

FAQs for DCP-30, 31, 32 Models

Q.01. what is the capacity of the product?

The Upper Container has a capacity of 10 litres, and the Lower container has capacity of 12 litres.

Q.02. How much of water can be purified by Purification Cartridge and Unique Ceramic Filter?

The each Purification Cartridge has been designed to give 1500 litres of water and Unique Ceramic Filter has been designed to give 4000 litres of water at a temperature of 17-25°C, in moderate humidity conditions and pH of 6.5 - 8.5, Total dissolved solids of 50 - 500 ppm

Q.03. how long does it take water to get purified?

The average flow rate of the product will depend on the quality of the water that passes through the purifier and the condition of Unique Ceramic Filter. The flow rate through the system will typically be in the region of approx. 2.5 - 6.0L/H. However if used water quality is bad it may take more time. Whenever you feel that the flow from your product has become unsatisfactorily low, you can wash Unique Ceramic Filter. Cleaning will remove accumulated dirt and will improve the water flow. Please clean the Unique Ceramic Filter as per instruction. Remember that the first time you use the purifier, and anytime else when you empty the Lower container (such as after prolonged non-use) no water will come out into the Lower container for a few hours. This is because the Lower Contained needs time to re-fill with water.

Q.04. Plastics of the product are safe to use?

Product and Purification Cartridge have been made from engineering food -grade (IS10910) and non-toxic plastics. These plastics will also not impart a smell to water.

Q.05. Will product removes salts from water?

Input water may contain many materials which affect the taste of water. Of these, the product removes sand, soil, clay, dirt, and harmful cysts and is therefore likely to improve the taste of water. However product does not remove some dissolved salts present in drinking water, like calcium, magnesium, sodium. They may affect the taste of water.

Q.06. If my water contained a very large amount of visible dirt and turbidity; can we pour it into the product?

We advise that you ensure the input water does not have large amount of visible dirt and turbidity. However you can still use the same water by pouring manually into the Upper container. First ensure the water stands still in another container for some time until most of the dirt settles down. Now pour the water into the product without pouring the dirt settled at the bottom. This will ensure that product does not get prematurely clogged.

Q.07. Product didn't fully remove the colour from the input water. Can we drink the water?

In some cases, as with colloidal clay suspensions and with soluble salts of calcium, magnesium, iron etc. The turbidity and colour may not be completely removed. In these cases please ensure that there are no deposits or scales in the Lower container If so then clean them with a disinfectant, and rinse the Lower container thoroughly with the product. . Once this is done, the output water will be "Microbiologically safe", even if some colour or turbidity persists.

Q.08. Can silver antibacterial Lower container kills harmful viruses and bacteria in the water?

Silver Antibacterial Container is safeguard to microorganism's growth by Ag+, so it can't kill viruses and bacteria in the water, but it can kill them on the surface of Lower container.

Q.09. What to do if there is a problem in the flow of water from Upper container into Lower Container?

The Unique Ceramic Filter may get clogged in situations where the product has been subjected to very bad quality water over a period of time. To solve this problem please clean the Unique Ceramic Filter, as per the manual instructions.

Q.10. There is condensation in Lower container of the product. Is this a problem?

This often happens because of temperature differences. It does not affect the performance of the product or quality of the water.

Q.11. Can there is scaling in the product?

Dissolved chemicals in water can occasionally precipitate out of the water, and deposit inside product. However this does not affect the Purification Cartridge performance of the product in any water. To avoid scaling, rinse Upper container and Lower container once in a while. Do not use any soap. Do not use any abrasive cleaners or similar tools.

Q.12. What do I do if there is a problem in the flow rate of the water through the Unique Ceramic Filter, after prolonged period of non-use?

Sometimes, after a prolonged period of non-use, there could be a problem with flow rate of water through the Unique Ceramic Filter. In such cases, to improve flow rate, fill the Upper container with the water and wait a little longer than usual. Once you soak the Ceramic disc, the flow rate should improve. if not, clean the Unique Ceramic Filter with purified water.

Q.13. How hygienic is the tap?

The tap will come into contact with hands repeatedly, bottles and glasses. You need to ensure that the tap does not get contaminated with germs. In case you do notice that the mouth of the tap has become dirty, clean and disinfects it with a dilute disinfectant such as bleach / hypochlorite solution then assemble it and discard first 2 litres water through the tap.

Q.14. Can Purification Cartridge and Unique Ceramic Filter and Antibacterial body Ag+ harm me or my family? Can they cause irritation or allergies?

Purification Cartridge uses a biocide which is NSF/ANSI 42 and EPA approved. This Purification Cartridge uses a patented technology called "Halo Pure" release bromine technology where controlled amount of bromine is added to water. "Halo Pure" is contact biocide design to kill bacteria and viruses susceptible to halogens. Its disinfection is achieved without compromising taste, odour or appearance. In fact, this product meets USWQA ORD0901, for harmful virus and bacteria removal.

Unique Ceramic Filter is made of natural materials. And this is used for a lot of water purifiers all over the world. About Antibacterial body (Ag+), it is made of Food-grade and safe antibacterial agent certified by FDA and NSF and USEPA and EFSA.

Q.15- Where I can purchase Purification Cartridge & Unique Ceramic Filter?

Purification Cartridge & Unique Ceramic Filter can be purchased from Panasonic Dealers & Authorised Service Centre.

Q.16- What is the warranty period and it's Inclusions & Exclusions?

Warranty period is of Six Months.

Warranty takes care of any manufacturing defect or breakdown of the product during warranty period.

Warranty does not cover the consumables such as Ceramic disc, silicon washers and Purifier cartridge (Halo Pure), faucet tap.

(Detailed terms & Conditions are mentioned in Warranty Card)