

PRODUCT WARRANTY



FRITZ HANSEN

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SPECIFIED PRODUCT WARRANTIES

Fritz Hansen provides warranty on standard products against defects in materials and workmanship. Below you will find the general warranty terms for each collection, followed by product-specific warranty details on the subsequent pages.

FURNITURE AND OUTDOOR:

The standard warranty is 5 years. For the Arne Jacobsen shell chairs (Ant™, Grand Prix™, Lily™, Series 7™), the standard warranty is 10 years. The China Chair™ has a standard warranty of 20 years. Within the Furniture collection, an extended warranty of up to 10 years is provided on selected products.

POUL KJÆRHOLM:

The standard warranty is 20 years except for PK0 A™, PK60™ and PK111™, which is 10 years, and PK3™, PK15™ and PK23™, which is 5 years. Wicker and French cane have a warranty of 2 years.

LIGHTING AND ACCESSORIES & SMALL FURNITURE:

The standard warranty is 2 years. Within the Accessories & Small Furniture collection, an extended warranty of up to 5 years is provided on selected products.

Specific for the Lighting collection: Transformers, ballasts, light sources, and other electronic devices are subject to the warranty terms of the manufacturer in question. Fritz Hansen does not cover costs related to installation and dismantling, replacement of ballasts/transformers and other similar costs related to electricians and the like.

ReNEW:

Refurbished chairs automatically come with a 10-year warranty from the date of delivery. All refurbished chairs are provided with a new label stating its originality and the year of refurbishment. Recrafted chairs automatically come with a 10-year warranty from the date of delivery.

NOTE:

The warranty on all collections does not extend to ordinary tear, wear of or damage to upholstery. On any material, textile, or leather which is not listed in our price lists configured on a specific product, the standard warranty is 2 years. The warranty is void upon subsequent changes to the product. The warranty is valid from the date of delivery.

Product defects are remedied by repair, replacement of parts or a reimbursement of the purchase price. Choice of remedy is decided at the exclusive discretion of Fritz Hansen A/S. A purchase invoice is mandatory when making a claim under the warranty.

FURNITURE

CHAIRS

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
After	MA100, MA100CU	N/A	●	N/A	N/A
Ant™	3100, 3101	N/A	N/A	●	N/A
Carimate™	VM120	N/A	●	N/A	N/A
China Chair™	4283	N/A	N/A	N/A	●
Director's Chair	Armchair	N/A	●	N/A	N/A
Drop™	3110, 3110UB	N/A	Lacquer on base, Textile, Leather: Essential	Base, Shell, Leather: Aura/Grace/ Haze/Natural	N/A
Drop™	3110SC	N/A	●	N/A	N/A
Grand Prix™	3130	N/A	N/A	●	N/A
Grand Prix™	3131	N/A	N/A	●	N/A
Grand Prix™	3138, 3139	N/A	N/A	●	N/A
Grand Prix™	4130	N/A	N/A	●	N/A
Hven	Armchair, Bar stool, Seat cushion	N/A	●	N/A	N/A
Lily™	3108	N/A	N/A	●	N/A
Lily™	3208	N/A	N/A	●	N/A
Little Giraffe™	3201, 3201R	N/A	Lacquer on base, Textile, Leather: Essential	Base, Shell, Leather: Aura/Grace/ Haze/Natural	N/A
Little Giraffe™	3211, 3211R	N/A	Lacquer on base, Height-adjustable, Swivel, Castors, Textile, Leather: Essential	Base, Shell, Leather: Aura/Grace/ Haze/Natural	N/A
Monolit™	CM220, CM210	N/A	●	N/A	N/A
N02™ Recycle	N02-10	N/A	Lacquer on base	Base, Shell	N/A
N02™ Recycle	N02-11	N/A	Lacquer on base	Base, Shell, Armrests	N/A
N02™ Recycle	N02-20, N02-21	N/A	N/A	Base, Shell	N/A
N02™ Recycle	N02-30	N/A	Height-adjustable, Swivel, Castors	Base, Shell	N/A
N02™ Recycle	N02-31	N/A	Height-adjustable, Swivel, Castors	Base, Shell, Armrests	N/A
N02™ Recycle	N02-40, N02-50	N/A	Lacquer on base	Base, Shell	N/A
N02™ Recycle	N02-70	N/A	●	N/A	N/A

FURNITURE

CHAIRS

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
Oxford™	All variants	N/A	Height-adjustable, Tilt, Swivel, Castors, Textile, Leather: Essential/Soft	Base, Shell, Armrests, Natural veneer, Leather: Grace/Haze/Natural	N/A
Series 7™	3107	N/A	N/A	●	N/A
Series 7™	3117	N/A	N/A	●	N/A
Series 7™	3187, 3197	N/A	N/A	●	N/A
Series 7™	3207	N/A	N/A	●	N/A
Series 7™	3217	N/A	N/A	●	N/A
Vester	Chair, Seat cushion	N/A	●	N/A	N/A
Vico Duo™	VM110	N/A	Lacquer on base, Textile, Leather: Essential/Soft	Base, Shell, Coloured ash, Natural veneer, Leather: Grace/Haze/Natural	N/A
Vico Duo™	VM111	N/A	Lacquer on base, Textile, Leather: Essential/Soft	Base, Shell, Armrests, Coloured ash, Natural veneer, Leather: Grace/Haze/Natural	N/A
Vico Duo™	VM112	N/A	Lacquer on base, Textile, Leather: Essential/Soft	Base, Shell, Coloured ash, Natural veneer, Leather: Grace/Haze/Natural	N/A
Vico Duo™	VM113	N/A	Lacquer on base, Textile, Leather: Essential/Soft	Base, Shell, Armrests, Coloured ash, Natural veneer, Leather: Grace/Haze/Natural	N/A
Vico Duo™	VM114, VM115	N/A	Textile, Leather: Essential/Soft	Base, Shell, Coloured ash, Natural veneer, Leather: Grace/Haze/Natural	N/A
Vico Duo™	VM116, VM118	N/A	Lacquer on base, Textile, Leather: Essential/Soft	Base, Shell, Coloured ash, Natural veneer, Leather: Grace/Haze/Natural	N/A
Vico Duo™	VM170	N/A	●	N/A	N/A

FURNITURE

LOUNGE

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
Egg™	3316	N/A	Lacquer on base, Tilt, Swivel, Automatic return, Textile, Leather: Essential	Base, Shell, Leather: Aura/Haze/Natural/Grace	N/A
Egg™ footstool	3127	N/A	Lacquer on base, Textile, Leather: Essential	Base, Shell, Leather: Aura/Haze/Natural/Grace	N/A
Fred™	JH97	N/A	●	N/A	N/A
Fri™	JH4	N/A	Textile, Cushions	Base, Shell	N/A
Fri™	JH5	N/A	Base, Textile, Cushions	Shell	N/A
Fri™ footstool	JH14	N/A	Textile, Cushions	Base, Shell	N/A
Fri™ footstool	JH15	N/A	Base, Textile, Cushions	Shell	N/A
Let™	SH200, SH210, SH220	N/A	●	N/A	N/A
Lissoni Sofa™	All variants	N/A	Cushions, Textile, Leather: Soft/Essential	Base, Shell, Leather: Haze/Natural/Grace	N/A
Monolit™	CM230, CM231	N/A	●	N/A	N/A
Oksen™	4201	N/A	Lacquer on base, Swivel, Automatic return, Leather: Essential	Base, Shell, Leather: Aura/Haze/Natural/Grace	N/A
Oksen™ footstool	4210	N/A	Lacquer on base, Leather: Essential	Base, Shell, Leather: Aura/Haze/Natural/Grace	N/A
Pot™	3318	N/A	Lacquer on base, Textile, Leather: Essential	Base, Shell, Leather: Aura/Haze/Natural/Grace	N/A
Ro™	JH1	N/A	Textile, Cushions	Base, Shell	N/A
Ro™	JH2	N/A	Base, Textile, Cushions	Shell	N/A
Ro™ footstool	JH11	N/A	Textile, Cushions	Base, Shell	N/A
Ro™ footstool	JH12	N/A	Base, Textile, Cushions	Shell	N/A
Series 3300™	3300	N/A	Textile, Leather: Essential	Base, Shell, Leather: Aura/Haze/Natural/Grace	N/A
Swan™	3320	N/A	Lacquer on base, Swivel, Automatic return, Textile, Leather: Essential	Base, Shell, Leather: Aura/Haze/Natural/Grace	N/A
VIA57™	BI01	N/A	Base, Textile	Shell	N/A

FURNITURE

SOFAS

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
Alphabet™ Sofa Series	All configurations	N/A	●	N/A	N/A
Fri™ Sofa	JH140	N/A	Textile, Cushions	Base, Shell	N/A
Fri™ Sofa	JH150	N/A	Base, Textile, Cushions	Shell	N/A
Lissoni Sofa™	All variants	N/A	Cushions, Textile, Leather: Soft/Essential	Base, Shell, Leather: Haze/Natural/Grace	N/A
Plenum™	JH1001, JH1002, JH1003	N/A	●	N/A	N/A
Plenum™	Cabin	N/A	●	N/A	N/A
Ro™ Sofa	JH110	N/A	Textile, Cushions	Base, Shell	N/A
Ro™ Sofa	JH120	N/A	Base, Textile, Cushions	Shell	N/A
Series 3300™	3302, 3303	N/A	Textile, Leather: Essential	Base, Shell, Leather: Aura/Haze/Natural/Grace	N/A
Swan Sofa™	3321	N/A	Textile, Leather: Essential	Base, Shell, Leather: Aura/Haze/Natural/Grace	N/A

FURNITURE

TABLES

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
After	MA400, MA410	N/A	●	N/A	N/A
Analog™	All variants	N/A	Surfaces on tabletop, Lacquered edges	Base, Tabletop	N/A
Circular	All variants	N/A	Lacquer on base, Surface on tabletop, Extension mechanism	Base, Tabletop	N/A
Egg™ Table	FH3603	N/A	Surfaces on tabletop	Base, Tabletop	N/A
Essay™	CM21, CM27, CM31	N/A	N/A	●	N/A
Essay™	CM95 / CM100	N/A	●	N/A	N/A
FH3605™	FH3605DD, FH3605DE	N/A	Lacquer on base	Base, Tabletop	N/A
FH3605™	FH3605DR	N/A	N/A	●	N/A
Georg	All variants	N/A	●	N/A	N/A
Hven	All variants	N/A	●	N/A	N/A
Plenum™	All configurations	N/A	●	N/A	N/A
Pluralis™	All configurations	N/A	Lacquer on base, Surfaces on tabletop	Base, Tabletop	N/A
Rectangular	All variants	N/A	Lacquer on base, Surface on tabletop, Extension mechanism	Base, Tabletop	N/A
Superellipse™	All variants	N/A	Lacquer on base, Surface on tabletop, Extension mechanism	Base, Tabletop	N/A
Supercircular	All variants	N/A	Lacquer on base, Surface on tabletop, Extension mechanism	Base, Tabletop	N/A

FURNITURE

SHELVING

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
Jut	High, Low	N/A	●	N/A	N/A
Planner™ Shelving	MC500, MC510, MC520	N/A	●	N/A	N/A

POUL KJÆRHOLM

CHAIRS

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
PK3™	PK3	N/A	●	N/A	N/A
PK8™	PK8	N/A	N/A	N/A	●
PK9™	PK9	N/A	N/A	N/A	●
PK11™	PK11	N/A	N/A	N/A	●
PK15™	PK15	French cane	●	N/A	N/A
PK15™	PK15CU	N/A	●	N/A	N/A

POUL KJÆRHOLM

LOUNGE AND SOFAS

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
PK0 A™	PK0 A	N/A	N/A	●	N/A
PK4™	PK4	N/A	N/A	N/A	●
PK20™	PK20	Wicker	N/A	Leather	N/A
PK22™	PK22	Wicker	N/A	Leather, Canvas	N/A
PK23™	PK23	N/A	●	N/A	N/A
PK24™	PK24	Wicker	N/A	N/A	Leather
PK25™	PK25	N/A	N/A	N/A	●
PK31™	PK31	N/A	N/A	N/A	●
PK33™	PK33	N/A	N/A	N/A	●
PK80™	PK80	N/A	N/A	N/A	●
PK81™	PK81	N/A	N/A	N/A	●
PK91™	PK91	N/A	N/A	N/A	●

POUL KJÆRHOLM

TABLES

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
PK40™	PK40	N/A	N/A	N/A	•
PK51™ / PK55™	PK51, PK55	N/A	N/A	N/A	•
PK54™	PK54	N/A	N/A	N/A	•
PK54A™	PK54A	N/A	N/A	N/A	•
PK58™	PK58	N/A	N/A	N/A	•
PK60™	PK60	N/A	N/A	•	N/A
PK61™ / PK61A™	PK61, PK61A	N/A	N/A	N/A	•
PK62™	PK62	N/A	N/A	N/A	•
PK63™ / PK63A™	PK63, PK63A	N/A	N/A	N/A	•
PK65™	PK65	N/A	N/A	N/A	•
PK71™	PK71	N/A	N/A	N/A	•

POUL KJÆRHOLM

MISCELLANEOUS

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
PK111™	PK111	N/A	N/A	•	N/A

OUTDOOR

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
Atlantis	All configurations	N/A	•	N/A	N/A
Ballare	All configurations	N/A	•	N/A	N/A
Banco	All configurations	N/A	•	N/A	N/A
Barriere	All configurations	N/A	•	N/A	N/A
Between Lines	All configurations	N/A	•	N/A	N/A
Cadence	All configurations	N/A	•	N/A	N/A
Capri	All configurations	N/A	•	N/A	N/A
Columbus	All configurations	N/A	•	N/A	N/A
Director's Chair	All configurations	N/A	•	N/A	N/A
Drachmann	All configurations	N/A	•	N/A	N/A
England	All configurations	N/A	•	N/A	N/A
Helios	All configurations	N/A	•	N/A	N/A
Lilium	All configurations	N/A	•	N/A	N/A
Messina	All configurations	N/A	•	N/A	N/A
Pelagus	All configurations	N/A	•	N/A	N/A
Riviera	All configurations	N/A	•	N/A	N/A
Selandia	All configurations	N/A	•	N/A	N/A
Skagen	All configurations	N/A	•	N/A	N/A
Steamer	All configurations	N/A	•	N/A	N/A
Tradition	All configurations	N/A	•	N/A	N/A
Vendia	All configurations	N/A	•	N/A	N/A
Vind	All configurations	N/A	•	N/A	N/A
Virkelyst	All configurations	N/A	•	N/A	N/A

ACCESSORIES & SMALL FURNITURE

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
Aino	Mirror (all sizes)	•	N/A	N/A	N/A
AJ Trolley™	Side Table	N/A	•	N/A	N/A
Analog™	JH43A, JH63A	N/A	•	N/A	N/A
Ant™ Children's Chair	All variants	N/A	•	N/A	N/A
Basket	-	•	N/A	N/A	N/A
Candleholder	Large, Single #1, Single #2	•	N/A	N/A	N/A
Coat Tree™	Coat Hanger	N/A	•	N/A	N/A
Coat Tree™ Wall	Coat Hanger	N/A	•	N/A	N/A
Collar	Hanger	•	N/A	N/A	N/A
Cushion	Aiayu	•	N/A	N/A	N/A
Cushion	Arne Jacobsen	•	N/A	N/A	N/A
Cutter	Bench	N/A	•	N/A	N/A
Cutter	Box (all sizes)	•	N/A	N/A	N/A
Cutter	Coat Rack (all sizes)	N/A	•	N/A	N/A
Cutter	Mini Wardrobe	N/A	•	N/A	N/A
Cutter	Mirror	•	N/A	N/A	N/A
Cutter	Seat	N/A	•	N/A	N/A
Cutter	Stool	N/A	•	N/A	N/A
Cutter	Wardrobe	N/A	•	N/A	N/A
Dania	Box (all sizes)	•	N/A	N/A	N/A
Dania	Cutting Board (all sizes)	•	N/A	N/A	N/A
Dania	Mat	•	N/A	N/A	N/A
Dania	Step Ladder	N/A	•	N/A	N/A
Dania	Stool	N/A	•	N/A	N/A

ACCESSORIES & SMALL FURNITURE

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
Dot™	Stool	N/A	•	N/A	N/A
Edge	Pot (all sizes)	•	N/A	N/A	N/A
Fionia	Stool	N/A	•	N/A	N/A
Fionia	Tray (all sizes)	•	N/A	N/A	N/A
Georg	Bar Stool Low	N/A	•	N/A	N/A
Georg	Bench	N/A	•	N/A	N/A
Georg	Mirror	•	N/A	N/A	N/A
Georg	Stool	N/A	•	N/A	N/A
Hammer	Grinder	•	N/A	N/A	N/A
Happy Hook	Hook	•	N/A	N/A	N/A
High Dot™	Bar Stool	N/A	•	N/A	N/A
High Dot™	Counter Stool	N/A	•	N/A	N/A
Ikebana	Large, Long, Small	•	N/A	N/A	N/A
Ikeru	High, Low	•	N/A	N/A	N/A
Little Friend™	KS11, KS12, KS13, KS14	N/A	•	N/A	N/A
Miniature	Egg, Series 7, Swan	•	N/A	N/A	N/A
Moon Eye Vase	-	•	N/A	N/A	N/A
No. 10	Tray (all sizes)	•	N/A	N/A	N/A
Noboru	Step Ladder	N/A	•	N/A	N/A
Nomad	Box	•	N/A	N/A	N/A
Nomad	Letter Tray	•	N/A	N/A	N/A
Nomad	Pen Holder	•	N/A	N/A	N/A
Nomad	Stool	N/A	•	N/A	N/A
Nomad	Tray (all sizes)	•	N/A	N/A	N/A

ACCESSORIES & SMALL FURNITURE

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
Nordic	Serving Tray (all sizes)	●	N/A	N/A	N/A
Norr	Paper Towel Holder	●	N/A	N/A	N/A
Norr	Tray	●	N/A	N/A	N/A
Pilot	Coat Hanger	●	N/A	N/A	N/A
Planner™ Tables	All sizes	N/A	●	N/A	N/A
Pouf	Large, Small	●	N/A	N/A	N/A
Rocking Horse	-	●	N/A	N/A	N/A
Seat Cushion	Series 7™	●	N/A	N/A	N/A
Series 7™ Children's Chair	All variants	N/A	●		
Series 7™ Junior	All variants	N/A	●	N/A	N/A
Sild	Tray (all sizes)	●	N/A	N/A	N/A
Stella	Christmas Tree Base	●	N/A	N/A	N/A
Taburet	CM210	N/A	●	N/A	N/A
Tray Table	-	●	N/A	N/A	N/A
Tray Table Large	-	●	N/A	N/A	N/A
Utzon Stool	JU01	N/A	●	N/A	N/A
Vent	Bench	N/A	●	N/A	N/A
Vent	Stool	N/A	●	N/A	N/A

LIGHTING

PRODUCT	MODEL	2 YEARS	5 YEARS	10 YEARS	20 YEARS
AQ01™	All variants	●	N/A	N/A	N/A
Avion™	All variants	●	N/A	N/A	N/A
Caravaggio™	All variants	●	N/A	N/A	N/A
Caravaggio™ Matt	All variants	●	N/A	N/A	N/A
Caravaggio™ Opal	All variants	●	N/A	N/A	N/A
Caravaggio™ Read	All variants	●	N/A	N/A	N/A
Clam™	All variants	●	N/A	N/A	N/A
Concert™	All variants	●	N/A	N/A	N/A
HL	All variants	●	N/A	N/A	N/A
KAISER idell™	All variants	●	N/A	N/A	N/A
MS Series	All variants	●	N/A	N/A	N/A
Night Owl™	All variants	●	N/A	N/A	N/A
Online™	All variants	●	N/A	N/A	N/A
Orient™	All variants	●	N/A	N/A	N/A
Solae	All variants	●	N/A	N/A	N/A
Suspence™	All variants	●	N/A	N/A	N/A

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