

WARRANTY

Novatto products have been made under the highest standards of craftsmanship and quality. Each product of ours under goes strict quality control testing to ensure years of enjoyment. Novatto's ceramic sinks offer a warranty for defects in workmanship and/or materials when the product was purchased through an authorized Novatto dealer.

Novatto's ceramic sinks are backed by Novatto's Lifetime Limited warranty. Novatto warrants to the original consumer purchaser for as long as the original consumer purchaser owns their home (the "Warranty Period" for homeowners), this sink will be free from defects in material and workmanship. All other purchasers including purchasers for industrial, commercial and business use are excluded from this warranty. Warranties are not transferable, between homes or owners and are only applicable to residential use.

Under no circumstance will Novatto Inc. be held responsible for any damage as a result during or after product installation. Novatto accepts no liability for any damages to the floor, walls, plumbing or personal injury during installation. We will not be responsible for any labor or installation charges, or any other expenses associated with a defective product. Novatto's only responsibility is the replacement, exchange, or repair of a defective product. Novatto will not be responsible for product failures due to lack of maintenance. We will not be held responsible for any damage or product failure due to improper installation, misuse, or failure to use a licensed professional. Please read the care and maintenance documentation to determine the limits of proper use.

Get the most out of your Novatto product by registering!

By registering, you establish Novatto's product warranty. Plus you will receive helpful tips and product information, learn of special events and much more.

If you believe you have a warranty claim, contact Novatto, either through your local Dealer, Plumbing Contractor, Home Center, or by writing: Novatto, Inc., Attn.: Product Support, 3533 E. Corona Ave., Phoenix, AZ, 85040, USA. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, color, finish, the date the product was purchased and from whom the product was purchased. Also include your original invoice. For other information, or to obtain the name and address of the service and repair facility nearest you, write to the above address or email: productsupport@novatto.com.

Need more help?

Feel free to contact our technical support anytime at 844.404.4242 or email us at: productsupport@novatto.com. More information is also available at: www.Novatto.com.

FAQs

Do I need to seal my porcelain sink? Why?

Short answer is yes. Sealer prevents dirt, oil, minerals, contaminants and stains from penetrating the porcelain. Your sink may have come with *Glacier Ice which will seal the sink's surface and prevent stains such as hard water spots. Be sure your sink is completely clean before sealing it. We then recommend re-sealing every year or two to keep your sink in its gleaming state.

**If wipe arrives dry, re-activate it by moistening the wipe with rubbing alcohol. You do not have to saturate the wipe, just get it moist enough for use.*

Is there a difference between Ceramic and Porcelain sinks?

Ceramic is a general term for materials made by heating clay in a kiln. Porcelain is a type of ceramic heated to a much higher temperature than other ceramics, between 2,200- and 2,600-degrees F. This extreme heat adds strength to porcelain. Otherwise there is no real difference.

Is there a template for my ceramic sink?

There should've been a template with your sink. Compare your template to the actual sink before making any cuts. Make sure there is adequate space for your faucet and back-splash, plus, check faucet's handle(s) and spout for full range of motion. Please email us if your template seems to be missing: support@novatto.com.

Should I hire or consult a professional?

The benefit of hiring a professional is they have likely done the job dozens to hundreds of times. Precision is key to this project, to ensure no leaks nor surprise incidents in which you find your sink in the bottom of your cabinet! Plus, your sink may require custom cabinetry in order to guarantee proper fit and safety.