

KOHLER / KB Australia

Warranty Guide — Australia | Compiled September 2026

Important source note: KB Australia currently operates the Australian KOHLER site and handles after-sales/warranty enquiries, but its public website does not currently publish a single, dated master KOHLER warranty schedule. This guide therefore separates (1) warranty periods that can be confirmed from current Australian product listings and (2) the detailed KOHLER Australia warranty schedule published in the 2018/2019 Australian warranty statements. The older schedule is included as a reference, not represented as a newly issued 2024–2026 master policy.

Current KB Australia / KOHLER position

KOHLER.com.au states that it is now powered by KB Australia, which provides the Australian KOHLER range and local expertise. KB Australia lists 1800 564 537 and customerservice@kbaustralia.com.au for after-sales and warranty enquiries. The current KB Australia catalogue/product range includes tapware, showering tapware, baths, intelligent toilets, toilets, basins, mirrors, accessories and related bathroom products.

PRODUCT CATEGORY	WARRANTY PERIOD / TERMS	STATUS OF EVIDENCE
Toilet — vitreous china / ceramic pan & cistern	10 years — first 5 years parts, labour & freight; years 5–10 parts only.	Confirmed in current Australian product listings; consistent with KOHLER AU schedule.
In-wall cistern	15 years — first 5 years parts, labour & freight; years 5–15 parts only.	Confirmed in current Australian product listings; consistent with KOHLER AU schedule.
Fill & flush valves	10 years — first 5 years parts, labour & freight; years 5–10 parts only.	Confirmed in current Australian product listings.
Face / push plate incl. electronic parts	5 years — parts only.	KOHLER AU schedule; current KB master schedule not publicly posted.
Seals & washers	2 years.	KOHLER AU schedule; current KB master schedule not publicly posted.
Toilet seat	2 years (battery-operated features may have a separate period by product).	Confirmed on current Australian listings for standard seats; check individual model.
Intelligent / integrated toilet electronics	3 years for bidet/electronic parts in the KOHLER AU schedule; ceramic pan remains 10 years and in-wall cistern 15 years where applicable.	Current Australian product listings confirm 3 years for electronic bidet components on some models.
Shower head & rail	5 years.	Current Australian product listing confirms 5 years parts & freight for RainCan shower head; detailed category schedule is from KOHLER AU.
Shower hose	2 years.	KOHLER AU schedule; current KB master schedule not publicly posted.
Tapware — chrome & PVD finishes, excluding cartridges	15 years — first 10 years parts, labour & freight; years 10–15 parts only.	KOHLER AU schedule; current KB master schedule not publicly posted.
Tapware — black powder-coated finish, excluding cartridges	2 years.	KOHLER AU schedule; current KB master schedule not publicly posted.
Flexible metal braided hose	5 years.	KOHLER AU schedule.
Electronics parts	1 year.	KOHLER AU schedule.
Kitchen sink — stainless steel	5 years.	KOHLER AU schedule.
Kitchen waste	2 years.	KOHLER AU schedule.
Bathroom furniture — cabinet & mirror cabinet	3 years.	KOHLER AU schedule.
Vanity top	5 years.	KOHLER AU schedule.
Bathroom accessories — all components	10 years — parts only.	KOHLER AU schedule.
Bathroom waste	5 years.	KOHLER AU schedule.
Acrylic bath	5 years.	KOHLER AU schedule.
Cast iron bath	10 years.	KOHLER AU schedule.
Lithocast bath	10 years.	KOHLER AU schedule.

PRODUCT CATEGORY	WARRANTY PERIOD / TERMS	STATUS OF EVIDENCE
Electronic bath pump	1 year.	KOHLER AU schedule.
Other bath fittings/components	1 year.	KOHLER AU schedule.

Showers, baths & screens

The detailed KOHLER Australia warranty schedule states: shower door sets (excluding seals, rollers and fittings) — 10 years; seals, rollers and fittings — 1 year; Easy Clean and Hi Flow waste — 5 years (removable elements, 2 years). For baths and spas: acrylic shell — 5 years; cast iron and Lithocast baths — 10 years; electronic pump — 1 year; other fittings/components — 1 year; bathroom waste — 5 years.

General warranty conditions and exclusions

The KOHLER Australia warranty statement is a warranty against defects and applies in addition to rights under Australian Consumer Law. The schedule is for non-commercial use. The published warranty terms exclude or limit coverage for matters such as misuse, abuse, incorrect installation and damage outside normal use. The warranty documentation requires proof of purchase for claims. Where a product is used commercially or publicly, the 2019 KOHLER Australia statement provides a separate 12-month claim period from installation.

Important: Because KB Australia has not published a new 2024–2026 master warranty schedule on its public website that I could verify, commercial-use terms and any category not specifically confirmed on a current product page should be checked directly with KB Australia before being represented to a customer as the current warranty.

Warranty / after-sales contact

KB Australia

98 Forrester Road, St Marys NSW 2760, Australia

After-sales & warranty: 1800 564 537

Email: customerservice@kbaustralia.com.au

Sources checked

- KB Australia — official website and KOHLER collection
- KB Australia — current product catalogue / product range material
- KB Australia-hosted KOHLER product installation documents containing warranty references
- KOHLER Australia Warranty Statement 2018 / 2019 — detailed Australian warranty schedules

This document is a compiled reference guide, not a replacement for the manufacturer's warranty terms. For a live claim, confirm the exact model and applicable warranty with KB Australia.