



Guarantee

Peace of mind with Franke's quality and guarantee

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Guarantees

Peace of mind with Franke quality

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That's why we're proud to offer a 50 year guarantee against manufacturing defects on our sinks and varying levels of guarantee against manufacturing defects for our other products. Our guarantees run from the date of first purchase (which is the date the Franke product is purchased "as new"). Please see below for further details of the length and other details of the guarantee we offer for your Franke product. This guarantee does not apply to Franke products that are sold "ex-display".

The Franke General Guarantee

Our guarantee against manufacturing defects will apply, providing the product has been installed in accordance with Franke's installation instructions, the product has been used as recommended by Franke in normal domestic situations and a claim has been made in accordance with all applicable guarantee terms and conditions (including those set out below).

This guarantee does not cover damage caused by improper use, wilful or accidental damage, damage caused by negligence, normal wear and tear, scuffs or scratches, improper installation, improper storage, abnormal usage (including usage in extreme temperatures) or damage caused by improper maintenance or cleaning (including the use of unidentified chemicals or cleaners containing corrosive agents). Damage caused by impurities in water supply or acts beyond our control are not covered.

If you wish to make a claim under this guarantee, you must contact Franke (on 0161 436 6280 or at ks-info.gb@franke.com) as soon as you discover the manufacturing defect and must not use or install the product after you have discovered the defect. Any claims must be received within the specified guarantee period and must be accompanied by a copy of the invoice confirming the date of purchase and proof of ownership. [If you are not the original purchaser of the Franke product, Franke may also require you to provide proof that the benefit of this guarantee has been transferred to you.]

If Franke finds that a Franke product has a manufacturing defect and a valid claim has been made under this guarantee, Franke will replace or repair the defective product. Franke acting in its discretion will decide whether to replace or repair the defective product and this will be Franke's only obligation under this guarantee in respect of the defective product. Franke may (at its discretion) agree to cover associated or ancillary costs to be incurred by you as a result of replacement or repair of Franke products under this guarantee. Any such costs must be reasonable and approved in advance by Franke. Franke reserves the right to inspect the product and the installation (or images of the product and installation) prior to agreeing to satisfy a claim under this guarantee.



Franke may discontinue products from time to time and makes no guarantee that it will continue to hold spare products or spare parts for discontinued products. Franke's liability under this guarantee to repair or replace a defective product that has been discontinued will be subject to Franke holding the relevant product or spare parts. If Franke discontinues a product, it will use reasonable endeavours to continue to hold spare parts for that product for at least five years after it is discontinued.

Any product or part which has been repaired or altered in any manner outside of Franke's factory, unless previously authorised in writing by Franke, will void this guarantee.

This guarantee is offered by Franke UK Ltd whose address is West Park, MIOC, Styal Road, Manchester, M22 5WB. This guarantee is available only to individuals resident in the United Kingdom in respect of Franke products that are or have been marketed as part of the Franke UK product portfolio. Please contact us if you have any queries about whether your Franke product is covered by this guarantee or how to make a claim under this guarantee. If you are not resident in the UK, please see www.franke.com for details of your local Franke company.

It should be noted that in all instances Franke's decision is final.

If you are a consumer, you have rights under law relating to the quality of the Franke product you have purchased in addition to the rights offered under this guarantee. This guarantee is in addition to and does not affect your legal rights.

Guarantee claims

Should you wish to contact us regarding a guarantee claim, please ensure you provide us with the following information to avoid any unnecessary delay:

- Full Contact Name, Address and Telephone Number
- Proof of Purchase (please attach to email)
- Photographs showing full product and detail shots showing problem

Please complete the relevant form with this information [here](#).

Franke Sink Guarantee

50 years

Franke sinks have a 50 year guarantee against manufacturing defect. Franke will replace (or where appropriate repair) defective sinks.

NB Wastes and overflows are guaranteed for 12 months.

Franke Tap Guarantee

5 years valve mechanisms and working parts and 1 year coatings, finishes and 'O' rings.

Stainless Steel taps - 5 years valve mechanisms and working parts and 5 years coatings, finishes and 'O' rings

In the unlikely event that you should experience any defect in the materials or workmanship, Franke taps are guaranteed against defective materials and workmanship for 1 year in relation to coatings, finishes and 'O' rings (5 years for Stainless Steel models where indicated in our Master Brochure), and 5 years in relation to valve mechanisms and working parts. Franke will, where appropriate, provide replacement parts for your tap or replace your tap at their discretion.

Franke Instant Boiling Water Guarantee

IMPORTANT

Please note that if filter changes are not made at the recommended intervals, this can invalidate the guarantee. In order to claim under the terms of the Guarantee, we require proof that Filter Cartridges have been purchased at the recommended intervals.

FRANKE MYTHOS & MARIS WATER HUB

The Franke Mythos and Maris Water Hub taps are guaranteed for 2 years on the tap, tank and filter housing. Franke will, where appropriate, provide replacement parts or replace at their discretion.

FRANKE MINERVA 3-IN-1 TAP

The Franke Minerva is guaranteed for 2 years on the tap, tank and filter housing. Franke will, where appropriate, provide replacement parts or replace at their discretion.

FRANKE MINERVA 4-IN-1 ELECTRONIC TAP

The Franke Minerva is guaranteed for 2 years on the tap, tank and filter housing. Franke will, where appropriate, provide replacement parts or replace at their discretion.

FRANKE OMNI 4-IN-1 TAP

The Franke Omni is guaranteed for 3 years on the tap, tank and filter housing. Franke will, where appropriate, provide replacement parts or replace at their discretion.

FRANKE INSTANTE 3-IN-1 & 4-IN-1 TAPS

The Franke Instante is guaranteed for 3 years on the tank/filter housing and 1 year on the tap finish (3 years working parts).

Franke will, where appropriate, provide replacement parts or replace at their discretion.

Franke Vital Capsule Filter Tap Guarantee

The Franke Vital Capsule Tap Range is guaranteed for 2 years on the finish, and 2 years on valves. The filter light battery is guaranteed for 3 years. Franke will, where appropriate, provide replacement parts or replace at their discretion.

Franke Appliances & Hoods Guarantee

2 years

The Franke appliances and hoods guarantee covers the cost of parts and labour in the event of a breakdown, caused by mechanical or electrical failure of the appliance, for 24 months from the date of purchase.

Franke Waste Disposal Unit Guarantee

10 years

Franke Turbo Elite Waste Disposal Units carry a guarantee of 10 years on all models.* The Franke service guarantee covers all replacement parts to correct defects in material and workmanship for the above period from the date of purchase. If service is requested during the guarantee period, Franke will replace or repair the disposer at no charge.

* This guarantee applies only to those models listed on this website, and excludes the TE-45 model which carries a 3 year guarantee .



Franke Sorter & Accessory Guarantee

2 Sorters - 2 years guarantee

Accessories - 1 year guarantee

Franke Sorters carry a guarantee of 2 years on all models against manufacturing defect. Franke will replace (or where appropriate repair) defective Sorters.

Franke Accessories, eg Drainer Baskets, Strainer Bowls, Chopping Boards etc carry a guarantee of 1 year against manufacturing defect. Franke will replace defective Accessories.