

## **General Information**

**Q:** What types of water purifiers do you offer?

**A:** We offer a wide range of water purifiers, including RO (Reverse Osmosis), UV (Ultraviolet), UF (Ultrafiltration), and gravity-based purifiers.

**Q:** What is the best purifier for hard water?

**A:** For hard water, we recommend our advanced RO purifiers, which effectively remove excess salts, heavy metals, and other impurities.

**Q:** Do you provide installation services?

**A:** Yes, we offer free installation services for all our water purifiers. Our technician will visit your location within 48 hours of purchase.

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## **Product-Related Queries**

**Q:** How do I know which water purifier is right for my home?

**A:** You can schedule a free water testing service with us, and our team will recommend the best purifier based on the water quality.

**Q:** Are your purifiers suitable for both municipal and borewell water?

**A:** Yes, our purifiers are designed to handle a variety of water sources, including municipal water, borewell water, and tankers.

**Q:** What is the lifespan of the filters?

**A:** The filter lifespan varies by model and usage but typically lasts between 6 to 12 months. Regular servicing ensures optimal performance.

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## **Orders and Payments**

**Q:** How can I buy a water purifier?

**A:** You can purchase our purifiers online through our website, authorized dealers, or by visiting our showroom.

**Q:** Do you offer EMI options?

**A:** Yes, we provide easy EMI options on selected models. Contact us for details.

**Q:** Can I upgrade my current water purifier?

**A:** Yes, we offer upgrade options. Contact our team for a trade-in evaluation of your current purifier.

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## **Maintenance and Servicing**

**Q:** How often does the purifier need servicing?

**A:** We recommend servicing your water purifier every 3–6 months, depending on your water quality and usage.

**Q:** Do you provide Annual Maintenance Contracts (AMCs)?

**A:** Yes, we offer AMCs to ensure your purifier remains in top condition. Our plans cover regular maintenance and filter replacements.

**Q:** What should I do if my purifier stops working?

**A:** Please contact our 24/7 helpline at +123-456-7890 or raise a service request on our website. Our technician will assist you promptly.

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## **Technical Queries**

**Q:** How does the RO purifier work?

**A:** RO purifiers use a semi-permeable membrane to remove impurities, such as heavy metals, salts, and microbes, ensuring safe drinking water.

**Q:** What happens if there is no power?

**A:** Our gravity-based purifiers work without electricity. For RO and UV models, we recommend storing purified water in advance during outages.

**Q:** Does the purifier remove essential minerals?

**A:** No, our advanced purifiers retain essential minerals while removing harmful impurities.

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## **Warranty and Returns**

**Q:** What is the warranty on your water purifiers?

**A:** All our water purifiers come with a 1-year warranty that covers manufacturing defects and performance issues.

**Q:** Can I return or exchange a purifier?

**A:** Yes, we offer a 15-day return or exchange policy for unused products in their original packaging. Contact our support team for assistance.

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## **Feedback and Support**

**Q:** How can I share feedback about your product?

**A:** We'd love to hear from you! Please email us at [feedback@\[company\].com](mailto:feedback@[company].com) or fill out the feedback form on our website.

**Q:** Who do I contact for complaints?

**A:** If you have any complaints, please reach out to us at [complaints@\[company\].com](mailto:complaints@[company].com) or call our helpline. We'll resolve the issue promptly.