novita





OPERATING INSTRUCTIONS AND E-WARRANTY APPLICATION

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This product includes:

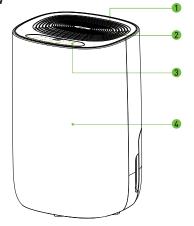
- novita Dehumidifier ND298
- novita Dehumidifier ND298 Operating Instructions & e-Warranty Application (this booklet)
- 1 x PE Hose (12 mm inner diameter)
- Starter Guide
- * Please contact us immediately if any of the above-mentioned items are not included.

OPTIONAL	HUMICONTROL™ ACCESSORY PACK°	
Includes: • 4 x Enhanced Dual Mesh Activated Carbon Filter		

PRODUCT DESCRIPTION

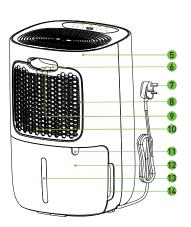
Dehumidifier ND298

FRONT VIEW



- Semi-Permanent Built-In Ionizer
- 2 Air Outlet
- 3 Control Panel
- 4 Front Panel Casing

BACK VIEW



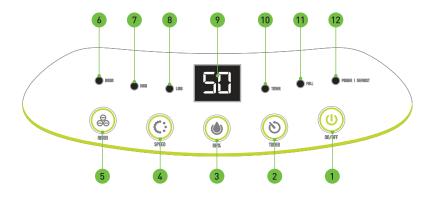
- 5 Rear Panel Casing
- 6 Carrying Handle
- 7 Power Cord & Plug
- 8 Air Inlet Frame
- 9 Pre-Filter Screen Handle
- 10 Enhanced Dual Mesh Activated Carbon Filter
- 11 Continuous Drainage Outlet
- 12 Water Tank
- 13 Water Level Indicator
- 14 Water Tank Handle

HumiControl™ Accessory Pack[♦] (Optional)

Enhanced Dual Mesh Activated Carbon Filter



CONTROL PANEL DESCRIPTION



- 1 Power Control
- 7 Timer
- 3 RH% Setting
- 4 Speed
- 5 Anion Mode
- 6 Anion Mode On Indicator

- 7 High Fan Speed Indicator
- 8 Low Fan Speed Indicator
- 9 RH% Display
- 10 Timer On Indicator
- 11 Full Tank Indicator
- 12 Power/Defrost Indicator

TECHNICAL SPECIFICATIONS

Extraction Rate	12 Litres / Day (30°C, 80% RH)
Voltage/Frequency	220 - 240 V / 50 Hz
Rated Power	156 Watts
Max. Power	210 Watts
Humidity Setting	Available
Auto Humidity Sensor	Available
Continuous Drainage	Available
Running Temperature	5°C to 35°C
Compressor	Reciprocating
Refrigerant	R134A
Weight	11.4 Kg
Dimension (W x D x H)	300 mm x 250 mm x 463 mm
Tank Capacity	2.6 Litres
Air Flow	• Low Fan 125 m³/hr
	High Fan 150 m³/hr
Recommended Coverage ⁻	Dehumidifying Up to 300 ft ² or 28 m ²
Negative Ion Density ⁺	Up to 20 Million/cm³
Product Accessory	 PE Hose (12 mm inner diameter)
	 HumiControl™ Accessory Pack[†] (Optional) Includes
	4 x Enhanced Dual Mesh Activated Carbon Filter
	(Suggested Replacement: 3 Months*)

¹ It is recommended to confine to the stated recommended coverage area for effective and optimum dehumidification performance.

⁺ Negative ion density measurement is based from source emission.

 $[\]Diamond$ It is an optional product accessory.

^{*} Based on average 8 hours a day, 7 days a week usage under normal domestic indoor environment.

FEATURES

Auto Humidity Sensor

Inbuilt hygrostat detects the humidity level of the surrounding and compares it to the humidity level set. The compressor stops operation and unit enters economical standby mode with low fan speed operating for 3 minutes before coming to a stop when the desired humidity is achieved. Compressor and preceding fan speed setting will reactivate when humidity level of the surrounding surpasses the desired humidity level.

Continuous Dehumidification Mode



Under continuous dehumidification mode, unit dehumidifies continuously regardless of humidity level in the surrounding. Dehumidification stops when the water tank is full.

Semi-Permanent Built-in Ionizer



Unit is equipped with a semi-permanent built-in ionizer which produces million of negative ions per cm³ to freshen up the air quality while eliminating airborne allergens and germs.

Room Humidity Display



LED displays the relative humidity level of the room/surrounding. This allows for easy reference and facilitates the adjustments accordingly to individual preference.

• To view your desired RH% setting, press 🜘 RH% button once.

Timer



At On Mode, the unit can be programmed with a timer from 01 to 24 hours at an interval of 1 hour for an automatic shutoff. Timer indicator illuminates when timer function is activated.

• To deactivate timer function, press \delta Timer button twice consecutively within 5 seconds.

Preferred Humidity Setting



User can set the humidity level according to individual's desire within a range of 30% to 80% RH interval of 5% RH or Continuous Dehumidification Mode. Selected RH% level will be displayed on the LED screen.

Fan Speed Setting Option



Packed with 2 fan speed setting of Low and High to satisfy different usage requirement.

Childlock Function



To guard against curious kids, unit is equipped with a Childlock function to prevent mishandling/mis-activated by young children who may change the operation unintentionally. To activate childlock function, simply press and hold ? Speed button for 2 seconds.

Auto Shut Off



Unit shuts off automatically with full water tank indicator illuminates and buzzer alarm goes off 5 times in following circumstances:

- Water tank is full (with buzzer alarm goes off for 5 times).
- · Water tank is not placed properly.
- · Water tank is removed.



Defrost Mode



Defrost Mode will be activated automatically when room temperature drops to 4° C and below and power/defrost indicator will flashes quickly on the LED screen. Compressor shuts off and unit runs on high fan speed setting.

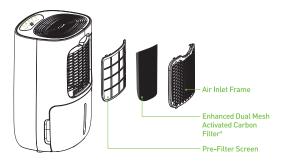
• As a compressor protective feature, in the event when the unit resumes normal operation after defrost mode is deactivated, there will be a 3-minute delay for the compressor to begin its operation once again.

Pre-Filter Screen & Enhanced Dual Mesh Activated Carbon Filter

Pre-filter sieves out contaminants from the air that is drawn into the unit. This process increase the efficiency of the unit and helps to filter the air that is released back into the surroundings. Enhanced Dual Mesh Activated Carbon Filter* eliminates unpleasant odour from the air before dehumidification process begins. It is recommended to replace the Enhanced Dual Mesh Activated Carbon Filter^o once every 3 months* for optimum performance.



* Based on average 8 hours a day, 7 days a week usage under normal domestic indoor environment.





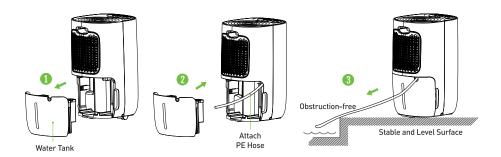
DO NOT use the dehumidifier without the Air Inlet Frame & Pre-Filter Screen in place.

Continuous Drainage Option

Continuous drainage option allows easy removal of collected water instead of manually empty from the water tank.

Using the continuous drainage option:

- 01. Turn off the power supply & unplug from the power supply.
- 02. Remove the water tank from the unit.
- 03. Insert the PE hose (12 mm inner diameter) through the drainage outlet. Ensure the hose must be placed in a downward angle.
- 04. Place the water tank back to the unit. Always ensure the unit is placed on a stable and level surface for continuous drainage option, otherwise water will be channelled into the water tank instead. The dehumidifier is now ready for continuous drainage.
- 💬 Always ensure the drainage path is not blocked or obstructed to maintain a smooth flow and operation.



USING THE NOVITA DEHUMIDIFIER

Setting Up

01, Remove all packaging materials and place the unit on a dry, stable and level surface,



- DO NOT remove the polystyrene from the water tank.
- 02. From the back of the unit, grasp the Air Inlet Frame and pull it outwards to remove both the Air Inlet Frame and Pre-Filter Screen from the unit.
- 03, To enhance the HumiControl™ experience, it is recommended to use the Enhanced Dual Mesh Activated Carbon Filter in conjunction with the dehumidification process. Remove the plastic packaging on the Enhanced Dual Mesh Activated Carbon Filter* and place it into the designated slot between the Air Inlet Frame and Pre-Filter Screen. Then proceed to re-attach the assembled Air Inlet Frame back onto the unit.
 - ° Enhanced Dual Mesh Activated Carbon Filter is an optional product accessory and it is available inside the HumiControl™ Accessory Pack.
- •• Ensure the Enhanced Dual Mesh Activated Carbon Filter is properly assembled and installed in position before use, • Please refer to page 09 for instructions to assemble/remove the Enhanced Dual Mesh Activated Carbon Filter from the unit.
- - Please remove the plastic packaging on the Enhanced Dual Mesh Activated Carbon Filter before use.
 - · Please handle the Enhanced Dual Mesh Activated Carbon Filter with care while inserting or removing it from the unit as they are designed tight for optimum purification coverage.
 - DO NOT use the dehumidifier without the Air Inlet Frame & Pre-Filter Screen in place.
- 04. Ensure there is a clearance of at least 50 cm from the air inlet and clearance of at least 10 cm from the air outlet.
- 😳 DO NOT block the air inlet and air outlet to ensure sufficient air ventilation and maximum efficiency of the unit.
- 05. Connect power plug to the power supply and power on the unit. At standby mode, the unit will have its power indicator flashing slowly to indicate it is at energy-saving standby mode and accompanied with a short "beeping" sound.
- 💬 At energy-saving standby mode, when the water tank is removed from the unit, a buzzer alarm will go off for 5 times.

Operating Notes

01. Press 🕛 Power/Defrost button once to turn on the unit and the Power/Defrost indicator will illuminate continuously. Be default, unit runs on Continuous Dehumidification Mode with High Fan Speed Setting.



- 🚥 To turn Off the unit, press 🕛 Power/Defrost button once again.
 - In the event when the desired RH% setting selected is higher or equivalent to the current surrounding RH%, compressor stops operation and unit enters economical standby mode with low fan speed operating for 3 minutes before coming to a stop. Compressor and preceding fan speed setting will reactivate when humidity level of the surrounding surpasses the desired humidity level.
 - In most circumstances, when using the dehumidifier for the first week, the water tank will be full every day and needs to be emptied on a daily basis, due to high moisture content in the surrounding. In the following week, the water tank will need to be emptied once every 3 to 5 days. Subsequently, the water tank need to be emptied once a week.
 - Ensure all doors and windows are shut to confine the area of dehumidification. It is recommended to open up cupboards and walk-in wardrobe within the area to further facilitate the dehumidification performance.
- 02. Press (b) Timer button consecutively to select your preferred timer duration from 01 to 24 hours at an interval of 1 hour for an automatic shutoff and its corresponding indicator will be illuminated.
- •• To deactivate timer function, user may press and hold the 🚫 Timer button twice consecutively within 5 seconds.
- 03, Press 9 RH% Setting button consecutively to select your RH% from $OO \rightarrow 30\%$ RH $\rightarrow 35\%$ RH $\rightarrow 40\%$ RH \rightarrow 45% RH \rightarrow 50% RH \rightarrow 55% RH \rightarrow 60% RH \rightarrow 65% RH \rightarrow 70% RH \rightarrow 75% RH \rightarrow 80% RH \rightarrow CO. Selected setting will be displayed on the LED screen for about 5 seconds, before reverting to display the current room/surrounding RH%.

- 04. Press () Speed button consecutively to select your preferred fan speed setting (Low or High) and its corresponding indicator will be illuminated.
- 05. Press and hold Speed button for 2 seconds to activate Childlock function to lock the control panel. Its corresponding indicator (LC) will be illuminated on the LED screen when user pressed any of the control panel button.
- To deactivate Childlock function, press and hold Speed button for 2 seconds once again.
 Unit will produce a "Beep" sound when Childlock Function is activated or deactivated.
- 06. Press (a) Anion button once to activate Anion Mode. Its corresponding indicator will be illuminated.
- To deactivate Anion Mode, press (a) Anion button once again.
 In the event when the fan stop operation, Anion Mode will be automatically shut off.

Emptying the Water Tank

novita Dehumidifier ND298 shuts off automatically when the water tank is full. Follow the simple steps below to empty the water tank.



Remove the water tank from the unit.



Remove the water tank cover and empty the content before placing the water tank back onto the unit.

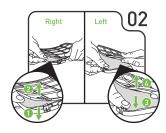
Enhanced Dual Mesh Activated Carbon Filter® Replacement

For an optimum HumiControl™ performance, it is recommended to replace the Enhanced Dual Mesh Activated Carbon Filter° once every 3 months* from initial usage.

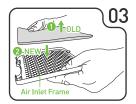
- ♦ Enhanced Dual Mesh Activated Carbon Filter is an optional product accessory and it is available inside the HumiControl™ Accessory Pack.
- * Based on average 8 hours a day, 7 days a week usage under normal domestic indoor environment.



From the back of the unit, grasp the Air Inlet Frame and pull it outwards to remove both the Air Inlet Frame and Pre-Filter Screen from the unit.

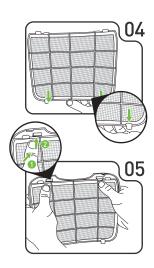


Hold onto the upper right-hand corner of the Air Inlet Frame and exert some pressure to press it downwards to release the Pre-Filter Screen from the catch. Repeat the step for the upper left-hand corner.



Remove the exhausted Enhanced Dual Mesh Activated Carbon Filter from its designated slot. Proceed to assemble the new Enhanced Dual Mesh Activated Carbon Filter onto the designated slot on the Air Inlet Frame.

- Ensure the Enhanced Dual Mesh Activated Carbon Filter is properly assembled and installed in position before use.
 - Please remove the plastic packaging on the Enhanced Dual Mesh Activated Carbon Filter before use.
 - Please handle the Enhanced Dual Mesh Activated Carbon Filter with care while removing/assembling it from the unit as they are designed tight for optimum purification coverage.



Insert the bottom right-hand corner of the Pre-Filter Screen underneath the catch of the Air Inlet Frame first then repeat the step for the bottom left-hand corner.

Exert some pressure to press and hold onto the upper tabs of the Pre-Filter Screen then align and slot them into the designated catch on the Air Inlet Frame. Proceed to push up the Pre-Filter Screen tabs to ensure they are securely fastened.



Align and re-attach the Air Inlet Frame & Pre-Filter Screen back onto the unit.

 DO NOT use the dehumidifier without the Air Inlet Frame & Pre-Filter Screen in place.

CLEANING & MAINTENANCE

Cleaning the novita Dehumidifier

To ensure the effectiveness of the dehumidifier, it is recommended to clean & maintain the unit at least once a week.

- 01. Disconnect the dehumidifier from the power supply.
- 02. Use a soft cloth to gently wipe the outer case to remove dust.
- 03. Remove stubborn stains with a mild household cleaner.
- Please turn OFF the power supply and disconnect the power plug before cleaning and maintenance.
 - DO NOT spray water directly onto the unit.

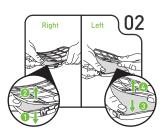


Cleaning the Pre-Filter Screen

For optimum performance, it is recommended to clean the Air Inlet Frame & Pre-Filter Screen once every two (2) weeks.



From the back of the unit, grasp the Air Inlet Frame and pull it outwards to remove both the Air Inlet Frame and Pre-Filter Screen from the unit

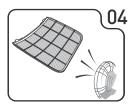


Hold onto the upper right-hand corner of the Air Inlet Frame and exert some pressure to press it downwards to release the Pre-Filter Screen from the catch. Repeat the step for the upper left-hand corner.



Use a vacuum cleaner OR a brush to remove the lint collected. Use warm soapy water to wash the Pre-Filter Screen if required.

• DO NOT user water of more than 40 degree Celsius to wash the Pre-Filter Screen.



Air dry it and re-attach the Pre-Filter Screen onto the Air Inlet Frame.



Align and re-attach the assembled Air Inlet Frame and Pre-Filter Screen back onto the unit.

 DO NOT use the dehumidifier without the Air Inlet Frame & Pre-Filter Screen in place.

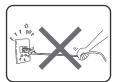
TROUBLESHOOTING

CONDITION	POSSIBLE CAUSE	POSSIBLE SOLUTION	
Unit cannot be switched on	• The power plug is not connected properly.	Insert the power plug into the main supply again.	
	• The water tank is full.	Remove the water tank and empty it, then replace it into the unit again.	
	Water tank not placed properly.	Remove water tank and replace it into the unit again.	
	Power plug or cord damaged.	Contact novita Customer Care Centre.	
Fan not working	Motor may be malfunction.	Contact novita Customer Care Centre.	
Poor performance or not dehumidify- ing at optimum capacity	Low temperature or the surrounding humidity level is too low.	Dehumidifier does not work as effectively as in low temperature. Effectiveness of dehumidifier increases as RH increases.	
	Pre-filter screen is dirty.	Clean the pre-filter screen.	
	Exceed recommended room coverage area.	Maximum room coverage area ^a for ND298 to operate effectively: Dehumidifying Up to 300 ft² or 28 m²	
	Exceed extraction capacity	• Maximum extraction capacity for ND298 is 12 Litres/Day at 30°C/ 80% RH.	
	The surrounding humidity level is lower than the desired humidity level set.	Set the desired RH% lower than the surrounding humidity level.	
The RH% display is not showing the desired RH% set	The RH% is showing the current surrounding area RH%.	Press the RH% Setting button once to view the desired RH% set.	
Excessive noise	Unit is placed on uneven surface.	Move unit to a level and stable surface.	
	Loose or foreign particles inside the unit.	Contact novita Customer Care Centre.	
	Sound of flowing water.	• This is normal.	
	Pre-filter screen is dirty.	Clean the pre-filter screen.	
Water in tank	Water tank may be damaged.	Replace the water tank.	
overnows	Float for water auto-sensor is not in place.	Replace or adjust the float.	
	Internal drainage passage is blocked or obstructed.	Contact novita Customer Care Centre.	
E1 error message flashes on the LED screen every 30 seconds	Temperature sensor malfunction.	Contact novita Customer Care Centre.	
E2 error message flashes on the LED screen every 30 seconds	Humidity sensor malfunction.	Contact novita Customer Care Centre.	

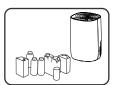
[🛘] It is recommended to confine to the stated recommended coverage area for effective and optimum dehumidification performance.

[•] As a compressor protective feature, in the event when the compressor is deactivated during operation, there will be a 3-minute delay for the compressor to begin its operation once again.

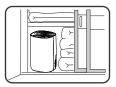
SAFETY PRECAUTIONS



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



Keep the unit away from flammable liquids.



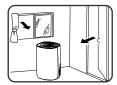
Refrain from placing the dehumidifier in confined closets.



Servicing should only be conducted by professional service technicians.



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



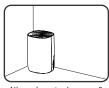
For maximum efficiency, ensure that the dehumidifier is placed in an enclosed area with windows & doors firmly shut.



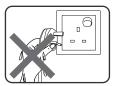
Keep the unit away from direct sunlight or any heat source.



DO NOT block the air inlet & outlet when the unit is operating & DO NOT drape any garments or fabrics on top of the unit for drying purposes.



Allow adequate clearance & space around the unit for air ventilation. DO NOT move or incline the unit during operation.



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



Refrain from overloading your power supply with multiple power plugs.



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

CAUTION

SAFETY INSTRUCTIONS

- 01. Read the operating instructions carefully before using the dehumidifier & keep it for later reference.
- 02. Persons who are not familiar with the operating instructions, as well as children & persons under the influence of medication, alcohol or drugs are not advised to operate the dehumidifier, or are only advised to operate it under supervision.
- 03. DO NOT use the dehumidifier if there is any damage to the unit or power cord.
- 04. Only operate the unit when it is completely assembled & on a stable and level surface. Placing the unit on uneven surfaces can result in water leakages or additional noise.
- 05. DO NOT handle the unit with wet hands.
- 06. Always use the correct power supply.
- 07. DO NOT insert any foreign objects into any crevices of the unit.
- 08. Keep the unit away from direct sunlight or heat sources.
- 09. Disconnect the dehumidifier from the power supply:
 - · When emptying the water tank
 - · Before cleaning
 - · During assembly or dismantling the unit
 - · Before moving the unit
- Repairs of appliance should only be done by qualified service technicians. Improper repair work can cause considerable danger to the user.

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 S\$12 one-way and S\$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

Give us a call at 6552 1023/25 for any enquiry or feedback. Alternatively, you can drop us an email at custcare1@novita.com.sq or visit our website at novita.com.sq. Our friendly customer care personnel will be glad to assist you.



-WARRANTY APPLICATION

Thank you for purchasing novita HumiControl™ Dehumidifier ND298.

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. Just log on to the Internet, access 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 for your product's warranty at novita.com.sq/ewarranty 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 find it a breeze to safeguard your valuables with novita HumiControl™Dehumidifier ND298.

WARRANTY TERMS & CONDITIONS

- 01. This warranty is valid for appliance installed and used in Singapore and stated countries for the period of 36 months warranty on compressor and 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 to be free from defects in material and workmanship.
- 03. Any application under this warranty is limited to repairing, or replacement of any parts (excluding consumable parts and accessories exhausted through usage) which proves to be defective within the warranty period.
- 04. This warranty does not cover damages and/or defects resulting from:
 - a. Accidents, abuse, misuse, improper installation, or any manner of tampering.
 - b. Usage of wrong electrical supply/voltage.
 - c. Usage not in accordance with the operation instruction booklet.
 - d. Any unauthorized repairs.
 - e. Any alteration or modification made to the product.
 - f. Normal usage wear and tear, finishes or consumables.
 - g. Corrosion, rusting or stains.
 - h. Losses, damages, defects and malfunctions caused by fire.
- 05. This warranty does not cover:
 - a. Parts requiring replacement due to normal wear and tear, corrosion or stain,
 - b. Damage due to other equipment/solutions being used in conjunction with this unit.
 - c. Transportation, delivery and incidental cost incurred in fulfillment of this warranty. The purchaser shall be fully responsible for the due delivery of the product for any repair work to "novita" and for the subsequent collection therefore of the product after the said work has been done. Any product to be repaired must be sent to the service centre directly. No outdoor servicing will be provided. For collection and return of repair set, a transportation fee of \$\$24 is applicable.
- 06. In no event shall novita be liable to the purchaser for any consequential damages or loss including, without limitation, injury to person or property and lost of use of the products.
- 07. Please retain the original purchase receipt for verification purposes when required.
- 08. novita reserves all rights to replace any product with another of similar value if deemed appropriate, subject to availability.
- 09. This warranty is invalid if the serial number on the product has been altered, defaced or removed.

PRODUCT WARRANTY EXTENSION - EXTENDED WARRANTY

- Extended warranty is offered for all other parts (excluding compressor) repair or replacement after 1 year
 of the standard warranty period, subjected to all of the terms, conditions and limited to standard product
 warranty coverage. Extended warranty is not applicable for the compressor warranty for the 4th year after
 the compressor's standard 3-year warranty term expires.
- Extended warranty is available for purchase within the 1-year standard warranty period at estore.novita.com.sg/nd-services.
- An order confirmation email will be sent to your registered email address within 7 working days after receiving the extended warranty purchase order and payment and the system will be updated within 14 working days.
- Extended warranty commencement date is inferred from product purchase date or installation; notwith standing the extended warranty purchase date.

MODEL	HumiControl™ Dehumidifier ND298
STANDARD EXTENDED WARRANTY OPTION	
NEXT 12 MONTHS STANDARD EXTENDED WARRANTY	S\$60/Unit

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

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