

the **M** series[®]

MASSAGE CHAIR MC8i

OPERATING INSTRUCTIONS & E-WARRANTY APPLICATION



NEW & ENHANCED
CONFIGURATION



COMPACT & SLEEK
DESIGN



LONG L-TRACK
CURVATURE



COMPLETE
RECLINATION



3 LEVELS OF
MASSAGE INTENSITY



HOT STONE
THERAPY

novita
AIR • WATER • BODY



MASSAGE CHAIR MC8i

Please read instructions before using

This product includes:

- 1 x the M series® Massage Chair MC8i with Built-in Remote Control
- 1 x the M series® Massage Chair MC8i Operating Instructions & E-Warranty Application (This booklet)

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

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SAFETY INSTRUCTIONS

Read the operating instruction manual carefully before using the M series® Massage Chair MC8i and keep it for later reference.



Improper operation may cause injury to users.



Improper operation may cause injury to users or product damage.

Medical Conditions

This massage chair is not intended for self-diagnosis or self-treatment of medical conditions that should be managed by qualified health care provider. It is not recommended for user who experience the following medical conditions to use the massage chair. Please consult the general practitioner or physician before using.

- 1 Serious hyperostosis.
- 2 Swollen lump and thrombosis.
- 3 Severe cardiovascular conditions.
- 4 Pregnant or menstruating.
- 5 Diabetes.
- 6 High fever.
- 7 Malignant tumors or malignant abscesses.
- 8 Distorted joints or dysfunction/ Recent fracture.
- 9 Serious or injured skin conditions.
- 10 Spinal injuries or disorder.
- 11 Psychological condition.
- 12 Paralysis.
- 13 Osteoporosis or sensory impairment.
- 14 Pacemaker, electronic devices or mechanic implanted in the body.
- 15 Recent surgery.

Electrical Safety

- 1 Ensure unit is properly placed on a stable and level surface to prevent electrical hazard.
- 2 DO NOT use unit in high moisture environment to prevent electric shock accident.
- 3 DO NOT handle the unit power plug and adaptor with wet hands.
- 4 DO NOT operate the unit if it has a damaged power cord or power plug.
- 5 Please keep the power plug away from heated surfaces to prevent fire hazard.
- 6 Ensure power switch is at OFF position before connecting power plug to power source.
- 7 Ensure power plug is completely inserted into power source to prevent electrical hazard.
- 8 DO NOT touch or re-wire the cables connected to the master box.
- 9 DO NOT attempt to repair or adjust any electrical or mechanical functions on the unit, doing so will render the warranty void.
- 10 DO NOT overload power supply with the usage of multiple power adaptors.
- 11 DO NOT connect power plug into a power source that is not in compliance with the voltage rating for operation.
- 12 DO NOT use the unit when the body is wet and moist to prevent electrical shock accident.
- 13 DO NOT stumble over electrical wires or connections.
- 14 Please ensure the main power switch is turn OFF before removing the power plug from the power supply.
- 15 Connect the unit to a proper grounded outlet only. Please refer to page 04 for grounding instruction.
- 16 Always unplug the power cord from the electrical outlet immediately after operation.
- 17 Ensure power plug is inserted directly into main power source.
- 18 Please remove the power plug before servicing the unit.
- 19 DO NOT operate the unit if water is accidentally spilled on it as this may result in electrical shock or malfunction.
- 20 DO NOT operate the unit in the event when the fabric of the backrest is torn and exposing the internal component.
- 21 Stop the unit operation in the event if you detect any malfunction or any other abnormal condition during the operating process.
- 22 DO NOT operate the unit if there is a power failure to prevent injury from occurring when power is restored unexpectedly.

SAFETY INSTRUCTIONS

Operation Safety

- 1 Use the unit only for its intended use as described in this operating instructions manual.
- 2 Avoid using the unit under the influence of alcohol.
- 3 DO NOT use attachments which are not recommended inside this operating instructions manual.
- 4 DO NOT remove the backrest pad and tamper the roller mechanism.
- 5 DO NOT remove the seat cushion and tamper the actuators.
- 6 DO NOT operate the unit with damaged parts.
- 7 DO NOT apply massage roller directly on head, elbow, knee joints, torso or abdomen.
- 8 DO NOT put or place your hands or head underneath the chair.
- 9 DO NOT insert your hands or foot along the paths of the roller massage during the operation to prevent injury.
- 10 DO NOT attempt to press the roller mechanism by force.
- 11 DO NOT leave mobility impaired or speech impaired people alone on the unit.
- 12 DO NOT place the unit in high moisture environment such as near swimming pools or bathrooms.
- 13 DO NOT stand or place heavy items on the unit.
- 14 DO NOT operate unit in dusty, greasy, oxygen deficiency environment.
- 15 DO NOT place unit near steam oven, open fire, heat sources or under direct sunlight.
- 16 DO NOT massage on bare skin, wear comfortable clothing during the massage process.
- 17 DO NOT use electric blanket when using the unit.
- 18 DO NOT operate the unit in outdoor environment. Unit is to be used in indoors only.
- 19 DO NOT smoke while using the massage chair
- 20 DO NOT use the unit one hour before or after your meal to avoid any uncomfotability.
- 21 DO NOT sit on the backrest, armrest or calve massage unit.
- 22 DO NOT use other therapeutic device together with the massage chair.
- 23 DO NOT use head ornamentation to prevent unnecessary injury during the massage process.
- 24 Keep unit away from aerosol to prevent deformation and discolouration.
- 25 Massage chair can only accommodate one user at a time.
- 26 Massage chair can accommodate up to 110 Kg and 1.9 meter in height.
- 27 When using the unit, ensure the footrest is ascertained to the original position.
- 28 It is not recommended to use the unit for more than thirty (30) minutes and not more than five (5) minutes for particular part of the body.
- 29 Children below the age of 12 is not recommended to use massage chair.
- 30 DO NOT allow children to play near the unit especially during operation.
- 31 Keep children, pets or any other barrier away from the unit reclining backrest/extending footrest to prevent any accidental injury.
- 32 DO NOT allow children to play on the unit or attempt to tamper the unit.
- 33 Check to ensure there is no obstruction before adjusting the backrest/footrest reclining angle.
- 34 Keep hands, legs and foreign objects away from the footrest services when it is in the process of extending or retracting.
- 35 Ensure footrest is completely reinstated to its default position before standing up from the unit.
- 36 When unit is not in operation, please switch OFF the main power switch and remove the power plug from the power supply.
- 37 Stop the operation immediately if you experience any discomfort.
- 38 Remove all scarves, neckties, necklaces, watches and jewellery before using the unit.
- 39 Servicing should only be conducted by professional service technicians from novita.

Grounding Safety

This product must be grounded. In the event of malfunction or breakdown, grounding provides a path of least resistance for electric current to reduce the risk of electrical shock. This product is equipped with a cord which has an equipment-grounding conductor and a grounding plug. The plug must be plugged into an appropriate outlet that is properly installed and grounded in accordance with all local codes and ordinances.



Improper connection of the equipment-grounding conductor can result in a risk of electrical shock. Check with a qualified electrician and serviceman if you are in doubt whether the product is properly grounded. DO NOT modify the plug provided with the product if it does not fit the outlet; have a proper outlet installed by a qualified technician.

FEATURES



COMPACT & SLEEK DESIGN

Minimalistic yet functional in performance, novita the M series® Massage chair MC8i's compact frame fits seamlessly into your living space. With minimum wall clearance, you need not worry about space constraints.



HOT STONE THERAPY

Just like the sensation of smooth heated stones, feel the comforting far infrared warmth spread for deep muscle and tissues relaxation, while also promoting overall blood circulation.



5 CLASSIC MASSAGE TECHNIQUES

Engage your sense with 5 classic massage techniques: kneading, rocking, tapping, knocking and shiatsu. Also customize the techniques according to your preference for the ultimate massage experience and enjoyment.



DUAL AUTO MASSAGE PROGRAMS

Choose from 2 auto pre-set massage modes – Relax and Rejuvenate - each lasting 15 minutes long. Let this massage chair pamper you with the massage you deserve.



5 PAIRS OF AIRBAGS

Equipped with 5 pairs of strategically positioned air pressure massage unit at the hips and calf region, feel refreshed and invigorated as air pressure massage gently targets the vital acupressure points, improve overall blood circulation and relieve muscle tension.



MUSIC THERAPY VIA BLUETOOTH

Enhancing the sensory experience, you can now play your favourite playlist from the built-in stereo speakers via Bluetooth Technology and immerse yourself into a deep state of relaxation.



5 FOCUS REGIONS

Accurately targets 5 key essential focus regions: neck, shoulder, back, hips and calves. Beyond just physiological benefits, the massage will also help to calm the mind and soothe the nerves for a more restorative rest.



USB CHARGING PORT

Also equipped with a USB charging port, you can conveniently plug your mobile phone or portable charging device into the massage chair and leave it charging while you enjoy your massage.



LONG L-TRACK CURVATURE

Enhanced to go beyond what a traditional massage session can offer, rollers apply targeted pressure on the body's acupoints. Beginning from the neck down to the thighs and hips, enjoy a wholesome relaxation effect in both mind and body.



SPOT MASSAGE OPTIONS

Thoughtfully designed with a spot massage option, user may choose to concentrate the massage on a specific troubled area on their back for much-needed relief.



COMPLETE RECLINATION

Compact in size yet generous in functions, MC8i supports complete reclination options for user to enjoy the maximum comfort. Recline the MC8i to your preferred angle to achieve your desired massage experience.

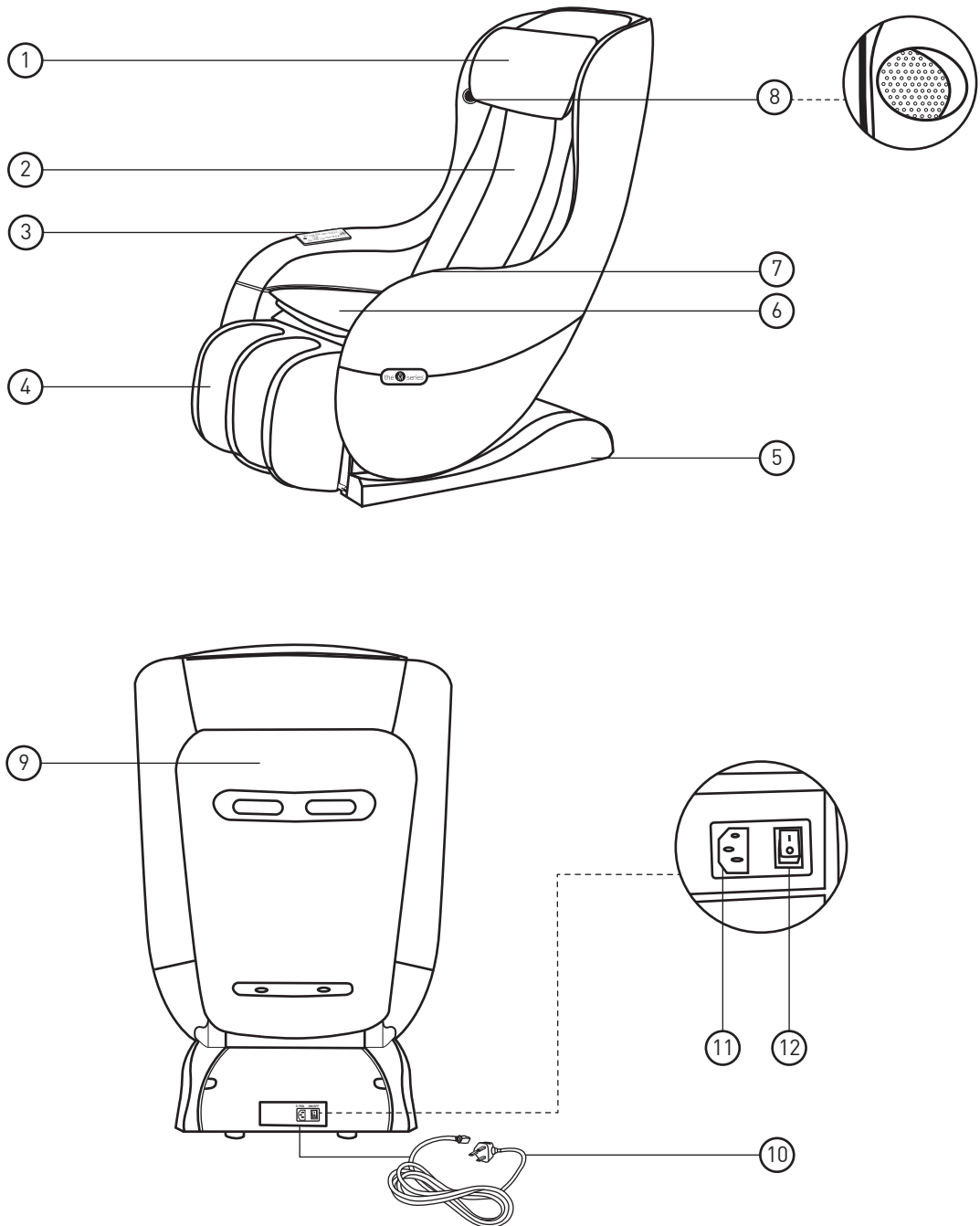


3 LEVELS OF MASSAGE INTENSITY

Designed with features that understand you, the MC8i comes with 3 levels of massage intensity and air pressure strength for user to conveniently personalized their unique and desirable massage enjoyment.

PRODUCT DESCRIPTION

Exterior



- 1 | Headrest Pad
- 2 | Back Massage Unit
- 3 | Control Panel

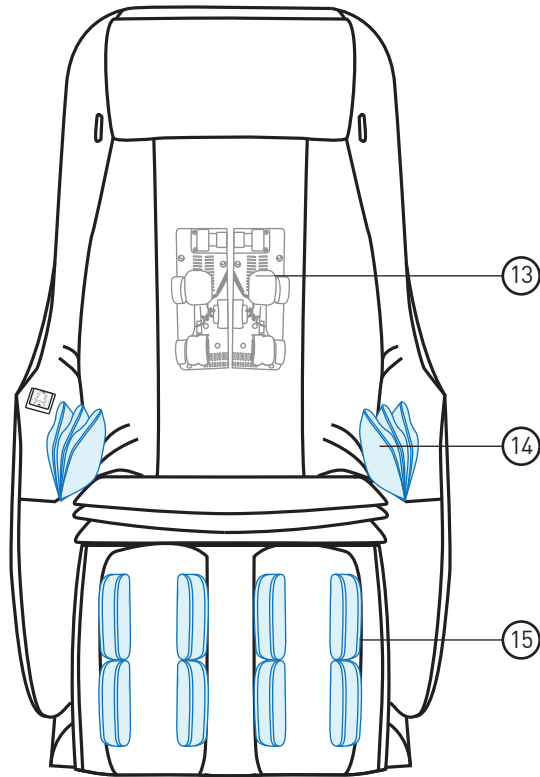
- 4 | Calf Massage Unit
- 5 | Easy Roll Castors
- 6 | Seat Rest

- 7 | Side Panel Armrest
- 8 | Audio Speaker
- 9 | Back Cover

- 10 | Adaptor Cable
- 11 | Power Socket
- 12 | Main Power ON/OFF Switch

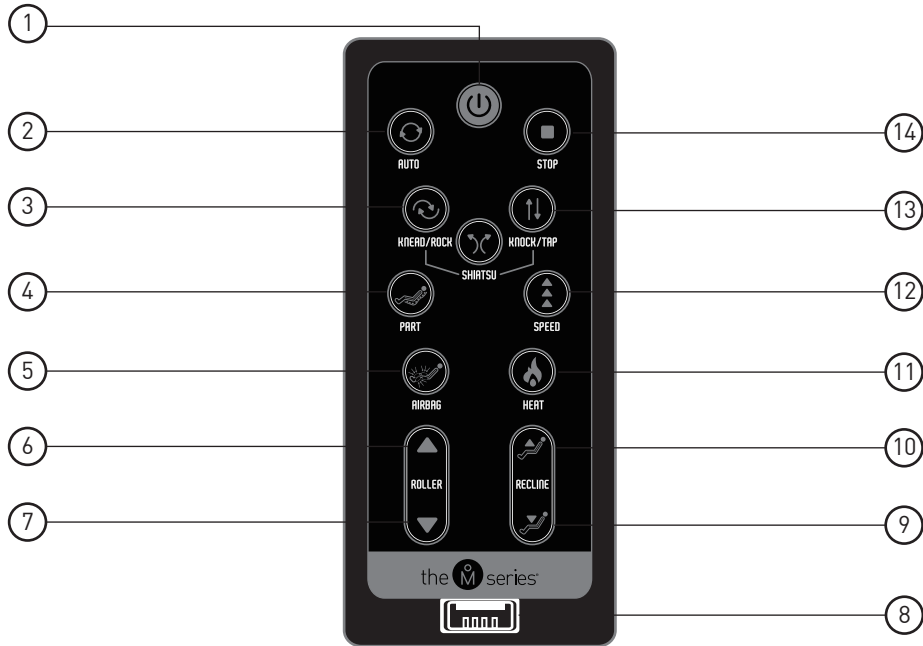
PRODUCT DESCRIPTION

Interior



- 13 | Back Roller with Infrared Heating Mechanism
- 14 | Hips Air Pressure Massage Unit
- 15 | Calf Air Pressure Massage Unit

REMOTE CONTROL DESCRIPTION



Remote Control

1 Power ON/OFF Button

- Press  button once to switch ON the unit. When unit is switched ON, the  button will illuminate with red light.
- Press  button once to switch OFF the unit. When unit is switched OFF, the  button will stop illuminating and the massage chair will return to its default home position.

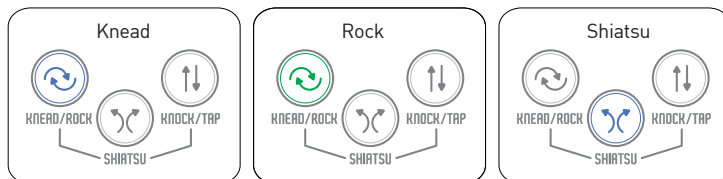
2 Auto Button

- Press  Auto button to select auto, manual, 3D massage, airbag, heat or setting adjustment techniques.



3 Knead/Rock Button

- Press  Knead/Rock button consecutively to select Knead, Rock or Shiatsu massage technique.



4 Spot Button

- Press  spot button consecutively to select the massage focus region you preferred.



REMOTE CONTROL DESCRIPTION

5 Airbag Button

- Press  Airbag button to activate airbag function and to adjust the airbag intensity.



6 Upward Shoulder Adjustment Button

- At manual mode, when part massage is selected, user may press and hold  button to manually move the back massage roller upwards to fix the partial massage region position.

7 Downward Shoulder Adjustment Button

- At manual mode, when part massage is selected, user may press and hold  button to manually move the back massage roller downwards to fix the partial massage region position.

8 USB Charging Port

- The USB Charging Port  allow you to plug your mobile phone or portable charging device into the massage chair and leave it charging while you enjoy your masage.

9 Back Down Button

- Press and hold  button to recline the backrest to its lowest position. Release  button, to fix the position you preferred.

10 Back Up Button

- Press and hold  button to raise the backrest towards it default home position, Release  button, to fix the position you preferred.

11 Heat Button

- Press  Heat button to activate the heating function and  Heat button will illuminate.
- Press  Heat button again to deactivate the heating function and its indicator will stop illuminating.

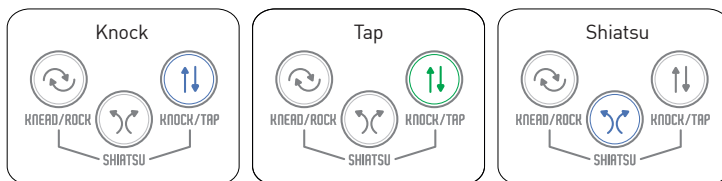
12 Speed Button

- At manual mode, press  Speed button consecutively to select the back roller mechanism speed.



13 Knock/Tap Button

- Press  Knock/Tap button consecutively to select Knock, Tap or Shiatsu massage technique.



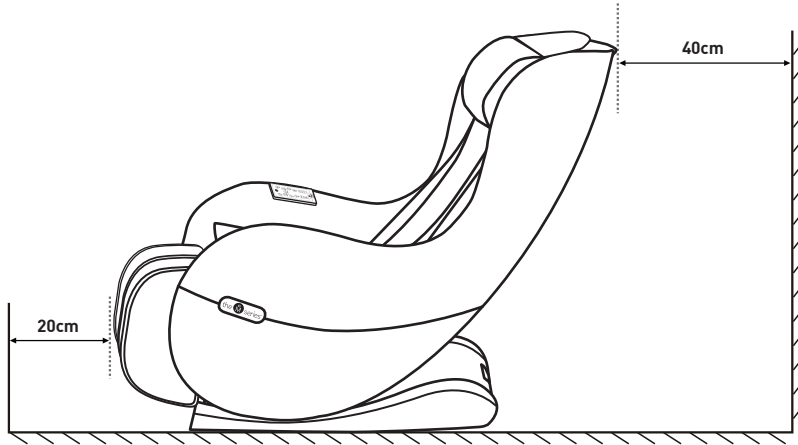
14 Stop Button

- Press  Stop button to stop the unit immediately in the event of any safety breach.

USING THE M SERIES® MC8i

Setting Up

-  • Ensure the power plug is disconnected from the power supply at all times during installation, maintenance and transportation.

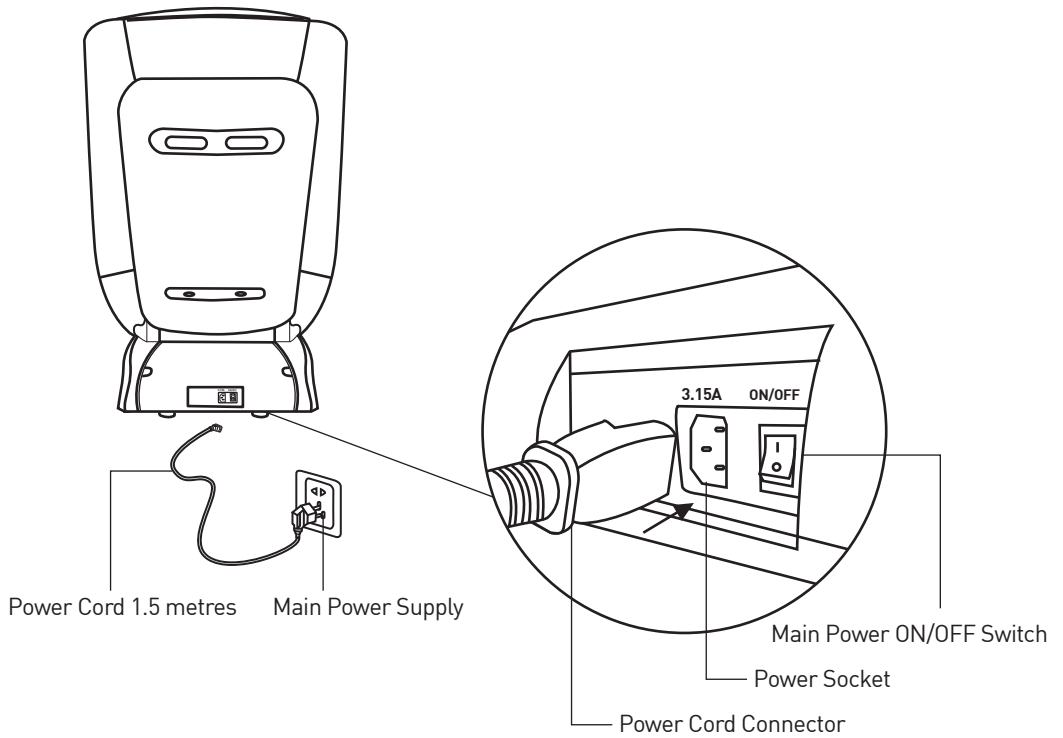


STEP 1

Please remove all the packaging from the massage chair. Ensure there is an adequate clearance for the unit installation. Please allocate a minimum forty (40) centimetres and twenty (20) centimetres clearance against all or any obstruction/blockage from the back and front of the unit respectively.

-  • When the massage chair recline or reinstate back to its default position, please check to ensure there are no children, pets or other obstacles around to avoid accidents.
-  • Before using, please coil the cables properly to avoid twining or damaging.
- Keep children, pets or any other barrier away from the unit reclining backrest / footrest to prevent any accidental injury.
- DO NOT place the unit in high moisture environment such as near swimming pools or bathrooms to prevent electric shock accident.
- DO NOT place unit near steam oven, open fire, heat sources or under direct sunlight.
-  • In order to prevent signal interference, please keep the unit at least one (1) metre away from the TV, radio, and other video and audio devices.
- As the massage chair is heavy, please exercise extra caution not to damage the floor surfaces when positioning it.

USING THE M SERIES® MC8i



STEP 2

Ensure the power socket and power switch must be within 1.5 metres distance. Connect the power cord connector to the unit power socket at the back of the unit. Turn ON the main power switch next to the power socket. Set the unit to its default position.



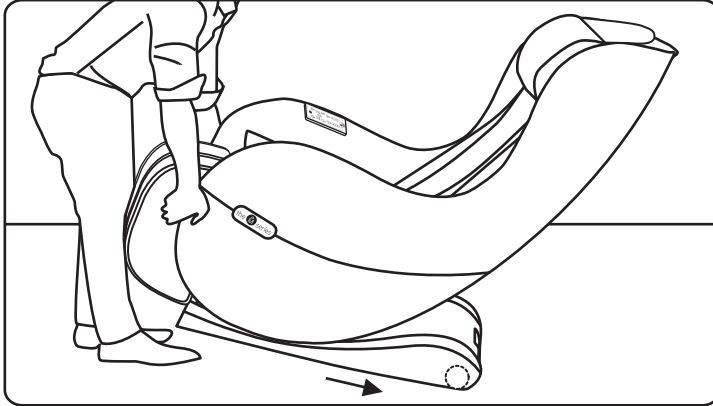
- Ensure there is no damage on the power cord before switching ON the massage chair.
- Ensure the main power switch is OFF before the massage chair is connected to the electricity.
- Plug the power cord into three cord socket with well grounding.



- Please ensure the backrest is raised fully to its upright home position before usage.

USING THE M SERIES® MC8i

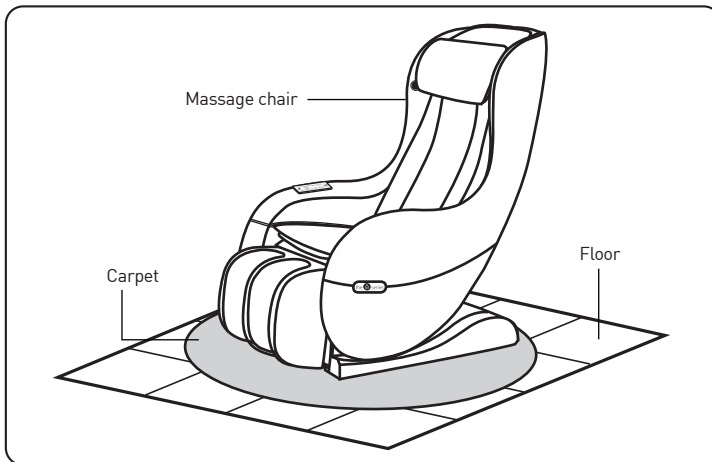
Moving Method



- STEP 1** There are easy roll castors installed at the base of the massage chair.
- STEP 2** Turn OFF the unit and allow it to reinstate to its default home position.
- STEP 3** Switch OFF the main power switch and remove the power plug from the power supply.
- STEP 4** Assign one person to support the back of the massage chair (back cover). While the other person to the front of the massage chair, push and move its easy roll castors.

- ⚡ • DO NOT move the massage chair with someone on it. This will cause the massage chair to tip over and cause accident and injury.
- DO NOT hold the armrest while moving the massage chair.

Floor Protection



- STEP 1**
It is recommended to place a carpet or matt underneath the massage chair to prevent any unexpected impression on the floor surfaces as well as to reduce noise level during operation.

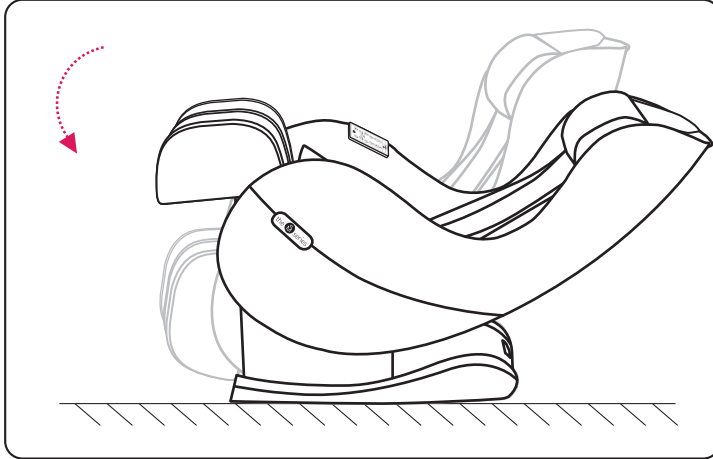
- ⚡ • Keep the massage chair away from damp places to avoid electrical hazards.

USING THE M SERIES® MC8i

Massage Chair Commissioning

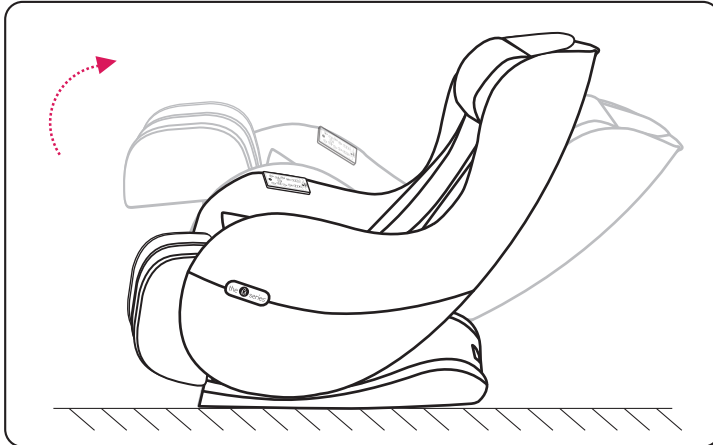
- Before commissioning, please ensure there is enough clearance space around the massage chair.
- Ensure the footrest is well assembled before sitting on the massage chair.
- Ensure the massage chair is reinstated to its original home position before sitting on it. Should there be any parts not in default position, please turn OFF the massage chair to allow it to go back to its default home position.

RAISING/RECLINING THE BACKREST



STEP 1

To raise the backrest back towards its default home position, press and hold ▲ button to the angle you desire then release ▲ button to fix the position.



STEP 2

To recline the backrest to its lowest position, press and hold ▼ button to the angle you desire then release ▼ button to fix the position.

USING THE M SERIES® MC8i

Operating Note

1 Power ON/OFF

- Press  button once to switch ON the unit. When unit is switched ON, the  button will illuminate with red light.
- Press  button once to switch OFF the unit. When the unit is OFF, the  button will stop illuminate and massage chair will reinstate back to its default home position.

2 Auto Massage Programs

- Press  button consecutively to select the 2 pre-set auto massage programs (Relax Or Rejuvenate).

Auto Mode	Instructions	Light indicator	Description	Pre-set Duration
Relax	Press  once		Feel the tension of the day simply melt away with this soothing full-body massage, leaving your mind and body feeling perfectly calm and balanced.	15 Minutes
Rejuvenate	Press  once		Indulge yourself in a rejuvenating massage that revitalizes your senses and reinvigorates your tired muscles, resulting in you feeling alert and energized to take on the day.	15 Minutes

When the auto massage program is completed, the back rollers will remain at the last massage position for enhanced user comfort experience.

3 Manual Mode Programs

- Press  Knead/Rock or/and  Knock/Tap button consecutively to select the following mode programs.

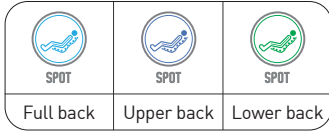
Mode	Press	Light Indicator	Description	Duration
Knead	Press  once		Kneading consist of rollers moving in a circular rotational motion, stretching the muscles to help improve suppleness and elasticity. Muscles also become more flexible and less prone to injuries.	15 Minutes
Rock	Press  twice		Inducing a feeling of complete relaxation during the massage session, the gently rocking and shaking aids to loosen tight joints, increase flexibility, relax muscles, calm the nerves and bring the body into a state of balance.	15 Minutes
Knock	Press  once		Knocking consists of rapid rhythmic pressure being applied to the body tissues. Utilizing the principle in moment and reaction force to loosen tensed muscles, the body is wholly invigorated while blood circulation and metabolic rate improves.	15 Minutes
Tap	Press  twice		Tapping is a gentle form of percussion massage technique which builds up to a gentle, repetitive and firm rhythm. One of the most invigorating massage techniques, it aids to improve overall blood circulation.	15 Minutes
Shiatsu	Press  or  thrice		Shiatsu targets the acupuncture points along the body meridians to help release blocked energy and relieve any pain. At the same time, it stimulates natural healing from the cellular level.	15 Minutes

- Press  Knead/Rock and  Knock/Tap button concurrently to activate a combination of techniques massage operation.

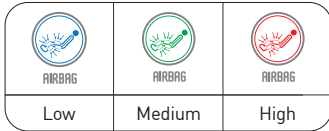
USING THE M SERIES® MC8i

Setting Adjustment

- 1 At manual mode, press  spot button consecutively to select the preferred massage spot.



- 2 Press  Airbag button consecutively to adjust your desired air pressure intensity.

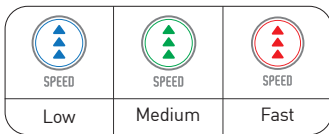


- 3 When part massage is selected, user may press and hold  button to manually fix the back massage roller position.

- 4 Press and hold  button to adjust the backrest position. Release  button, to fix the position you preferred.

- 5 Press  Heat button to activate heat therapy.

- 6 Press  Speed button consecutively select the back roller mechanism speed.



- 7 Press  Stop button to stop the unit immediately in the event of safety breach.

 • To resume, press  button once to switch OFF the unit. When the unit is OFF, massage chair will reinstate to its default position.

Bluetooth Connection

- 1 User may turn on their pairing devices and search for "MC8i". When the unit is found on the user's pairing device, tap on the "MC8i" to connect to the Bluetooth function. Upon successful Bluetooth connection, user may sync and play their pairing device music/audio from the MC8i built-in stereo speaker.

CLEANING & MAINTENANCE

For optimum performance it is recommended to clean and maintain the massage chair once every one (1) month from initial usage.



- Ensure the power plug is disconnected from the power supply at all times during installation, maintenance and transportation.

- 1 Use a damp cloth that has been dipped in neutral or mild detergent to wipe the back cover, back rest, cushion, armrest, foot rest and other plastic component, then use a dry cloth to remove excess water. Allow it to air dry naturally in a well-ventilated area.
- 2 DO NOT use chemicals or aggressive solvents as these substances may discolour the unit and results in permanent stains.
- 3 Use a dry cloth to wipe the remote control, DO NOT use damp cloth to wipe on electronic component to prevent electrical shock or product damage.
- 4 Should the massage chair be not in use for an extended period of time, please cover the unit with a dust cover to prevent accumulation of dust.



- Ensure the power plug is removed from the power supply before cleaning and maintenance.
- When cleaning the back cover, please pay extra attention to prevent water accidentally entering the power supply box.
- DO NOT iron the upholstery.
- DO NOT spray pesticide on the massage chair.

TROUBLESHOOTING

Condition	Possible Cause	Possible Solution
Tapping or humming sounds.	• Sound may be created from the air pump motor or other mechanical parts.	• This is a normal phenomenon.
There is unusual sound during operation.	• Sound may be created by mechanical parts.	• Contact novita customer care centre.
Unit suddenly stops working.	• The power plug is not connected properly. • 15 minutes pre-set timer is up.	• Remove the power plug and re-insert into the power socket. • This is normal.
The unit cannot be power on.	• Main power switch is not switched on. • The power plug is not connected properly. • Remote control is not switched on. • Power cord or plug is damaged. • Fuse is blown.	• Turn ON the power switch. • Remove the power plug and re-insert into the power socket. • Press the power button on the remote control. • Contact novita customer care centre.
No music from the speaker after the Bluetooth is connected.	• The volume is turned to the lowest.	• Adjust the speaker volume from the pairing devices.
Backrest is unable to incline or recline.	• There is overpressure situation at the backrest.	• Contact novita customer care centre.
Airbag malfunction.	• The air tube is blocked.	• Contact novita customer care centre.

TECHNICAL SPECIFICATIONS

Recline Dimensions (W x D x H)	670 mm x 1480 mm x 820 mm
Upright Dimensions (W x D x H)	670 mm x 1140 mm x 1100 mm
Approx. Net Weight	50 Kg
Power Consumption	96 Watts
Rated Frequency	50 Hz
Rated Voltage	220 ~ 240 Volts
Program Duration	15 Minutes
Safety Class	Class I
Colour Available	Classic Champagne

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 Onsite Evaluation

Check in your product for a FREE onsite 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.



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

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

e-WARRANTY APPLICATION

Thank you for purchasing novita The M Series® Massage Chair MC8i.

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



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

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

We hope you enjoy a rejuvenating massage experience with novita The M Series® Massage Chair MC8i.

WARRANTY TERMS & CONDITIONS

01. Unless otherwise specified, this warranty is valid for Products installed and purchased in Singapore and stated countries for the period of 12 months on all parts commencing from the date of original purchase.
02. This product and all parts thereof are hereby guaranteed to the purchaser/user to be free from defects in material and workmanship.
03. Eligibility for limited warranty coverage is limited to repair, or replacement of any parts (excluding consumable parts and accessories exhausted through usage that may be packaged or sold together from the Product) which proves to be manufacturing defects within the applicable limited warranty period.
04. Please retain the original purchase receipt for verification purposes when required. To be eligible for warranty coverage, Product has to be registered by the original end-user purchaser/user within 14 days from the date of purchase at novita.com.sg/ewarranty.
05. This limited warranty is not transferable and shall not extend to anyone other than the original purchaser/user of this Product and does not include cleaning of the Product during the specific period.
06. Limitations of coverage – this warranty coverage does not extend to damage, fault or failure damages and/or defects resulting from:
 - Any indirect, consequential and/or incidental damages, beyond novita's control.
 - Accidents, abuse, misuse, improper installation, or any manner of tampering.
 - Usage of wrong/improper electrical supply/voltage.
 - Damage from external sources such as structural problems of the purchaser/user premises, electrical wiring and connection, electrical outages, or power surges.
 - Usage not in accordance with the operation instructions manual.
 - Usage of any unapproved supplies, parts, filter, accompanying equipment, solution and/or liquids and accessories.
 - Any unauthorized product alteration, modification or repair.
 - Normal usage wear and tear, finishes or consumables.
 - Corrosion, rusting or stains.
 - Improper transportation, inappropriate storage conditions or materials, improper ventilation, reconfiguration of the Product.
 - 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.
 - Losses, damages, defects and malfunctions caused by fire or acts of God.
07. This warranty does not apply/cover for:
 - 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.
 - Parts requiring replacement due to normal wear and tear, corrosion or stain.
 - Damage due to other equipment/solutions/accessories being used in conjunction with the covered Product.
08. Onsite warranty service is provided 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 resulted from conditions stated under clause 06 & 07.
09. 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.
10. In no event shall any recovery against novita exceed the actual price paid for the purchase of the product.
11. 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.
12. 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.
13. 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.
14. This limited warranty is void if the serial number on the Product had been removed, erased, defaced, altered, tampered or is illegible.
15. 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.

- 16. 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.
- 17. 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.
- 18. 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.
- 19. 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.
- 20. 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.

PRODUCT WARRANTY EXTENSION -
EXTENDED WARRANTY

- Extended warranty is offered for all other parts 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 available for purchase within the 1-year standard warranty period at estore.novita.com.sg/MC-extended-warranty.
- 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; notwithstanding the extended warranty purchase date.

MODEL	NOVITA THE M SERIES® MESSAGE CHAIR MC8i
STANDARD EXTENDED WARRANTY	
NEXT 12 MONTHS STANDARD EXTENDED WARRANTY	S\$390/unit
NEXT 36 MONTHS STANDARD EXTENDED WARRANTY	S\$690/unit

RETURN & REFUND POLICY

- For any massage chair return & refund request after delivery and installation, please take note of the following:
- For any The M series® Massage Chair 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.
 - The M series® Massage Chair 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 for the M series® Massage Chair, a cancellation fee of S\$160 CASH/CHEQUE will be incurred for administration, transportation & installation, and it is to be made payable to "9 Koi Marketing Pte Ltd".
 - The M series® Massage Chair must be returned in unused condition and in its original packaging, along with all accessories and/or user manuals 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.
 - Valid refund request will be processed within 7 working days after receiving the returned product and refund will be issued via the original payment mode only.
 - novita reserves all rights to update the Return & Refund Policy without prior notice.

T & C Updates Commission/Effective from 08 Dec 2023

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

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