

FRANKLIN SERVICE/WARRANTY PROCEDURE.

Franklin's products are covered by specific warranties where the product is imported from International Suppliers and these warranties should be adhered to in every case. These warranties appear on our website: <http://www.franklins.co.nz/WARRANTIES.html>

In order to cover all warranty/service issues on our entire range of products, the following procedure will apply:

All local products have a twelve month warranty against any manufacturing defects, excluding normal wear and tear and most of our imported product range is covered by a five year warranty, excluding some consumables. Please refer to the website for specifics.

All exclusions and terms covering our warranty are available on the Franklin website and all requests for service and warranty repair work must comply with the stated requirements such as pressures, line filters and correct installation.

If any product sold by Franklin is deemed to be faulty as a result of a manufacturing defect, the warranty will be honoured but in every case, no unauthorised work is to be carried out on any product without prior approval or examination by a Franklin representative.

When a defect is discovered within the warranty period, Franklin must be advised immediately with full details of the problem, date of purchase, any possible issues with installation and any other issues that may have a bearing on the problem. Any work commenced or finalised without the inspection and approval of a Franklin Staff member will void the warranty and payment for any unauthorised repair work will not be entertained.

The first point of contact to initiate any warranty/service work, will be our resident Plumber and Service Technician, Robert MacKay who is based at Head office Pukekohe, Phone (09)238-9179 and Mobile 027 2262072.

Please ensure that you are conversant with the above procedure and that all staff in your employment are aware of these points. It is our aim to ensure that you and your clients obtain the best possible service through the Franklin Group which can only be achieved through the correct procedures being followed by all persons responsible for the servicing of our product.