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Native by UC M0

Native M0 Water Purifier by Urban Company: User Manual

Model: M0

1. Introduction

This manual provides essential information for the safe and efficient operation of your **Native M0 Water Purifier by Urban Company**. Please read these instructions carefully before installation and use. Keep this manual for future reference.

2. Safety Information

- Ensure the purifier is installed by a qualified technician.
- Do not attempt to open or repair the unit yourself. Contact customer support for assistance.
- Use only the provided power adapter.
- Keep the purifier away from direct sunlight, heat sources, and corrosive chemicals.
- Ensure proper ventilation around the unit.
- Do not immerse the purifier in water.

3. Product Overview

The Native M0 Water Purifier is an advanced 8-stage RO+UV+Mineraliser system designed to provide pure and healthy drinking water. It features a compact design suitable for both wall-mounted and

countertop installations.



Figure 3.1: Front view of the Native M0 Water Purifier, showcasing its sleek design.



Figure 3.2: The Native M0 Water Purifier can be installed as a wall-mounted unit or placed on a countertop.

Key Features:

- **8-Stage Purification:** RO+UV boosted with Copper, Minerals & Alkaline for comprehensive water treatment.
- **2-Year No Service:** Advanced multi-micron filtration and self-cleaning technology ensure filters last for 2 years without maintenance.
- **2-Year Unconditional Warranty:** Covers all filters, membranes, and electrical parts.
- **Compact Design:** Fits easily in any kitchen space.
- **5-Liter Capacity:** Provides ample storage for purified water.
- **Free Pre-filter:** Included to capture large sediment particles and extend filter life.

4. Setup

Professional installation by Urban Company is recommended and included with your purchase. Please schedule your installation through the Urban Company app or customer service.

Installation Process:

1. The technician will assess the installation site for optimal placement (wall-mount or countertop).
2. The external sediment pre-filter will be installed to protect the main unit.
3. Water connections will be secured.
4. The power adapter will be connected to the purifier and a suitable power outlet.
5. The technician will perform an initial flush and test the water quality using the provided TDS meter.

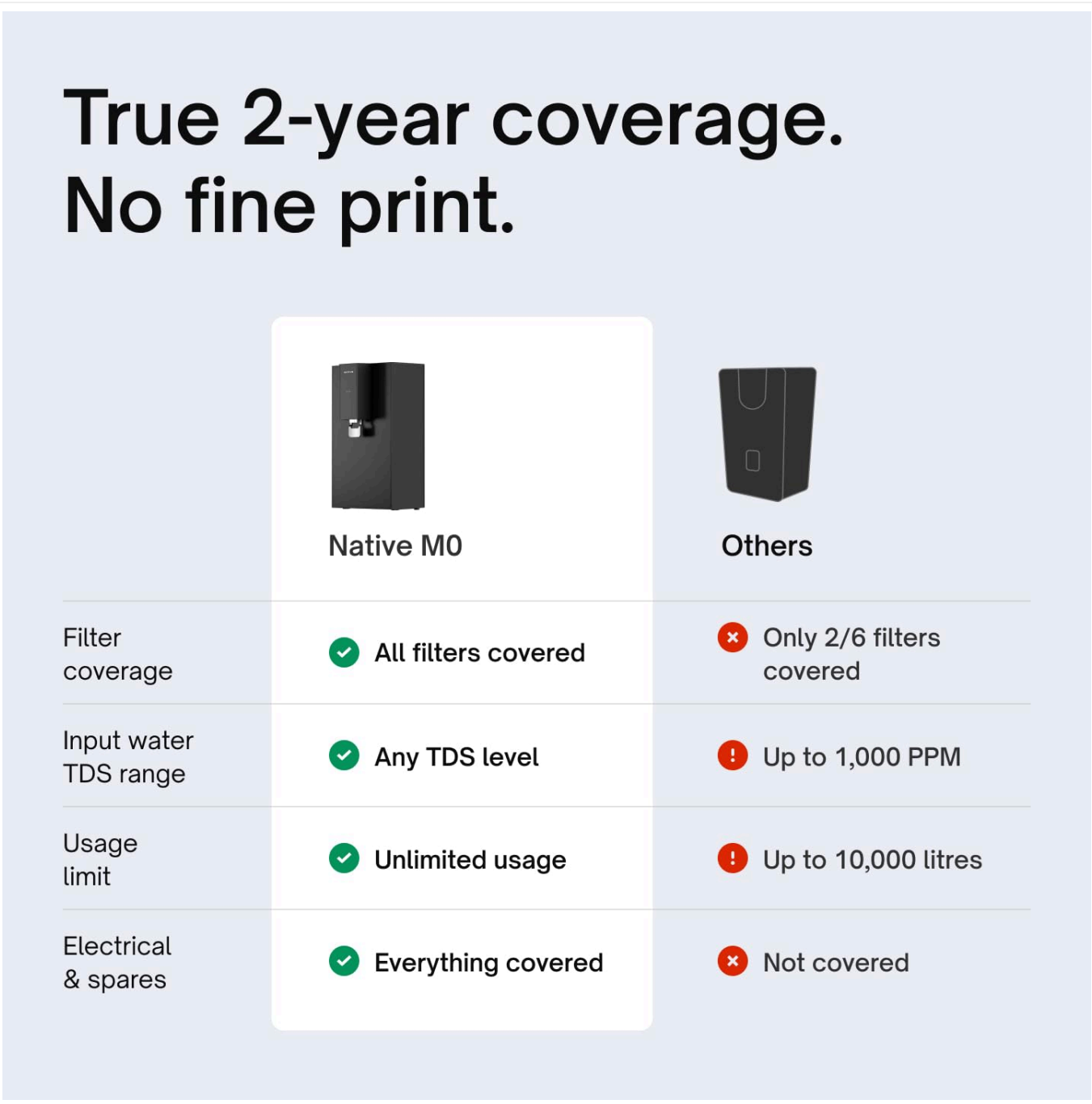


Figure 4.1: The installation kit includes necessary components for setting up the purifier.

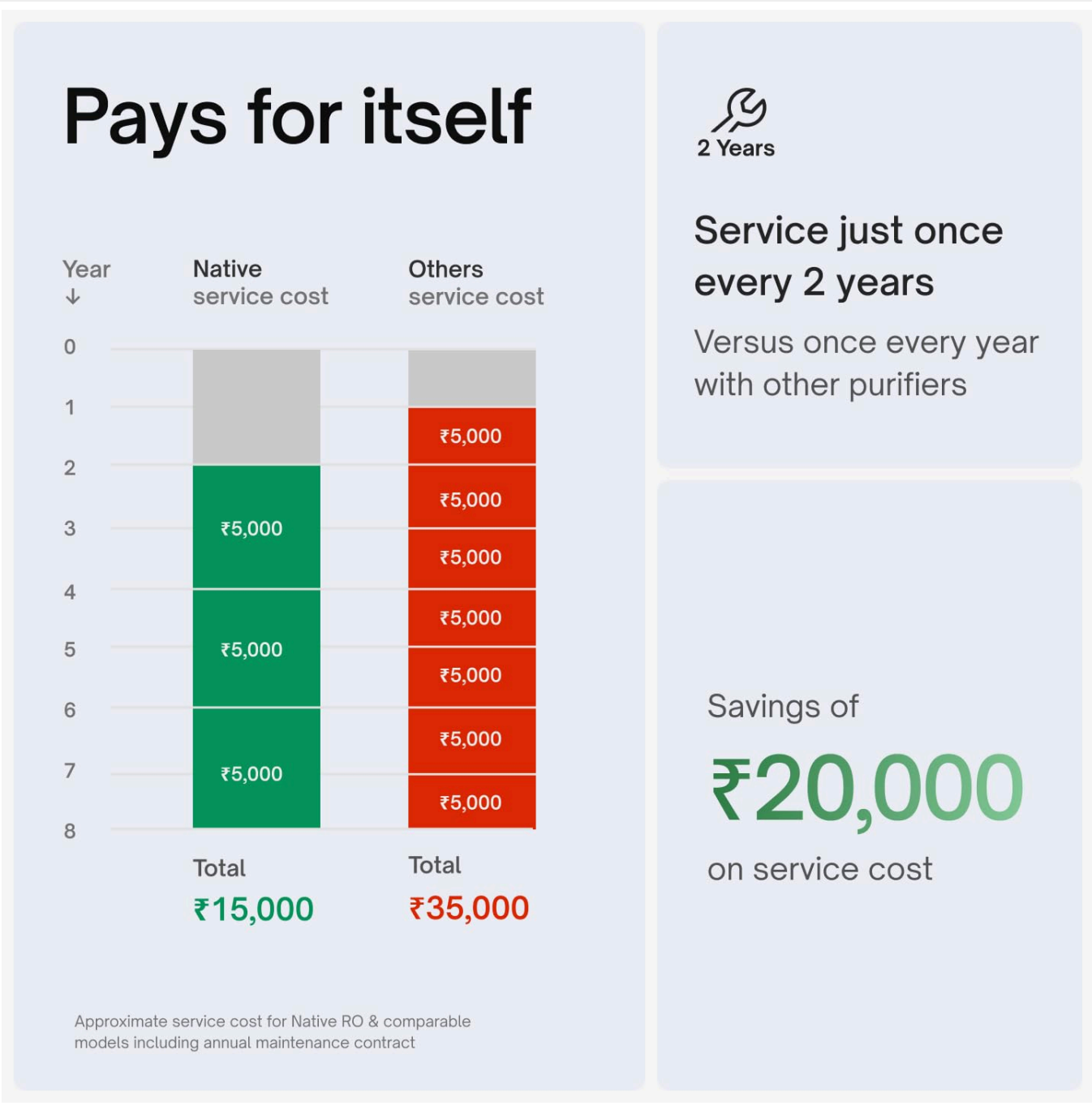


Figure 4.2: The external pre-filter, included with the purifier, helps remove larger particles before water enters the main unit.

5. Operating Instructions

Initial Use:

After installation, the purifier will automatically fill its internal tank. It is recommended to discard the first two tanks of purified water to flush out any manufacturing residues.

Dispensing Water:

Place a glass or container under the water dispenser tap. Operate the tap as instructed by the installation technician to dispense purified water.

Water Source Compatibility:

The Native M0 Water Purifier is designed to work with various water sources, including tanker water, borewell water, municipal water, and tap water.

6. Maintenance

The Native M0 Water Purifier is engineered for minimal maintenance, offering **2 years of service-free operation**.

Filter Life and Replacement:

- The advanced multi-micron filtration and Smart Rinse Technology prevent filter clogging, ensuring a **2-year filter life cycle**.
- After 2 years, filters can be refreshed. This service includes replacement of all filters, servicing costs, and renewal of the warranty for the subsequent 2 years.

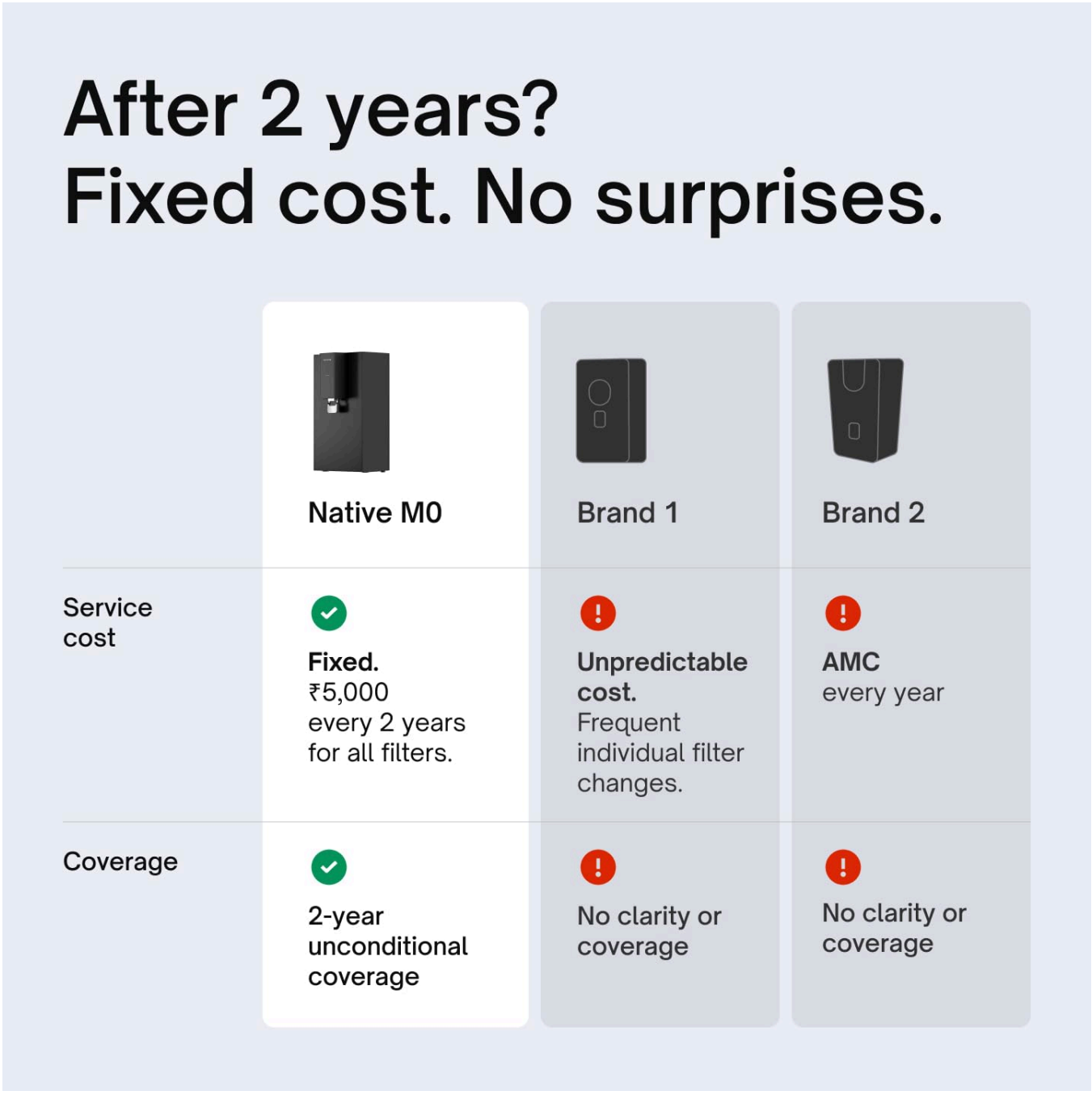


Figure 6.1: Smart Rinse Technology auto-cleans the filter to prevent clogging and extend its lifespan.



Figure 6.2: The 3-layer filters are designed to trap impurities by size, enhancing purification efficiency and filter longevity.

7. Troubleshooting

If you encounter any issues with your Native M0 Water Purifier, please refer to the following common solutions before contacting support:

Problem	Possible Cause	Solution
No water dispensing	No power, no water supply, or tank empty.	Check power connection, ensure water supply is on, wait for tank to refill.

Problem	Possible Cause	Solution
Slow water flow	Low water pressure or partially clogged pre-filter.	Ensure adequate water pressure. If issue persists, contact support for pre-filter inspection.
Unusual noise	Air in the system or pump operation.	Some pump noise during operation is normal. If noise is excessive or continuous, contact support.

For any issues not resolved by the above, please contact Urban Company customer support through their app for professional assistance.

8. Specifications

Feature	Detail
Brand	Native by UC
Model Name	M0
Purification Method	8 Stage Purifier - RO+UV boosted with Copper, Minerals & Alkaline
Capacity	5 Liters
Product Dimensions (L x W x H)	30.8L x 25.3W x 50.5H Centimeters
Item Weight	11.5 Kilograms
Material	Acrylonitrile Butadiene Styrene
Installation Type	Wall mounted and Countertop
Filter Life Cycle	2 Years
Power Source Type	Corded Electric
What's in the box?	Water Purifier, Installation Kit, External Sediment Filter, User Manual & Warranty Card

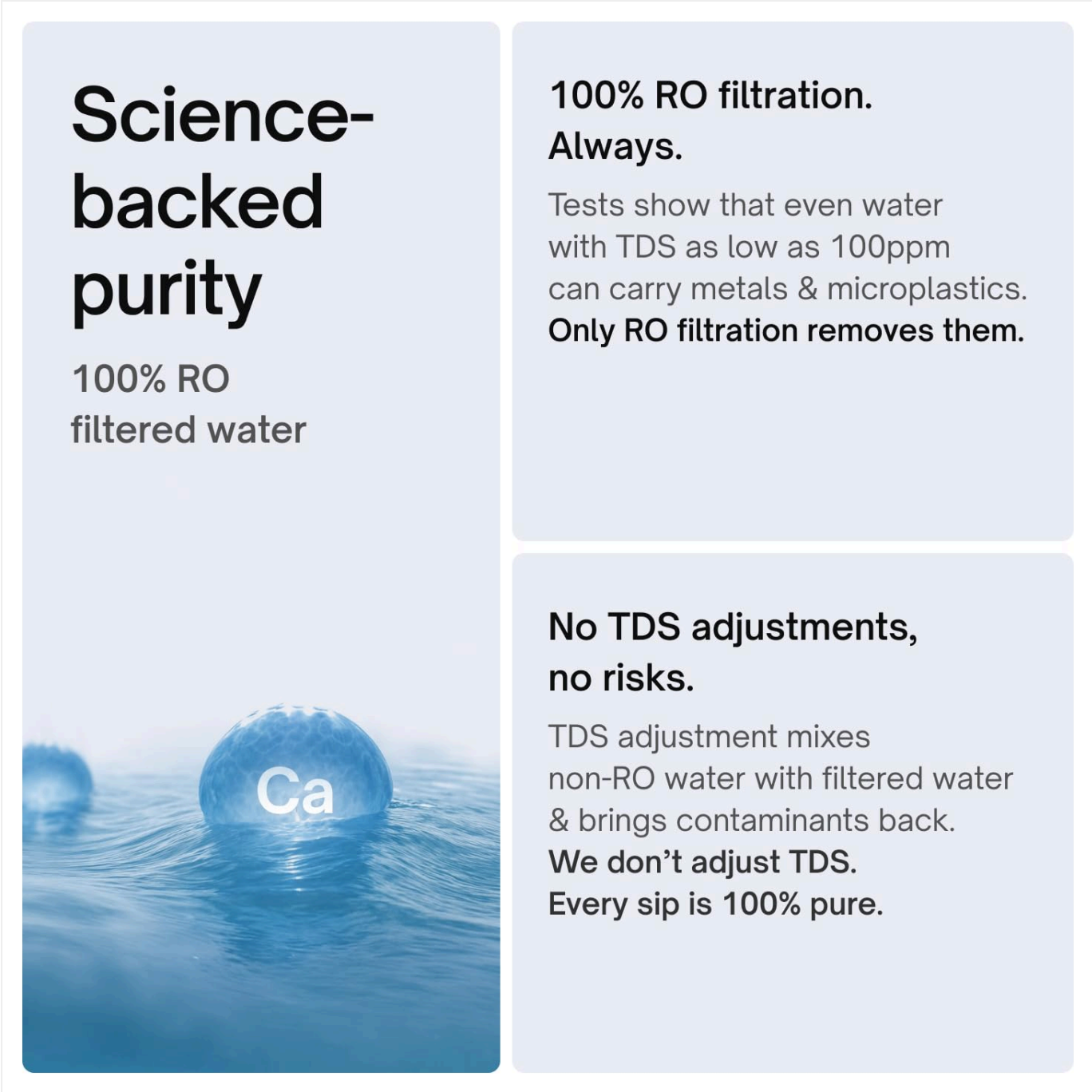


Figure 8.1: Dimensions of the Native M0 Water Purifier and its accompanying pre-filter.

9. Warranty and Support

Warranty Information:

Your Native M0 Water Purifier comes with a **2-year unconditional warranty**. This warranty covers:

- All filters
- All membranes
- All electrical parts

The warranty is valid irrespective of input water quality or water consumption. After the initial 2-year period, the warranty can be renewed for another 2 years upon filter refresh service.

Customer Support:

For warranty claims, service requests, or any product-related inquiries, please use the **Urban Company app**. This is the most efficient way to avail support.

Importer/Packer Contact Information:

Urban Company Limited, 7th & 8th Floor, Plot No. 183, Udhyog Vihar, Sector 20, Rajiv Nagar, Gurugram – 122016

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M0

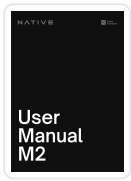


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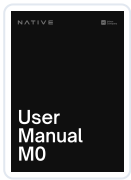


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