

## **MOEN FAUCETS – SEE BELOW FOR WHAT IS COVERED UNDER EACH**

- **Lifetime Limited Warranty**
- **Five Year Limited Warranty**
- **Ten Year Multi-Family Faucet Limited Warranty**

### **Lifetime Limited Warranty**

Moen® products have been manufactured under the highest standards of quality and workmanship. Moen warrants to the original consumer purchaser for as long as the original consumer purchaser owns their home (the "Warranty Period" for homeowners), that this faucet will be leak- and drip-free during normal use and all parts and finishes of this faucet will be free from defects in material and manufacturing workmanship. All other purchasers (including purchasers for industrial, commercial and business use) are warranted for a period of 5 years from the original date of purchase (the "Warranty Period" for non-homeowners). This warranty applies only to products purchased from Moen authorized resellers.

If this faucet should ever develop a leak or drip during the Warranty Period, Moen will FREE OF CHARGE provide the parts necessary to put the faucet back in good working condition and will replace FREE OF CHARGE any part or finish that proves defective in material and manufacturing workmanship, under normal installation, use and service. Replacement parts may be obtained by calling 1-800-289-6636 (Canada 1-800-465-6130), or by writing to Moen Incorporated, 25300 Al Moen Drive, North Olmsted, OH 44070-8022. Proof of purchase (original sales receipt) from the original consumer purchaser must accompany all warranty claims. Defects or damage caused by the use of other than genuine Moen parts is not covered by this warranty. This warranty is applicable only to faucets purchased after November, 2024 and shall be effective from the date of purchase as shown on purchaser's receipt.

This warranty is extensive in that it covers replacement of all defective parts and finishes. However, damage due to installation error, product abuse, product misuse, or use of cleaners containing abrasives, alcohol or other organic solvents, whether performed by a contractor, service company, or yourself, are excluded from this warranty. Moen will not be responsible for labor charges and/or damage incurred in installation, repair or replacement, nor for any indirect, incidental or consequential damages, losses, injury or costs of any nature relating to this faucet. Because Moen is unable to control the quality of Moen products sold by unauthorized resellers, unless otherwise prohibited by law, this warranty does not cover Moen products purchased from unauthorized resellers. Except as provided by law, this warranty is in lieu of and excludes all other warranties, conditions and guarantees, whether expressed or implied, statutory or otherwise, including without restriction those of merchantability or of fitness for use.

Some states, provinces and nations do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state, province to

province, nation to nation. Moen will advise you of the procedure to follow in making warranty claims. Simply write to Moen Incorporated using the address above. Explain the defect and include proof of purchase and your name, address, area code and telephone number.

**Moen Incorporated**

25300 Al Moen Drive

North Olmsted, Ohio 44070-8022

## **Five Year Limited Warranty**

Moen products have been manufactured under the highest standards of quality and workmanship. Moen warrants to the original consumer purchaser and parts of this product to be free from defects in material and workmanship during normal use, for (5) years from date of purchase. A replacement for any defective part will be supplied free of charge for installation by you. Defects or damage caused by the use of other than genuine Moen parts are not covered by this warranty. This warranty shall be effective from the date of purchase as shown on the purchaser's receipt. Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

This warranty is valid for the original purchaser only and excludes product damage due to installation error, product abuse, or product misuse, whether performed by a contractor, service company, or yourself. Moen will not be responsible for labor charges, and/or damage incurred in installation, repair or replacement, nor for incidental or consequential damages.

Some states, provinces, and nations do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which may vary from state to state, province to province, and nation to nation.

Moen Incorporated will advise you of the procedure to follow in making warranty claims. Simply write to Moen explaining the defect and include proof of purchase and your name, address and telephone number. The address is: Moen Incorporated, 25300 Al Moen Drive, North Olmsted, OH 44070-8022, or call our toll-free consumer Helpline: 1-800-289-6636.

In Canada, write to Moen, 2816 Bristol Circle, Oakville, Ontario L6H5S7 or call: Toronto: 905-829-3400; Rest of Canada: 1-800-465-6130, and ask for Product Service.

### **Moen Incorporated**

25300 Al Moen Drive

North Olmsted, Ohio 44070-8022

## **Ten Year Multi-Family Faucet Limited Warranty**

RIDER stating CHANGES to

MOEN BRANDED PRODUCT LIMITED WARRANTIES

MOEN®; MOEN®-COMMERCIAL; MOEN PROfessional; DONNER®; CLEVELAND FAUCET GROUP (CFG)

Applies to faucet purchases and installations in multi-family applications in the USA and Canada on or after May 1, 2016

### **1. WHAT PRODUCTS ARE COVERED**

This Rider makes several changes to the limited warranty ("Limited Warranty") of a Moen Incorporated ("Moen") faucet that is branded as either MOEN®; MOEN®-COMMERCIAL; MOEN PROfessional; DONNER® or CLEVELAND FAUCET GROUP (CFG) and applies when the faucet is purchased and installed in the USA or Canada on or after May 1, 2016 in a multi-family application ("Multi-Family Faucet Limited Warranty").

### **2. CHANGE TO WHO IS A COVERED PURCHASER AND THE WARRANTY PERIOD.**

This Multi-Family Faucet Limited Warranty extends from 5 years to 10 years the warranty period of the Limited Warranty on a covered product for a faucet purchaser who owns, but does not live in, the residential dwelling in which the faucet is initially installed. Examples are installation in a rented or leased single unit or multi-unit detached home (duplex or townhome), or condominium, apartment building, or community living center. Excluded are installations in an industrial, institutional or other business premises, such as a dormitory, hospitality premises (hotel, motel, extended stay location), healthcare facility of short or long-term patient occupancy (hospital, rehabilitation center, nursing/assisted or staged-care living unit), public spaces or common areas.

### **3. LIMITED WARRANTY COVERAGE AND PROVISIONS UNCHANGED EXCEPT AS STATED ABOVE.**

**EXCEPT FOR THE CHANGES STATED ABOVE IN PARAGRAPH 1 AND 2, ALL OTHER TERMS, PROVISIONS, LIMITATIONS AND EXCLUSIONS OF THE FAUCET LIMITED WARRANTY INCLUDED WITH THE PRODUCT ON THE FAUCET PURCHASE DATE APPLY.**

**To obtain the full details of the faucet Limited Warranty for the applicable faucet product, including this Rider for the Multi-Family Faucet Limited Warranty, contact Moen's Customer Service at 1-800-289-6636 (or in Canada: 1-800-465-6130), visit [www.moen.com](http://www.moen.com) or write Moen at 25300 Al Moen Drive, North Olmstead, OH 44070-8022 (or in Canada: 2816 Bristol Circle, Oakville, Ontario L6H5S7).**

Rev May 1, 2016