

Nova Light Product Warranty



5-Year Limited Warranty

Thank you for purchasing the Nova Light! We are committed to providing you with high-quality smart lighting solutions. To ensure your complete satisfaction, we offer a 5-year limited warranty on your Nova Light, effective from the date of purchase.

Warranty Coverage: This warranty covers any defects in materials or workmanship under normal use during the warranty period. If a defect arises and a valid claim is received within the warranty period, we will either repair the product, replace the product with a new or refurbished product, or provide a credit towards a future purchase, at our discretion.

Warranty Registration: To be eligible for this 5-year product warranty, you must register your Nova Light within 30 days of purchase. Please provide the following information during the registration process:

- First and Last Name
- Phone Number
- Address
- Email Address
- Dealer/Installer Company Name
- Contact Person who performed the installation

Please fill out the required information and email it to info@innovaLED.ca along with your controller ID number.

Exclusions: This warranty does not cover:

- Labour costs associated with the installation, removal, or reinstallation of the product.
- Shipping Costs.
- Equipment and materials not supplied by Innova LED.
- Damage caused by accidents, misuse, abuse, natural disasters, or unauthorized modifications or repairs.
- Normal wear and tear.

Additional Terms: Any labour and/or equipment costs incurred will be the responsibility of the client and are not covered under this warranty.

How to Obtain Warranty Service: To obtain warranty service, please contact our customer service team at info@innovaLED.ca or call us at 1 (587) 327- 6682. Be sure to have your proof of purchase and warranty registration information available.

Limitation of Liability: Our liability under this warranty is limited to the repair or replacement of the defective product. We will not be liable for any incidental or consequential damages arising from the use or inability to use the product.

Tech Support Services

At Nova Light, we are dedicated to providing top-notch support to our customers. We offer free phone call support for any technical issues related to our smart lighting system.

Our knowledgeable team is available to assist you with troubleshooting and resolving any problems you may encounter.

Please note the following:

- **Free Support Coverage:** Technical issues directly related to the Nova Light system.
- **Excluded Support:** Issues related to your internet, router, or WiFi connection fall outside of our support coverage.
- **On-Site Visits:** If a technician is required to visit your location, this will be treated as a payable service call.

Innova LED Customer Service 1 (587) 327- 6682 info@innovaLED.ca www.innovaLED.ca

Thank you for choosing Nova Light. We look forward to illuminating your home with our innovative smart lighting solutions.