



# LIMITED WARRANTY

**Kohler New Zealand Ltd. (Kohler)** warrants that Englefield plumbing fixtures and fittings are warranted free of manufacturing defects for the following set periods from the date of purchase on the terms set out below (Warranty):

## Shower Enclosures

Acrylic Walls`	5 YEARS
Door & Tray	5 YEARS
Shower seals	1 YEAR

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## Bathroom Furniture

Cabinets & Tops	1 YEAR
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## Toilets

Tanks & Pans	5 YEARS
Seals & Washers	2 YEARS
Toilet seats	2 YEARS
Bumpers & hinges	2 YEARS
Flush and fill Valves	2 YEARS

**Use of Cleaners:** No cleaners should be used in any Englefield toilet cisterns and that any such use will void any Englefield warranty.

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## Basins

Ceramic	5 YEARS
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## Baths & Spas

Acrylic Shell	5 YEARS
Electronic Pumps	1 YEAR
Fittings & Components	1 YEAR
Spa & Bath Fittings	1 YEAR

**Use of Cleaners:** No chemicals such as bleach, hair dye, solvents, alcohol, citrus based chemicals, bath oils, bath salts and abrasive cleaners should be used on any Englefield bathing or showering product and that any such use will void any Englefield warranty.

**Temperature:** Hot water must be limited to a maximum of 55 deg C and that any increase in temperature will void any Englefield Warranty.

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## Tapware

Tapware	7 YEARS
Showerheads	7 YEARS
Shower hoses	2 YEARS

**In-Line Filters:** Kohler specifies that in line water filters should be used with Englefield Tapware and that any damage to ceramic cartridges without the use of in line filters will void any Englefield warranty.

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## Commercial Use of Englefield Products

Where the Englefield product is purchased for the purposes of a business, then the warranty period is **12 months from the date of installation** of the product.

If the Englefield product is purchased for the purposes of a business, then all of the guarantees and remedies in the Consumer Guarantees Act 1993 are excluded and the Warranty periods and all other terms of the Warranty (as provided above) prevail.

Apart from the provisions of the Consumer Guarantees Act 1993 (which will apply in addition to the Warranty), the Warranty is in lieu of all other warranties, express or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose. Kohler New Zealand Ltd also disclaims any liability for special, incidental or consequential damages.

## Terms & Conditions

1. Kohler will at its election, pursuant to its obligations under the Warranty:

- Repair or replace the defective Englefield product or part;
- Pay the cost of repairing the defective product or part
- Refund the purchase price to the purchaser
- Make appropriate adjustment

2. The Warranty applies only within New Zealand and only to the original purchaser;

3. The following will be not be covered by the Warranty:

a) Damage due to accident, improper installation or handling, improper care and cleaning, faulty repairs, alteration, abuse or misuse (whether undertaken by a contractor, service company, or the consumer);

b) Installed, maintained or used other than in accordance with the instructions furnished by Kohler;

4. Standard products may contain unavoidable manufacturing imperfections of a minor character and if a manufacturing defect is found, Kohler will, as its election, refund the purchaser with the purchase price of the product or repair, provide a replacement part or product, or make an appropriate adjustment.

5. The purchaser shall be responsible for and shall meet all charges in respect of making the defective product accessible for repair or replacement and any labour, transportation, travelling or communication expenses incurred;

## Information required when making a claim

Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, colour, the date the product was purchased and from whom the product was purchased. Also include your original invoice.

## Contact Details

If you believe that you have a Warranty claim, contact Kohler either through your plumbing supplies retailer, by writing to Customer Service Department, Kohler New Zealand Ltd, PO Box 100-146 NSMC, Auckland or email to [info@kohler.co.nz](mailto:info@kohler.co.nz).

For all other information, or to obtain the name and address of the service and repair facility nearest you please phone 0800 100 382.