

# FAQ's

## 1) HOW LONG DO NUVAPLY PATCHES LAST ON MY TREATMENT TABLE OR EQUIPMENT?

Nuvaply patches extend the life of your treatment table and equipment for months or even years. Factors such as the condition of upholstery before the patch is applied influence how Nuvaply wears over time. The best results are achieved by applying Nuvaply before rips become unmanageable, or as a preventative measure to reinforce frequently damaged areas. Our aim is to stop the spread of damage in its early stages and to protect upholstery from daily wear-and-tear.

## 2) WHAT IS NUVAPLY MADE FROM?

Nuvaply patches are made from a durable, high grade proprietary material, the same high-quality vinyl and adhesives used in the manufacturing of Treatment tables. Nuvaply's UV resistant materials are designed to withstand heavy use and exposure to common chemical cleaners found in the professional healthcare environment.

## 3) WHAT PRODUCT TESTING HAS BEEN PERFORMED ON NUVAPLY?

Nuvaply products have undergone extensive product testing at third party laboratories and in our own chiropractic clinic, as well as have been endorsed by the American Chiropractic Association (ACA).

## 4) WHAT SIZES DOES NUVAPLY COME IN?

We offer Nuvaply Table Tear-Care Kits in two sizes. The medium kit contains one 8" x 10" patch and two 4" x 4" patches, and the large kit contains one 8" x 20" patch and two 4" x 4" patches. If you have a suggestion for a different size, please contact us at [sales@nuvaply.com](mailto:sales@nuvaply.com)

## 5) WHAT IS THE DESIGN DEPICTED ON NUVAPLY PATCHES?

Our patches feature the curve of a back and a geometric pattern created by a leading Graphic Design firm. It was created to look professional and look as if it is part of your equipment. If you would prefer Nuvaply with no design, we have plain patches available as well.

## **6) HOW THICK ARE THE PATCHES AND CAN CLIENTS FEEL THEM?**

The patches are two millimetres thick; they cannot be detected by individuals during treatment or while exercising.

## **7) HOW DO I APPLY MY PATCH?**

Determine where you want to place the patch before application. Position the patch over the damaged table upholstery, allowing for at least one to two inches of patch material to be in contact with undamaged table upholstery. Ensure that your hands and table surface are free of oily residue during application as oily residue decreases the effectiveness of patch adhesive and can affect its ability to adhere to table upholstery. For optimum performance, Nuvaply is best applied to smooth, flat vinyl or leather surfaces.

To see a complete list of application instructions, please see **Application Instructions** under the **Why Nuvaply?** tab.

## **8) CAN PATCHES BE APPLIED TO STITCHING OR OVER THE TABLE EDGE?**

Nuvaply patches are designed for flat surfaces. Results may vary when applied to upholstery stitching, a rounded table cushion, or over the table edge.

## **9) CAN PATCHES BE CUT?**

We do not recommend cutting patches and cannot guarantee their performance once they have been cut. All Tear-Care Kits include two 4" x 4" accessory patches which are ideal for covering small tears and puncture marks; we hope they will eliminate the need to cut patches into smaller sizes .

## **10) HOW SHOULD I CLEAN PATCHES?**

Nuvaply may be cleaned with the same cleaners recommended by your table or equipment manufacturers. Do not use tools or corrosive chemicals as these may reduce its ability to adhere to the surface to which it has been applied.

**11) CAN NUVAPLY BE RE-APPLIED?**

The reapplication of Nuvaply is not recommended and may result in a decrease of product adhesion.

**12) IS NUVAPLY PATENTED?**

A worldwide patent application has been filed.

**13) WHAT ARE MY SHIPPING OPTIONS?**

Canada: 5 business days

United States: 5-7 business days

All Other Countries: 7-10 business days

**14) WHEN WILL MY ORDER SHIP AND WHAT ARE MY SHIPPING CHARGES?**

Most orders are shipped within one business day. The cost of shipping is automatically calculated before your payment information is submitted based on your location. Please note that international buyers are responsible for any duties on purchases.