



LIMITED WARRANTY

Warranty against defects for personal and household use.

- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.
- In addition to your rights under the Australian Consumer Law, Kohler Co. (Kohler) provides a warranty against defects for Kohler plumbing fixtures and fittings (Products). New Kohler warranties listed below are valid for all purchased from 1st January 2015. For purchases prior to this date, please phone 1800 KOHLER (1800 564537) or email auinfo@kohler.com for further information.
- As part of Kohler's commitment to continuous improvement, Kohler reserves the right to make changes to its products at any time.
- Kohler warranty cover starts from the date of purchase or for new buildings from the date of hand over. It includes replacement of parts, freight and labour unless otherwise stated. It lasts until the end of the period set out in the table below.

Category	Non Commercial Use Matrix Australia / NZ
Baths and Spas	
Acrylic shell	5 years
Electronic pumps	1 year
Other Fitting and components	1 year
Waste	1 year

Toilets & Basins	
Tank and pan (including flush valve but excluding seals)	10 years (First 5 years parts, labour and freight, years 5 to10 parts only)

Seal & washers	2 years
Toilet seat	2 years
Bumpers and hinges	2 years
Ceramic	10 years ((First 5 years parts, labour and freight, years 5 to10 parts only)

Tapware	
Tapware	15years (First 10 years parts, labour and freight, years 10 to 15 parts only)
Shower heads	10 years
Shower hose	2 years
Shower rail	5 years
Electronics speaker	1 year

Bathroom Furniture	
Cabinet	5 years
Vanity top	5 years
Mirror cabinet	2 years
Bathroom Accessory	
Stainless steel or zinc parts	2 years

What is covered by this Warranty?

- Kohler warrants that the Products are free of manufacturing defects for the periods set in the Non Commercial Use Matrix above.

Warranty against defects – Commercial Use

- Where Kohler branded product is used within hotel, motel or rest home accommodation, Kohler warrant it free of manufacturing defects for the periods set out in the ‘Non Commercial Use’ matrix above.
- For all other commercial applications, a 12 month warranty applies to Kohler Branded Products from date of purchase.

Conditions of this warranty

- This warranty against defects only applies in Australia and if the Product has been purchased in Australia from a dealer authorised by Kohler to supply it (**Authorised Dealer**).
- This warranty will be void where a customer is unable to provide a receipt, or an acceptable alternative proof of purchase.
- This warranty only applies to the original owner and is not transferable.
- This warranty only applies to Kohler brand products. Kohler’s Englefield brand product is subject to a different warranty details of which can be found on the Englefield website.
- Kohler’s liability under this warranty is limited, at its option, to:
 - a. Repair or replace the defective Kohler product or part;
 - b. Pay, or reimburse to the Purchaser, the cost of repairing the defective product or part;
or
 - c. Refund the purchase price, or part of the purchase price, of the defective Product or part of the Product, to the Purchaser.
- This warranty against defects does not apply in the following circumstances:
 - a. If the Product has been damaged due to accident, improper installation or handling, improper care and cleaning, unauthorised faulty repairs, alteration, abuse or misuse (whether undertaken by a contractor, service company, or the Purchaser); or
 - b. Product has been installed, maintained or used other than in accordance with the instructions given by Kohler, including but not limited to the following specific instructions
 - a. no cleaners should be used in any “Toilet Cistern” Products;
 - b. no chemicals such as bleach, hair dye, solvents, alcohol, citrus based chemicals, bath oils, bath salts or abrasive cleaners should be used on any bathing or showering product;
 - c. no water above a temperature of 55 degrees Celsius should be used on any Product;

d. in line water filters must be used with all “Tapware” Products.

- Without limiting the above, standard Products may contain unavoidable manufacturing imperfections of a minor character and if a manufacturing defect is found, Kohler will, at its election, refund the purchase price of the product or repair or provide a replacement part or Product, or make an appropriate adjustment.

Making a warranty claim

- In the first instance, a Purchaser who wishes to make a warranty claim should contact the retailer they purchased the Product from. Alternatively claims can be lodged by contacting Kohler direct at the address below. It is preferred that such claims are in writing and in addition to the information required below, accompanied by a photograph of the product and the issue.

Contact details are:

Kohler Co.
PO Box 257
Regents Park
NSW 2143

Customer Service

Telephone: 1800 KOHLER (1800 564537)
Email: AUinfo@kohler.com

- A Purchaser must provide Kohler with all details necessary for Kohler to reasonably assess the claim, including a description of the defect, the Product name (including the model number and colour of the Product), the date the Product was purchased and installed, the details of the supplier of the Product and the original tax invoice.
- The Purchaser is responsible for all costs, expenses and other amounts that arise in making a claim under the warranty, or relate in any way to the warranty or this document, including any amounts that relate to making the defective product accessible for repair or replacement, labour, transportation, travelling and communications costs.

Other rights and remedies

- The benefits to the Purchaser under the warranty against defects are in addition to any other rights and remedies of the Purchaser under a law in relation to the Products to which the warranty relates.
- However, all other warranties and conditions, whether express or implied, including but not limited to warranties relating to the state, quality, performance or condition of the products are excluded and except to the extent set out in this document and to the maximum amount permitted by law, Kohler disclaims and is released from any and all liability to any person in relation to any loss or damage consequential or otherwise suffered or incurred by that

person including without limitation to any loss or damage caused by or resulting directly or indirectly from any failure, effect or deficiency of any kind, in relation to the Products, this document or otherwise.