



## Product Warranty Certificate

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To Our Valued Customer,

Thank you for choosing Fralain Ltd for your bathroom fixtures and accessories. We are committed to providing high-quality products and stand behind their craftsmanship and durability. This certificate outlines the warranty terms and conditions for your Fralain Ltd products.

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### Warranty Coverage

#### 1. Faucets & Shower Components

**Duration:** 10 Years

**Coverage:** Leak and drip protection under normal residential use.

**Exclusions:**

- Misuse, water quality issues, use of non-stainless steel water pumps, and non-copper pipe accessories.
- Specific excluded components such as Head Showers, Hand Showers, Flexible Hoses, and Loose Parts.

**Special Finishes Warranty:** Coatings on products with special finishes (e.g., black matte, brushed nickel) are warranted for a period of 2 years against peeling, flaking, or corrosion under normal use and care.

#### 2. Flushing Systems

**Duration:** Up to 50,000 uses or 5 Years

**Coverage:** Leak and drip protection; defects in fabrication.

**Exclusions:** External damage, wrong installation, misuse, or wear and tear.

#### 3. Bathroom Furniture

**Duration:** 2 Years

**Coverage:** Manufacturing defects.

**Exclusions:** Environmental damage or improper use, misuse, wear and tear.

#### 4. Ceramic Sanitary Wares

**Duration:** 10 Years

**Coverage:** Free from cracks; manufacturing defects.

**Exclusions :** Post-installation breakage, environmental conditions, misuse.

#### 5. Other Components:

**Duration:** 2 to 5 Years for basic material.

**Coverage:** Defects in materials and workmanship.

**Exclusions:** Misuse, improper care, or cleaning that voids warranty.

## Special Finishes Care Instructions:

To maintain the appearance of your special finishes, it is recommended to:

- Wipe products dry daily.
- Use mild detergents; avoid abrasive materials.
- Follow specific care instructions for brushed nickel, soft brass, black matte, and PVD coatings.

## General Advisory:

- Water quality and the water circuit are crucial for product longevity. This warranty does not cover damage from adverse water conditions.
- This document may be updated. Please consult the latest version at [www.fralain.com](http://www.fralain.com)
- Our selection of products is manufactured in accordance with global standards. Below are some of the key certifications and norms we comply with:



## **Making a Warranty Claim:**

To initiate a claim, please provide:

- Description of the issue (videos encouraged).
- Product reference, colour, finish.
- Date and place of purchase.
- Proof of purchase

**Service Location:** All warranty claims must be submitted to and will be serviced exclusively at our head office located in Pailles. Customers are required to bring the defective product to:

### **Fralain Ltd Head Office**

School Lane Cite Leal, Pailles

### **Contact Information for Claims:**

**Email:** team@fralain.com

**WhatsApp:** 57778094

**Exclusions & Limitations:** This warranty does not cover normal wear and tear, damage from harsh water conditions, or inappropriate cleaning products. It also excludes service costs for products affected by external factors not due to manufacturing defects.

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## **Thank You for Choosing Fralain Ltd**

*We are dedicated to ensuring your satisfaction and appreciate your trust in our products. For any questions or further assistance, please do not hesitate to contact us.*

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## Cleaning tips:

- Dry regularly & clean with gently clothes and warm water
- Use neutral products like lemon, diluted vinegar and bicarbonate



- Avoid using abrasive cloths, scrub sponges, scouring pads
- Don't use abrasive cleaning agents containing acidic agents

In case your product has been stained with calcium or dirt for a long time: we recommend using this natural product of the brand Cleanera Mauritius. The paste is sold with a sponge to make it foam for deep cleaning without damaging the surface. More info on their FB page.  
It is important to follow the steps:

