novita
AIR • WATER • BODY

NON-TOXIC PLASTIC • NO BISPHENOLA • NO PHTHALATES
BPA FREE

DIY EASY FILTER REPLACEMENT WITH EZTWIST®
CHANGE YOUR FILTER IN 3 EASY STEPS

EXPERIENCE CONVENIENCE BEYOND EXPECTATION

PORTABLE • ANYWHERE



PRODUCT FEATURES

- 4-STAGE RO FILTRATION SYSTEM
- HOT/COLD/ AMBIENT WATER
- 3 SECS INSTANT HEATING
- ELECTRIC COOLING
- 6 TEMPERATURE SETTINGS
- 4 PRESET VOLUMES
- REAL-TIME TDS MONITORING
- SMART FILTER LIFESPAN ALERT PROGRAM
- 5L LARGE SOURCE TANK
- PORTABLE WATER PITCHER
- BPA-FREE MATERIALS
- SAFETY CHILD LOCK

OPERATING INSTRUCTIONS
E-WARRANTY APPLICATION

Please read instructions before using Instant Hot/Cold Water Dispenser

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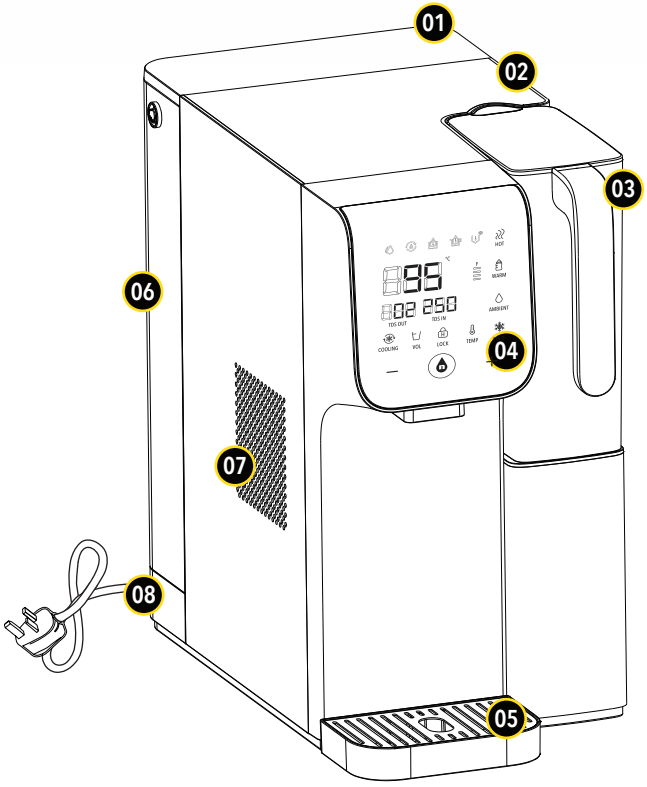
This product includes:

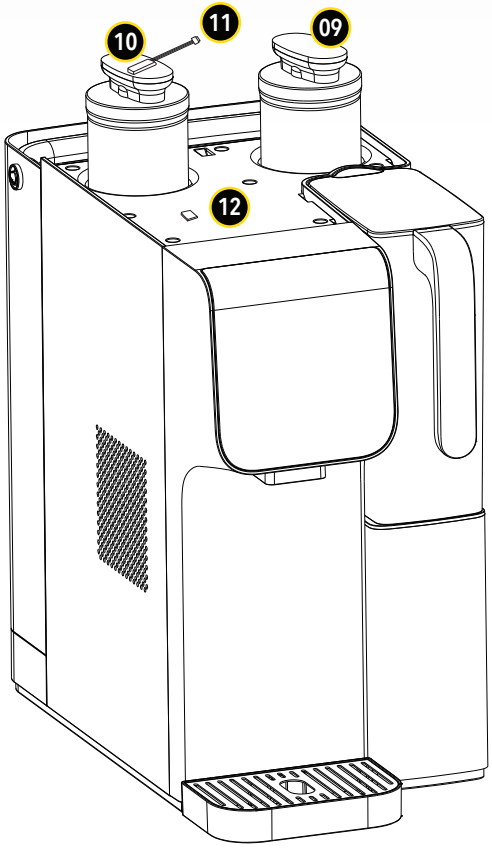
- novita Instant Hot/Cold RO Water Dispenser W16
- Operating Instructions & E-Warranty Application (e-Copy)
- Starter Guide
- Hydro-RO+™ 3,600 Litres*/12 Months Filter Set

Please contact us immediately if any of the above-mentioned items are not included.

*Based on average 10 litres a day usage.

PRODUCT DESCRIPTION





01 SOURCE TANK COVER
02 FILTER COMPARTMENT COVER
03 PITCHER
04 CONTROL PANEL
05 DRIP TRAY
06 SOURCE TANK
07 VENTILATION HOLES
08 POWER PLUG & CORD
09 ACB FILTER
10 HYDRO-RO+™ FILTER
11 FILTER AUTHENTICATOR CABLE
12 FILTER AUTHENTICATOR TERMINAL

CONTROL PANEL DESCRIPTION



01 DISPENSE WATER
02 DECREASE WATER TEMP OR VOL
03 COOLING FUNCTION
04 VOLUME SELECTION
05 CHILDLOCK
06 TEMP SELECTION
07 INCREASE WATER TEMP OR VOL
08 COLD WATER SELECTION
09 AMBIENT WATER SELECTION
10 WARM WATER SELECTION
11 FILTER LIFESPAN INDICATOR
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13 HOT WATER SELECTION
14 INTERNAL COLD TANK WATER SHORTAGE INDICATOR
15 PITCHER WATER SHORTAGE INDICATOR
16 SOURCE TANK WATER SHORTAGE INDICATOR
17 CLEANING INDICATOR
18 REVERSE OSMOSIS INDICATOR
19 TDS OUT INDICATOR
20 TDS IN INDICATOR
21 FILTER REPLACEMENT INDICATOR

4-STAGE HYDRO-RO+™ REVERSE OSMOSIS FILTRATION SYSTEM

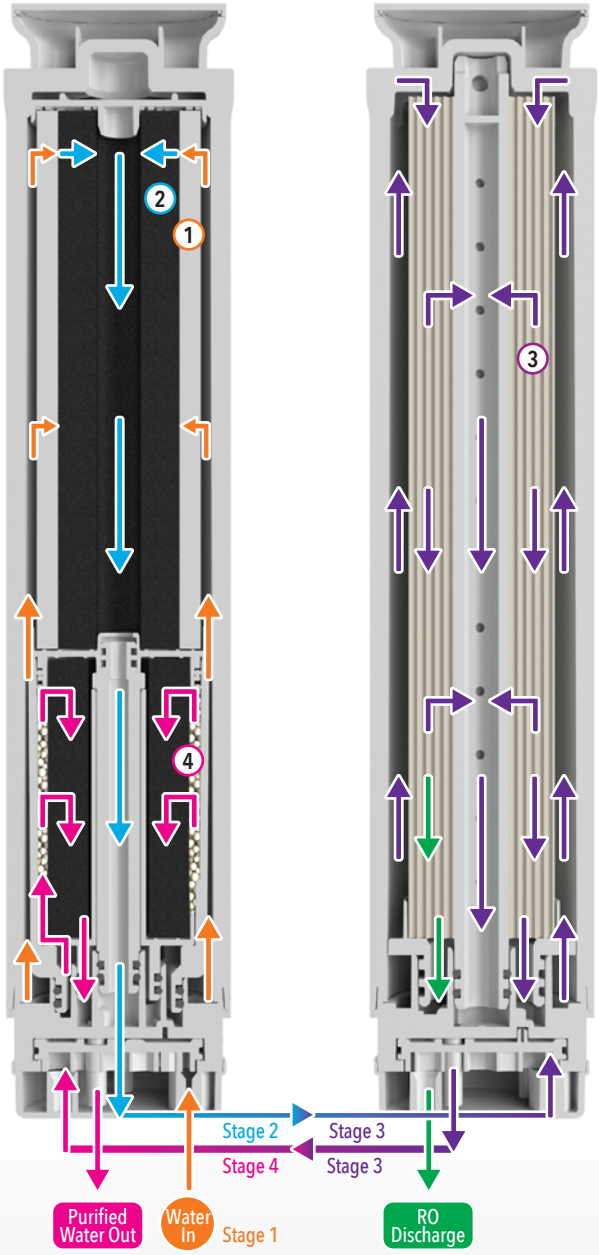
- Filter image shown is a non-contractual image meant solely for better illustration purposes only.
- It is strongly recommended to replace the filter accordingly to its recommended usage for hygiene purposes & optimum performance.
- novita Instant Hot Water Dispenser W16 is meant for use in municipally treated water but NOT water that is microbiologically unsafe and unknown.
- Individuals requiring water of a certain microbiological standard should consult the advice of their doctors or practitioners in regard to the usage of W16. However, please note that contaminants or other substances that can be removed or reduced by W16 are not necessarily found in all user's water supply.

FILTER 1

ADVANCED CARBON BLOCK FILTER

FILTER 2

REVERSE OSMOSIS FILTER



STAGE 1 : PRE FILTER

- The pre filter does a preliminary filtering of suspended fine particles, rust, sediments from the source water. It also prolongs the lifespan of the whole Filtration system.

STAGE 2 : PRE CARBON BLOCK

- The fibrous carbon media feature enhanced adsorption capacity via its high micro-porosity and large surface area for high flow rate with minimum pressure loss.
- Achieving high performance of chlorine removal, reduction of volatile organic compounds, chemical residuals and heavy metal ions by the adsorption and catalytic reduction mechanism.
- Effectively deodorize and enhance water taste.

STAGE 3 : RO MEMBRANE

- Utilizing ultra-precision semi-permeable membranes, it has filtration precision up to 0.0001 um, and is capable of removing heavy metals, organic chemicals and contaminants.

STAGE 4 : POST CARBON BLOCK+ OR POST CARBON BLOCK

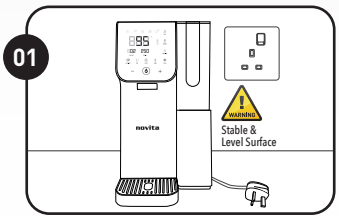
- The activated carbon effectively removes any residual chlorine, volatile organic compounds, chemical and unpleasant odour to improve the taste of drinking water.

* Fortified with HydroRO+ elements to release beneficial minerals into the water for mild alkaline properties and to provide an elevated drinking experience.

* Applicable for Post Carbon Block+ only.

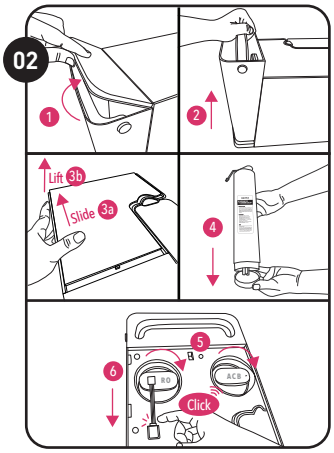
- Filter image shown is a non-contractual image meant solely for better illustration purposes only.

SETTING UP

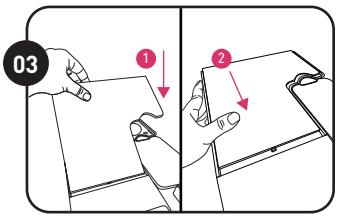


Place the unit on a stable and level surface with proximity to a power supply for setting up.

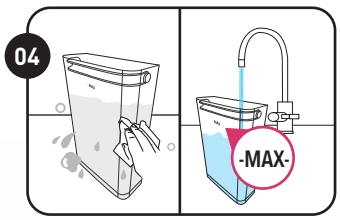
- There should be 20 cm clearance between the wall and by the sides of the unit for proper ventilation.
- Unit should be placed in a cool shady and dry area.
- Unit should not be placed under direct sunlight or near any heat ventilation.



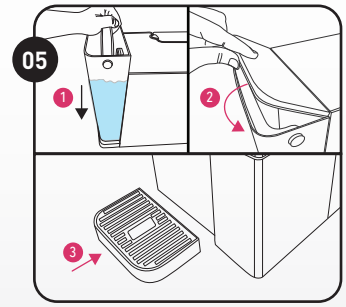
1 - Remove the source water tank cover.
2 - Lift up the source water tank.
3 - Push & slide the filter cover upwards to detach it from the connecting catch.
4 - Remove the brand new filter plastic wrap and remove the filter cap cover. And gently insert into its respective compartment.
5 - Turn the filter clockwise to secure and lock in position.
6 - Insert the filter connector into the terminal, gently push in and there will be a “click” sound when plugged in.



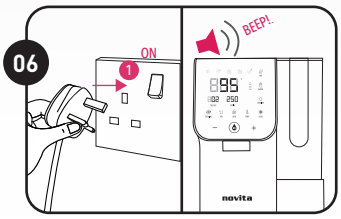
1 - Align the filter cover to the connecting catch.
2 - Exert some pressure to slide it downwards to lock it in position.



Clean and rinse the source water tank thoroughly.
Fill the source water tank with tap water to the MAX. water level indicator.



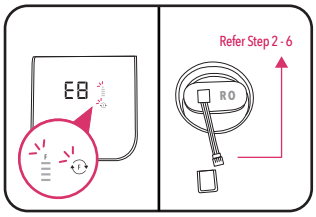
1 - Place the source tank back to its designated compartment and exert some pressure to press it down to ensure it is secured in position.
2 - Place back the source water tank cover.
3 - Align the magnetic drip tray to the unit.



Connect the power plug to the power supply and power on. Unit produce a "beep" sound and the LED display sceeen illuminates.

The unit setting up is completed!

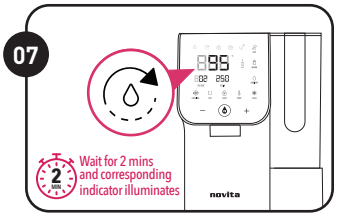
NOTE !



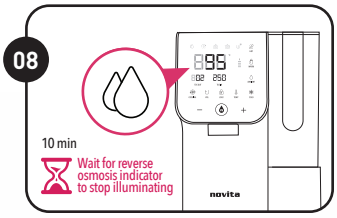
When E8 error code appears together with blinking F and F, it indicates that the Filter connector is not properly plugged in.

Refer to step 2 - 6 to ensure the Filter connector is properly plugged in.

FIRST TIME USAGE & FILTER COMMISSIONING



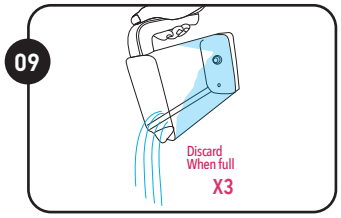
Unit will auto pre-rinse the filters for 2 minutes when it is connected with the power supply and its corresponding indicator illuminates.



After completing the pre-rinse, unit will start water purification and its correspondending indicator illuminates.

This process takes about 10 min for the first time.

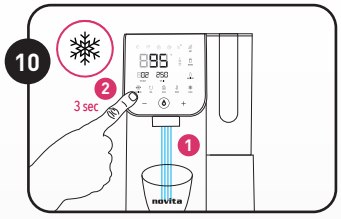
During this period, the screen may dim off due to hibernation mode, simply tap the screen to activate the display.



Discard 3 tanks (approximately 5 litres) of purified water to complete the filter commissioning procedures.

After discarding the 2nd purified tank, top up the source tank to continue the filter commissioning.

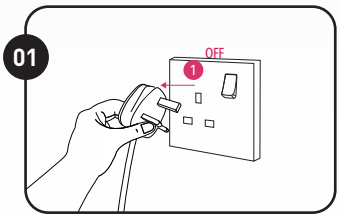
- Rinsing helps to commission the filtration system to increase the surface area in contact with water and to remove any trapped air bubbles. This helps to optimize and enhance the filtration efficiency.
- For initial usage, fine particle of carbon dust and bubbles may remain in the water. This is normal and is harmless.



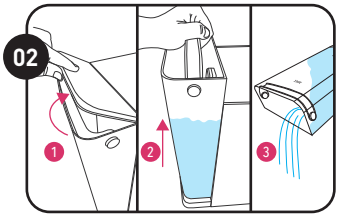
1. The water is now ready for consumption!

2. To activate cooling function, press and hold the cooling button for 3 seconds. The icon illuminates and blinks in blue during the cooling process. The icon turns blue when cooling is completed.

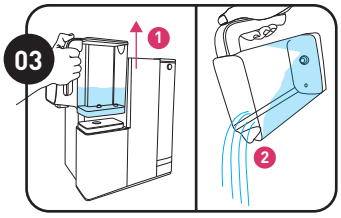
PREPARING THE UNIT FOR TRANSPORTATION



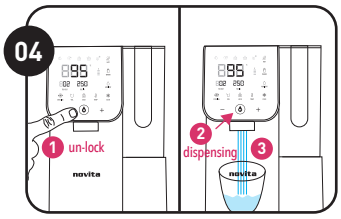
Turn off the power supply and disconnect the power plug.



Lift up the source tank cover. Remove the source tank and empty the water.



Lift up the purified pitcher and empty the water.



Press un-lock, follwed by Press and hold the dispensing button for 5 seconds to activate internal flushing.
The full process takes about 5 min.
Alternatively, press any key to stop the flushing once the unit is no longer dispensing water.

• Please safe keep the water drainage outlet stopper for future transportation usage.

CAUTION

- Please ensure the source water tank and internal purified water tank are emptied and water drainage outlet stopper is placed back and locked snugly before any transportation.
- Please handle the unit with care during transportation and always ensure the unit is put in an upright position to prevent malfunction to the internal components.

USING THE INSTANT HOT/COLD RO WATER DISPENSER

1. CHILDLOCK (APPLICABLE FOR WARM AND HOT WATER)

Childlock is activated by default as a safety feature and its corresponding LOCK indicator illuminates.
Touch the childlock LOCK button to deactivate before selecting warm or hot water.

- When the unit is left idle for 10 seconds, Childlock will be auto activated.

2. COOLING FUNCTION

Press and hold the cooling COOLING button for 3 seconds to activate or deactivate the cooling function.
When the cooling function is in progress, its corresponding indicator flashes in blue.
When the cooling function is completed, its COOLING corresponding COOLING indicator illuminate permanently in blue.
It takes approximately 30-50 minutes* to complete the cooling.

- When the cooling function is deactivated, the corresponding indicator illuminate in white.

* Subjective to source water temperature.

3. DISPENSE WATER

Touch the dispense button to dispense water of your selection choice.
Alternatively, press any of the preset temperature (ambient, warm, hot, cold) for 1 touch dispensing.
Unit default volume is 250ml.

- Unlock childlock function prior to dispensing warm or hot water.

4. CLEANING FUNCTION

Unlock childlock first, then press and hold the dispense button for 5 seconds to activate unit's interior cleaning function.
Prepare a container for the cleaning dispensed water.

5. VOLUME SELECTION

Touch the volume VOL button consecutively to select 4 preset volume options at 100 ml, 250 ml, 330 ml, 500 ml.
Selected volume will be indicated on the display screen.

- Unit default is 250ml.
- Go to your desired volume, press and hold VOL to save it as your default.

6. TEMPERATURE SELECTION

Touch the temperature TEMP button consecutively to select 6 preset temperature options at 10°C, 25°C, 40°C, 60°C, 80°C, 95°C.
Selected temperature will be indicated on the display screen.

- Select the desired temperature options first before touching the dispense button to dispense water. In the event if no temperature is selected, unit will dispense water based on the last preceding temperature setting.

7. DISPENSE HOT WATER

Whenever the unit is powered on, for the first cup of warm or hot water, the unit will dispense about 8 seconds of ambient water first as a safety precaution to prevent overheating.

8. INCREASE TEMPERATURE OR VOLUME

Touch the increase + button to increase the temperature or volume by 1 level.
Selected temperature or volume will be indicated on the display screen.

9. DECREASE TEMPERATURE OR VOLUME

Touch the decrease — button to decrease the temperature or volume by 1 level.
Selected temperature or volume will be indicated on the display screen.

10. REVERSE OSMOSIS INDICATOR

When unit is undergoing the reverse osmosis process, its corresponding reverse osmosis indicator illuminates.
Once the process is completed, the reverse osmosis indicator stops illuminating.

11. PITCHER WATER SHORTAGE INDICATOR

The pitcher water shortage indicator illuminates when the water level is lower than the minimum water level.
The pitcher water shortage indicator flashes and beep twice when the pitcher removed from the unit.

12. INTERNAL COLD TANK WATER SHORTAGE INDICATOR

The internal cold tank water shortage indicator illuminates when there is a shortage of water.

13. SOURCE TANK WATER SHORTAGE INDICATOR

The source tank water shortage indicator illuminates under the following conditions:

1. The source water tank cover is opened.
2. When the TDS is more than 800 ppm, will flash together with "Beep" alert to remind user to discard, rinse and replace the source water.
3. The water inside the source tank is lower than the minimum water level. will flash and beeps 4 times to remind user to refill the source tank.
4. When the source tank is removed.

14. FILTER REPLACEMENT INDICATOR

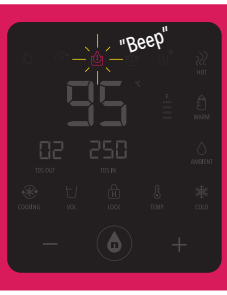
When the filters is coming due for replacement, the filter replacement indicator flashes and beeps.
Please refer to filter replacement guide for details.

15. HIBERNATION MODE

In the event when the unit is left idle for 5 minutes, it will auto enter the hibernation mode, only the dispense button illuminates as standby.
To wake the unit up, press any button on the control panel.

IMPORTANT NOTE

Please **discard the remaining water** in the source tank;
Before **topping up with fresh new water**;
whenever the "Source water tank shortage indicator flashes together with "Beep" alert."



WHY?

This is necessary and required because the remaining water are discharges from the RO purification process, with high TDS and sediment contents.

If it is not discarded, this high TDS left-over water will be recycled into the Filtration system and shortens the Filter lifespan pre-maturely, at the same time cause blockages and damages to the internal components of the Heating & Cooling system.

3,600 LITRES/12 MONTHS FILTER REPLACEMENT

W16 is equipped with a Smart Filter Authenticator, which is designed to work together with the unit's Filter replacement schedule. This feature helps ensure that the filter is replaced at the recommended interval so that the unit continues to operate as designed for.
The unit provides a reminder 14 days before the Filter reaches the end of its recommended service life. Once the Filter reaches the end of its service life, the unit activates self-regulating protection mechanism to gradually ease and cease water dispensing, until a replacement filter is installed.
This feature is incorporated for the following reasons:

- **To safeguard water quality** – As the Filter is a consumable component, it accumulates contaminants inherent from secondary/ old piping and if used beyond its recommended service life, it may compromise the quality of the filtered drinking water and be subjected to risk of possible contamination.
- **To maintain the unit's performance** – Continued use of an exhausted Filter may result in reduced water flow due to filter clog. The restricted water flow may place additional strain on internal components, potentially affecting their operational stability (e.g. overheating due to insufficient water flow). This may affect the overall performance and user experience and may also impact warranty coverage where damage arises from use beyond the recommended filter replacement interval.

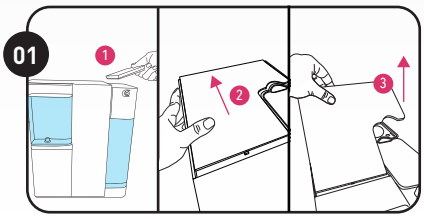
For optimum performance, the filter is designed and produced to provide 12 months*/3,600 litres, whichever comes first. When filter lifespan is up and exceeded the 30 days/300 litres reserve, unit dispensing will be disabled to prevent compromising the water quality and flow rate, which may affect the performance and usage experience. Please replace with a new set of filters for effective purification performance and optimum water quality and standard.

*Based on average 10 litres/day usage and subjected to source water TDS levels and condition.
Source water with TDS above 300 will affect and shortened the filter lifespan in order to protect and preserve the unit performance and stability.

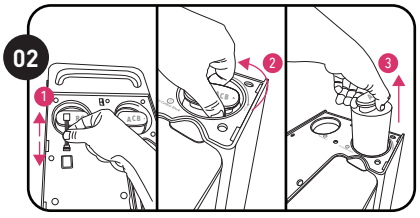
FILTER REPLACEMENT INDICATOR & PROMPT

Condition	Last 14 Days/140 Litres of filter lifespan (whichever comes first)	Last 3 Days/30 Litres of filter lifespan (whichever comes first)	When filter lifespan has reach 0 Day/ 0 Litres (whichever comes first)	When filter lifespan has exceeded 30 Days/300 Litres of usage (whichever comes first)	When filter lifespan has exceeded 31 Days/301 Litres of usage (whichever comes first)
When the unit is NOT in operation.	□ FILTER flashes F flashes 3 times and unit beeps 3 times per hour.	□ FILTER flashes F flashes 5 times in white and unit beeps 5 times per hour.	■ FILTER flashes F flashes 10 times and unit beeps 3 x 3 times per hour.		■ "F" lighted up Ⓕ Illuminated in red and water dispensing function is disabled
When the unit is IN operation.	Unit beeps once whenever dispensing water.	Unit beeps 3 times whenever dispensing water.	■ FILTER flashes F illuminates in red. Unit can continue to dispense the last reserve of 300 litres.		
Follow Up Action.	Please standby a new set of Filter. Scan QR Code to purchase the replacement filter from novita eStore.		Please replace with a new set of HydroRO+ / HydroRO Filter.		

REMOVING EXHAUSTED FILTERS

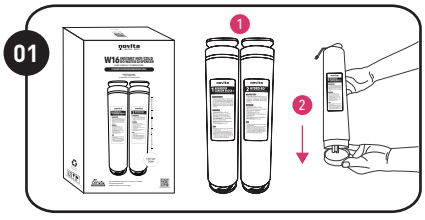


Remove source water tank cover first.
Push and silde the filter cover upwards to detach it from connecting catch then lift it

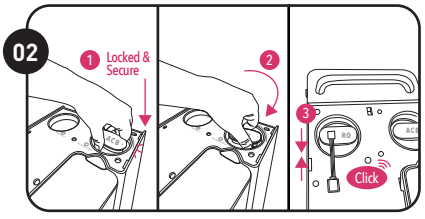


Disconnect the filter connector from the terminal with care first.
Hold the filter 1 handle and rotate anticlockwise towards "OPEN" position and lift up the filter 1.
Repeat steps for filter 2.

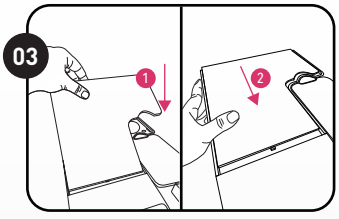
INSTALLING NEW FILTERS



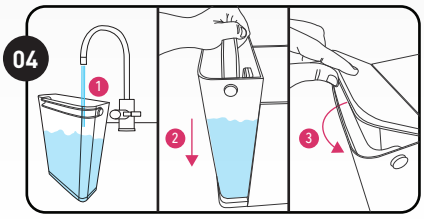
Remove the new filter plastic wrap remove the filter cap cover.



1 - Gently place in the new filters into its respective compartment.
2 - Rotate filter 1 handle clockwise towards "CLOSE" position to ensure it is installed snuggly. Repeat steps for filter.
3 - Insert the filter connector into the terminal, gently push in and there will be a "click" sound when plugged in.

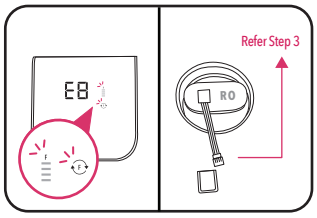


Align and slide the filter cover downwards to assembled it back onto the unit.



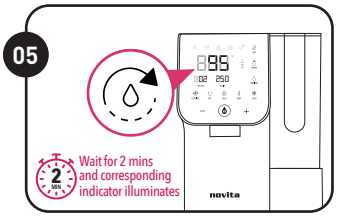
1 - Wash the source tank and fill with new tap water.
2 - Insert the source tank back into its designated compartment.
3 - Align and place the source tank cover back onto the unit.

NOTE !

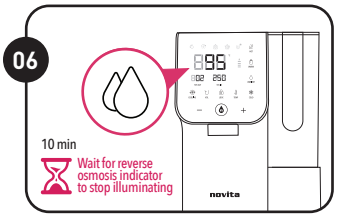


When E8 error code appears together with blinking F and F, it indicates that the Filter connector is not properly plugged in.

Refer to step 3 to ensure the Filter connector is properly plugged in.



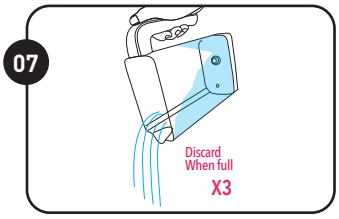
Unit will auto pre-rinse the filters for 2 minutes when it is connected with the power supply and its corresponding indicator illuminates.



After completing the pre-rinse, unit will start water purification and its correspondending indicator illuminates.

This process takes about 10 min for the first time.

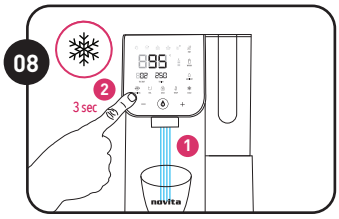
During this period, the screen may dim off due to hibernation mode, simply tap the screen to activate the display.



Discard 3 tanks (approximately 5 litres) of purified water to complete the filter commissioning procedures.

After discarding the 2nd purified tank, top up the source tank to continue the filter commissioning.

- Rinsing helps to commission the filtration system to increase the surface area in contact with water and to remove any trapped air bubbles. This helps to optimize and enhance the filtration efficiency.
- For initial usage, fine particle of carbon dust and bubbles may remain in the water. This is normal and is harmless.



1. The water is now ready for consumption!
2. To activate cooling function, press and hold the cooling button for 3 seconds. The icon illuminates and blinks in blue during the cooling process. The icon turns blue when cooling is completed.

FILTER LIFESPAN RESET



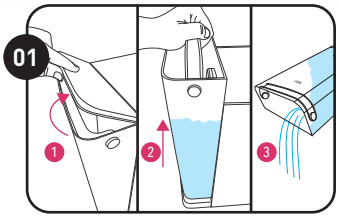
The filter is auto-reset when brand new filter is inserted and connected through the filter athenticator cable.

CLEANING & MAINTENANCE

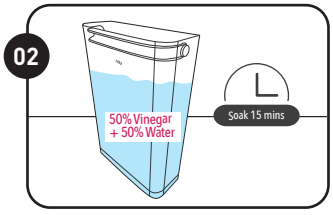
For external maintenance, regularly use a damp cloth to wipe the surface to prevent accumulation of dust. It is recommended to regularly maintain and clean the source tank, pitcher and drip tray on weekly basis. As a good practice, empty the source tank and pitcher, clean it at least once a week.

• CAUTION! DO NOT use chemical or aggressive solvents as these substances may discolour the unit and results in permanent stains.

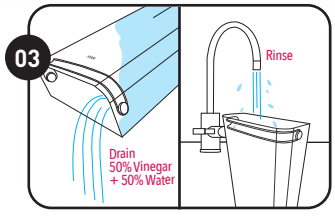
1. SOURCE TANK



Remove the source tank and empty the content.

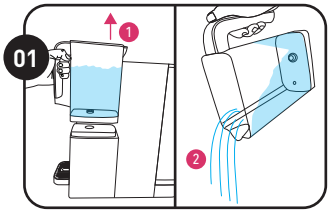


Prepare a solution mixture of 50% white vinegar and 50% clean tap water and soak it inside the source tank for 15 minutes to remove any possible minerals scaling or deposits.

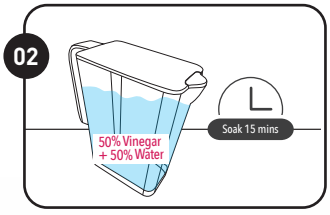


Drain and discard the soaked solution mixture. Proceed to rinse it through running water to remove any residues. Place the source tank back into its designated compartment.

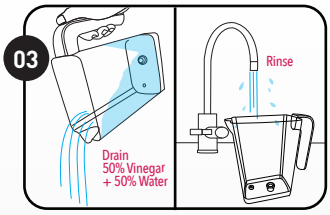
2. PITCHER



Remove the pitcher and empty the content.

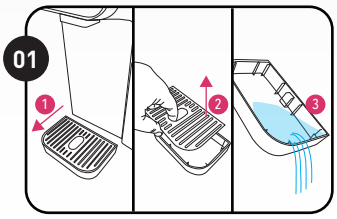


Prepare a solution mixture of 50% white vinegar and 50% clean tap water and soak it inside the pitcher for 15 minutes to remove any possible minerals scaling or deposits.

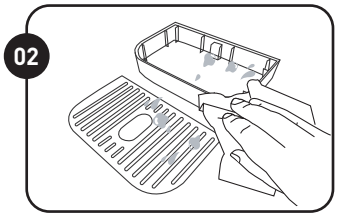


Drain and discard the soaked solution mixture. Proceed to rinse it through running water to remove any residues. Place the pitcher back into its designated compartment.

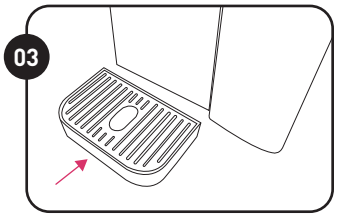
3. DRIP TRAY



Detach and remove the drip tray from the unit. Proceed to remove the cup holder grille and empty the content in the drip tray.



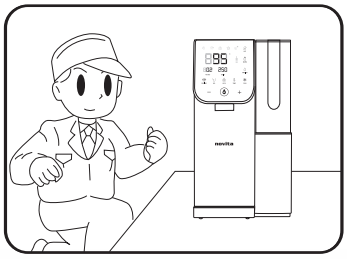
Use a soft sponge and mild soapy water to wash the drip tray and rinse it thoroughly under running water to remove any residues.



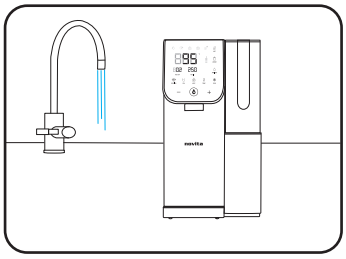
Place the assembled drip tray back onto the unit.

• Empty the drip tray periodically to prevent overflow.
Clean it once a week to prevent possible build-up of bacteria.

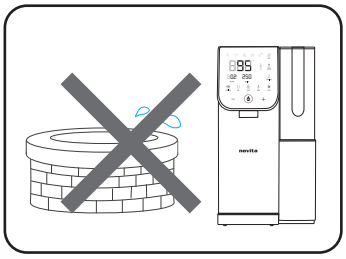
SAFETY PRECAUTIONS



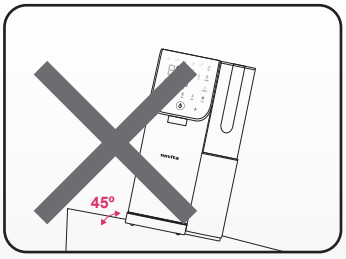
Servicing should only be conducted by professional service technicians from novita.



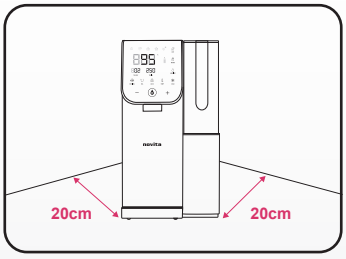
Always use room temperature or tap water for filtration.



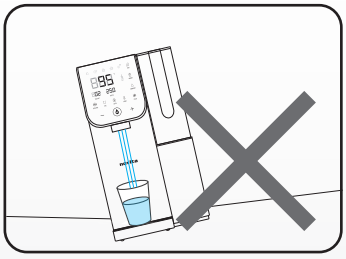
DO NOT use mirco-biologically unsafe water.



DO NOT tilt the unit more than forty-five (45º) degrees during transporting.

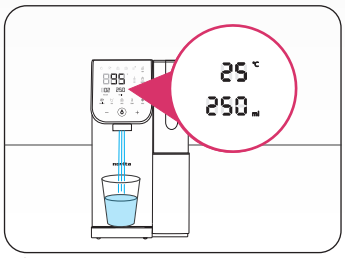


Allow adequate clearance and space around the unit for ventilation.

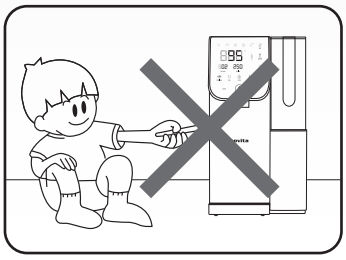


DO NOT move or incline the unit during operation.

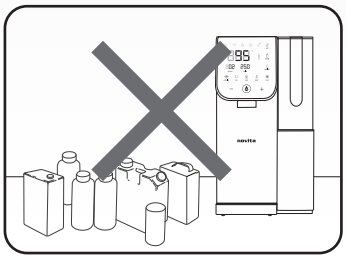
SAFETY PRECAUTIONS



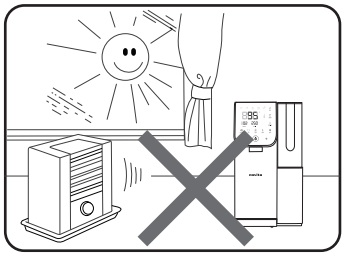
WARNING After filter replacement and rinsing, always select room temperature water and press the button to dispense 1 cup of water to ensure there is sufficient water prevent dry heating and heating system malfunction.



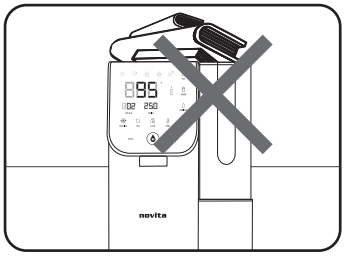
DO NOT insert any foreign objects into any crevices of the unit.



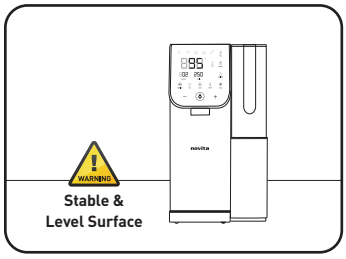
Keep the unit away from flammable liquids.



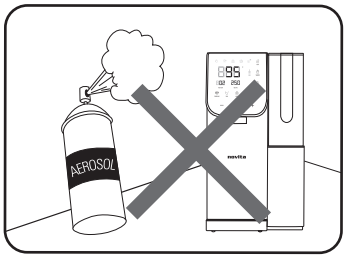
Keep the unit away from direct sunlight or any heat source.



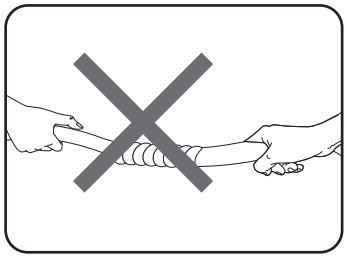
DO NOT place any heavy objects on top of the unit.



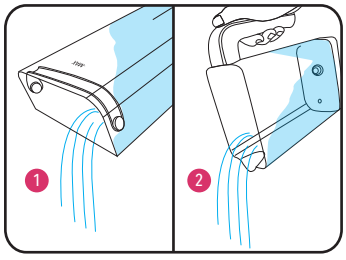
Always place the unit on a stable and level surface.



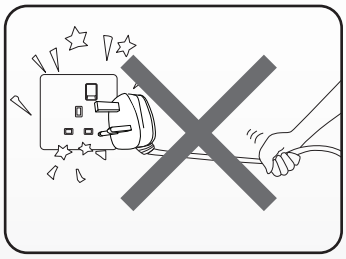
Never spray the unit with water, nor clean the unit with any detergents, solvents or aggressive agents.



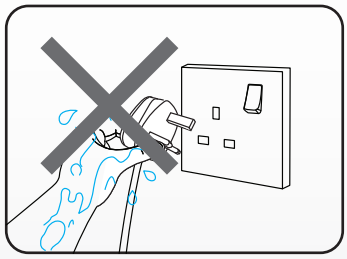
DO NOT twist the electrical cord to prevent safety hazard or damage to the unit.



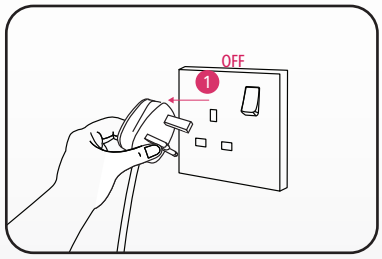
When unit is not used for 3 days or longer, switch OFF the unit, empty both the source water tank and internal purified water tank. Activate unit cleaning process and discard 2 tasks of purified water before consuming the water.



DO NOT pull or tug the unit by the power cord to prevent safety hazards or damage to the unit.



DO NOT handle the unit or the power cord with wet hands.



Always disconnect the unit from the power supply during transportation, maintenance or cleaning.

SAFETY INSTRUCTIONS

01. Read the operating instructions manual carefully before using your novita Instant Hot/Cold RO Water Dispenser W16.
02. DO NOT use water of foreign and unknown origin. novita Instant Hot/Cold RO Water Dispenser W16 is meant for use in municipally treated water but NOT water that is microbiologically unsafe and unknown. Individual requiring water of a certain microbiological standard should consult the advice of their doctors or practitioners in regard to the usage of novita Instant Hot/Cold RO Water Dispenser W16. However, please note that contaminants and other substances that can be removed or reduced by novita Instant Hot/Cold RO Water Dispenser W16 are not necessarily found in all users' water supply.
03. Always only use ROOM TEMPERATURE TAP WATER for filtration.
04. Always remember to MAINTAIN and REPLACE the filter according to its stipulated maintenance or exhaustion date.
05. Ensure that the filter and all parts of novita Instant Hot/Cold RO Water Dispenser W16 are not cracked or damaged at all times. When damaged, the water purification process is compromised and the water might hence be unfit for consumption.
06. DO NOT drop or shake W16 to prevent unit malfunction.
07. Please take extra care during hot water dispensing.
08. During usage, please check for any leakages. If leakage is detected, immediately switch off the unit and remove the power plug from the power supply.
09. In the event when the usage surrounding environment temperature is exceptionally low which cause the water hose to become frozen, please place the unit in a warmer surrounding to allow the water hose to defrost naturally.
10. When "Source Tank Indicator" prompts, please remove the source tank, discard all the water, and refill it with fresh tap water.
11. Direct refilling of the source water tank inside the unit is not recommended, to prevent possible water leakages into the internal parts and components.
12. It is recommended to discard the water inside the source tank is if it stored for more than 24 hours.
13. When refilling the source tank, please ensure the water volume must not exceed the maximum water level indicator.
14. When assembling the source tank into the unit, please ensure all sides are balanced and aligned to the water tank internal compartment height.
15.  After filter rinsing procedure, please ensure the purified water tank is filled up by tapping the button to dispense 1 cup of water at room temperature to ensure sufficient water, to prevent possibility of dry heating and heating system malfunction.
16. DO NOT expose the unit to direct sunlight, high temperature and high moisture level for an extended period of time as it would promote bacteria growth and possible discoloration.
17. Please ensure the water tank is emptied and water drainage outlet stopper is placed back and locked snugly before transportation.
18. Please handle the unit with care during transportation and always ensure the unit is put in an upright position.
19. DO NOT use any detergents, solvents or aggressive agents when cleaning the filter or any part of the novita Instant Hot/Cold RO Water Dispenser W16 unless specified.

TROUBLESHOOTING

CONDITION	POSSIBLE CAUSE	POSSIBLE SOLUTION
Unit cannot be switched on.	• Power plug is not connected properly or connection is loose.	• Ensure that power plug is connected snugly.
	• Power plug or cord is damaged.	• Turn OFF power and bring unit to novita Customer Care Centre for diagnosis.
	• Power cut-off.	• Check power source & contact a qualified electrician if power cutoff is caused by adnormal electrical pressure or overloaded circuit.
Water leakage from the unit.	• Malfunction of internal parts.	• Turn OFF power and bring unit to novita Customer Care Centre for diagnosis.
	• Drip tray is full.	• Empty the drip tray, dry it thoroughly before placing it back onto the unit.
Strange smell from water output.	• Unit has been left unused for an extended period of time.	• Activate the cleaning process. Refer to Page 7 Step 4.
		• Replace with a new set of filter if problem persist.
	• Filter is due for replacement or premature clogging due to fluctuation in water quality.	• Replace with a new set of filter.
When "Source Tank Water Shortage Indicator" illuminates even though the Source Tank is filled with water.	• The source tank TDS is overly high.	• Discard the source tank water, and replace with fresh tap water.
	• The source tank cover is not placed properly on the unit.	• Remove the source tank cover, align and place it on the unit properly.
	• The instant heating element is not in operation.	• After the reverse osmosis filtration process is completed, the "Bell Indicator" will stop illuminating.
E1 error code	• The unit cannot stop producing RO water after 30 minutes of continuous dispensing.	• Connect to the power supply again. If E1 error code persists, contact novita Customer Care Centre.
E2 error code	• The instant heating element is experiencing dry heating.	• Dispense ambient water. If E2 error code persists after multiple times of dispensing ambient water,
E3 error code	• The pitcher detects high water level but cannot detect low water level.	• Contact novita Customer Care Centre.
E4 error code	• The water inlet temperature sensor is malfunction.	• Contact novita Customer Care Centre.
E5 error code	• The water outlet temperature sensor is malfunction.	• Contact novita Customer Care Centre.
E6 error code	• During the instant heating process, the temperature does not rise 5°C in more than 12 seconds.	• This is a safety precaution. Power off and power on the unit again. If problem persist, contact novita Customer Care Centre.
E7 error code	• The control board is not connected to the display screen.	• Contact novita Customer Care Centre.
E8 error code	• The filter connector is not connected or plugged in properly.	• Refer to Page 4, Step 2- 6.

TECHNICAL SPECIFICATIONS

Product Name:	Instant Hot / Cold RO Water Dispenser
Model Name:	W16
Heater Power Consumption:	2160 Watts
Cooling Power Consumption:	65 Watts
Rated Voltage/Frequency:	220 - 240 V / 50 Hz
Net Weight:	10 Kg
Dimension (W x D x H):	414 mm x 233 mm x 425 mm
Source Water Tank Capacity:	5 Litres
Internal Cold Tank Capacity:	0.37 Litres
Purified Water Jar Capacity:	1.6 Litres
Purified Water Production Rate:	15.6 Litres/Hr
Environment Operating Temperature:	4°C to 40°C
Working Water Temperature:	5°C to 38°C
4-Stage Hydro-RO+™ Filtration System	Stage 1: Pre Filter Stage 2: Pre Carbon Block Stage 3: RO Membrane Stage 4: Post Carbon Block+ or Post Carbon Block
Filtration Capacity (Designed & Produced for)◊	12 Months / 3600 Litres* *Based on average ten (10) litres a day usage.
Colours Available	Titan Grey | Cosmic Cream

• Actual dispensing temperature may vary subjected to source water and environmental usage condition.
◊ Unit is equipped with Smart Filter Authenticator to verify consumables (Filter) authenticity to safeguard water quality and maintain unit's performance through the Filter replacement schedule and reminder.
◊ Unit provides a reminder 14 days before the consumable components (Filter) reaches the end of service life.
◊ Upon end of service life, self-regulation protection is activated to ease and cease dispensing.

SAFETY MARK
240702-12

NOVITA CUSTOMER SERVICE GUARANTEE

At the cornerstone of novita's core values is the importance we place in Continuous Relationships. Consequently, we believe in harnessing the relationship we have with our customers. The first step in establishing this relationship is to ensure that we are always there for the customers whenever we're needed. These are just a few ways that we look out for you.



FREE EVALUATION

Check in your product for a FREE assessment and evaluation by our qualified technician. Upon your confirmation, charges only apply when there is replacement of technical parts.



MINIMUM DOWNTIME

Understanding that time is of the essence, for each servicing or repair, novita guarantees that we will only take up to 7 working days to get your product up and ready for collection.



OPTIONAL HOME DELIVERY

Time and convenience might not always be in the advantage of customers, hence, for a nominal fee of $12 one-way and $24 two-ways, customer can choose to use our delivery service instead of bringing in the product themselves.



OPTIONAL LOAN SET*

Knowing how inconvenient it can get when your product is sent for servicing or repair, novita lends a hand by offering you a temporary loan set at no charge.

* Please note that this service is upon request and subjected to the availability of the product. Temporary loan set might be of a different model from original set brought in for repair.



SERVICE TREKKING*

With everyone's busy schedule, it's sometimes hard to keep track of everything. Sit back, relax and leave the fussing to us. Instead of calling and checking up on the status of your product, let novita keeps you updated.

* Customers can choose to be updated via email, phone or even sms.



DEDICATED CUSTOMER CARE PERSONNEL

WhatsApp us at 8182 7665 for any enquiry or feedback. Alternatively, you can drop us an email at **custcare1@novita.com.sg** or visit our website at **novita.com.sg**. Our friendly customer care personnel will be glad to assist you.

E-WARRANTY APPLICATION

Thank you for purchasing novita Instant Hot/Cold RO Water Dispenser W16.

In our attempt to enhance our customer's after-sales experience, we have streamlined the warranty registration process to make it hassle-free. You no longer have to make a trip to the post office or worry about losing your warranty card.

Simply scan the QR code or visit **novita.com.sg/ewarranty** to access to our user-friendly website and register your product warranty online at the comfort of your home or office.

E-warranty registration is only applicable to customers in Singapore and stated countries who have purchased novita product(s) from our authorised retailers or dealers. Please register your product's warranty within 14 days from the date of original purchase. Upon successful registration, an acknowledgement email will be sent to you. By submitting your e-warranty application, you have agreed to all the terms and conditions stated for this warranty.

We hope you drink better with novita Instant Hot/Cold RO Water Dispenser W16.

LIMITED WARRANTY TERMS & CONDITIONS

01. Unless otherwise specified, this CARRY IN warranty is valid for Products installed and purchased in Singapore and stated countries for the period of 12 months on all parts commencing from the date of original purchase.
02. This product and all parts thereof are hereby guaranteed to the purchaser/user to be free from defects in material and workmanship.
03. Eligibility for limited warranty coverage is limited to repair, or replacement of any parts (excluding consumable parts and accessories exhausted through usage that may be packaged or sold together from the Product) which proves to be manufacturing defects within the applicable limited warranty period.
04. Please retain the original purchase receipt for verification purposes when required. To be eligible for warranty coverage, Product has to be registered by the original end-user purchaser/user within 14 days from the date of purchase at **novita.com.sg/ewarranty.**
05. This limited warranty is not transferable and shall not extend to anyone other than the original purchaser/user of this Product and does not include cleaning of the Product during the specific period.
06. Limitations of coverage – this warranty coverage does not extend to damage, fault or failure damages and/or defects resulting from:
    A. Any indirect, consequential and/or incidental damages, beyond novita's control.
    B. Accidents, abuse, misuse, improper installation, or any manner of tampering.
    C. Usage of wrong/improper electrical supply/voltage.
    D. Damage from external sources such as structural problems of the purchaser/user premises, electrical wiring and connection, electrical outrages, or power surges.
    E. Usage not in accordance with the operation instructions manual.
    F. Usage of any unapproved supplies, parts, filter, accompanying equipment, solution and/or liquids and accessories.
    G. Any unauthorized product alteration, modification or repair.
    H. Normal usage wear and tear, finishes or consumables.
    I. Corrosion, rusting or stains.
    J. Improper transportation, inappropriate storage conditions or materials, improper ventilation, reconfiguration of the Product.
    K. Defects resultant from excessive use outside the intended purpose, eg. non-stop use in a commercial environment, products that are leased, rented, used exceed normal limits, used continuously and/or subject to unreasonable, abnormal or extreme operations.
    L. Losses, damages, defects and malfunctions caused by fire or acts of God.
07. This warranty does not apply/cover for:
    A. Cosmetic damage to outer surface/finishing and external parts of the product, including without limitation cracks, dents or scratches on the exterior cashing and other attachments.
    B. Parts requiring replacement due to normal wear and tear, corrosion or stain.
    C. Damage due to other equipment/solutions/accessories being used in conjunction with the covered Product.
    D. Transportation, delivery and incidental cost incurred in fulfilment of this limited warranty. The purchaser/user shall be fully responsible for the due delivery of the Product for any repair work to novita and for the subsequent collection. Any Product to be repaired must be sent to the service centre directly. No outdoor servicing will be provided. novita can provide collection and return service and a transportation fee of S$40 is applicable.
08. This product is covered under standard carry-in limited warranty during normal business hours, excluding local holidays, and can be performed either by novita or an appointed novita service provider. A service charge will be levied if damages and/or defects are results from conditions stated under clause 06 & 07.
09. novita assumes no liability of the use of the product with a water source otherwise stated in the operation instruction booklet. It is beyond the company to determine the proper equipment necessary to meet purchaser/user requirements, and do not authorizes others to assume such obligations, explicitly and implicitly, for the company as the quality of water and water usage rate may vary from time to time.
10. To the fullest extent permitted by law, novita shall not be in anyway liable for any consequential, incidental, indirect, special or similar damages whatsoever arising from or in connection with the use, inability to use or performance of the Product, including without limitation loss of revenue, loss of profits, loss of opportunity, loss of business, loss of goodwill, loss of reputation, failure to realise savings or other benefits, loss of use of the product or any associated equipment, loss of or damage to other property due to the malfunction of the product, costs of substitute equipment, loss due to downtime cost, whether due to breach of warranty, strict liability, product liability the negligence of novita or otherwise, even if novita is aware of the possibility of such damages. novita does not exclude or limit liability for personal injury or death resulting from novita's negligence.
11. In no event shall any recovery against novita exceed the actual price paid for the purchase of the product.
12. Without limiting the generality of the foregoing, the purchaser/user assume all risk and liability for loss, damage or injury to you and your property and to any third parties and their property arising out of the use, misuse, lack of periodic servicing and proper maintenance, inability to use the Product not caused directly by the negligence of novita.
13. Without limiting the generality of the foregoing, the purchaser/user assumes all risk and liability for loss, damage or injury to the purchaser/user and their property and to any third parties and their property arising out of the use, misuse, lack of periodic servicing and proper maintenance or inability usage of the novita Product.
14. This limited warranty will be invalidated and rendered void upon the usage of any non-original filters/parts/accessories or any unauthorized servicing that is not approved by novita for the use with the product.
15. This limited warranty is void if the serial number on the Product had been removed, erased, defaced, altered, tampered or is illegible.
16. novita will repair or replace this product at their option and at no charge with new or reconditioned parts or Product if found to be defective during the limited warranty period specified above. novita does not warrant uninterrupted or error-free operation of the product. All replaced Product or part, or fully refunded Product, shall become the absolute property of novita and must be returned to novita. Replacement parts and Products assume the remaining original limited warranty.
17. In the event that the Product is out of stock, obsolete or beyond repair, novita reserves all rights to replace the Product with another similar value as deem appropriate, subject to availability.
18 novita reserves all rights to impose charges for services on the Product which are outside the perimeter of limited warranty coverage. novita also reserve the right to decline Product servicing where the Product is obsolete, no longer deemed serviceable or replaceable for any reason.

19. If any section, provision, clause, sentence or part thereof of this limited warranty is held to be void, invalid or unenforceable, it shall be modified necessarily to make it valid and enforceable, and it shall not in any way be affected or impaired thereby.
20. W16 is equipped with a Smart Filter Authenticator, which is designed to work together with the unit's Filter replacement schedule. This feature helps ensure that the filter is replaced at the recommended interval so that the unit continues to operate as designed for.
    The unit provides a reminder 14 days before the Filter reaches the end of its recommended service life. Once the Filter reaches the end of its service life, the unit activates self-regulating protection mechanism to gradually ease and cease water dispensing, until a replacement filter is installed.
    This feature is incorporated for the following reasons:
    - **To safeguard water quality** – As the Filter is a consumable component, it accumulates contaminants inherent from secondary/ old piping and if used beyond its recommended service life, it may compromise the quality of the filtered drinking water and be subjected to risk of possible contamination.
    - **To maintain the unit's performance** – Continued use of an exhausted Filter may result in reduced water flow due to filter clog. The restricted water flow may place additional strain on internal components, potentially affecting their operational stability (e.g. overheating due to insufficient water flow). This may affect the overall performance and user experience and may also impact warranty coverage where damage arises from use beyond the recommended filter replacement interval.
21. novita shall reserve the right to modify or change the terms and conditions herein due to change(s) in availability of Products and/or spare parts or for the purposes of complying with applicable policies, rules, regulations and law, without prior notice.
22. With the proceeding of the Product usage, it means the purchaser/user have read, understood and agreed on the novita's Product usage and limited warranty terms and conditions and also acknowledged that novita's limitations of liability are reasonable and within the context and circumstances under which it is applied on.

LIMITED WARRANTY EXTENSION

- Extended limited warranty is offered for all other parts repair or replacement after 1 year of the standard limited warranty period, subjected to all of the terms, conditions and limited to standard product warranty coverage.
- Extended limited warranty is available for purchase within the 1-year standard limited warranty period at **estore.novita.com.sg/np-services.**
- An order confirmation email will be sent to your registered email address within 7 working days after receiving th extended limited warranty purchase order and payment and the system will be updated within 14 working days.
- Extended limited warranty commencement date is inferred from product purchase date or installation; notwith standing the extended warranty purchase date.

MODEL	Instant Hot/Cold Water Dispenser W16
STANDARD EXTENDED CARRY IN WARRANTY	
NEXT 12 MONTHS	$220

RETURN & REFUND POLICY

For any Instant Hot/Cold RO Water Dispenser W16 unit return & refund request after delivery and installation, please take note of the following:

- For any Hot/Cold RO Water Dispenser W16 unit return & refund cases, please contact novita Customer Care Centre to submit a request based on valid cause and it will be subjected to evaluation and acceptance by novita.
- novita Hot/Cold RO Water Dispenser W16 unit must be returned within 14 days from delivery/installation date, accompanied with the sales invoice with the date of purchase and serial number clearly printed on it for verification.
- Any return & refund request received 14 days after the delivery/installation date will not be eligible for any refund.
- For any refund of purchase after delivery and installation of novita Hot/Cold RO Water Dispenser W16, a cancellation fee of S$300 for consumable filter will be incurred, payable in CASH/CHEQUE to 9 Koi Marketing Pte Ltd.
- novita Hot/Cold RO Water Dispenser W16 unit must be returned in unused condition and in its original packaging, along with all accessories and/or Quick Starter Guide which came with it. If the purchase came with a free gift, it must also be returned in an unused condition. If the free gift is already used, the amount to be refunded will be re-calculated to reflect the full price of the free gift.
- novita will not be liable for any restoration/recovery works for any refund of purchases after installation.
- Valid refund request will be processed within 7 working days after receiving the returned product and refund will be issued via the original payment mode only.
- novita reserves all rights to update the Return & Refund Policy without prior notice.

T & C Updates Commission/Effective from Aug 2026.

• All Information is accurate at the point of print. novita reserves all rights to update the information without prior notice.

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