KOHLER. Konnect

FAQ
for Kitchen Faucets with KOHLER® Konnect and Voice Activation

What are kitchen faucets with KOHLER Konnect™?

Kitchen Faucets with KOHLER Konnect allow you to turn the water on and off or dispense water in a measured or preset volume with simple voice commands or using touchless, motion-based interactions. Consumers can fill an eight-ounce cup of water or a large pot with hands-free voice control. Consumers will also be able to monitor water usage through the app.

What is required to enable voice activation?

You must purchase a kitchen faucet with Kohler Konnect for voice activation. Kohler Konnect pairs with Amazon Alexa, Google Assistant and Siri.**

▪ Technical Details

Are there any limitations or differences in upkeep compared with standard kitchen faucets?

There are no special circumstances or requirements in terms of upkeep – you can clean kitchen faucets with KOHLER Konnect the same way you might clean any other KOHLER faucet. When software updates are available, you will receive a push notification.

What happens when there is an Internet outage at my house? Does the faucet stop working?

In the event of an Internet outage, voice activation will not be available. When using voice activation, the smart speaker will notify you that the device is not connected to the Internet. The faucet will automatically reconnect when the Internet signal has resumed.

How does KOHLER touchless technology work?

Opening the valve on the KOHLER Response® touchless kitchen faucet activates the touchless sensor. Activation will be indicated by an LED light near the handle. Once activated, a simple wave of a hand, pot or utensil underneath the spout will turn the water on or off.

Where do I go for technical support?

For Kohler customer service, visit KOHLER.com/us/static/contact.jsp or call 1-800-456-4537.

Are these faucets battery-powered?

No, these faucets are 120 V A/C-powered.

▪ KOHLER Konnect App

Do I need to set up an account to use KOHLER Konnect with voice activation products?

Yes, creating an account with your KOHLER Konnect app is necessary to set up kitchen faucets with KOHLER Konnect.

How do I set up an account with the KOHLER Konnect app?

A quick-start guide that instructs you to download the KOHLER Konnect app is included in the product box as well as online. Once the app is downloaded, you will be prompted to sign up for KOHLER Konnect and will be directed through the setup process.

From where can I control kitchen faucets with KOHLER Konnect?

When using the KOHLER Konnect app, you and the faucet must be on the same Wi-Fi network.

How do I update my KOHLER Konnect products?

When updates are available, you will receive a push notification indicating there is an update. Ensuring you have the latest version of the app will be important in keeping the faucet up-to-date.

How do I remove a product from my KOHLER Konnect app?
- Open the KOHLER Konnect App
- Click the "About" button
- At the bottom of the "About" page, click "Remove Product"

Another user's account is linked to my kitchen faucet with KOHLER Konnect. How do I reset the faucet so I can control it?

You will need to do a factory reset. Factory reset instructions can be found in the product installation guides at us.kohler.com

My Internet is broadcasting two bands, 2.4 GHz and 5 GHz. Which should I connect to?

Kitchen faucets with KOHLER Konnect require connection through 2.4 GHz Internet.

▪ Kitchen Faucet With KOHLER Konnect

Can I control the temperature and rate of flow with my voice?

No, the handle position will determine the temperature and rate of flow delivered by the faucet.

In what increments can I command kitchen faucets to dispense?

Kitchen sink faucets with KOHLER Konnect will dispense a minimum of one cup of water. The maximum amount will be approximately 6 gallons, depending on water pressure. You can ask for units in ounces, cups, quarts, gallons, milliliters and liters.*

How many presets can I have?

Up to six presets per faucet can be created via the KOHLER Konnect app. Preset names and dispensing amounts can be customized.

How do I create presets?

To create a preset, follow the instructions below:
- On the home page of the KOHLER Konnect app, click the faucet name
- Click "+" in the upper right-hand corner of the screen
- Select desired volume
- Click "Create Experience"

How do I edit or delete a preset?

To edit a preset, follow the instructions below:
- Click the experience you would like to modify
- In the upper right-hand, corner click "Edit"
- Select the desired volume

To delete a preset, follow the instructions below:
- Click on the experience you would like to delete.
- In the upper right-hand corner click "Edit"
- On the bottom of the page, click "Remove Experience"

Can I retrofit my existing faucet?

No, a kitchen faucet with KOHLER Konnect must be purchased in order to have KOHLER Konnect capability.

Does the water meter come with the purchase?

Yes, the water meter that provides feedback to the KOHLER Konnect app is essential to KOHLER Konnect faucet and is included in the purchase.

What can I control via my voice with kitchen faucets with KOHLER Konnect?

Voice commands can turn the faucet on/off, dispense measured amounts of water and activate presets programed in the app.
A full list of compatible commands can be found at: us.kohler.com

What if my command isn't recognized?

If the command is not recognized, review the full command list (link above) and ensure the correct command structure is being used. If the command is still not recognized, ensure the KOHLER Konnect skill is enabled via Amazon Alexa, Google Assistant or Siri.** If problems persist, please contact customer support for assistance in troubleshooting.

Will these faucets still maintain touchless activation?

Yes, the faucet has Response touchless technology integrated into the faucet.

Do I need Internet? What happens if my Internet goes out?

Internet is required to use voice control. As with all KOHLER Konnect products, manual control will always be available in the event that Internet service is interrupted.

How do I monitor my water usage?

The KOHLER Konnect app will display water usage. You may also ask the smart home speaker for your water usage.

What if I forget to turn my faucet off?

KOHLER touchless kitchen faucets will automatically turn off after four minutes of continuous flow.

I received a leak notification. What does this mean?

A leak notification means that an unusual water flow has been detected. Please check above and below your sink and turn off water at the shutoff valve, if needed. Leak detection notifications can be found on the "About" screen on the KOHLER Konnect app.***

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*When dispensing measured amounts, minimum of 8oz. is required, accuracy may vary depending on water pressure and flow rate.

**Siri can be used across your Apple devices and is limited to on/off control.

***Notification through the Kohler Konnect app will advise you when water flow is detected beyond the flow sensor greater than .5 GPM for 3 seconds. (This is not to be relied upon for water leak detection.)

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