

Jameston Warranty

Franklin warrants Jameston Acrylic Baths against any manufacturing fault for a period of 5 years (normal wear & tear excluded) from date of purchase. 12 months warranty for all commercial applications.

This warranty will cover parts for repair or 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 or installation defect and no other reason such as misuse, normal wear and tear, or the use of cleaners not recommended on the attached list.
- b) Sufficient ease of access is provided to all areas of the product for inspection and servicing purposes after installation.
- c) That a written quotation from the company appointed to carry out the removal and re-installation or repair of such product/s is received by Franklin's prior to any work being carried out and that the aforementioned quotation is approved in writing by Franklin's as being a fair and reasonable price.
- d) Franklins recommend the cleaners on the attached list. If 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, the warranty will be null and void.
- e) Installation has been carried out by an approved Installer.
- f) **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:
 - 2.1 Installation faults.
 - 2.2 Abuse or misuse.
 - 2.3 Improper or inadequate maintenance or calibration.
 - 2.4 Utilising the products as part of an installation of product not in accordance with the Franklin installation instructions supplied.

- 2.5 Unauthorised modifications.
- 2.6 Using parts not supplied by Franklin's.
- 2.7 Operations outside of the published physical, chemical and environmental specifications for the product, or improper site preparation or maintenance.
- 2.8 Unless otherwise agreed, warranty will not include the cost of freight to or from the customer or in any case insurance of the product.

g) **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.

h) **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.

i) **WARRANTY WILL BE INVALIDATED IF**

- 4.1 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 Franklin's.
- 4.2 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.
- 4.3 Damage resulting from repairs or attempted repairs by anyone other than Franklin.

j) 4.4 Damage by improper or inadequate maintenance or calibrations.

FRANKLIN

THE WORLD'S MOST BEAUTIFUL BATHROOMWARE

STADIUM DRIVE, PO BOX 310, PUKEKOHE
AUCKLAND, NEW ZEALAND
TELEPHONE 09-238 9179 OR 09-303 1839
FACSIMILE 09-238 4128
EMAIL info@franklins.co.nz
WEB www.franklins.co.nz

- k) 4.5 Damage by operation outside of the published physical, chemical and environmental specifications for the purpose.
- 4.6 Damage by improper site preparation or maintenance.
- l) This warranty is transferable – It applies to the product not the purchaser provided proof of purchase details are passed onto the new owner.
- m) 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.
- n) The warranty does not cover consequential damage.
- o) The warranty applies to New Zealand only.

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Recommended Cleaning Products

Franklin recommends the cleaners listed below for use with Franklin's Jameston series of baths. If chemical damage caused by any product not listed should occur Franklin's warranty will be void.

If in doubt please call our Customer Service Team on 09 238 9179

Authorised cleaners: Mr Muscle Shower Clean

Bathroom Duck

Ajax Wipe 'N' Spray

Shower Power

Clean Shower (Blue bottle)

Jif Micro Liquid

Jif Powerspray

Shift 'N' Shine

Spray 'N' Wipe

Jif Cream - **Special care must be used to avoid scratching the surface.**