Ruhe®

India's Biggest Digital First Brand · Kitchen & Bathroom Fittings

Care and Maintenance Guide

RUHE-MG-17-2031-MB · Rev A · October 2026

Aurora 4-Function Brass Concealed Thermostatic Diverter

SKU **17-2031-MB** · Finish: Matt Black

1 Care schedule

After every use	Rinse off shampoo, soap and hair dye splashes with clean water. Wipe the face plate, handle and knobs dry with a soft cloth.
Every week	Clean with a soft damp cloth and a little mild soap, rinse with clean water and dry.
Every month	Run each outlet and check the temperature stays steady. In hard-water areas, if the flow drops or the temperature becomes uneven, clean the inlet filters (section 2).

2 Hard water: clean the inlet filters



The Twin Filter Guard (inlet filters on the thermostatic cartridge) catches dirt from the supply. In hard-water areas, clean the inlet filters if the flow drops or the temperature becomes uneven. How often depends on your water. Wipe the plate dry after use; no acid on the finish: vinegar goes only on the filters.

1. Turn off the hot and cold water supply.
2. Loosen the handle's set screw with the Allen Key (L-Key), remove the thermostatic handle and take off the face plate.
3. Take out the thermostatic cartridge from the front. You don't need to break any tiles.
4. Rinse its inlet filters with a soft brush and white vinegar, then rinse with clean water.
5. Refit the cartridge, face plate and handle, turn the water back on and check for leaks.

> If you'd rather we do it, book a paid service visit through our service request form.

3 Finish care and what not to use

Care for your Matt Black finish

Matt Black, e-coated (electrophoresis). Wipe gently with a soft damp cloth and mild soap, then dry. Don't rub hard on one spot and don't use polish.

Do not use

- Acid, limescale removers or tile acid wash
- Bleach, or vinegar on the face plate, handle or knobs
- Scrubbing pads, abrasive sponges or scouring powder
- Harsh chemicals: solvents, thinners or spirit-based cleaners
- Steam cleaners
- Spraying cleaner straight on the product: spray it on the cloth

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4 Troubleshooting

Problem	Likely cause	What to do
Temperature keeps changing	Pressure is low or uneven, or the inlet filters are blocked.	Use the recommended pump (40 PSI, about 2.8 bar). Keep hot and cold within 3 bar of each other. Clean the inlet filters (section 2).
Weak flow	Low pressure, knob turned down, or blocked filters.	Turn the outlet knob to set the flow. Check the pump. Clean the inlet filters (section 2).
Water spots or marks on the finish	Hard water dried on the surface, or soap and shampoo left on.	Wipe dry after every use. Clean with a soft damp cloth and mild soap.
Handle or knob feels loose	Set screw has loosened.	Tighten it with the small Allen Key (L-Key) from the box.

Still not working? Raise a service request: https://ruheindia.com/pages/service-request-track
For questions, WhatsApp or call +91 92059 93317, or email support@ruheindia.com.

5 Cartridges and spare parts

Front-serviceable cartridges: the French-engineered Vernet thermostatic cartridge and the Neoperl push-button cartridges come out from the front, so a plumber can service them without breaking tiles.

Ruhe stocks spare thermostatic and push-button cartridges. Need a spare part? Ask through our service request form: https://ruheindia.com/pages/service-request-track. Spare parts bought separately carry no warranty.

Ruhe support

Questions For questions, WhatsApp or call +91 92059 93317, or email support@ruheindia.com.
Mon–Sat, 10 AM–6:30 PM, closed on public holidays. Talk to a Ruhe expert on video call in the same hours.
Contact page https://ruheindia.com/pages/contact

Warranty Up to 10-year warranty. Free onsite service for 1 year in serviceable cities.
Warranty T&C:
https://ruheindia.com/pages/warranty-policy
Register your warranty:
https://ruheindia.com/pages/warranty-registration
Faults, claims and spare parts Raise a service request:
https://ruheindia.com/pages/service-request-track

Designed and manufactured by Ruhe. Manufactured, packaged & marketed by: Ruhe Solutions Pvt. Ltd., 702-703, 7th Floor, Aggarwal Corporate Heights, Netaji Subhash Place, Delhi - 110034. Country of origin: India.

Ruhe may update designs and specifications without notice. RUHE-MG-25-1834-02-MB · Rev A · October 2026

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