

Warranty Information



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 Pforever 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 Pforever 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 Pforever 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 all Pfister faucets produced after 1997 (the "Product") will be free of all defects in material and workmanship that would impair the intended and proper use of the Product as well as 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 warranty shall be limited to a period of ten (10) years for mechanical and five (5) years for finish from the date of purchase of the Product.

Regular use of a soft cloth rinsed in warm water and/or typical non-abrasive dishwashing soap (i.e. Dawn, Palmolive) will keep a Pfister finish looking clean and new. The use of abrasive cleaners, organic solvents or acid to clean, shine or polish such finishes will nullify the Pfister warranty as to such finishes.

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.

- › [Login online to send an email to Consumer Support dept;](#)
- › 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.

Finish Care

It's easy to keep your faucets looking new and your warranty intact:

- › DO wipe water from faucets after each use to avoid spotting and build-up.

- DO use only a soft damp cloth, warm water and/or typical non-abrasive dishwashing soap (i.e. Palmolive, Dawn) to wipe clean.
- DO NOT use abrasive cleansers or abrasive cloths on your faucets.
- DO NOT allow water to dry on faucets as it may cause unsightly spotting.

Before You Turn On Your Faucet

During construction of your new home or when installing the faucet it is possible that debris (dirt, sand, stones, etc) may have fallen into the water lines. Pfister suggests, as a precautionary measure, that you conduct the following cleaning procedure on your kitchen and lavatory faucets.

1. Carefully unscrew the aerator from the spout of the faucet.
2. After turning on the cold and hot water supply lines, turn the faucet handle to the fully open cold position. Run the water for several minutes until any debris has cleared the valve, and then turn the faucet handle to the closed position. Repeat step for hot water.
3. Rinse the aerator's cone-shaped screen to eliminate any debris in it.
4. Securely screw the aerator back into the spout, and check for any leaks.
5. If any troubles occur or if installation help is needed, please contact Pfister Consumer Service at www.pfisterfaucets.com or 1-800-Pfaucet (800-732-8238).