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Sharp Vestige Water Purifier FAQ

Version 3: Dated December 23, 2019

How is Water used by our body?

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 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 critical point is, humans, require drinking water with fewer impurities, which can then be without with much 'effort's absorbed in the systemic circulation. The journey of Water (Mouth, tongue to esophagus towards the stomach and finally excretion) – this is where the importance of maintaining the natural pH of the water is explained. For example, Acid is vital to help in eliminating the bacteria or other pathogens in the stomach. The acidic environment helps in the digestion of food. The enzyme Pepsin, which helps to breakdown proteins in the stomach, can only function optimally in the low pH environment.

Preliminary Introduction on Sharp Water Purifier WJ-400

This Water Purifier is designed for complete installation flexibility keeping urban households in mind. The three major components are the *Main Unit, Water Storage Tank, and Water Tap*. The Main Unit can be installed at the Wall, Under Sink or even kept on the kitchen work area. The Water Storage Tank is recommended to be placed under the sink only, while the Water tap may be connected on the basin or even mounted on the wall. This kind of flexibility ensures total utilization of space in your kitchen area. The unique Filtration system and quality of filters make sure that we get consistent and superior quality of drinking water through the entire life of the filters. The life of filters may vary depending on input water conditions.

Additional Special Note: Our Water Purifier provides the purest water to ensure that it is BIOAVAILABLE while maintaining the pH similar to the input.

1. What is TDS?

TDS or Total Dissolved Solids is measured in mg/Liter of Water which is the most soluble substance in our universe, a variety of metals or other impurities get easily dissolved.

Types of minerals, salts and impurities that constitute the TDS

- The useful ones are Magnesium, Sodium, Potassium, Phosphorous and Calcium
- The harmful ones are high-level bicarbonates of calcium, iron, and sodium. Other soluble impurities include nitrate, arsenic, chlorides, sulfates. It also contains suspended impurities like mud, sand, or other organic matter.

2. Which devices can measure TDS? How much do they cost? Are they reliable and accurate?

TDS measuring devices are readily available on various e-commerce portals. The good ones cost between Rs 200 to 250. These readings may not be entirely accurate as the right way to measure TDS in a laboratory is to evaporate the water leaving behind the dissolved solutes as residue and then weighing it. However, these TDS Meters give a fair idea and thus making sure you can drink the right quality of water while using the right technology.

3. How can we determine the constituents of the TDS in our water supply?

With the portable devices available, we can measure the weight of soluble impurities in the Water. However, unfortunately, it can measure both helpful and harmful ones, and it can also not be known at what ratio they are. therefore, lower the TDS, safer is the Water for drinking.

4. Up to what TDS of Water is suitable for drinking?

As per WHO, Water where TDS is up to 300mg/L, is drinkable. However, as per Indian Standard, No IS 3025 (part 16)-1984-RA:2012 water with TDS up to 500mg/L is drinkable.

5. What can be done to replenish the useful minerals which are filtered out?

Water is not the only source of fluids required by the body, nor it's the only source of minerals. Most fruits, vegetables, Grains, Supplements can be added in your regular balanced diet to help replenish the lost minerals.

6. What are the sources of drinking water? Which are the common impurities found in source water?

There are primarily two sources of drinking water – underground well or municipal supply. In the case of Municipal supply, the TDS is generally within 300 to 500, but there have been instances of high usage of Chlorine. Moreover, when this Water travels through Corporation pipeline, it adds enormous amounts of unwanted and carcinogenic substances which may not increase the TDS levels drastically, but it deteriorates the quality of Water. On the other hand, underground bore-well water has been found to contain high amounts of turbidity and chemical impurities, making it unsuitable for drinking. Thus, depending on the condition of source water, the Purification System may be recommended.

7. Is Water with TDS of lesser than 50mg/L suitable for drinking?

TDS measured by the devices consider helpful minerals (calcium, potassium or magnesium) as well as carcinogenic substances and heavy metals (lead, mercury, arsenic or fluoride). Considering the current condition of source water, the ratio may vary depending on location, season, etc. Instruments which can separately measure helpful minerals and unwanted impurities are not available for consumers as of yet. Hence the safeguards are necessary to lower the TDS, for lessening the chances of harmful substances in the drinking water.

8. TDS of less than 50mg/L will not have sufficient minerals, is it suitable for drinking?

TDS measures both helpful minerals and unwanted impurities in Water. There are no instruments which can separately measure them. Hence we will never come to know the actual ratio between useful minerals and unwanted contaminants. Considering the quality of source water, it is evident that higher TDS would have a probability of more impurities. We drink about 3 to 4 liters of water a day; Water is NOT the only source of minerals required by our body. It is advised and wise to eliminate both minerals and impurities from drinking water, thus removing the threats of waterborne diseases. While knowing the fact that fruits and vegetables available today contain pesticides, still they provide a sufficient amount of such helpful minerals required by the body. Even if they are not fulfilled, one can take necessary supplements after consultation from health professionals, thus not allowing unwanted substances to enter our body through drinking water by any means.

9. Is it OK to drink Water with TDS less than 50mg/L?

Why not? Lesser the TDS, purer is the Water. Purer Water has a higher ability to be absorbed in our systemic circulation, thus enabling our body to fulfill benefits from drinking water.

10. Up to what TDS of Water is the Vestige Sharp Water Purifier suitable for?

We have tested our product model number WJ-400 for TDS of up to 1547mg/L at TUV Lab (Certificate available on demand).

11. What is suggested in case of the input water being of a higher TDS?

In case of higher TDS and turbidity, we recommend additional Pre-Filter which can protect the PP (Polypropylene) Filter and RO Membrane from premature choking as none of the Filters are covered under Warranty. The Pre Filter comes in a casing and is connected before the inlet pipe of Water Purifier. Apart from protecting the PP Filter, it will also help enhance the performance and life of other Filters (especially RO & CB). The initial cost of Pre Filter is between Rs 1000 to 1100 (with casing), and the replacement cost is Rs 300. The frequency of replacement is 3 to 6 months depending on the turbidity and the constituents of the source water. The user can also clean the Pre Filter periodically to improve the performance and life.

12. PP (Polypropylene) Filter has choked/ blocked before it's recommended life! What is the reason? What can be done to prevent this?

This is primarily due to the high presence of impurities and turbidity in the source water. Our water purifier ensures that we consistently drink purer quality of Water and hence the pollutants are accumulated in the first set of Filter and never allowed to pass towards the RO Membrane thus ensuring that we get the purest Water for the entire life of all the filters. In case the turbidity is high in your area, we recommend the use of Additional Pre Filter. Please refer to the answer to "What is suggested in case of higher TDS?" for more details.

13. How is our PP filter better than Sediment Filter?

Sediment Filter uses a sponge-like material. With the pressure of Water and attack from physical impurities like metals or sand, the gaps may get enlarged, thus leaking the bigger size of particles (more than 5 microns) towards the RO membrane. Eventually, the pore size of the RO membrane also gets affected with the continuous blow, thus passing on impurities to the drinking water tap. There is no system to block or stop contaminations in Sediment Filters. Since we are drinking this Water regularly, we don't make out the difference or deterioration in quality. PP or Polypropylene Filter used by Sharp is of a superior quality material that

never passes the impurities over 5 microns towards the RO Membrane, thus ensuring consistency in output water all through the life of Filters.

14. What is the capacity of our RO Membrane?

It is of 50GPD or Gallons per day. It means that it can produce up to 8 to 9 liters of water per hour.

15. How is the SHARP Water Purifier RO Membrane better? What is the rated life?

Sharp Water Purifier WJ-400 uses RO Membrane from DOW, USA, which is known to be one of the most premium quality membranes and has an extended life with superior efficiency. The rated life is two years. However, it may vary depending on the condition of the source water.

16. What is AF Disruptor Technology? Is it better than standalone UV + UF Technology?



AF Disruptor Technology from AHLSTROM used in Sharp Water Purifier employs an ALUMINA FIBRE layer (not made of aluminum). When the water passes through the particular layer, it generates a 51mv ZETA Potential that enables the impurities in the water to be separated from running Water. It does not work on the principal of pore size, but deflective or disruptive method where the water pressure is retained. AF Disruptor Technology does not require any electricity to operate. While, UF or Ultra Filtration is based on pore

size and is claimed to be effective in reducing particles of up to 0.1 microns with an average efficiency of ~75%. Hence a large number of biological and chemical impurities pass untreated. For the same a UV a light source is deployed in a special casing to generate Ozone when it comes in contact with Water. Ozone can eliminate some pathogens from Water. However, in this case, stay-time/time the Water remains in connection with the UV is essential, and if the water passes through the chamber faster, the half-dead pathogens or the dead ones (endotoxins) remain in Water which may cause harm. Moreover, since Service Technicians never clean the UV Chamber, it thus reduces the efficacy of the product over time.

17. What is the life of AF Disruptor, and how shall we know when to replace?

The rated life of AF Disruptor Filter is 12 months. However, it may be used for a more extended period if the taste of Water is unchanged and replaced earlier if there is any change in the flavor over time. Since the taste of Water is relative and if you don't want to take a chance, please replace once in every 12 months.

18. What is the capacity of the Storage Water Tank and how much time does it take to fill it?

The Storage Tank capacity of Water Purifier WJ-400 is up to 5.3 liters. It takes approximately 35 to 40 minutes to fill the tank.

19. How much water is produced in one hour?

If the Water Purifier is running continuously, it can produce up to 8 to 9 liters of water per hour. However, it may vary depending on running usage and storage.

20. What is the Warranty period of Water Purifier and what all is covered under Warranty?

Our products come with one year warranty from the date of Installation. All electrical and mechanical parts are covered under Warranty except plastic parts and Filters.

21. How do we avail Installation or Warranty Service?

In case of Installation, Breakdown, or any Preventive Service request, please use any of the below options:

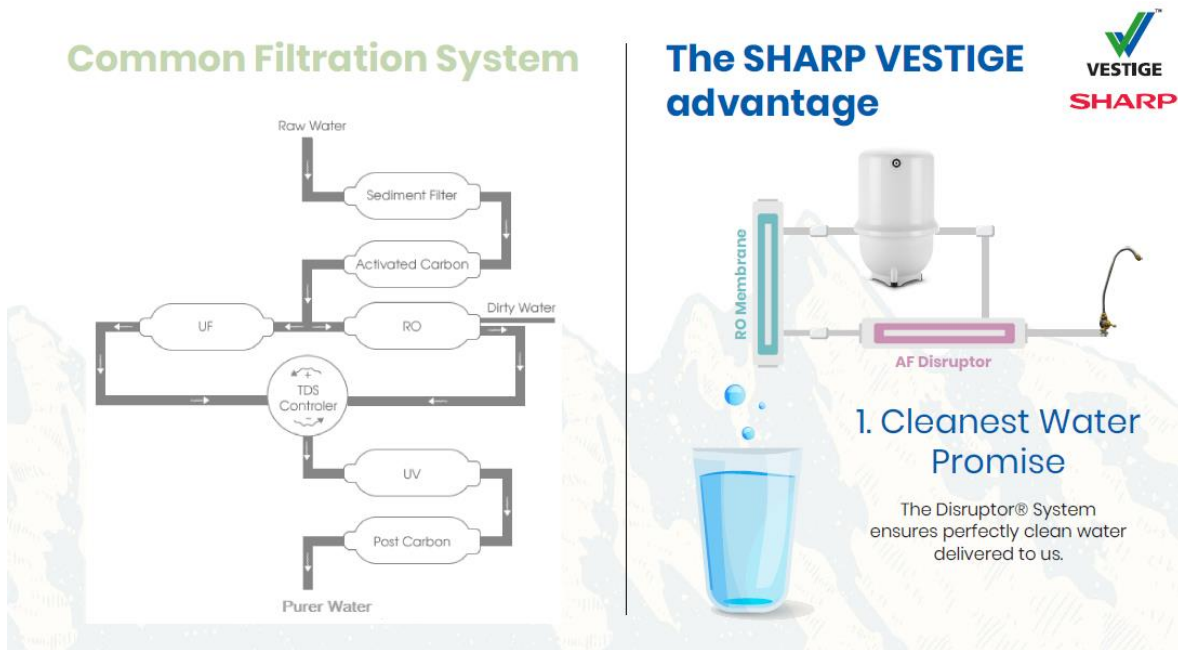
1. Dial Toll-Free Number 18004254322 between 7 AM and 9 PM on all days
2. Give a Missed Call at 8750922277 and you will receive a callback
3. Send email to sharp@service007.com

Please use a Mobile Number which response to our representative who will call within 2 to 3 hours. *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. Never call the Technician for logging complaints, unless the call is recorded the service request shall not be entertained.

22. 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

23. What is most unique about the Sharp Vestige Water Purifier? What are the key benefits?



In the case of Water Purifiers available in the market, output water is stored in Tank after it passes through all stages of purification. While it is evident that most Water Purifiers claim an efficiency of 95 to 99%, the remaining impurities accumulate in the Storage Tank. In the absence of regular cleaning, it results in the formation of algae and other biological contaminants. So, the output drinking water doesn't match with the claims made by some of the very reputed brands. In the case of Sharp, the Water passes through AF Disruptor before it is delivered through the tap, thus ensuring purest drinking water at all the times. This can be verified through TUV Test Report Number GGN/F(C/M)/19/003790, which confirms the absolute purity of the output water purifier. Please refer to the image above.

The other benefits include:

- (i) *Flexible Usage and Installation environments:* May be installed in Kitchen or any different location with water input conveniences. Suitable for Under the Sink, Wall Mount or above the counter.
- (ii) *Sharp Original Design and superior build quality:* Built with high-grade raw materials wherever purified Water makes contact.
- (iii) *Electrical safety & Performance efficiency certificates:* TUV, RoHS, FDA, NSDS & SGS verification ensures security and health.

24. What is the meaning of the "Filter Change" Indicator and how to know the replacement period?



The Water Purifier Digital Panel displays the indicator for all Filter sets starting with PP, CB, RO & AF. The Indicator or charge level whichever you may call it depends on the hour of usage and not according to the water quality. Till such time the PP filter does not block the water, it may be used. In case the level indicator comes to 'NIL,' and the PP Filter is not blocked, you may RESET it and continue using it. However, even if the level has not reached 'NIL' and the PP filter is blocked, please replace it. Also, read point number 8 & 9 for more details. RESET function is not recommended for CB, RO & AF Disruptor; however, if the taste and quality are satisfactory, you may RESET and reuse only the AF Disruptor.

25. RO Membrane Technology produces drain or wastewater, can it be reused?

Our RO produces about 65 to 70% of Water, which contains impurities (removed from the input water). We request all our valued users to be conscious about the natural resources and the environment, thus storing the drained Water in a bucket/ container and use it for mopping floors, watering plants and washing utensils.

26. What are the points to keep in mind before Installation?

Our Water Purifier WJ-400 is in three parts - Main Unit, Storage Water Tank, and Water Tap. The Main Unit can be mounted on the wall, placed on the kitchen top or installed under the sink. You need a 2' x 2' space to place the Main Unit. The dimensions are also mentioned in the water purifier outer packing. Please decide on the location once you purchase the Water Purifier. The Storage Tank is recommended to be placed under the sink, and the water tap may be fixed either on the sink or wall. In case someone wants to fix the Water Tap in the Kitchen Granite, a 25mm hole is to be prepared through an external vendor.

27. Do we need to pay any Installation Charges?

Sharp Service Team does not charge for the installation of the Sharp Vestige Water Purifier WJ-400. Extra charges are only applicable if you purchase additional Pre-Filter based on Technician recommendations (please read point number 11 for more details) No extra charges payable for plumbing and drillings. If the Technician is demanding extra charges, please call our Toll Free Number 18004254322 immediately and report the problem.

28. What is the power consumption of the Water Purifier?

It is 46 Watts. So if the Water Purifier runs for 2 hours a day, it will consume about 4 to 5 units in a month.

29. What are the recurring costs of ownership of the Water Purifier? What is the price of consumables? Where can we purchase them?

You may now purchase the Replacement Filter Cartridge for Water Purifier (PP & CB Filters) from Vestige. Kindly contact your nearest Branch office or you may order online. It is our request to all the users of Water Purifier that kindly keep one set of Filters with you so that the downtime may be reduced and also the Technician need not visit again to replace the cartridge..

Part Code	Description	MRP – Rs	DP – Rs	PV
WK-40P	PP (Polypropylene) Filter	790	665	11.08
WK-40A	CB (Carbon Block) Filter	885	765	12.75



Now get replacement filters for your **SHARP WATER PURIFIER** from Vestige and ensure the purest, cleanest water for your loved ones.

Points to remember -

1. PP Filter (Polypropylene) and CB Filter (Carbon Block) are available now.
2. The PP Filter has a lifespan of three to six months and the Carbon Block Filter has a lifespan of four to six months depending on usage & water quality.
3. Filters do not have any expiry date. Please store the spare filters at a dry place away from sunlight.
4. Service & replacement of filters are free during warranty period, post that charges shall be applicable. The details of these charges will be shared after a few months.
5. For filter replacement, please contact the Sharp service centre at toll free number 1800-4254-322.

Consumable PP Filter
MRP - ₹ 790 DP - ₹ 665 PV - 11.08

Consumable CB Filter
MRP - ₹ 885 DP - ₹ 765 PV - 12.75

Contact your nearest Vestige billing centre

The cost of the other replacement filters (RO & AF Disruptor) shall be intimated soon.