

# TATA swach<sup>®</sup> DESIRE<sup>™</sup>+

WATER PURIFIER

ज्यादा का वादा



★ ★ ★  
**COMPLETE SAFETY**

FROM BACTERIA,  
VIRUSES AND  
CYSTS\*\*

Purifies  
upto  
**6000L**

**1.5 year**  
cartridge life

USER MANUAL

\*\* Tata Swach meets the Log Reduction Value (LRV) norms for Bacteria, Viruses & Cysts as per USEPA guidelines.  
\* Considering consumption of 10 Litres Water, by a family of 5 members per day.  
# Conditions apply. Pictures are for representational purposes only.

**TATA**  
**swach**<sup>®</sup>  
**DESIRE**<sup>™</sup>+

**Dear Customer,**

Thank you for placing confidence in TATA Swach DESIRE+ Water Purifier as the protector of your family's health!

We reassure you that with TATA Swach DESIRE+ Water Purifier, you have indeed made the right choice for your family's health and well-being. The revolutionary TATA Swach DESIRE+ Water Purifier ensures that your family is protected from water-borne diseases like Jaundice, Diarrhoea, Cholera, Typhoid and Dysentery. This manual will help you use your TATA Swach DESIRE+ Water Purifier in the most effective manner.

We request you to please go through the instructions in the manual carefully before beginning to assemble & thereafter use the TATA Swach DESIRE+ Water Purifier.

If you have any queries or suggestions, our customer care associates on the TATA Swach Toll Free Helpline:1800-2-585858 will be happy to assist you. (Lines open on all days from 10 am to 8 pm). It is always a pleasure to hear from you.

**Important Instructions**

- 1) Avoid exposure to direct sunlight as it may damage the TATA Swach DESIRE+ Water Purifier's plastic body.
- 2) Always keep the TATA Swach DESIRE+ Water Purifier in a clean, dust-free environment.
- 3) Keep both the storage containers clean. You should wash them at least once a week with clean water.
- 4) Top Mesh should be washed at least once a week or as frequently as required.
- 5) Do not use sharp objects like forks, spoons, knives etc. to clean any component of your TATA Swach DESIRE+ Water Purifier.
- 6) Handle your TATA Swach DESIRE+ Water Purifier with care and ensure that you do not drop any part from a height.

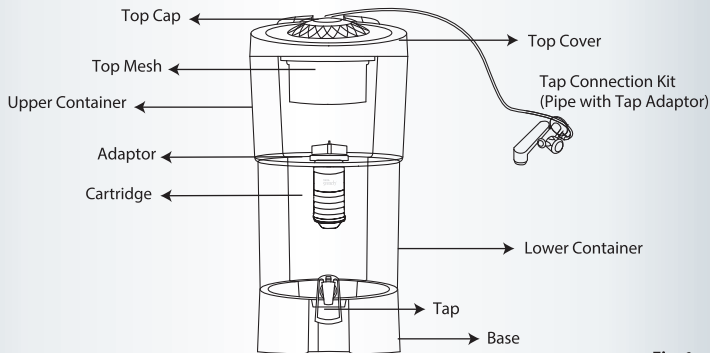


Fig: 1

## Know your TATA Swach DESIRE+ Water Purifier

Your TATA Swach DESIRE+ Water Purifier comprises:

### A) Storage Containers:

- Upper Container - up to 13 litres capacity
- Lower Container - up to 14 litres capacity

### B) Multi Stage Purification System:

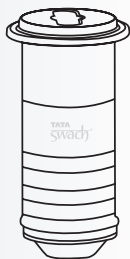
**1. Top Mesh:** Micro-mesh systems that remove the minutest visible impurities and makes water clean & clear.

### 2. TATA Swach Cartridge:

At the heart of the TATA Swach DESIRE+ Water Purifier lies the TATA Swach Cartridge.

The TATA Swach Cartridge contains Advanced Ultra hollow fibre technology inside. When poured in upper container, water passes under gravitational force through the miniscule pores of hollow fibres. Bacteria, viruses, protozoan cysts\*\* & other relevant contaminants gets trapped inside the fibres, which in turn allows only pure water to flow as output.

The TATA Swach Cartridge is designed to purify up to 6000 litres of water, but its life may vary depending on the quality of input water.



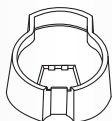
TATA Swach Cartridge

**TATA Swach Components:**

Your TATA Swach DESIRE+ Water Purifier comes disassembled with following parts:



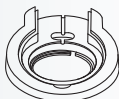
Lower Container



Base



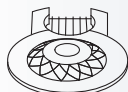
Upper Container



Top Cover



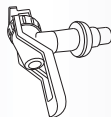
Adaptor



Top Cap



Cartridge



Tap



Syringe



Top Mesh

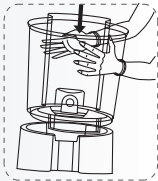
Pipe with  
Tap Adaptor

Note : Always keep backflush syringe in cleaned condition & place, as you need it for proper maintenance of the Cartridge.

Below are the simple steps to assemble your purifier.

**Step 1:**

Place the Lower Container on the Base.

**Step 2 a:**

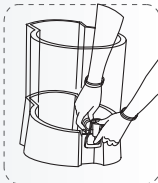
You will find a Tap with 2 rubber washers and 1 plastic nut.

**Step 2 b:**

Fit one washer to the Tap.

**Step 2 c:**

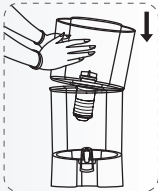
Fit the Tap in the slot available in the Lower Container. Ensure that you fit the Tap with 1 rubber washer outside and the other rubber washer with the plastic nut inside the Lower Container.

**Step 3:**

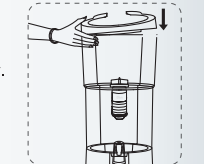
Now take the Upper Container and place the TATA Swach Cartridge in the slot provided. Turn adaptor clockwise while holding the cartridge firmly below.

**Step 4:**

Place the Upper Container on the Lower Container.

**Step 5:**

Place the Top Cover on the Upper Container.



Note : TATA Swach Cartridge should be dipped in clean water for 15 min before fitting.

**Step 6:**

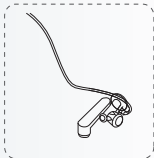
Lift the inlet pipe on the Top Cover to insert Top Mesh in the slot provided.

**Step 7:**

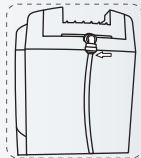
Place the Top Cap on Top Cover and fix it.

**Step 8 a:**

From the Tap Connection Kit, connect the Tap Adaptor to the tap.

**Step 8 b:**

Connect the other end of the pipe to connector fitted on the Top Cover of Water Purifier.

**Step 9:**

Follow post assembly instructions before use.



**Note:** While filling the Upper Container, close the tap connection once the Top Mesh gets filled to avoid overflow.

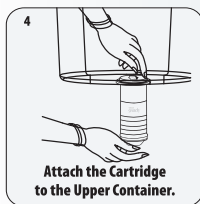
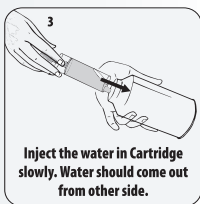
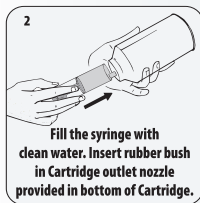
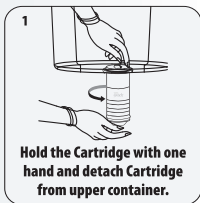
**Instructions for Post Assembly - Before Regular Use**

After you have assembled your TATA Swach DESIRE+ Water Purifier fill the Upper Container with water. In about 3-4 hours, entire water would have passed from Upper to Lower Container through the TATA Swach Cartridge. Empty the Lower Container completely. Now detach the Cartridge carefully, backflush with provided syringe & clean water (not the initial output) and attach the Cartridge back to the upper container. Your Tata Swach DESIRE+ Water Purifier is now ready for use.

## A) Back-Flushing (Cleaning) of TATA Swach Cartridge

Before back-flushing through syringe, pour clean water from top, then roll the Cartridge between the palms of both the hands. After rolling the Cartridge, remove the water from top (from where the water was poured) repeat the entire process several times.

Follow the easy steps below to back-flush the foreign impurities/ trapped air.



## B) Top Mesh:

- Clean the Top Mesh at least once a week or as often as necessary. To clean, simply hold it under running water. You may use a brush or a soft fabric to clean.
- Top Mesh may change colour with use over time, due to quality of input water. However, change in colour does not impact its ability to remove the minutest visible impurities in water.



### Note:

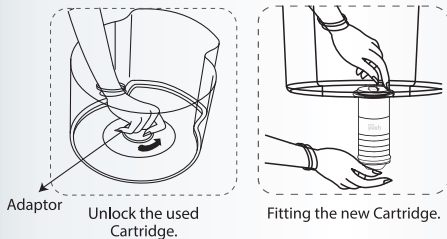
- Do not use any sharp-edged tools like knives, spoons, forks, soap/detergent etc. to clean any component of TATA Swach DESIRE + Water Purifier.





Changing your TATA Swach Cartridge is as simple as changing a light bulb. Simply follow the steps below:-

1. Remove Upper Container and empty out any remaining water.
2. Hold TATA Swach Cartridge with one hand and turn the Adaptor in anti-clockwise direction with the other hand (as in the diagram). TATA Swach Cartridge is unlocked. Pull it outwards gently
3. Now fit the new TATA Swach Cartridge in the groove of the Upper Container and turn the Adaptor clockwise to fit the Cartridge firmly.
4. Follow the post assembly instructions before regular use (Refer to Page 5)



#### TATA Swach DESIRE<sup>+</sup> Water Purifier

- Dimensions (Height x Width x Length) : 600 x 286 x 356 (in mm)
- Weight: 2.75 kgs
- Capacity:
  - Upper Container: up to 13 litres
  - Lower Container: up to 14 litres
- Material of construction:
  - Food grade, non-toxic, engineering plastic.

**Q1) What is the capacity of my TATA Swach DESIRE+ Water Purifier?**

The capacity of the Upper Container is 13 litres and Lower Container is 14 litres.

**Q2) How much water can the TATA Swach Cartridge purify?**

The Tata Swach Cartridge has a purification capacity upto 6000 liters of drinking water. The total purification capacity will depend also on the input water quality and usage conditions of the water purifier. One should ideally put normal drinking water such as municipal water or drinkable water from wells and borewells to enjoy the best performance of Tata Swach.

**Q3) Till which level should I fill the Upper Container?**

The water in Upper Container should be filled maximum up to top-level of the Top Mesh. Do not fill any water in the Upper Container if the Lower Container is full.

**Q4) What is the flow rate through the TATA Swach DESIRE+ Water Purifier?**

TATA Swach DESIRE+ Water Purifier purifies up to 4 to 5 litres of drinking water per hour. However, the rate could be lesser or higher depending on the quality of the input water.

**Q5) What if the water does not flow out of TATA Swach Cartridge?**

It may happen if the Tata Swach Cartridge accumulates too much contaminants inside. If no or very less water flows from the Cartridge outlet, please carefully remove the Cartridge from the upper container and perform backflush process properly as mentioned in Page No. 6. The backflush will remove the accumulated contaminants and allow the input water to flow out of the Cartridge.

**Q6) How will I know whether the Cartridge has reached its end of life point?**

Once TATA Swach Cartridge tends to reach its end of life, the water flow from the Cartridge outlet will decrease gradually. The output flow rate will not improve significantly even after proper backflushing and water flow may stop frequently from Cartridge outlet.

**Q7) What if there is a breakage accidentally?**

In case there is a breakage of any component, please call up TATA Swach Toll Free Helpline 1800-2-585858. They will direct you to the nearest TATA Swach outlet. You can easily get a fresh component. However, since the plastic components are not covered under warranty, the replacement/s would be chargeable.

**Q8) It is taking long time for water to come out through the Cartridge - any tips?**

When you use TATA Swach Cartridge first time, the Cartridge is virtually dry, and it takes a little longer time to purify water. We recommend that Cartridge be dipped in clean water for 15 Mins. once the Cartridge becomes wet, the flow rates shall increase. If still output flow is slow then remove the Cartridge from upper container & pour clean water inside the Cartridge, roll the Cartridge between the palms of both the hands. After rolling the Cartridge, remove the water from top (from where the water was poured) and repeat the entire process several times. If still the flow rate is slow, try Back- flushing the Cartridge several times before using it.

**Q9) Can hot water be poured in TATA Swach DESIRE+ Water Purifier for purification?**

No, do not pour hot water in TATA Swach DESIRE+ Water Purifier. Ideally, input water should have temperature within 10°C to 45°C

**Q10) Can TATA Swach DESIRE+ Water Purifier purify brackish/salty water?**

TATA Swach DESIRE+ Water Purifier can make water free from harmful bacteria, viruses and cysts. It does not remove dissolved solids or brackishness/ saltiness from water. In case you put brackish water into your TATA Swach DESIRE+ Water Purifier, the output water would be microbiologically safe, but there will be no change in taste. It may be noted that putting salty water consistently in the TATA Swach DESIRE+ Water Purifier may cause the TATA Swach Cartridge to choke before its designated end-of-life.

**Q11) Where can I buy a replacement for Cartridge?**

The Cartridge is widely available across many outlets. Please visit the nearest TATA Swach DESIRE+ Water Purifier retailer or the shop from where you had purchased your TATA Swach DESIRE+ Water Purifier or call TATA Swach Toll Free Helpline 1800-2-585858. You can also visit [www.tataswach.com](http://www.tataswach.com) and buy it online.

**Q12) Is the Tap safe and hygienic?**

The Tap will come in repeated contact with hands, bottles, glasses, etc. You should ensure that as a result of these contacts, the Tap does not get contaminated with germs. In case the Tap mouth gets visibly dirty, clean and disinfect it with a diluted disinfectant such as bleach, hypochlorite (50 ppm available chlorine) solution, then discard the first 2-3 litres of purified water that flows out of the Tap.

**Q13) What if there is condensation in the Bottom Container in Tata Swach?**

This is normal to happen in case there are temperature differences. However, it does not impact the quality of drinking water from your Tata Swach.

**The following are covered under the intellectual property rights of Tata Chemicals Ltd.:**

TATA Swach<sup>®</sup>

TATA Swach<sup>®</sup> Cartridge

TATA Swach<sup>®</sup> DESIRE+<sup>™</sup>

## TATA SWACH WARRANTY POLICY:

### **Tata Chemicals Limited (TCL) warrants against workmanship and material defects under normal usage conditions, as detailed below:-**

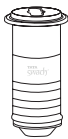
1. The warranty period for the Water Purifier's Plastic Components starts from the date of purchase by the first end user and shall be valid for a period of six (6) months from the date of purchase by the first end user, only in case of manufacturing defect.
2. Please handle the Water Purifier with care to guard against breakage. The entire Water Purifier as such is not covered under this warranty.
3. TCL or its Authorized Dealer (AD)/Authorised Service Provider (ASP) will replace or repair the Water Purifier's Plastic Body and/or the Tata Swach Cartridge for causes that in the opinion of TCL or its AD were due to faulty material or workmanship, with the exception of consumable items such as the Top Mesh.
4. TCL's obligation under this warranty shall be limited to repairing or providing replacement of parts which according to TCL are found to be defective. TCL or its AD/ASP will be entitled to retain any defective part/s replaced under this warranty.
5. Notification of any defects noticed must be given promptly [not later than three (3) days] to TCL or its AD in writing or by calling the Customer Care number. Adequate opportunity would have to be given to TCL or its AD to inspect/test and remedy the defects, for which, if required, the Water Purifier's Plastic Body would have to be deposited in any city in which the Water Purifier is sold through a TCL ASP/AD, along with the original invoice. Services under this warranty can be availed only at the said point of sale.
6. TCL's/ASP's/AD's inspection and test report will be final and binding under this warranty to determine defects/repairs/alterations that may be required for carrying out or certifying the working of the Water Purifier thereafter.
7. TCL or its AD/ASP shall not be held liable for greater than the cost of repair of the defects in the workmanship. Under no circumstances and in no event, shall TCL's liabilities under this warranty exceed the price paid by the customer for the Water Purifier. This warranty does not include any monetary compensation under any circumstances.
8. In case warranty claims are made within the period as specified above of this warranty and repairs are conducted on any part of the Water Purifier's Plastic Body, this warranty will thereafter continue and remain in force only for the remaining unexpired period.
9. TCL or its AD/ASP will not under any circumstances, be held liable for:
  - a. sickness or illness due to consumption of drinking water from the Water Purifier sold hereunder; and/or
  - b. for any injuries or damages of any kind, direct, consequential, or contingent, to persons or property; and/or
  - c. for repair or alterations made without prior written approval; and/or
  - d. for products clogged by suspended matter; precipitates, or biological growth; and /or
  - e. for failure when the water purifier has not been properly maintained.

It is understood that TCL or its AD/ASP does not have any control over the input liquid, maintenance and use of the Water Purifier and/or the Tata Swach Cartridge to be made liable for damages of any kind.

10. This warranty excludes all claims made on the Water Purifier or any of its parts thereof that in the opinion of TCL or its AD have been subjected to misuse, misapplication, negligence, alteration, accident or operations contrary to instructions provided in the user manual. This warranty does not include a service to diagnose a claimed malfunction in the unit.
11. TCL or its AD/ASP shall not be held responsible in case of failure to fulfill obligations under this warranty due to the occurrence of force majeure conditions including but not limited to floods, earthquakes, transportation strikes, labour disputes, or any other conditions beyond the control of TCL or its authorized AD/ASP.
12. This warranty is void if :-
  - a. any repair work is carried out by persons other than those of TCL or its AD/ASP and/or
  - b. the serial number at the bottom of the Water Purifier, when mentioned, is tampered with; and/or
  - c. the claimer is not the original purchaser of the unit; and/or
  - d. the unit is not operated under normal municipal water or drinkable water from wells or borewells.
13. TCL reserves the right to make design and product changes, improve design or change specifications at any time without any contingent obligations to prospective buyers, or owners of products previously sold.
14. This warranty is issued in Mumbai and the courts of Mumbai shall have exclusive jurisdiction over matters covered or flowing from this warranty.

## ALL THE SPARES YOU'LL EVER NEED

With every part of a Tata Swach **DESIRE+** readily available at a retailer near you, your purifier will always stay new.



Cartridge



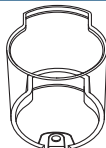
Top Mesh



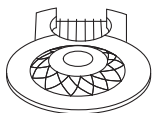
Tap



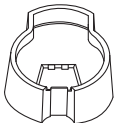
Upper Container



Lower Container



Top Cap



Base



Syringe

### HELP IS ALWAYS CLOSE BY.



Call toll free helpline **18002585858**



Log on to **www.tataswach.com**  
**OR** Visit your nearest retail outlet

**TATA**  
**swach**<sup>®</sup>  
**DESIRE**<sup>™</sup>**+**

**For suggestions and feedback, contact:**

Toll Free: **1800-2-585858**

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**Log on to:** [www.tataswach.com](http://www.tataswach.com)

**OR**

**Email:** [tataswach@tatachemicals.com](mailto:tataswach@tatachemicals.com)

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**Consumer Care Cell:**

TATA Swach® Customer Care Manager,  
**TATA CHEMICALS LIMITED,**  
Leela Business Park, Andheri-Kurla Road, Andheri East,  
Mumbai – 400059, Maharashtra, India.