

Some Nuvair customers report a *Malicious Site* warning (like the one pictured, right) when visiting <https://www.nuvair.com> while using [Norton](#) antivirus software.

We contacted Norton directly about this false positive error. Norton assures us:

- (a) **NUVAIR.COM IS SAFE**, and
- (b) **THIS WARNING IS FALSE**.

Norton advises customers to click “Continue to the site” (at the bottom of the red warning banner) and also recommends customers clear browser cookies and cache.



Norton Malicious Site Warning

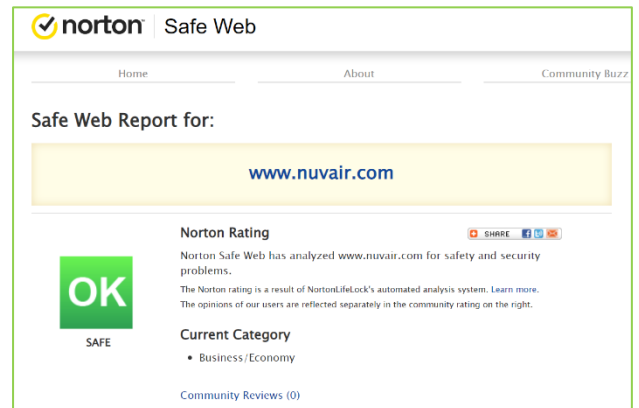
Norton advises Nuvair customers to click “Continue to the site” to access our site and to clear browser cache and cookies.

Additionally, here is what *Norton Antivirus Technical Support* told us about this false positive error:

“The best that can be done from our end is to mark the website as safe, which has been processed. Now, in order to update this status to other devices, I would request you to please ask the customer to clear the caches and cookies of the browser and then try to access the website. Sometimes what happens is that the new status for a modified website does not update due to old caches and cookies of the browser, which might be the reason some customers are still facing the issue. If your customers are still facing the issue, you can also ask them to connect with our support team at <https://norton.com/chat> so we can further assist them with the issue.”

Not only does [Norton Safe Web](#) identify Nuvair.com as being safe, so does many other online website malware checkers confirm Nuvair.com is safe, including:

- ✓ [Google Transparency Report](#)
- ✓ [Malcure DeepScan™](#)
- ✓ [McAfee](#)
- ✓ [PCRisk](#)
- ✓ [Pentest Tools](#)
- ✓ [Quettera](#)
- ✓ [VirusTotal](#)



Norton Safe Web reports Nuvair.com is safe.

Questions? Comments? Concerns? Please contact the [Nuvair Sales Team](#) for assistance. We are available Monday–Friday, 8:00 AM to 5:00 PM Pacific Time.