

Table of Contents

(search for your questions here – then click on the link)

A. General Information

- [*How does our body use Water?*](#)
- [*Preliminary Introduction on Sharp Water Purifying Pitcher WJ-100*](#)
- [*Which kind of water may be used as source water for Pitcher?*](#)
- [*What type of water should not be put in the water pitcher?*](#)
- [*Can we use bore-well water into the Water Purifying Pitcher?*](#)
- [*What is suggested in case of a higher TDS?*](#)
- [*Where is the product manufactured?*](#)

B. Filter types in Cartridge

- [*What impurities can the Water Purifying Pitcher filter out from the water?*](#)
- [*What is the life of the Filter Cartridge?*](#)
- [*What are the different parts of the water pitcher?*](#)

C. Product Information

- [*How much filtered water can be stored in the unit?*](#)
- [*What is the filtering speed of the Pitcher?*](#)
- [*Any other special care to be taken?*](#)
- [*What are the applications of this Water Purifying Pitcher?*](#)
- [*What are the points to keep in mind before using the unit?*](#)

D. Storage Conditions

- [*What are the storage conditions for filtered water?*](#)
- [*Can we refrigerate the Pitcher?*](#)

E. Warranty & Service commitments

- [*Is there any Warranty on the Water Purifying Pitcher?*](#)
- [*How do we report any damage?*](#)
- [*What if my complaint is not attended within 48 hours? What is the escalation process?*](#)

F. Operational queries

- [*What are the precautions for using it?*](#)
- [*What are the points to keep in mind before using the unit?*](#)
- [*What should be the maximum and minimum temperature of the source water when being poured for filtration?*](#)
- [*Can hot water be stored in the container?*](#)

G. Service Cost, cost of Filters etc

- [*What is the cost of replacement filter cartridge of the Water Purifying Pitcher?*](#)
- [*Where can we purchase them?*](#)

Water Purifying Pitcher FAQ

version 2 – dated December 23, 2019

How does our body use water?

The human body contains 55 to 78% of Water depending on the body structure. The body requires to be supplied with a suitable amount of water to carry out normal functions and avoid dehydration.

The precise amount depends on the intensity of the activities that an individual does, the ambient temperature, and humidity.

Water is not the only source to manage the body's fluid content. Fruits, food, and some beverages also provide fluids to our body that help in hydration.

The important thing to be kept in mind is, that humans require drinking water with fewer impurities, which can then be without much effort absorbed in the systemic circulation. The journey of Water (Mouth, tongue to oesophagus towards the stomach and finally excretion) – this is where the importance of maintaining the natural pH of the water is explained.

Preliminary Introduction on Sharp Water Purifying Pitcher WJ-100

With five layers of Filtration (Pre Filter x 2, Resin layer, Heavy Metal remover and Active Carbon from Japan) this portable unit will definitely enhance the pleasure of drinking clean water. The elegant look and superior build quality also ensures durability and, therefore dependability. This Water Purifying Pitcher is designed for providing an additional layer of security from water borne diseases.

1. Which kind of water may be used as source water for Pitcher?

As mentioned earlier, the Water Purifier Pitcher can only enhance the taste and quality of your existing drinking water. So it is advised that you use it under below conditions only:

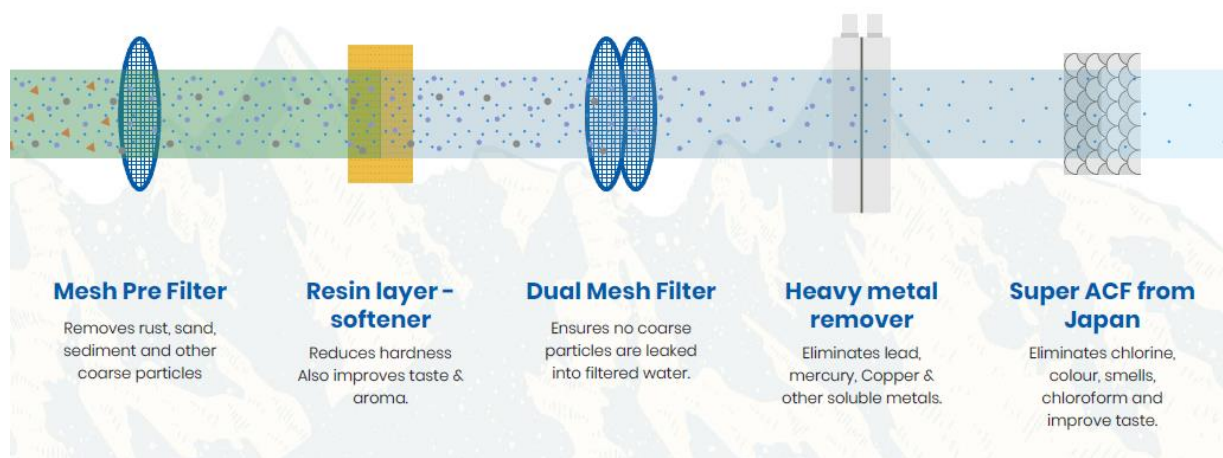
- (i) If your source water is directly drinkable from the tap, you may use the Pitcher for extra purification. But in such cases Filter life may vary depending on the quality of water

- (ii) Many of us buy a 20 liter water bottle and use it for drinking. Since we are uncertain about the quality and hygiene of such water, we may use the Pitcher to enhance taste and protection.
- (iii) If you are already using other brand water purifiers, please use the Pitcher to enhance the purification and improve the taste of the drinking water.

2. What impurities can the Water Purifying Pitcher filter out from the water?

The 5 layers in the filter cartridge the impurities which can be filtered are

- (i) Mesh Prefilter – rust, sand, sediment and other coarse particles
- (ii) Resin layer softener – reduces hardness along with improving the taste and the aroma of the water
- (iii) Dual mesh filter- removes coarse particles yet again
- (iv) Heavy metal remover – filters out lead, mercury, copper and other soluble metals
- (v) Super ACF – eliminates chlorine, colour, odours, chloroform while improving the taste of the water



3. What type of water should not be put in the water pitcher?

Turbid/ Muddy water or for water where TDS is above 250mg/L

4. Can we use bore-well water into the Water Purifying Pitcher?

Please do not use Bore-well water as it contains mud and other chemical impurities which may reduce the life of the Filter Cartridge,

5. What is suggested in case of a higher TDS?

In case of TDS higher than 250, we would recommend that you use the Sharp Water Purifier Model WJ-400 (exclusively available with Vestige).

6. Can the Water Purifying Pitcher reduce TDS?

No, only RO technology can reduce TDS and it is not used in Pitcher. This is only recommended for extra purification of your drinking water. Not recommended for turbid or non-drinkable water.

7. How much filtered water can be stored in the unit?

There are two type of storage space in the Sharp Water Purifier Pitcher - Input Storage area and filtered output storage area. The output storage can store up to 1.5 liters. Once the input tank is emptied, the water can be poured. It is also recommended that you store filter water just up to the bottom level of filter and not submerge the filter cartridge into output filtered water.

8. What is the filtering speed of the Pitcher?

It can filter 1 liter of water per minute.

9. Is there any Warranty on the Water Purifying Pitcher?

There is no warranty on the pitcher and the filter cartridge. Free replacement is given in case of manufacturing defects detected on unboxing.

10. How do we report any damage?

In case of defects detected on arrival, please follow any of the below options:

- (a) Dial Toll Free Number 18004254322 between 7AM and 9PM on all days
- (b) Give a Missed Call at 8750922277
- (c) Send email to sharp@service007.com

To give missed call or call the toll-free number, please dial from the number which can be used to receive call back from our service representative. *In case it remains unanswered in three attempts, our Service Team will cancel the call and send you a message.* You will then have to call again to register the request.

Always call the call Centre number to register the complaint or a service request.

Do not call and register complaint with the technician as it will not be serviced.

11. What if my complaint is not attended within 48 hours? What is the escalation process?

Except for remote locations, all calls are expected to be attended within 24 to 48 hours, in case of delay or to report any other serious complaints, please email to adsingh@sharp-oa.com with the complaint number, model number, contact number and the pin code of your location

12. What is the life of the Filter Cartridge?

If you are using the Pitcher as per the conditions mentioned in point number 1, the expected life of the filter cartridge is 6 months or 450 liters whichever is earlier. The top cover contains a time dial which can be set on the start month of usage, so that we know when to replace the filter. However, the filter life can be enhanced or **reduced depending on the source water**

13. What are the applications of this Water Purifying Pitcher?

- (i) *Hotels, Restaurant and Conference venues:* They mostly have large RO plants, which can be used as source water
- (ii) *On the Go:* While we travel by CAR or Train, carrying this will ensure safe drinking water for our loved ones.

14. What are the points to keep in mind before using the unit?

We have uploaded an Unboxing, Installation and Maintenance Video of the Sharp Water Purifying Pitcher on SHARP INDIA Channel on YouTube. Please follow the link below to watch it in English & Hindi

ENGLISH: <https://www.youtube.com/watch?v=BdnNmplxFX4&t=191s>

HINDI: https://www.youtube.com/watch?v=xIY_TvCzmEw&t=138s

It is also being prepared in 4 other languages, which shall be uploaded on our Channel

15. What are the precautions for using it?

- (i) Please clean the parts of the Pitcher once a week by using the Vestige Dishwasher. Rinse with clean water carefully before re-assembling it. Do not use any harsh detergents.
- (iii) The capacity of the filter cartridge is 4 to 5 liters a day, therefore use judiciously
- (iv) Drink the filtered water within 8 to 10 hours of storage.
- (v) If it is not used for few days, please rinse the Filter Cartridge with clean water before using.

- (vi) Do not drop the unit since it is fragile

16. What is the cost of replacement filter cartridge of the Water Purifying Pitcher? Where can we purchase them?

MRP of the Filter Cartridge is Rs 1250 and the DP is Rs 1050. The rates are including GST. The BV and PV may be checked from Vestige Branch locations form where it is available.

17. What should be the maximum and minimum temperature of the source water when being poured for filtration?

We can use source input water in temperature range between 5 to 38 degree C for Filtration.

18. Can hot water be stored in the container?

Water above the temperature of 38 degree centigrade should not be stored in the pitcher.

19. What are the storage conditions for filtered water?

We recommend that the filtered water be consumed within 8 to 10 hours of storage. If the unit is not used for long time, please wash the parts with clean water carefully before starting to use

20. Any other special care to be taken?

- (i) Do not drop the unit since it is fragile
- (ii) Do not scrub using harsh detergents
- (iii) Place the top cover carefully and don't push it hard
- (iv) Please use the filtered water within 8 to 10 hours of storage
- (v) You can Refrigerate, but use within prescribed limits
- (vi) While installing the Filter Cartridge ensure that it is inserted deeply into the cavity

21. What are the different parts of the water pitcher?

The Water Purifying Pitcher consists of 4 parts: The Cover with inlet & outlet section; The Inlet Water Tank; The Filter Cartridge and the main water tank where the purified water is stored. For more details, please follow the link below:

ENGLISH: <https://www.youtube.com/watch?v=BdnNmplxFX4&t=191s>

HINDI: https://www.youtube.com/watch?v=xIY_TvCzmEw&t=138s

22. Where is the product manufactured?

PRC