

RODI WARRANTY

Franklin's warrant Rodi sinks as manufactured by Rodi against any manufacturing fault for a period of 95 years (normal wear and tear excluded). Product warranty is granted to the original owner of the product from the date of purchase expressed on the original invoice. Cost of labour to replace parts is covered for 12 months from the date of purchase.

This warranty will cover parts for replacement of products deemed to be defective in the manufacturing process only following inspection from Franklin's or their approved agents and that:

- a) The problem is indeed due to a manufacturing defect and no other reason such as incorrect installation, misuse, or normal wear and tear.
- b) Sufficient ease of access is provided to all areas of the product for inspection and servicing purposes after installation.
- c) **PROOF OF PURCHASE**
by the customer from the Distributor. Where no documentary evidence exists to support such proof Franklin's undertakes no responsibility to reimburse any repair or exchange of products under warranty.

Franklin's will not reimburse the customer, and the warranty clause does not apply here any damage or fault is occasioned by any of the following:

- 1.1 Installation faults.
- 1.2 Abuse or misuse.
- 1.3 Improper or inadequate maintenance or calibration.
- 1.4 Utilising the products as part of an installation of product not in accordance with the Rodi installation instructions supplied by Rodi.
- 1.5 Unauthorised modifications.
- 1.6 Using parts not supplied by Rodi and Franklin's.
- 1.7 Operations outside of the published physical, chemical and environmental specifications for the product, or improper site preparation or maintenance.
- 1.9 Unless otherwise agreed, warranty will not include the cost of freight to or from the customer or in any case insurance of the product.

- d) **MINOR RECTIFICATION**
In the case of certain accessible visible component parts requiring minor rectification under warranty, Franklin's reserves the right to supply replacements for those parts to the customer. Transport to the customer in such instances will be at Franklin's cost and option.

Franklin's specifically reserves the right to examine the defective part or product for assessment as to whether the fault or damage is a matter for warranty, prior to reimbursing any cost or providing any requested free replacement part.

- e) **INVALIDATION OF WARRANTY**
This warranty is for normal domestic use only and excludes any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation,

modification, vermin infestation or other alteration which affects the reliability or performance of the unit not attributable to faulty manufacture, parts or labour.

f) **WARRANTY WILL BE INVALIDATED IF**

- 2.1 The product has been used for a purpose other than that of the manufacturers intended application OR the product has been incorrectly specified and/or installed into an application by those other than Rodi or Franklin's.
- 2.2 The product has been damaged by use of unsuitable cleaning agents or improper materials contrary to the manufacturers stated instructions i.e. damage by agents containing acidic, corrosive, abrasive or alcohol based substances or through scouring of surface by abrasive cloths, sponges or similar.
- 2.3 Damage resulting from repairs or attempted repairs by anyone other than Franklins.
- 2.4 Damage by improper or inadequate maintenance or calibrations.
- 2.5 Damage by operation outside of the published physical, chemical and environmental specifications for the purpose.
- 2.6 Damage by improper site preparation or maintenance.

g) This warranty is not transferable – it applies to the purchaser expressed on the original invoice.

h) The warranty does not cover consequential damage.

i) The warranty applies to New Zealand only.

CLEANING

- Use a soft cloth or sponge moistened in hot water, with or without neutral detergent. For more persistent stains, clean with a bit of warm vinegar and then wash abundantly with water, drying well afterwards.
- The sink surface must be cleaned and dried after each use.
- Be sure to clean in the same direction as the grain lines of the finishing.
- Finger marks on stainless steel surfaces are more visible on new products. After some time they will become less obvious.

PRECAUTIONS

- Do not use aggressive detergents or abrasive sponges/cloths to prevent scratches on the sink surface.
- Dilute disinfectant products before applying them, reduce exposure time to the minimum and always rinse the kitchen sink surface with clean water.
- We do not recommend the use of ammoniac (NH₃) for cleaning, even if diluted, because it can leave permanent stains in the kitchen sink surface.
- Avoid contact of cement-derived products with the stainless steel. It can create permanent stains.
- Do not leave metallic objects on the kitchen sink surface.
- Abrasive detergents must not be stored under the kitchen sink.
Do not cut directly on the kitchen sink surface.
- Do not put warm objects over the kitchen sink surface.
- Food and laundry detergents placed on the kitchen sink for an extended period may damage its surface.