

## ISVEA SINK USER'S GUIDE AND WARRANTY DOCUMENT

### General Maintenance and Cleaning Tips for ISVEA Products

Please consider the following instructions when performing maintenance and cleaning for your product:

- Before applying any cleaning agent to the entire surface of the product, test it on a small area first.
- Avoid using harsh and abrasive cleaning materials to clean the surfaces. Use a soft sponge or a soft cotton cloth instead.
- After applying the cleaner, wipe the surfaces, rinse with water and then dry them.
- Avoid soaking the surfaces in cleaners.
- Do not allow the cleaners to come into contact with other surfaces. If it happens, immediately wipe it off with a clean cloth.
- Never place extremely hot pots directly on the sink surface. Use a potholder.
- Never let drain cleaners come in to contact with the sink.
- Food stains such as tea, coffee, wine, any alcohol beverage should be removed immediately using warm water.

### Maintenance and Cleaning Tips for ISVEA Sinks

- After each use, rinse the product with water and dry it with a soft cotton cloth
- Acidic cleaners (such as salt spirit, acetone, paint removers etc.) and abrasive powders, as well as harsh cleaning tools (wire, sponge, Scotch, brush, etc.), can cause wear and scratches on surfaces. The most suitable cleaning material to use is a soft cotton cloth.
- A typical liquid dish soap or a vinegar based cleaner is recommended to clean the product
- When there is water inside the products, the ambient temperature where the products are located must be above the freezing temperature of water. Otherwise, the products may crack due to the freezing effect.
- To prevent deposits and foreign substances from leaving stains on the ceramic surface, the plumbing inside the building, tap water, and water tank should be regularly cleaned with liquid cleaning agents that do not contain acid (such as salt spirit, acetone, etc.) and abrasive materials. Neglected ceramic surfaces may develop permanent marks over time.
- Strong abrasive cleaners, used during cleaning, will scratch the surface and cause the products to lose their shine. It is preferable to use mild abrasive materials instead of strong abrasive substances.
- Avoid keeping containers of cleaning products or chemicals, such as acids, bleach, sodium chloride, drain cleaner or toilet bowl cleaner beneath your sink.

## Maintenance and Cleaning Tips for Accessories

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- Avoid using cleaners that contain ammonia, bleach, or acid (such as salt spirit, acetone, paint removers etc.) and abrasive powders.
- Avoid using abrasive and harsh cleaning tools such as wire, sponge, Scotch, brush, etc. that can cause wear and scratches on metallic surfaces. We recommend using a soft cotton cloth.
- Please do not soak the product in cleaners.
- After each use, rinse the product with water and immediately dry it with a soft cotton cloth.

## Warranty

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ISVEA guarantees that its sinks will be free from material and workmanship defects for consumers who use them in their residential properties. This warranty is only applicable to ISVEA sinks installed in the United States. If any issues arise during consumer use in their residential properties due to a manufacturing defect, ISVEA will, at its discretion, either replace the product (shipping/delivery charges may apply) or provide appropriate repairs. The purchase receipt (original sales receipt) must be presented to ISVEA along with any warranty claims. Under no circumstances shall ISVEA's liability exceed the purchase price of the product. ISVEA strongly advises that you engage a licensed, professional plumber for all installations. This warranty will not cover for any damage or product issues resulting from incorrect installation, misuse, accident, personal injury or failure to employ a licensed professional. This warranty specifically do not cover any incidental or consequential damages. ISVEA is not responsible for labor costs, installation, removal or any other expenses and for any indirect, accidental, or subsequent damages, losses, injuries, or associated expenses of any kind related to this product. Damages such as dents, breakages, and scratches occurring during and after installation due to accidents, negligence, improper installation, misuse, carelessness, corrosion from water and mineral deposits, contact with corrosive substances, incorrect usage, damage resulting from inadequate maintenance, product modification, failure to follow care or installation instructions or use of cleaners containing abrasives, alcohol or other organic solvents whether by a contractor, service company, or the user, are not covered by this warranty and will not be accepted. Improper use, maintenance, and cleaning will invalidate the warranty. Conditions not related to manufacturing defects, such as the natural wear and tear of the surface over time, decrease in gloss, scratches, stains, and acid or alkali corrosion, effects of exposure to water and atmospheric conditions are not covered under this warranty.

The carrier is accountable for any damage that occurs during transit. It is essential for the user or installer to unbox and thoroughly inspect the product upon delivery. If any damage is detected, it must be promptly reported to both the seller and the carrier, and a request for inspection should be made. In case the carrier fails to respond, this should be reported to both the seller and the carrier. Subsequently, freight claims should be filed without delay.

**ISVEA warrants its products against material and workmanship defects for a period of **one (1) year** from the date of purchase. All other terms and conditions mentioned above apply to this warranty.**

## **This warranty is valid only for the initial purchaser of the product.**

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This warranty does not cover shipping costs, labor costs, installation or replacement of the sink, diagnosis or replacement of any faucet or component part, or any other expenses or losses such as other charges or damages, including any provided accessories with the product. This warranty does not cover worn-out, discontinued, or display products, whether purchased from discounted outlets and/or online, or sold during clearance or closing-out sales.

This warranty applies only to the original consumer purchaser. No additional warranties are provided for the product. The warranty is not valid for commercial use.

### **To Obtain Service Under Warranty:**

Please email the following information to [mailto : info@isveausa.com](mailto:info@isveausa.com)

- A.** Date of purchase and installation.
- B.** Proof of Purchase (copy of original dated invoice)
- C.** Description and proof of the nature of the defect.
- D.** If possible, the model number or description of the product and/or component part.