



# warranty policy

## FRANKE SOUTH AFRICA PTY LTD ("Franke") product WARRANTY

(Franke Officially Released Edition Jan 2025)

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

This is the only Warranty given by Franke. All other warranties about the Products including common law warranties are excluded to the maximum extent permitted by law.

Franke does not warrant the Product against defects such as dents or scratches that out to have been visible to the Customer at the time of sale. Customers must ensure that the Product is free of visible defects before purchase.

Franke only warrants products that are bought new and unused by the claimant from a Franke-approved merchant.

Warranty claims are subject to the following terms and conditions:

1. A warranty claim will only be accepted if:
  - 1.1 The Product has been used in an application and in a manner that is suitable for the design and specification and use of the Product intended by Franke. Instruction manuals and guides regarding maintenance and use of the Product are either supplied with the Product or are available on the website [www.franke.co.za](http://www.franke.co.za)
  - 1.2 The Product is installed by a competent and suitably qualified installer and per Franke's applicable instructions.
    - 1.2.1 Accessibility is an essential prerequisite for conducting service or product replacements.
  - 1.3 The Product has not been tampered with or modified in any way.
  - 1.4 The product has been maintained and not damaged through misuse or abuse including abuse or misuse that results from exposure to adverse climatic conditions. Abuse or misuse includes:
    - 1.4.1 Direct (as in direct contact in using or using the product in conjunction with unsuitable chemicals and materials that could cause damage to the Product) or indirect exposure (as in storing unsuitable chemicals and materials near the Product that could cause damage to the Product), such as chlorine, household bleach, strong acid or alkali-based cleaners, paint thinners and strippers, builder's rubble cement and adhesives and abrasive materials.
    - 1.4.2 Saltwater conditions in the case of metal-based Products.
  - 1.5 Warranty Claims are not transferable.
  - 1.6 The original proof of purchase must be retained and supplied for a valid warranty to be claimed on any Product.
  - 1.7 Warranty claims are limited to the replacement or repair of the Product purchased at Franke's discretion and will not cover any consequential damage.
  - 1.8 Should a Franke product be discontinued and require replacement under warranty, a similar product will be offered. However, should an equivalent product not be available a cash compensation will be offered at the original purchase price excluding installation.
  - 1.9 A warranty claim must be made within the specified period and must be accompanied by the original proof of purchase.

### RESIDENTIAL SINKS AND ACCESSORIES:

- Stainless Steel Kitchen Sinks – 25 years against months against manufacturing defects and corrosion from date of purchase (except SA94 sink).
- Stainless Steel SA94 Sink – 24 months against manufacturing defects.
- Fraganite Sinks – 5 years against manufacturing defects.
- Accessories (waste fittings, cutting boards, baskets, etc.) – 12 months against manufacturing defects. (even when sold as a bundle the individual warranty for such products will apply).
- Waste Disposers - 24 months against manufacturing defects.
- Chrome/ Stainless Steel Kitchen Mixers: Body – 10 years (or 15-years from June 2024); against manufacturing defects. Cartridge - 24 months against manufacturing defects. Wearable parts - 12 months against manufacturing defects.
- Coloured Kitchen Mixers: Body – 5 years against manufacturing defects. Cartridge - 24 months against manufacturing defects. Wearable parts - 12 months against manufacturing defects.
- Economy Wash Trough (ET101, ET102, and ET103 and Economy Prep Bowls - 12 months against manufacturing defects.

### RESIDENTIAL BATHROOM PRODUCTS:

- Residential Bathroom Accessories - 5 years against manufacturing defects.
- Chrome Bathroom Mixers - 15 Years on body construction defects and 24 months on filter cartridge.
- Coloured Bathroom Mixers - 5 Years on body construction defects and 24 months on filter cartridge.

### COMMERCIAL & MEDICAL PRODUCTS:

- Washroom Accessories (Soap Dispensers, Paper Towel Dispensers, Waste Bins, etc) - 12 months against manufacturing defects.
- Black Washroom Accessories (Soap Dispensers, Paper Towel Dispensers, Waste Bins, etc) - 12 months against manufacturing defects (excludes chips and scratches).
- Electronic Hand Dryers – 5 years against manufacturing defects.
- WC Pans, Squat Pans, Urinals, Wash Hand Basins, Commercial Sinks, Mortuary Equipment; Medical Stainless Steel Products & Wash Troughs – 5 years on material defects and 24 months on workmanship.
- Deko Electronic Bedpan Washers and Instrument Disinfectors - 12 months from date of installation and commissioning (maximum of 24 months after purchase).
- Commercial Taps - Body – 5 years against manufacturing defects; cartridge - 12 months against manufacturing defects.
- Accessories & Spares - 6 months against manufacturing defects.

### ZIP HYDROBOILS; HYDROTAPS & CHILLERS:

- HydroBoil Plus – 24 months against manufacturing defects.
- HydroTaps; - 24 months against manufacturing defects.
- HydroBoils, Chill Taps, and Chillers - 12 months against manufacturing defects.
- Spares - 6 months against manufacturing defects.
- Filter - 6 months against manufacturing defects only (excludes blocked filters).

**Unless otherwise specified all periods are calculated from the date of purchase.**

Please Call **+27-31 001 5000** & Select Option 2 for Warranty, then Option 2 again for Home Solutions.

or Email **[ks-aftersales.za@franke.com](mailto:ks-aftersales.za@franke.com)**