








STANDARD INSTALLATION SERVICE

Terms & Conditions:

1. I understand that W8, W9, NP9932i, NP9938i, NP9960i and NP10000 purchases include 1-year standard onsite warranty and 1-time delivery/ standard installation to a single location during normal operating hours.
2. I understand that NP313, NP330, NP335, NP388US, NP3302 and NP9901 purchases include 1-year standard carry-in warranty. Standard installation is not included and can be purchased separately.
3. I understand that W2 purchases include 1-year standard carry-in warranty and 1-time delivery/ standard installation to a single location during normal operating hours.
4. The standard installation service will take place during normal operating hours: Monday to Friday, Time: 1000 hrs – 1300 hrs/ 1400 hrs – 1800 hrs. There will be no installation service provided on Public Holidays.
5. The installation service should only be conducted by qualified service technician/installer by novita or authorized outsource installation service by Remus Services.
6. I am aware that the standard water unit installation must be within **3 metres from water inlet, 2 metres from water outlet*** and **1.5 metres from power source**, and it cannot be installed on marble, ceramic, glass and concrete table top due to limitation.
*Applicable for Water Ionizer only and there will be water discharge from the water outlet hose.
7. I am aware that the standard W2 installation must be within **1 metre from water inlet and head connector with a height clearance of 0.66 metre** and it cannot be installed on marble table top due to limitation.
8. I am aware that faucet installation is only applicable for Water Ionizer installation. Hot & Cold Water Dispenser and Countertop Water Purifier are not designed/compatible for faucet installation.

- a. Water ionizer faucet installation has to be near a sink, most commonly seated on the kitchen table top. This is to enable the diverter lever to be easily switched between tap water and ionized water.
- b. Water ionizer faucet installation is not suitable for Designer Tap, No Threading Tap, Sensor Type Tap and Extension/Spray Tap.

Note: The following types of water tap is **NOT** compatible for standard faucet installation. If you are using any of the followings, please ensure the water tap is replaced before faucet installation can be proceeded.

						
Shower nozzle	Square spout	Oval spout	Spout external diameter more than 24 mm	Spout less than 15 mm in height	Pull-down sprayer	Tap with sensors

9. The standard installation excludes re-wiring of cable, trucking, drilling of concrete & cement wall; as well as non-standard parts like water tap, washer splitter and copper pipe that may be required.
10. Wall mounting is applicable for NP9901, NP9932i, NP9938i & NP10000 only.
11. For any non-standard installation service, please seek Authorized Outsource Installation Services – Remus Services at 9852 6040 for quotation directly.
12. I understand that I will be contacted via email/SMS within 3 to 5 working day from receipt of my novita standard installation service order to proceed with my self- booking installation schedule. And that the expected installation schedule may possibly be about 14 days or later in anticipation of expected peak period.
13. I am aware there may be some water dispensed from the water ionizer's water outlet hose during installation. This could be the remaining water left behind from the quality control testing process at the factory.

- 14.** I am aware that there is a cancellation fee (filter pack + installation cost), payable in CASH/CHEQUE to **9 Koi Marketing Pte Ltd** for any refund of purchase after installation and commencement for novita Water Ionizer, Hot & Cold Water Dispenser and Countertop Water Purifier due to unforeseen situation. The condition of the product must be unused and in its original packaging, along with all accessories or user manuals which came with it. Please refer to the table below for the cancellation fee of each model.

Product Model	Filter Pack Cost	Standard Installation Cost	Cancellation Fee
NP9901	S\$180 for Standard Advanced Ultra-Hollow Membrane Filter	S\$60	S\$240
NP9932i/NP9938i/NP9960i/NP10000	S\$250 for Hi-Performance Advanced Ultra-Hollow Membrane Filter	S\$60	S\$310
NP313/NP330/NP3302/NP3310i	S\$365 for HydroPlus® or HydroPure™ Filter Pack	S\$60	S\$425
NP335/NP388US	S\$365 for HydroPlus® or HydroPure™ Filter Pack	S\$100	S\$465
W9	S\$420 for HydroPlus® or HydroPure™ Filter Pack	S\$60	S\$480
W2	S\$699 for W2 Filter Pack	S\$100	S\$799

- 15.** I am aware that all installation works are not reversible and novita will not be liable for any restoration/recovery works for any refund of purchases after installation.
- 16.** I understand that the installation is only carried out with my consent.
- 17.** I am aware that I will not be entitled to the Trade-in promotion and have to top up the price difference if I am unable to provide supporting documents or Trade-in unit.
- 18.** All information is accurate at the point of published. Novita reserves all rights to amend the terms & conditions without prior notice.