

# FAQs



## Protect Your Investment

### May I use a drain from another vendor?

Yes, drains from other manufacturers will be compatible with our stone vessel sinks.

### Considering these are handmade and from mother nature what differences should I expect?

All of our stone sinks are hand carved from natural stone so variations such as color, size, pattern and veins are common. Stones like onyx and marble will vary more than travertine and granite. Since we manufacture these sinks from one block of stone at a time, it is usually easy to get two similar sinks if need be.

### Is a mounting ring needed?

No it is not. They are not necessary.



### What is the best way to care for my Novatto stone vessel?

Ultimately, the best way to care and keep your sink like new is to protect it with **Glacier Ice** from Novatto. This will prevent any hard water spots or oxidation on the sink and faucet. Stone sinks can absorb moisture if they are not properly protected. Polished surfaces are much less porous while unpolished surfaces are more porous, making them susceptible to staining and moisture absorption. Novatto stone vessel sinks should be cleaned regularly by using a soft cloth, soap and warm water.

### Do your bathroom stone sinks have overflows?

No, none of our stone sinks have overflow holes.

### Is the drain included with my purchase?

It may be, we offer our sinks individually or as a combo. Double check your purchase for details. We recommend using an umbrella drain with our stone vessel sinks.

### Do I have to seal my stone sink?

For less maintenance and a nice shine, polish your stone sink periodically with **Glacier Ice** or another stone sealant.

### Is there a template available for the stone sinks?

Yes, they may be obtained off our website at [NovattoInc.com](http://NovattoInc.com) and clicking on your sink model. We always recommend using the actual sink for desired placement before making any cuts in the counter.

**NOVATTO**  
WHERE STYLE FLOWS

**More questions?** Feel free to contact our technical support team anytime. More info is also available at our website.

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