

KOHLER® INDIA Sanitaryware and Bathing Products Limited Warranty

Warranty Chart		
Products	Residential Use	Commercial Use
Vitreous China ¹	10 Years	5 Years
Acrylic	5 Years	3 Years
Cast Iron	10 Years	10 Years
In-wall tank	10 Years	5 Years
Faceplate	2 Years	1 Year
Metered Flush Valve	10 Years	10 Years
Toilet Seat	2 Years	1 Year
Electrical / Electronic Components*	1 Year	6 Months [#]
Fittings**	2 Years	1 Year
Metallic/Colour band***	3 Years	18 Months

¹ Warranty on Artist Edition/Decorative products is 5 years for residential use & 1 year for commercial use. Visit www.kohler.co.in for details on Artist Edition Products.

* Sensor/Motor/Pump/Solenoid Valve/Heater/Circuits Boards/Blower Controller are considered as Electronic/Electric Components.

[#] As an exception to Electrical/Electronic Components, Patio Urinal sensor (24199IN*) will have commercial warranty on Sensor/Solenoid Valve/AC Adapter for 1 year.

** Fittings comprise of spares/accessories of Sanitaryware and Bathing Products and include such as fill valve assembly, flush valve assembly, valve body assembly, control stop assembly, water circulation assembly, air actuation assembly, jets, dial, rim, chromatherapy lights.

*** Comprises of coloured band layer on vitreous china products.

Warranty Period		
Product Name	Residential	Commercial
Intelligent Toilet	3 Years	1 Year
Electronic Bidet Seat (PureWash E910/ E881, C3-230/150)	3 Years	1 Year
Pureclean Manual Bidet Seat	2 Years	1 Year
UPW (PureWash)	1 Year	1 Year
Portable Bidet	1 Year	Not Applicable

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/discretion, repair or replace free of cost, any defective component or part of the Sanitaryware and Bathing Products (Vitreous), subject to the terms and conditions described below:

- a. 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.
- b. 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.
- c. This warranty is not valid and ineffective if the Products are not installed according to the instruction manual, the product is found tempered/misused, any warranty norms are violated, the Customer is unable to produce a copy of the 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.
- d. 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.
- e. Internal and external Cleaning of the products, such as In-wall tanks, drain and drain plugs, aerators, shower nozzles, and faucet finishes are not covered under Kohler Limited warranty.
- f. 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.
- g. The warranty period will start 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.

- h. 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.
- i. 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.
- j. Kohler India may, at its discretion, retain any part or component replaced during the warranty period.
- k. For Sanitaryware and Bathing Products (Vitreous) 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, Haryana only.
- l. This warranty applies only to KOHLER products purchased and installed in India.
- m. 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.
- n. Kohler India and its Authorized Service Franchisee will make unit repairs or replacements under this warranty within a reasonable period of time, as determined by Kohler India or its Authorized Service Franchisee performing the repair or replacement.
- o. 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.
- p. Please note that gloss reduction, scratching, staining and acid or alkaline etching of the finish over time 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.

This is Kohler India's exclusive warranty.

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:

Kohler India Corporation Pvt. Ltd.

6th Floor, Office Tower, Ambience Island, NH-8, Gurgaon, Haryana - 122002

Customer Care: (Monday-Saturday from 08:00am to 08:00pm) Toll Free: 1800-103-2244

Email: indiacustomer@kohler.com Website: www.kohler.co.in

For specific product warranty details logon to www.kohler.co.in/warranty for India and www.kohlerasiapacific.com for rest of the markets.

