

KOHLER[®]

WARRANTY POLICY

Welcome to the Kohler family. By choosing our international premium sanitaryware and kitchen-and-bath solutions, you have selected products crafted from the finest materials and engineered to the strictest global standards. Every component is tested for safety, functionality and lasting performance so that your purchase delivers exceptional reliability and enduring beauty. This warranty is our promise to support that promise, providing timely service, genuine parts and clear guidance to protect your product and preserve its performance for years to come.

Our Commitment

Kohler India Corporation Private Limited (“KOHLER”, “Kohler India”) Products used in normal **residential** and non-residential **commercial** settings are warranted to be **free of defects in material and workmanship** for the period set forth in the warranty coverage chart as detailed below, commencing from the date of sale of Kohler India’s Products to the **Original Purchaser (“warranty period”)**.

Glossary of Terms

1. Original Purchaser

Original Purchaser shall mean the Original Buyer or Purchaser who has purchased Kohler Product from an Authorized Sales Partner (Physical Stores / Authorized Electronic Commerce Websites) in India.

2. Proof of Purchase

A valid sales receipt or invoice indicating the date of purchase, product details, seller and tax information, required to validate warranty claims, as received during the purchase of Kohler Products from Kohler or Kohler Authorized outlet or dealer. *To avail the warranty, the product must be registered for warranty with Kohler. Further, if a customer is buying via a project, a possession letter from the Buyer/Builder will be accepted as proof of purchase.*

3. Residential

This includes Retail & Project Customers (The Individuals or families who will live on the residential property / Hospitality & are the ultimate buyers of the home from builders or developers)

4. Commercial

This includes Institutions, Corporate offices, shopping malls, etc...

Warranty Period:

Category	Sub-Category	Residential	Commercial	Description of Sub-Category
Vitreous China	Sanitaryware - Ceramic Body	10 Years	5 Years	It includes Toilet, Lavatory, Pedestal, Urinal * Metallic Color Band ** Artist Edition
		3 Years*	1.5 Years*	
		5 Years**	1 Years**	
	Intelligent Toilet	3 Years	1 Year	Ceramic Body & Electronics & Electrical Components
	Steam Generator	10 Years	5 Years	Ceramic Body (Applicable for Sveda Steam generator)
3 Years		1 Year	Electronics & Electrical Components	
VC Fittings	2 Years	1 Year	It includes Fill valve assembly, Flush valve assembly, Valve body assembly, Control stop assembly, Water circulation assembly, Air actuation assembly, Connector Accessories Pack, Rack Bolt, Chair Bracket, Wall bracket, Cario, Vario, Floor Flange, Trap Assembly, Restrictor, Drain connector assembly, Wax	
Toilet Seat Cover & Bidet	Seat Cover	2 Years	1 Year	It includes typical plastic & UF seat covers & Bidet seats (Manual & Electronic) *Applicable for Electronic Bidet seat
		3 Years*		
	UPW (Pure Wash)	1 Year	1 Year	
Portable Bidet	1 Year	NA		
Flushing System	In Wall Tank	10 Years	5 Years	Tank Body
	Flush Valve (Soft Press)	10 Years	10 Years	
	Toilet & Urinal	10 Years	5 Years	Ceramic Body
	Face Plate	2 Years	1 Year	
Component Warranty		2 Years	1 Year	Inlet mixer valve, Hinges, Damper, Installation kit / hardware, RF module, Wax ring trap connector (S-TRAP, P-TRAP, outlet connector), Hose Pipe, Diaphragm, Angle valve, Shut off valve, Flush button, Trip lever, Hanger assembly, Pipes, Air Relief valve, Flush Valve Links, Core Valve, Valve Cover, Strainer, Push Bar, Location Panel, APT / Veil intelligent – Side cover / Panel, Hinges, Hardware pack, Bumper, Hinge base, Hinge cover
		NIL	NIL	O-Ring, Body Jet nozzle, Diaphragm, Restrictor, Hose, Gasket, Adapter, Nut, Spring, Flange, Screw, Clip, Bush, Plug, Filter, Screen, Shank, Washer, Aerators, Housing, Bearing, Batteries, Fragrance refill pack, Silicon tube
Electronics & Electrical Components		1 Year	6 Months	<i>Battery Box / AC power unit / Control box Assembly / Motor / Pump</i>
Electronics & Electrical Components – Intelligent Toilet, Steam Generator & Electronic Bidet seat		3 Years	1 Year	<i>Flow meter, UV assembly, Wand assembly, Speaker / Solenoid Valve/ Heater / Circuits Boards / Plug & Wire assembly, Data cable, Remote, Relay-contactor, Night light module, Sensor/ Thermistor, Thermal Fuse, Fuse</i>

Category	Sub-Category	Residential	Commercial	Description of Sub-Category
Faucet - External Body	Lavatory & Kitchen Faucet	10 Years 12 Years*	5 Years	Lavatory Faucet, Wall Mount Mixer, Deck Mount Mixer, Pillar Tap, Single Control, Auto Close Tap, Bib Tap - One way & Two-way, Kitchen Sink Mixer, Cold only Kitchen faucet, Sensor based Faucet, Sensor based Kitchen Sink Mixer & Touchless basin mixer *PVD Finish
	Health Faucet	3 Years	1.5 Years	
	Faucet Fittings	2 Years	1 Years	Angle Valves, In Line Stop Valve, Exposed Stop Valve, Grid Drain, Bottle Trap, Floor Drain & Linear drain.
Performance Showering - External Body	Mechanical Valve	10 Years 12 Years*	5 Years	It includes Thermostatic, Non-Thermostatic, Volume control, Transfer Valve, Exposed Bath & Shower valve *PVD Finish
	Digital Valve inc. Electronics & Electrical Components	3 Years	1 Year	Digital Interface, DTV prompt valve, DTV prompt Interface, DTV + valve, DTV+ controller, DTV+ Interface, Anthem Digital <i>Thermostatic Valve, Anthem Digital Control, Anthem+ System Controller Module, Anthem+ Digital Control, DTV+ interface mounting bracket, Sensor/ Thermistor / AC power unit / Motor / Solenoid Valve / Circuits Boards/ Controller / Chromotherapy light / Plug & Wire assembly, Data cable, Remote, Night light module, Speaker, amplifier, DTV+ light</i>
	Trim Plates	10 Years 12 Years*	5 Years	*PVD Finish
	Showering components	10 Years 12 Years*	5 Years	Wall Mount Showerhead, Ceiling Mount Shower head, Rain panels or Heads, Water Tile, Body Spray, Hand Shower (Single & Multiple Function), Hand shower Hose, Bath Spout, Shower Arm, Slide Bar, Hand shower, Shower Column, Wall Supply elbow *PVD Finish
	Shower Seat	2 Years	1 Year	
Bathing	Bathtub	10 Years 5 Years*	5 Years 3 Years*	Cast Iron Body *Applicable for Acrylic Bathtub & Litho-cast
	Whirlpool-Bubble & Hydro Massage Tub	5 Years	3 Years	External Body (Cast Iron, Acrylic, Litho-cast)
		3 Years	1 Year	Electronics & Electrical Components – Sensor / Thermistor / Controller assembly / AC power unit /Control box Assembly / Motor/ Pump / Solenoid Valve/ Heater/ Circuits Boards/ Butterfly valve / Blower - Controller /Chromotherapy light / Plug & Wire assembly, Data cable, Electrical box, Remote, E-Drain, Speaker, Amplifier, Transducer, Controller
	Bathtub Fittings	2 Years	1 Year	It includes Trim, Grab Bar, Legs, Apron, Pillow, Bathmat, Bath drain, Bath Grip, Jets & Dial
	Bath Filler	10 Years	5 Years	External Body
	Bathroom Accessories	2 Years	1 Year	It includes Towel Ring, Towel Bar, Rod, Shelf, Tissue / Tumbler Holder, Soap Dish, Dispenser, Robe Hook (Single & double), Hand Dryer, Toilet Brush & Holder, Trash Bin, Trash can, Step can, Grab Rail
Bathroom Furniture: Vanity Cabinet Hardware	Functional	10 Years	2 Years	It includes Sliders & Hinges used in drawers & door
	Surface Finish	1 Year	6 Months	
Bathroom Furniture: Mirror and mirror cabinet	Electrical and electronic components	3 Years	1.5 Years	<i>Sensor / Sensor window / Battery Box / AC power Unit / Heater / Circuits Boards / Electrical box / speaker, amplifier / LED Strip</i>
	Glass	NA	NA	Glass is a fragile item. Therefore, glass breakage, glass cracking and glass chipping are not covered under warranty. Please follow the handling and installation instructions carefully to protect the glass from damage.
Component Warranty		2 Years	1 Years	Handle, Hose Pipe, Bonnet, Cartridge seat, Hardware pack, Weight, Lift Road, Quarter valve, Spline adapter, Escutcheon / Flange, Bracket, Valve, Spindle, Diverter, Click valve, Float assembly, Sleeves, Brass connector, Spray Head, Handle assembly, Drain, Kitchen Faucet Spout
		NIL	NIL	O-Ring, Body Jet nozzle, Diaphragm, Restrictor, Gasket, Adapter, Nut, Spring, Flange, Screw, Clip, Bush, Plug, Filter, Screen, Shank, Washer, Aerators, Housing, Bearing, Batteries, Fragrance refill pack, Silicon tube

Category	Sub-Category	Residential	Commercial	Description of Sub-Category
Shower Door	Shower Door Enclosure	5 Years	5 Years	
	LIB 2.0	5 Years	5 Years	Luxury in box includes - Brace bar connectors, Seals, Bottom Clip, Wall clip & glass-to-glass Connector
Trash Can	Steel Open-Top Trash Can	10 Year Limited Warranty	1 Year	
	Sensor based & Other Trash Cans	5 Year Limited Warranty	1 Year	
Kitchen Sink	Stainless Steel Sinks	25 Years	1 Year	External Body
	Neoroc™ Sinks	10 Years	1 Year	External Body
Component Warranty		2 Years	1 Years	Brace bar, Roller, Handle assembly, Doorknob, Bottom threshold, Drain, Trap
		NIL	NIL	Gasket, Nut, Spring, Screw, Clip, Bush, Plug, Washer

What is covered under the Warranty?

Except as provided under the section titled “What is not Covered” hereof, our Authorized Service Partners shall either repair or replace any Kohler genuine part that Kohler India acknowledges to be defective in material or workmanship within the warranty period stipulated above, at no cost to the owner for parts or labor. Such defective parts, once replaced, will become the property of Kohler India.

What is not covered under the Warranty?

1. All **Rubber/Plastic/Metal & consumable parts** as mentioned in the chart above.
2. Internal and external **Cleaning of the products**, such as Flushing system, drains and drain plugs, aerators, shower nozzles, Toilet/faucet finishes
3. **All spare parts failures as listed above**
4. Damage or failure resulting from
 - a. Negligence of proper maintenance as required in the **Care & Cleaning Guidelines**
 - b. Using non-recommended substances such as abrasive cleaners, ammonia, bleach, acids, waxes, alcohol, and solvents
 - c. Uneven spray patterns and suboptimal product performance due to **water pressure issues**
 - d. Product issues arising from **scaling, staining, clogging, corrosion, or improper cleaning due to water quality**
 - e. Damage to internal components caused by voltage fluctuations or an unstable power supply
 - f. Water Scaling resulted in the buildup of mineral deposits, primarily calcium & magnesium compounds and other salts on surfaces that encounter hard water.
 - g. Acid Fumes can cause damage in the form of pitting, tarnishing, rusting, discoloration, flaking off, rough texture, loss of shine, staining, yellowing, green layer.
 - h. Scratching while Cleaning.
 - i. Atmospheric Conditions such as temperature variations, acidic vapor, high humidity, salty ambience, hard water & mineral deposits, which may promote corrosion and can grow mold, rusting, Black, Yellow & Green spots on various metal, plastic & other material surfaces.
 - j. use in applications for which they were not designed.
5. Products not installed according to the instruction manual, or the Product is found tampered with or misused.
6. Unable to produce Proof of Purchase at the time of the service visit.
7. The breakdown is not arising out of a manufacturing defect, but due to external reasons such as water impurities, masonry, electrical, plumbing error, water hardness beyond permissible limits, inadequate or excessive water pressure, non-usage of the product for more than 6 months, or improper care and cleaning of the product.
8. Product purchased from an unauthorized dealer or sales Channel, grey markets or imported from other countries.
9. Product damage caused by household pets, rats, cockroaches, lizards or any other animals/insects.
10. Product damage caused because of a disaster such as fire or acts of God, including flood, earthquake, or lightning, or other force majeure situation.
11. Product damage caused due to natural wear & tears, such as gradual deterioration of moving parts over time or fading of finish due to normal ageing, or minor surface scratches or cosmetic damage.
12. Product damage due to fading of finishes or coatings due to sun exposure or chemical exposure.
13. Damage to cartridges caused due to lack of proper filtration of the tap water.

14. Civil or construction work required during installation or replacement is not covered under the warranty.
15. In case of Vanity Cabinets, warranty shall not be applicable for the following:
 - a. When the product is used beyond its intended usage. Vanities are meant to be mounted in a well-ventilated bathroom; any liquid that touches the surface of the vanity must be wiped off.
 - b. Defects developed in surface finishes like Veneer, laminates, paint, melamine, and membrane due to scratches or cracks that come from rough usage, and from natural wear and tear of the product.
 - c. Any malfunction due to overloading in drawers/shelves.
 - d. Changes due to climate conditions. Solid wood and veneer will expand and contract throughout the year and acclimatize to their surroundings. Hairline cracks in the grooves or slight movements in panels or joints are quite normal.
 - e. Accessory trays are used as organizers.

Service Charge is applicable in the scenarios mentioned below:

1. Out-of-Warranty or proof of purchase is not available
2. In-Warranty Calls
 - a. Internal and external Cleaning of the products, such as flushing products, drain and drain plugs, aerators, shower nozzles, etc.
 - b. Any consumables or accessories external to the product are not covered under the warranty, *and service charges are applicable*

Per Product Applicable Service Charge inclusive of service tax in INR		
Category	Single product call in one visit	Multiple product Call
Product's MRP in INR <= 75000*/-	350/-	200/-
Product's MRP in INR > 75000*/-	500/-	300/-

Note:

In case of Multiple visits/ repeat visits for service/repair of a particular product unit, within a period of 30 days, service charges to be paid once; barring exceptions on few products and situations as informed / revised periodically.

**Prevailing MRP at the time-of-service visit*

Care & Cleaning Guidelines for Kohler Products

(For Chrome and Vibrant® PVD colors, Polished Brass, Cast Iron, Stainless Steel & Gold/Platinum Finishes)

General Guideline:

- a. Always test your cleaning solution on an inconspicuous area of the product before applying it to the entire surface.
- b. Do not allow cleaners to sit or soak on the product.
- c. Rinse completely with water immediately after applying cleaners and wipe the surfaces to dry.
- d. Use a soft, dampened cloth (**microfiber**) to clean; never use abrasive material like a bristle brush or scouring pad.
- e. Do not use cleaners containing ammonia, bleach, or acid. abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents, or other products not recommended for chrome. This will void the warranty. Most toilet cleaning products have high acidic content, which can damage the finishes.
- f. Use the Kohler Cleaning Solution to clean **Chrome and PVD surfaces**. The Kohler Cleaning Solution removes mild dirt stains, soap scum, and water stain marks.
- g. Use a mild detergent (such as dishwashing soap).

Specific Guideline:

- a) In the rare occurrence of stubborn stains on **cast-iron surfaces**, use abrasives or abrasive cleaners sparingly.
- b) Clean **Stainless-steel surfaces** once a week.
- c) Wherever a **Gold or Platinum surface** is used on decorative products, use only warm water to clean and then dry with a soft cloth.
- d) Blot dry metal surfaces to prevent water deposits. Use a dabbing action, not rubbing or abrasive motion.
- e) Avoid harsh chemicals and non-recommended substances.
- f) To maintain the integrity and appearance of your Kohler product, only use cleaning products specifically recommended for the finish.

- g) Install pressure regulators or booster pumps to maintain a consistent water flow.
- h) To mitigate water quality risks, the use of inline filters and water softeners is strongly advised.
- i) To protect your product from electrical fluctuation issues, it is recommended to use a voltage stabilizer or surge protector.
- j) 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.
- k) Wipe the glass surface only with water or a mild soap solution and wipe with a soft cloth.
- l) Clean hardware surfaces once a week with water and a 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.

Terms & conditions:

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 Partner / Representative will, at its sole option, repair or replace free of cost, any defective component or part of the Product, subject to the terms and conditions described below:

1. The customer can submit the warranty claims through
 - a. email to the designated customer service email address with all required documents,
 - b. WhatsApp to the company's support number with photos/videos,
 - c. through the dealer or authorized service center from whom the product was purchased,
 - d. online warranty claim portal (if available) or
 - e. physical submission at authorized service centers.
2. Kohler India or its Authorized Service Partner solely can service/repair the Product. This warranty is only effective if proof of purchase is provided with all warranty claims or requests. Further, to claim the warranty, the product must be registered on the portal.
3. This warranty does not include payment of or responsibility for any Goods and Service Tax or any other taxes assessed to the parts supplied, replacement unit or repaired in the warranty period.
4. Kohler India is not responsible for labor charges, installation or other incidental or consequential costs. To the extent permitted by law, Kohler India is not responsible or liable for any loss or damage to furniture, floor coverings, walls, fixtures, or any other 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.
5. If the Product is installed beyond the municipal limits of Kohler India's Branch Office/Authorized Service Partner locations, 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 Partner to the 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 commence from the 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 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 Partner nor the Dealer will be responsible or liable for any delay that may be caused to the service/repair of the Product. If the same model or color is not available for replacement, Kohler India or its Authorized Service Partner will replace the defective Product with an equivalent model or color. It is pertinent to note here that a product has several components, and if a component of a similar color or match is not available, a similar component of another color or match will be provided as a replacement. The whole product may be changed at the sole discretion of the Company.
9. Kohler India may, at its discretion, retain any part or component replaced during the warranty period.
10. For 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 Gurugram, Haryana only.
11. **This warranty applies only to KOHLER products purchased and installed in India.**
12. The service life of any disposable filter replacement cartridges varies with individual use, local conditions, and consumption

and thus is not warranted other than to be free of defects in material and workmanship at the time of purchase.

13. Kohler India and its Authorized Service Partner will make unit repairs or replacements under this warranty within a reasonable period, as determined by Kohler India or its Authorized Service Partner performing the repair or replacement.
14. This warranty remains applicable only if the Product has always been used strictly in accordance with the terms of this warranty and the user manuals provided with the product and is available online on the company website and has not been improperly or negligently handled.
15. Please note that gloss reduction, scratching, staining and acid or alkaline etching of the finish overtime due to use, cleaning practices or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear. Damage caused by accident, misuse, or abuse is not covered by this warranty. Improper care and cleaning will void the warranty. The guidelines for proper care and cleaning are mentioned on the previous page.
16. Kohler Warranty on Vanity Cabinet Hardware is subject to normal usage conditions. Any surface change of hardware due to overexposure to moisture, water, chemical solvents like Turpentine, chemical-based cleaning agents, or thinner and sharp tools shall not be covered under the Kohler Warranty.
17. Glass is a fragile item. Therefore, glass breakage, glass cracking and glass chipping are not covered under warranty. Please follow the handling and installation instructions carefully to protect the glass from damage.
18. The Warranty is only effective if proof of PURCHASE (Original Sales/ Purchase Tax Invoice) is provided with all warranty claims or requests. This warranty is not transferable and is confined to the original purchaser/ first purchaser of the product only. Customers are therefore required to keep the original invoice of the product safely.
19. If any provision of this Warranty Policy is held to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of this Warranty Policy, which shall remain in force and effect.
20. This Warranty Policy, with all tables mentioned herein, integrates all the terms and conditions mentioned herein or incidental hereto and supersedes all oral negotiations and prior writings in respect of the subject matter hereof. This Warranty Policy is subject to change without prior notice. Purchasers are hereby advised to visit the Kohler website to review the latest version of the policy.

LIMITATION OF WARRANTY

EXCEPT AS SPECIFICALLY SET FORTH IN THIS WARRANTY ABOVE, KOHLER INDIA EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO ANY GOODS BEING SOLD/TRANSFERRED OR LIABILITIES BEING ASSUMED BY THE PURCHASER, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR OF PRODUCT FITNESS IN RELATION TO UNINTERRUPTED OR ERROR-FREE OPERATION AFTER INSTALLATION. KOHLER INDIA AND/OR SELLER DISCLAIM ALL LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

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 08:00am to 08:00pm,

Email: indiacustomercare@kohler.com,

WhatsApp: Say "HI" on +911244832930

www.kohler.co.in

PRODUCT GUIDANCE TO CUSTOMERS

Guidance 1: Optimal Water Supply System Setup

To ensure your Kohler sanitaryware products perform well and last, maintain a properly configured water supply system. Keep pipelines straight with minimal bends to support smooth water flow and maintain adequate pressure. Fit all supply lines with vent pipes to prevent air-locking and ensure your fittings function correctly. For minimum, optimum & maximum pressure range, refer to the product specification manual for both faucet & sanitary products. Before plastering or tiling, conduct a high-pressure test of all concealed fittings to detect leaks and ensure proper functioning. Clean the overhead tank thoroughly before starting the water supply and regularly maintain and clean it to prevent debris accumulation.

Guidance 2: Product Protection During Construction & Installation

Protecting the fine finish and working components of your Kohler products during construction and initial installation is critical to maintaining aesthetic appeal and functionality. Cover all installed fittings with cloth or polythene immediately after installation and keep them protected until they are in use. This protective covering prevents dirt, stains, dust and potential damage from construction activities. Ensure that your Kohler products are installed strictly in accordance with the instruction manual provided in the original packaging. Proper installation is fundamental to product performance, warranty validity and longevity. All installation work should be carried out by competent and authorized installers to guarantee compliance with Kohler's specifications and local building regulations.

Guidance 3: Procurement of Genuine Products & Authorized Spares

Your investment in Kohler sanitaryware products is protected using genuine materials and authentic spare parts. Purchase Kohler products exclusively from authorized sales channels to ensure genuine quality materials and authentic warranty coverage. In the event of any repair or replacement requirement, insist on genuine spares from Kohler's local spare part dealers or authorized sales channels to maintain product integrity and performance standards. Using non-genuine or counterfeit spare parts may compromise product performance, void warranty coverage, and potentially create safety hazards. Only authorized dealers and service channels are equipped with the expertise and genuine components required to service your Kohler products effectively.

Guidance 4: Warranty Coverage & Maintenance Terms

Your Kohler products are covered under warranty from the invoice date only, not the installation date. Civil work for repairs or maintenance is not covered and is the customer's responsibility. Water pressure performance issues, whether too high or too low, are not covered. Water pressure must comply with the product's Technical Performance Index (TPI) as specified in the product documentation. Customers must ensure their plumbing system delivers water pressure within the recommended range for their specific Kohler product.

Guidance 5: Pre-Installation Site Verification & Post-Installation Care

Before scheduling the installation of your Kohler sanitaryware products, verify that your installation site meets readiness requirements, including properly configured plumbing lines and adequate water port spacing. For faucet installation, refer specification sheet for minimum and maximum gap between the finished wall and center of the faucet. After successful installation, follow the post-installation care and cleaning guidance provided by Kohler service engineers. Improper care and cleaning practices can void your warranty and compromise product longevity. Store the product instruction manual and warranty documentation in a safe place for future reference.