

KOHLER warranty period

Product Category	Product Type	Warranty	
		Residential Area	Public Area
Vitreous China Products	• Toilet Barware, lavatory, urinal (Vitreous China Products)	Lifetime warranty*	Lifetime warranty*
	• Intelligent Toilet	3 years	1 year
	• Bathroom Accessories	3 years	1 year
	• Smart seat	3 years	1 year
	• Tank Trim / In wall Tank	3 years	1 year
	• Touchless tank trim and accessories	3 years	1 year
Bathtub	• Acrylic Bathtub	5 years	1 year
	• Electronic Controller	3 years	1 year
	• Pump and Blower	3 years	1 year
	• Air tube and Water Pipe	3 years	1 year
	• Accessories e.g. Grip, Pillow	1 year	1 year
Faucet	• Faucet body	5 years	1 year
	• Ceramic Valve	Lifetime warranty* (Leak and Drip from normal use)	5 years (Leak and Drip from normal use)
	• Sensor Faucet	1 year	1 year
	• Showering	5 years	1 year
	• Bathroom Accessories	5 years	1 year
	• Fitting	5 years	1 year
	• Hygiene Spray	5 years	1 year
	• Flush valve	1 year	1 year
	• Sensor Flush valve	1 year	1 year
Bathroom Furniture	• Bathroom Cabinet, Mirror Cabinet	1 year	1 year
	• Fittings for Bathroom Cabinet and Mirror Cabinet	3 years	1 year
Kitchen Sink	• Stainless Sink, or composite sink	3 years	1 year
Shower enclosure	• Shower enclosure and accessories	3 years	1 year
Cast Iron	• Bathtub	10 years	1 year
	• Bath Accessories	3 years	1 year
	• Lavatory, Kitchen Sink	Lifetime warranty*	1 year

* Discontinued in production or color is not covered by lifetime warranty

Kohler Product Warranty Conditions

1. Kohler (Thailand) Public Company Limited warrants to the original products, which are purchased from authorized distributors and dealers within Kingdom of Thailand only, to be free of defects in material and workmanship
2. Proof of purchase; original sales receipt or other documents if any, from consumer must be made available to the Company with all warranty claims
3. The Company warrants the product during normal resident use. It does not apply in the event of product damages caused by accident, transportation, misuse, abuse, installation error, or has been modified in a manner inconsistent with the products as shipped by the Company. The warranty excludes damage due to aggressive air or water conditions, or harsh or abrasive cleaners and/or materials. Improper care and cleaning will void is warranty. If a defect is found in normal resident use, within the warranty period, the Company will, at its election, repair, replace or make appropriate adjustment. The Company is not responsible for labor charges, installation, or other incidental or consequential costs. In no event shall the liability of the Company exceed the purchase price of the product
4. In the case that the product is not covered by this warranty, the Company will inform the customer of the service charge and other cost that may occurred. The Company will proceed further service only upon receive the customer consent
5. Discontinued in production or color is not covered by lifetime warranty

Service Center

BANGKOK Mon - Fri 8.00 AM - 5 PM Tel : 02 503 4216-8 Fax : 02 503 4213	CHIANGMAI Mon - Fri 8.00 AM - 5 PM Tel : 053 442 848, 081 948 9547 Fax : 053 442 847	NAKHON RATCHASIMA Mon - Fri 8.00 AM - 5 PM Tel : 092 257 3848
SURATTHANI Mon - Fri 8.00 AM - 5 PM Tel : 081 843 0652	PHUKET Mon - Fri 8.00 AM - 5 PM Tel : 092 257 3849	

Remark

- The company reserves the right to change or cancel any condition without remind to customers
- KOHLER recommend customers to consult with KOHLER service solutions before install products