

HANSA WARRANTY

Franklin's warrant Hansa tapware as manufactured by Hansa Metallwerke AG Germany 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 Hansa 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 Hansa surface finishes (eg 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. All Hansa 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.
- 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 Hansa installation instructions supplied by Hansa,
 - 1.5 Unauthorised modifications.
 - 1.6 Using parts not supplied by Hansa, 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 Hansa 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) 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.

HANSA RAIN SYSTEMS

The normal Hansa warranty applies to the Hansa Rain System.

How long is that warranty for?

The unit is covered by warranty for a period of five years, excluding normal wear and tear and incorporating all other exclusions listed in our Hansa warranty program.

What if the unit gets blocked?

The instructions supplied advise regular cleaning of the face of the unit with a wet cloth. We advise the use of a mild detergent as well as a soft wet cloth.

What if the unit is still blocked after cleaning?

If the unit has been cleaned regularly, this should not occur, but if it still gets blocked then it is likely you have issues with the water supply and/or have failed to use line filters on the hot and cold water

supplies. In extreme cases, the use of a low micron water filter may be required. In the event that a build up has blocked the head after cleaning, a new shower head rubber mat can be purchased from Franklin. This will need to be installed by the customer at their risk.

What if I unscrew the unit to clean any blockages?

If the unit is cleaned frequently as described above, it will not need dismantling. If the unit is dismantled the warranty will be null and void. A new shower head rubber mat will then be required and will need to be purchased from Franklin or one of their distributors and installed by the customer at their risk.

HANSA CLEANING INSTRUCTIONS

To preserve the appearance of our high quality products please observe the following instructions:

Chrome, velvet chrome and colour coated surfaces will be damaged if cleaned with cleaning agents containing acids or abrasives, or with abrasive sponges.

Dirt and surface lime scale are best removed with soapy water or diluted household vinegar, followed by rinsing with plain water and drying.

Avoid exposure of colour coated surfaces and acrylic components to disinfectants or cleaning agents containing alcohol, and treat such surfaces as described above.

The Hansa warranty does not cover damage arising from the incorrect handling of its products.

Important: The cleaning of all tapware should use natural/fresh soap, clean water only and dry with a clean dry soft cloth.