



**franklins**  
european bathrooms

4-6 Waiouru Road,  
Highbrook, Auckland  
Phone: 09 303 1839  
Email: [info@franklins.co.nz](mailto:info@franklins.co.nz)  
Website: [www.franklins.co.nz](http://www.franklins.co.nz)

## ETON TAPWARE WARRANTY

Franklins warrant Eton tapware against any manufacturing fault for a period of 5 years (normal wear and tear excluded) from date of purchase. 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.

Electronic modules and solenoid valves are warranted for 2 years from date of purchase.

Washers, O-rings, slider controls, soap dishes and other perishable parts are warranted for 12 months only from date of purchase.

All Eton ceramic disc cartridges **INCORPORATED** in products are warranted for 5 years from the date of purchase. The cartridge warranty provides for parts replacement during this period.

All Eton hoses including flexible shower hoses, retractable kitchen hoses, kitchen, and shower hand sprays, are covered by a 2-year parts replacement warranty, excluding damage caused by misuse, improper installation, or vandalism from the date of purchase.

All Eton surface finishes (e.g., chrome plated, colour-coated) are warranted for 5 years from the date of purchase. Warranty is invalidated if surface finishes are damaged by contact with improper materials, unsuitable cleaning products or external impact or abuse.

- c) **PROOF OF PURCHASE**  
by the customer from the Distributor. Where no documentary evidence exists to support such proof, Franklins 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 where 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 installation instructions supplied by Franklins
- 1.5 Unauthorised modifications.
- 1.6 Using parts not supplied by Eton and Franklin's.
- 1.7 Operations outside of the published physical, chemical and environmental

- 1.8 specifications for the product, or improper site preparation or maintenance.  
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 Franklins cost and option.

Franklins 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 and commercial 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 Eton 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) Line filters must be used on both hot and cold-water inlet supply.

h) Water supply for hot and cold must be at equal pressure and be working within the parameters of 1.0 TO 5.0 Bar.

i) This warranty is transferable – it applies to the product not the purchaser provided proof of purchase details are passed on to the new owner.

j) Upon verification that any parts or products are defective under the terms of the warranty, such parts or products will be returned to Franklin's for analysis by the manufacturer before disposal unless otherwise instructed.

k) The warranty does not cover consequential damage.

l) The warranty applies to New Zealand only.