

Novid Liquid Storage Tank Warranty

v20260129

1. Warranty Coverage

This warranty applies to all Novid flat bottom and cone bottom liquid storage tanks with single wall construction. The warranty becomes effective from the date of delivery and is valid only if the product is registered online within thirty (30) days of arrival.

2. Warranty Period

Novid Inc. (Novid) warrants each new Novid product to be free under normal use and service from defects in workmanship and materials for a period of two (2) years. Flat Bottom and Cone Bottom liquid storage tanks are warrantied to be free from leaks for a period of ten (10) years from date of purchase, provided the tank is used for its intended purpose and only with compatible products.

3. Customer Responsibilities

In the event of a warranty issue, the customer is responsible for ensuring the tank is accessible for repair. The customer must remove all product from the tank to facilitate the repair. If entry into the tank is required, the customer must empty and clean the tank prior to service.

The customer must maintain records of tank maintenance and product storage, including material data sheets. Tanks must be installed, operated, and maintained according to the instructions published by Novid.

To initiate a warranty claim, customers should complete the online warranty claim form available on the Novid website. In addition, customers may communicate with their representative at the place of purchase for further assistance. As part of the claim process, customers will be required to submit supporting documentation, including pictures of the tank and the issue, the tank's serial number, proof of warranty registration, proof of purchase, the tank's location, and their contact information.

4. Product Compatibility

Stainless steel (304L SS or 316L SS) is not compatible with all chemicals. It is the responsibility of the customer to ensure that stored products are compatible with the tank materials. Water alone is compatible with stainless steel; however, additives or contaminants in water may not be. Customers are responsible for conducting proper testing to confirm compatibility. If the customer is unsure about compatibility, they should consider reaching out to a laboratory, chemist, or metallurgist for expert advice.

Novid Flat Bottom and Cone Bottom liquid storage tanks are specifically designed for storing standard fertilizers, such as 28-0-0. While other products may also be compatible, it remains the end user's responsibility to verify that any material stored is suitable for the tank's construction, specifically 304L SS or 316L SS stainless steel. Proper due diligence and consultation with experts can help prevent damage to the tank and ensure safe storage.

Known incompatible products include, but are not limited to:

- Chlorides (e.g., sodium chloride, calcium chloride)
- Products with Chloride content
- Strong acids (e.g., hydrochloric acid, sulfuric acid)
- Fertilizers with high chloride content

5. Warranty Limitations

Warranty is void if the tank is moved from its original location, improperly vented, or not installed/maintained per Novid instructions. Warranty is also void if air mixing is performed without Novid's DAS system or if non-Novid structural components are added unless explicitly designed for such use. Warranty is non-transferable. Novid limits its warranty to only those products manufactured by Novid and does not warrant any part or component not manufactured by Novid, such parts or components being subject to their manufacturer's warranties, if any.

6. Remedies

At Novid's discretion, warranty claims may be resolved by repair, replacement, or refund of the original purchase price. Transportation costs for warranty service will be determined at the time of the claim.

7. Exclusions

This warranty excludes coverage for improper site preparation, accident, alteration, negligent use or repair, and non-Novid parts. Novid shall not be liable for special, incidental, environmental, or consequential damages arising from the use or performance of the equipment. Additionally, Novid is not liable for any costs associated with lost product.

8. Legal

This warranty is in lieu of all other warranties, expressed or implied, including but not limited to the implied warranty of merchantability or fitness for a particular purpose.

Register at novid.ca/warranty

Novid Inc. Box 101 - 190-2nd Avenue East, Rosenort, MB, R0G 1W0
1-877-956-6843

