

If your product is under warranty and you need warranty support, please Contact Us via our Ask a Question form or by Phone at 1-800 PFAUCET (800-732-8238).

Homeowner Limited Lifetime Warranty



Trusted since 1910, Pfister has been a leader in quality plumbing products. Style, beauty, and durability are what give Pfister faucets the edge over other manufacturers' products and when combined with the decorative and wear resistant finishes, you are assured years of trouble-free service. All faucets are backed by our Limited Lifetime Warranty, covering finish and function for as long as you own your home. Following the warranty information below you will find important details on how to maintain the quality of your new faucet.

Downloadable Warranty

We at Pfister are so confident of our quality that we offer our Limited Lifetime Warranty on all our faucets (produced after January 1, 1997). Proof of product purchase or of original home ownership is required in order to obtain any of the benefits set forth below. (Commercial applications limit duration of warranty, as provided below)

Limited Warranties: Pfister warrants that for as long as the original purchaser owns the home in which the Pfister product (the "Product" excluding the electronic sensor, control box, power unit, GE filter manifold and GE filter cartridges) is originally installed, the Product will be free of all defects in material and workmanship that would impair the intended and proper use of the Product. If the Product is installed in a commercial application, the above mechanical warranty shall be limited for a period of ten (10) years from the date of purchase of the Product.

For the electrical components including the electronic sensor, control box and power unit (battery pack or AC adapter), Pfister provides a five-year limited warranty to the original residential user of the product against defects in material and workmanship, as long as the original user occupies the premises in which the product was originally installed.

Pfister provides a one-year limited warranty for the GE filter manifold and a one-month limited warranty for the GE filter cartridges to the original residential user of the product against defects in material and workmanship, as long as the original user occupies the premises in which the product was originally installed.

Pfister warrants against deterioration of the Product's finish for as long as the original purchaser owns the home in which the Product is originally installed. If the Product is installed in a commercial application, the above finish warranty for Products shall be limited to a period of ten (10) years from the date of purchase.

These warranties apply only to Products purchased from Pfister or a Pfister authorized seller, unless otherwise prohibited by law. Pfister Products are legitimately sold only by authorized sellers who are required to follow Pfister's policies, procedures, and quality control standards. Pfister reserves the right to reject warranty claims from purchasers for Products purchased from unauthorized sellers, including unauthorized Internet sites.

Exclusive Remedy: In the event of any defect in the Product that breaches the foregoing warranties, Pfister, at its option, will have you send, prepaid, the defective part or product to us for inspection, or we may elect to send the replacement part. Repair or replacement of the Product is the exclusive remedy. Damage to the product caused by accident, misuse or abuse is not covered by this warranty.

For any remedy under this warranty, Pfister is to be notified. To receive assistance or service under this warranty, be prepared with description of the problem, model number, purchaser contact information and date of purchase. Have proof of purchase and be prepared to return product for inspection if requested.

- [Send an email to Consumer Support department](#)
- Call 1-800 PFAUCET (800-732-8238) to talk to a Consumer Support representative,
- Fax 949-672-4588 to Consumer Support, or
- Write Consumer Support at Pfister, 19701 DaVinci, Lake Forest CA 92610.

Limitations and Exclusions:

PFISTER WILL NOT BE LIABLE FOR OTHER DAMAGES OR LOSSES, INCLUDING, BUT NOT LIMITED TO:

LABOR CHARGES, INSTALLATION, INCIDENTAL AND/OR CONSEQUENTIAL DAMAGES REGARDLESS OF THE LEGAL THEORY ASSERTED, INCLUDING ANY CLAIM OR BREACH OF WARRANTY HEREUNDER OR ANY OTHER CAUSE, AND WHETHER ARISING IN CONTRACT OR IN TORT (including negligence and strict liability).

Pfister has the right to discontinue or modify any product at any time. This warranty gives specific legal rights, and other rights, which may vary from state to state. For those states that do not allow limitations or exclusions of incidental or consequential damages, the above limitations or exclusions may not apply.

The above warranties do not cover labor charges or damage resulting from improper maintenance, repair, cleaning or installation, misuse, abuse, alterations, accidents, or Acts of God.