

FRANKE

FRANKE

We want to be the world's leading provider of intelligent systems that make food and coffee preparation a rewarding experience and offer hygiene as a comprehensive solution.

That is our clear vision.

Contents

2
Vision

3
Activities

5
Tradition

7
Ambition

8
Franke Kitchen Systems 21



The world's leading provider of intelligent systems for the domestic and semi-professional kitchen.

Customer focus and expertise

22
Franke Foodservice Systems 31



The world's leading provider of comprehensive systems and services for the foodservice industry worldwide.

Systems and solutions

32
Franke Coffee Systems 43



One of the world's leading providers of professional coffee systems and catering services across all segments.

Function and Form

44
Franke Washroom and Sanitary Systems



One of the world's leading providers of comprehensive Washroom and Sanitary Systems to the public and semi-public sector.

52
Other Activities

54
Beverage Containers
Industrial Engineering

Tradition



1911
Hermann Franke establishes a sheet-metal business in Rorschach (Switzerland).

1914–1924
During the First World War it is difficult to obtain materials for production. The post-war period and economic crisis delay development of the business.

1925–1930
Recovery of industrial and construction sectors. Addition of a sanitary installations department. Manufacture of hobs, skylights and dormer windows.

1931–1934
General slump. First sinks produced in nickeline, monel metal and later stainless steel. Since then, some 80 million sink units have been made and sold worldwide.



1935–1936
Construction of new factory, offices and residential building in Aarburg (Switzerland).

1937–1938
Economic upswing boosts sales. Beginning of series production and launch of first fully welded, seamless sink.

1939–1945
Hermann Franke dies on 25 January 1939. Son Walter takes over the business. Second World War leads to renewed difficulties with materials sourcing. Stagnating construction activity. Start of equipment construction.

1945
By 1945, Franke has grown to 100 employees.

1946–1949
Expansion of manufacturing facilities and production of complete kitchens. First exports to neighboring countries. Workforce increases to 250.

1950–1955
With the rapid development of the construction sector, Franke extends its activities to all segments and becomes market leader in state-of-the-art kitchen sinks. The Washroom and Sanitary Systems pro-

duct group has been firmly established in the Franke Group since 1950, with a full range of products for public and semi-public sectors. Start of production of components for propulsion systems.

First investments abroad, in Germany. 500 employees.

1956–1961
Further expansion of the manufacturing facilities. Output doubles. Formation of the Commercial Kitchens division. By 1961 Franke has 750 employees.

1962–1974
Marked expansion of the Franke Group: 13 new subsidiaries established and two companies begin manufacturing under license.

In 1972 Franke builds and installs the first kitchen for McDonald's in Munich. In 1973 Franke begins producing colored enamel sinks.

By 1974 the company has 2600 employees.



1975–1988
In 1975 change of ownership at Franke: Walter Franke's friend and business partner Willi Pieper takes over. CEO John F. Strasser leads the Franke Group to further growth. Four subsidiaries and two licensees are added to the Group. In 1979 the now world-renowned Franke Compact sink system is introduced.

To consolidate growth and development, Franke restructures its divisional organization.

Main divisions: Kitchen Systems (sinks, fittings, hobs, ovens and sanitary systems), Contract Group (systems and services for the foodservice industry) and Food Service Equipment (equipment and accessories for kitchens and catering).

1989
Michael Pieper, Willi Pieper's son, becomes CEO of the Franke Group. Under his leadership, rapid and systematic expansion of the core business worldwide. Focused on their core competences, the Kitchen System Division and Franke Contract Group become global market leaders in their respective sectors.

1995
Regionalization of the divisions and reorganization into business units. Food Service Equipment focuses on local business. Franke Beverage Container activities are combined in an independent division and achieve number-one position in the market.



2002
The Franke Group repositions its strategy and structure. The business units and segments with profitable niche businesses (tool manufacturing and industrial engineering) are given more autonomy and re-

sponsibility. Two further core business units are identified and organized to secure and build on the success of the Franke Group: Franke Washroom and Sanitary Systems and Franke Coffee Systems.

Today
The Franke Group focuses its activities in four core areas where it aims to achieve or consolidate global market leadership: Franke Kitchen Systems, Franke Foodservice Systems (formerly Contract Group),

Franke Coffee Systems and Franke Washroom and Sanitary Systems. The Group has over 5600 employees worldwide and over 70 companies in 37 countries.

The enjoyment of food and coffee permeates and connects the lives of the most diverse people and cultures. It affords time out from the bustle and stress of a world that seems to be turning ever faster. Whether you're taking a break over casual food and a coffee in the quick-service restaurant. Or savoring a meal you have conjured up in your own kitchen. Or delighting in the unique aroma of a pure Blue Mountain espresso at the coffee bar. That is the world of Franke – a world we have played a key role in shaping for decades through our systems for food and coffee preparation. In the following pages, we would like to explain how this came about, the effort that went into it, and why it is rewarding to work with us.

Our long and successful tradition and our culture were shaped by farsighted pioneers and entrepreneurs who were noted for their freedom of spirit and initiative, who knew how to recognize and seize opportunities early on and always stay one step ahead of the field. It was something Walter Franke – the son of founder Hermann Franke – quickly realized: “The market won't come to us, we've got to go to the market.” And already by the end of the 1940s, he was exporting kitchen sinks to various parts of Europe. Under Michael Pieper, who took over as head of the family-owned company from his father Willi Pieper in 1989, the Franke Group has grown steadily into an internationally active group whose Kitchen Systems and Foodservice Systems divisions are global market leaders. With over 70 companies in 37 countries, the Franke Group reported sales of around CHF 1.5 billion at the end of 2003.

Over 400 years of enterprise. Innovative strength and an enduring commitment to quality without compromise in every area. Closeness to our customers and solutions the world over. Expertise in using stainless steel, a material with unique and durable characteristics. Above all, our 5600 highly qualified and dedicated employees who have made it all possible. On them our future rests.

Ambition

The vision and declared goal of Franke is to establish and maintain a position as the world's leading provider of systems and solutions in the areas of food preparation, food service, coffee preparation and hygiene solutions.

To achieve that aim, we will remain uncompromising when it comes to quality, innovation and style. Focusing on essentials and implementing ideas faster and more effectively than anyone else – anytime, anywhere. By creating added value for our customers and providing inspiration through innovation, we want to make them dedicated ambassadors of our brand. We are guided in our efforts by the core values of “bright”, “energetic” and “dedicated” which are of prime importance to our company and employees. On this basis, we are developing a shared and living culture that makes winners of all our stakeholders.



Close to our customers worldwide



Franke
Kitchen Systems



Franke Kitchen Systems

Cleaning, peeling, preparation, disposal, cooking, simmering, roasting, steam extraction, air cleansing, water filtration, cooling. Every day Franke helps millions of people on every continent to put food on the table that is eagerly anticipated even while it is being prepared. With our world-leading and wide-ranging offering of systems and products for the domestic and semi-professional kitchen, we do everything possible to make the preparation and cooking of food a rewarding experience in every way. We have laid down the basis for this through closeness to our customers worldwide as well as comprehensive quality standards,

know-how and expertise built up over more than 90 years. During this period we have made over 80 million sink units for the most varied culinary requirements and gastronomic traditions. And during that time we have developed the kitchen sink to the point of perfection and created the kitchen center which harmoniously combines form and function with the enduring quality and hygienic characteristics of the materials used. Our expertise in tool manufacturing also plays a key role. This expertise is in equally great demand from customers in other industries (computer, automotive, telecommunications, etc.).

Expectations

All our customers expect solutions made to measure. That is why we do all in our power to get to know and understand their requirements and practices. We have the ability to develop kitchen systems and solutions that are tailored to individual work processes and lifestyles. And these can be very different depending on the cultural background, size of budget, planning and budget targets.





System solutions in the wet area

Everything we offer to make cleaning, preparation, water filtration, washing-up and disposal easy, hygienic and environmentally sound.

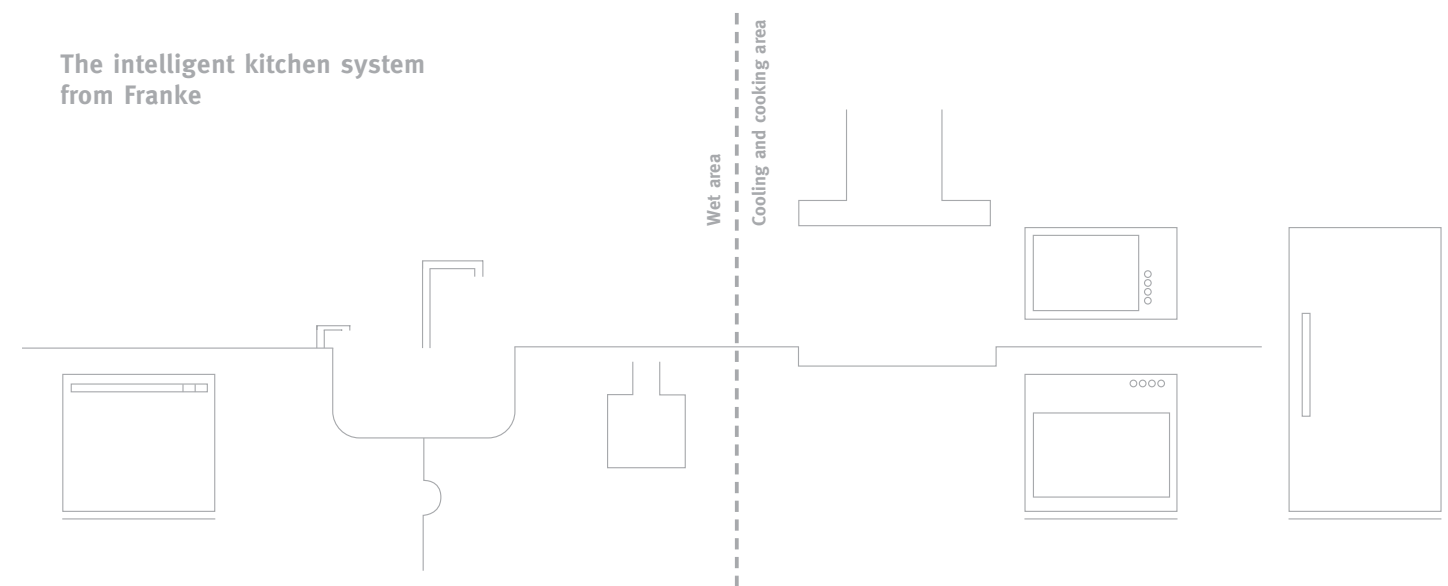
System solutions in the cooking and cooling area

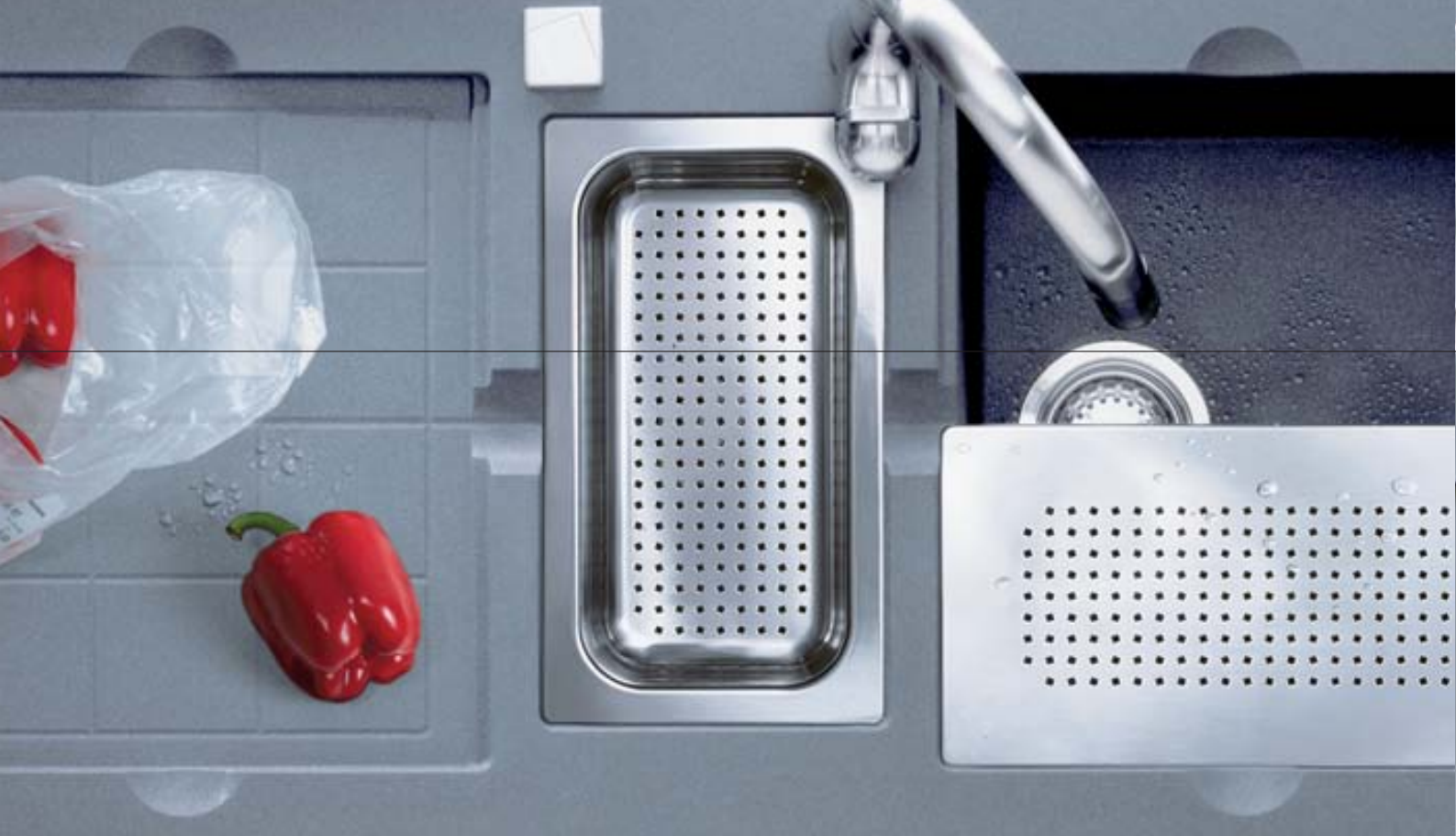
Everything we offer to make cooking, simmering, steam extraction and cooling easy, hygienic and environmentally sound.

Systems and solutions

Franke's intelligent kitchen systems comprise solutions for the wet area as well as the cooking and cooling area. For both, we offer a comprehensive range of products and accessories that are consistent also in design. Whether you are looking for a complete kitchen system – as pictured above – or a solution for a particular area of the kitchen, we have the ideal package. We offer expertise, experience and reliability in advice and service. That is why we number the world's leading kitchen manufacturers among our customers. They, like our private customers, count on kitchens with "Franke inside".

The intelligent kitchen system from Franke

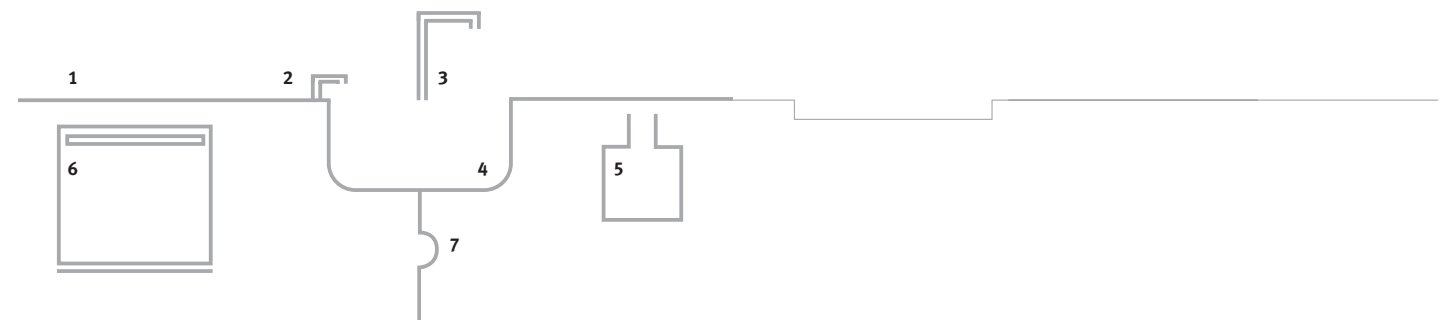




System solution for the wet area

The sink is the center of the kitchen. This is where two-thirds of kitchen work is done. Where vegetables are cut, meat prepared and fish defrosted. Beside it there must be room to wash a baking tray, cool champagne and drain salad leaves. Everything must have its place, must be geared to specific work processes and requirements, and work together smoothly as an integral whole. That is why we have developed numerous ideas and solutions to make working in the wet area as pleasant and efficient as possible.

Wet area



1 Preparation
The specially designed area for cutting, preparation and defrosting, and for getting dishes ready for washing or draining

2 Filtration
Various filtration solutions for treatment of drinking water

3 Fittings
The sink fittings to match in form, function and material

4 Rinsing
The ideal sink with accessories for various functions, exactly tailored to your individual requirements

5 Disposal
A well-thought-out and practical program of different solutions for waste disposal

6 Washing
Dish-washers with state-of-the-art technology and maximum convenience

7 Waste plumbing
Also for waste fittings we ensure the very best quality

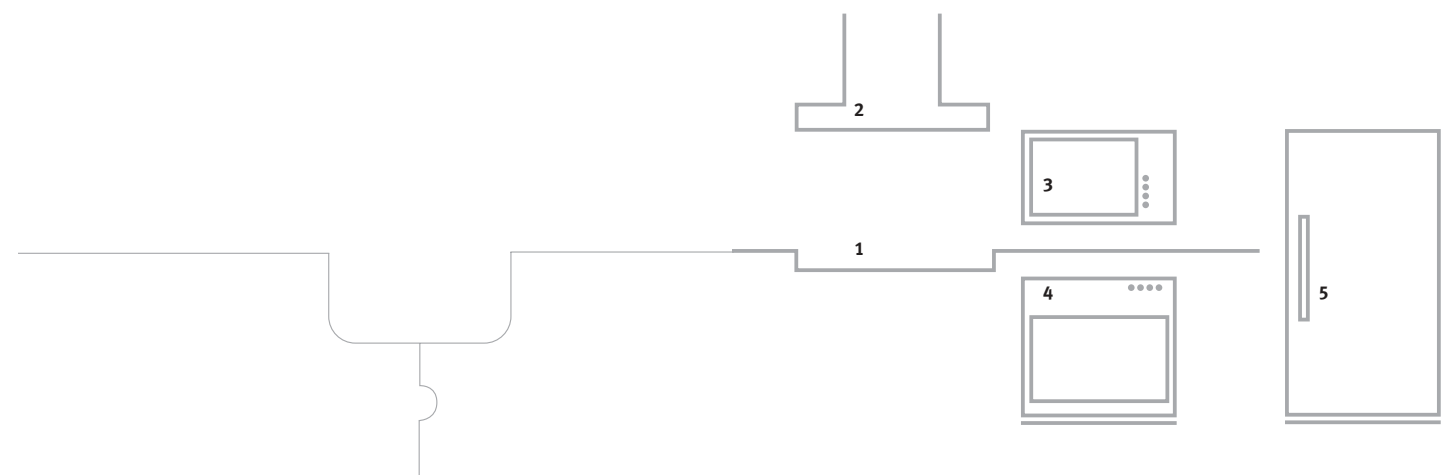


System solution for the cooking and cooling area

As in the wet area, the individual components in the cooking and cooling area must be tailored to specific requirements, cooking practices and work processes. Here, too, Franke offers a well-thought-out system and range of built-in equipment of the highest caliber. Recessed cooktops for electric and gas hobs, ovens combined with microwaves and steamers (also available as single items), high-performance cooker hoods, etc. In other words, everything it takes to make the preparation of delicious meals as smooth and easy as possible.

- 1 Cooking**
Recessed cooktops and ceramic hobs, top-class equipment for electric and gas
- 2 Steam extraction**
High-performance cooker hoods in various designs
- 3 Microwaves**
High-performance units, fully-featured, as separate units or integrated into oven
- 4 Ovens**
Ovens that meet every need with regard to function, form, performance and user-friendliness
- 5 Cooling**
An attractive selection of appliances for cooling and freezing to meet every need

Cooking and cooling area





Experience

We aim to produce solutions that perfectly meet our customers' expectations. To ensure a wholly positive experience and result when they prepare and cook meals of all kinds. Every component of the Franke kitchen system – whether in the wet or the cooking area – must deliver exactly what our customers want, and provide optimal support in their kitchen work. The result is appreciated by family members and guests alike. That is what we mean when we say that working with us is a rewarding experience.



Closeness to customers and expertise

In the 1940s, Franke began exporting kitchen systems to European countries and soon established its own international network of companies. The goal has always been to stay as close as possible to our market and customers with our solutions and services. We recognize that kitchen systems in Beijing need to fulfill different requirements than those in Berlin or Boston. The impulse for development and innovation has often been provided by our multinational customers as forerunners of our expansion into new markets. We have kept up to speed with these developments and are now the industry's pacemakers.



Franke
Foodservice Systems





Franke Foodservice Systems

Guests in casual-dining or quick-service restaurants enjoy an increasingly varied and agreeable experience. As the world's largest provider of complete kitchen facilities to leading restaurant chains, Franke plays a key role in this development. These chains rely on the unique expertise and all-round service that Franke has refined over more than 50 years. Up to the end of 2003,

Franke has built and installed over 20,000 kitchen facilities and completed millions of resupply deliveries (over four million in 2003 alone) to keep restaurants operating or re-equip them to the highest standards. Franke offers its customers "best-in-class" foodservice systems and a rewarding experience for employees and guests, each and every day.

Expectations

If you're planning new foodservice facilities or improving existing ones, you need suppliers with proven expertise and a consistently high level of service. Over decades of activity around the globe, Franke Foodservice Systems has established unrivalled resources to master complex challenges. And we deliver those resources through regional structures that provide optimal support and solutions for each customer's unique brand, methods and system.





Systems and solutions

Franke Foodservice Systems offers a unique array of world-class tools for production, logistics and operations support. These enable Franke experts to support their foodservice customers support during every phase of a facility's life-cycle – from opening day to ongoing maintenance. By collecting and exchanging information during each phase of our involvement, Franke can greatly improve the value of every service it offers. For customers, this forms the basis for mutual trust and success in an enduring partnership.

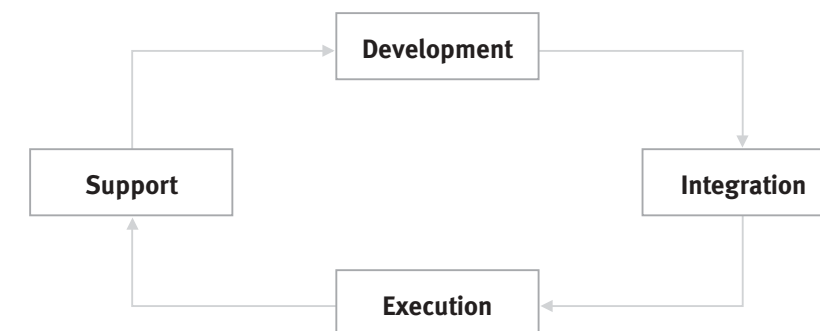
Information Management

Using sophisticated IT tools, Franke professionals can collect, analyze and distribute information critical to their customers' key operational decisions as well as long-term facility management. Only Franke offers customers and their associates an overview of project milestones, as well as related asset data, via interactive web-based portals.

Information management is just one of many ways in which Franke Foodservice Systems supports its customers. The chart below provides an overview of Franke offerings in each of four major categories.

Development	Integration	Execution	Support
<p>Planning We help in process planning and development, beginning with a blank sheet where necessary.</p> <p>Understanding We provide assessment and analysis to help customers reach decisions.</p> <p>Innovation We find new approaches to meeting the complex challenges of the food-service industry.</p>	<p>Process We continually identify and refine measures for efficient management of project workflow.</p> <p>Information We share information with associates and customers using industry-leading, internet-based solutions.</p> <p>Employees We attract the industry's most dedicated and innovative professionals.</p>	<p>Engineering We design equipment and utensils with a focus on efficiency, ease of use, safety, cleanliness and durability.</p> <p>Manufacturing We utilize the industry's best facilities and technology, setting standards in productivity and quality.</p> <p>Logistics We integrate our systems with those of suppliers and carriers so we can reach customers with maximum efficiency around the globe.</p>	<p>Resupply Our automated distribution centers store and ship virtually every item our customers' operations require with speed and accuracy – more than 12,000 products, from single components to training tools and literature.</p> <p>Services We provide comprehensive operations support, including innovative equipment maintenance programs, so that our customers can focus on their employees and guests.</p>

A continuous circle of customer service and comprehensive foodservice systems



Information Management
We play a key role in asset management by harnessing and optimizing data collected throughout the lifecycle of a facility.



Experience

Operators who aspire to leadership in the foodservice business must be free from start-up worries and difficulties. Franke's team of professionals orchestrates every activity, from installation to start-up and ongoing resupply. Customers count on Franke to complete projects on schedule and on budget. And they know Franke equipment and custom-designed utensils will be durable and easy to operate, clean and maintain.

Success for our customers means more than just an efficiently functioning kitchen. It means a bright, positive and rewarding environment for guests and employees. Year in and year out, Franke offers its customers exactly that, and constantly provides new ideas, products and services to help customers stay on top.



Systems and solutions

We want to offer our customers intelligent products and systems that make food and coffee preparation a rewarding experience and offer hygiene as a comprehensive solution. In doing so, we remain committed to the highest quality standards and finding the best possible individual solution. One which is focused on a precisely defined goal and systematically implemented. One which, in function, form and material, is well thought-out, appropriate to the task and consistent in every detail. One which is capable of doing exactly what our customers expect and require.

Our understanding of quality and performance is a comprehensive one. It begins with the quality, functionality, design and performance of our products and systems. But it doesn't end there. Quality is apparent in everything we do – in our thinking and in our actions. This is how we create added value for our customers and help them do what they do more simply, quickly, effectively and successfully. And it is also how we offer our talented and dedicated employees excellent opportunities for personal development and for outstanding achievements.



Franke
Coffee Systems



Franke Coffee Systems

Whether you're eating a sumptuous breakfast accompanied by the house coffee blend in one of the Leading Hotels of the World, or enjoying a coffee break while shopping or between meetings, Franke's professional coffee systems ensure the superb quality of the coffee in your cup. Wherever in the world coffee culture is celebrated and coffee quality prized, discerning customers rely on Franke coffee systems.

Working closely with them, we are steadily nearing our goal of becoming the world's leading provider of professional coffee systems.

Expectations

Today, you can enjoy professionally prepared coffee almost wherever people get together. In the most diverse aromas, variations and methods of preparation. Just as wide-ranging are customers' requirements and expectations towards professional coffee systems. But one thing they all expect to the same degree: outstanding quality in the coffee cup, high performance and reliability from the equipment as well as the service and support. All these, Franke delivers in uncompromising fashion.





Coffee as an experience

In hotels, restaurants, cafés and coffee shops, coffee is celebrated and served to guests in myriad varieties.

Coffee on the move

At gas stations, highway services, airports, rail stations, on trains or ships – wherever people are on the move, they like to relax over a cup of coffee.

Coffee at work

We face daily challenges at our places of work – so much easier to rise to them over a fine espresso or a cappuccino.

Coffee in chain restaurants

In regional and global quick-service restaurants, self-service restaurants in supermarkets and canteens, coffee specialties make for satisfied customers.

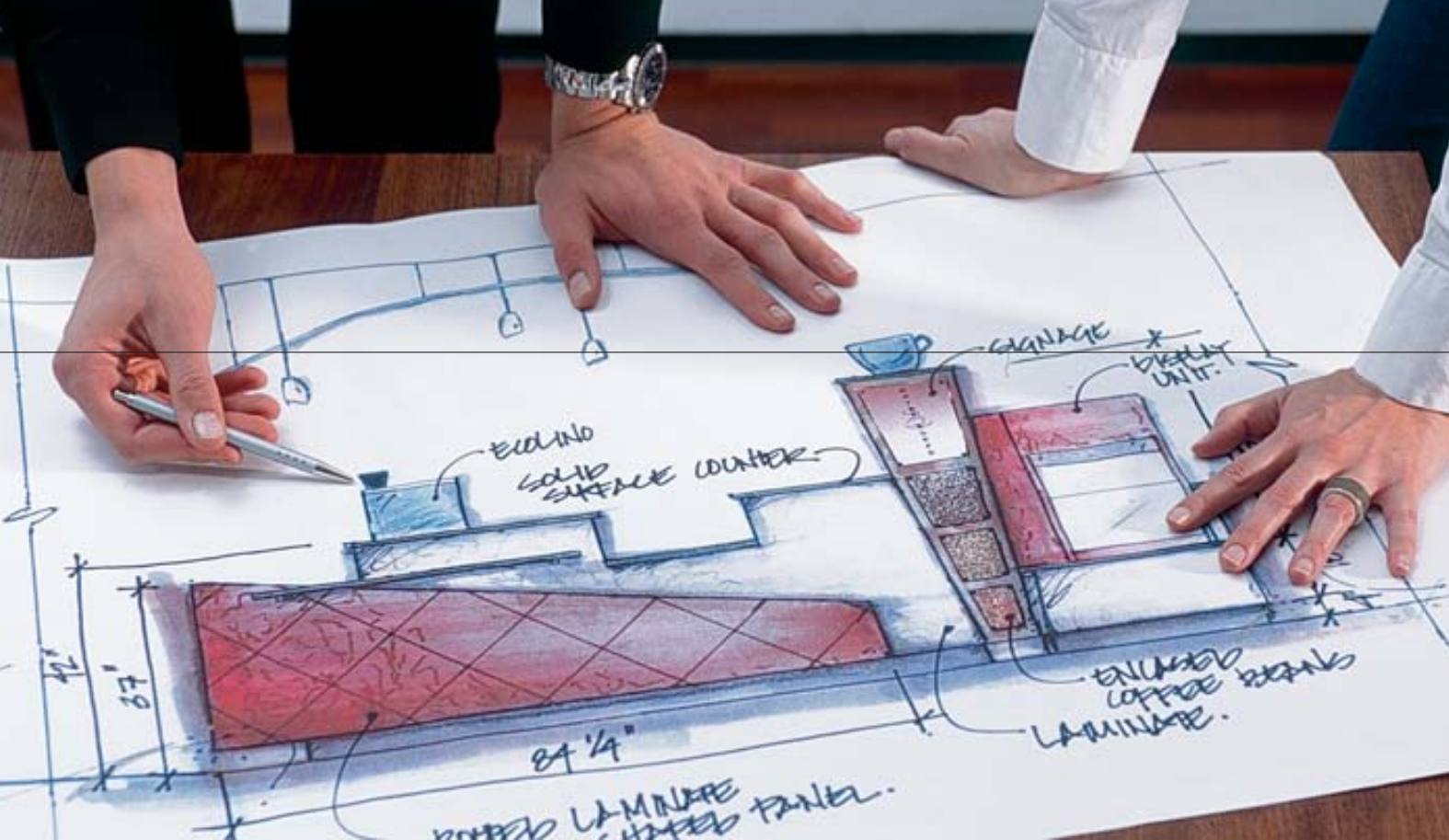
Coffee everywhere

At the kiosk, at the bakery, at the sports' arena or the cinema: wherever people take a break or enjoy themselves, a good cup of coffee is part of it.

Applications

There are practically no limits to the applications for our coffee systems. You can find them in high-end restaurants where coffee drinking is celebrated, as well as places where people on the move enjoy a coffee break. We always offer our customers a tailor-made system and service package. From a small facility where the installation of a Franke coffee machine is worthwhile with as few as 50 cups of coffee a day, right up to chain restaurants where a single machine can deliver as many as 250 cups of espresso an hour.





Equipment Solutions

Comprising all hardware components for professional preparation of a comprehensive range of coffee specialties.

Service Solutions

Comprising all worldwide service and support activities for trouble-free, profitable operation of coffee systems.

Turn-key Solutions

Comprising complete consulting and support services from the Franke Group, from project analysis through concept development to turn-key systems and installations.

		Turn-key Solutions
	Service Solutions	
Equipment Solutions		

Systems and solutions

Our customers benefit from a comprehensive system package for professional coffee preparation. It has a modular structure and can therefore be precisely tailored to specific requirements. Our system solutions are divided into three areas which cover all the options: Equipment Solutions, Service Solutions and Turn-key Solutions.

As well as top-class coffee machines for the most diverse customer segments and application areas, we offer a broad range of additional modules and accessories:

- Milk systems
- Refrigeration units
- Cup warmers
- Chocolate dispensers
- Self-service components

We are constantly developing our system solutions – partly because we need to adapt our offering of fully automated equipment to constantly evolving market conditions. Partly so that we can offer our customers solutions in the areas of traditional coffee machines and vending.

We offer our customers worldwide all the support they need to operate their business of professional coffee preparation in an economic and reliable way. Such support includes:

- All-round training and communication of detailed know-how in coffee preparation
- Reliable after-sales service including
 - Regular inspections to prevent faults
 - First-class call center support
 - An international service network
 - Simple and rapid spare-parts service

Our goal is to be the leading supplier of turn-key solutions for chain coffee shops and facilities, for example at service stations, shopping centers or places of work. We are therefore constantly developing our service offering in the following areas:

- Concept development
- Planning
- Project management
- Business support



Experience

We want to support our customers in all aspects of professional coffee preparation with our system solutions and services. We want them to experience us as a partner who brings to them and their employees real value and who makes life and work easier. A partner who supports them, who can dedicate himself above all to their guests and employees as well as to the successful onward development of their business. This is what we mean when we say that working with us is a rewarding experience.



Function and form

We see functionality as a prerequisite and a basis for smooth and efficient food and coffee preparation as well as comprehensive hygiene solutions. Functionality that is orientated towards what is of proven value in everyday life – both professional and domestic. Systematic harmonization of form and function is our unique value proposition.

For us, form stands for formal and timeless clarity. The stylish design of our products which is centered on the function that must be fulfilled and not the other way round.

The value and durability of our kitchen systems, coffee machines and hygiene solutions are of crucial significance for us. That is why, for more than 80 years, we have used mainly stainless steel. Stainless steel is extremely hard-wearing, easy to care for and hygienic. This is apparent in every detail. Even after years of use. Stainless steel can be fully recycled, so it is very environmentally friendly.

This is how we create kitchen systems, coffee machines and hygiene solutions of lasting value for our customers.



Franke
Washroom and
Sanitary Systems



Franke Washroom and Sanitary Systems

Whether you want to freshen up in the EU parliament building, at the “Top of Europe” restaurant on the Jungfrauoch, or at Athens airport, you will encounter the clear, high-quality design of Franke Washroom and Sanitary Systems.

Their stylishness, functionality and durability are valued and recommended by architects and building contractors the world over. This makes Franke one of the world’s leading suppliers of complete hygiene systems in the public and semi-public spheres.

Expectations

Depending on the area of application, the conditions for hygiene solutions and the demands made on them can be very varied. This creates the necessity for a broad range of versatile, complete systems. But there is one thing all our customers expect – the highest expertise in technical consulting, great functionality and good looks which stand the test of time. Even in public refreshment areas, it should be possible to create a feeling of intimate well-being and agreeable comfort.





Functionality, design and durability in harmony

Franke Washroom and Sanitary Systems fall into four main categories: WCs, fittings, accessories and washing components for a wide variety of uses.

We constantly strive to ensure that the hygienic characteristics and robustness of the installation are taken into account alongside form and function.

Systems and solutions

Franke Washroom and Sanitary Systems comprise a broad range of components for various areas of application. From washstands, shower trays and WCs, via sinks for commercial and industrial applications, to litter bins and dispensers for paper towels and soap. Made in high-grade, hygienic and durable stainless steel. From standard solutions to custom-built equipment. Planned and executed by experienced Franke professionals who bring their technical know-how into the cooperation with architects and planners.

1

Accessories

Various beautifully designed accessories such as paper-towel and soap dispensers, soap dishes, ashtrays, paper-roll holders, brush holders, litter bins, hand and hair dryers, mirrors, coat hooks, mobility aids, etc.

2

Fittings

Fittings in clear, stylish design with various operating options (opto-electronic, pneumatic)

3

Washing/cleaning

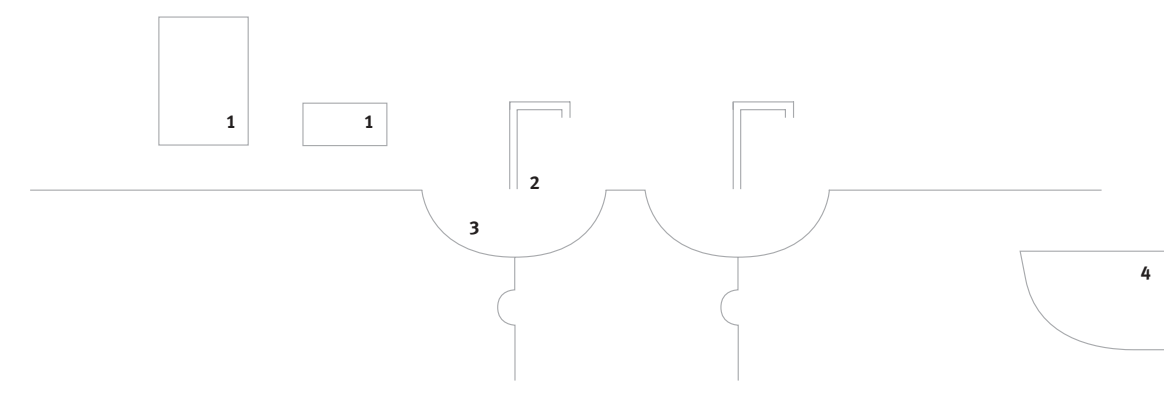
Comprehensive design program, including washstands, washing troughs, built-in sinks, shower trays, washing systems, outlets, etc.

4

WC

Floor-standing and wall-mounted models, urinals in various finishes and designs, highly polished or matt

The intelligent Washroom and Sanitary System from Franke





Experience

Everyone wants to feel comfortable and be able to freshen up in pleasant surroundings, also when these are public or semi-public. Accordingly, such systems and facilities require expertise in both design and execution. Using materials that are extremely robust, hygienic and easy to clean. With fittings and accessories which are simple to handle and practical. And all this whilst maintaining harmony of function and form.

This ensures that our hygiene systems create a positive experience and that they are regarded as exemplary, even after many years of use. All this is offered to customers by Franke Washroom and Sanitary Systems. This is what we mean when we say that working with us is a rewarding experience.



A technician in a blue polo shirt is working on a complex industrial machine. The machine features a prominent yellow component and various brass fittings and hoses. The technician is focused on the task, looking intently at the machinery. The background is a blurred industrial setting.

Other Activities

The rubric of “Other Activities” covers additional areas where Franke has significant activities and market presence. These are a complement to Franke’s declared core activities. But within the niche markets served by Franke Beverage Containers and Franke Industrial Engineering, they occupy a key position. Similarly, in the context of the know-how and knowledge transfer within the Franke Group.

Franke Beverage Containers

Whenever and wherever you are served a cool beer with a fine foaming head, refresh yourself with a soft drink or enjoy a glass of wine, it is quite possible that your delicious drink will be flowing from a stainless steel keg provided by Franke Beverage Containers.

We produce and supply over 800,000 of these kegs every year to the world's leading beverage manufacturers, making Franke the

global leader in beverage containers.

Besides the classic stainless steel keg, our range currently includes numerous other types of keg for a wide variety of applications. We also offer a broadly diversified program of additional system components "around the keg" as part of an all-round customer solution.



Franke Industrial Engineering

The launch of a space mission is an endless source of fascination. Although the average spectator is more likely to be thinking of the unknown worlds which are the rocket's destination than of the immense forces acting on the rocket's propulsion system. The engines are subjected to extreme pressure and heat. This makes great demands on the precision and robustness of the engine components.

Our engineers and technicians are experts in the development of high-grade stainless steel components for industrial applications, gas turbines and propulsion systems for aerospace vehicles.

Franke deploys state-of-the-art technologies such as CAD, DNC and CAM to ensure that the most diverse requirements and customer specifications can be met with the highest level of quality and efficiency.



The Franke Group

Close to customers and solutions – worldwide. With over 70 Franke companies in 37 countries on every continent.

Europe

Headquarters
Switzerland

Austria

Belgium

Bulgaria

Czech Republic

Denmark

Finland

France

Georgia

Germany

Greece

Hungary

Italy

Netherlands

Norway

Poland

Portugal

Romania

Russia

Spain

Sweden

Turkey

Ukraine

United Kingdom

Asia/Pacific

Australia

China

India

Kazakhstan

Philippines

Singapore

Thailand

North America

Canada

USA

South America

Brazil

Africa

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