

PUREIT MARVELLA RO+UV' WARRANTY DETAILS

The Purerit Marvella RO+UV' guarantee that you will get "As Safe As Boiled Water" as described in Purerit Marvella RO+UV' Unique Technology, section as long as the Purerit Marvella RO+UV' is used in the manner specified in this manual.

- 1. The Consumers/clients including the Sediment Filter, Carbon Filter, Post-Carbon Sediment Filter, RO Membrane and Post-RO Carbon Filter and Post-Carbon Sediment Filter will not be covered under warranty.
- 2. The warranty does not cover external booster pumps, pressure reducing valve which is brought as an accessory to the purifier.
- 3. All other components including the electrical parts will have a 12 month warranty against the manufacturing defects.

The warranty is subject to the following conditions:

The customer will notify the company in writing or by calling the help line promptly if any defects are noticed and the company or its authorized agent adequate opportunity to inspect, test and remedy them. For this the customer may have to deposit the Purerit Marvella RO+UV' if so required by the company, with the company's official service centre/authorized dealer along with the original invoice, in the city where they are sold.

Inspection and test report of the company's officer/service centre/authorized dealer will be final and binding under the warranty for determining defects, repairs/replacements required or carried out, or certifying working of the Purerit Marvella RO+UV' thereafter.

The company or its authorized Purerit Halpline centre/authorized service provider reserves the right to retain any component or component(s) replaced at its discretion, in the event of a defect being noticed in the equipment during the warranty period.

The company shall liability under this warranty shall in no event, and under no circumstances, exceed the price paid for the product.

The warranty is confined to the first purchaser of the product only and is not transferable.

In the event of repairs of any parts of the Purerit Marvella RO+UV', this warranty will thereafter continue and remain in force only for the unexpired period of the warranty.

The warranty is issued at Mumbai and courts at Mumbai shall have exclusive jurisdiction over matters covered or brought from this warranty.

The company obligation is only for effective repairs of any defective part of the Purerit Marvella RO+UV', and not for Purerit Marvella RO+UV' replacement as such.

Repairs or replacement will be carried out either by the dealer from whom the device has been purchased or through a Company, Purerit Halpline Centre, or the Authorized Licensed service provider with whom the device has been registered.

For India installed beyond the municipal limits of the jurisdiction of the Authorized licensed service provider or company Purerit Halpline centre, all expenses incurred in collecting the device(s) for parts) thereof from the company's Purerit Halpline centre or licensed service centre, as well as expenses incurred in depositing of service personal/mechanicians towards conveyance and other incidentals etc. will be borne by the customer.

The warranty is valid if any repair work is carried out by persons other than those of the company or its authorized dealers.

Any part(s) of the electrical and purifier system replaced by the company at its discretion shall be with a functionally equivalent part.

The concerned Purerit Halpline centre or licensed service provider will advise the customer whether to effect the repair at site or at the Purerit Halpline centre.

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Warranty does not cover accessories external to the equipment supplied by the dealer. In case of repairs or replacement of any part(s) of the unit, this warranty will thereafter continue and remain in force only for the unexpired period of the warranty. Replacement of parts would be purely at the discretion of P.U.L. The same part model shall be replaced and in the event such part model has been discontinued it shall be replaced with the part model of price equivalent at the time of purchase.

In case of any damage to the product/customer abuse/repairs by unauthorized personnel/through electrical fire the authorized service center personnel under the warranty conditions are not applicable and repairs will be done at 'your' liability of parts and on a chargeable basis only.

This warranty shall not cover any consequential or resulting liability, damage or loss to property or its arising directly or indirectly out of any defect in the water purifier. The company's obligation under this warranty shall be limited to repair or providing replacement of defective parts only under the warranty period.

The warranty is not applicable in any of the following cases:

- 01. The completed warranty card is not presented to authorized service personnel at the time of service of the product.
- 02. The product is not operated according to instructions given in the operating instruction booklet.
- 03. The device is not installed in the proper procedure specified.
- 04. Any defect caused due to improper electrical circuit outside the device in the house or by any defective electrical supply.
- 05. Defects are caused by improper or accident use, which shall be determined by the company personnel.
- 06. Any repair work is carried out by the persons other than authorized service personnel.
- 07. The damage caused by due to transportation or shifting is not covered by warranty.
- 08. Defects are due to causes beyond control like lightning, abnormal voltage, act of god or while in transit.

Customer shall ensure that a stabilizer is installed in those areas where voltage is not available within the warranty range (230V +/- 10%). The stabilizer should be of any reputed manufacturer.

The warranty will automatically terminate after 12 months expiry of the warranty period even though it is not may not be in use for any time during the warranty period for any reason.

10. Only courts in Mumbai will have the jurisdiction for settling any claims.

11. The serial number of the device or any part thereof is damaged, defaced, altered, mislabeled or tampered with intentional for any reason whatsoever.

This warranty is valid in India only.

Notwithstanding anything to the contrary contained in, or implied by this warranty, the company's liability under this warranty shall be limited only to defects in the Purerit Marvella RO+UV' which occur under the conditions of normal operation of the Purerit Marvella RO+UV' and their proper and prescribed use as per the user manual. This warranty does not cover or extend to defects which are determined by the company or its authorized agents as occurring or resulting from or attributable to negligence, abuse, misuse, daily care, wear or maintenance or repairs, alterations to the Purerit Marvella RO+UV' or any part thereof by others.

General

- For the purpose of this warranty, the following expressions shall have the following meanings respectively:
 - The Purerit Marvella RO+UV' shall mean the Purerit Marvella RO+UV' described in the invoice.
 - The customer' shall mean the purchaser of the Purerit Marvella RO+UV' from the company or the company's authorized dealer who is a party to the invoice.
 - The company' shall mean Purerit Halpline Ltd/over Limited.
 - Invoice' shall mean the invoice issued for the Purerit Marvella RO+UV' by the company or its authorized dealer to the customer describing the Purerit Marvella RO+UV' and indicating inter alia, the total purchase price for the device and the name of the customer and the place where the Purerit Marvella RO+UV' is to be delivered.
 - User manual' shall mean the instructions for installation, use and maintenance contained in the letter published by the company, and delivered to the Customer at the time of sale of the Purerit Marvella RO+UV'.

सहायक संचालक
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How does Puritell Marvella RO+UV purify water?

Puritell Marvella RO+UV has a 6-stage purification system which ensures you get water that is As Safe As Bottled Water™ and also removes excess total dissolved solids (TDS) to make your water safer.

The first stage, the water passes through the Pre-Sediment Filter which removes fine and coarse particulate impurities.

The second stage is the Pre-RO Carbon Filter that removes chlorine and organic impurities (can harmful pesticides). It also adsorbs bad taste and odour-causing organic compounds from water.

The third stage is the Post-Carbon Sediment Filter which removes the remaining dirt.

Then the water passes through the RO Membrane at high pressure with the help of an Inhibit pump. The RO removes dissolved salts, hardness, pesticides and heavy metals like arsenic, lead and mercury. It also removes microbial contaminants like bacteria, virus, protozoa and parasites.

With stage 6, a UV reactor that acts as an additional stage of purification to further inactivate bacteria, virus and parasites to deliver safe water.

After UV Reactor, water passes through a TDS Modulator that adds adequate quantity of essential minerals to the water.

What is the storage capacity of Puritell Marvella RO+UV?

Puritell Marvella RO+UV has a storage tank capacity of 10 litres. The process of filling the storage tank is fully automatic and when you take water out of the tank, the purification process automatically starts and refills the storage tank.

How much time it takes to purify water in Puritell Marvella RO+UV?

Puritell Marvella RO+UV can purify water up to 9-12 litres per hour. However, the time taken to purify depends on the life of the filters, the input water pressure, TDS and other impurities present in water.

How will I get new consumables/Membranes replaced?

You need to call the Puritell Helpline and order for a GerniKil Kit™. The Puritell Helpline specialist will visit your place and replace the GerniKil Kit™ at a nominal cost.

Why is the "Tank Full" indicator blinking when I switched on the purifier for the first time?

Puritell Marvella RO+UV has been designed in such a way that during the first time startup of the device, the "Tank Full" indicator will blink for 15 minutes (maximum) and then normalise for usage.

The Advance Alert System™ did not give me 15 days warning before the purifier stopped working. Why is it so?

There may be several reasons for this. While the GerniKil Kit and the SF have fixed replacement schedules, depending on your input water quality, the SF might need a replacement even before the purifier gives you an alert. In such cases, please contact Puritell Helpline on 1860-210-1000 and get the SF replaced. Also, Advance Alert System™ will alert you 15 days before end of every 180 days (approximately) or 15 hours before completion of every 200 hours of pump running time, whichever is earlier. The purifier will communicate the alert only if the purifier is in a switched on condition during the scheduled alert time. Post the completion of the scheduled alert time, Auto Shut off™ of water will be activated automatically, even if the purifier is in a switched off condition.

Can I drink the first purification cycle of water from the purifier?

No, it is recommended to throw the first cycle of water that is filled in the storage tank when the new Puritell Marvella RO+UV purifier is installed, and also whenever the GerniKil Kit™(s) are replaced.

What should I do if there is no purified water in the storage tank?

In case there is no purified water in the storage tank then you need to first check whether the LED display shows RED in either "CHANGE GKK-1" or "CHANGE GKK-2". If it shows GREEN or is blinking RED and still there is no water supply then you can check whether the Ball Valve is closed or the power is off. If none of the above 3 cases are true, please call Puritell Helpline for help.

Can I open and service my purifier?

It is not recommended to open and service device by an individual. Call our Puritell Helpline if you face any issue which requires servicing and opening the device.

Can I use any type of water to purify through my Marvella RO+UV?

Puritell Marvella RO+UV will purify "potable" water for removal of hardness and other impurities to give you safe drinking water. If the input water has impurities normally not present in drinking water (high conductivity/microbial contamination etc.) or water is from unknown source (river/lake/pond/borewell etc.) then suitable pre-treatment may be required.

Can the Pre-Sediment Filter or the other filter parts be changed before the Advance Alert?

While the GerniKil Kit and the Sediment Filter have a fixed replacement schedule, you might be required to change the filter or the impeller depending on the quality of your input water.

Should the tap flow rate be very less or off? If during too long for the tank to fill, then please contact the Puritell Helpline at 1860-210-1000 to change the membranes. These extra visits will be chargeable as per T&C.

Can I use the reject water?

It is not recommended to use the reject water for any kind of consumption (drinking or cooking). It probably be used for gardening or cleaning floor.

What should I do if any part of the purifier broken?

Please call the Puritell Helpline. Our technicians will visit your place and will guide you on the repairs. There will be a nominal visiting charge. The cost will need to buy the parts required.

What should I do if there is a leakage from purifier?

First switch off the Ball Valve if you find any leak in the purifier and turn off the power switch. Call our Puritell Helpline for help. Also, call our Helpline and register a service request.

How long the stored water in Puritell Marvella RO+UV can be used for drinking?

You can use stored water for 2 days if it is not more than 2 days we advise you to discard the refill and then consume.

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