

WARRANTY

Novatto products have been made under the highest standards of craftsmanship and quality. Due to manufacturing characteristics of our porcelain products very slight variations in dimensions, and colorization are expected and are not considered defects. Porcelain sinks are durable and easy to clean. If you like the look, then it's hard to find a better choice.

Novatto offers no warranty with respect to the finish on the porcelain products, as it will naturally change over time and use. Novatto offers a warranty for defects in workmanship and/or materials for all of our collections when the product was purchased through an authorized Novatto dealer.

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 Inc's only responsibility is the replacement, exchange, or repair of a defective product.

Get the most out of your Novatto sink by registering!

By registering, you activate Novatto's product's 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, color, model number, the date the product was purchased and from whom the product was purchased. Also include your original invoice. For other information email: productsupport@novatto.com. or write to the above address.

Novatto's porcelain sinks are manufactured using molds, automated firing and glazing with calculated temperatures and glaze amounts. We do some small touch-ups and will use hand-held polishing tools as needed. Porcelain sinks have a classic look and they are very popular. To be sure Novatto's product fits perfectly in your home, we recommend purchasing the product first and then build accordingly.

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/ceramic sink?

All sealers will break down over time and become less effective. And the glaze on your porcelain sink is no different. Most ceramic sinks, to a degree, lose their luster and therefore it is important to protect your sink against harmful substances in every day use. Your ceramic sink will come with Glacier Ice which should be applied. We then recommend re-sealing with Glacier Ice every year or two. If your porcelain sink is properly sealed, it will pretty much last for hundreds of years!

Should I hire or consult a professional?

One average sized porcelain sink can weigh around 62 lbs! Then fill it with water and dishes... So, your sink may require custom cabinetry, as well as additional reinforcement in order to guarantee proper fit and safety. We highly recommend hiring an experienced cabinet maker for help.

Each sink will vary slightly in size because of the manufacturing process. Therefore, we suggest that you provide your cabinet maker with the actual sink to ensure a custom and safe fit. Otherwise, a poorly reinforced cabinet may lead to accidents, personal injury, or destruction of your sink.

Considering porcelain sinks are manufactured, are there any differences I should know about between them and other materials?

About the only problem with porcelain is that it can crack or chip, which typically happens if you drop something such as a heavy pot into your sink. It can also become stained which means food or liquids that are poured into the sink or food or liquids which aren't quickly wiped away can cause discoloration over time. But porcelain is a durable material, so with reasonable care, you can enjoy all the benefits this kind of sink offers.