

MAKE IT WONDERFUL



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Pictures Examples for Cash Settlement Validation

To whom this may concern

Please email relevant pictures with **name, contact number and address of the client where the geyser is installed also stipulate serial number of the unit on the email in subject line**. Once the pictures are validated we will communicate directly with the client in order to provide cash settlement documents to complete a cash settlement.

Franke geyser under warranty may not be removed or replaced unless a valid claim reference has been issued confirming settlement validation. Settlement validation is determined by installation compliance as per SANS 10254

List of Pictures

1. Serial Plate / Sticker that shows serial number visibly.
2. Where Unit is leaking (must show where water is leaking from)
3. TP Safety Valve (Close Up and from a distance)
4. PRV (Pressure Relief Valve) (This may also be outside not necessarily at geyser – Close up and from distance)
5. Isolation Valve / Stop Valve (This may also be outside not necessarily at geyser)
6. Vacuum Breakers (Hot and Cold)
7. Geyser including surrounding Pipe Work (Photo from distance to see full geyser and surrounding pipe work)

Example of pictures

1. Serial Plate / Sticker that shows serial number visibly



2. Where Unit is leaking (must show where the water is leaking from)



3. TP Safety Valve (Close Up to see color coding for KPA rating and from a distance to show discharge pipe)



- 4. PRV (Pressure Relief Valve) (This may also be outside not necessarily at geyser – Sufficient to see color for KPA rating)



- 5. Isolation Valve / Stop Valve (This may also be outside not necessarily at geyser depends on Installation)



- 6. Vacuum Breakers (Hot and Cold)



7. Geyser including surrounding Pipe Work (Photo from distance to see full geyser and surrounding pipe work)



Settlement amount is based on average selling price of a Franke standard “D” rated geyser prior to market exit and includes labor rate of R 1000.00

Legislation has now enforced all manufacturers to only distribute “B” rated geyser which are more energy efficient.

- Warranty Void: Due to non-compliance – No settlement offer
- Reduced Settlement: Not compliant but not a Warranty Void as per Manufacturer – Settlement reduced by R 1000.00 due to non-compliance
- Standard Settlement: 50Lt – 150Lt: R 3000.00 | 200Lt: R 4250.00 | 250Lt: R 5600.00

Kind Regards

Warranty Aftersales | Geyser Division

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