

KOHLER® East Africa Sanitaryware and Bathing Products Limited Warranty

KOHLER® East Africa Sanitaryware Products (Sanitary Ware like Basins, Toilets, 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® East Africa Sanitaryware and Bathing® Products to the original purchaser (“warranty period”).

WARRANTY CHART		
Products	Residential Warranty Period	Commercial Warranty Period
Vitreous China	10 years	5 years
Acrylic	5 years	3 years
Cast Iron	10 years	10 years
In-wall Tank	10 years	5 years
Toilet Seat	2 years	1 year
Electrical/Electronic Components*	1 year	6 months
Fittings**	2 years	1 year

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

** Fittings comprise of spares/accessories of Sanitaryware and Bathing Products and include such as Fill Valve Assembly, Flush Valve Assembly, Jets, Dial Trim, Chromatherapy lights.

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

- The product installation was duly completed by a professional plumber possessing valid plumber and drain layer's license". Proof of registration may be requested by Kohler East Africa.
- Kohler East Africa or its authorized service franchisee solely can service/repair the product.
- Kohler East Africa and its authorized service franchisee will make unit repairs or replacements under this warranty within a reasonable period of time, as determined by Kohler East Africa or its authorized service franchisee performing the repair or replacement.
- This warranty is only effective if proof of purchase (original sales receipt) is provided with all warranty claims or requests.
- The service/repair of the warranty shall be provided only within the municipal limits of the town or city where the branch office of Kohler East Africa or its authorized service franchisee is located.
- If the product is installed beyond the municipal limits of Kohler East Africa 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 East Africa 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 East Africa shall not be liable for any damage caused to the product in transit or delivery for repair.
- 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.
- This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and / or other local taxes assessed to the parts supplied or repaired during the warranty period.
- 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.
- 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. This warranty is not valid or effective if the products are not installed according to the instruction manual. Improper handling of the products automatically terminates and nullifies this warranty. This warranty does not cover problems arising from insufficient water pressure beyond the recommended limits, excessive water impurities/hardness beyond the norms of drinking water or improper care and cleaning. Guidelines for proper care and cleaning** are mentioned below. Kohler® East Africa is not responsible for labour charges, installation or other incidental or consequential costs. Kohler® East Africa 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® East Africa exceed the purchase price of the product. Improper care and cleaning will void the warranty.
- Kohler® East Africa reserves its right to amend, modify or alter the terms of this warranty at its sole discretion and the same shall become binding on the customer. Any modification, amendment or alteration shall be published on its website.
- To submit and/or avail a warranty claim, please contact the authorized partner from where the purchase was made. If you don't hear back in 48 hours, please contact kohler® africa at contact.africa@kohler.com all days of the week excluding public and national holidays. Please provide all applicable information regarding your claim that also shall include: 1. Product/Model Number; 2. Proof-of-purchase (copy of your original sales receipt, purchase order, or invoice), the date when the product was purchased from a KOHLER® channel partner or directly or product Serial Number in case if product is registered with company; 3.Complete description of the problem with supporting documentation/s as applicable.
- In the event of non availability of components or parts due to any reason whatsoever, neither Kohler East Africa 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 East Africa or its authorized service franchisee will replace the defective product with an equivalent model or colour.
- Kohler® East Africa may, at its discretion, retain any part or component replaced during the warranty period.
- This warranty is not transferrable and confined to original purchaser/first purchaser of the product only. Customers are therefore required to keep the original invoice of product safely.
- This warranty document is your sole remedy and in no event shall the company be liable for incidental, compensatory, consequential, indirect or special damages. The company's aggregate liability with respect to a defective product and this warranty shall be limited to an amount equal to the monies paid to the company for that defective product.
- In order to benefit from a warranty, the buyer must inform the company of any defect within one month of the day on which the defect occurred.
- Kohler® sells its product only through authorised sales channel. Kohler strongly recommends purchasing the product through its authorised sales channel only. Any product purchased through unauthorized sales channel shall be void of warranty and aftersales services.
- Warranty is valid and applicable to the products which are licensed for sale and purchased in Kohler® Africa only through authorized sales channel of the company only.
- Unauthorized parallel imports (grey market products) are excluded from this warranty.

This is Kohler® Africa's exclusive written warranty. The decision of Kohler® Africa regarding the warranty is final and binding. For any and all disputes, both parties i.e., the Company and the Buyer hereby irrevocably admit themselves to and consent to the jurisdiction of the competent court of Nairobi, Kenya only.

Care and cleaning guidelines

- 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.
- Use a soft, dampened sponge or cloth to clean. Never use abrasive material like a bristle brush or scouring pad.
- 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.

Contact us at:

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KOHLER® East Africa Mixer Limited Warranty

KOHLER® East Africa Mixers* 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 East Africa Mixers* Products to the original purchaser ("warranty period").

WARRANTY CHART				
Products	Residential Use			Non Residential Commercial Use
	CP Finish	Vibrant PVD	CP Finish	Vibrant PVD
KOHLER Mixers	10 years	12 years	5 years	6 years
Sensor mixers and other commercial products	10 years	12 years	5 years	6 years
Sensors, Electronic circuits and electrical assembly	1 year	1 year	6 months	6 months
Motor/pump/steam generators	1 year	1 year	6 months	6 months
Battery for sensor mixers	Nil	Nil	Nil	Nil
DTV+ Interface, system controller & digital valve	3+2* years	3+2* years	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. During the warranty period if (in the opinion of Kohler East Africa) the defect is due to defects in the material or workmanship, Kohler East Africa or its Authorized Service Franchisee/Representative will, at its sole option, repair or replace free of cost, any defective component or part of the Sanitaryware and Bathing product, subject to the terms and conditions described below:

- The Product Installation was duly completed by a professional plumber possessing valid Plumber and Drain Layer's License". Proof of registration may be requested by Kohler East Africa.
- Kohler East Africa or its Authorized Service Franchisee solely can service/repair the product.
- Kohler East Africa and its Authorized Service Franchisee will make unit repairs or replacements under this warranty within a reasonable period of time, as determined by Kohler East Africa or its Authorized Service Franchisee performing the repair or replacement.
- This warranty is only effective if proof of purchase (original sales receipt) is provided with all warranty claims or requests.
- The service/repair of the warranty shall be provided only within the municipal limits of the town or city where the Branch Office of Kohler East Africa or its Authorized Service Franchisee is located.
- If the product is installed beyond the municipal limits of Kohler East Africa 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 East Africa 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 East Africa shall not be liable for any damage caused to the Product in transit or delivery for repair.
- 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.
- This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and / or other local taxes assessed to the parts supplied or repaired during the warranty period.
- 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.
- 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. This warranty is not valid or effective if the products are not installed according to the instruction manual. Improper handling of the products automatically terminates and nullifies this warranty. This warranty does not cover problems arising from insufficient water pressure beyond the recommended limits, excessive water impurities/hardness beyond the norms of drinking water or improper care and cleaning. Guidelines for proper care and cleaning** are mentioned below. Kohler East Africa is not responsible for labour charges, installation or other incidental or consequential costs. Kohler East Africa 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 East Africa exceed the purchase price of the product. Improper care and cleaning will void the warranty.
- Kohler East Africa reserves its right to amend, modify or alter the terms of this warranty at its sole discretion and the same shall become binding on the customer. Any modification, amendment or alteration shall be published on its website.
- To submit and/or avail a warranty claim, please contact the authorized partner from where the purchase was made. If you don't hear back in 48 hours, please contact kohler africa at contact.africa@kohler.com all days of the week excluding public and national holidays. Please provide all applicable information regarding your claim that also shall include: 1. Product/Model Number; 2. Proof-of-purchase (copy of your original sales receipt, purchase order, or invoice), the date when the product was purchased from a KOHLER channel partner or directly or Product Serial Number in case if product is registered with company; 3. Complete description of the problem with supporting documentation/s as applicable.
- In the event of non availability of components or parts due to any reason whatsoever, neither Kohler East Africa 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 East Africa or its authorized service franchisee will replace the defective product with an equivalent model or colour.
- Kohler East Africa may, at its discretion, retain any part or component replaced during the warranty period.
- This warranty is not transferrable and confined to original purchaser/first purchaser of the product only. Customers are therefore required to keep the original invoice of product safely.
- This warranty document is your sole remedy and in no event shall the company be liable for incidental, compensatory, consequential, indirect or special damages. The company's aggregate liability with respect to a defective product and this warranty shall be limited to an amount equal to the monies paid to the company for that defective product.
- In order to benefit from a warranty, the buyer must inform the company of any defect within one month of the day on which the defect occurred.
- Kohler sells its product only through authorised sales channel. Kohler strongly recommends purchasing the product through its authorised sales channel only. Any product purchased through unauthorized sales channel shall be void of warranty and aftersales services.
- Warranty is valid and applicable to the products which are licensed for sale and purchased in Kohler Africa only through authorized sales channel of the company only.
- Unauthorized parallel imports (grey market products) are excluded from this warranty.

This is Kohler Africa's exclusive written warranty. The decision of Kohler Africa regarding the warranty is final and binding. For any and all disputes, both parties i.e., the Company and the Buyer hereby irrevocably admit themselves to and consent to the jurisdiction of the competent court of Nairobi, Kenya only.

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 mixer looking beautiful.

* All recommended 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,

** Never use cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for chrome. This will void the warranty.

Contact us at:
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^ Please contact our technical representative for information on 'Must Order' list shared in required SKU.