

# PORTABLE EXPERIENCE BEYOND EXPECTATION



**A Proud  
Singapore  
Design**

**OLD RULES  
REDEFINED  
INSTANTLY**

## PRODUCT FEATURES



HydroPlus®  
HydroPure™



Portable &  
Compact 4-in-1



ICE+ Compressor  
Cooling Technology



3S Instant  
Heating



95°C  
Hot Water



2°C  
Cold Water



1.2L Continuous  
Cold water



1L  
Ice Bank



Singapore  
Design UX



UV  
Sterilization



4 Preset Volumes  
& Temperatures



3600L / 12 Months  
Filter Lifespan



Water Shortage  
Indicator



1 Touch Filter  
Commissioning



Flexible Memory  
Setting



Optional Ice  
& Cold Water



Child  
Lock



Smart  
Auto  
Refresh

## OPERATING INSTRUCTIONS E-WARRANTY APPLICATION

Please read instructions before using Instant Hot/Cold RO Water Dispenser + Ice Maker

**novita**

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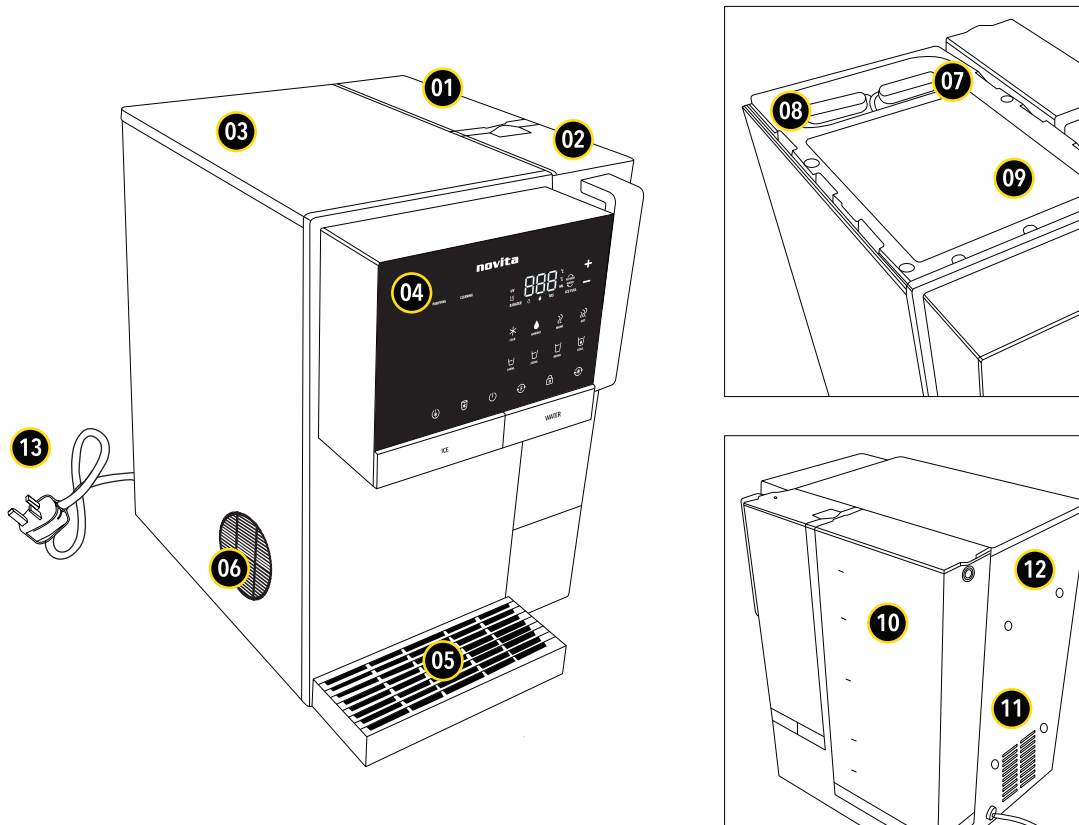
This product includes:

- novita Instant Hot/Cold RO Water Dispenser + Ice Maker P9
- Operating Instructions & E-Warranty Application (e-Copy)
- Starter Guide
- HydroPlus® / HydroPure™ 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

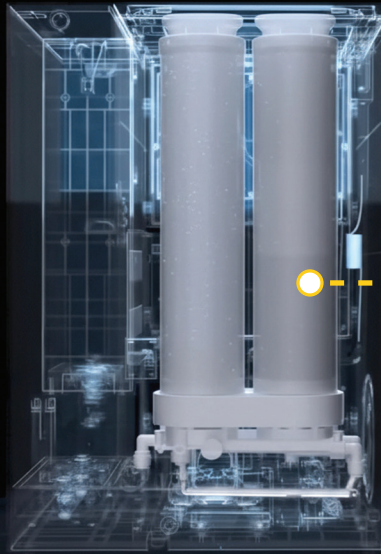


- 01 SOURCE TANK COVER
- 02 PITCHER
- 03 FILTER COMPARTMENT COVER
- 04 CONTROL PANEL
- 05 DRIP TRAY
- 06 VENTILATION HOLES (OUTLET)
- 07 HYDROPLUS® FILTER OR  
HYDROPURE™ FILTER

- 08 RO FILTER
- 09 ICE COMPARTMENT TANK
- 10 SOURCE TANK
- 11 VENTILATION HOLES (INLET)
- 12 BACK PANEL
- 13 POWER PLUG AND CORD

## 6-STAGE ADVANCED 0.1 NANOMETER RO HYDROPLUS® / HYDROPURE™ FILTER SYSTEM

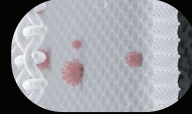
6 STAGE ADVANCED  
0.1 NANOMETER  
RO FILTER SYSTEM  
...  
**3,600L**  
QUALITY WATER



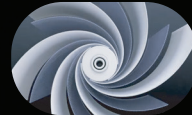
STAGE 1



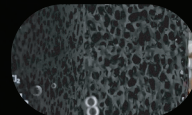
STAGE 2



STAGE 3



STAGE 4



STAGE 5



STAGE 6



### STAGE 1 SEDIMENT FILTER

- The sediment filter does a preliminary filtering of suspended fine particles, rust, sediments from the source water.

### STAGE 2 PRE CARBON FILTER

- 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-precision up to 0.0001 microns and is capable of removing heavy metals, organic chemicals and contaminants at the molecular level. Only pure, clean and safe water passes through.

### STAGE 4 HYDROPLUS® FILTER

- Alkaline water assists in neutralizing excess acidic waste to promote a balance pH level in the body.
- Hydrogen water promotes antioxidant effects to slow down oxidation process.
- Hydrating water facilitates hydration and detoxification with its smaller water molecules cluster size.
- Oxygenating water promotes body metabolism and blood circulation.

— OR —

### STAGE 4 HYDROPURE™ FILTER

- Effective dechlorination and removal of heavy metal ions for a total purified water drinking experience.
- Inhibit microbial activity through redox reaction and formation of hydroxyl radicals and hydrogen peroxide.
- Hydrating water facilitates hydration and detoxification with its smaller water molecules cluster size.

### STAGE 5 MINERAL STONE FILTER

- Releases beneficial trace minerals such as potassium, calcium, and sodium.
- Rebalances water quality by enriching it with natural minerals for healthier, smoother-tasting water.

### STAGE 6 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.

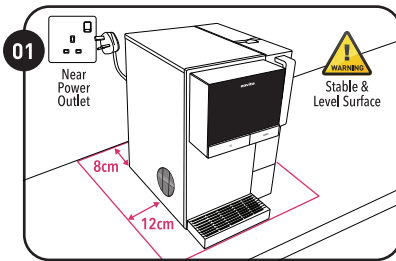
\*Fortified to release beneficial minerals into the water to provide an elevated drinking experience.

\*Applicable for Post Carbon Block+ only.

Note: For best HydroPlus® properties, consume the water within 6 hours of dispensing. novita HydroPlus® is not recommended for pregnant women & children below the age of 4.

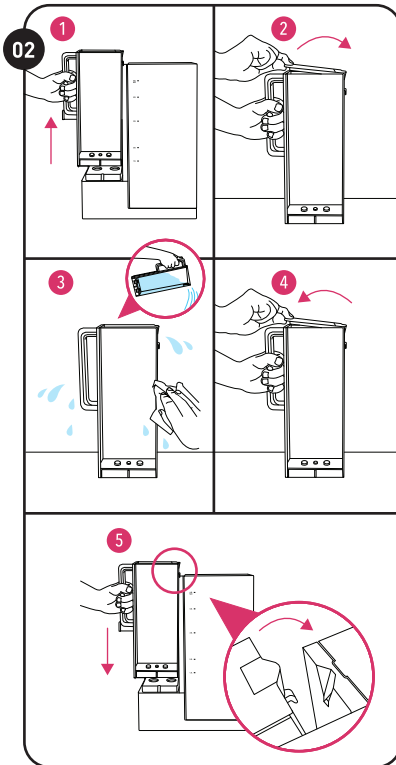


## SETTING UP

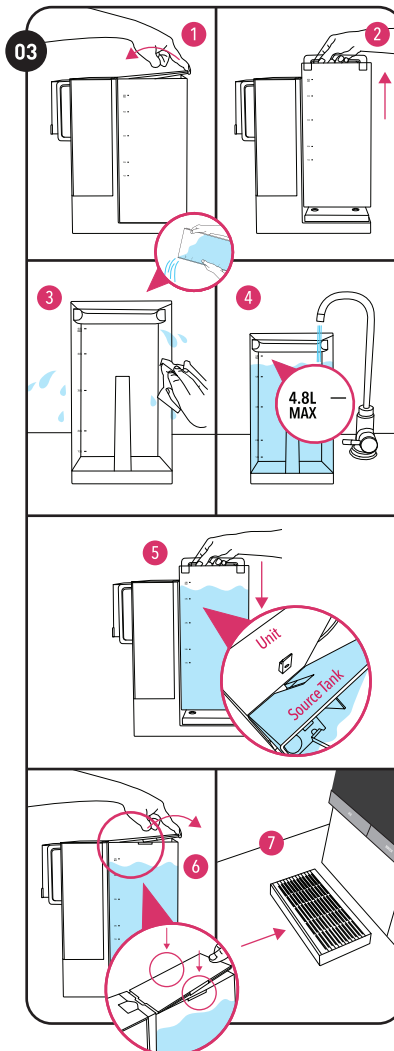


Place the unit on a stable and level surface near a power outlet.

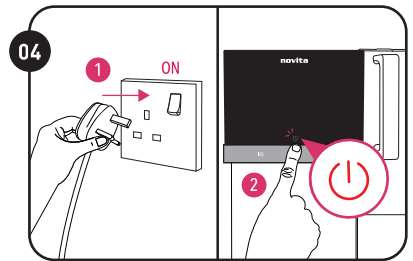
- **Requirements** - Please ensure a minimum clearance of 12 cm on the right (ventilation outlet) and 8 cm on the rear (ventilation inlet) to allow unobstructed air flow for safe and efficient operation.
- Unit should be placed in a cool shady and dry area, away from direct sunlight or heat source.



- 1 - Lift up the pitcher.
- 2 - Remove the pitcher cover.
- 3 - Clean and rinse the whole pitcher thoroughly, then discard water.
- 4 - Place back the pitcher cover.
- 5 - Place the pitcher back to its designed compartment and exert some pressure to press it down to ensure it is secured in position.

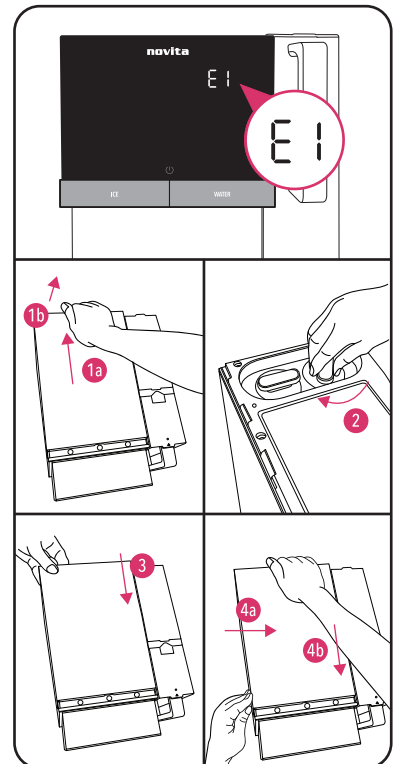


- 1 - Remove the source water tank cover.
- 2 - Lift up the source water tank.
- 3 - Clean and rinse the whole source water tank thoroughly, then discard water.
- 4 - Fill the source water tank with tap water to the MAX. level (4.8 Litres) indicator.
- 5 - Place the source water tank back to its designated compartment and exert some pressure to press it down to ensure it is secured in position.
- 6 - Place the source water tank cover back and ensure both side catch is properly secured.
- 7 - Align the magnetic drip tray to the unit.



- Connect the power plug to the power supply and power on. Unit produces 2 short "beep" sound and the display screen icons will flash once.
- Touch & hold 2 seconds the power button (⏻) a "beep" sound will be made and the LED display screen illuminates.

### NOTE !



If the E1 error code appears, it indicates that the filter may be not secured in position.

- 1 - Push & slide the filter cover upwards to detach it from the connecting catch.
- 2 - Check filter to ensure filter 1 & 2 are in their respectively compartment. Turn the filter clockwise to secure and lock in position.
- 3 - Align the filter cover to the connecting catch.
- 4 - Exert some pressure to slide it downwards to lock it in position.

## 05 BRAND NEW UNIT INITIALIZATION

To make things easy, we have created a semi-automated 3 Stage initialization process to simplify the traditional setting up hassle of an RO Water dispenser. Simply refer to the steps and observations below and you will be all set in approximately 20 mins.

**Step A** Top up source water tank to the max. level and place it back in position to commence the initialization.

**Step B** Connect the power source and power on the Unit (Hold  for 2 sec).

### Observation

- Initialization automatically begins upon detecting a filled source water tank.
- Stage "3-1" blinks 3 times and auto activates a 300 sec countdown to start commissioning Filter 1.
-  icon will blink throughout Stage "3-1" and "3-2" and  will blink throughout the initialization process.
- When Stage "3-1" is completed, the process halts.

**Step C** When display Stage "3-2" & **R.WATER** blinks (together with "Beep" alert), discard the water inside source water tank and top up with fresh water and place it back in position. Foaming on the water surface within the source tank is a normal phenomenon during this process.

### Observation

- Stage 3-2 begins and auto activates a 300 sec countdown to start commissioning Filter 2.
- When Stage "3-2" is completed, the process halts.

**Step D** When display Stage "3-2" & **R.WATER** blinks (together with "Beep" alert), discard the water inside source water tank, top up with fresh water and place it back in position. Foaming on the water surface will be reduced at this stage.

### Observation

- Stage 3-3 begins and auto activates an approximately 8 mins countdown with running LED light to start commissioning the Water Pitcher first followed by the Cold tank.
- During this process, the  dims off after water enters the Pitcher.
- After the Cold tank is commissioned, there will be 3 blinking icons (  ,  , **R.WATER** together with "Beep" alert) and the Unit is ready for the next step.

**Step E** Prepare a 1.5L container below the Water dispensing nozzle. Touch  to dispense water from the cold tank. This is an essential process to flush out all the 1.5L of cold tank water and cannot be halted.

### Observation

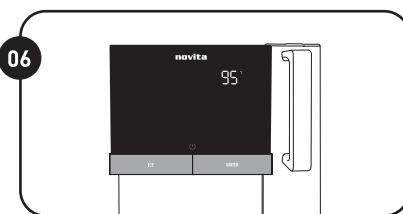
- The screen displays "END" when the cold tank flushing is completed, Temperature is displayed on the screen, followed by source water TDS and Pitcher water TDS.

**Final Step** Discard the water inside source water tank and pitcher. And top up the source water tank with fresh new water. The  and **R.WATER** dims off to indicate the unit is now ready for use.

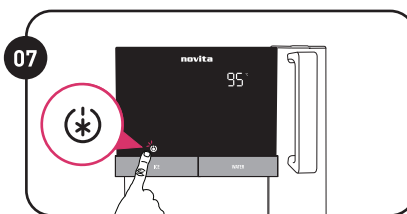
Note: As a safety precaution, when dispensing hot water for the 1st time after power on, the unit auto activates a 6 sec countdown to ensure the heating module is not dry. Hot water will be dispensed from the 2nd time onwards.

## DO YOU KNOW

- Hot water is produced instantly on demand
- It takes approximately 30 mins to dispense the first cup of 5 degrees cold water\*
- Initial ice making (half tank full) takes approximately 2 hours\*
- Subsequent standard ice making (half tank full) takes approximately 1 hour\*
- ICEFULL** lights up when Ice compartment is full (approximately 72 pieces)
- \* Subjected to environmental conditions and source water temperature.

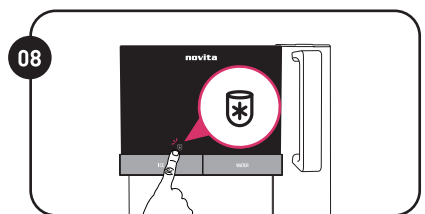


Unit is now ready for use and the water is now ready for consumption!



Cooling function is activated by default. Touch & hold  for 3 seconds to activate/de-activate cooling function.

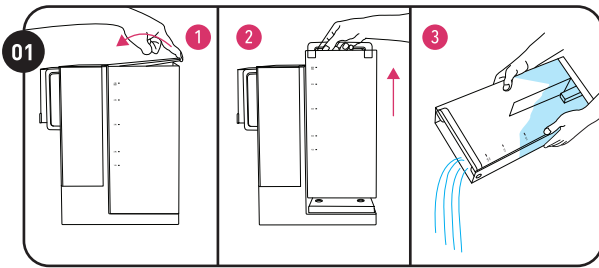
| Process               | Display                                                                                                  |
|-----------------------|----------------------------------------------------------------------------------------------------------|
| Activate - cooling    |  glows in blue.       |
| Cooling is completed  |  illuminates in blue. |
| De-activate - cooling |  lights up in white.  |



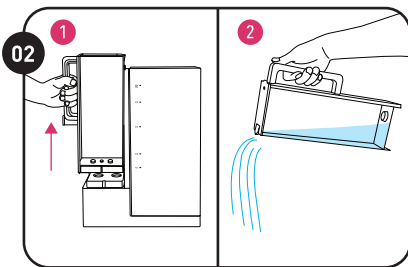
Ice function is activated by default. Touch & hold  for 3 seconds to activate/de-activate ice function.

| Process                  | Display                                                                                                                                                                                                                                                                      |
|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Activate - ice making    |  lights up & <b>ICE MAKING</b> flash in white.  lights up partially, after 3 rounds of ice making. |
| Ice is full              |  lights up & <b>ICE MAKING</b> fully dims off.  fully lights up, <b>ICE FULL</b> brightens up.     |
| De-activate - ice making |  dims off. <b>ICE MAKING</b> ,  & <b>ICE FULL</b> fully dims off.                                  |

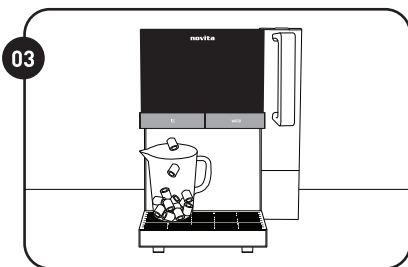
## PREPARING THE UNIT FOR TRANSPORTATION



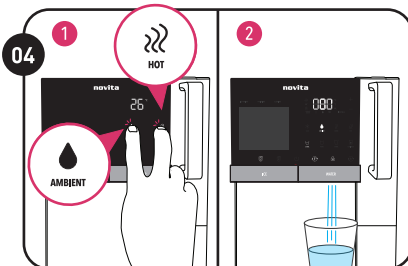
Lift up the source tank cover. Remove the source tank and empty the water.



Lift up the purified pitcher and empty the water.

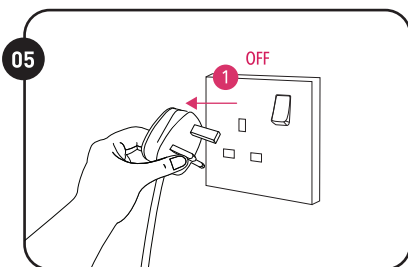


Please dispense all ice.



Touch & hold  &  to activate cold water tank flushing, screen display 000.

Screen goes back to normal operation mode once the unit is no longer dispensing water.



Turn off the power supply and disconnect the power plug.



- 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 + ICE MAKER

### 1. POWER SWITCH

Touch & hold  for 2 seconds to turn on the unit. Touch & hold  for 2 seconds to turn off the unit and  changes to red.

### 2. CHILDLOCK (APPLICABLE FOR WARM AND HOT WATER)

Childlock is activated by default as a safety feature and its corresponding  indicator will illuminate. Touch  to unlock before or after selecting warm or hot water.

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

### 3. COOLING FUNCTION

Touch and hold  for 3 seconds to activate/de-activate the cooling function. When the cooling is in progress,  <sup>COLD</sup> glows in blue. When cooling has completed,  will illuminate permanently in blue. It takes approximately 30-40 minutes\*

 • When the cooling function is de-activated, the corresponding indicator will illuminate in white.  
• Cooling function is activated by default.  
\* Subjective to source water temperature.

### 4. ICE FUNCTION

Touch and hold  for 2 seconds to activate/de-activate the ice function. When the ice function is in progress, **ICE MAKING** flashes in white. After 3 rounds of ice making,  light up. After full ice, **ICE FULL** brightens up. It takes approximately 2.5 hours\* for ice tank to be full.

 • When ice function is de-activated,  dims off, **ICE MAKING**,  & **ICE FULL** fully dims off.  
• Ice function is activated by default.  
\* Subjected to source water temperature.

### 5. VOLUME SELECTION

There are 4 preset volume options at 240 ml, 350 ml, 800 ml & **CONT.**. Selected volume will be indicated on the display screen. Touch & hold any volume selection for 3 seconds to set default volume.

 • Unit default is 240ml.  
• Continuous mode dispenses approximately 3L of water.

### 6. COLD, WARM & HOT WATER TEMPERATURE SETTING

Touch  <sup>COLD</sup> /  <sup>WARM</sup> /  <sup>HOT</sup> once to enter cold, warm & hot water temperature setting.

Touch  or  to increase or decrease the temperature settings in accordance to your

| Description | Icon                                                                                                | Temperature Range | Default Temp. | Increase/Decrease Temperature by |
|-------------|-----------------------------------------------------------------------------------------------------|-------------------|---------------|----------------------------------|
| Cold Water  |  <sup>COLD</sup> | 2°C to 8°C        | 2°C           | 1°C                              |
| Warm Water  |  <sup>WARM</sup> | 40°C to 85°C      | 45°C          | 1°C                              |
| Hot Water   |  <sup>HOT</sup>  | 86°C to 95°C      | 95°C          | 1°C                              |

## 7. DISPENSE ICE

01. Press **ICE** once to dispense ice.
02.  will glow.
03. To stop dispensing, press **ICE** again.

- 1 beep sound to start dispensing, 2 beeps sound to stop dispensing.
- After 3 rounds of ice making, dispense ice 1 time and  is dimmed to continue ice making.
- After Full ice, dispense ice 3 times and  is dimmed to continue ice making.
- Each round of ice dispensing is 45 seconds. Press **ICE** again if more ice is required.

## 8. DISPENSE COLD WATER

When cooling is activated,

01. Touch  followed by **WATER** within 10 seconds to dispense a pre-set volume of cold water.
02.  will illuminate in blue.
03. To stop dispensing, press **WATER** again.

- 1 beep sound to start dispensing, 2 beeps sound to stop dispensing.
- To ensure consistent cold water temp for consecutive dispensing, cold water refilling is halted for 20 sec when cold water has run out and there will be 2 x 3 beep sound to indicate cold water shortage.

## 9. DISPENSE AMBIENT WATER

01. Touch  followed by **WATER** within 10 seconds to dispense a pre-set volume of ambient water.
02.  will illuminate in white.
03. To stop dispensing, press **WATER** again.

- 1 beep sound to start dispensing, 2 beeps sound to stop dispensing.

## 10. DISPENSE WARM WATER

01. Touch  once to unlock the Protection Lock.
02. Touch  followed by **WATER** within 10 seconds to dispense a pre-set volume of Warm water.
03.  will illuminate in red.
04. To stop dispensing, press **WATER** again.

- 1 beep sound to start dispensing, 2 beeps sound to stop dispensing.
- When dispensing warm water for the first time after power on, there is a pre-heating initialization and unit will dispense 6 seconds of ambient water with a countdown on the screen. Subsequent warm/hot water dispensing resumes the normal operation.

## 11. DISPENSE HOT WATER

01. Touch  once to unlock the Protection Lock.
02. Touch  followed by **WATER** within 10 seconds to dispense a pre-set volume of Hot water.
03.  will illuminate in red.
04. To stop dispensing, press **WATER** again.

- 1 beep sound to start dispensing, 2 beeps sound to stop dispensing.
- When dispensing hot water for the first time after power on, there is a pre-heating initialization and unit will dispense 6 seconds of ambient water with a countdown on the screen. Subsequent warm/hot water dispensing resumes the normal operation.

## 12. SMART AUTO REFRESH

01. Smart Auto Refresh is activated by default.

02. Touch & hold  for 3 seconds to deactivate the automated program.

| Operating Condition                   | Function                                                                                                                                                                                                                                                                       |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 24 hours of not dispensing cold water | To eliminate and prevent stale Cold Water, Smart Auto Refresh activates a water exchange with pitcher tank to ensure the water undergoes additional secondary post carbon filtration to maintain the freshness and crisp flavour to ensure everyone cup tastes like the first. |

03. This Smart Auto Refresh is a 4 stage process, which takes approximately 8 to 10 min.

04. Refresh water starts to blink and screen displays 4-1, 4-2, 4-3, 4-4 during the process, and goes back to normal operation screen when the smart auto refresh is completed.

The unit is now ready for use.

- During this process, water dispensing & ice dispensing are halted.
  - At any point of time during the re-purification, touch & hold  for 3 seconds to terminate the purification. It takes up to 1 minute of recovery time for unit to resume operation mode.
  - Smart Auto Refresh cannot operate if pitcher is not placed in position.
- \* Ambient water temperature may be slightly colder due to the exchange cycle for re-filtration. This is normal.

## 13. PITCHER WATER SHORTAGE INDICATOR

01. Lower water level alert

When the water inside the pitcher is lower than the minimum water level,

 will flash.

02. When the pitcher is removed,

 will illuminate.

## 14. SOURCE TANK WATER SHORTAGE INDICATOR

01. Lower water level alert

When the water inside the source tank is lower than the minimum water level.

**R.WATER** will flash, together with "Beep" alert.

02. High TDS

When TDS is more than 999ppm, **R.WATER** will flash together with "Beep" alert to remind user to discard, rinse and replace the source water.

03. When the source tank is removed.

**R.WATER** will illuminate.

- DO NOT pour water of foreign and unknown origin into the water tank.
- When prompted, please remove the source water tank, discard and refill it with fresh tap water.
- It is recommended to discard the water inside the source water tank is if it stored for more than 24 hours.
- When refilling the source water tank, please ensure the water volume must not exceed the maximum water level indicator.

## 15. DISPLAY HIBERNATION MODE

In the event when the unit is left idle for 2 minutes, it will auto enter the hibernation mode, only the Power  button illuminates as standby.

To wake the unit up, touch the , **WATER** & **ICE** any button.

To turn off display hibernation mode, touch and hold  for 3 seconds and the screen display OFF to indicate hibernation mode is off.

Touch and hold  for 3 seconds again and screen display ON to indicate hibernation mode is on.



## 3,600 LITRES/12 MONTHS FILTER REPLACEMENT

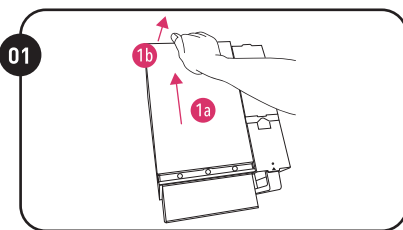
For optimum performance, the filter is designed and produced to provide 12 months\*/3,600 litres, whichever comes first. When filter lifespan is up and exceeded the 30 days/300 litres reserve, unit dispensing will be disabled to prevent compromising the water quality and flow rate, which may affect the 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.  
There is approximately +/- 10% of filter lifespan deficiency due to natural depreciation.

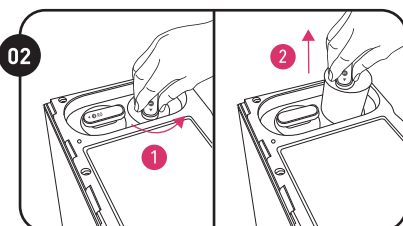
### FILTER REPLACEMENT INDICATOR & PROMPT

| Indicator                                                                              | Remaining Life                      | Reminder<br>(when in operation)                                                                                                                     | Reminder<br>(when not in operation)                                                                                                                    | Action                         |
|----------------------------------------------------------------------------------------|-------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| F1 &  | Last 14 days or 140 litres          | 1 Beep sound                                                                                                                                        |  & F1 Blinks 3 times with 1 Beep every 60 mins                        | Standby New Replacement Filter |
| F2 &  | Last 3 days or 30 litres            | 3 Beep sound                                                                                                                                        |  Blinks 5 & F2 Blinks 3 times with 3 Beep every 60 mins               |                                |
| F3 &  | 0 day or 0 litre                    | 3 Beep sound &  illuminates in red                                 |  illuminates in red & F3 Blinks 3 times with 3 x 3 Beep every 60 mins | Replace Filter                 |
| F4 &  | End of 30 days or 300 litres buffer |  illuminates in red, Dispensing is disabled and Screen displays F4 |  illuminates in red, Dispensing is disabled and Screen displays F4    |                                |

### REMOVING EXHAUSTED FILTERS



Push and slide the filter cover upwards to detach it from connecting catch then lift it up.

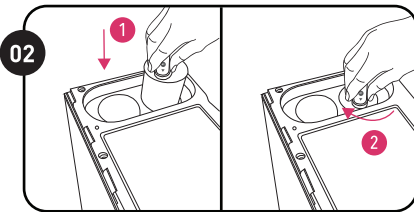


Hold filter 1 handle and rotate anticlockwise towards "OPEN" position and lift it up.  
Repeat steps for filter 2.

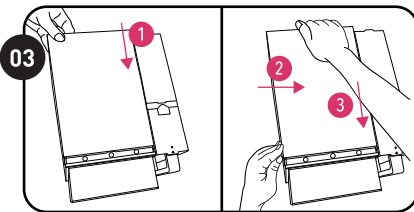
## INSTALLING NEW FILTERS



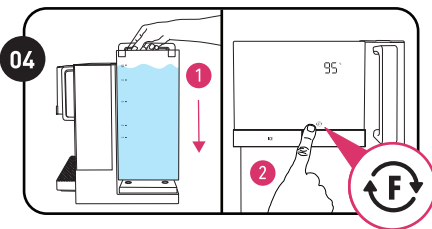
Lift out the filter from the box and remove the protective wrap.



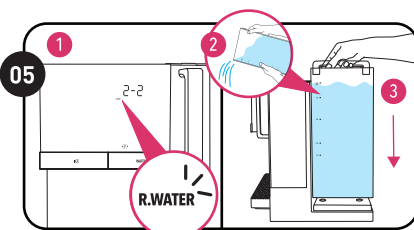
1 - Gently insert the new filters into its respective compartment.  
2 - Rotate filter 1 handle clockwise towards  position to ensure it is installed snugly.  
Repeat steps for filter 2.



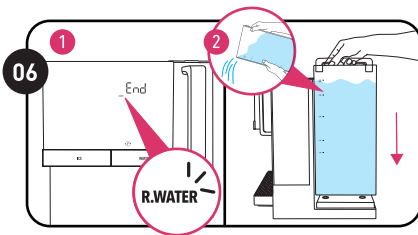
Align the filter cover to the connecting catch.  
Exert some pressure to slide it downwards to lock it in position.



Ensure source water tank is filled to MAX. level. Touch & hold  for 3 sec to activate filter commissioning. Display will flash "2-1" 3 times and auto activates a 300 seconds countdown. When "2-1" is completed, the process halts.

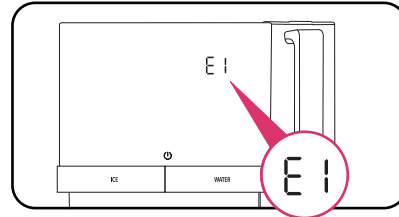


When display 2-2 and **R.WATER** blinks together with "Beep" alert, please discard the water inside source tank and top up with fresh new water. Place it back in position to auto activate the final 300 sec countdown. When "2-2" is completed, the process halts.



When display shows **End** & **R.WATER** blinks together with "Beep" alert, please discard the water inside source tank and top up with fresh new water. **End** and **R.WATER** display dims off and unit is now ready for use.

#### NOTE !



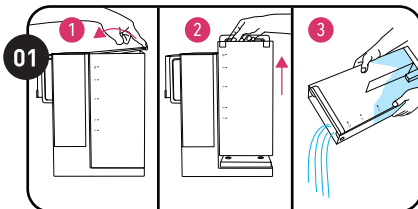
If the E1 error code appears, it indicates that the filter may not have been securely in position or correctly. Please refer to step 02 to ensure filter is placed into the correct compartment. If it still fails, Please contact novita customer care for filter replacement, for the possibly damaged filter during transit.

## CLEANING & MAINTENANCE

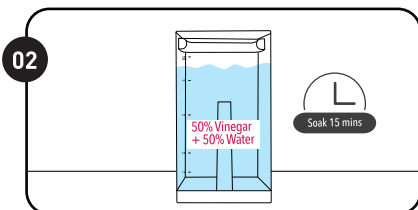
For external maintenance, regularly use a damp cloth to wipe the surface to prevent accumulation of dust. It is recommended to regularly maintain and clean the source tank, pitcher and drip tray on weekly basis. As a good practice, empty the source tank and pitcher, clean it at least once a week.

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

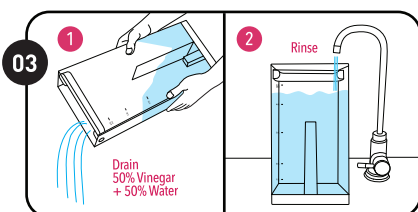
### 1. SOURCE TANK



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

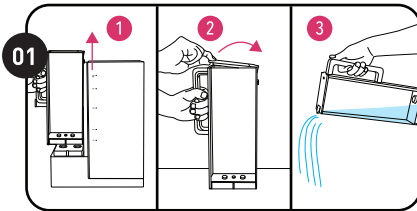


Prepare a solution mixture of 50% white vinegar and 50% clean tap water and soak it inside the source tank for 15 minutes to remove any possible minerals scaling or deposits.

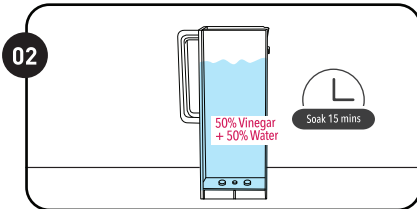


Drain and discard the soaked solution mixture. Proceed to rinse it through running water to remove any residues. Place the source tank back into its designated compartment.

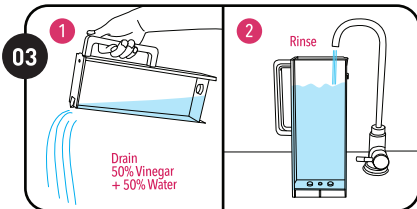
## 2. PITCHER



Remove the pitcher and empty the content.

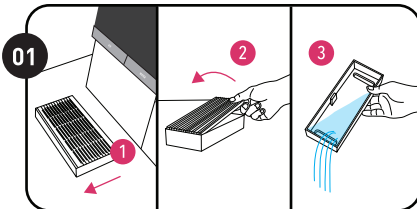


Prepare a solution mixture of 50% white vinegar and 50% clean tap water and soak it inside the pitcher for 15 minutes to remove any possible minerals scaling or deposits.

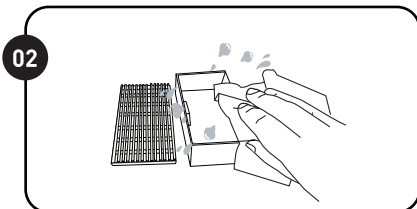


Drain and discard the soaked solution mixture. Proceed to rinse it through running water to remove any residues. Place the pitcher back into its designated compartment.

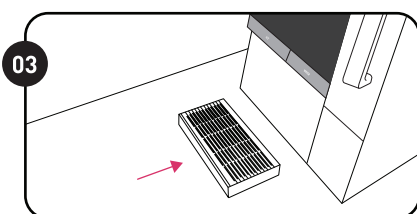
## 3. DRIP TRAY



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



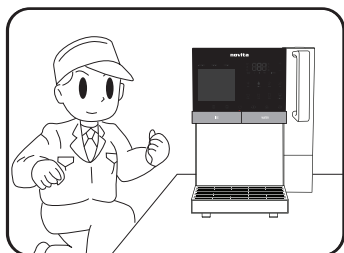
Use a soft sponge and mild soapy water to wash the drip tray and rinse it thoroughly under running water to remove any residues.



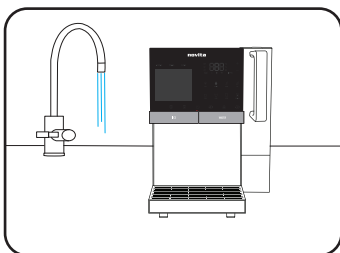
Place the assembled drip tray back onto the unit.

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

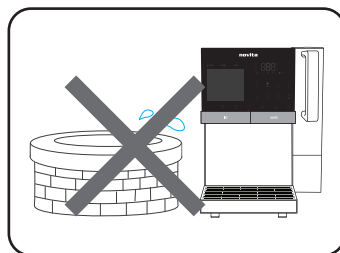
## SAFETY PRECAUTIONS



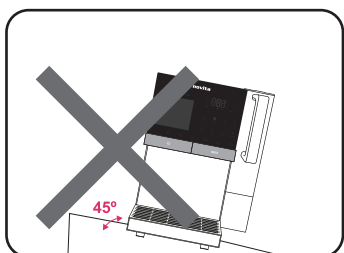
Servicing should only be conducted by professional service technicians from novita.



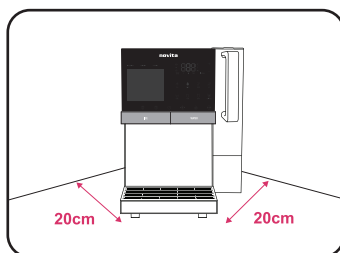
Always use room temperature or tap water for filtration.



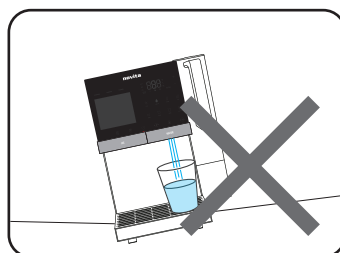
**DO NOT** use micro-biologically unsafe water.



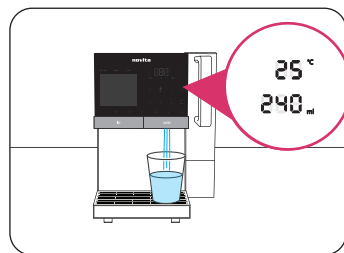
**DO NOT** tilt the unit more than forty-five [45°] degrees during transporting.



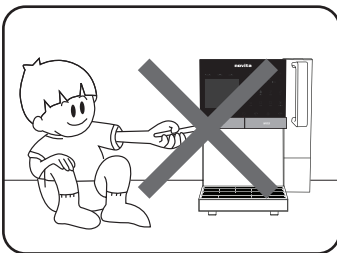
Allow adequate clearance and space around the unit all round for ventilation.



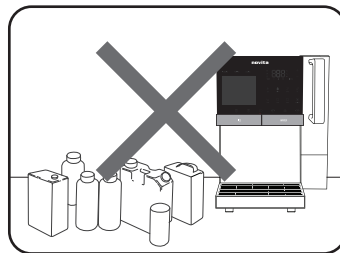
**DO NOT** move or incline the unit during operation.



**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.

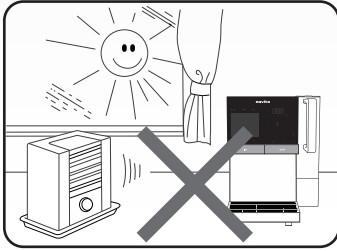


**DO NOT** insert any foreign objects into any crevices of the unit.

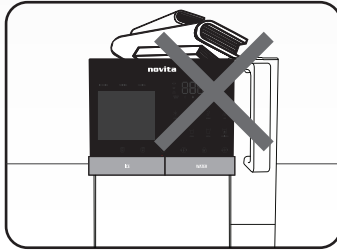


Keep the unit away from flammable liquids.

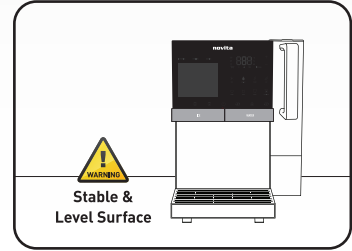
## SAFETY PRECAUTIONS



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



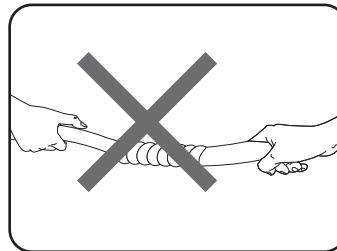
**DO NOT** place any heavy objects on top of the unit.



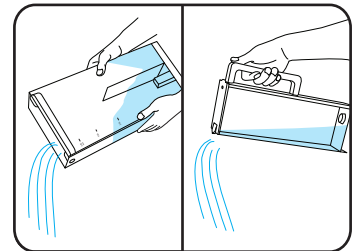
Always place the unit on a stable and level surface.



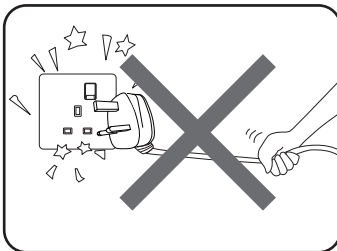
Never spray the unit with water, nor clean the unit with any detergents, solvents or aggressive agents.



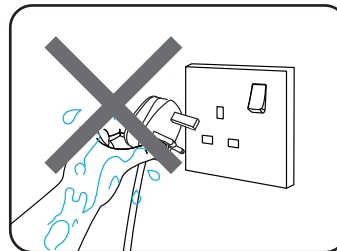
**DO NOT** twist the electrical cord to prevent safety hazard or damage to the unit.



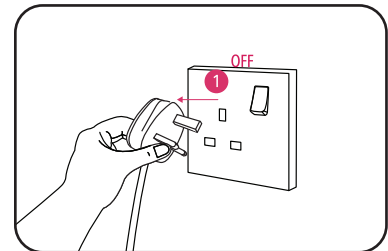
When unit is not used for 3 days or longer, switch OFF the unit, empty both the source water tank and internal purified water tank. Activate unit cleaning process and discard 2 tasks of purified water before consuming the water.



**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 + Ice Maker P9.
02. DO NOT use water of foreign and unknown origin. novita Instant Hot/Cold RO Water Dispenser + Ice Maker P9 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 + Ice Maker P9. However, please note that contaminants and other substances that can be removed or reduced by novita Instant Hot/Cold RO Water Dispenser + Ice Maker P9 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 + Ice Maker P9 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 P9 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 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 + Ice Maker P9 unless specified.



## TROUBLESHOOTING

| CONDITION                                                                                                 | POSSIBLE CAUSE                                                                                                                                                                                                    | POSSIBLE SOLUTION                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unit cannot be switched on.                                                                               | <ul style="list-style-type: none"> <li>• Power plug is not connected properly or connection is loose.</li> <li>• Power plug or cord is damaged.</li> <li>• Power cut-off.</li> </ul>                              | <ul style="list-style-type: none"> <li>• Ensure that power plug is connected snugly.</li> <li>• Turn OFF power and bring unit to novita Customer Care Centre.</li> <li>• Check power source &amp; contact a qualified electrician if power cutoff is caused by abnormal electrical pressure or overloaded circuit.</li> </ul> |
| Water leakage from the unit.                                                                              | <ul style="list-style-type: none"> <li>• Malfunction of internal parts.</li> <li>• Drip tray is full.</li> </ul>                                                                                                  | <ul style="list-style-type: none"> <li>• Turn OFF power and bring unit to novita Customer Care Centre for diagnosis.</li> <li>• Empty the drip tray, dry it thoroughly before placing it back onto the unit.</li> </ul>                                                                                                       |
| Strange smell from water output.                                                                          | <ul style="list-style-type: none"> <li>• Unit has been left unused for an extended period of time.</li> <li>• Filter is due for replacement or premature clogging due to fluctuation in water quality.</li> </ul> | <ul style="list-style-type: none"> <li>• Activate the cleaning process. Refer to Page 7 Step 4.</li> <li>• Replace with a new set of filter if problem persist.</li> <li>• Replace with a new set of filter.</li> </ul>                                                                                                       |
| When "Source Tank Water Shortage Indicator" illuminates even though the Source Tank is filled with water. | <ul style="list-style-type: none"> <li>• The source tank TDS is overly high.</li> </ul>                                                                                                                           | <ul style="list-style-type: none"> <li>• Discard the source tank water, and replace with fresh tap water.</li> </ul>                                                                                                                                                                                                          |
| E1 error code                                                                                             | <ul style="list-style-type: none"> <li>• Filter is not placed correctly / is not placed in.</li> </ul>                                                                                                            | <ul style="list-style-type: none"> <li>• Refer Page 11 Step 2 to ensure filter is correctly secured.</li> <li>• Contact novita Customer Care Centre if problem persist.</li> </ul>                                                                                                                                            |
| E2 error code                                                                                             | <ul style="list-style-type: none"> <li>• Heating module malfunction.</li> </ul>                                                                                                                                   | <ul style="list-style-type: none"> <li>• Contact novita Customer Care Centre.</li> </ul>                                                                                                                                                                                                                                      |
| E3 error code                                                                                             | <ul style="list-style-type: none"> <li>• Water outlet temperature sensor malfunction.</li> </ul>                                                                                                                  | <ul style="list-style-type: none"> <li>• Contact novita Customer Care Centre.</li> </ul>                                                                                                                                                                                                                                      |
| E4 error code                                                                                             | <ul style="list-style-type: none"> <li>• Instant heating module overheats.</li> </ul>                                                                                                                             | <ul style="list-style-type: none"> <li>• Contact novita Customer Care Centre.</li> </ul>                                                                                                                                                                                                                                      |
| E5 error code                                                                                             | <ul style="list-style-type: none"> <li>• Unit signal communication error.</li> </ul>                                                                                                                              | <ul style="list-style-type: none"> <li>• Contact novita Customer Care Centre.</li> </ul>                                                                                                                                                                                                                                      |
| E6 error code                                                                                             | <ul style="list-style-type: none"> <li>• Unit cannot stop producing RO water after 30 mins of continuous dispensing.</li> </ul>                                                                                   | <ul style="list-style-type: none"> <li>• Connect to the power supply again, if E1 error code persists, contact novita Customer Care Centre.</li> </ul>                                                                                                                                                                        |
| E7 error code                                                                                             | <ul style="list-style-type: none"> <li>• The pitcher detects high water level but cannot detect low water level.</li> </ul>                                                                                       | <ul style="list-style-type: none"> <li>• Contact novita Customer Care Centre.</li> </ul>                                                                                                                                                                                                                                      |
| E8 error code                                                                                             | <ul style="list-style-type: none"> <li>• Water inlet temperature sensor malfunction.</li> </ul>                                                                                                                   | <ul style="list-style-type: none"> <li>• Contact novita Customer Care Centre.</li> </ul>                                                                                                                                                                                                                                      |

|                |                                                 |                                        |
|----------------|-------------------------------------------------|----------------------------------------|
| E9 error code  | • Environmental temperature sensor malfunction. | • Contact novita Customer Care Centre. |
| E10 error code | • Cold-water temperature sensor malfunction.    | • Contact novita Customer Care Centre. |
| E11 error code | • Ice dispensing is obstructed.                 | • Contact novita Customer Care Centre. |
| E12 error code | • Unusual cold water level.                     | • Contact novita Customer Care Centre. |
| E13 error code | • Abnormal cooling capacity.                    | • Contact novita Customer Care Centre. |
| E14 error code | • Environmental temperature sensor malfunction. | • Contact novita Customer Care Centre. |
| E15 error code | • Main circuit board error.                     | • Contact novita Customer Care Centre. |

## TECHNICAL SPECIFICATIONS

|                                                                             |                                                                                                                                                                                          |                             |                          |                   |  |
|-----------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|--------------------------|-------------------|--|
| Product Name:                                                               | Instant Hot / Cold RO Water Dispenser + Ice Maker                                                                                                                                        |                             |                          |                   |  |
| Model Name:                                                                 | P9 Portable                                                                                                                                                                              |                             |                          |                   |  |
| Dimension (W x D x H):                                                      | 305 mm x 415mm x 457 mm                                                                                                                                                                  |                             |                          |                   |  |
| Net Weight:                                                                 | 17.6 Kg                                                                                                                                                                                  |                             |                          |                   |  |
| Power Consumption:                                                          | Rated<br>2300 W                                                                                                                                                                          | Heating<br>2200 W           | Cooling<br>0.6 A         |                   |  |
| Storage Tank:                                                               | Source Water<br>4.8 Litres                                                                                                                                                               | Water Pitcher<br>2.0 Litres | Cold Water<br>1.2 Litres | Ice<br>1.0 Litres |  |
| Rated Voltage / Frequency:                                                  | 220V-240V / 50Hz                                                                                                                                                                         |                             |                          |                   |  |
| Water Heating Capacity ( $\geq 90^{\circ}\text{C}$ ):                       | 18.0 Litres / h                                                                                                                                                                          |                             |                          |                   |  |
| Water Cooling Capacity ( $\leq 10^{\circ}\text{C}$ ):                       | 2.5 Litres / h                                                                                                                                                                           |                             |                          |                   |  |
| Water Production Flow:                                                      | 0.3 Litres / min                                                                                                                                                                         |                             |                          |                   |  |
| Working Water Temperature:                                                  | 5°C to 38°C                                                                                                                                                                              |                             |                          |                   |  |
| 6-Stage Advanced 0.1 Nanometer<br>RO HydroPlus® / HydroPure™ Filter System: | Stage 1: Sediment Filter<br>Stage 2: Pre Carbon Filter<br>Stage 3: RO Membrane<br>Stage 4: HydroPlus® / HydroPure™ Filter<br>Stage 5: Mineral Stone Filter<br>Stage 6: Post Carbon Block |                             |                          |                   |  |
| Colours Available:                                                          | Opaline Beige / Obsidian Black                                                                                                                                                           |                             |                          |                   |  |
| Filtration Capacity (Designed & Produced for):                              | Recommended Replacement 12 Months/3,600 Litres* (whichever first)<br>*Based on average ten (10) litres a day usage                                                                       |                             |                          |                   |  |

... • Actual dispensing temperature may vary subjected to source water and environmental usage condition.

## 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 \$20 one-way and \$40 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](mailto:custcare1@novita.com.sg) or visit our website at [novita.com.sg](http://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 + Ice Maker P9.

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](http://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 Dispense + Ice Maker P9.

## 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 60 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](http://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 outages, 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 casing 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. 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.
21. 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.

## RETURN & REFUND POLICY

For any Instant Hot/Cold RO Water Dispenser + Ice Maker P9 unit return & refund request after delivery and installation, please take note of the following:

- For any Instant Hot/Cold RO Water Dispenser + Ice Maker P9 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 Instant Hot/Cold RO Water Dispenser + Ice Maker P9 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 Instant Hot/Cold RO Water Dispenser + Ice Maker P9, a cancellation fee of S\$390 for consumable filter will be incurred, payable in CASH/CHEQUE to 9 Koi Marketing Pte Ltd.
- novita Instant Hot/Cold RO Water Dispenser + Ice Maker P9 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.

# novita

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