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› Native by Urban Company M2 Pro Smart Water Purifier User Manual

Native by UC M2 Pro

Native by Urban Company M2 Pro Smart Water Purifier User Manual

Model: M2 Pro

1. INTRODUCTION

This manual provides essential information for the installation, operation, and maintenance of your Native by Urban Company M2 Pro Smart Water Purifier. Please read this manual thoroughly before using the appliance to ensure safe and efficient operation.

The Native by Urban Company M2 Pro is an advanced 10-stage water purification system featuring RO, UV, Copper, and Alkaline technologies. It includes smart features like real-time monitoring via an app, an in-built power backup, and a touch-screen dispensing system.



Image 1.1: Native by Urban Company M2 Pro Smart Water Purifier. This image shows the sleek black design of the water purifier alongside a smartphone displaying its companion app interface, highlighting the smart features and real-time data.

2. PRODUCT FEATURES

- **10-Stage Purification:** Utilizes RO, UV, Copper, and Alkaline technologies for comprehensive water purification.
- **In-built Power Backup:** Dispense stored water using touch-screen free-flow dispensing, even during power outages.
- **Touch-Screen Dispensing:** Modern backlit display with preset modes for glass, bottle, and free-flow. Customizable volumes through the app. Includes guide light and retractable tray.
- **Smart Real-time Monitoring:** Track input and output water TDS, filter health, activity, and consumption in real-time through the Urban Company app.
- **2-Year Unconditional Warranty:** All filters, membranes, and electrical parts covered, irrespective of input water quality or consumption.
- **No Service for 2 Years:** Advanced multi-micron filtration and self-cleaning technology means filters last a full 2 years without any maintenance or service calls.

- **Science-Backed Purity:** 100% RO processing to eliminate risks from metals and plastics, then restores essential minerals. Works with all water sources.
- **8-Litre Storage Capacity:** Perfect capacity for a family of 4. The food-grade tank keeps water mineral-enriched and safe for consumption.

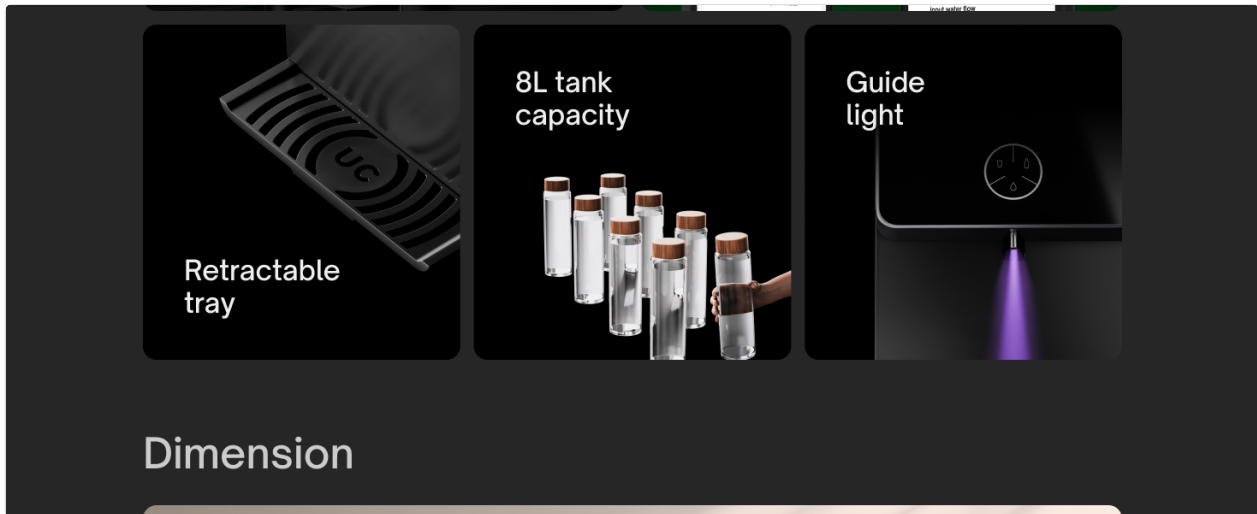


Image 2.1: 10-stage purification process. This diagram illustrates the multi-layered purification system, including RO, UV, Copper, and Alkaline stages, designed to remove impurities and add essential minerals.

3. SETUP AND INSTALLATION

Professional installation is provided by Urban Company. Please schedule your installation at your preferred date and time.

3.1 Box Contents

- Native by Urban Company M2 Pro Water Purifier Unit
- External Sediment Filter (Pre-filter)
- Power Adapter
- Installation Kit
- TDS Meter
- User Manual & Warranty Card

3.2 Installation Process

1. Upon delivery, contact Urban Company to schedule a professional installation.
2. Ensure the installation area is clean and has access to a water supply and power outlet.
3. The technician will install the main purifier unit and the external pre-filter.
4. The power adapter will be connected, and the system will be tested.
5. The technician will explain the basic operation and app connectivity.

Note: Additional pressure equipment may be required for certain installations, incurring a charge of ₹250-500.

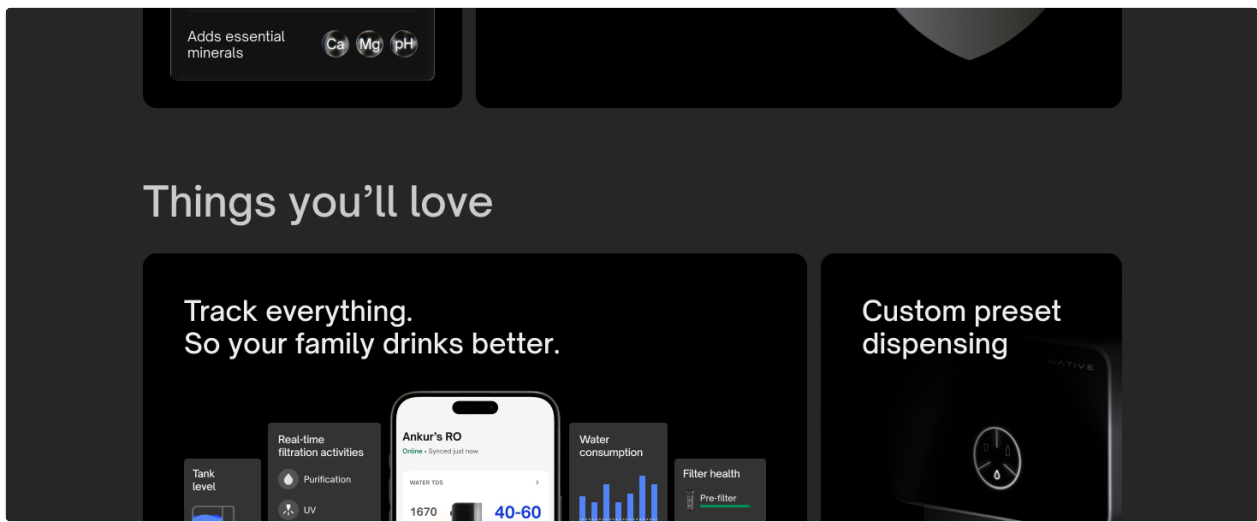


Image 3.1: Product dimensions. This image displays the physical dimensions of the Native M2 Pro water purifier and its accompanying pre-filter unit, indicating its compact design and the inclusion of a free pre-filter.

4. OPERATING INSTRUCTIONS

4.1 Powering On and Initial Use

1. After installation, ensure the purifier is connected to a power source.
2. The unit will automatically begin the purification process. The touch-screen display will show the status.
3. For first-time use, it is recommended to discard the first few liters of purified water to flush the system.

4.2 Water Dispensing

The M2 Pro features a modern touch-screen backlit display for water dispensing.

- **Preset Modes:** Select from modes for glass, bottle, or free-flow dispensing.
- **Customizable Volumes:** Use the Urban Company app to set your preferred dispensing volumes for each preset mode.
- **Guide Light:** An integrated guide light illuminates the dispensing area for convenience.
- **Retractable Tray:** Use the retractable tray to support containers during dispensing.

Design that looks good. Fits good.



Image 4.1: Custom preset dispensing modes. This image shows the mobile app interface for customizing water dispensing volumes for glass and bottle presets, demonstrating the hands-free operation of the purifier.

4.3 In-built Power Backup

In the event of a power outage, the in-built power backup allows you to dispense stored purified water using the touch-screen free-flow dispensing option.

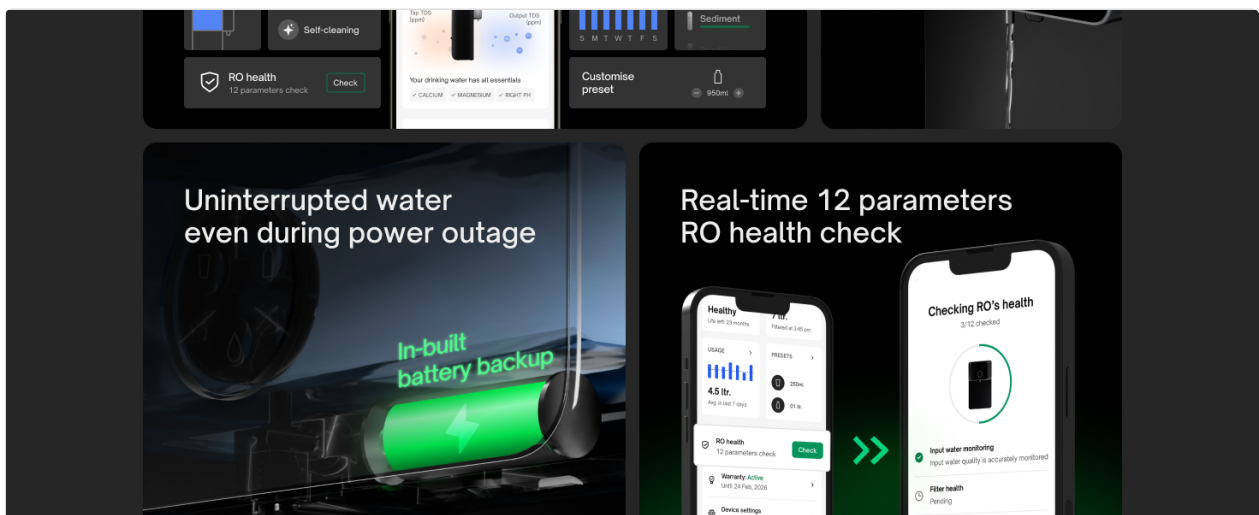


Image 4.2: In-built battery backup. This graphic illustrates the internal battery providing power backup, ensuring uninterrupted water dispensing even during power outages.

5. MAINTENANCE

The Native M2 Pro is designed for minimal maintenance, with filters lasting up to 2 years.

5.1 Filter Life and Replacement

- The advanced multi-micron filtration and self-cleaning technology ensure filters last a full 2 years.
- After 2 years, filters can be refreshed for a fixed cost of ₹5,000. This cost includes all filters, servicing, and warranty renewal for the subsequent 2 years.

5.2 Smart Rinse Technology

The purifier incorporates Smart Rinse Technology, which auto-cleans to prevent filter clogging and maintain optimal flow throughout the filter's lifespan.

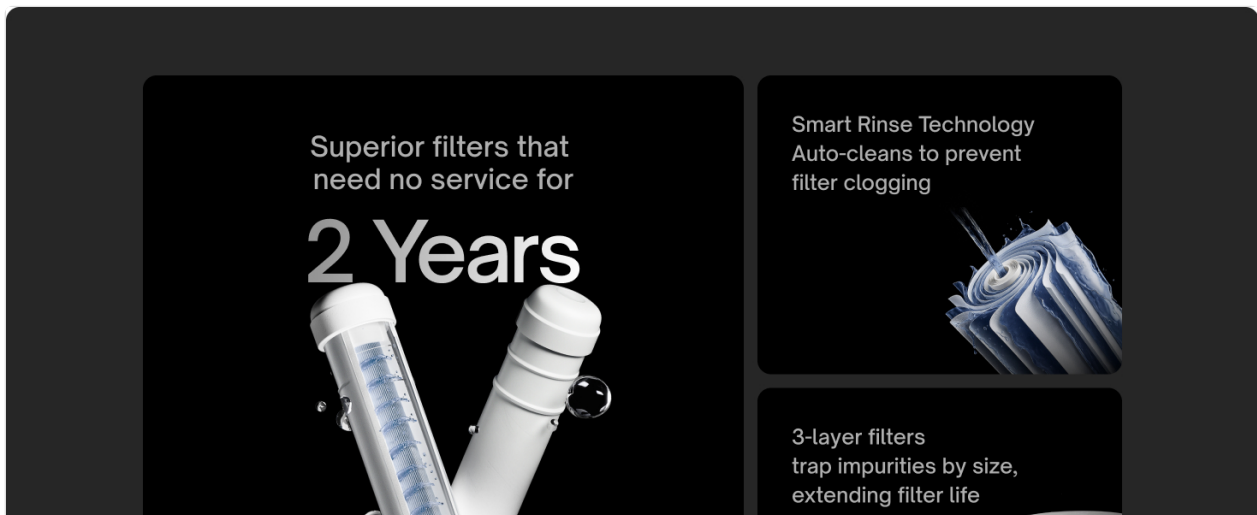


Image 5.1: Filter technology and longevity. This image highlights the superior filters designed for 2 years of service-free operation, the Smart Rinse Technology for preventing clogging, and the multi-layer filter structure that traps impurities by size.

6. SMART MONITORING AND TROUBLESHOOTING

The Urban Company app provides comprehensive monitoring and diagnostic tools for your water purifier.

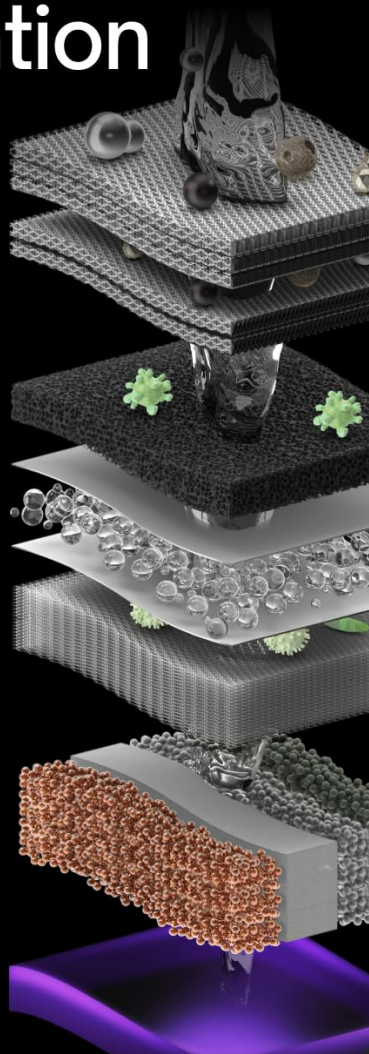
6.1 Real-time Tracking

Through the Urban Company app, you can track:

- Input and output water TDS (Total Dissolved Solids)
- Filter health and remaining lifespan
- Purification activity and water consumption trends

10-stage purification

RO + UV +
Copper +
Alkaline



Removes
impurities up to

0.0001 μm

Adds essential
minerals



Ideal for all
water sources



Tap water

Borewell

Tanker

Image 6.1: Real-time tracking via the Urban Company app. This image displays the app's dashboard, showing live TDS readings, filter health status (pre-filter, sediment, membrane), and a graph of water consumption over time, enabling users to monitor their purifier's performance.

6.2 Advanced Diagnostics

The app offers a comprehensive 12-parameter health check and provides service alerts before potential issues arise. This includes on-demand diagnosis of:

- Input water pressure
- Output water quality
- Filter health
- Purification pump status
- Purification system health
- Dispensing system health
- TDS sensors functionality
- Backup power status
- Connection status

Science-backed purity

100% RO + mineral-rich water



100% RO filtration. Always.

Tests show that even water with TDS as low as 100ppm can carry metals & microplastics. **Only RO filtration removes them.**

No TDS adjustments, no risks.

TDS adjustment mixes non-RO water with filtered water & brings contaminants back. **We don't adjust TDS. Every sip is 100% pure & mineral-rich.**

Image 6.2: On-demand RO health diagnosis. This image shows the Urban Company app performing a 9-parameter diagnosis, checking various aspects of the RO system's health, such as input water monitoring, filter health, and water inlet status.

7. SPECIFICATIONS

Feature	Detail
Brand	Native by UC
Model Number	M2 Pro
Purification Stages	10-Stage (RO+UV+Copper+Alkaline)
Special Feature	Reduce TDS, In-built Power Backup, Smart Real-time Tracking, Touch-Screen Dispensing
Product Dimensions	33.5L x 25.2W x 54.6H Centimeters

Feature	Detail
Item Weight	8.5 Kilograms (8 kg 500 g)
Material	Polypropylene
Capacity	8 Litres
Country of Origin	India
Manufacturer	Ronch Polymers Pvt Ltd

8. WARRANTY AND SUPPORT

8.1 2-Year Unconditional Warranty

Your Native by Urban Company M2 Pro Water Purifier comes with a comprehensive 2-year unconditional warranty. This warranty covers:

- All filters
- All membranes
- All electrical parts
- All spare parts

This coverage is irrespective of input water quality or consumption, providing complete peace of mind.

Track everything. So your family drinks better.

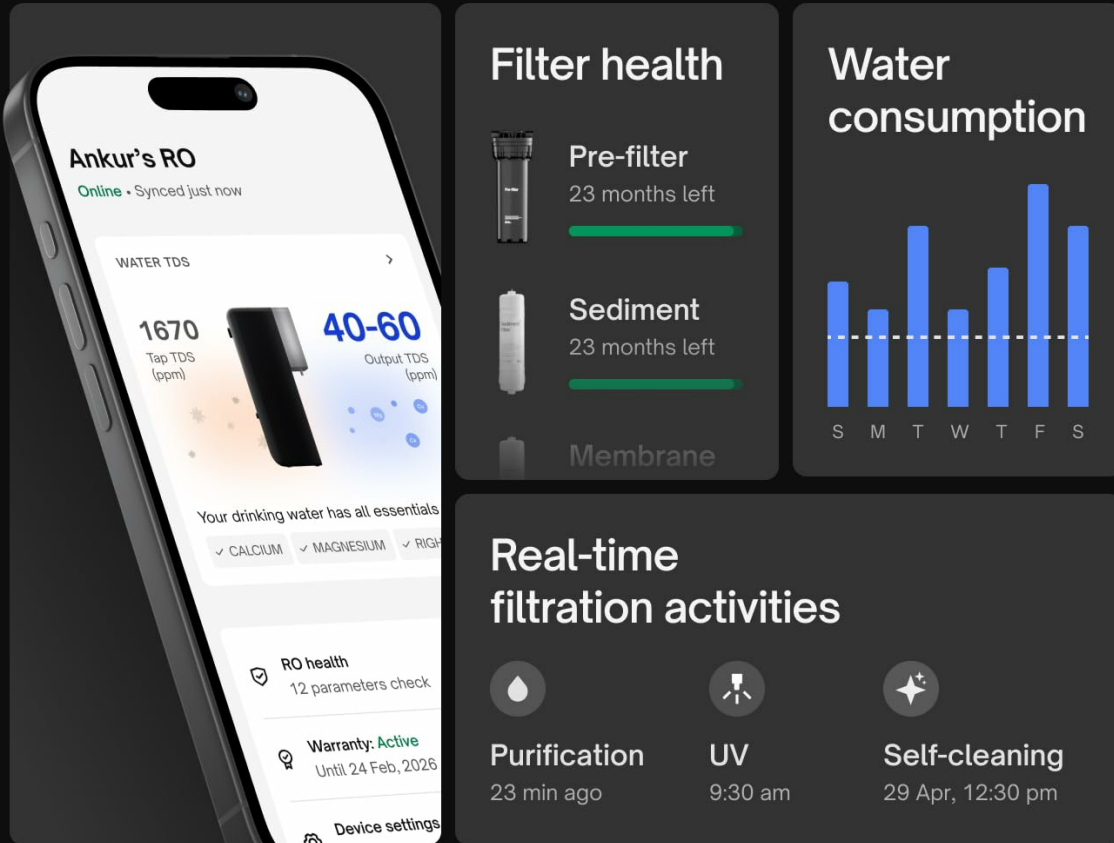


Image 8.1: 2-year unconditional coverage. This image visually confirms that all filters, electrical components, and spare parts are covered under the 2-year warranty.

8.2 Post-Warranty Filter Refresh

After the initial 2-year period, you can opt for a filter refresh service at a fixed cost of ₹5,000. This service includes:

- Replacement of all filters
- Complete servicing of the unit
- Renewal of warranty for the next 2 years

Custom preset modes for hands-free dispensing

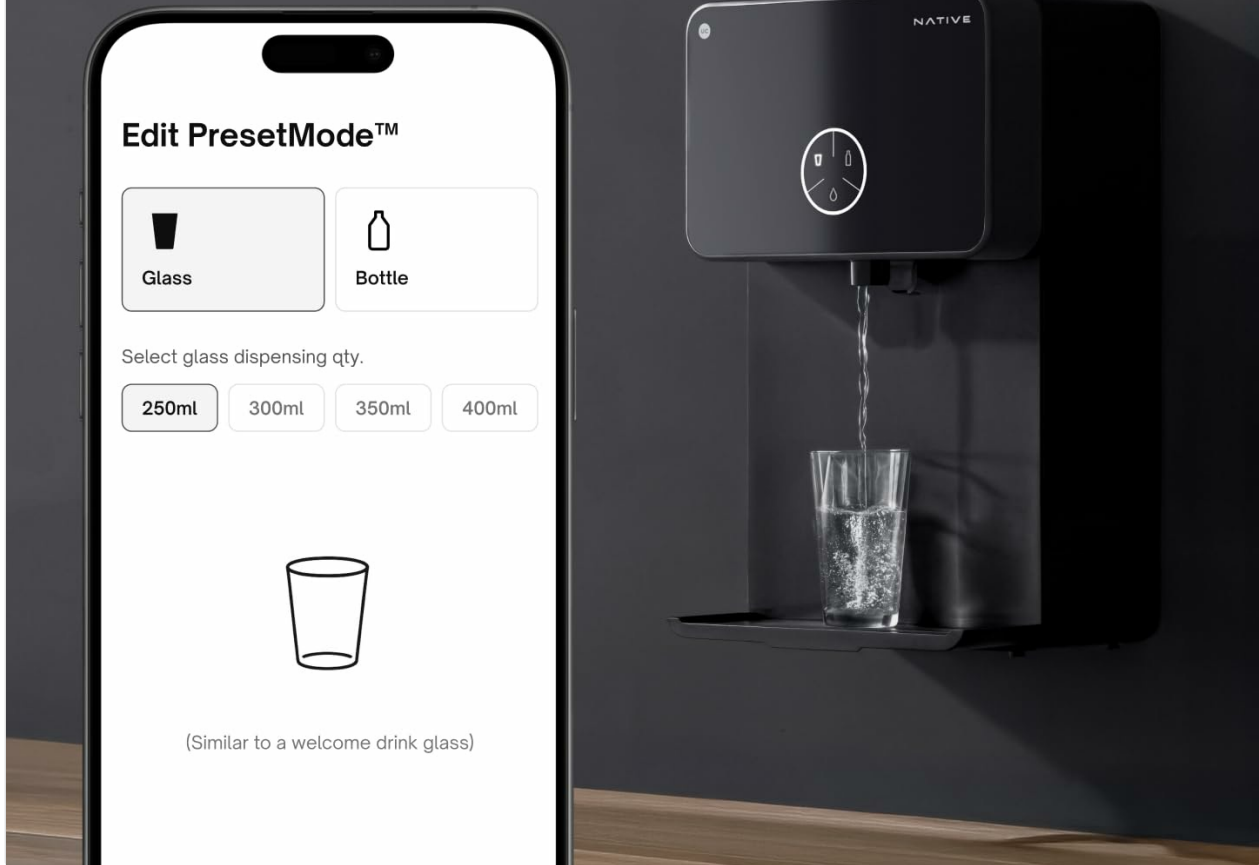


Image 8.2: Service cost comparison. This bar chart compares the total service costs over 8 years for the Native RO purifier (₹15,000) versus other purifiers (₹35,000), highlighting potential savings.

8.3 Contacting Support

For any queries, service requests, or technical assistance, please use the Urban Company app or visit the official Native by Urban Company website.

Official Brand Store: [Native by Urban Company Store](#)