

**MOEN®**

# Welcome Home

REGISTRATION, WARRANTY AND  
ADDITIONAL PRODUCT INFORMATION





# Welcome to Moen

For more than 80 years, Moen® has thoughtfully designed faucets and fixtures that boast meaningful innovations and exceptional reliability. We hope your experience with Moen products adds to the enjoyment of your new home.



## REGISTER PRODUCTS WITHIN YOUR NEW HOME

Register to activate your warranty and get even more benefits:

- Receive exclusive discounts on future purchases
- Access fast technical service

To register your products, visit [register.moen.com](https://www.moen.com/register)

### Not sure what model number you have?

Use the Moen Faucet Finder at

<https://www.moen.com/customer-support/faucet-finder>  
to find your faucet and register it with Moen.

## LEARN ABOUT OUR WARRANTY

Most Moen faucets are backed by Moen's Lifetime Limited warranty. To learn more about our product warranties, visit [moen.com/customer-support/warranty](https://www.moen.com/customer-support/warranty)

## MOEN CUSTOMER SERVICE

US Customer Service  
**1-800-BUY-MOEN (1-800-289-6636)**

Canada Customer Service  
**1-800-465-6130**

or Visit us at  
[moen.com/customer-support/contact-us](https://www.moen.com/customer-support/contact-us)

# Care and Cleaning

## FAUCET FINISHES

FINISH	USE	NEVER USE
<b>Spot Resist® Finish**</b>	<ul style="list-style-type: none"> <li>• Mild soap</li> <li>• Immediately rinse thoroughly with warm water</li> <li>• Dry with clean soft cloth</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaners with abrasives</li> <li>• Abrasive sponges/steel wool</li> <li>• Ammonia</li> <li>• Bleach</li> <li>• Sodium hypochlorite</li> <li>• Organic solvents (e.g., alcohols)</li> <li>• Harsh chemicals/cleaners (e.g., lime scale removers)</li> </ul>
<b>LifeShine® Finishes*, **</b> Classic Stainless Brushed Gold Brushed Nickel Polished Nickel	<ul style="list-style-type: none"> <li>• Damp cloth and mild liquid soap for a limited amount of time</li> <li>• Most household cleaners (including mild abrasives) when used according to their manufacturers' instructions</li> <li>• Immediately rinse thoroughly with warm water</li> <li>• Dry with clean soft cloth</li> </ul>	<ul style="list-style-type: none"> <li>• Harsh chemicals/cleaners (e.g., lime scale remover)</li> <li>• Pad/sponges that are unsafe for polished metallic surfaces</li> </ul>
<b>Chrome Finish**</b>	<ul style="list-style-type: none"> <li>• Most household cleaners when used according to their manufacturers' instructions</li> <li>• Immediately rinse thoroughly with warm water</li> <li>• Dry with clean soft cloth</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaners with abrasives</li> <li>• Abrasive sponges/steel wool</li> <li>• Harsh chemicals/cleaners (e.g., lime scale remover)</li> <li>• Pad/sponges that are unsafe for polished metallic surfaces</li> </ul>
<b>Organic Finishes</b> Black Stainless Glacier Matte Black Mediterranean Bronze Oil Rubbed Bronze Wrought Iron	<ul style="list-style-type: none"> <li>• Most household cleaners when used according to their manufacturers' instructions</li> <li>• Immediately rinse thoroughly with warm water</li> <li>• Dry with clean soft cloth</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaners with abrasives</li> <li>• Abrasive sponges/steel wool</li> <li>• Organic solvents (e.g., alcohol)</li> <li>• Harsh chemicals/cleaners (e.g., lime scale remover)</li> </ul>
<b>Clear Knob style handles</b>	<ul style="list-style-type: none"> <li>• Cleaners approved for acrylics and used according to their manufacturers' instructions</li> <li>• Immediately rinse thoroughly with warm water</li> <li>• Dry with clean soft cloth</li> </ul>	<ul style="list-style-type: none"> <li>• Cleaners with abrasives</li> <li>• Abrasive sponges/steel wool</li> <li>• Harsh chemicals/cleaners (e.g., lime scale remover)</li> <li>• Pad/sponges that are unsafe for polished metallic surfaces</li> </ul>

\*To remove water spots a 50/50 blend of household vinegar and water can also be used, followed by rinsing with water and drying with a soft cloth. Moen suggests the periodic application of a quality furniture polish, especially for matte or textured finishes (alternatively non-abrasive wax, such as car wax or furniture wax may be used). Furniture polish or wax may result in a slight color change, but will not harm the finish. Polish or wax can be tested on a less visible surface first.

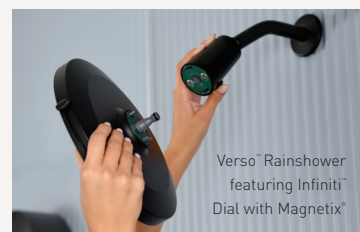
\*\*Most green, fibrous pads/sponges contain microscopic mineral particles that can scratch a faucet's finish.

Cleaner manufacturers may change their formulations at any time. Moen does not recommend any specific cleaner. Failure to comply with these cleaning instructions may void warranty.

## SHOWER FIXTURES

Maintain your Moen shower fixture with the same cleaning tips recommended for Moen faucets. If a showerhead sprays unevenly, it may be clogged with mineral deposits.

Unscrew the swivel ball nut using a wrench or channel-type pliers. Be sure to wrap the jaws of the tool with masking tape or use a cloth to prevent scratching the finish. Unscrew the collar nut from the showerhead; clean the outlet and inlet holes with a thin wire and flush the head with clean water.



Verso™ Rainshower featuring Infiniti™ Dial with Magnetix®

### Tip: Have a shower that isn't regularly used?

Run the water for a few minutes each month.

## FRUSTRATION-FREE CLEANING

Magnetix magnetic-docking technology featured in the Verso Rainshower eliminates the frustration of showerhead cleaning—simply remove the showerhead, soak in a cleaning solution, wipe clean and snap back into place.

# Sink Care and Cleaning

## MOEN® STAINLESS STEEL SINKS

**Do not use** bleach. Even when diluted, bleach can cause corrosion when exposed to stainless steel for extended time periods. If bleach does come in contact with your sink, rinse thoroughly.

**Do not use** steel wool pads. This can cause rust or pitting of the sink surface.

**Do not leave** rubber mats and wet sponges, cloths or cleaning pads in the sink. Food particles and deposits can cause discoloration.

**Do not leave** liquid soap to dry on the sink surface. Many detergents contain chemicals that can dull the finish, or cause pitting or staining.

## MOEN GRANITE SINKS

**Do not** store cleaners and chemicals containing chloride (bleach, acid, drain cleaners or toilet bowl cleaners) beneath the sink.

**Do not** use dish drying mats. They can trap soap and dirt making sink maintenance more time-consuming and cultivate harmful bacteria.

**Do not** leave standing water in your sink, especially if water contains anything that could stain the sink (i.e. coffee or tea).

**Do not** use strong abrasive cleaners.

## FIRECLAY KITCHEN SINKS

Rinse thoroughly and use a soft cloth to wipe the product dry after each use.

Soft abrasive cleaners may be used when necessary to clean the products. Strong abrasive cleaners will scratch and dull the surface.

**Do not** store open containers of cleaners or chemicals such as acids, bleach, sodium chloride, lye, toilet bowl cleaner, drain cleaner, or hard water stain removal products under your sink.

Moen's kitchen sink accessories, including bottom bowl racks, wire rinse baskets, cutting boards and colanders will help to protect the surface of your sink.

*Success with cleaners and procedures is dependent upon such factors as the hardness and temperature of the water, using exact measurements of ingredients, changes in cleaning formulas and the condition of the product being cleaned. Since there are variations within these factors, we cannot guarantee the effectiveness of the formulas mentioned.*

*Cleaner manufacturers may change their formulations at any time. Moen does not recommend any specific cleaner. Failure to comply with these cleaning instructions may void warranty.*

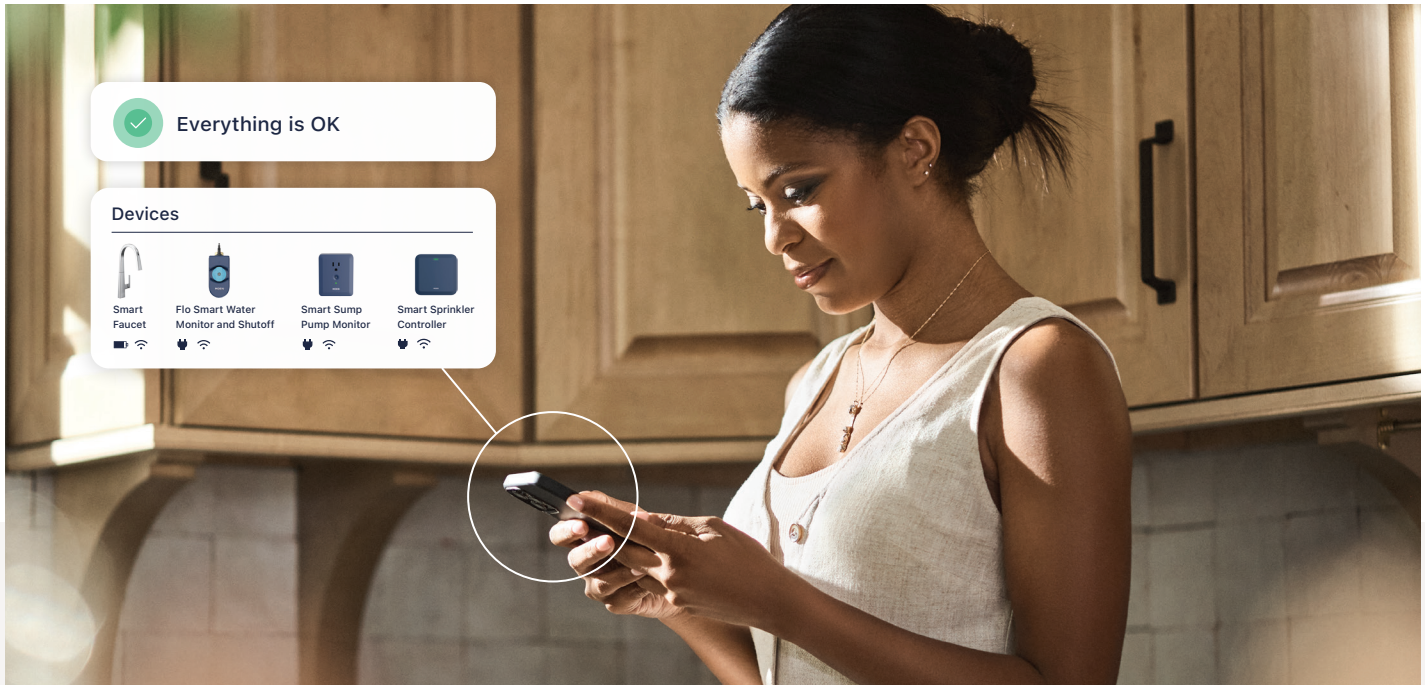
**Note:** Water quality can also affect the appearance of your sink. Where hard water with high iron content is present, a brown stain that looks like rust may appear. In areas with water that has a high concentration of minerals or over-softened water, a white film may appear on the sink. If either condition exists, we recommend drying the sink with a soft towel after each use.

	SITUATION	RECOMMENDED CLEANER	METHOD OF APPLICATION
STAINLESS STEEL	Routine Cleaning	Soap, ammonia, detergent and water	Rub with sponge or cloth. Rinse with clean water and dry. Satisfactory for all types of finishes.
	Smudges and Fingerprints	Window or glass cleaner	Rub with cloth. Satisfactory for all types of finishes.
	Persistent Spots	Stainless steel cleaner	Apply with sponge or cloth. Rub back and forth in direction of grain lines. Rinse with clean water and dry. NOTE: Not for mirror finishes.
	Hard Water Spots	Vinegar (full strength)	Swab and soak for 5–10 min. Rub, then rinse with a neutralizer—such as baking soda solution. Rinse with clean water and dry.
	"Rusty" Discoloration and Atmospheric Stains	Any of the above with their method of application or 50/50 white vinegar with water; Bar Keepers Friend®; Fantastic® Anti-bacterial Heavy Duty; Formula 409® Anti-bacterial All Purpose; Green Works® All Purpose; Windex®	Use mild abrasive cleaner. For stubborn stains and water marks wipe with Mr. Clean® Magic Eraser® and either water or a 50/50 white vinegar and water solution. Towel dry with a cotton cloth.
GRANITE	Routine Cleaning	50/50 white vinegar with water; Bar Keepers Friend®; Fantastic® Anti-bacterial Heavy Duty; Formula 409® Anti-bacterial All Purpose; Green Works® All Purpose; Windex®	Use mild abrasive cleaner. For stubborn stains and water marks wipe with Mr. Clean® Magic Eraser® and either water or a 50/50 white vinegar and water solution. Towel dry with a cotton cloth
	Dull Color	Mineral Oil	Apply 1 to 2 teaspoons of mineral oil to a clean, dry cloth. Evenly distribute the oil in a thick layer and allow it to sit for about 2 minutes, and then wipe away any excess.



# Smart Water Network

The Moen® Smart Water Network simplifies your life and gives you peace of mind by creating a deeper connection with the water in your home. Control and customize all interactions with water to elevate your experiences to a level that has never before been possible.



## A SMARTER WAY TO CONTROL YOUR WATER

The Moen Smart Water Network simplifies your life and gives you peace of mind by creating a deeper connection with the water in your home. Control and customize all interactions with water to elevate your experiences to a level that has never before been possible.



### Smart Customizable Water

Your water, your way. From dialing in the perfect 102° for your morning shower, to using your voice to dispense exactly 2 tablespoons of water or selecting the water temperature and flow rate with just the swipe of a hand at the kitchen sink, Moen's Smart Shower and Smart Faucets make it simple to personalize your every interaction with water.



### Smart Water Security

Never waste a drop again with Moen® Smart Water Security. With the power to reduce annual household water wasted by 90% or more, Smart Water Security products monitor your home's water to help prevent leaks and costly water damage, while also tracking your water usage to identify opportunities to conserve.



### Smart Water Irrigation

Effortless outdoor watering, all from the palm of your hand. The Smart Sprinkler Controller and Smart Wireless Soil Sensors offer automated and customized outdoor watering routines, adapting to the unique needs of each lawn—and bringing the power of Moen's Smart Water Network to the area of the home where water is used most.

## MOEN SMART WATER APP

The free iOS/Android™ Moen Smart Water App is easy to set up and allows you to control all of the features and benefits of the products in your Moen Smart Water Network from customized settings and personalized presets to monitoring water usage and automatic shutoff.



# Hands-Free Faucets

Faucets that respond the instant you need them, delivering exceptional, hands-free convenience. Touchless operation helps you control the spread of germs and means your faucet needs less cleaning.



## KITCHEN AND BATH MOTIONSENSE WAVE™

Single sensor faucets available in the kitchen and bath allow you to easily turn water on and off with the wave of a hand. Perfect for when your hands are too full or too messy to turn on the faucet.



## SMART KITCHEN FAUCET

Control your faucet in four different ways. Use the handle, your voice, hand motion, or the Moen Smart Network app and control water without ever touching your faucet's handle.



## SMART KITCHEN FAUCET WITH MOTION CONTROL

The only faucet you never need to touch with controls that you can mix and match, including advanced sensor control, voice control and customizable commands through the Moen Smart Water app.



### "Tell Moen to wash my hands."

On command, Smart Faucets and Smart Faucets with Motion Control will wet hands, pause water for 20 seconds while you soap-up, and restart again when it's time to rinse.

# Water filtration

## CLEAN WATER AT YOUR FINGERTIPS

Moen is continuing to enhance the experiences you have in the home with, comprehensive water filtration solutions that allow you to enjoy every sip right from your kitchen sink. Moen filtration options include both carbon filtration and reverse osmosis and can be installed both as under-sink systems and above-deck faucets that elevate style and functionality while allowing you to customize your system to meet your exact needs and preferences. Moen water filtration products can remove potentially harmful contaminants from your tap water and are better for the environment by helping to reduce plastic waste.



# Garbage Disposals

## PERFORMANCE YOU CAN TRUST, ABOVE THE SINK AND BELOW

Moen's quality, style and performance are proven above the sink and below. In addition to faucets, sinks and accessories, Moen offers a full line of garbage disposals to power your daily grind.

Plus, Moen's Limited Warranty with in-home service guarantees peace of mind that homeowners will receive the same level of customer service for garbage disposals that Moen provides for the rest of its products.

### POWERFUL FEATURES AT YOUR DISPOSAL

- Simple Swap: Universal Xpress Mount fits all Moen and most existing assemblies, including InSinkErator® brand.\*
- High-speed VORTEX POWERED® permanent magnet motor technology grinds finely and helps reduce jamming.
- Power cord easily removes for optional hardwiring.
- Built to last and backed by Moen's Limited Warranty with In-Home Service.
- A full range of horsepower levels to best match homeowners' disposal needs. Safe to use with properly sized septic tanks.
- Motion activated light for better visibility under the cabinet, with a positionable sensor making it easier to adapt to any installation.\*\*
- 360° Clean Rinse Technology helps eliminate odors in the sink by thoroughly rinsing away food scraps in the disposal chamber for a cleaner, fresher kitchen. Available on most Moen garbage disposal models.

\* Neither Moen Incorporated nor this product is affiliated with or endorsed by Emerson Electric Co. or the InSinkErator® Brand

\*\* Feature only available on the Moen EXL100C

## FIND THE DISPOSAL THAT'S RIGHT FOR YOUR LIFESTYLE

From cooking enthusiasts to those who rarely cook from scratch, Moen offers a disposal with the right amount of grinding power to make kitchen cleanup a breeze.



*The Chef*  
Series

1 HORSEPOWER

For those who love to get creative in their kitchen and need the strongest cleanup possible.



*The Host*  
Series

¾ HORSEPOWER

Meets the demanding needs of those who frequently cook for guests and need advanced cleanup power.



*The Prep*  
Series

½ HORSEPOWER

Designed for those who slice, dice and peel as part of basic meal prep, and need a little more help with cleanup.



*The Lite*  
Series

⅓ HORSEPOWER

Tailored to those who rarely cook from scratch and just want cleanup to be simple and efficient.

## LIMITED WARRANTY WITH IN-HOME SERVICE

Moen's Limited Warranty with In-Home Service guarantees help is there when you need it. If service is requested during the warranty period, Moen will have a service agent repair or replace the disposal in your home at no charge if the product has been manufactured defectively.\*\*\*

### Service Request Process

1. Homeowner contacts Moen by calling **1-800-BUY-MOEN** (1.800.289.6636). Homeowner will need to provide proof of purchase.
2. Moen Customer Service Representative will ask a series of troubleshooting questions. If product requires inspection and service, the homeowner will be given the phone number of a Moen authorized service professional.
3. Homeowner schedules appointment with service professional.
4. Service professional provides service to homeowner generally in 7–10 business days

\*\*\* Warranty terms are for the original residential consumer, in USA and Canada only. Warranty is not transferable to subsequent owners of the residence. Some restrictions apply for commercial applications.

### Warranty Length—Original Consumer

Moen Garbage Disposals have warranty lengths that vary by model, ranging from 5–10 years.

To view the complete product warranty information on the Moen Garbage Disposals, including the most up-to-date warranty terms, visit [moen.com/customer-support/warranty](https://www.moen.com/customer-support/warranty) and select "Garbage Disposals".

# M•PACT®

## Common Valve System

### THE ONLY SHOWER VALVE YOU'LL EVER NEED

With the M•PACT common valve system, you don't have to live with the same style in your bathroom forever. You have the freedom and flexibility to change at your leisure. Once an M•PACT valve is installed, you can remodel your shower in minutes without the mess of opening up a wall or replacing plumbing fixtures. Moen fixtures are, of course, built to last, but as your needs and style evolve, you can make design changes to the trim and refresh your bathroom. The M•PACT common valve system is available for the following applications:

- Tub/shower combinations
- Shower only setups
- Freestanding tub fillers
- Wallmount tub fillers
- Roman tub faucets
- Wallmount bath faucets



Fast, easy, fabulous.

To view our M•PACT-compatible faucets, visit [moen.com/mpact](https://www.moen.com/mpact).

## Showering

### SHOWER RAIL

With industrial-inspired sophistication, Moen's Annex™ Shower Rail combines fashion and function, letting you enjoy both the showerhead and handshower of your choice. Versatile Annex installs without disturbing existing tiles or having to change the height of the showerhead, so you can easily add a handshower to your shower design without opening up a wall or adding/replacing plumbing valves.



### MAGNETIX® HANDHELD SHOWERS

Magnetix showers feature an innovative magnetic docking system. The powerful magnetic dock allows for easy release of the handshower and a secure snap back into place—even when eyes are closed.

The Verso Shower featuring Infiniti™ Dial allows for you to create the experience that's right for you by sliding the dial to find the perfect blend of sprays.



# Bath Safety and Accessories

## MAKE EVERY BATH A SAFE BATH™

Safety is for everyone and every bath. And it can be beautiful too. Moen offers durable, ADA-compliant designs—from grab bars to furniture—that combine innovative function with a look that easily coordinates with the style of your bath.

## STYLE AND SAFETY

Moen Designer Grab Bars provide the style you desire and the safety you need. Offered in a range of styles and finishes, Moen has a designer grab bar that will complement your bath. Optional SecureMount™ Anchors allow for easy, secure installation on the wall with no studs required, so you can position the grab bar precisely where you want it.



## MULTIFUNCTION DESIGN

Moen Accessories with Grab Bars combine the style and safety of designer grab bars with common bath essentials: a towel bar, paper holder and wall shelf. The multifunction design allows you to add style and increased safety while reducing clutter in the bathroom.

## SHOWER RODS

Moen offers a selection of shower rods to complete the look of your bath. Choose between the classic straight shower rod and a curved shower rod, which provides additional elbow room. Moen shower rods are also available in multiple mounting systems—tension or fixed. Available in three finishes to meet most any design preference.



## ADD THE FINISHING TOUCH TO YOUR BATHROOM WITH MOEN ACCESSORIES

In the intimate space of the bathroom, well-coordinated details make all the difference between achieving ordinary and outstanding results. Since every decision matters, Moen offers an exciting array of accessories to enhance the look, functionality and safety of your bath. In matching finishes and your choice of Traditional, Transitional and Modern styles, you can choose from fixtures including:

- Towel bars and towel rings
- Toilet paper holders
- Decorative tank levers
- Robe hooks
- Shelves
- Knobs and pulls
- Lighting
- Designer grab bars
- Shower rods

Accessories not only serve a functional purpose in the bathroom but also bring a touch of style to kitchens. Incorporating towel bars and towel rings next to kitchen sinks or on islands adds a practical and aesthetic element. Hooks are ideal for hanging potholders, while decorative shelves can hold spices, adding both convenience and visual appeal. Additionally, cabinet pulls and knobs contribute to the overall style of the room, ensuring a cohesive and stylish look throughout the kitchen.



# How to Handle a Plumbing Emergency

## **HANDLING A PLUMBING EMERGENCY**

Although plumbing emergencies are rare, the best way to prepare is to plan ahead. To act swiftly when a plumbing situation occurs, familiarize yourself with the location of main water shutoff valves, and ask your builder or a neighbor to refer a reliable local plumber before the need arises. Moen recommends the following steps to prepare for a plumbing situation.

Remember, a few minutes of your time now will ensure that a problem will be resolved quickly and properly in the future.

## **FIND A 24-HOUR PLUMBING CONTRACTOR JUST IN CASE**

Homeowners know that if anything is to go wrong in your home, it will usually go wrong at the most inconvenient time—in the middle of the night or during a holiday. For that reason, it is important to have handy the name of a reliable plumbing contractor offering 24-hour service.

You can find the names of plumbers online or google, or ask for recommendations from your builder, friends or neighbors. A quick call to make sure that the plumber offers 24-hour service is a good idea.

## **FIRST, LOCATE YOUR HOME'S MAIN SHUTOFF VALVE**

First and most important, find the main water shutoff valve to your home. There is no standard location for water shutoff valves within homes but there are a few simple ways to find it. If you have city water, check your basement in the same area as the outdoor hose connection or water spigot but on the interior wall. Check the crawl space close to the water heater or under the kitchen sink. Check your water heater tank if your home is built on a slab.

Make sure that the area where the valve is located is kept clear and free of obstruction. Tag the valve so that you will be able to find it easily in an emergency. By shutting off this valve, you will shut off water to your entire house. This is an instant action you can take for serious situations.

If the emergency calls for the main water system to be shut off and you have an electric hot water heater, the electric water heater must also be shut off. The electricity can be shut off by either removing the fuse from the fuse box or switching the appropriate breaker to the "off" position.

The electricity to the hot water tank should not be turned back on until the water tank has been refilled with water. Consult your owner's manual for details.

## **TAKE A PLUMBING DISCOVERY TOUR OF YOUR NEW HOUSE**

The plumbing system in your home includes a series of emergency shutoff valves.

Take a tour of your home to find each of these shutoff valves. The items you should take on your tour include a flashlight, adjustable wrench, pliers and some way to label each valve once identified.





### **LOCATE THE KITCHEN SINK SHUTOFF VALVES**

Below your kitchen sink, you will probably find the shutoff valves for both the hot and cold water supply lines. In some cases, the valves will be in the basement, just below the kitchen. Sometimes valves may be both below the sink and in the basement. Once you find the valves, open and close them to make sure they are functioning properly. It is important to check these valves often, as they may become “frozen” from lack of use. Usually a wrench applied to the control handle will free up the valve, turning clockwise to start to close the valve since it is probably in the open position. However, do this carefully to avoid breaking off the control handle.

After freeing the valve, restore it to the open position and check for leaks around the stem. Minor leakage can be stopped by applying a wrench to the cap or a packing nut, turning clockwise to tighten. Finally, tag the valves for future reference. If the handle can't be moved, it is usually best to have it serviced by a plumbing contractor.

### **IMPORTANT**

If you shut the water off at the main valve, make sure the hot water tank is turned down to pilot. If you have a hot water heating system, you must also check to make sure the furnace has a sufficient supply of water so it does not run dry. Each radiator also has an individual shutoff valve.

### **LOCATE THE BATHROOM SHUTOFF VALVES**

In the bathroom, there are five shutoff valves operating the faucet, toilet and bathtub/shower. The faucet valves for hot and cold water are located below the sink for easy access. The hot and cold tub/shower valves may be located in the basement. The toilet has a single, cold-water valve normally installed below the tank.

Be sure to carefully test and label each valve.

### **LOOK FOR ADDITIONAL VALVES**

Continue the plumbing discovery tour in every room that has a plumbing-related appliance. Be sure to locate, test and tag valves to the washing machine, dishwasher, hot water heating system, water heater, water softener—every place in the house where water is used. Most of these will have shutoff valves conveniently located near the appliance. If you have a hot water heating system, you will find a cold-water shutoff valve near the furnace (see previous instructions for shutting off the main water supply).

Once you have found and tagged all the valves, plan to take the tour with all members of the family so everyone knows how to handle an emergency.

With most new construction, your plumbing system is under warranty. Please check with your builder or contractor to find out what warranty protection you have in case of an emergency.



Although descriptions are believed correct at publication approval, accuracy cannot be guaranteed. Moen® reserves the right to make product specification changes from time to time, without notice or obligation, and to change or discontinue models.

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