



FRANKE SOUTH AFRICA PTY LTD
("Franke")
WARRANTY POLICY

(Franke Officially Released Edition Number 1.0 of 2017

Dated 1 January 2017)

This warranty is applicable to products ("the Products") manufactured or supplied by Franke within the Republic of South Africa, Namibia, Botswana, Lesotho and Swaziland only.

1. Warranty claims are subject to the following terms and conditions:

- 1.1. The Product application was suitable for, and consistent with, the Product's design and specification, and the use intended by Franke.
- 1.2. The Product has been properly handled and maintained in accordance with Franke's instruction manual supplied with the Product [or found on Franke's website].
- 1.3. The Product has not been exposed to, or damaged by, unsuitable chemicals or salt water conditions. These chemicals include, but are not limited to, chlorine, household bleach and certain acid containing cleaners. (Refer to Cleaning and maintenance of Stainless Steel on the website www.franke.co.za).
- 1.4. Installation was done by a competent, qualified electrician or plumber and in accordance with the instruction manual supplied with the Product [or on Franke's website].
- 1.5. The Product has not been tampered with or modified.
- 1.6. Fair wear and tear is excluded.
- 1.7. The warranty is limited to the repair or, at Franke's option, the replacement of, the defective Product.
- 1.8. A warranty claim must be made within the specified time period and must be accompanied by acceptable, verifiable proof of purchase from a Franke distributor.
- 1.9. Unless otherwise specified all time periods are calculated from the date of purchase.
- 1.10. In terms of Government notice No.R.1875 of 31 August 1979, no person shall perform the trade of plumbing unless he is a trained plumber or works under the adequate control of a trained plumber or approved competent person.
- 1.11. Every installation must comply with SANS 10254: This standard covers requirements for the safe installation of new and replacement fixed electronic storage water heaters, complete with all the relevant and applicable safety and hydraulic control units.
- 1.12. Regular Anode inspection should be carried out by a competent plumber every 12 to 18 months depending on the severity of the conditions.

2. Residential Sinks and Accessories:

Stainless Steel Domestic Kitchen Sinks – 25 years against corrosion from date of purchase (except SA94 sink for low cost housing).

- Stainless Steel SA94 sink – 24 months against manufacturing defects.
- Accessories (Waste Fittings, Cutting boards, Baskets etc.) – 12 months against manufacturing defects.
- Waste Disposers -2 years against manufacturing defects.
- Kitchenettes - 12 months against manufacturing defects.
- Kitchen Sink Mixers: Body – 10 years against manufacturing defects; Cartridge - 24 months against manufacturing defects.
- Economy wash trough and Economy Preparation Bowls - 12 months against manufacturing defects.

3. Zip Hydroboils; HydroBoil Pro; HydroTaps and Chillers:

- HydroBoil Pro – 24 months against manufacturing defects.
- HydroTaps; MiniBoils - 24 months against manufacturing defects.
- HydroBoils, Chill Taps and Chillers - 12 months against manufacturing defects.
- Spares and Filtration Systems - 6 months against manufacturing defects.

4. Commercial and Medical Products:

Washroom Accessories (Soap Dispensers, Paper Towel Dispensers, Waste Bins, etc.) - 12 months against manufacturing defects.

- Electronic Hand Dryers – 5 years against manufacturing defects.
- WC Pans, Squat Pans, Urinals, Wash Hand basins, Mortuary equipment; Medical Stainless Steel Products – 5 years against defective materials and 24 months against defective workmanship.
- Deko Electronic Bedpan Washers and Instrument Disinfectors - 12 months from date of installation and commissioning [or 18 months from date of purchase, whichever is shorter].
- Commercial Taps - Body – 5 years against manufacturing defects; cartridge - 12 months against manufacturing defects.
- Accessories and Spares - 6 months against manufacturing defects.

5. Geysers

- 5 Year on inner cylinder
- 24 months on valves
- 12 months on electrical components

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