

FAQs



PROTECT YOUR INVESTMENT

How far back from the edge of the sink should the faucet hole be drilled?

The distance depends on the type of faucet used with the sink. Typically 1-3-inches is ideal.



NBPF-115ORB Lou Bar Faucet
TCB-002AN Cordoba Copper Bar Sink

Do your faucets have a lifetime warranty?

Yes, all of our faucets carry a Limited Lifetime Warranty.

Are replacement parts available?

Yes, they sure are. We carry replacement parts for all of our faucets. Parts are available free of charge when covered under warranty.

Where should the faucet hole be placed?

The placement of the faucet is a matter of preference, most faucets, however, are centered to the sink's drain. Also make sure there is clearance between the back-splash and the faucet's handle.



NBPF-108MB Wright Pivotal Bar Faucet
TCB-004AN Navarre Copper Bar Sink



WARRANTY

Novatto products have been made under the highest standards of craftsmanship and quality. All Novatto faucets 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 faucet 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.

Damage due to installation error, product abuse, product misuse, or use of cleaners containing abrasives, alcohol or other organic solvents, whether performed by a contractor, service company, or yourself are excluded from this warranty. Novatto recommends using a plumbing professional to install your Novatto product. Except as provided by law, this warranty is in lieu of and excludes all other warranties, conditions and guarantees, whether expressed or implied, statutory or otherwise, including without restriction those of merchantability or of fitness for use.

Defects or damage caused using other than genuine Novatto parts is not covered by this warranty. This warranty is applicable only to faucets purchased after November 2009 and shall be effective from the date of purchase as shown on purchaser's receipt. If the faucet should leak or drip during normal use, Novatto will provide the purchaser the cartridge necessary to put the faucet in normal working condition. All finishes on Novatto faucets are warranted to the original consumer to be free from defects in material and craftsmanship for a period of one year starting the date of purchase by the consumer. If the faucet is used commercially or is installed outside of the United States of America or Canada, the warranty is voided.

Proof of purchase (original sales receipt) must be provided to Novatto, Inc. with all warranty claims. Novatto is not responsible for labor charges, installation, loss, injury or any other incidental or consequential costs. In no event shall the liability of Novatto products surpass the purchase price of the replacement part. In no event shall Novatto be liable for loss of profits or any such loss, or any direct or indirect, special, incidental or consequential damages howsoever incurred or designated arising out of any breached claim of warranty.

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 a service or repair facility near you, email: support@novattoinc.com or write to the above address.

Warning: Never use cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for chrome, oil rubbed bronze or brushed nickel. This will void the warranty. Novatto products may be cleaned by using a mild soap with warm water and a dry, clean soft cloth. Using anything other than what is suggested will void the warranty.

THANK YOU

We would like to take this opportunity to thank you for choosing Novatto. We hope you are truly satisfied with our product(s) and enjoy it for years to come. As a small business, we learn the most from you, the customer. Please visit the link to the right, leave us a review with some high resolution pictures and you could win a \$25 Amazon or Visa gift card.

It's easy as...

- Go to novattoinc.com
- In the top left, click "product registration and review"
- Find your product model
- Review, submit... enjoy!



Novatto | P: 844.404.4242
support@novattoinc.com
NovattoInc.com



Get the most out of your Novatto faucet by registering!

You are not only establishing the product's warranty by registering, you will also receive product information, helpful tips, learn of special events and much more.



CARE AND MAINTENANCE

NBPF-108MB Wright Pivotal Bar Faucet
TCB-004AN Navarre Copper Bar Sink

Glacier Ice

Glacier Ice (if included) will protect sinks, faucets and shower doors from mineral buildup and hard water spots. This pre-soaked cloth will cover up to 40 sq. feet and is reusable for multiple uses.

Glacier Ice Faucet and Sink professional sealer kit will not only restore sinks, faucets and shower doors from mineral buildup and hard water spots. It will also protect from future corrosion, oxidation, mold and mildew. Treats up to 100 square feet.

Novatto's faucets are incredibly easy to clean and maintain. To keep your faucet in pristine condition simply wipe down with a soapy sponge or soft cloth, rinse and dry. A cleaner such as [Glacier Ice](#) or any other non-abrasive cleaner may be used if grime or minerals build up.

Caution: Do NOT use metal brushes, scouring pads or any abrasive cleaners when cleaning the faucet as this may scratch the finish.

Novatto faucets combine substance with style, for a dramatic look with contemporary appeal. Featuring faucets in a range of finishes, the unique designs offer endless options for all your bar design ideas. Our stylish bar faucet is created using top-quality components, including a ceramic cartridge for reliable drip-free use and a swivel to reach all sink areas without compromising integrity. The bar faucet creates a dynamic focal point, and complements a variety of decor styles. Choose from a range of distinctive finishes to create an area you love. Novatto recommends using a professional plumber when installing your faucet. Do not allow the faucet to come in contact with steel or other abrasive objects which could scratch or damage the finish.

Steps to Complete Your Faucet Install

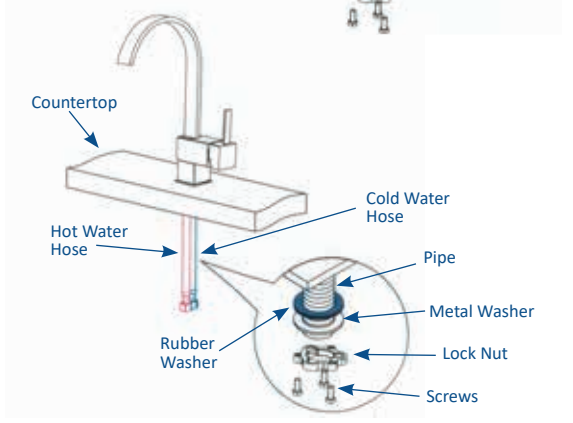
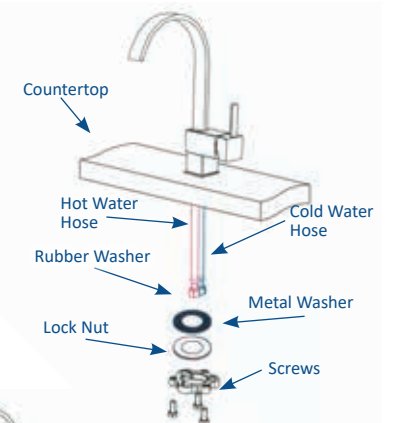
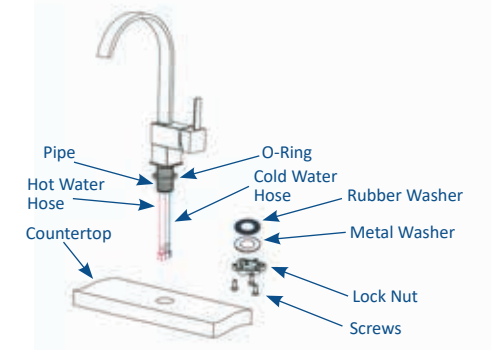
Applicable for the following Bar faucet series:
NBPF-108 NBPF-115

- **Turn the levers off** on both the hot and cold water supply lines so water will not be running through the pipes. These levers/pipes will be located under the sink in the cabinet. If replacing an old faucet turn it on in order for excess water to flow out AFTER you have turned off the levers.
- **Remove ALL hardware** off the pipe except o-ring and flexible hoses: remove rubber washer, metal washer, lock nut. If necessary, fasten the hot/cold flexible hoses into the water supply holes on the bottom of faucet. Then thread hoses and pipe (with o-ring against faucet base) through the center hole so that the o-ring is between faucet and top of counter.
- **Screw rest of hardware** onto pipe (rubber washer, metal washer, lock nut) from below counter. Tighten lock nut. Then connect hot & cold water flexible hoses to water supply lines accordingly. (*Water supply lines NOT included.*) Use plumber's tape if necessary.
- **Slowly turn the levers** on the hot and cold water supply lines to the open position to your desired flow rate. Check for leaks. Turn faucet on and allow to run for a couple minutes to get rid of any air pockets and flush debris from faucet and pipes.

Please Note:

- Review and abide by all building and plumbing codes
- Standard codes for Novatto faucets: cUPC/CSA/AB1953
- Novatto faucets need to be installed by a professional
- Hole should to be 1.5" for installation
- Max counter thickness 2"

TOOLS NEEDED FOR ASSEMBLY (not included)



Questions, problems, missing parts? Before returning to your retailer, call our customer service department at 844.404.4242, 8:00 a.m. - 5 p.m., MT, Monday - Friday or email us at: support@novattoinc.com

TROUBLESHOOTING TIPS

Issue	Reason	Solution
Leakage under the handle	Lock nut has come loose; Ceramic cartridge may be defective	Tighten locking nut; Remove cartridge, check for cracks
Water will not shut off completely	Cartridge may be defective	Remove ceramic cartridge, check for cracks
Finish is changing color or is shiny	Abrasive cleaners, soaps or other factors constantly in contact with it.	Stop using abrasives; Replace parts
Leaking from under the body	Cracked casing inside; Supply lines may be loose	New faucet needed; Tighten supply lines