



**franklins**  
european bathrooms

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## VITRA WARRANTY

Franklin's warrant VitrA Vitreous Chinaware as manufactured by Eczacibasi Turkey against any manufacturing fault for a period of 5 years (normal wear and tear excluded) from date of purchase.

VitrA toilet seats – standard and softclose are warranted for 12 months only.

Cistern mechanisms both inlet and under water valves, washers, o-rings and other perishable parts are warranted for 12 months only.

Cost of labour to replace parts is covered for 12 months from the date of purchase.

Pressure related issues or unsuitable water quality issues with inlet valves are not covered if mains pressure exceeds 1000kpa or if water quality is not clean pure deemed potable water. Line filters must be used on the cold water inlet supply.

Special Note: A large part of the VitrA range is manufactured by hand, especially toilet suites, pans and cisterns and this gives each piece their own individual characteristics. Because many products are handmade, the tolerance levels of the product are set by the factory at 5mm. This means any measurement taken across a unit from back to front or from side to side is allowed to be within that 5mm tolerance. Should the tolerance level be any more than 5mm, this is treated as a warranty claim.

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 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 purchaser, 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 VitrA installation instructions supplied by VitrA.
  - 1.5 Unauthorised modifications.
  - 1.6 Using parts not supplied by VitrA 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 Vitra 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) The following warranty applies to all Vitra toilet suites and wall hung pans installed with 100mm pipe work only. The warranty also applies to Vitra toilet suites and pans installed with offset pan connectors. If the offset pan connector is greater than 20mm, then this type of installation will invalidate the warranty.

h) This warranty is transferable – It applies to the product not the purchaser provided proof of purchase details are passed onto the new owner.

i) 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.

j) The warranty does not cover consequential damage.

k) The warranty applies to New Zealand only.