

www.HansKristof.com

800-931-1430

Hans Kristof Limited Lifetime Warranty



Hans Kristof offers the following warranty on each of its Faucet products* (the "Product") and the components thereof. This warranty extends only to the original owner or end-user for personal household use. For commercial uses, additional limitations apply. Supply lines are not considered part of the faucet purchased and should be considered a free gift and are not warranted or guaranteed in anyway with any product or purchase. See more information on supply lines below.

Hans Kristof warrants the structural components of the Product to be free from defects in workmanship and materials under normal use and service for the period commencing from the initial date of purchase by the owner or end-user, contractor, or builder, from Hans Kristof or an authorized Hans Kristof dealer, through the lifetime of the original owner or end-user.

Hans Kristof warrants the cartridge component of the Product to be free from defects in workmanship and materials under normal use and service for a period of three (3) years from the initial date of purchase by the owner or end-user, contractor, or builder, from Hans Kristof or an authorized Hans Kristof dealer.

Hans Kristof warrants the spray assembly component of the Product to be free from defects in workmanship and materials under normal use and service for a period of one (1) year from the initial date of purchase by the owner or end-user, contractor, or builder, from Hans Kristof or an authorized Hans Kristof dealer.

Subject to the Warranty Service provision below, any product reported to the authorized dealer or to Hans Kristof as being defective within the warranty period will be repaired or replaced (with a product of equal value) at the option of Hans Kristof. This warranty extends to the original owner or end-user and is not transferable to a subsequent owner.

Neither the distributor, authorized Hans Kristof dealer, nor any other person has been authorized to make any affirmation, representation, or warranty other than those contained in this warranty. Any affirmation, representation, or warranty other than those contained in the warranty shall not be enforceable against Hans Kristof or any other person.

Hans Kristof reserves the right to modify this warranty at any time, it being understood that such modifications will not alter the warranty conditions applicable at the time of sale of the products in question.

Limitations

This warranty shall not apply to instances of incorrect operating procedures, breakages, or damages caused by fault through improper installation, carelessness, abuse, misuse, misapplication, improper maintenance, or alteration of the Product, as well as chemical or natural corrosion, accident, fire, flood, an act of God, or any other casualty. Avoid abrasive cleaners, steel wools, and harsh chemicals as these will scratch, damage, and/or dull the product and/or finish and void this warranty. The owner/end-user of the Product covered by the present warranty is entirely responsible for its proper installation and any applicable plumbing or electrical wiring. Hans Kristof neither installs nor supervises the installation nor hires a contractor for this purpose; consequently, Hans Kristof cannot be held responsible for any default, breakage, or damages caused thereby or resulting thereof, either directly or indirectly.

The owner/end-user must provide access to the components of the Product as described in the installation guide so the Hans Kristof can execute the warranty specified herein. If such access is not available, all expenses to provide said access will be the responsibility of the owner/end-user.

This warranty does not apply to Products that have not been installed or operated in accordance with instructions supplied by Hans Kristof and all applicable rules, regulations, and legislation pertaining to such installations.

This warranty does not apply unless the Hans Kristof Product is installed by fully insured licensed professionals. Hans Kristof strongly recommends that such licensed professionals have experience in the installation of bathroom and kitchen products. Installation of certain products, including without limitation glass products (i.e., shower doors and glass sinks) by an inexperienced person may result in glass breakage and, consequently, cause personal injury or death.

Hans Kristof is not liable for personal injuries or deaths to any persons or for any direct, special, incidental, or consequential damage, loss of time, loss of profits, inconvenience, incidental expenses, labor or material charges, or any other costs resulting from the use of the product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or element or part covered by this warranty.

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EXCEPT AS OTHERWISE PROVIDED ABOVE, HANS KRISTOF MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR COMPLIANCE WITH ANY CODE.

In any case, Hans Kristof cannot be held liable for any amount over and above the purchase price paid for the Product by the owner/end-user, contractor, or builder.

Commercial Limitations

In addition to the above conditions and limitations, the warranty period for products installed for commercial applications or used in commercial ventures is one (1) year from the initial date of purchase by the owner/end-user, contractor, or builder from an authorized dealer. Hans Kristof is not responsible for loss of use or profit under any circumstances. If the product is used as a display, the warranty period begins when the product is placed on display. This warranty gives the owner/end-user specific legal rights. The owner/end-user may also have other rights which can vary from one state or province to another. Supply lines provided are a free gift with the product and are not warranted or guaranteed in anyway. We suggest you use them with caution or purchase a set from a local hardware store if you prefer. All supply lines when pressurized could fail and the customer understands that newly installed supply lines should be watched carefully and never left pressurized unattended. Hans Kristof has no liability for supply lines included in our packaging and expressly states the customer may choose to use them or purchase others of their choice. Customer may consult a licensed professional for more guidance in this area. Fluidmaster and Brasscraft produce supply lines that can be purchased at local hardware stores should you choose.

Warranty Service

In order to obtain service provided under this warranty during regular business hours, contact the dealer or distributor who sold the unit or contact Hans Kristof directly. Hans Kristof will provide the warranty service described above when the following conditions have been met: the failure is of the nature or type covered by the warranty; the user has informed an authorized Hans Kristof Agent or Hans Kristof's warranty service department representative of the nature of the problem during the warranty period; conclusive evidence (e.g., proof of purchase or installation) is provided to the foregoing by the user proving that the failure occurred or was discovered within the warranty period; an authorized independent service person or company representative has been permitted to inspect the product during regular business hours within a reasonable time after the problem was reported by the user. Hans Kristof's warranty obligation shall be discharged upon tender of replacement or repair. The customer's refusal to accept the tender terminates Hans Kristof's warranty obligations.

*Certain models are pending approval.

Certification may be ended by Hans Kristof or certification agencies without notice.