WARRANTY

The sinks are warranted to original retail purchaser to be free from defects in material and workmanship for a period of ONE (1) year from the date of purchase as shown on the purchaser's receipt when properly installed by a qualified, licensed plumber. This warranty is limited to defective parts only. Labor charges and/or improper installation, repair or replacements, as well as incidental and consequential damages connected therewith are excluded. Any damage to this sink as a result of misuse, abuse, neglect, accident or improper installation, or any use not consistent with the instructions, will void this warranty. This warranty excludes all industrial and commercial usage.

Under no circumstance will Novatto or Novatto Inc. be held responsible for any damage as a result during or after product 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, or exchange of a defective product.

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, email: support@novatto.com or write to the above address.

Get the most out of your Novatto sink by registering!

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

Stainless steel kitchen sinks have a tolerance level, which means during the manufacturing process, they have an acceptable variation in dimensions with a common tolerance level being around 1/32". Therefore the sink's measurements can deviate slightly from the stated dimensions, but not exceeding that tolerance level. To be sure Novatto's product fits perfectly in your home; we recommend purchasing the product first and then fabricate 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

How do I keep my stainless steel sink from becoming stained and colored?

The finish is not waxed or sealed so remember, stainless steel will react to how it is used and its surrounding environment. It may become stained if it comes into contact with certain chemicals, such as those found in certain foods, cleaning agents or beverages. When left in the sink for an extended period, these chemicals can react with the your stainless-steel sink and cause stains or discoloration.

Are there clips included with my sink?

Yes. Novatto provides the sink clips and it is recommended you use all of them to secure your sink to the counter.

My sink is showing scratches!

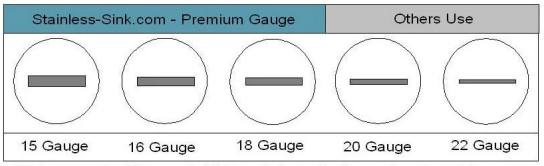
To prevent scratches use sink accessories such as bottom racks and rinse baskets to help shield the sink from scratches and dents. Also, when applying cleaner, work with the grain of the sink, not across it.

To remove scratches, you can use a paste made from baking soda and water, apply it to the scratched area with a soft cloth, gently rub in the direction of the grain, rinse, and dry. For deeper scratches, consider using a dedicated stainless steel scratch removal products such as a fine-grit wet sandpaper, or a rubbing compound; remembering to always follow the grain's direction to avoid further damage.

What is the gauge of my sink?

All of Novatto's kitchen stainless-steel sinks are made from 304 18/8 chromium-nickel content with a 16 or 18 gauge thickness.

Sink Gauge Comparison Chart



Graph represents differences in thickness between the five most common sink gauges.