



Eco-NOVA Warranty Statement

Warranty: For a period of 24 months from the date of purchase, NOVA Bidet will repair or replace any part that proves to be defective in material and/or workmanship under normal installation, use and service.

Residential Products: We provide warranty on the NOVA Bidet Seat to the original purchaser, installed in a residential setting. This warranty is effective for the North American 120 volt UL approved models Eco-NOVA.

Mechanical Warranty: The warranty covers all parts to be free from manufacturing defects in materials and workmanship under normal use.

Finish Warranty: The warranty does not cover scratching or staining from use of chemicals or cleaning agents.

Authorized Sellers: The Eco-NOVA warranty applies to sales from Authorized sellers only.

Limitations: The warranty does not cover the cost to return the damaged product to the Authorized Service Facility nor does it cover the cost of removal or installation of the product. It does not cover the loss of use while the unit is out of service.

What Eco-NOVA does not cover:

- Service trips to your home.
- Improper installation, delivery or maintenance.
- Damaged caused after delivery.
- Failure of the product due to abuse, misuse or use for other than intended purposes.
- Use of the product for commercial purposes.
- Damage to the product caused by accident, fire, floods or acts of God.
- Incidental or Consequential damage caused by possible defects with this product.

Exclusion of Implied Warranties: Your sole and exclusive remedy is product repair as provided in this limited warranty. Any implied warranties, including the implied warranties of merchantability or fitness for a particular purpose, are limited to one year or the shortest period allowed by law.

Submit a Warranty Claim: Proof of Purchase (copy of your original receipt, purchase order or invoice), including the dealers name and date the product was purchased is required. Please contact us through the email or phone number listed below.

Eco-NOVA Care and Cleaning Tips

DO: Clean the product with a little soap and a damp cloth then simply rinse off and wipe dry.

DON'T: Do not use abrasive sponges or scouring agents for cleaning. We also advise against the use of solvents, spray cans containing benzene, or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid.

For repair and service, contact our Distribution and Service Facility:

NOVA Bidet

Email: Support@HygieneForHealth.com

Phone: +1 (360) 681-0753