



Franke Home Solutions Warranty for Franke and Faber Branded Product Effective March 1, 2023

In the United States, Canada and Latin America, Franke warrants the Faber branded products from manufacturing defects in material and workmanship when purchased from a Franke or Faber Authorized Retailer pursuant to product-specific warranties detailed herein (each, a "Warranty" and collectively, the "Warranties"). The products must be properly installed, per Franke's installation instructions, in their original installation, and used in normal indoor residential kitchen applications. Any products or components which have been modified or altered from their original intended condition will void the Warranty. The Franke Warranties for Faber branded products 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 Franke / Faber product reported to be defective pursuant to a Warranty claim 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. Service calls to correct the installation of a range hood, instructions on how to operate a range hood, to replace or repair house fuses or to correct house wiring or plumbing are not covered by any Warranty. Service calls to repair or replace range hood light bulbs, fuses or filters and these consumable part costs are also excluded from Warranty coverage. Installation not in accordance with electrical or plumbing codes or Franke / Faber documentation are not covered by any Warranty. Replacement parts or repair labor costs for units operated outside the United States, Canada or Latin America, including any non-UL or C-UL or non-NOM approved Franke / Faber range hoods are excluded from Warranty coverage. Expenses for travel and transportation for service in remote locations and pickup and delivery charges are not covered by any Warranty. Franke / Faber range hoods should always be serviced in the home in their original installation.

Franke / Faber product replacements do not include liability for project delays. Product replacements are not guaranteed to be exact replacements. 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 Home Solutions North America, LLC 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 Home Solutions North America, LLC programs and their use by you.

Faber / Franke Range Hood Limited Warranty:

Faber / Franke range hoods are warranted against any defect in materials or workmanship for the original purchaser for a period of 2 years from the date of original purchase. This warranty covers labor and replacement parts. Faber / Franke, at its option, may repair or replace the product or components necessary to restore the product to good working condition.



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

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

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

Legal Entities
USA: Franke Kitchen Systems LLC
Canada: Franke Faber Canada Limited