

Nova Light Product Warranty



Lifetime Warranty Option

In addition to our standard 1-year full coverage warranty, we offer an optional lifetime warranty for a monthly subscription of \$8.33 plus GST. This option must be decided at the time of purchase. If you opt for the lifetime warranty, \$99.96 + GST (\$8.33 x 12) will be deducted from your final invoice. The lifetime warranty begins on the day of completion and includes full coverage for as long as you maintain the subscription. Please note that a credit card must be on file for automatic billing.

If you choose not to opt in, you will still receive our automatic 1-year full coverage warranty. After this period, any service calls and maintenance work will be payable, based on the discretion of Innova LED Corp.

Maintenance and Value

At Nova Light, we understand that regular maintenance is essential for keeping any valuable product in optimal condition. The high costs associated with maintenance can quickly add up, especially when factoring in labour and potential equipment rental. A single service call can easily exceed the annual cost of the lifetime subscription model. Our lifetime warranty model is designed to provide fast and effective maintenance for all of our clients at an affordable rate. By opting into the lifetime warranty, you can ensure that your Nova Light system receives the necessary care and attention it deserves, ensuring your system is operational for life.

Supporting Our Cloud Network and Improvement

The lifetime warranty subscription not only benefits you with hassle-free maintenance but also plays a crucial role in supporting our cloud network and enhancing our products and services. Your subscription helps us maintain and improve our cloud infrastructure, ensuring seamless connectivity and updates for your Nova Light system. Additionally, it allows us to invest in research and development, leading to better features and enhanced performance for all our clients.

Warranty Registration

To be eligible for the 1-year full coverage warranty or the lifetime warranty, you must register your Nova Light Controller ID within 30 days of purchase. Whether you opt in or out of the lifetime warranty option, you are required to fill out the registration form and submit it to Innova LED Corp. 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
- Lifetime Warranty Option: Please indicate whether you are opting in or out of the lifetime warranty. (YES / NO)

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

Additional Terms:

Any labour and/or equipment costs incurred after the initial 1-year warranty period 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. (Not applicable under the 1-Year Full Coverage Warranty or Subscribed to the Lifetime Warranty).

Innova LED Customer Service

1 (587) 327-6682
info@innovaLED.ca
www.innovaLED.ca

Thank you for choosing Innova LED Corp. We look forward to illuminating your property with our innovative smart lighting solutions.