



TECHNICAL INFORMATION

- Maximum hot temperature 80° (Recommended 65°)
- Maximum operating pressure 75 psi / 500 kpa
- Minimum operating pressure 7.25 psi / 50 kpa
- Ceramic cartridge

FRANKE CARE INSTRUCTIONS

- Periodically clean the aerator filter;
- Install filter valves under the sink and periodically clean the filters;
- Do not use detergents, solvents, chemical agents, abrasive sponges, wire wool or alcohol, etc which would irreparably damage the surface of the product and ruin its appearance, alien and matt finishes;
- Clean with soapy water and dry with a soft cloth
- Dry the product after use if the water is very hard or aggressive, as it may leave deposits which would damage the surface;
- Do not install the tap when the water pressure exceeds 500 kpa (in this case pressure limiting valves are required);
- Rinse the water pipes before installing the tap.

AUSTRALIAN APPROVALS

- This mixer complies to Australian and New Zealand Standards AS/NZS 5400.
- The mixer has 5 Star water efficiency rating under the WELS Scheme with water consumption of 6.0 liters per minute.

IMPORTANT INFORMATION

- Flush out pipe work prior to connecting your new mixer.
- All mixers to be installed with isolating stop cocks.
- Tap must be installed with pressure limiting valves.
- Mixer should be installed by a qualified plumber.
- This mixer is designed for domestic use only.
- Failure to comply will void all warranty.

Frankie has a service network in all metropolitan areas and most regional areas. Where the warranty claim has been made outside a radius of 50km from any store where the product can be purchased, the customer is responsible for the cost of delivery to the nearest service agent or the travel cost for a technician to travel to a location outside the 50km radius, unless agreed otherwise with the company.

Should you ever need to make a warranty related enquiry about your Frankie product, simply call (03) 9700 9100 to speak with our friendly customer service consultants. We suggest you have the following information close at hand to make the process as easy as possible:

- Model number of your tap
- A copy of your original purchase receipt
- Address details of where the tap is installed
- Alternatively, you may email, fax or post a service request to the details provided below.

Any associated or ancillary costs to be incurred by you as a result of replacement or repair of Frankie taps under this guarantee shall, in all cases, be previously approved by FR Kitchen Systems Pty Ltd. Please note: The benefits provided under this warranty are additional to other rights and remedies available to the customer under the Australian Consumer Law.

YOUR STATUTORY RIGHTS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

For further information on Frankie kitchen, sinks, taps, waste management systems and accessories visit our website or contact us for your nearest retailer.

www.franke.com.au

PR Kitchen & Washroom Systems Pty Ltd
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435 mm

194200617澳大利亚PR说明书T12139P-009/435*210mm/ 157g双铜单黑/单张对折

FRANKE - TAP EXPRESS WARRANTY

Australian Consumer Guarantees

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Express Warranty Details

As well as your consumer guarantees under the Australian Consumer Law, PR Kitchen & Washroom Systems Pty Ltd ACN 138 643 271 (PRKS) offers original purchasers of the Products (Customer or you) the additional express warranty described in this document (Express Warranty) in respect of Frankie Tap's used in a domestic residential setting (Product).

The benefits provided under this Express Warranty are additional to other rights and remedies available to the Customer under the Australian Consumer Law and do not derogate or reduce your rights under the Australian Consumer Law.

The conditions, limitations and exclusions that apply to this Express Warranty are set out in this document.

This Express Warranty is not transferable and is given to Customers when the Product is used in a domestic or residential setting.

Term of the Express Warranty

This Express Warranty is valid for 5 years parts and labour on the tap and, a further 10 years part only warranty on the cartridge (Warranty Period).

Express Warranty

Subject to the terms set out in this document, PRKS warrants to Customers that the Product will be free from defects in materials and workmanship during the Warranty Period.

- If the Product fails to operate or is defective during the Warranty Period under normal operating conditions as a result of a defect in materials or workmanship, subject to the exceptions set out under the heading **Conditions** below, PRKS will, at its discretion either:
- replace the Product or a component of the Product; or
- repair the Product or a component of the Product using new, used or refurbished replacement parts.

Conditions

This Express Warranty does not cover and expressly excludes: damage to the Product or a defect in or failure of the Product resulting directly or indirectly from any of the following:

- alteration, modification or assembly of the Product;
- the Product being used in a way for which it was not designed or in a manner contrary to the instructions provided with the Product (including in respect of maintenance of the Product);
- abuse, misuse, negligence, willful damage, neglect or vandalism;
- consequence from environmental conditions or overseas treatments;
- fire, accident or theft;
- damage caused while the Product is being:
- external violence, including but not limited to blows, kicks, power failures, heavy installation;
- natural disasters, or other "acts of God", including but not limited to damage from flooding, drought, lightning, hurricanes, hail, windstorms, earthquakes, tsunamis, plagues, epidemics or other causes beyond the control of PRKS; or
- normal wear and tear;
- installing, setting, testing, spooling, disconnection or tampering with the Product. Any imperfections in the finishes or in the natural materials used should not be considered as faults but a typical characteristic of these installed products;

FRANKE - TAP EXPRESS WARRANTY

Products:

- used in commercial settings;
- that were not installed in accordance with the manufacturer's installation instructions, by a qualified installer and licensed plumber or in accordance with any applicable standards published by Standards Australia that apply to the Product; or
- that were purchased second hand, at auction, or from a person other than an authorised representative of PRKS;
- maintenance or repair performed by unauthorised persons and/or use of spare parts that are not genuine;
- when the Customer cannot provide documentation evidencing date of purchase of the Product;
- incidental, indirect or consequential loss or damage including loss of or damage to property, injury to, illness or death of, any person in connection with a Product failure or defect; or
- product removal or re-installation costs, visits and calls of specialised technicians and costs borne by the Customer due to the unavailability and/or non-use of the Product;
- the tap installation needs to be done in accordance with AS/NZS 3500.1:2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations;
- valves that tap are to be fitted as stated on manufacturer's installation instructions;
- claims must be lodged before the tap is installed to ensure that the tap is free of inquiries

The Remedy is the sole remedy under this Express Warranty.

Extra Representations

No representation or warranty by any person, including a PRKS employee or agent, shall be binding to the extent that they are inconsistent with or to the extent that the representation expands this Express Warranty unless expressly incorporated in writing in this document. This Express Warranty supersedes and overrides all prior agreements, representations and warranties made by PRKS and to authorized agents.

Making an Express Warranty Claim

If a Customer becomes aware of a fault reasonably for years of any defect, damage or deterioration to the Product, the Customer must stop using the Product and promptly report it to PRKS within the Warranty Period.

To make a claim under this Express Warranty, please contact PRKS by submitting an enquiry customercare@prks.com.au or (03) 9700 9100 Australia customercare@prks.com.au or (09) 844 0400 New Zealand.

You will need to provide us with:

- model number of your Product;
- details of the problem you have experienced with the Product;
- a copy of your original purchase receipt;
- address details of where the product is installed; and
- any relevant pictures can be attached if lodging the claim online.

Express Warranty claims resolved after the Warranty Period will not be accepted.

Exemptions

Subject to the following terms, PRKS will provide the Remedy to the Customer at its cost:

- PRKS is not responsible for any associated or ancillary costs that you incur as a result of replacement or repair of your Product unless PRKS has given its prior written approval;
- where a claim has been made under this Express Warranty and the Product is located outside of a 50km radius from any store where the Product can be purchased from an authorised retail (Warranty Area), you are responsible for the cost of delivery to the nearest service agent or the travel cost for a technician to travel to a location outside the Warranty Area.

PR Kitchen & Washroom Systems Pty Ltd, Proud distributors for Franke

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