



franklins
european bathrooms

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BETTE WARRANTY

Franklin's Warrant Bette Bath and Shower Trays as manufactured by Bette GmbH & Co.KG Germany against any manufacturing fault for a period of 30 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.

Light weight baths have a 2 year warranty.

If an upstand is used on any Bette trays or baths, Franklins will only warrant the use of tiled walls, glass walls or Seratone Aqua Liner. The use of acrylic wall liners will void the warranty.

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 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 Bette installation instructions supplied by Bette.
- 1.5 Unauthorised modifications.
- 1.6 Using parts not supplied by Bette and Franklin's.
- 1.7 Operations outside of the published physical, chemical and environmental specifications for the product, or improper site preparation or maintenance.
- 1.8 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 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 Bette 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 Franklin.
 - 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 transferable – It applies to the product not the purchaser provided proof of purchase details are passed onto the new owner.
- h) 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.
- i) The warranty does not cover consequential damage.
- j) The warranty applies only to New Zealand.
- k) **CARE INSTRUCTIONS** – Our recommendation for the daily care of your Bette product:
- 3.1 Clean the surface after each use with a soft, non-scratch cloth or sponge in combination with clean, warm water.
 - 3.2 For follow-on care, rinse the surface with warm water and dry with soft cloths.
 - 3.3 On dark colours, we advise drying the product after use to prevent limescale deposits from developing.
 - 3.4 For stubborn dirt, use Bette's Bath Rubber on glossy colours in combination with warm water.

Aggressive cleaning products such as drain cleaners and sand-based, highly abrasive products or products containing Acids are not suitable for cleaning purposes. They may damage the surface of the BetteGlaze®. We therefore advise not to use any of them at all. Regular care will achieve a fresh cleanliness and the optimum hygiene even without aggressive cleaning products.