

KOHLER® INDIA FAUCET, SANITARYWARE AND BATHING PRODUCTS LIMITED WARRANTY

KOHLER India's Sanitaryware Products (Sanitary Ware like Lavatories, Toilets, etc.), Faucets Products (Valve, lavatory faucet Bath and Shower etc.) and Bathing Products (Bath Tubs, Whirlpools, Bubble Massages, etc.) used in normal residential and non-residential commercial settings are warranted to be free of defects in the material and workmanship for the period of time set forth in the warranty coverage chart as detailed below, commencing from date of sale of Kohler India's Faucet, Sanitaryware and Bathing* Products to the original purchaser ("warranty period").

Warranty Chart - Sanitaryware and Bathing Products		
Products	Residential Use	Commercial Use
Vitreous China	10 Years	5 Years
Acrylic	5 Years	3 Years
Cast Iron	10 Year	10 Year
In-wall Tank	10 Year	5 Year
Warranty on Spare parts* of In-wall tank - 2 Years		
Toilet Seat & Pure Clean	2 Year	1 Year
Electrical/Electronic Components Electrical/ Electronic Components such as Sensor/ Motor/ Pump/ Solenoid Valve/ Heater/ Circuits Boards/ Blower Controller are considered as Electronic/Electric Components/ Chroma therapy lights.	1 Years	6 Months
Fittings Fittings comprises of spares/accessories of Faucet, Sanitaryware and Bathing Products and include such as Fill Valve Assembly, Flush Valve Assembly, Jets, Dial Trim, Washer	2 Year	1 Year

*Warranty on spare parts for InstaFlush Series of In-Wall Tank is 5 Years

Warranty Chart Bathroom Furniture		
Products	Residential Warranty Period	Commercial Warranty Period
Cabinets (Vanity & Side/Tall Cabinets)t	2 year	1 Year
Mirrors (only on the electrical and electronic components)*	1 year	6 months

*Same as Kohler Warranty on electrical and electronic components; glass being a fragile item is not covered under warranty

1. The warranty is offered against hardware problems like loosening of drawers or doors, misalignment of drawers or doors, breakage or corrosion, etc. It is important to prevent water absorption to ensure long life of the product. Therefore, please wipe off any liquid quickly that may accumulate on the wood.

2. Improper handling of the Products automatically terminates and nullifies this warranty. This warranty does not cover problems arising from scratches, prints, termite or pests, chips or burns occurring after assembly; accidents or impact (e.g., fallen objects); damage caused by water action or quality of water (hard water, scale build-up, corrosion, water absorption); leaks in supply or discharge pipes; insufficient ventilation or abnormal heat source; or deterioration resulting from foreign matter (sand, filings, etc.).

Warranty Chart Faucets				
Products	Residential Use		Non Residential Commercial Use	
	CP Finish	Vibrant PVD	CP Finish	Vibrant PVD
Kohler Faucets	10 Years	12 Years	5 Years	5 Years
Kohler Health Faucets	3 Years	3 Years	1 Years	1 Years
Sensor Faucets and Other Commercial products	10 Years	12 Years	5 Years	5 Years
Sensors, Electronic Circuits, Electrical Assembly, Motor and Pump	1 Year	1 Year	6 Months	6 Months
Battery for Sensor Faucets	Nil	Nil	Nil	Nil
DTV+ Interface, System Controller & Digital Valve, Steam Generators	3 years + 2* Year	3 years + 2* Year	6 Months	6 Months

* 2 year extended warranty on DTV+ Interface, System Controller & Digital Valve is conditional on DTV+ Interface, System Controller & Digital Valve. This can only be availed by filling the Warranty Registration booklet available at the dealer at the time of purchase.

** Fixture & Plumbing accessories, including but not limited to, grip rails, trim kits, drains: Duostrainer® sink strainers and soap/lotion dispensers; are warranted to the original purchaser to be free of defects in material and workmanship for one year from date of purchase.

During the warranty period if (in the opinion of Kohler India) the defect is due to defects in the material or workmanship, Kohler India or its Authorized Service Franchisee/Representative will, at its sole option, repair or replace free of cost, any defective component or part of the Faucet, Sanitaryware and Bathing product, subject to the terms and conditions described below:

Kohler India or its Authorized Service Franchisee solely can service/repair the Product. This warranty is only effective if proof of purchase (original sales receipt) is provided with all warranty claims or requests.

1. This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and octroi or other local taxes assessed to the parts supplied, replacement unit or repaired during the warranty period.
2. This warranty is not valid and in-effective, if the Products are not installed according to the instruction manual, the Product is found tempered/misused, any warranty norms are violated, Customer is unable to produce copy of invoice at the time of service visit, the breakdown is not arising out of manufacturing defect, but due to external reason such as: water impurities, masonry, electrical, plumbing error, water hardness beyond permissible limits, inadequate or excessive water pressure, non-usage of product for more than 6 months, usage of abrasive cleaners, ammonia, bleach, acid, wax, alcohol, solvent or any other non-recommended items on product, or improper care and cleaning of the product.
3. Kohler India is not responsible for labour charges, installation or other incidental or consequential costs. Kohler India is not responsible or liable for any special or consequential damages due to the defective Product, or due to defects of any component or part thereof. In no event shall the liability of Kohler India exceed the purchase price of the Product.
4. Internal and external Cleaning of the products, such as In-wall tank, drain and drain plugs, aerators, shower nozzles, faucet finishes are not covered under Kohler Limited warranty.
5. If the Product is installed beyond the municipal limits of Kohler India's Branch Office /Authorized Service Franchisee locations, any and all costs and expenses incurred for repair /service of the Products in respect of a) to and from travel of service personnel and b) transportation of the Product and /or spare parts and /or components from the location of Kohler India's branch office or Authorized Service Franchisee to customer's location and back shall be borne wholly and solely by the customer at the prevailing rates, and Kohler India shall not be liable for any damage caused to the Product in transit or delivery for repair.
6. Warranty period will start from date of invoice and shall automatically terminate upon the expiry of the warranty period even if the Product has not been installed after purchase or has not been in the use for any part or whole of the warranty period for any reason whatsoever.
7. In the event of any repairs/replacement of any parts of the Product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of parts including transit of the Product or its parts or any period during which the Product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.
8. In the event of non-availability of components or parts due to any reason whatsoever, neither Kohler India nor its Authorized Service Franchisee nor the Dealer will be responsible or liable for any delay that may be caused to service/ repair of the Product. In the event that the same model or colour is not available for replacement, Kohler India or its Authorized Service Franchisee will replace the defective Product with an equivalent model or colour.
9. Kohler India may, at its discretion, retain any part or component replaced during the warranty period.
10. For Faucet, Sanitaryware and Bathing products sold in India, only this Warranty document is applicable. Any reference to any other warranty document will not be considered. This is Kohler India's exclusive written warranty. The decision of Kohler India regarding the warranty is final and binding. All disputes are subject to the exclusive jurisdiction of the courts of Gurgaon only

Care and cleaning guidelines for Chrome and Vibrant® PVD colours /finishes – Sanitaryware, Bathroom Furniture, Faucets and Bathing Productst

- Though Kohler cabinets are resistant to water and humidity but protection from water and humidity will increase the life of the product. Therefore, take care of the product as below:
- As with any furniture with wood fiber panels, an overly-high level of humidity may damage the product. All furniture must be installed in a well-ventilated bathroom.
- Always use a shower door or curtain and wipe off splashes immediately.
- Any product likely to come into contact with water should be protected with a silicon-based seal product (i.e., in places where the product comes into contact with a tiled floor or is against a tiled wall). Wipe off water splashes immediately.
- Dry off excess moisture with a towel or soft cloth, taking special care with the furniture edges.
- Do not leave a damp towel on the furniture. This could damage the product coating and cause mold or bacteria to proliferate.
- Recent stains or food stains: Clean with a soft cloth dipped in soapy water; then dry with a soft cloth.
- Avoid accumulation of water; also avoid frequent spillage of water
- Always test your cleaning solution on an inconspicuous area on the product before applying it to the entire surface
- Do not allow cleaners to sit or soak on the product.
- Wipe surfaces clean and rinse completely with water immediately after applying cleaners
- In the rare occurrence of stubborn stains on Cast Iron surfaces, use abrasives or abrasive cleaners sparingly.
- Clean stainless steel surfaces once a week. Do not use cleaners containing chloride on stainless steel. If used, rinse the surface immediately to prevent corrosion.

- Wherever gold or platinum is used on decorative products, use only warm water to clean and then dry with a soft cloth.
- Use a soft dampened sponge or cloth to clean, never use abrasive material like a bristle brush or scouring pad.
- Do not use cleaners containing ammonia, bleach, or acid. Most toilet cleaning products have high acidic content which can damage the chrome finish, hence they should not be used to clean chrome finish.
- Use a mild detergent (such as dishwashing soap). Do not use abrasive cleaners.
- Rinse and be sure to wipe the entire surface dry.
- Do not use cleaners containing ammonia, bleach, or acid. Most toilet cleaning products have high acidic content which can damage the chrome finish, hence they should not be used to clean chrome finish.
- Do not use cleaners containing ammonia, bleach, or acid. Most toilet cleaning products have high acidic content which can damage the chrome finish, hence they should not be used to clean chrome finish.
- Use a mild detergent (such as dishwashing soap). Do not use abrasive cleaners.
- Rinse and be sure to wipe the entire surface dry.
- Do not use cleaners containing ammonia, bleach, or acid. Most toilet cleaning products have high acidic content which can damage the chrome finish, hence they should not be used to clean chrome finish.

The ideal cleaning technique is to always blot dry any water from metal surfaces. Allowing water to evaporate on metal will form water deposits. It is important to use a dabbing action to dry metal, not an abrasive or rubbing action. Cleaning with a damp sponge and buff drying should keep your faucet safe.



SHOWER DOOR ENCLOSURES WARRANTY TERMS & CONDITIONS

Kohler India Corporation Pvt. Ltd (“KOHLER India”) shower door enclosures (“Product”) are warranted to be free of defects in the material and workmanship for the period of 5 years, commencing from date of sale of Products to the original purchaser (“warranty period”).

During the warranty period if (in the opinion of Kohler India) the defect in the products is due to defect in the material or workmanship, Kohler India or its Authorized Service Franchisee/Representative will, at its sole option, repair or replace it free of cost, any defective component or part of the products, subject to the terms and conditions described below:

1. Kohler India or its Authorized Service Franchisee solely can service/repair the Product. Kohler India and its Authorized Service Franchisee will repairs or replace the products under this warranty within a reasonable period of time, as determined by Kohler India or its Authorized Service Franchisee performing the repair or replacement.
2. This warranty is only effective if proof of purchase (original sales receipt) is provided with all warranty claims or requests.
3. This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and octroi or other local taxes assessed to the parts supplied or repaired during the warranty period.
4. This warranty shall automatically terminate upon the expiry of the warranty period even if the Product has not been installed after purchase or has not been in the use for any part or whole of the warranty period for any reason whatsoever.
5. In the event of any repairs/replacement of any parts of the Product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of parts including transit of the Product or its parts or any period during which the Product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.
6. This warranty remains applicable only if the Product has at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled. Reckless handling of the Products automatically terminates and nullifies this warranty. This warranty does not cover problems arising from excessive water impurities or improper care and cleaning. Guidelines for proper care and cleaning are mentioned below. Kohler is not responsible for labor charges, installation or other incidental or consequential costs. Kohler is not responsible or liable for any special or consequential damages due to the defective Product, or due to defects of any component or part thereof. In no event shall the liability of Kohler India exceed the purchase price of the Product. Improper care and cleaning will void the warranty.

7. In the event of non availability of components or parts due to any reason whatsoever, neither Kohler India nor its Authorized Service Franchisee nor the Dealer will be responsible or liable for any delay that may be caused to service/repair of the Product. In the event that the same model or color is not available for replacement, Kohler India or its Authorized Service Franchisee will replace the defective Product with an equivalent model or color.
8. Kohler India may, at its discretion, retain any part or component replaced during the warranty period.
9. For Shower Enclosures sold in India, only this Warranty document is applicable. Any reference to any other warranty document will not be considered.
10. This Limited Warranty does not cover:
 - Claims for loss of use / inconveniences due to any damages caused by lightning, fire, flood, accident, negligence, misuse.
 - Product that has been damaged due to installation, repairs, alteration or modification by unauthorized service organizations or persons.
11. Clean Coat application provides the water to form as individual droplets on glass surface which enables cleaning of glass easier in comparison to normal glass. Recommended cleaning of glass surface with a soft cloth after every use.
12. Glass being a fragile item will not be covered under warranty.
13. Kohler India reserves the right to amend the terms and conditions if necessary.

This is Kohler India’s exclusive written warranty. The decision of Kohler India regarding the warranty is final and binding. All disputes are subject to the exclusive jurisdiction of the courts of Gurgaon only.

Care and cleaning guidelines

- Do not use commercially available cleaners on the glass surface. Commercially available cleaners typically have acidic content which deteriorates the Clean Coat life and performance.
- Wipe glass surface only with water or mild soap solution and wipe with soft cloth.
- Use a soft, dampened sponge or cloth to clean. Never use abrasive material like a bristle brush or scouring pad.
- Clean hardware surfaces once a week with water and soft cloth. Do not use cleaners containing chloride. If used, rinse the surface immediately to prevent corrosion.
- Do not use oil or grease on the hinges, pivot and sliding rails.

Notice: Failure to comply with these cleaning instructions may void Kohler’s warranty obligations.

For any further assistance please contact us:

Kohler Toll Free: 1800 103 2244 (Mon – Sat 09:00 a.m. To 06:00 p.m.)

E-mail: indiacustomer@kohler.com

Contact us at:

India Customer Service Center, Kohler India Corporation Pvt. Ltd.
6th Floor, Office Tower, Ambience Island, NH-8, Gurgaon, Haryana - 122001
(Customer Care: 1800-103-2244, Monday-Saturday from 10:00am to 06:00pm)

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