FRANKE FAUCET PRODUCT KNOWLEDGE PRESENTATION
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I. INTRODUCTION
The **kitchen is the heart of the home** - where meals are prepared and shared.

Because we spend so much time in the kitchen, the fixtures and accessories should not only be **functional**; but be a **design element** as well.

**Replacing fixtures is a popular upgrade** for people purchasing a new home or redecorating within an existing home. Replacing a boring, out-of-date, or mismatched fixture that doesn’t go with your décor is an easy and inexpensive way to give your home a whole new look.
Franke faucets are manufactured better with higher quality materials and components (i.e. brass vs. zinc).

Better components will provide a superior look, performance and durability. When you pay more for your faucet, you should expect to receive more value. This value is evident not only in the quality of our products but the longevity, and reliability of the trouble-free service.

Paying more for just any faucet out there doesn’t always mean you will get better value.

But with a Franke faucet (just like a more expensive automobile) a consumer will receive a better product and a lifetime of longer service.
Introduction

When comparison shopping, a consumer needs to understand what they are comparing and understand just as you can’t judge a book by its cover, you can’t judge a faucet that way either. There are too many low cost imitators that do not necessarily have quality built into their design and manufacturing.

A consumer should be asking:
- does the manufacturer stand behind their products?
- how long has that company been in business?
- is the company reputable?
- has the company been in business long enough to that you know that you can trust them?
- where is it made?
- what type of warranty is there?
- is it easy to get parts?
- is it easy to repair and replace parts?
II. PRODUCT SELECTION
Product Selection

What to consider when buying a kitchen faucet:

- quality
- function/practicality
- design/kitchen décor
Quality is dependent on the quality of materials and production methods used to manufacture the faucet.

Some of the functional factors a consumer will take into consideration are:

1. Number of holes needed in the sink or countertop
2. Handle options
3. Spout height and reach
4. Additional accessories

Design is based on size, shape and finish. Matching the décor of the room, whether it be ultra modern minimalist or a traditional Victorian design.
1. **THE NUMBER OF HOLES NEEDED IN THE SINK OR COUNTERTOP TO ACCOMMODATE THE FAUCET**

This can be based on the faucet selected or can be dictated by what the solid surface can safely handle.

A faucet can require 1 to 4 holes depending on the handle options or accessories chosen (i.e. side spray).

Some countertop surfaces cannot handle two or more holes close together without sacrificing the integrity of the stone or solid surface.

For example: Ubatuba granite and Carrara marble are softer stones with natural flaw lines. Therefore it is not recommended that you have two holes near each other; otherwise you risk the countertop cracking.
2. Handle options

**Single Handle Faucets** - Allow for quick and easy water flow and temperature adjustments with one hand, which is helpful when your hands are occupied. Single Handle Faucets generally are compliant with ADA (Americans with Disabilities Act) requirements. This design requires 1 or more holes depending on layout and styles range from traditional to modern. Most models are available with or without side sprays.

**Two Handle Faucets** - Provides precise temperature and water flow adjustment, with separate hot and cold controls, utilizing 3 or more holes of a sink or countertop. This is a great style to consider if you’re creating a traditional or period-style kitchen.

**Pull-Out or Integral Spary Faucets** - A great mix of style and functionality, the faucet head pulls out and with a touch of a button the water pattern switches from regular flow to spray. This design requires 1 or more holes depending on the handle configuration and number of accessories, creating a clean style that lends itself to a contemporary or transitional look.

**Wall-Mount Faucets** - A unique style that requires no deck holes as the faucet actually mounts to the wall above the sink. This design does require water supplies that extend above the countertop in the wall. This is a great option if you’re looking for an antique style kitchen.

**Pot Filler Faucets** - A “must have” for an avid cook. This cold water faucet is installed in addition to a regular kitchen faucet and mounts on the wall behind a stove or on a countertop near the stove. It is used to fill a pot that is already positioned on the stovetop. This faucet comes in a wide array of designs including single or dual handles, long or gooseneck swivel spouts.

**Bar Sink/Entertainment/Prep Faucets** - Compared to a regular kitchen faucet, bar faucets are simply smaller in order to work with the bar/prep sinks they are intended to be used with. A great addition to any room these faucets come in a variety of styles and designs utilizing 1-3 holes. When used in a kitchen application they are often “matched” to the same style as the larger kitchen sink faucet.
3. **Spout Height & Reach**

Based on overall size of sink and number of bowls, the faucet should direct water into the center of the sink.

**Proportions for 2-hole bridge faucets:**
- Spout extension: 9-10”
- Faucet Height: 12”-16”
- 1-3/8” holes at a spread of 8” center to center

**Proportions for bar/prep faucets:**
- Spout extension: 7” average from center column
- Faucet Height: 9”-12”
- Meant for smaller bar/prep sinks with shorter reach

**Proportions for 3-hole bridge faucets:**
- Same as 2 hole, except with 4” centers

**Proportions for Pull-out/down faucets**
- Spout extension variable, due to pull out design
- Faucet Height: 7”-35”

Based on overall size of sink and number of bowls, the faucet should direct water into the center of the sink.
4. **Accessories**

There are a number of handy and functional accessories that can be used in the empty holes in the sink. Or may call for additional holes needing to be punched in the sink.

A consumer will want to consider a hot water dispenser (LB1000, LB1100, LB3100, LB4100), filtered water dispenser (DW200, DW500) or both hot water and filtered water dispensers (LB2000, LB2200, LB3200, or LB4200), soap dispenser or side spray. These all come in a variety of finishes.
III. PRODUCT KNOWLEDGE
Kitchen Plumbing
Kitchen Plumbing

Most kitchens have a fairly simple plumbing setup that includes hot and cold water supply lines, a waste line for the sink (or sinks) and, for kitchens with a gas range, a gas supply pipe.

Many kitchens also have hookups for dishwasher, disposer, ice maker, water treatment system and/or instant hot water, but these are generally tied-in to the sink's plumbing.

The visible part of the sink's plumbing is nearly always located directly below the sink, inside the sink's base cabinet. Beneath the sink, you can generally see two small valves: one for the hot water supply, the other for the cold. Turning these valves clockwise stops the flow of water through the flexible supply tubes that route water to the faucet.

On the faucet side of the cold-water shutoff valve, there may be other water connections too-sometimes by way of a saddle valve. This is generally where connections are made with flexible copper or plastic tubing to serve a water treatment device, ice maker or instant-hot water dispenser.

Shutoff valves serve the hot and cold water supplies to the faucet, though some older houses don't have these. Flexible supply tubes connect the valves to the threaded tailpieces of the faucet. Faucets with a separate or integral sprayer have a sprayer hose that connects onto another tailpiece at the center of the faucet body.
Four types water-flow control mechanisms

- **Compression Faucet**
  - dual handle faucet
  - most likely to drip
  - washer-type

- **Ball Faucet**
  - single handle faucet

- **Cartridge (sleeve) Faucet**
  - single & dual handle faucet

- **Ceramic Disc Faucet**
  - single & dual handle faucet

"washerless" because they don't use washers for the off-and-on action.

They do have O-rings or neoprene seals to keep them from leaking.
Compression Faucet

A compression faucet relies on rubber washers to seal the valve seat. The washer is compressed over a pipe opening when the faucet is closed, thus closing off the water. When the handle is turned, it raises or lowers a stem. At the base of the stem, a washer or seal opens or closes the water's passageway - a valve seat.

All compression-type faucets may not look alike, but all are similar in their operation and repair.

Sometimes referred to as a washer-type faucet.

Have been in use the longest and are the least expensive type. The problem with a compression faucet is if the washer and seat do not make a firm contact at all points, water will leak. This usually happens when the washer becomes worn. The rubber washer or seal wears out because, it grinds against the valve seat as it closes. When the washer wears, the faucet drips.
Ball Faucet

The **ball faucet** has a single lever that operates a rotating slotted metal ball. The ball's slots line-up with cold and hot water inlet seats in the faucet body to regulate the amount of incoming water allowed to reach the mixing spout.

A ball faucet contains a lot of parts, and that often makes it difficult to find the cause of a leak.
Cartridge Faucet

A hollow, plastic-and-brass cartridge insert that seals against the inside of the faucet body with O-rings.

On single-handle models, water flow is controlled by an up-and-down movement of the cartridge; temperature is determined by rotation. On the two-handle faucet, flow is controlled by a turn. Leaks are generally due to simple O-ring failure.
Ceramic Disc Faucet

Today, the most common is the ceramic disc valve, a type made popular by high-end European faucet makers.

A ceramic disc faucet actually has two fire-hardened ceramic discs - an upper one that moves and a fixed lower one. The two discs move against each other in a shearing action, blocking water or allowing it to pass through. The water is controlled by openings in the two discs. When the discs are rotated to align, the water flows. When the discs are misaligned, the water shuts off. The seal between the two discs is watertight because they are polished to near-perfect flatness.

Nearly maintenance free and are generally guaranteed not to wear out. Ceramic valves are more durable over the long run in a broader variety of water conditions than any other variety of valve on the market. The discs themselves have diamond-like hardness-they are impervious to line debris, mineral buildups and other common problems that affect valve life.
Ceramic Disc Faucet  (cont’d)

The range of control with a ceramic disc faucet varies. From full-off to full-on may require only a quarter or half turn; for a fuller adjustment range and greater flow, three-quarter-turn models are also available.

In general, all washerless faucets offer very precise, ergonomic control. Even a child can turn one of these faucets off and on with one pinkie. They're good for people who have arthritis and who want something more decorative than a lever style.

Ceramic discs are popular because of their ease of use and reliability. Though competitively-priced ceramic disc faucets are now available, ceramic discs are used primarily in mid-range and high-end styles-faucets.

Long-term performance and should be drip-free for life

FRANKE FAUCETS USE CERAMIC DISCS
Back Flow Restrictors

- **Check Valve/Non-Return Valve** *(Franke uses NRVs)*
  - sometimes referred to as “one-way” valves
  - valve which allow flow in one direction, but block flow in the opposite direction
  - uses a ball to block reverse flow
  - backflow prevention device to keep water from siphoning back into the water supply lines

- **Vacuum Breaker**
  - device to prevent standing water from being drawn back into the water supply if there is a complete loss of water supply pressure

- **Purpose**
  - Without such a device, a siphon could occur if the end of the hose, hand spray or spout is below the liquid’s surface, pulling contaminated water into the water supply
Regulations

- **Water Conservation**
  - all new faucets are now mandated to deliver no more than 2.5 gallons per minute
  - As of July of 2011, California mandates flow restrictors which reduce the gpm to 1.8

- **Safe Drinking Water Act**
  - NSF 61/9
  - Because brass is composed of copper, zinc and lead, brass faucets can leach tiny amounts of lead into drinking water, creating a health risk. To minimize this risk, the Safe Drinking Water Act requires faucet manufacturers to use no more than 8 percent lead in brass faucets
THE CALIFORNIA ASSEMBLY BILL 1953 AND VERMONT LEAD-FREE LAW S152

- PROHIBIT THE SALE OF PLUMBING FIXTURES WHOSE WETTED SURFACES CONTAIN MORE THAN A WEIGHTED AVERAGE OF 0.25%

- IN EFFECT SINCE JANUARY 1, 2010. THE TERM "PLUMBING FIXTURES" IS DEFINED AS PIPES, PIPE, PLUMBING FITTINGS AND FIXTURES USED TO CONVEY OR DISPENSE WATER FOR HUMAN CONSUMPTION.

- AS OF JANUARY 2012, THE STATE OF MARYLAND WILL ALSO IMPLEMENT A LEAD-FREE LAW AND WE ANTICIPATE MANY OTHER STATES WILL FOLLOW SUIT OVER THE COMING YEARS.

- IN DECEMBER 2008, NSF/ANSI STANDARD 61 WAS REVISED TO ADD REQUIREMENTS TO THE STANDARD ALLOWING MANUFACTURERS THE OPTION OF BEING CERTIFIED TO A LEAD CONTENT STANDARD IN JURISDICTIONS WITH A 0.25% WEIGHTED AVERAGE LEAD CONTENT REQUIREMENT.

AS OF THIS TIME, THE FOLLOWING FRANKE (GESSI) FAUCETS ARE CERTIFIED BUT WILL NOT BE OFFERED IN AB1953 COMPLIANT BRASS:

- FF5000 AND FF5080
- FF1700 AND FF1780
- FF1900 AND FF1980
- FFPD100 AND FFPD180

ALL OTHER FRANKE FAUCETS ARE AVAILABLE IN AB1952 COMPLIANT BRASS.

IAPMO AND CSA ARE TWO OF THE CERTIFICATION ENTITIES RECOGNIZED BY THE PLUMBING INDUSTRY
IV. INSTALLATION & FAUCET REPLACEMENT
Can a homeowner replace the faucet him-/herself?

Installing a faucet requires access to common tools along with some time, patience and good judgment. The most time consuming part of the installation is usually the removal of the old faucet, particularly when the water supply connections are corroded.

Today’s faucets are easier to install than older models. With a Franke faucet, all of the connections and fittings needed to install the faucet are included in the packaging with the faucet.

There are many trouble shooting practices during installation that will help ensure the lifespan of the faucet.
Generally Installing takes about 8 steps.

**Step #1:**
Turn off hot and cold water supplies to sink faucets. Loosen nuts with adjustable wrench or basin wrench, and disconnect faucets from water supply pipes under sink.

**Step #2:**
If old assembly has spray head and hose, remove spray head mounting nut under sink. Also disconnect hose from its spout connection.
Step #3:

Remove old faucet assembly from sink, then clean sink around faucet mounting area.

The faucet is secured to the sink by a nut under the basin.
**Step #4:**

Remove the old faucet assembly from the sink. Then clean sink around faucet mounting area.

**Step #5:**

If new faucet has spray hose, attach hose. Run spray hose down through its opening in faucet assembly, through its opening in sink, and up through sink's center opening. Then attach hose to supply stub on faucet.
Step #6:

Install new faucet assembly into mounting holes in sink. With new faucet assembly in position, place washers and nuts on assembly's mounting studs under sink and hand-tighten them, making sure assembly is in proper position and any gaskets are correctly aligned. Then further tighten nuts.
Step #7:
Align and connect original water supply lines with flexible supply tubes coming from new faucet. Make sure hot water and cold water lines are connected to proper supply tubes on faucet assembly. When you attach lines, be sure to use two wrenches. One holds fitting while the other turns nut on water supply line.

Step #8:
Turn on hot and cold water supplies to fixture. Run both hot and cold water full force to clear supply lines and to check fixture for leaks. If there's any evidence of leakage, go back over procedure to check for loose or improper connections.
V. CARE AND CLEANING
How can I best keep my Faucets clean?

- Do not use cleaners containing ammonia, bleach, acid or chemicals that can damage these finishes.
- Use mild soap and water, rinse, and be sure to wipe the entire surface dry.

- Simply rinse the faucet clean with clear water, and dry the faucet with a soft cotton cloth.
VI. FREQUENTLY ASKED QUESTIONS
“Are all finishes durable?”

Finishes are durable if cared for correctly – do not use abrasive and damaging cleansers. Warm water and a soft cloth should be all that is needed. Overall chrome is usually the most durable.

"Can a hose spray model be installed in a 3-hole kitchen sink?“

Sure, many faucet manufacturers offer faucets designed for one or two holes. Most common sink configurations have either 3, 4 or 5 mounting holes on the sink top. Look under the sink to determine the number of holes in your sink because the holes may be covered by an existing faucet. Also, note that once you have purchased a faucet without a sprayer that you generally can't just add a sprayer. You need to decide before you purchase a kitchen faucet whether you want a sprayer or not.
“I have a hole in kitchen sink for an air gap. I'd like to use it for a faucet. Can I just by pass that air gap?“

You could, but it is absolutely not recommended. Air gaps have an health safety function and should be kept on the deck of the sink or counter.

Air gaps might be a required code for dishwashers and for water softeners in many areas throughout the United States.
"Can I replace a two handled kitchen faucet with a single handled model?“

Absolutely. Standard-size sink openings and faucet dimensions are used throughout the U.S. plumbing industry. Generally, the standard distance between hot and cold inlets or the mounting hardware for both single and two-handed kitchen model faucets is 8" inches.
VII. TROUBLESHOOTING
If a *newly installed* kitchen faucet drips after shutting it off:

If there is no hand spray, operate the handle on and off about 15 to 20 times.

If there is a hand spray, hold it in the sink and operate it 15 to 20 times very quickly.

This will remove any air left in the supply lines.
Since Franke is a ceramic-disc faucet, it is not prone to drip. If it ever does:

- Don't try to force the handle closed-just flutter it back and forth a few times to dislodge any particles
- Inlet and outlet seals might be worn
- Sediment might have built up in the faucet inlets
- Turn off the shutoff valve for the faucet
- Replace worn seals with seals duplicating the originals.
- Be sure to realign the seals on the bottom of the cartridge with the holes in the faucet.
Reduced Faucet Flow

If your tap water suddenly runs slow, something is probably blocking its flow.
  ▪ Check the supply valves under the sink--be sure they're fully open
  ▪ Unscrew the aerator on the end of the spout, if there is one, and clean it out thoroughly with hot water and an old toothbrush.
  ▪ If these measures don't work, shut off the water to the faucet and disassemble the faucet to check for debris or a dislodged faucet washer.

If it has always chronically run slow, it may be the water pressure into the house.
Troubleshooting

Helpful Hint

ALL faucets will leak and need servicing eventually, regardless of the manufacturer.

Faucets are used so much that it's no wonder they sometimes leak or drip. A leaking or dripping faucet is generally a sign that a part is worn and needs to be replaced - usually a fairly simple task.

A good idea is to once or twice yearly, open and close all shut off valves under all faucets. This will help keep them free of sediment and will allow them to be closed when needed.

Cleaning a faucet regularly will extend its life and keep it in good working order.
VIII. FRANKE FAUCETS
AB 1953 Compliant Faucets

Bar / Prep Faucet

FHBP100 Polished Chrome
FHBP160 Old World Bronze
FHBP180 Satin Nickel

Bar / Prep Faucet

FHBP500 Polished Chrome
FHBP560 Old World Bronze
FHBP580 Satin Nickel

Bar / Prep Faucet (Lever)

FHBP600 Polished Chrome
FHBP660 Old World Bronze
FHBP680 Satin Nickel
AB 1953 Compliant Faucets

Faucet with Side Spray

FHF100 Polished Chrome

FHF160 Old World Bronze

FHF180 Satin Nickel

Faucet with Side Spray

FHF200 Polished Chrome

FHF260 Old World Bronze

FHF280 Satin Nickel
FRANKE FAUCETS

AB 1953 Compliant Faucets

Faucet with Side Spray (Lever)

FHF300 Polished Chrome
FHF360 Old World Bronze
FHF380 Satin Nickel

Faucet with Side Spray (Lever)

FHF400 Polished Chrome
FHF460 Old World Bronze
FHF-80 Satin Nickel
AB 1953 Compliant Faucets

Faucet with Side Spray

FHF500 Polished Chrome
FHF560 Old World Bronze
FHF580 Satin Nickel

Faucet with Side Spray

FHF600 Polished Chrome
FHF660 Old World Bronze
FHF680 Satin Nickel
AB 1953 Compliant Faucets

Pull-Out Faucet (Stream Only)
FFP1000 Polished Chrome
FFP1080 Satin Nickel

Pull-Out Faucet (Stream Only)
FFP1100 Polished Chrome
FFP1180 Satin Nickel

Pull-Out Faucet
FFPS1300 Polished Chrome
FFPS1380 Satin Nickel
AB 1953 Compliant Faucets

Pull-Out Faucet
FFPS700 Polished Chrome
FFPS780 Satin Nickel

Pull-Down Faucet
FF-1800 Polished Chrome
FF-1880 Satin Nickel

Pull-Out Faucet
FF-2000 Polished Chrome
FF-2080 Satin Nickel
AB 1953 Compliant Faucets

Pull-Out Faucet
FFPS200 Polished Chrome
FFPS280 Satin Nickel

Pull-Out Faucet
FFPS600A Polished Chrome
FFPS680A Satin Nickel

Pull-Out Faucet
FFPS600B Polished Chrome
FFPS680B Satin Nickel
AB 1953 Compliant Faucets

Pull-Down Faucet
- FF2500 Polished Chrome
- FF2560 Old World Bronze
- FF2580 Satin Nickel

Pull-Out Faucet
- FHPS100 Polished Chrome
- FHPS160 Old World Bronze
- FHPS180 Satin Nickel
AB 1953 Compliant Faucets

Pull-Down Faucet
FHPD100 Polished Chrome
FFPD180 Satin Nickel

Pull-Down Faucet
FHPD500 Polished Chrome
FHPD580 Satin Nickel
NON AB 1953 Compliant Faucets
Not available for sale in California and Vermont

Pull-Down Faucet

FF-1700 Polished Chrome
FF-1780 Satin Nickel

Pull-Down Faucet

FFPD-100 Polished Chrome
FFPD-180 Satin Nickel
NON AB 1953 Compliant Faucets
Not available for sale in California and Vermont

Faucet

FF-1900 Polished Chrome
FF-1980 Satin Nickel

Faucet with Side Spray

FF-5000 Polished Chrome
FF-5080 Satin Nickel