



Franke Home Solutions Warranty
Effective January 21, 2022

In the United States, Canada and Latin America, Franke warrants the products from manufacturing defects in material and workmanship when purchased from Franke or a Franke Authorized Retailer pursuant to product-specific warranties detailed herein (each, a "Warranty" and collectively, the "Warranties"). The products must be properly installed, per company's installations instructions, in its original installation, and used in normal indoor residential kitchen applications. Any products or components which have been modified or altered, from its original intended condition will void the warranty. The Franke Warranties are limited to the original purchaser and are non-transferrable. These Warranties do not include products purchased from non-Authorized Retailers, products that are obsolete or discontinued, or products that were previous display models. All issues with installed products are considered warranty claims and not subject to the Return Policy. Franke reserves the right to inspect any product reported to be defective and the original installation prior to providing a replacement product and/or component. All decisions are final. In no situation shall the liability of Franke exceed the amount of the original purchase price.

The Warranties do not cover, and Franke shall not be liable for, any damage to products or components resulting from misuse or abuse, accidental damages, normal wear such as scuffs, scratches or finish reduction/fading; improper installation, abnormal usage, negligence, damage caused by improper maintenance or cleaning. Damage caused by impurities, corrosive chemicals or acts beyond Franke's control are not covered by any Warranty.

Franke product replacements do not include transportation, shipping, diagnosis, labor, installation, removal, disposal for any products or liability for project delays. Product replacements are not guaranteed to be exact replacements. The owner of a product is liable for any transportation and re-installation costs related to any warranty for such product. If the original product is not available at the time of the warranty claim, at Franke's option, the product replacements will be of similar size, material, and value.

Any products or components which have been modified or altered, from its original intended condition will void the warranty.

The Warranties do not allow recovery of incidental or consequential damages such as loss of use, delay, property damage or other consequential damage, and Franke accepts no liability for such damages. Each Warranty is limited to the conditions set forth herein and to the applicable warranty period specified herein and is exclusive. EXCEPT FOR THE WARRANTIES SET FORTH HEREIN, FRANKE MAKES NO WARRANTY WHATSOEVER WITH RESPECT TO THE PRODUCTS, INCLUDING, BUT NOT LIMITED TO, (1) ANY WARRANTY OF MERCHANTABILITY, (2) WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, (3) WARRANTY OF TITLE, OR (4) WARRANTY AGAINST INFRINGEMENT OF INTELLECTUAL PROPERTY RIGHTS OF A THIRD PARTY, WHETHER EXPRESS OR IMPLIED BY LAW, COURSE OF DEALING, COURSE OF PERFORMANCE, USAGE OF TRADE OR OTHERWISE. LEGAL DISCLAIMER PLEASE READ CAREFULLY. Franke Kitchen Systems LLC/Franke Kindred Canada Limited provides the above information to you as a public service to our customers. By accessing and using this information, you agree to the following and to comply with all applicable laws. If you do not agree with these terms and conditions, do not use this information. While we try to keep the information current, changes may have occurred since its creation. Contact your Regional Manager or Customer Service to verify information regarding Franke Kitchen Systems/Franke Kindred Canada programs and their use by you.

Franke Residential Stainless, Granite and Fireclay Sink Limited Lifetime Warranty:

Franke warrants that each Franke sink will be free from manufacturing defects in material and workmanship for the lifetime of the sink when used in standard residential indoor applications. The warranty covers sinks installed in its original installation per Franke installation instructions in residential applications using conventional or solid surface countertop.

Franke Residential Disposal Limited Warranty:

Franke warrants that disposers are free from manufacturing defects in material and workmanship for the period ranging from two (2) years to Limited Lifetime as documented in the annual product catalogs and/or instructions included with the products.



Franke Residential Faucet Limited Lifetime Warranty:

Franke warrants that mechanical components (body, handle and spout) in all faucets purchased after January 1, 2003, will be free of manufacturing defects for the expected lifetime of the faucet. Franke shall not be liable for any damage caused by normal wear and tear to wearable parts of the faucet. The expected useful lifetime of wearable parts is; one (1) year: aerator, o-rings; five (5) years: cartridge, hose, electrical components; ten (10) years: spray head. The wearable parts can be purchased as spare parts from Franke or their Authorized Retailers. Franke warrants the chrome finishes on Franke faucets will be free of manufacturing defect for the lifetime of the faucet; and all other finishes on Franke faucets will be free of manufacturing defects for five (5) years from the original date of purchase. Faucets purchased prior to 2003 are subject to the warranty in place at time of purchase.

Franke Residential Filtration Limited Warranty:

Franke warrants mechanical components in filtration faucets, filtration canisters, filters and filtered water temperature modification devices; heating tanks and chillers, to be free from manufacturing defects in material and workmanship for the period ranging from one (1) year to ten (10) years as documented in the annual product catalogs and/or instructions included with the products.

Franke Residential Soap Dispensers Limited Warranty:

Franke warrants that Franke soap dispensers are free from manufacturing defects in material and workmanship for a period of five (5) years from the date of purchase. Such warranty does not cover damage caused by the use of aggressive soaps or chemicals.

Franke Residential Accessories Limited Warranty:

Franke warrants that Franke accessories, including, but not limited to bottom grids, shelves, waste kits, colanders, chopping boards are free from manufacturing defects in material and workmanship for a period of one (1) year from the dates of original purchase.

Franke Residential Outdoor Installation Limited Warranty:

Specific Franke products noted below are engineered for outdoor applications. These products are warranted to be free from manufacturing defects in material and workmanship for outdoor installations for ten (10) years from the date of purchase. Stainless Sinks: ODX110-2310-316 and ODX110-2312-316 and Stainless Faucets: FF3352 and FF3452SS

This warranty supersedes all other warranties, expressed or implied. No employee, field sales representatives, or distribution persons are authorized to give any warranties on behalf of Franke Kitchen Systems, LLC or Franke Kindred Canada Limited.

To make an installed product warranty claim please contact Franke at the provided contact information below. All warranty claims must include the following for processing:

1. Proof of purchase from Franke or Franke Authorized Retailer
2. Original purchaser's name, address (included city, state, zip), email address and phone number
3. Franke model number
4. Date of installation
5. Description of the defect
6. Photos of the defect

In the US:

Franke Home Solutions
Attn: Warranty Department
800 Aviation Parkway
Smyrna, TN 37167
HS-Warranty.US@Franke.com

In Canada:

Franke Home Solutions
Attn: Warranty Department
1000 Franke Kindred Road
Midland, Ontario L4R 4K9
HS-Warranty.CA@Franke.com

Legal Entities

USA: Franke Kitchen Systems LLC

Canada: Franke Kindred Canada Limited