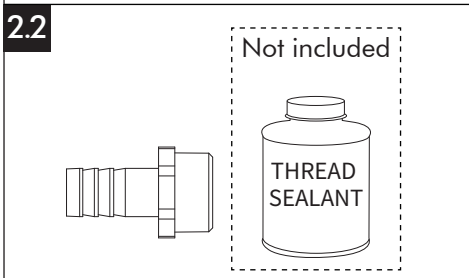
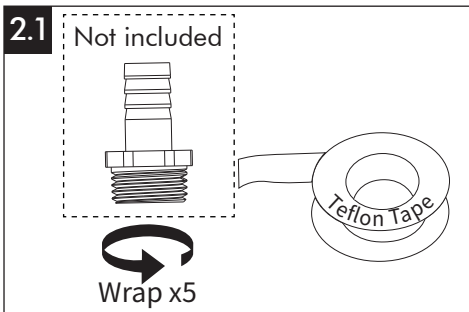
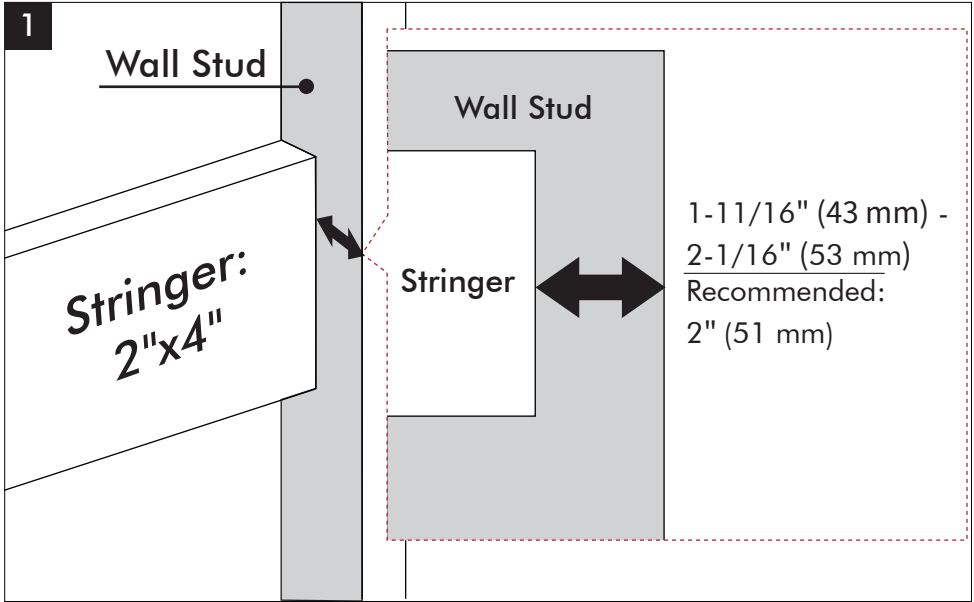
### Height Recommendations:

Showerhead: 82" (2080 mm)

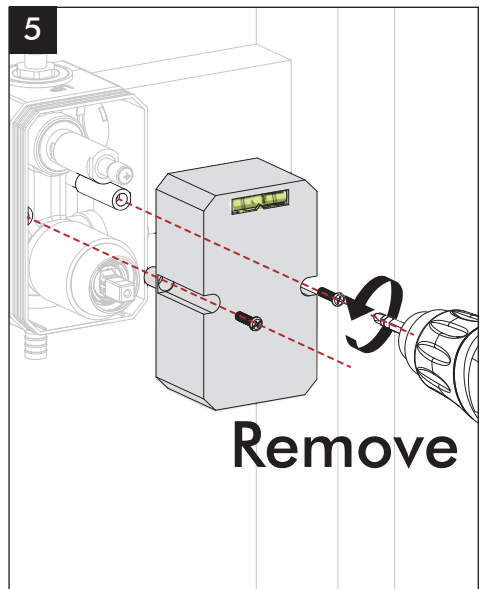
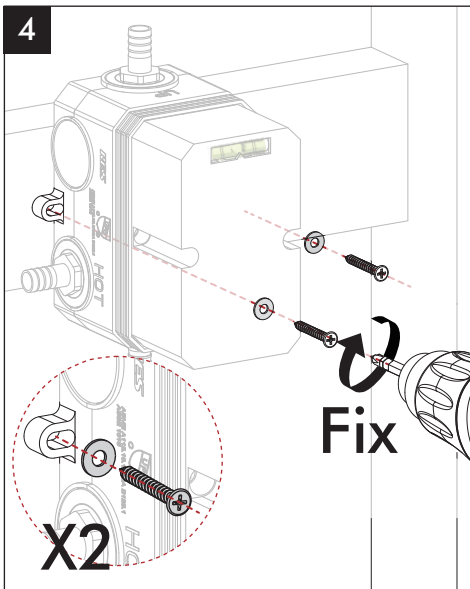
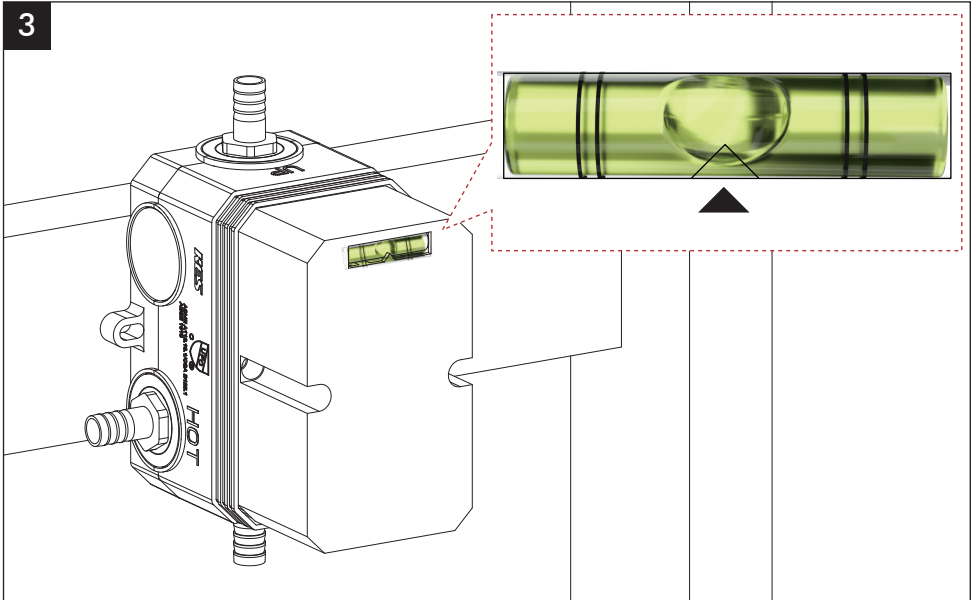
Handshower: 47-1/4" (1200 mm)

Rough-in Valve: 42" (1060 mm)

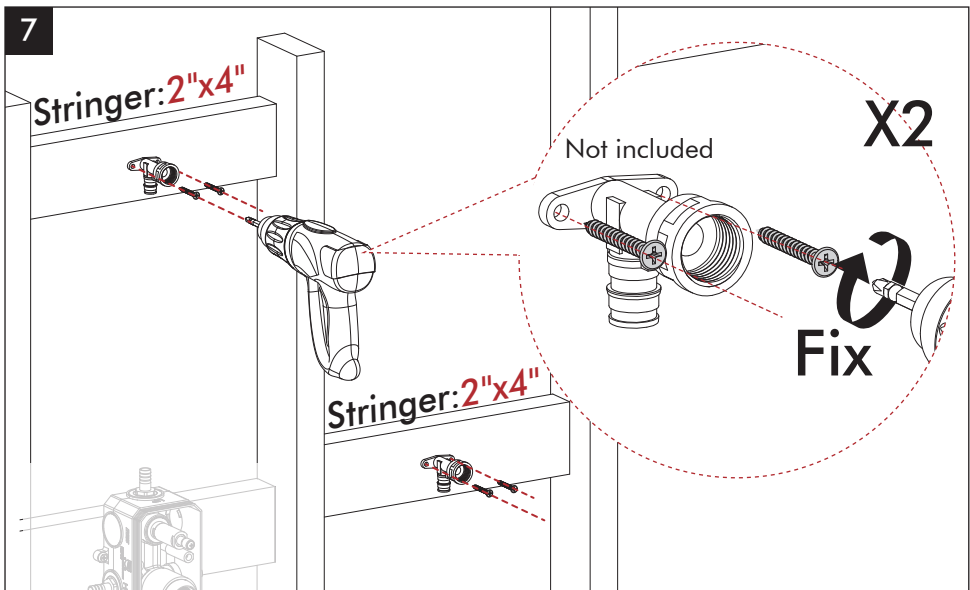
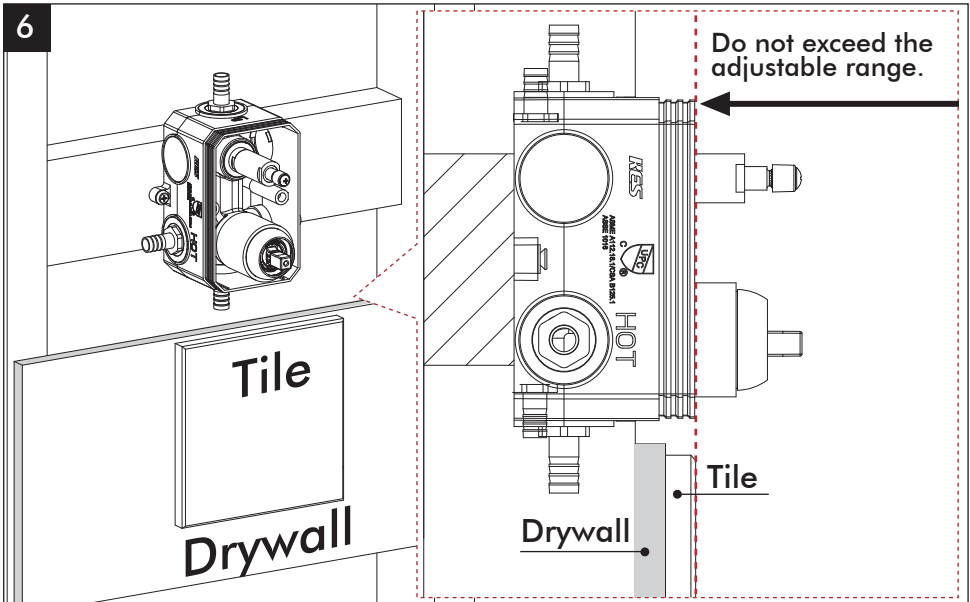
## Rough-in Installation



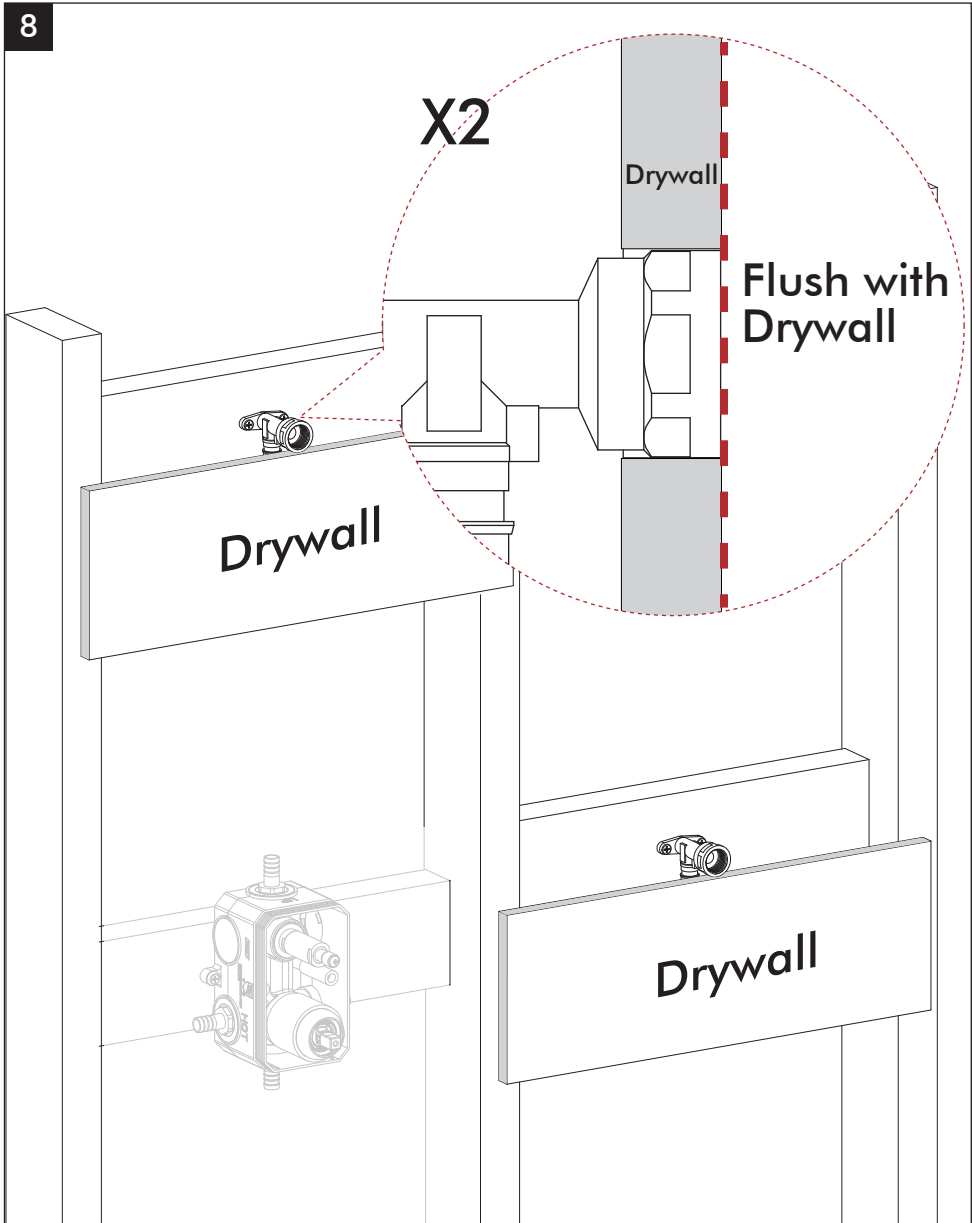
## Rough-in Installation



## Rough-in Installation

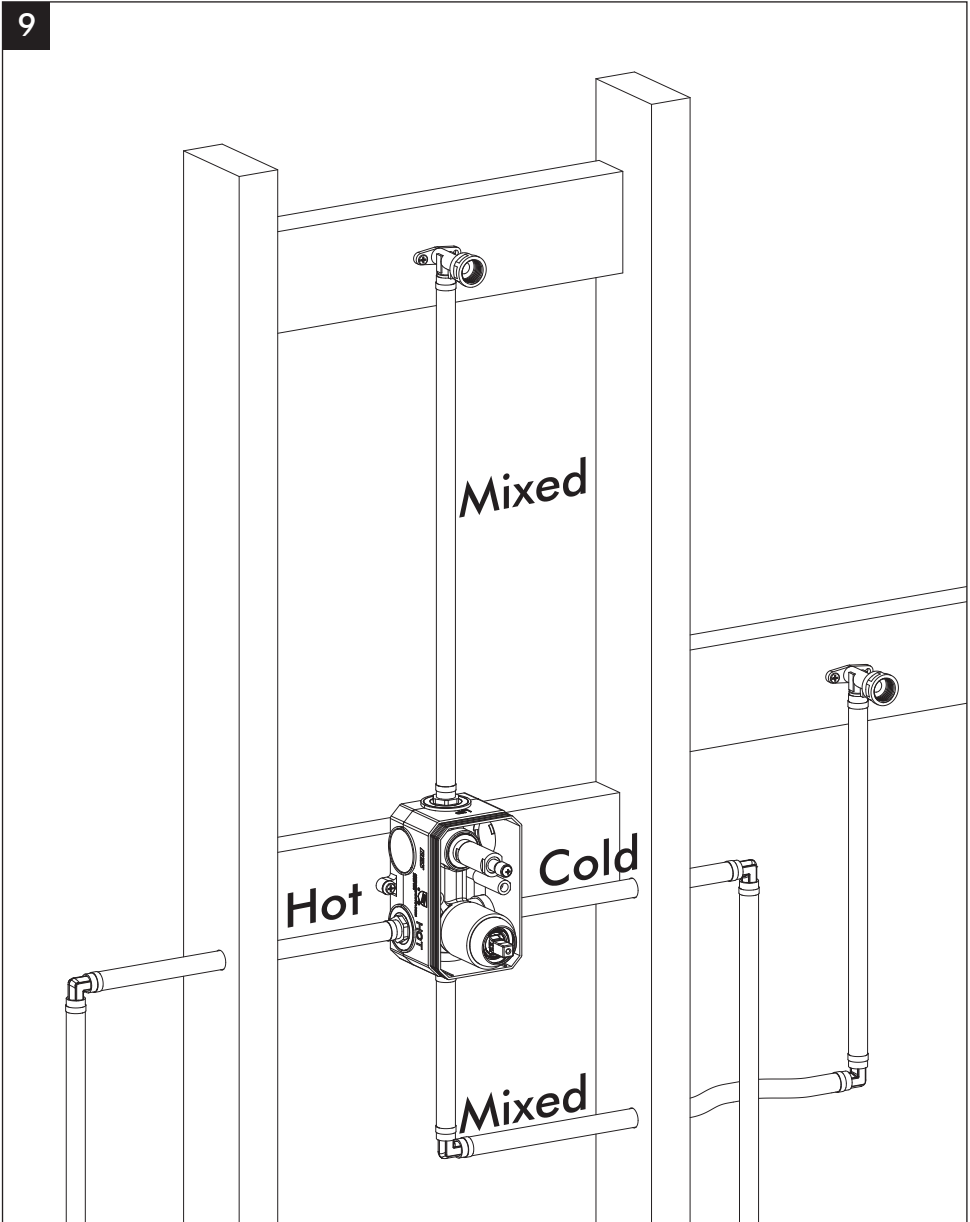


## Rough-in Installation



## Rough-in Installation

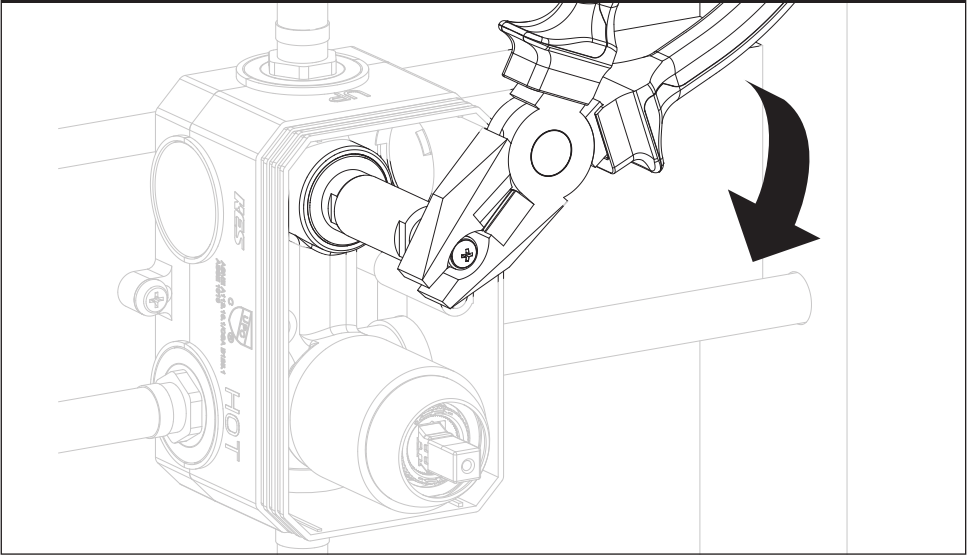
9



## Handle Installation and Operation

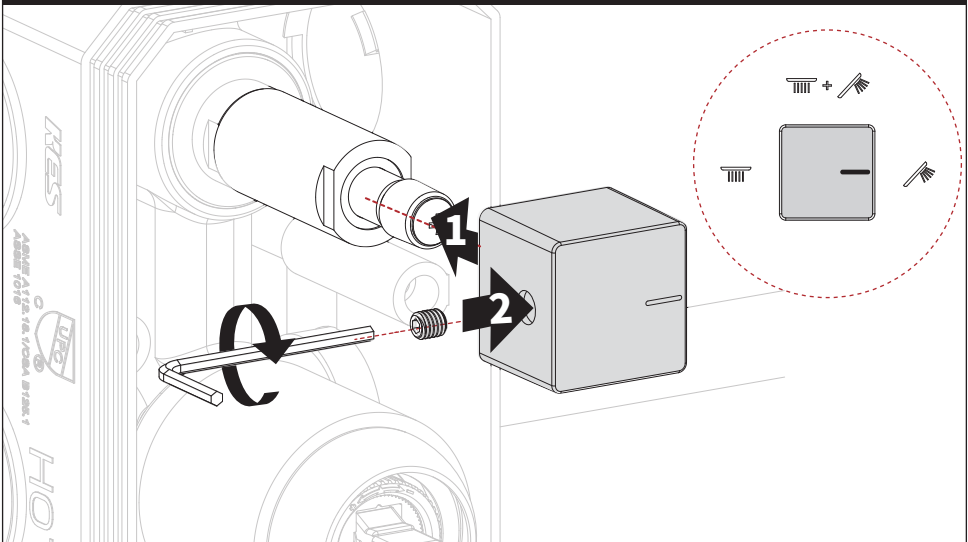
1

Clockwise to the end.

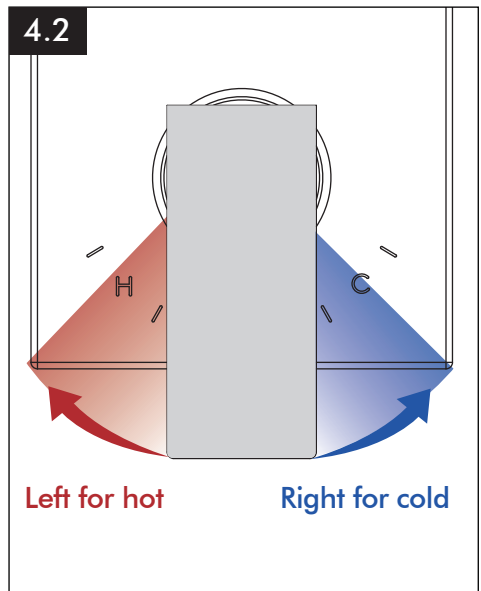
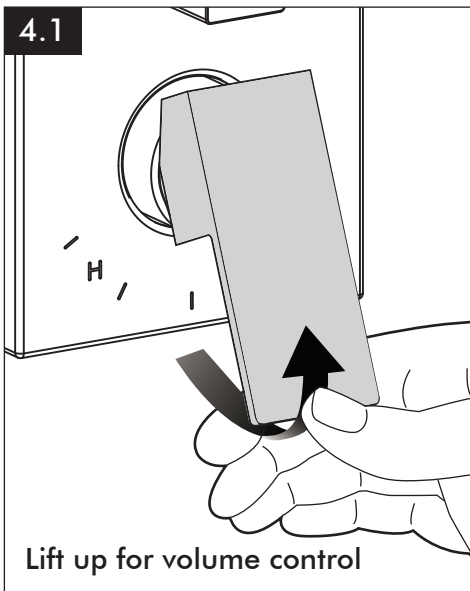
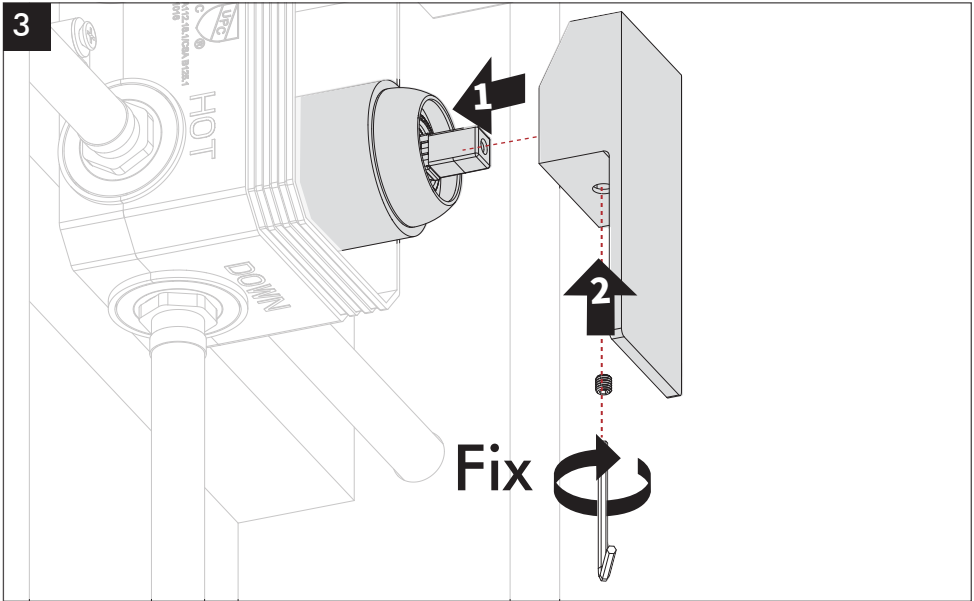


2

Must be pointed at the handshower.

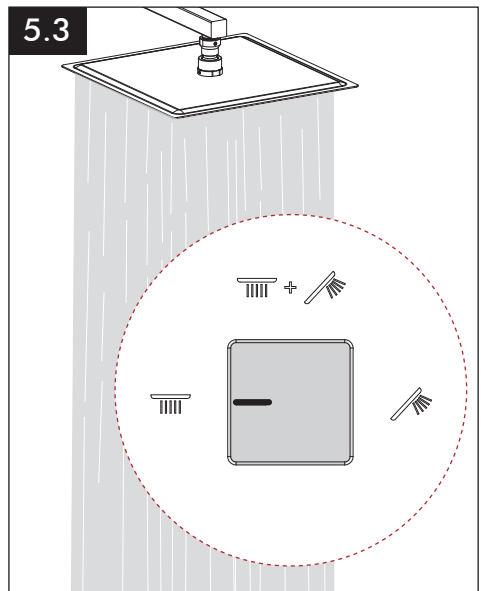
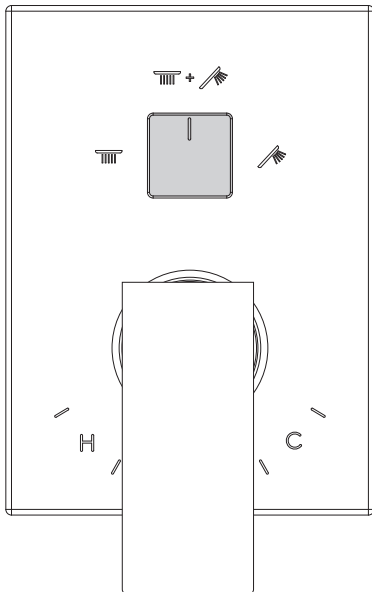
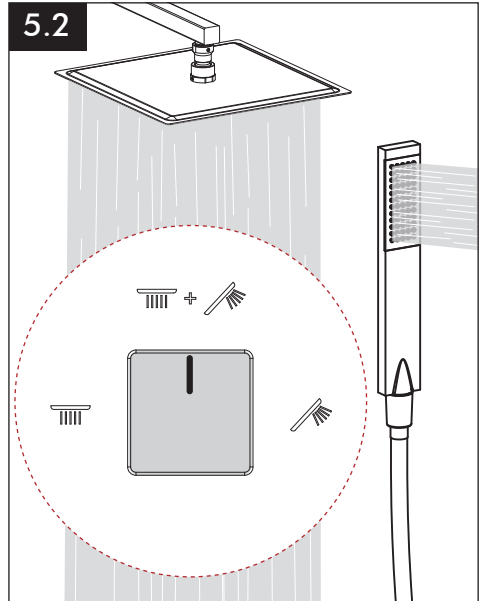
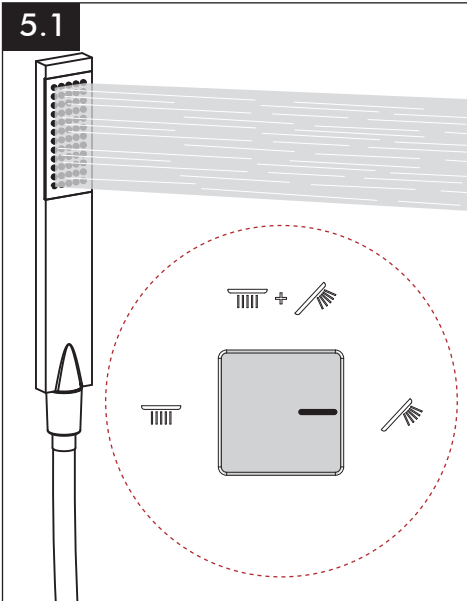


## Handle Installation and Operation

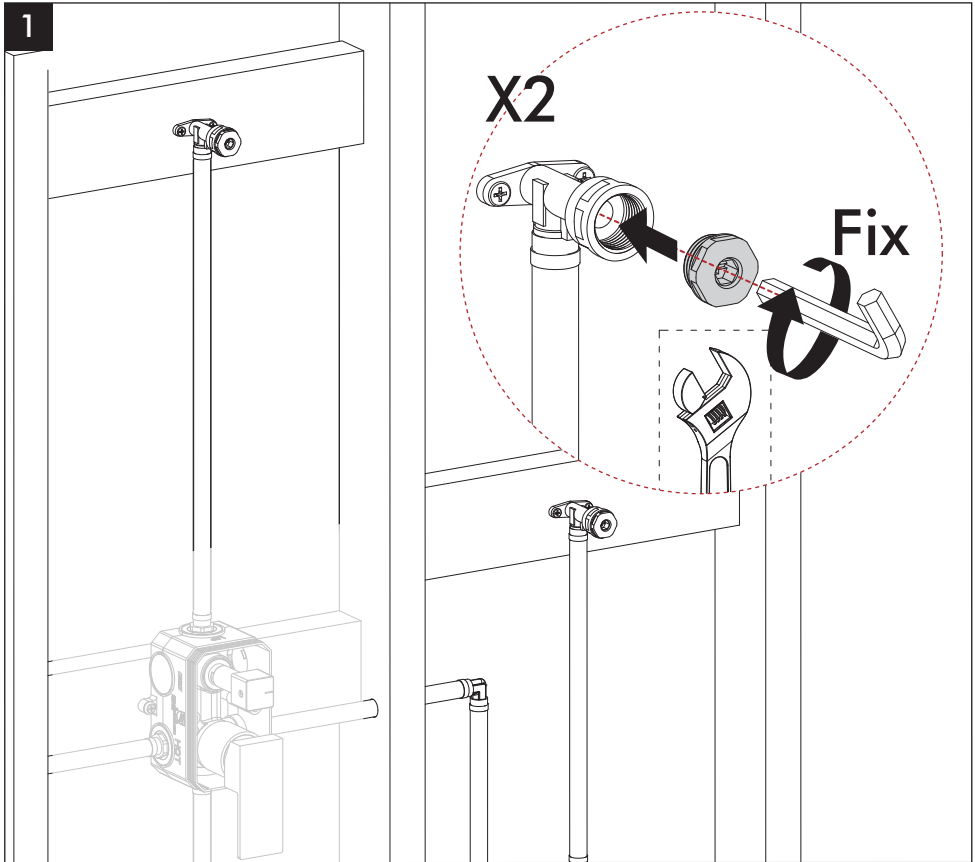




## Handle Installation and Operation



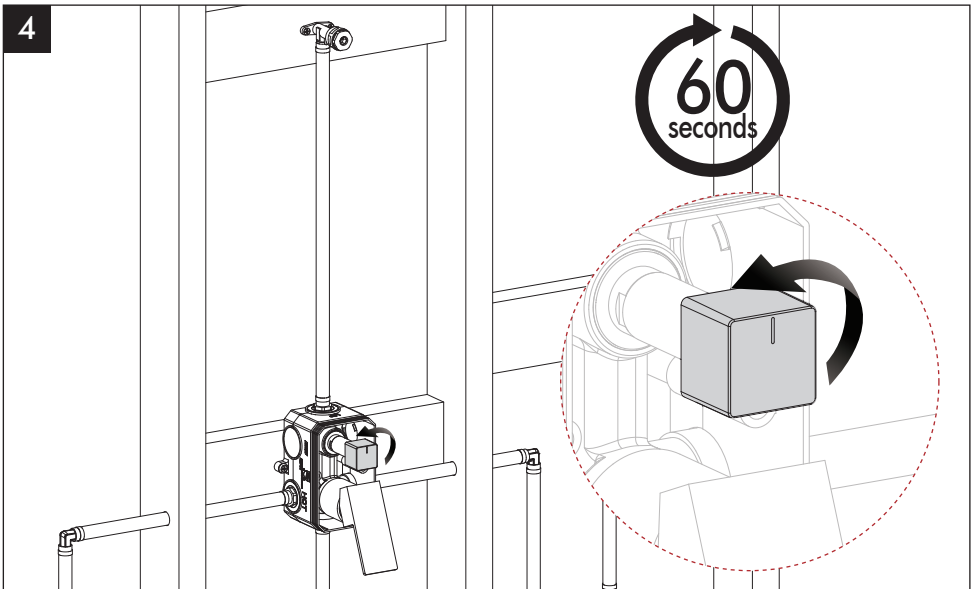
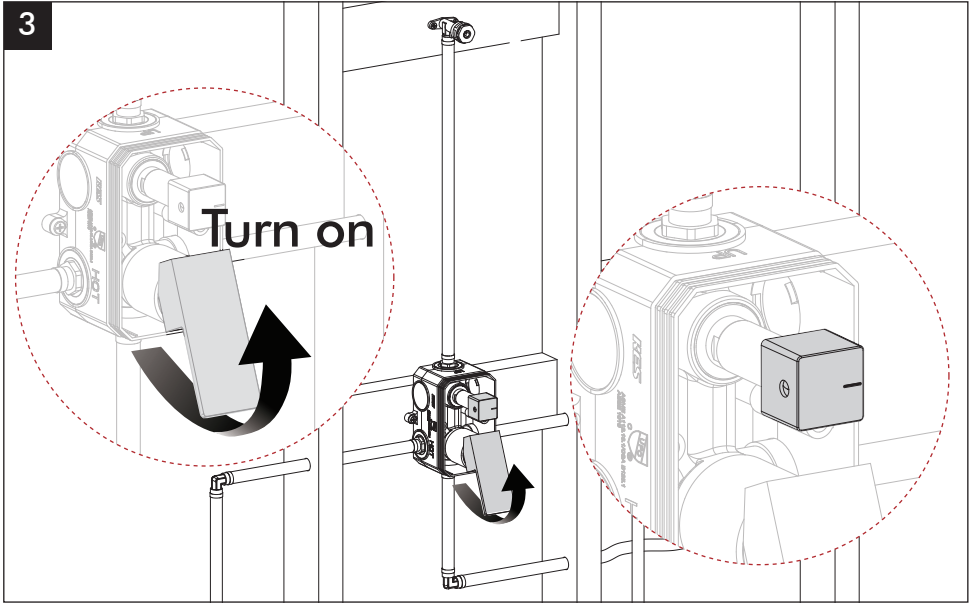
## Check for Leaks



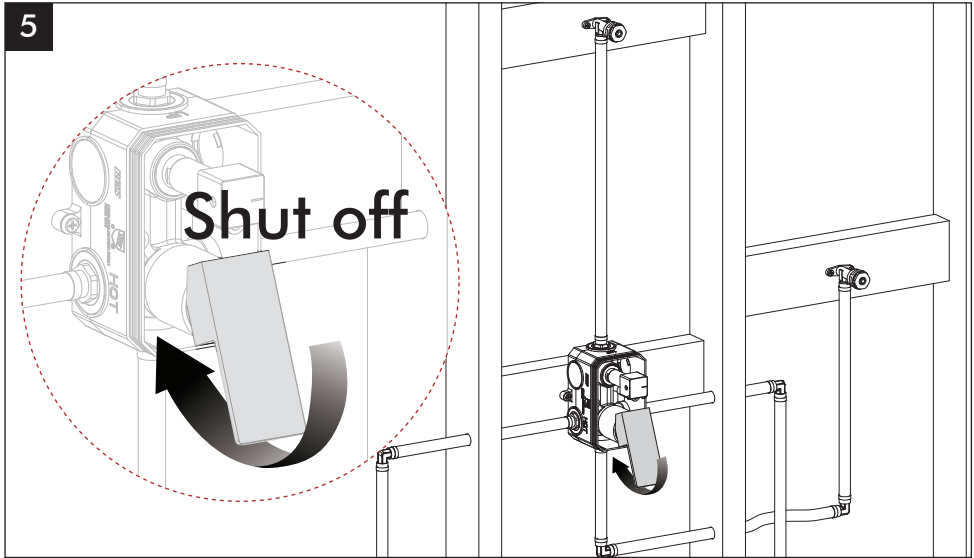
**2**

Turn on **BOTH** hot and cold water supplies.

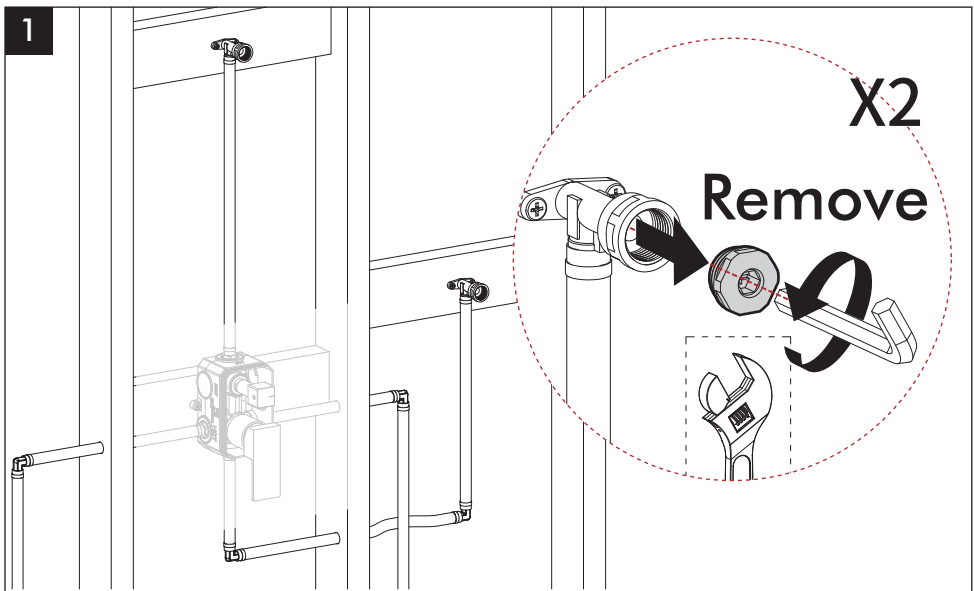
## Check for Leaks



## Check for Leaks

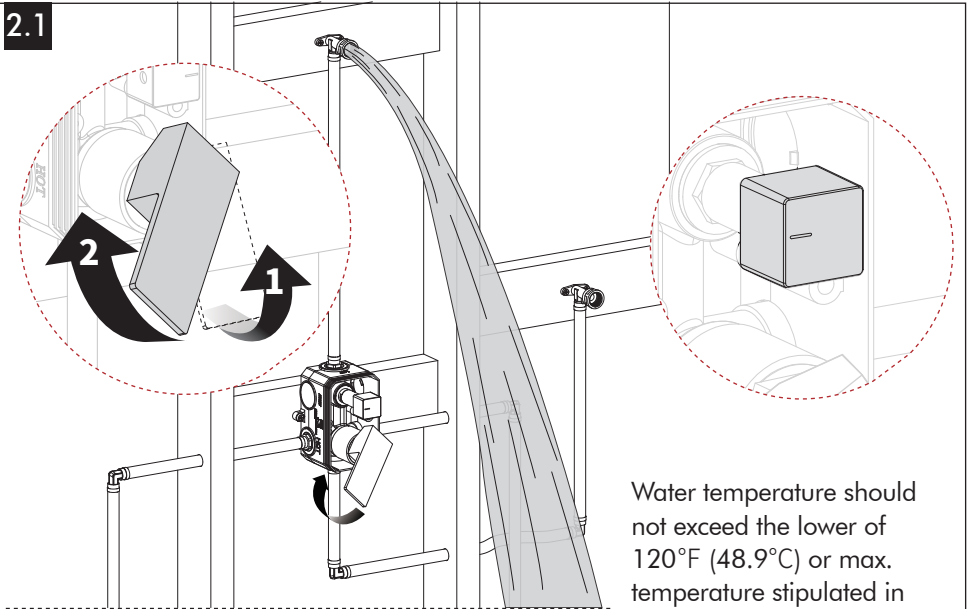


## Check for Temperature



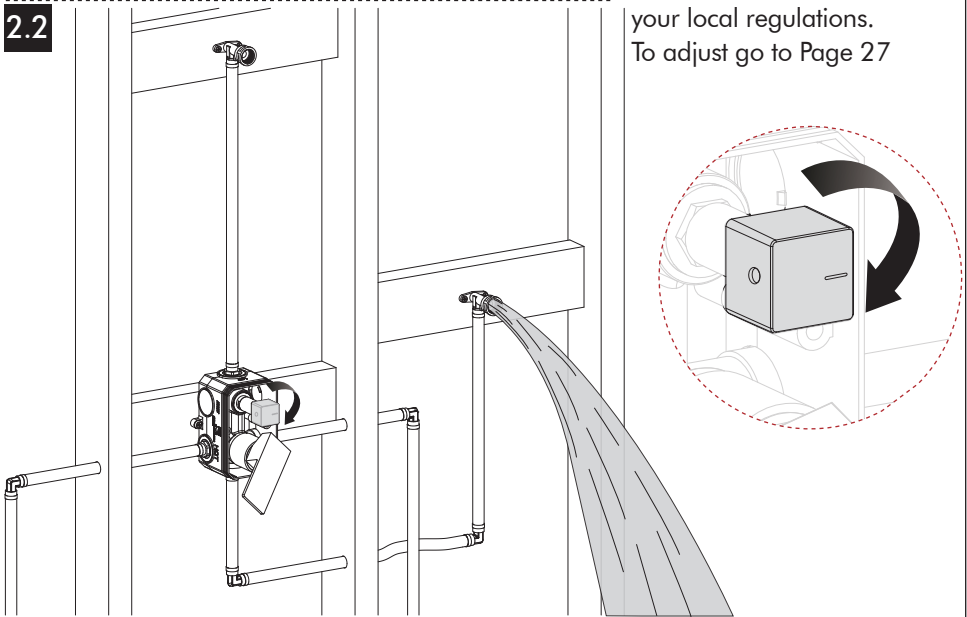
## Check for Temperature

2.1

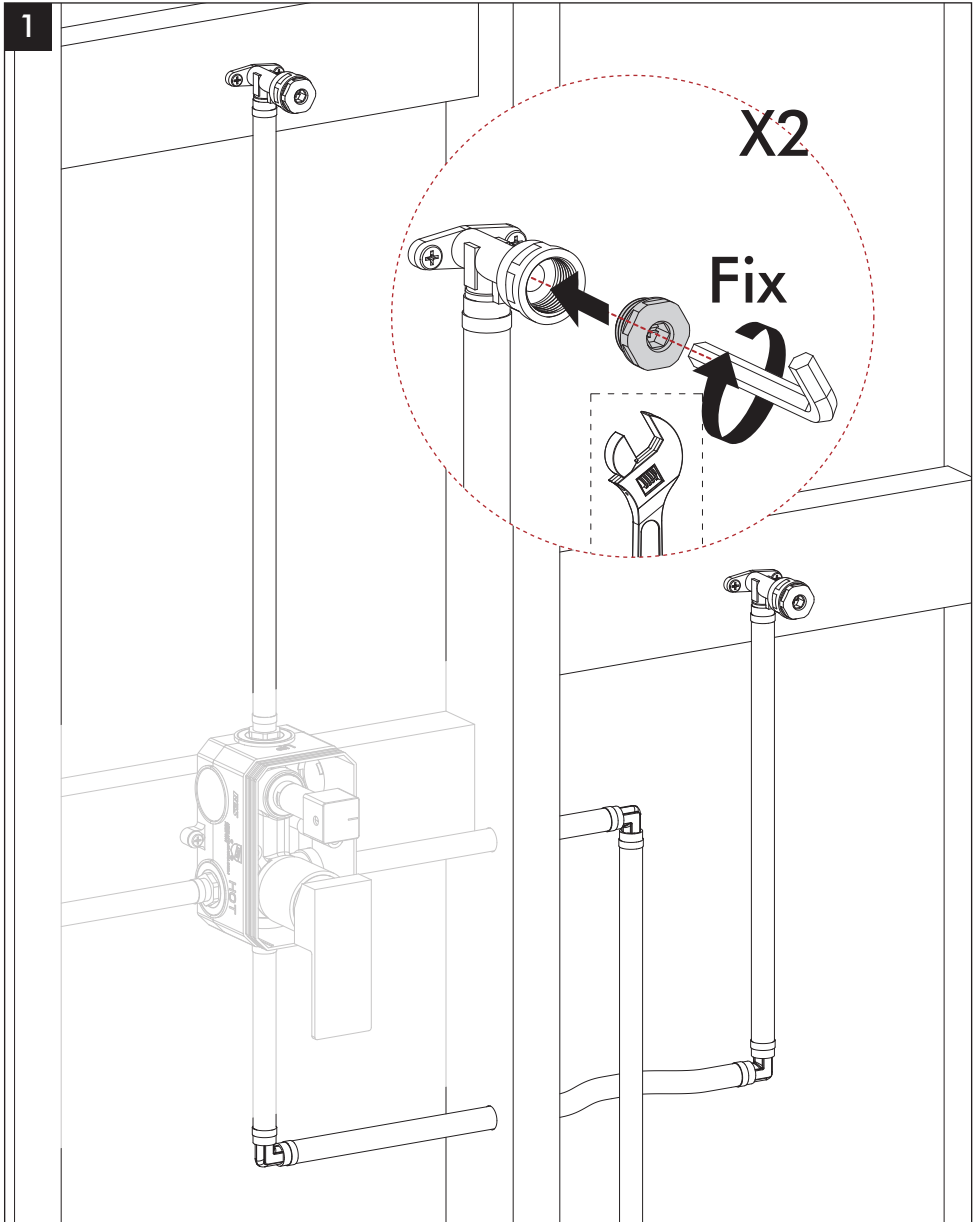


Water temperature should not exceed the lower of 120°F (48.9°C) or max. temperature stipulated in your local regulations. To adjust go to Page 27

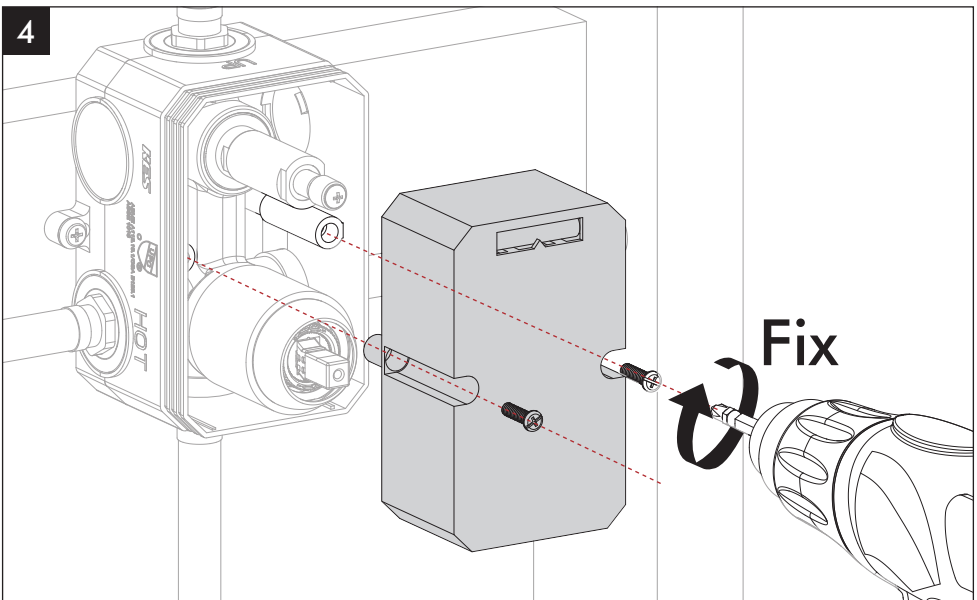
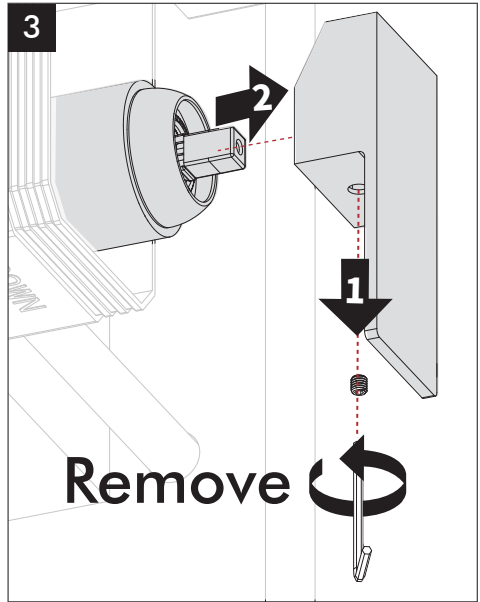
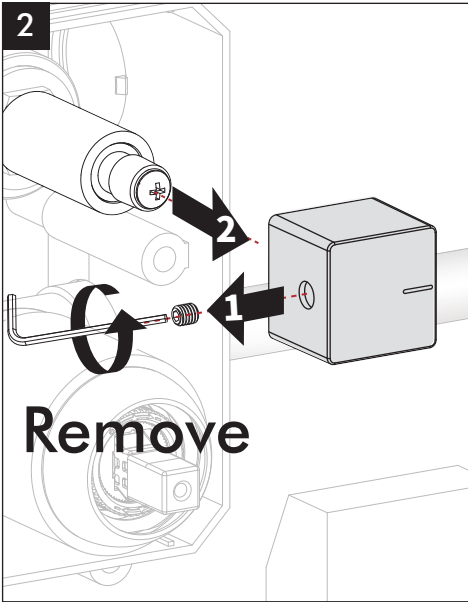
2.2



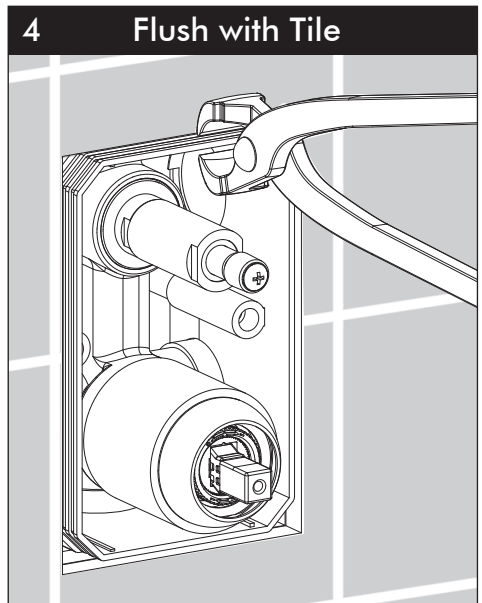
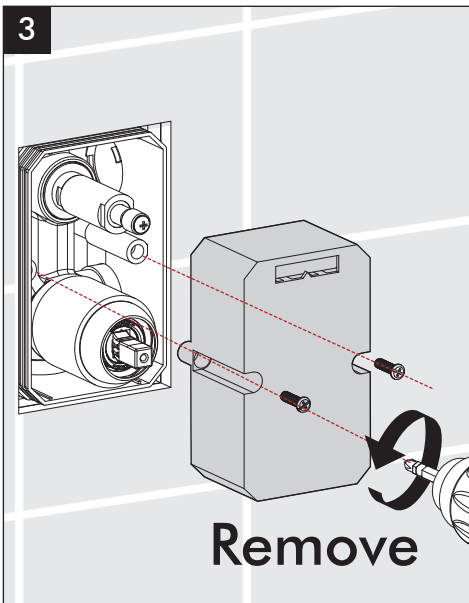
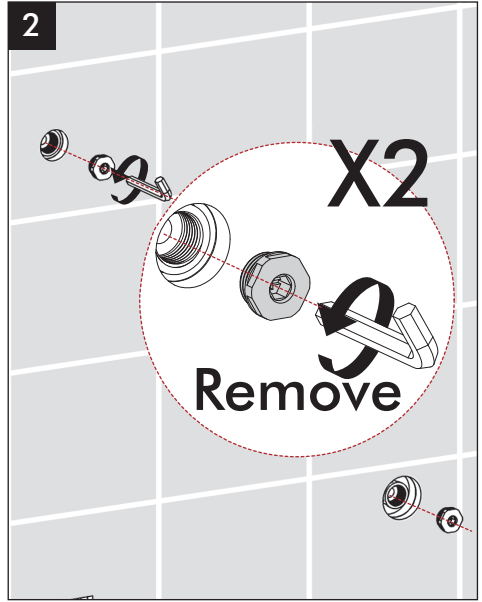
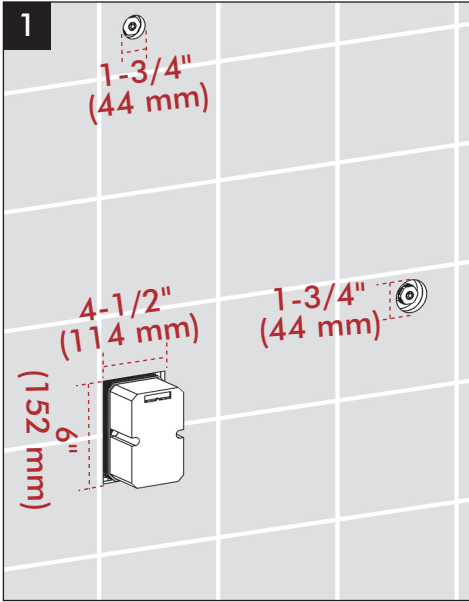
## Protective Cover Installation



## Protective Cover Installation

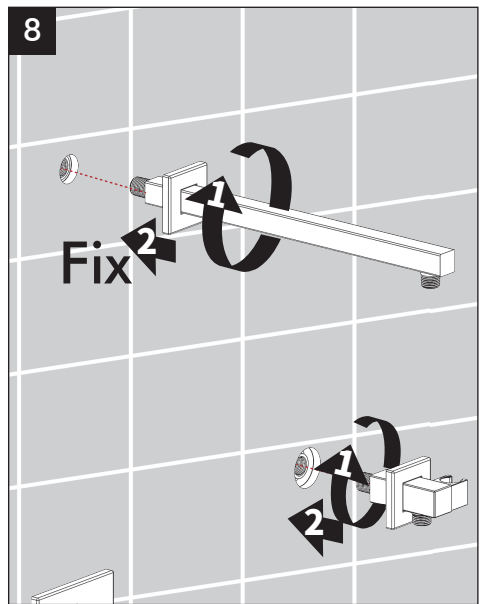
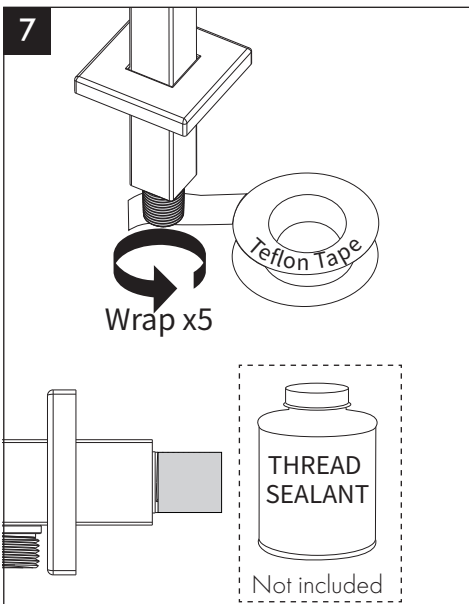
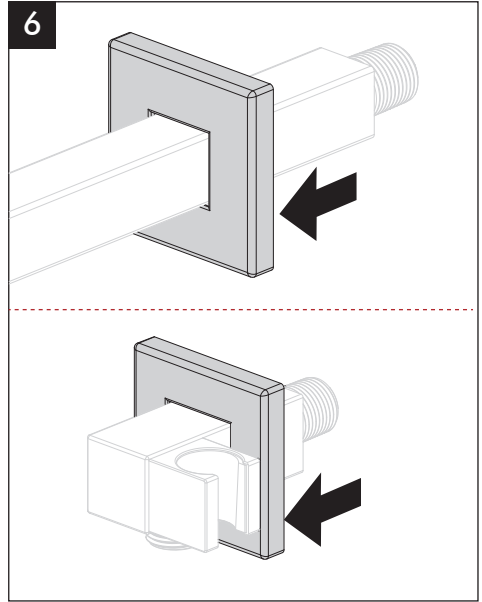
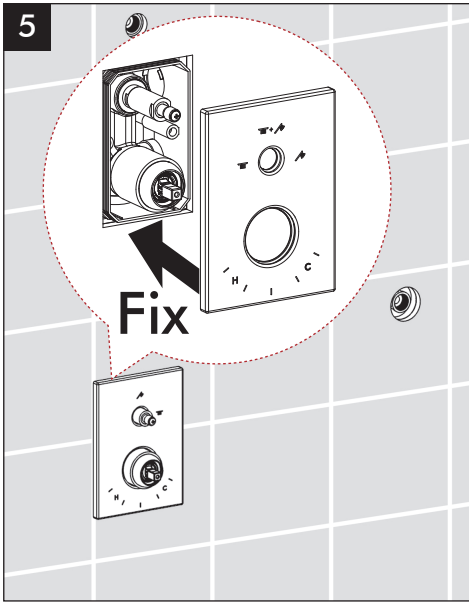


## Showerhead & Handshower Installation

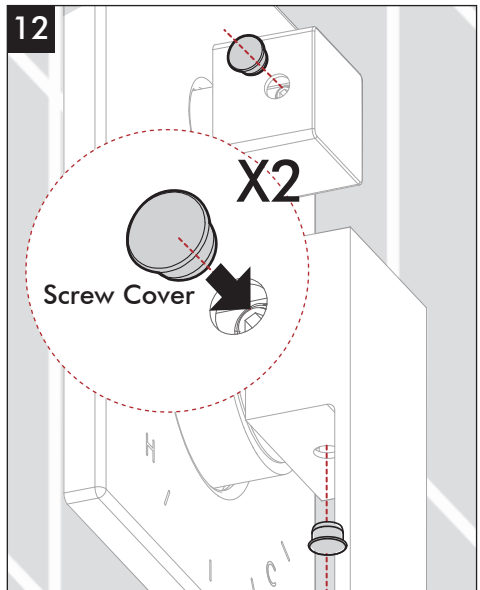
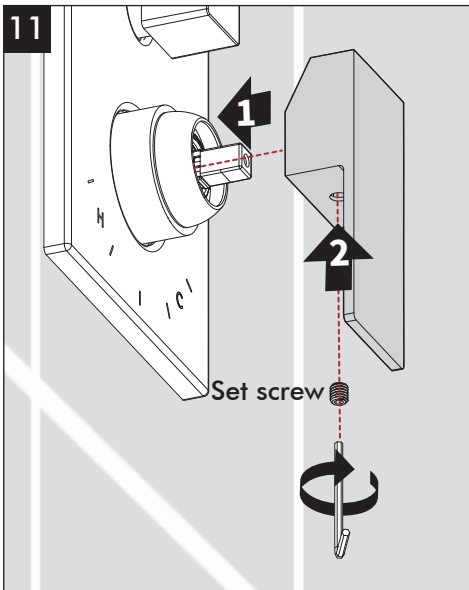
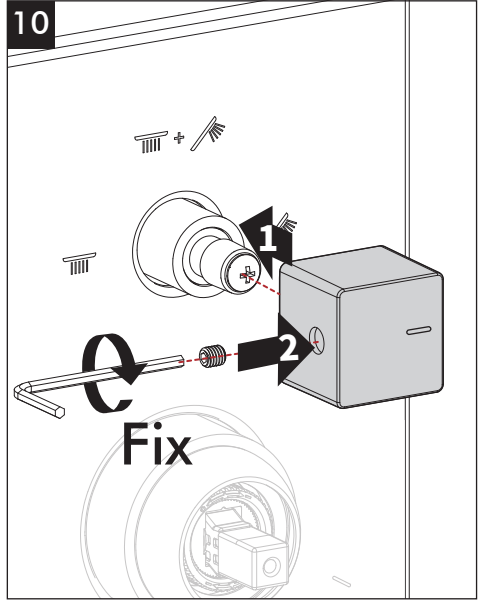
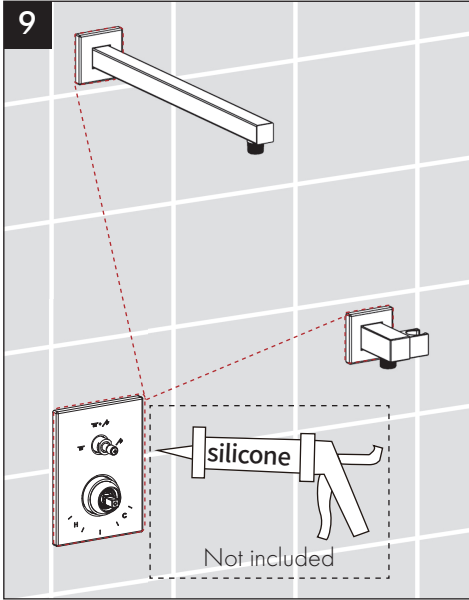




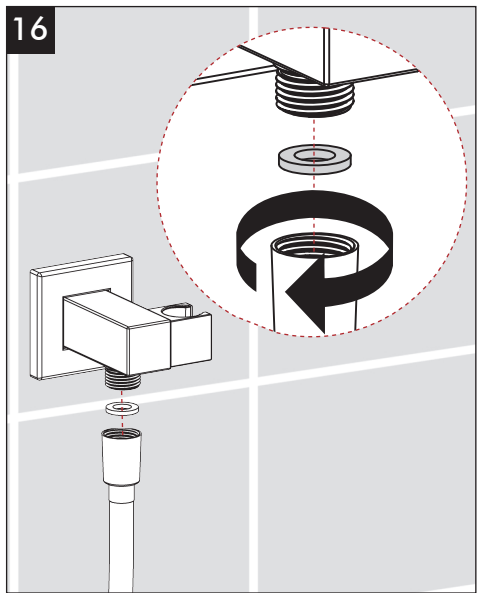
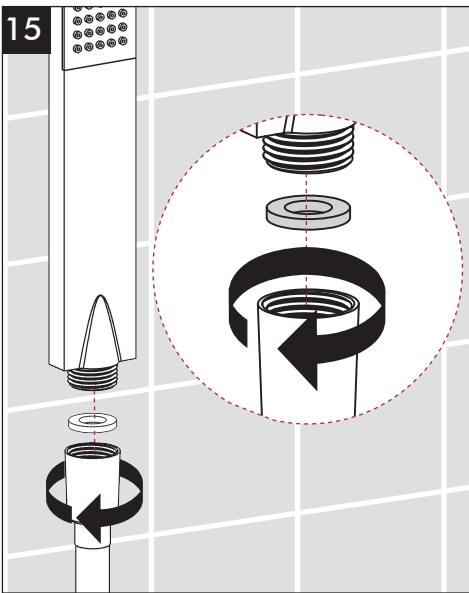
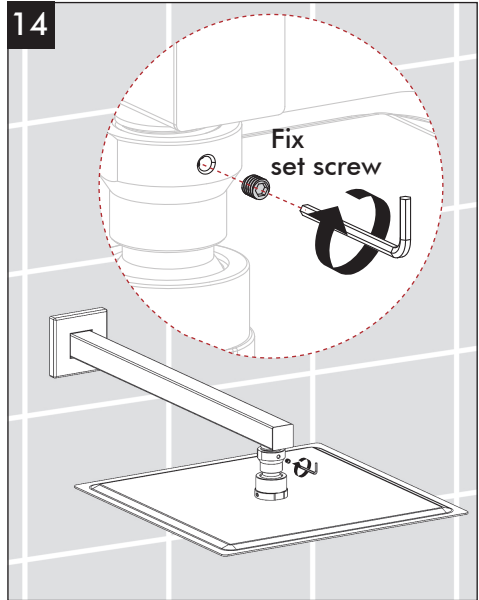
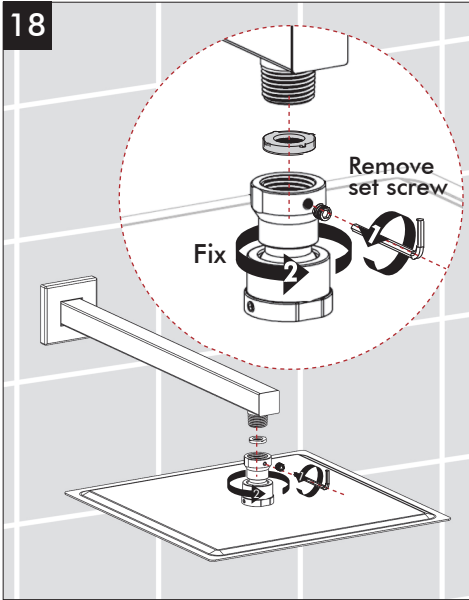
## Showerhead & Handshower Installation



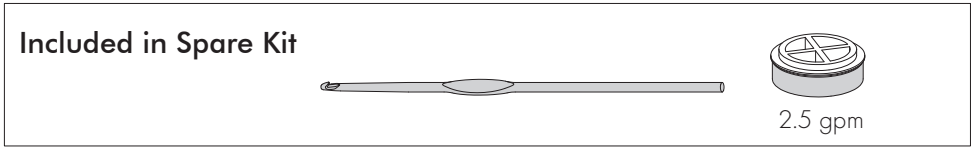
## Showerhead & Handshower Installation



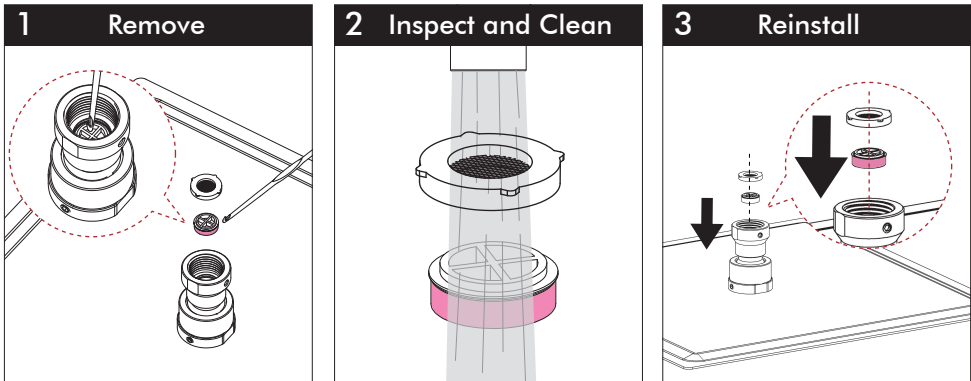
## Showerhead & Handshower Installation



## Low Pressure / Slow Flow? Check and clean flow restrictor!

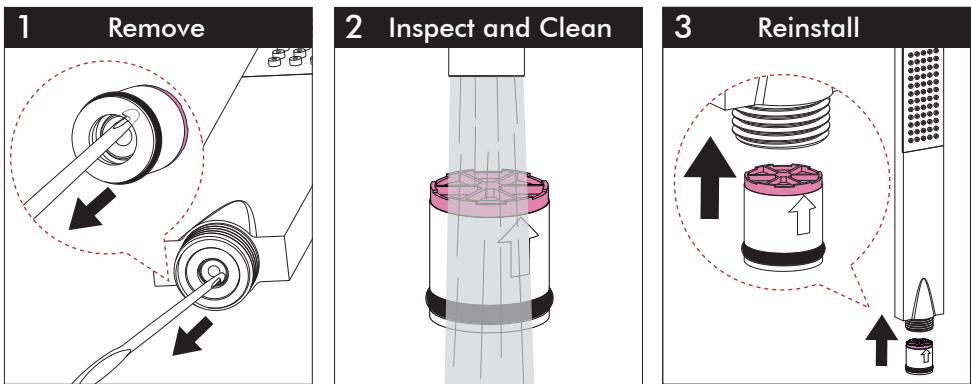


### Showerhead



Default restrictor is 1.75 gpm, compliant with California Energy Commission (CEC) regulations. Please check your local plumbing codes before removing it or replacing it with 2.5 gpm flow restrictor.

### Handshower



## Water not hot enough?



Make sure your hot water temperature  $\geq 120^{\circ}\text{F}$  (48.9°C)

Recommend: 120 - 140°F (48.9 - 60°C)

**1** Still NOT hot enough?  
Turn off both hot and cold water supplies.

**2**

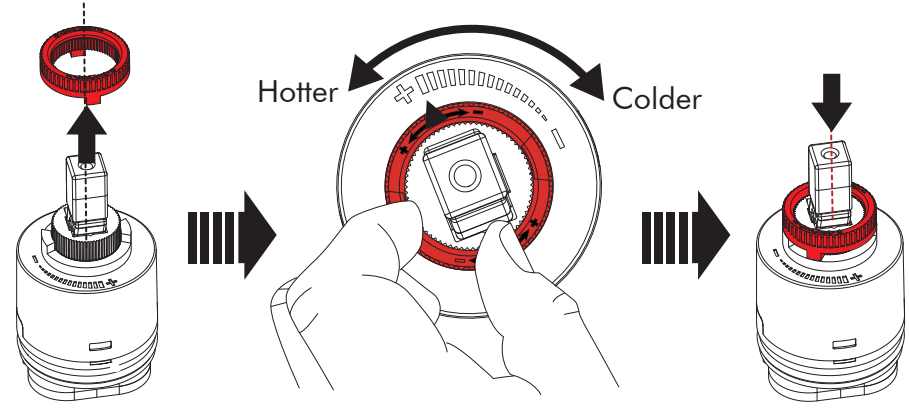
**Remove**

**3**

**Remove**

## Water not hot enough?

**4**



Hotter Colder

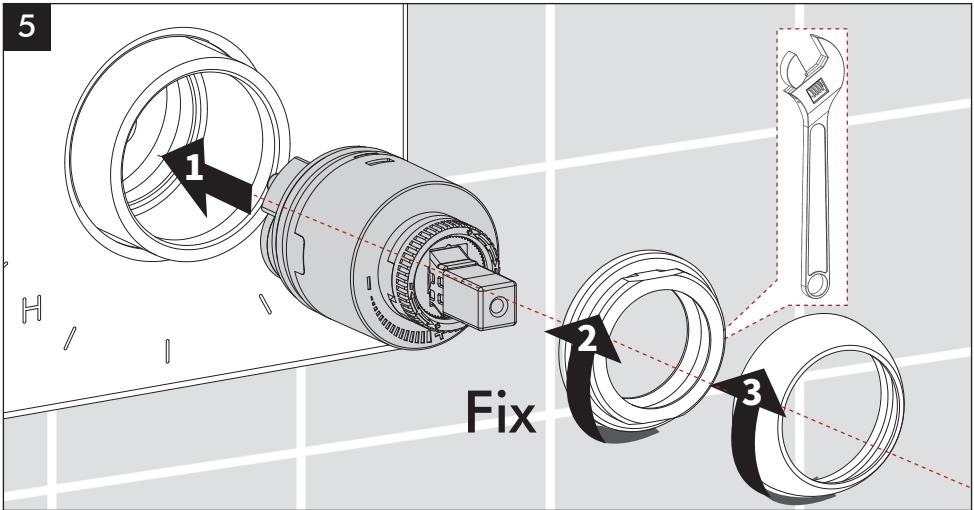
Warning: Temperature change per tooth (notch) could be 1.8 - 7.5°F (1 - 4°C) base on inlet water conditions.  
Repeat as necessary.

If the temperature limit stop has reached the limit, please contact us.

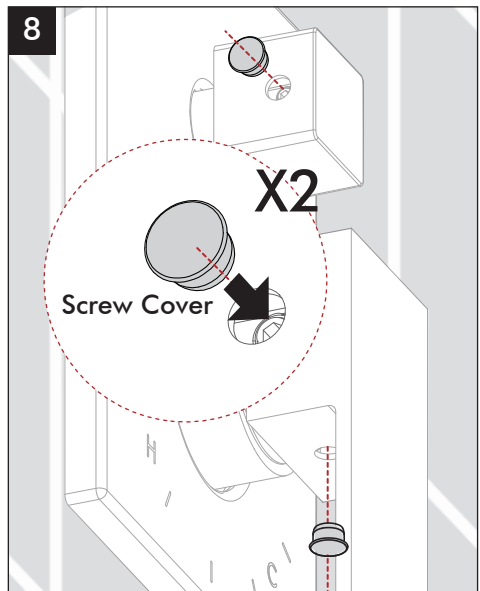
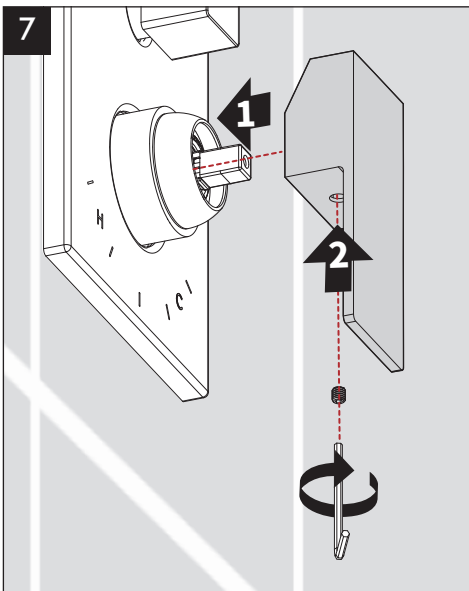


Replace for FREE  
[cs@keshome.com](mailto:cs@keshome.com)

## Water not hot enough?



**6** Turn on **BOTH** hot and cold water supplies.



## Water not hot enough?

### Warning

Setting the Adjustable Temperature Limit Stop in The Last Position or beyond The Last Position (counterclockwise) could result in scald injury. It is vital to adjust the Adjustable Temperature Limit Stop to avoid scald injury to the user when the handle of the valve is rotated to the hot side. Please check your local plumbing codes for maximum water mix temperature (normally should not exceed 120°F). If inlet water temperature changes seasonally, you may need to readjust the Adjustable Temperature Limit Stop. Recommended water temperature for bath or shower is between 90 - 110°F. Run the water so that the cold water is as cold as it will get and hot water is as hot as it will get. Place the handle on the cartridge stem and rotate the handle clockwise until the handle stops. Place a thermometer in a plastic tumbler and hold in the water stream. If the water temperature is above 120°F or the maximum temperature requirement of local plumbing codes (whichever is lower), the Rotational Limit Stop must be readjusted clockwise to decrease outlet water temperature.

MAKE SURE COLD WATER FLOWS FROM THE VALVE FIRST. MAKE SURE WATER FLOWING FROM THE VALVE AT THE HOTTEST FLOW POSSIBLE DOES NOT EXCEED 120°F OR THE MAXIMUM ALLOWED BY YOUR LOCAL PLUMBING CODES.

### Caution

This system/device has to be set by the installer to ensure safe, maximum temperature. Any variation in the setting may raise the discharge temperature above the limit considered safe and may cause hot water burns.

### Warning

This pressure balance valve does not control temperature, only pressure fluctuations. The Limit Stop does not control temperature variations caused by inlet temperature variations. Pressure balance valve will not provide protection from hot water burns when there is a failure of other temperature controlling devices elsewhere in the plumbing system. And if the Adjustable Temperature Limit Stop is not set properly, the hot water temperature is changed after the Adjustable Temperature Limit Stop is set, or if the water inlet temperature changes due to seasonal variations, it also may cause hot water burns.



## Water not hot enough?

### Notice to the installer

#### Caution!

As the installer of this valve, it is your duty to **INSTALL** and **ADJUST** this valve properly according to the instructions given. This valve does not adjust automatically for inlet temperature changes, further adjustments maybe necessary due to seasonal water temperature change.

**YOU MUST** inform the owner/user of this requirement by following the instructions. After installation and adjustment, you must affix your name, company name and the date you adjusted the Adjustable Temperature Limit Stop to a label and apply or attach the label to the backside of the closet cabinet door and a warning label to the hot water heater. Leave this instruction sheet for the owner's/user's reference.

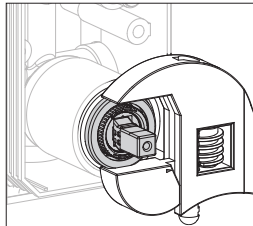
## Troubleshooting

| Fault                                    | Cause                   | Remedy  |
|--|-------------------------|---|
| Parts missing/damaged                    |                         |   |
| Miss return window                       |                         |   |
| Need spare parts/customized parts        |                         | Contact KES   |
| Connection/thread problems               |                         |   |
| Scratched surfaces                       |                         |   |
| Unable to install handle/diverter knob   | Rough-in valve too deep |   |
| Supply elbow/shower arm thread too short | Ear drop too deep       |   |
| Decorative flange too small              | Tile opening too large  | Chat now!<br><a href="mailto:cs@keshome.com">cs@keshome.com</a> |

## Leakage

Cartridge bonnet nut loose

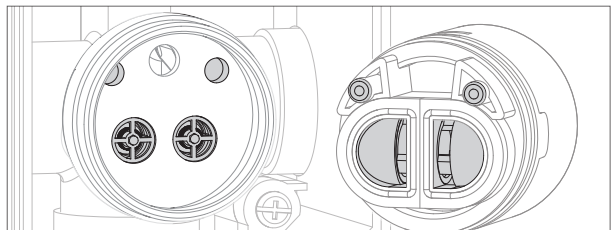
Tighten bonnet nut  
Scan for video guide



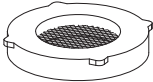
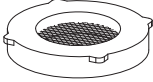
From faucet cartridge

Incorrect cartridge installation


Align cartridge bottom with main body, then reinstall it




## Troubleshooting

| Leakage                 |   |   |
|-------------------------|---|---|
| From faucet cartridge   | Cartridge damaged                       | Contact KES   |
| From connectors         | Wrong size or damaged plumbing fittings | Double check connectors or contact KES  |
|                         | Insufficient Teflon tape/sealant        | Wrap Teflon tape around connector 5 times and apply sealant                         |
| From shower head        | Shower head damaged/cracked             |   |
|                         | Ball joint adapter loose                | Contact KES with photo/video for replacement  |
|                         | White rubber ring worn                  |   |
|                         | Miss filter gasket                      | Use spare filter gasket   |
|                         |   |   |
| From hose connector     | Miss filter gasket                      | Use spare filter gasket   |
|                         |   |  |
| Dripping after shut-off | Cartridge dirty                         | Remove and clean the cartridge  |
|                         | Cartridge damaged                       | Contact KES   |



## Troubleshooting

| No or Low Flow       |  |   |
|----------------------|--|---|
|                      | Low inlet water pressure   | Check water pressure ( If a pump has been installed, check to see if it is working)                     |
|                      | Nozzles clogged  | Wipe clogged nozzles several times with fingers while the water is running                              |
|                      | Filter gasket in showerhead/ handshower connector clogged  | Remove and clean the filter gasket, then reinstall it   |
| No or low water flow | Restrictors clogged  | Check and clean flow restrictor<br>See page 26<br>Scan for video guide                                  |
|                      |  |                        |
|                      | Cartridge clogged  | Remove and clean the cartridge  |
|                      | Either hot or cold water supply is low, causing low mixed flow since pressure balance valve always keeps both supply sides at equal pressure | Make sure both hot and cold supplies are at full volume and especially, the heater provides enough flow |

## Troubleshooting

| Others  |                                      |  |
|---|--------------------------------------|--|
| Water not hot enough  | Heater temperature set too low       | Turn up the heater temperature   |
|   | Temperature limited stop restriction | Adjust the temperature limit stop<br>See page 27<br>Scan for video guide<br>  |
| Pipe noise  | Plumbing not properly secured        | Contact a professional to check  |
|   | Cartridge/check valves damaged       | Contact KES  |
| Switch Function Fail  | Diverter knob loose                  | Use included tool to tighten the set screw   |
|   | Diverter cartridge damaged           | Contact KES  |
| Note: By design, both showers will spray at the same time when the knob is switched between two functions |                                      |  |
| Holder adjustment   | Too tight to swing                   | <ol style="list-style-type: none"> <li>1. Loosen the hex screw on the side</li> <li>2. Loosen the screw inside the holder until it can move</li> <li>3. Tighten hex screw on the side again</li> </ol> |
|   | Too loose to secure                  | Tighten the screw inside the holder first and then tighten hex screw on the side   |

## Troubleshooting

| Others  |  |  |
|---|--|--|
| Nozzles fall off/<br>Deformed                 |  | Use spare nozzles<br>Scan for video guide<br>   |
| Limescale build-up                            | Hard water   | Soak a towel with 5-6% vinegar, then cover the affected area<br>Wait for 10 minutes, then clean it with water  |
| Finish peeled off/faded<br><hr/> Parts rusted | Wear and tear<br>Limescale build-up<br>Improper maintenance  | DO NOT use corrosive cleaners<br>Follow proper cleaning instructions<br>Scan for video guide<br>  |
| Product certification /compliance             | Complies with<br>*ASME A112.18.1/CSA<br>B125.1 standards of<br>cUPC certified by<br>IAPMO<br>*California Energy<br>Commission (CEC)<br>regulations | Certificates Hyperlink:<br>cUPC:<br><a href="https://plm.iapmo.org/pld#/certificate/10664/2509">https://plm.iapmo.org/pld#/certificate/10664/2509</a><br>CEC:<br><a href="https://cacertappliances.energy.ca.gov/Pages/ApplianceSearch.aspx">https://cacertappliances.energy.ca.gov/Pages/ApplianceSearch.aspx</a> |

If your problem still exists or is not covered above, contact KES



[cs@keshome.com](mailto:cs@keshome.com)  
chat now!

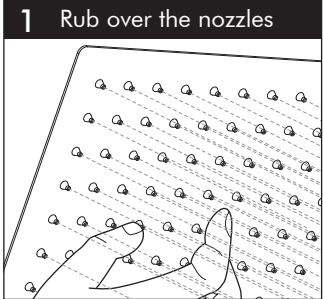
## Care Instructions

To keep the product looking new, please follow these simple care instructions:

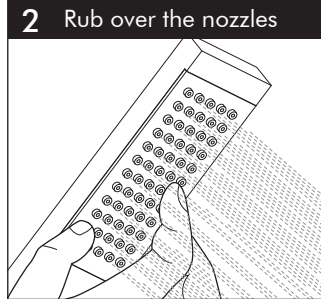
### DO:

- Daily Maintenance

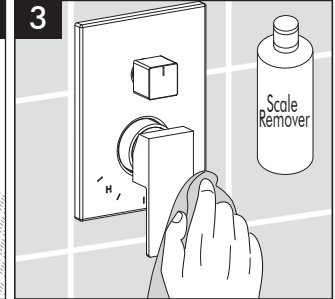
Showerhead



Handshower

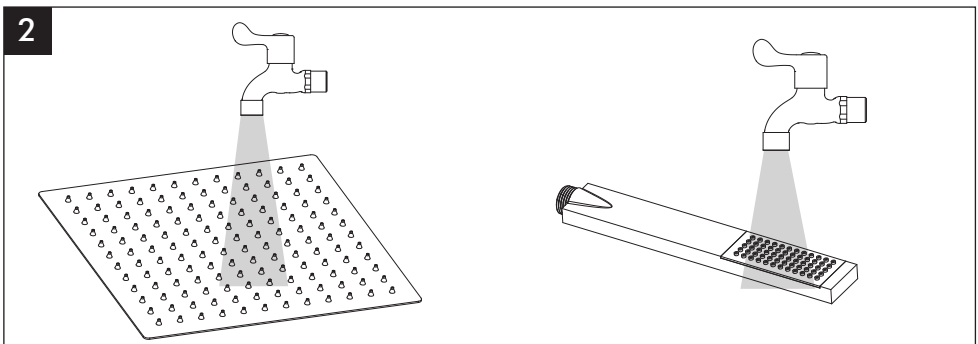
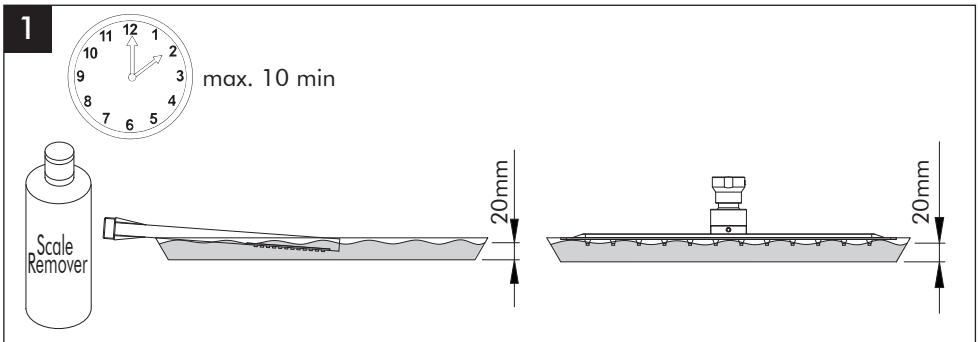


Finish

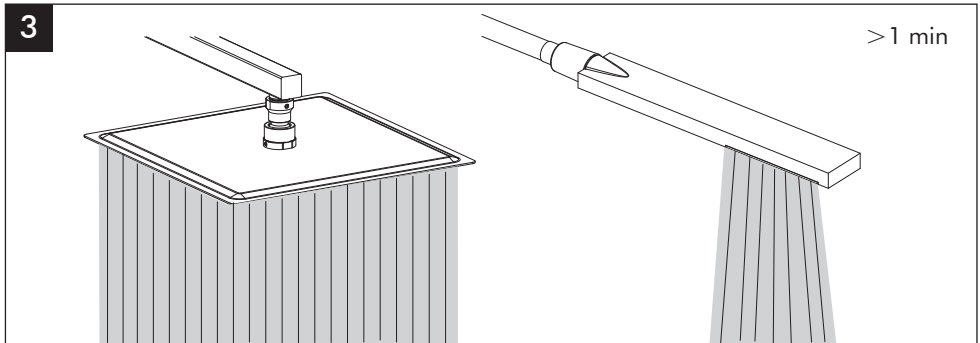


- Descaling Treatment

To effectively remove limescale buildup caused by hard water, follow these steps:



## Care Instructions



For best results, perform this descaling treatment every one to three months. Regular maintenance will help keep the product looking its best for years.

Note:

Test scale remover in an inconspicuous area of the product finish before using it widely to check for compatibility.

### DO NOT:

- Do not use cleaning products with acidic, caustic, bleach, or mildly alkaline properties and those labeled as rust removers.
- Do not use cleaning materials or appliances with an abrasive effect, such as unsuitable cleaning powders, sponge pads or microfiber cloths.

Failure to follow these care instructions may damage the product finish.



## Lifetime Limited Warranty

### Faucets

KES warrants its faucets purchased from authorized sellers to be leak and drip free as long as the original consumer owns their home in which the product was first installed (the "Warranty Period" for homeowners). For all other purchasers (including purchasers for industrial, commercial and business use) are warranted for a period of 3 years from the original date of purchase (the "Warranty Period" for non-homeowners).

### Other Products

Products other than faucets are backed by a 1-Year Limited Manufacturer's Warranty (the "Warranty Period" for non-faucet products).

### What We Will Do

If a faucet should ever develop a leak or drip during the Warranty Period, KES will FREE OF CHARGE provide the parts necessary to put the faucet back in good working condition.

For non-faucet products, KES will replace FREE OF CHARGE any part that proves defective in material and manufacturing workmanship during the Warranty Period.

If repair or replacement is not practical, KES may elect to refund the purchase price in exchange for the return of the product.

### What Is Not Covered

KES shall not be liable for any damage to the product resulting from reasonable wear and tear, installation and maintenance errors, outdoor use, freezing water, abuse, misuse, and use of cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol or other organic solvents.

KES is not responsible for removal, installation, labor charges, or other incidental or consequential costs. In no event shall the liability of KES exceed the purchase price of the product.

KES AND/OR SELLER ARE PROVIDING THESE WARRANTIES IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. KES AND/OR SELLER DISCLAIM ALL LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from jurisdiction to jurisdiction.

This warranty applies only to KES products sold in North America and Europe.

## Contact KES

Email: [cs@keshome.com](mailto:cs@keshome.com)

Online Contact:



Please provide:

- dated proof of purchase
- description of the defect/fault
- picture or video showing the issue(s) (optional)