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The Urban Collection Warranty

Franklin warrants the Urban Collection Shower Trays, Door & Returns and Bath Screens 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.

Drip strips, magnetic strips, seal strips, cover caps, rollers and pivot blocks have a 1-year warranty.

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 Shower 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.
- 4.4 Damage by improper or inadequate maintenance or calibrations.
- 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.

- j) This warranty is transferable – It applies to the product not the purchaser provided proof of purchase details are passed onto the new owner.
- k) 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.
- l) The warranty does not cover consequential damage.
- m) The warranty applies to New Zealand only.

The Urban Collection Recommended Cleaning Products

Franklin's recommends the cleaners listed below for use with Franklin's the Urban Collection of shower trays, door and returns and bath screens. 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.**