



APPROVED ZIP AND FRANKE SERVICE AGENTS

Spares, Maintenance and Services for all Franke and Zip Water products.

Offering comprehensive support to the Franke and Zip Water customer, HydroCare offers spares, installations, services and repairs. Keep your systems and products in perfect condition and operating at peak performance - make contact with one of our accredited Service Agents today.



Rely on our nationwide qualified technicians to service your Franke and Zip Water systems.



FAST AND RELIABLE

Experienced water appliance technicians
Country-wide



PROFESSIONAL

Our technicians are qualified experts, trained to professionally service and maintain all Franke and Zip Water products.



SAVE MONEY

Prolong the life of your product and avoid expensive repairs through regular maintenance where a product requires.

To find out more details
visit ****include later** click on service
email ks-aftersales.za@franke.com or call **031 001 6001**.



Scan to book a service call online.



ZIP AND FRANKE SPARES & SERVICE AGENTS



HydroCare is a business unit of Franke South Africa Pty. Ltd, a leading manufacturing of kitchen and bathroom products and fittings. HydroCare was established in 2020 to offer reliable and trusted plumbing maintenance services and spares to Franke customers and other homeowners.

Through a commitment to the plumbing industry and the standard of service, offer a direct purchasing of Franke and Zip Water spare parts, and specialist plumbing services, from installation of new products to servicing and repairs of Franke and Zip Water products, to ensure that customers of Franke South Africa have access to expert assistance long after they have made a purchase.

The below Service Schedule covers the most regularly requested services offered by HydroCare as well as recommended service rates.

Service Rates

Service Description	2022 Rates
Zip Element replacement 2,5l to 15l (80min)	R 853.00
Zip Element replacement 25l (100min)	R 1 061.00
Zip Element replacement 50l (2 hours)	R 1 275.00
Zip Tap assembly replacement (70min)	R 747.00
Zip Ball Valve Adjustments(50 min)	R 613.00
Zip Thermostat replacement (50min)	R 613.00
Zip reset cut out switch (40min)	R 564.00
Zip Internal Wiring related (40min)	R 564.00
Zip blockage clearances (60min)	R 636.00
Zip Hydrotap Pump replacement (120min)	R 1 275.00
Reset / investigate Waste Disposer (40min)	R 564.00
Replace Waste Disposer (70min)	R 747.00
Replace Cartridge (50min)	R 613.00
Fix Leak on Mixer (50 min)	R 613.00
Replace Mixer (50min)	R 613.00
Prep Bowl installation (70min)	R 747.00
Sink installation (120 min)	R 1 275.00
Single washtrough replacement (70 min)	R 747.00
Double washtrough replacement (90 min)	R 958.00
Zip Thermostat replacement and reset overload(70min)	R 747.00
Zip Replace element and thermostat 2,5lto15l (120min)	R 1 275.00
Zip Replace element and thermostat 25l (140min)	R 1 487.00
Zip Replace element and thermostat 50l (160min)	R 1 695.00
Hydrotap Filter replacement (40 min)	R 564.00
Hydrotap prob replacement (70 min)	R 747.00
Hydrotap tap replacement (90 min)	R 958.00
Chillmaster spout cartridge replacement (40 min)	R 564.00
Hydroboil replacement 120 min)	R 1 275.00

Travel Rates

Distance travelled Rate	Total Km travel in Rands
0-30km	R 180.00
30-60km	R 360.00
61-150	R 720.00
151km and greater	R 1 380.00

Time on Site Rates

No. of hours spent on site Rate in	Rate in Rands
0-1 hours on site	R 650.00
Greater than 1 hour and up to including 2 hours	R 1 301.00
Greater than 2 hours and up to including 3 hours	R 1 951.00
Greater than 3 hours	R 2 602.00