NATIVE

Urban Company

User Manual M2

NATIVE



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Warranty

UC Warranty

2-year unconditional warranty

Free filter replacement

No service & visitation charges

How to claim Warranty

1. Open the UC app and go to the **Account** tab.
2. Tap on **My Bookings** & select your RO Installation service booking.
3. Tap on **Help** at the top & select **Claim Warranty.**
4. Select the relevant issue & tap on **Contact us** over chat on the UC app.

In case you’re unsatisfied, please reach out to us at **ucwaterpurifier@urbancompany.com**

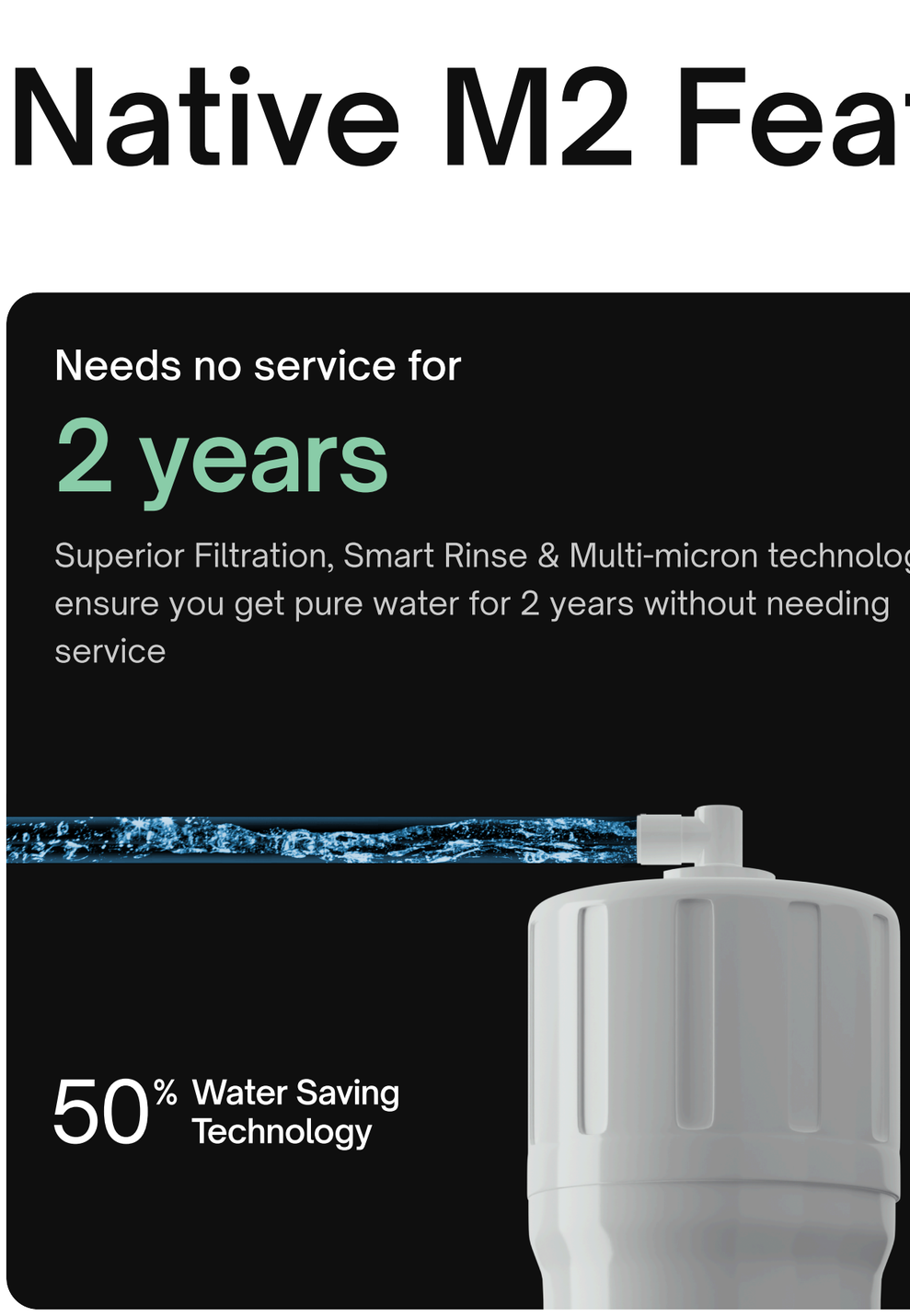
User Manual

Native M2 Features

Needs no service for

2 years

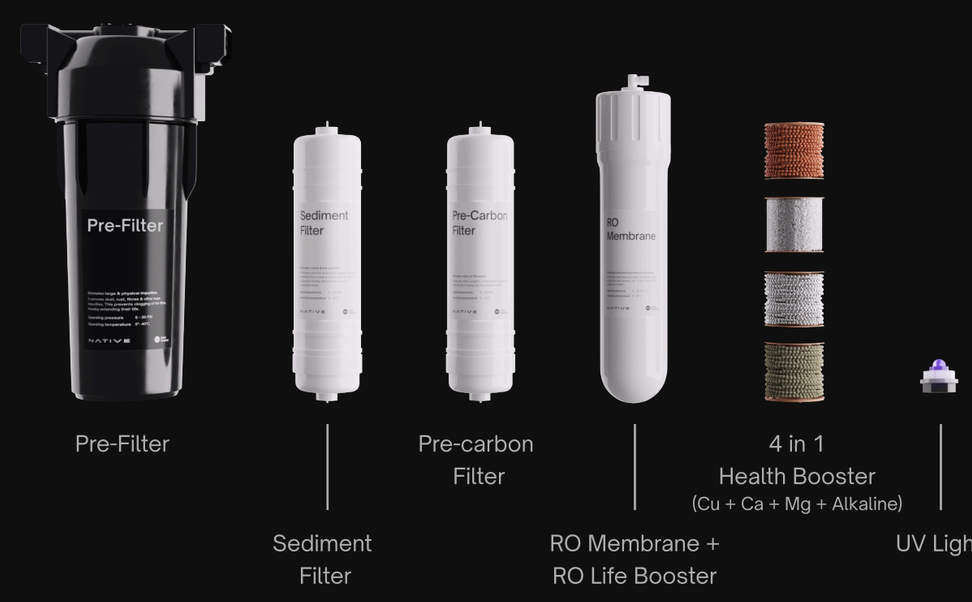
Superior Filtration, Smart Rinse & Multi-micron technology ensure you get pure water for 2 years without needing service



Purifier mechanism

10 stages

RO+UV+RO Life Booster with alkaline & minerals, and copper-charged filter



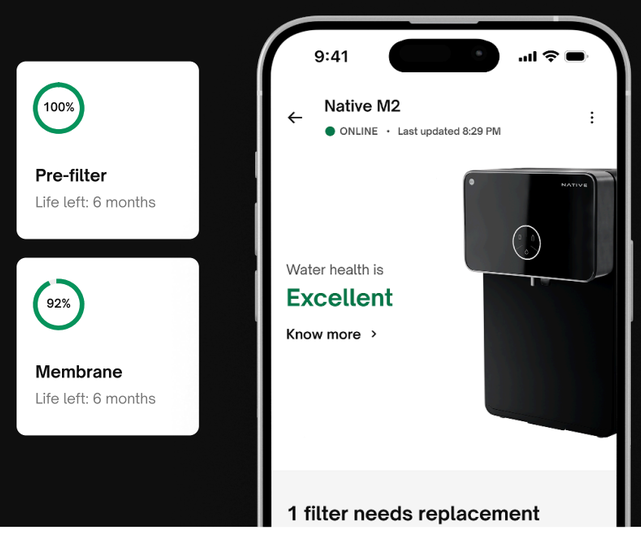
India's first RO Water Purifier that needs no service for 2 years

URBAN COMPANY WARRANTY

- 2-year unconditional warranty
- 2 Years Free filter replacement
- 2 Years No service or visitation charges

Real-time monitoring. Smart alerts. One-tap service.

Monitor the real-time health of the filters through the UC app. Get smart alerts when service is due.



Preset modes

Glass mode, bottle mode or free-flow mode, let the automatic water dispensing feature do it all for you!



Guide light

The light glows during dispensing, which helps you fill water at night.



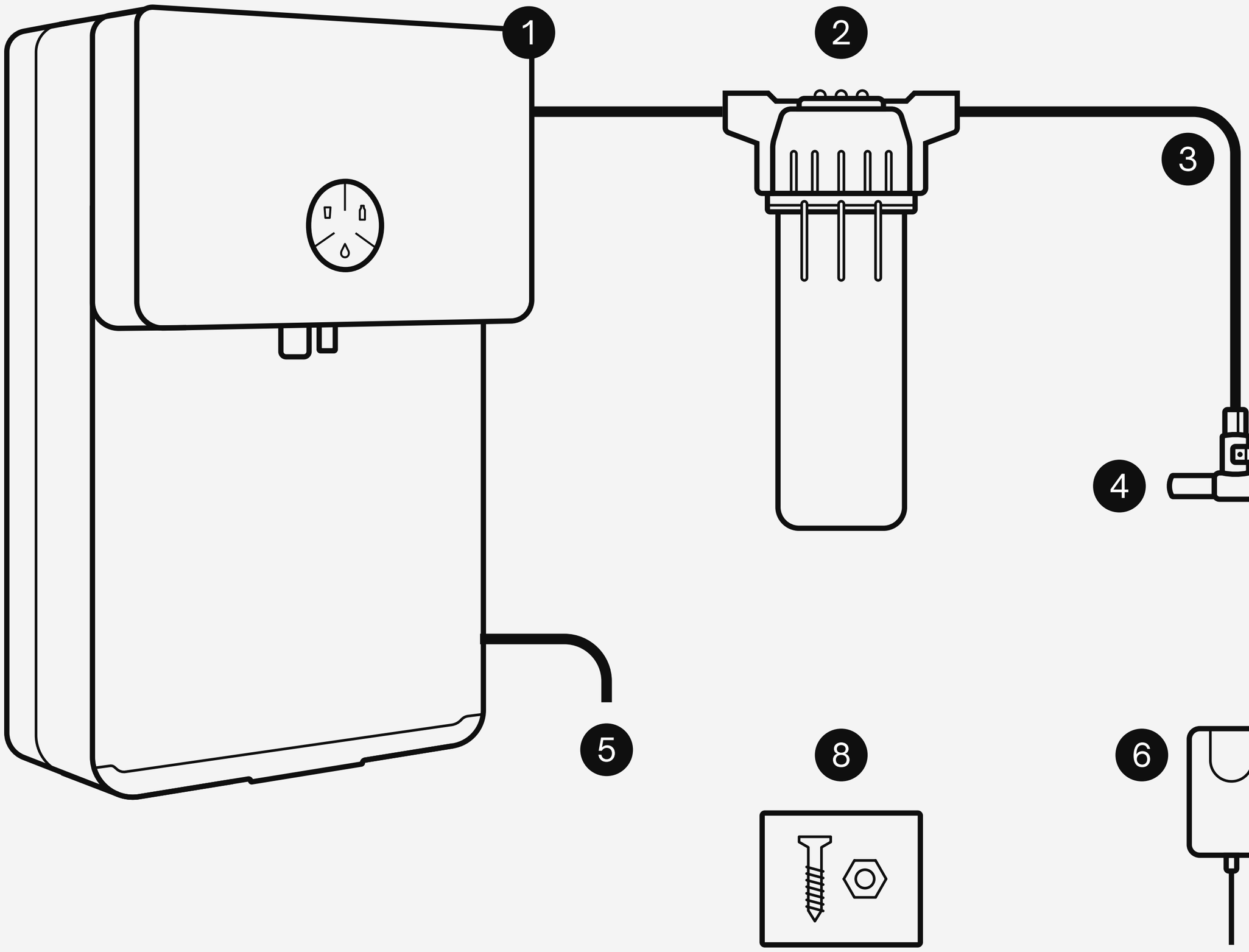
Retractable tray



8L storage capacity



Box contents



1 Water Purifier machine

2 External Sediment Filter

3 Inlet water tube

4 Ball valve

5 Waste water tube

6 Power adapter

7 Mounting accessories

10-stage purifier process

Raw water



External Pre-filter

Eliminates large & physical impurities like sand



Sediment Filter

Eliminates coarse & fine particles



Pre-carbon Filter

Eliminates odour of the water



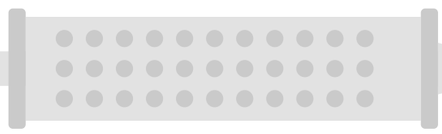
Superior RO Membrane & RO Life Booster

Eliminates dissolved impurities, chemicals & increases the life of the RO system



4-in-1 Water Health Booster filter

Contains alkaline & minerals cartridges and a Copper boosted Post Carbon filter which removes organic compounds, gases & adds essential minerals which aids digestion



UV

Kills microorganisms & disinfects water



Filters & other internal components may differ in appearance.
The chemical preservatives used in the membrane are of food-grade quality.
Minerals are added to the acceptable limits as per Indian Drinking Water Standard IS10500.
The UV LED in the tank takes care of the disinfection inside the water storage tank.

Installation guide

Prerequisites for RO installation

- Purifier installation should be performed only by a trained UC professional.
- An active power supply would be required to dispense water.
- 230V single phase AC connection should be at a maximum distance of 1 metre from the point of installation.
- Input water supply should be at a maximum distance of 1 metre from the point of installation.
- Drain for rejected water should be at a maximum distance of 1 metre from the point of installation.
- Input water pressure should ideally be in the range of 5-30 PSI.

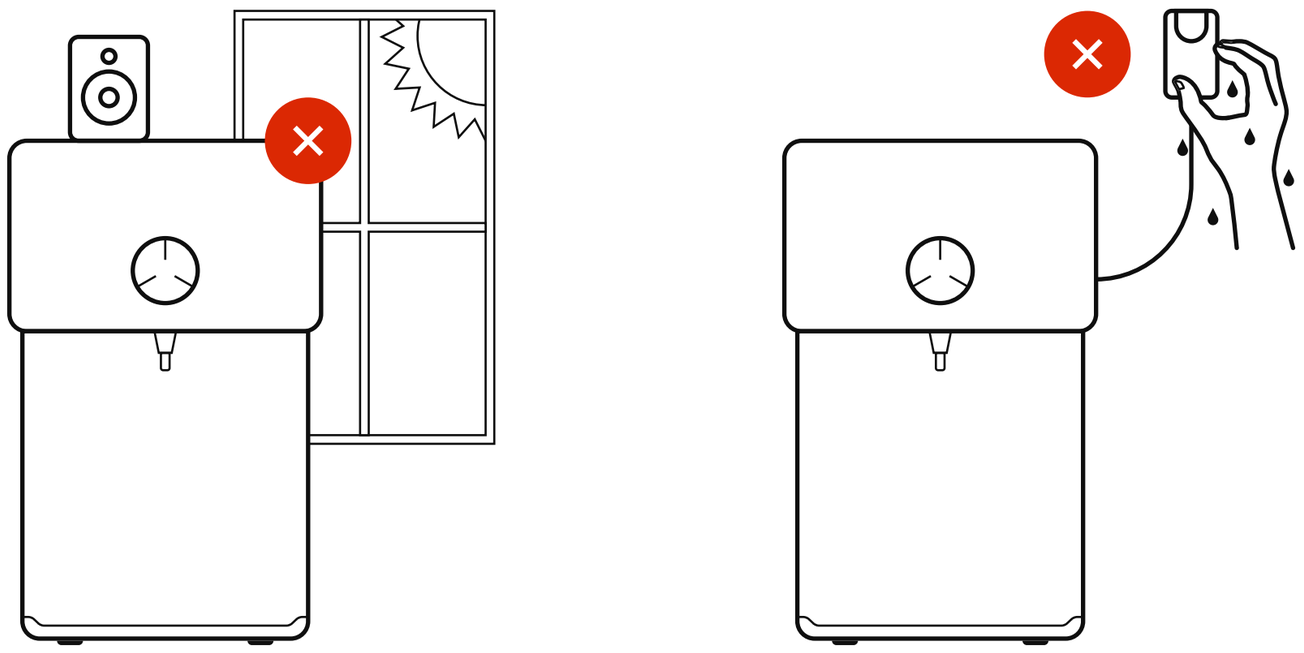
  In case, the pressure is more than 30 PSI or less than 5 PSI, please use a ‘pressure reducing valve’ or ‘pressure enhancing pump’ respectively. It can be bought at an additional cost.

Do’s

- While connecting the tube, please ensure that it is not bent or pressed by heavy or sharp objects.
- If the power cord is damaged, the power adaptor must be replaced and not be used again.
- In case of any smoke or burning smell, switch-off power, remove the plug and book the UC service.

Don’ts

- Do not install the unit at the following places:
  - Near fire, heater or any flammable material.
  - In front of any heating or cooling device.
  - A place exposed to direct sunlight, rain or snow.
  - A place where the temperature is less than 5°C or more than 40°C.
- Do not plug or unplug the power cord with wet hands and do not put the cords near stoves or heaters.



RO installation procedure

A UC professional will install the unit at the designated place and flush all filters.

However, the installation procedure is mentioned below for your knowledge and understanding:

- Choose an installation site as per the prerequisites and wall mount
- the unit.
- Connect a suitable power cord as per the voltage mentioned on the rating plate.
- Connect the inlet water tube between source water valve and
- machine inlet.
- Connect the waste water tube to the machine outlet and place the other end into drainage (please ensure the drain tube is lower than the level of the installed unit).
- Make sure that the water runs into the unit properly and there are no leakages at any connecting point.
- Flush the tank twice just after installation to properly clean the membrane and filters.

Connect with the UC app for smart features

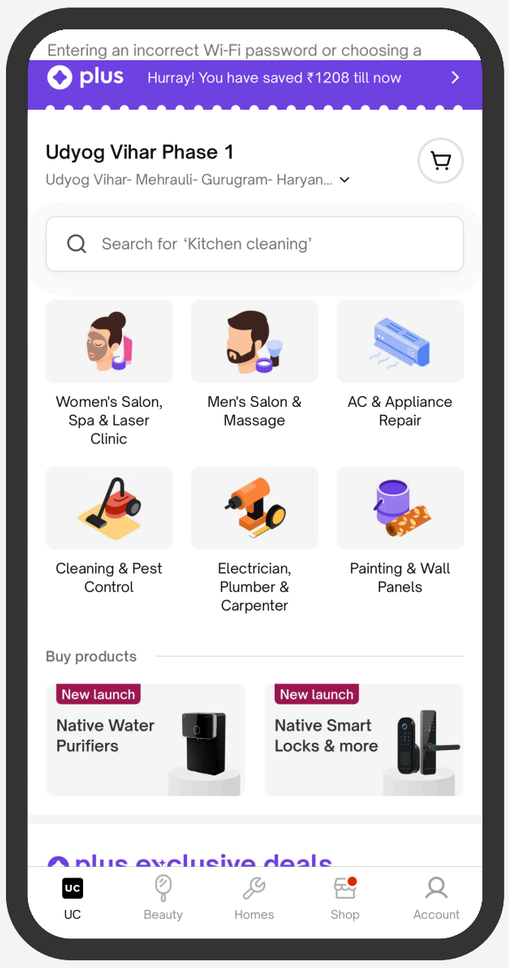
You may connect your M2 Water Purifier with the UC app to enjoy the following features:

- Monitor TDS values in real-time.
- Know the filter health in real-time.
- Get smart alerts on the app when an RO service is due.

Please ensure the following before initiating connection:

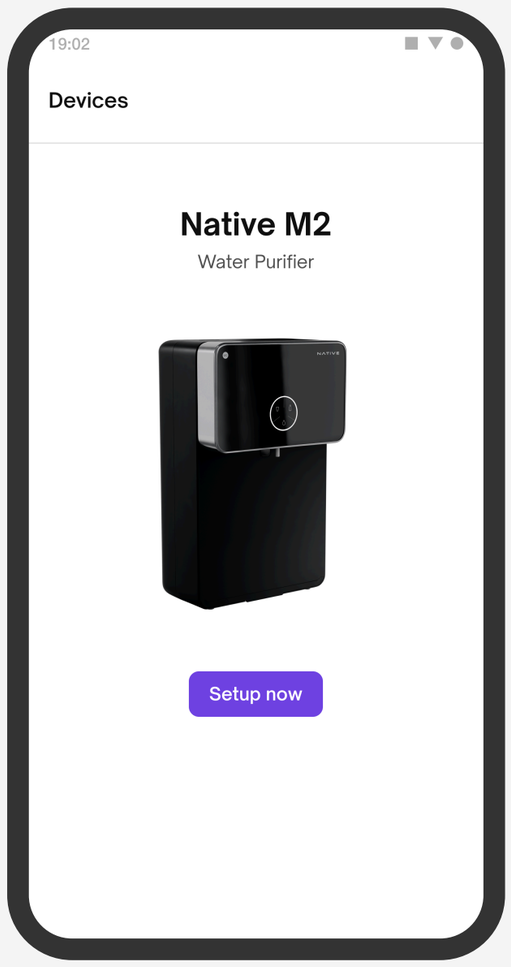
- You are updated to the latest version of the UC app.
- Your M2 Water Purifier is switched on and is in pairing mode.
  - Please see if the LED ring is blinking slowly.
  - If not blinking, tap & hold on the free-flow (water drop) button for 5 seconds.
- Your phone is nearby the M2 Water Purifier.
- You are connected to a 2.4GHz Wi-fi connection.
- Enable the location & mobile data permissions to the UC app on your phone.
- The distance between the phone and M2 Water Purifier should be less than 5 meters when setting up the smart features.

Connection steps



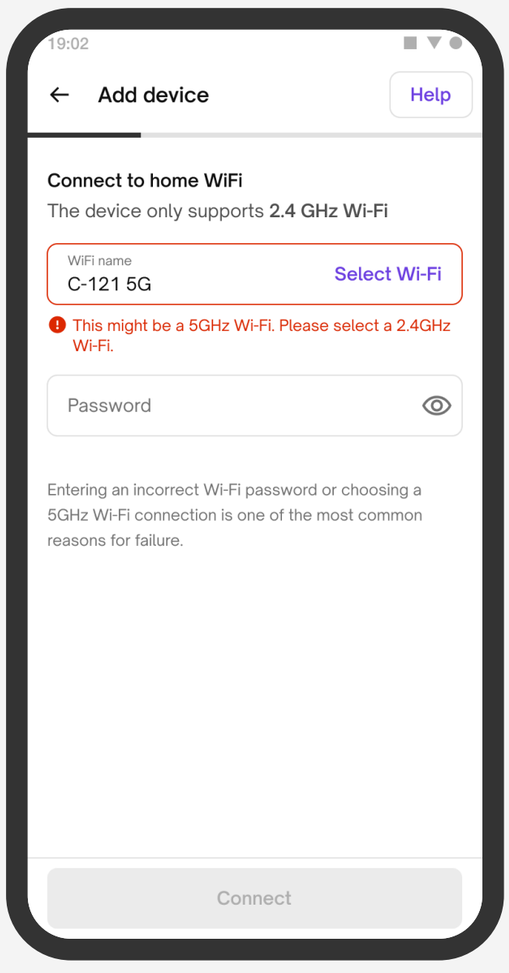
Step 1

In the UC app, go to **Account** > **My Devices**.



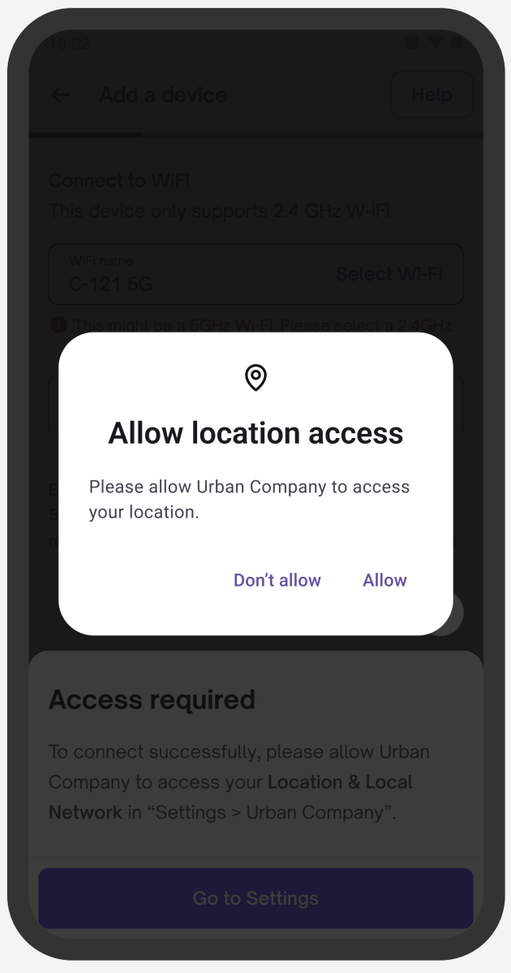
Step 2

Tap on the **Setup now** button to begin.



Step 3

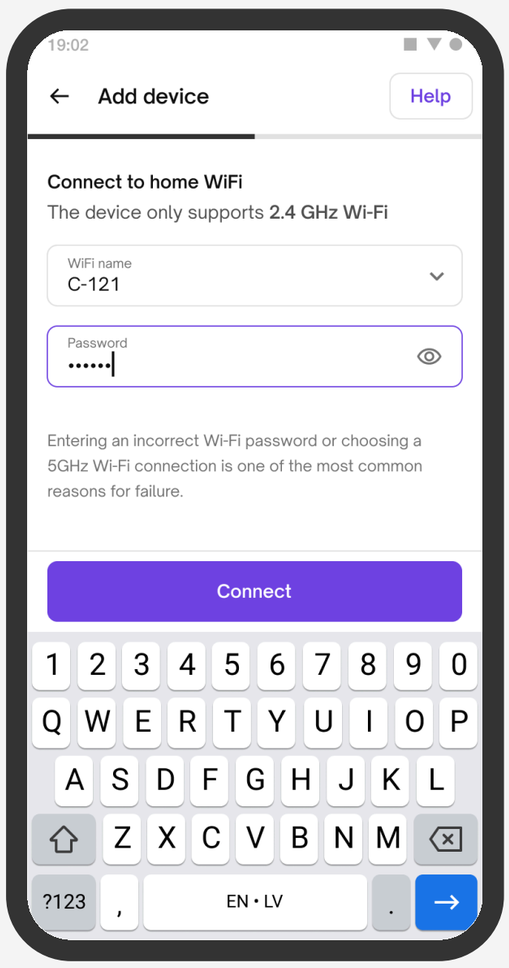
Select & connect your phone to a **2.4GHz Wi-Fi** connection, if you haven’t already.



Step 4

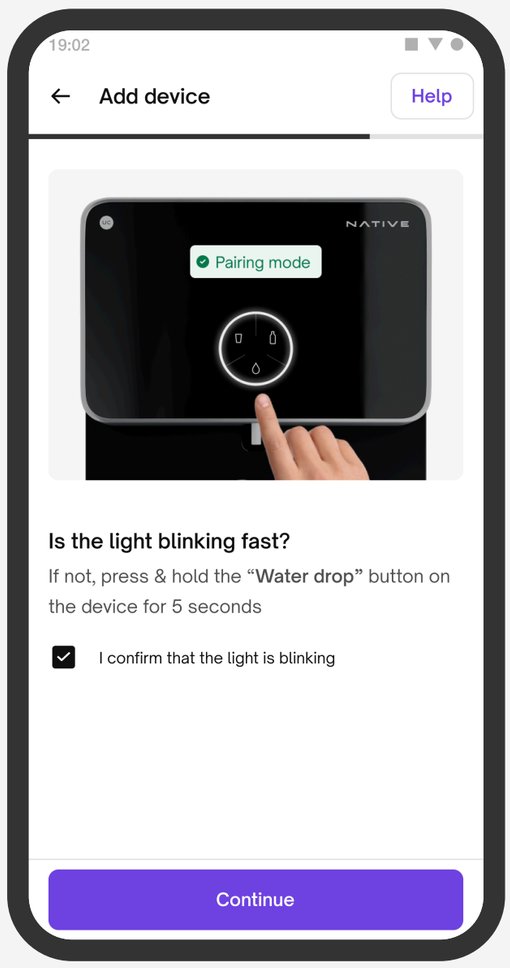
Allow **Location** & **Mobile** data permissions to the UC app on your phone.

Connection steps



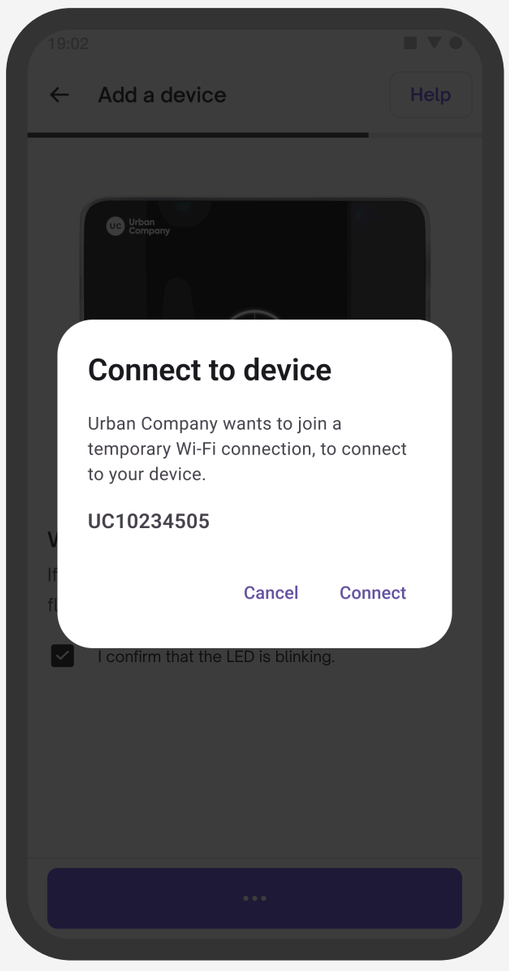
Step 5

Enter the password to the 2.4GHz Wi-Fi connection again for confirmation.



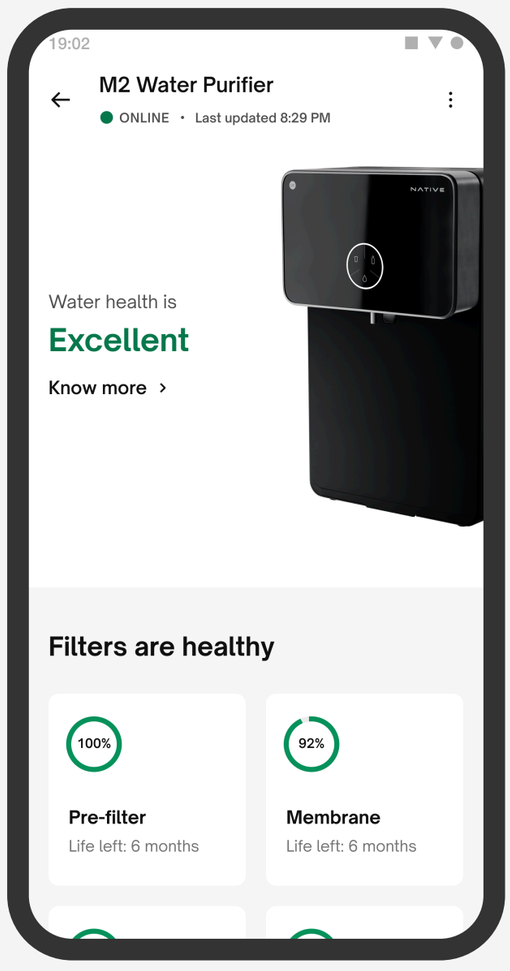
Step 6

Make sure the Water Purifier is in pairing mode (LED is blinking slowly). Tap on **Next.**



Step 7

Connect to a temporary local network with the same name as shared during this step.



Done.

Once connected, you’ll be redirected to the Water Purifier’s information screen.

The TDS (ppm) displayed is calculated as EC (µS/cm) × 0.5, where 0.5 is the declared conversion factor (NaCl standard).

Operating functions

IoT Pairing

Connect with the UC app for smart features like filter health monitoring, smart alerts, etc.

Ring LED

Constant glow
When the tank is full.

Breathing glow
During the purifying process.

Dispensing modes

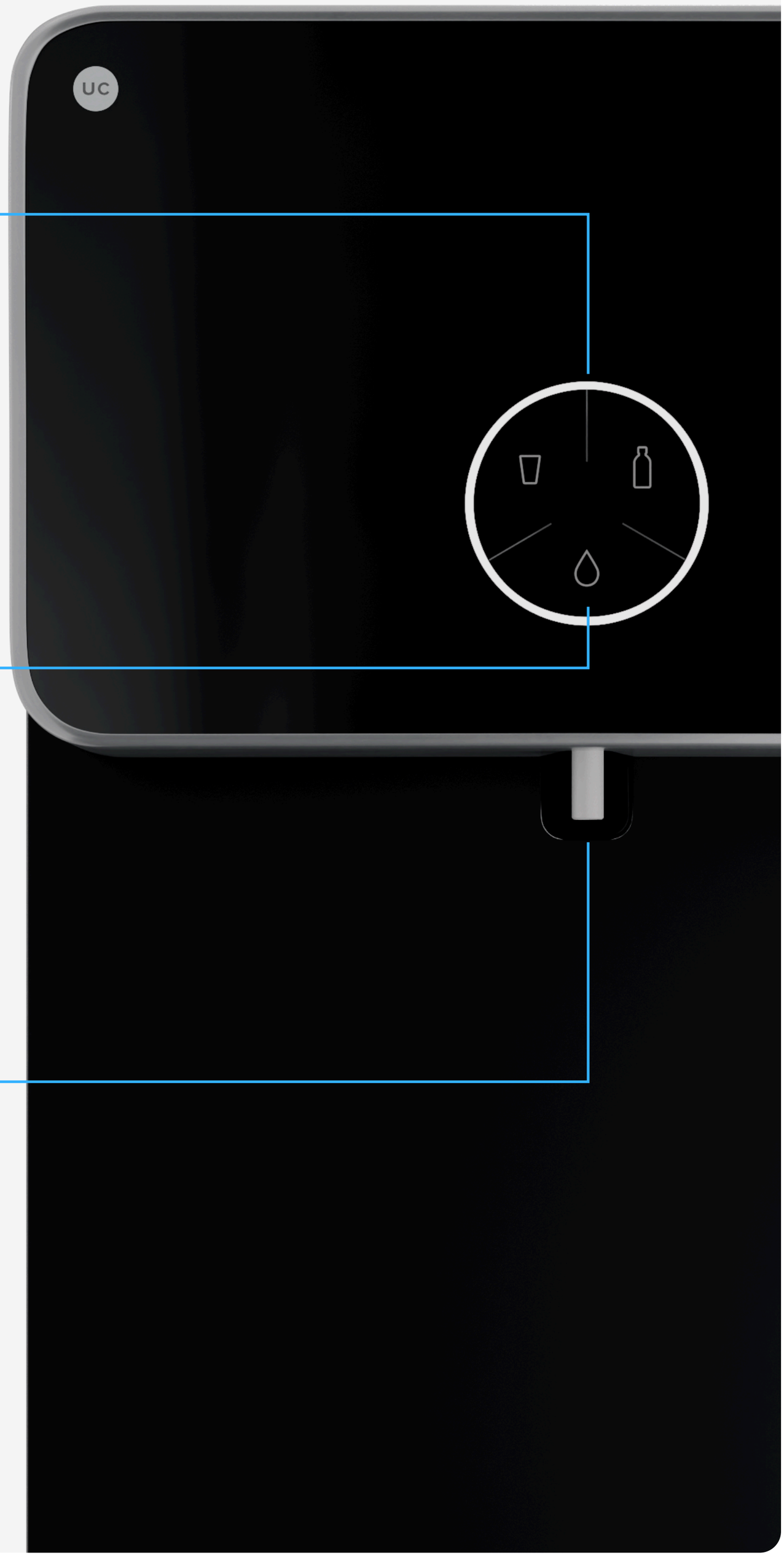
Glass
Dispenses 250mL on one tap.

Bottle
Dispenses 750mL on one tap.

Free-flow
Dispenses continuously.

Water Spout

The light near the spout glows during dispensing, which helps you fill water in the dark.



Troubleshooting

Issue	What to check	Possible solutions
Water is not flowing into the storage tank.	• Is water available in the overhead tank? • Is the main water supply tap working? • Are you unsure about the issue?	• Ensure that the overhead tank is filled with water. • Ensure that the tap is switched on. • Contact Urban Company for professional consultation.
The taste of water is not good.	• Is the tank clean? • Have you kept the purified water in the tank for too long? • Are the filters clogged or damaged?	• Clean the storage tank by disposing off the current water and cleaning it up thoroughly. • Contact Urban Company for professional consultation.
There are carbon fines in the purified water.	Is carbon coming out from the Post-RO Carbon Filter?	Contact Urban Company for professional consultation.
There is external leakage in the purifier.	• Are the fittings loose? • Is the water coming out from the top of the purifier?	• Tighten and reassemble all the tubings, fittings, etc. • Close the tap water valve and recheck. • Contact Urban Company for professional consultation.

Terms & Conditions

Terms & Conditions

These are the key terms applicable to the purchase of this product ("Product") offered by UrbanClap Technologies India Private Limited ("Company" or “we”), to its customers ("Customer" or “you”) subject to the receipt of prescribed payment in full.

The Customer agrees to these terms & conditions which shall be read in consonance with the customer terms & conditions found at www.urbancompany.com/terms, as updated from time to time.

General

- Once a Customer purchases a Product, we will provide the machine and periphery kit items as stated on the Product’s page, free installation of the appliance, and free uninstallation of any old appliance.
- Spare parts provided with the Product include all the internal components and external accessories.
- The Company reserves the right to make design and product changes in specifications at any time without any obligation to prospective buyers or Customers to whom the Product was previously sold.

Installation

- The Customer should have a working electrical and water connection within 1 meter of place of installation prior to installation.
- The Company does not cover any additional electrical or plumbing costs during the installation.
- If input pressure exceeds 30 PSI, you will have to install a pressure reducing valve at an additional cost; if pressure is below 5 PSI then you need to install a pressure-enhancing pump which is available at an additional cost.

‘No Service for 2 years’ is tested under the following conditions

- TDS of Input water should be less than 1500 ppm.
- Iron Contents in input water should be less than 0.1ppm.
- Hardness of input water should be less than 100 ppm.
- Input water turbidity should be less than 1 ntu.
- Total consumption of permeate water is less than 12000 Litres.
- Product is used for domestic purposes only and not for commercial/ industrial purposes.

The Customer agrees and understands that if the above-mentioned conditions are not met, the Product may require servicing during the Warranty Period. Subject to the above, the Company shall cover all costs associated with any servicing requirements that may arise during the Warranty Period.

Warranty

Warranty period

The Product comes with a 2-year warranty from the date of original purchase. If the original purchase date is unavailable then 1 month from the date of manufacturing.

Recommended Usage
(a.k.a Use the Product as it was intended to be used)

- Use the Product “AS IS” and only for personal use at home.
- Use only original spare parts and authorized technicians for repairs.
- Report any issues as soon as possible so we can inspect and fix them.
- Keep the serial number and labels on the Product intact.

How the Warranty Works

- If your product has a manufacturing defect, we’ll repair or replace it, at our discretion, upon receipt of proof of original retail purchase.
- The inspection by the Company or its authorised technician will be final and binding for determining defects or working condition. Product replacement, if required, will be of the same or an equivalent model, at the Company’s discretion.
- The Company reserves the right to retain any defective part or component replaced.
- Repairs or replacements of components/parts/Product don’t extend the warranty period.
- We reserve the right to revise these provisions from time to time without any prior notice.

Company’s Liability

- The Company’s liability, under this warranty, shall in no event and under no circumstances exceed the price paid by the Customer to the Company for the Product.
- The Company shall not be liable for any failure or delay in fulfilling its warranty obligations due to events beyond its reasonable control, including but not limited to natural disasters, acts of God, war, government actions, labor disputes, supply chain disruptions, or any other unforeseen circumstances.
- The Company is not responsible for any indirect, incidental, or consequential losses, including injury, damage to property, delays in service, or any adverse health effects arising from the use of the Product.

Governing Law & Dispute Resolution

These terms will be governed by the laws of India. Only courts in the state of Delhi and places where the Company has a branch office shall have jurisdiction over the settlement of any and all claims and disputes arising under these terms.

NATIVE

UC Urban Company