



LIMITED LIFETIME WARRANTY FOR RESIDENTIAL PRODUCTS

FORTIS provides the following warranties for its products to the original purchaser in a residential application.

MECHANICAL WARRANTY:

FORTIS provides a Limited Lifetime Warranty to all mechanical parts to be free from all manufacturing defects in materials and workmanship under normal use for as long as the original purchaser owns their home.

FINISH WARRANTY:

FORTIS provides a Limited Lifetime Warranty on all FORTIS products to the original purchaser against manufacturing defects in materials and workmanship.

In the event of any defect in the product breaches the foregoing warranties, FORTIS, at its option, will replace any part or finish that proves to be defective in material and/or workmanship, under normal installation, use and service. Repair or replacement of the product is the exclusive remedy.

For any remedy under this warranty, FORTIS, is to be notified describing the problem. In order to notify FORTIS and receive assistance or service under this warranty, the original purchaser may:

1. **Contact by Phone:** For a customer service representative, call 1-877-55-FORTIS
2. **Contact by Mail:** Write customer service department to the below address
FORTIS, Inc.
Attn: Technical Service
1571 North Main Road
Newfield, NJ 08344
3. **Contact by Email:** Email FORTIS customer service: support@fortisfaucet.com
4. **Contact your Distributor:** Notify the location or distributor from which the product was purchased.

Upon contacting FORTIS, you will need to provide:

- a. FORTIS product model number
- b. A description of the problem
- c. Your contact information (Name, Address, Phone Number)
- d. Approximate Date of Purchase

In addition to the information above, to obtain a warranty repair or replacement, you will need to provide:

1. The faulty part or product (carefully packed)
2. Proof-of-purchase (original sales receipt) from the original consumer purchaser

FORTIS, Inc., Customer Service Department
1571 North Main Road
Newfield, NJ 08344
(877) 280-5940

Please allow 7 to 14 business days warranty processing.



(877) 55-FORTIS (36784)

fortisfaucet.com



EXCLUSIONS: *This warranty does NOT cover and FORTIS will NOT pay for:*

1. Conditions, malfunctions or damage not resulting from defects in material or workmanship
2. Conditions, malfunctions or damage resulting from any of the following:
 - a. Normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration
 - b. The use of abrasive or caustic cleaning agents or “no-rinse” cleaning products, or the use of the product in any manner contrary to the product instructions
 - c. Conditions in the home such as excessive water pressure or corrosion
3. Labor and other expenses related to disconnection, deinstallation, or return of the product for warranty service (including but not limited to proper packaging and shipping costs) or for installation or reinstallation of the product
4. Accessories, connected to materials and products, or related products not manufactured by FORTIS.
5. Any FORTIS product sold for display purposes.

WARRANTY FOR COMMERCIAL APPLICATIONS:

If the FORTIS product is installed in a commercial application, the above mechanical warranty shall be limited for a period of (10) years and the above finish warranty shall be limited for a period of (5) years from the date of the purchase of the product.

Repair or replacement parts are warranted only for the period remaining under the initial warranty. The same exclusions apply as above residential application policy.