

# FRANKE - 15 YEAR TAP WARRANTY

## CONDITIONS

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- Fifteen (15) year warranty applies to replacement ceramic cartridge, five (5) years parts and labour starting from date of purchase of product. Plus further included period from purchase date to installation date but only up to a max. six (6) months. After five (5) years, a further additional ten (10) years replacement ceramic cartridge incorporated in product warranty is applicable.
- This extended part-only warranty is non-transferable and applies only to the original purchaser. Electronic products two (2) years parts and labour starting from date of purchase of the product. The guarantee only applies if the mixer is installed with pressure limiting valves.
- Any faults caused by defective production will be replaced free-of-charge during the guarantee period.
- Any such faults will be replaced, at the sole discretion of Franke, either by repairing faulty components or by replacing the whole product with the same or an equivalent model where the balance of the warranty period from the original date of purchase will take effect. The Company is not liable for damage caused by: a) improper or unsuitable use and/or maintenance - b) transport - c) knocks, tampering, incorrect repairs and repairs made by unauthorised technicians - d) normal wear of components (non-return valve, membrane, etc.) and/or the use of non-original spare parts - e) non-compliance with the technical instructions - f) freezing and/or impurities in the water pipes.
- The guarantee only applies if a document proving the date of purchase is produced.
- The guarantee does not cover product assembly or disassembly charges, visits and calls of specialised technicians, costs borne by the customer due to the unavailability and/or non-use of the product.
- Any imperfections in the finishes or in the natural materials used should not be considered as faults but a typical characteristic of these crafted products.
- In the case of various accessible visible components and products requiring only minor rectification under guarantee, Franke reserves the right to supply these on a "parts only" basis to the customer. Such articles may include accessories, aerators, hand sprays, hoses, handles, levers, fixings, washers and dress fittings, etc.
- To the extent permitted by law, Franke will not be liable for any claimed loss or damages to furniture, cabinetry, floor materials or coverings, walls, foundations, fixtures or any other consequential loss due to any defect in the product or components.

## IMPORTANT INFORMATION

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- Flush out pipe work prior to connecting your new mixer.
- All mixers to be installed with isolating stop cocks.
- Tap must be installed with pressure limiting valves.
- Mixer should be installed by a qualified plumber.
- This mixer is designed for domestic use only.
- Failure to comply will void all warranty.

Franke has a service network in all metropolitan areas and most regional areas. Where the warranty claim has been made outside a radius of 50km from any store where the product can be purchased, the customer is responsible for the cost of delivery to the nearest service agent or the travel cost for a technician to travel to a location outside the 50km radius, unless agreed otherwise with the company.

Should you ever need to make a warranty related enquiry about your Franke product, simply call (03) 9700 9100 to speak with our friendly customer service consultants. We suggest you have the following information close at hand to make the process as easy as possible:

1. Model number of your tap
2. A copy of your original purchase receipt
3. Address details of where the tap is installed

Alternatively, you may email, fax or post a service request to the details provided above.

Any associated or ancillary costs to be incurred by you as a result of replacement or repair of Franke taps under this guarantee shall, in all cases, be previously approved by PR Kitchen & Washroom Systems Pty Ltd. Please note: The benefits provided under this warranty are additional to other rights and remedies available to the customer under the Australian Consumer Law.

## YOUR STATUTORY RIGHTS

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Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

### PR Kitchen & Washroom Systems

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