

Warranty

Brondell products are backed by some of the most comprehensive warranties in the industry. Brondell warrants that all products (excluding consumable items) shall be free from defects in material and workmanship under normal use and service.

KBT-900 Residential 3-Year Limited Warranty

- 100% Coverage of all parts and labor for the entire product (excluding consumable filters) for the first three years from original date of purchase

KBT-900 Commercial Warranty

The warranty period is 1 year from original purchase date for all Brondell products. Warranties may not apply to products that are used for heavy commercial, hospital, or other high-use non-residential applications.

Exclusions and Limitations

1. BRONDELL warrants its products to be free from manufacturing defects under normal use and service. This warranty is extended only to the ORIGINAL PURCHASER.
2. BRONDELL's obligations under this warranty are limited to repairs or replacement, at BRONDELL's option, of products or parts found to be defective, provided that such products were properly installed and used in accordance with instructions. BRONDELL reserves the right to make such inspections as may be necessary to determine the cause of the defect. BRONDELL will not charge for labor or parts in connection with warranty repairs for the first year from date of purchase on all products except those that may be subject to commercial use limitations.
3. BRONDELL is not responsible for the cost of removal, return (shipping) and/or re-installation of products.
4. Variations in color and finish of all materials will occur naturally due to manufacturing processes are not considered manufacturing defects.
5. Scratching, staining, gloss reduction, fading, and other effects from chemical use, water, and atmospheric conditions are not considered manufacturing defects, but are considered normal wear and tear.

This warranty does NOT apply to:

- Damage or loss which occurs during shipment.
- Damage or loss sustained through any natural or man-made causes beyond the control of BRONDELL, including but not limited to fire, earthquake, floods, etc.
- Damage or loss resulting from sediments or foreign matter contained in a water system.
- Damage or loss resulting from negligent or improper installation including installation of a unit in a harsh or hazardous environment.
- Damage or loss resulting from removal, improper repair, modification of the product, or improper maintenance including damage caused by chlorine or chlorine-related products.
- Damage or loss resulting from electrical surges, electrical outages, lightning strikes, or other acts which are not the fault of Brondell, or which the product is not specified to tolerate.

6. This warranty gives you specific legal rights. You may have other rights which vary from state to state. THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY BRONDELL. REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO THE PURCHASER. BRONDELL SHALL NOT BE RESPONSIBLE FOR LOSS OF USE OF THE PRODUCT OR FOR OTHER INCIDENTAL, SPECIAL, FOR CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED BY THE PURCHASER OR FOR LABOR OR OTHER COSTS DUE TO INSTALLATION OR REMOVAL OR COSTS OF REPAIRS BY OTHERS, OR FOR ANY OTHER EXPENSE NOT SPECIFICALLY STATED ABOVE. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES, INCLUDING THAT OF MERCHANTABILITY, ARE EXPRESSLY LIMITED TO THE DURATION OF THIS WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS, SO THE ABOVE LIMITATION AND EXCLUSION MAY NOT APPLY TO YOU.

How to Obtain Service

To initiate a Brondell Warranty Claim, please visit Brondell.com/Support and complete our online Support Request form or call our Customer Support team for assistance at 1-888-542-3355, Mon – Fri, 8am – 2pm PST. Our dedicated Customer Support specialists will work with you to troubleshoot the issue, and depending on the results, will provide you with a Return Merchandise Authorization (RMA) number and a pre-paid shipping label, if applicable, for you to ship your Brondell product to our Service Center.

When returning your item to our Service Center, please ensure to include the RMA number and a copy of the original receipt as proof of purchase for proper identification and processing.

Brondell®

Feels better already.

Brondell, Inc.
PO Box 470085
San Francisco, CA
94147-0085

www.brondell.com

For questions and additional resources, contact:

Brondell Customer Support
1-888-542-3355

www.brondell.com/support

Manufactured By

Brondell, Inc.
PO Box 470085
San Francisco, CA
94147-0085

Made in China

Please retain receipt records for any warranty claims.