

**ZERO B™**  
PURE WATER SOLUTIONS

**Kitchen Mate**  
**RO Water Purifier**



Under the Counter RO Model

*"Accessories shown may not be a part of the standard product"  
"This unit comprise of product, tank & faucet"*



# Congratulations!

Dear Customer,

You are now a proud owner of "Zero B Kitchen Mate RO Water Purifier" from the house of Ion Exchange (India) Ltd.

We thank you for giving us the opportunity to serve you. We are committed to provide you the same level of satisfaction which millions of our valued customers are enjoying.

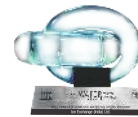
We are pioneers of water treatment technology in India. For five decades, our technological innovations have combated different types of contaminants present in water, to make it pure and safe for your different application. At Zero B, every product is crafted with meticulous attention to detail so that it provides ultimate protection against all water-borne diseases and ensures complete protection to your family.

In our endeavor to further establish a closer relationship with you, we have created a 24 hour Customer Care Help Desk no. 022 6618 1234 for all your queries / complaint. Our water care personnel, who is a specialist in water treatment, shall visit you to attend your requirements.


Thank you once again for giving us this opportunity to serve you.

With Best Wishes,


Ion Exchange (India) Ltd.  
Home Water Solutions:  
Ion House, Dr. E. Moses Road, Mahalaxmi, Mumbai 400 011.  
Tel.: 022-3913 2222/ 2207, Fax: 022-24938737  
SMS ZEROB to 54242  
Email: zerob@ionexchange.co.in • Website: www.zerobonline.com



Best Complete Water Management  
Solutions Provider : Domestic &  
Institution 2013-14 by UNESCO & WQA



How does Zero B Kitchen Mate RO Water Work?	1
7-Stage Purification	2
Special Features	3
What Impurities Does it Remove?	4
Opening the Pack	5
Installation	5
Precaution in Installing the unit	6
HN Tank Cleaning	8
Pre-filter Cleaning	9
Technical Specifications	10
Do's and Don'ts	12
Troubleshooting	13
Warranty Card	14
Service at Your Doorstep	16





## How Does Zero B Kitchen Mate Work ?

Dear Customers,

Level of insecticides, pesticides, Arsenic, pyrogen, cyst has increased drastically over last few years which has led to increase in cancer disease, Magnesium, Lead, Aluminum and Mercury present in water affect to skin discoloration, mental retardation in children, & brain damage. Apart from this, contaminants like bacteria & viruses can cause dysentery, diarrhea, fever, cholera, typhoid, polio, liver damage, jaundice and hepatitis A & E.

Therefore, Water purifiers have now become a mandatory home appliance with people increasingly becoming health conscious with the rise in water borne diseases.

Zero B Kitchen Mate RO offer your double safety purification process that provides 100% germicidal protection. The under sink application also does not occupy extra space in your kitchen.

The only technology that doesn't just remove bacteria and viruses from water but also eliminates pesticides, harmful chemicals, metals and dissolved salts.

Zero B Kitchen Mate RO comes with a multistage pre-filter that gives easy cleaning with a filter bag, high quality filtration media and an activated carbon filter ( stage 1,2 and 3 ). Inlet water passes through the 7 stages purification process before giving you the natural tasting, crystal clear water.

## 7-Stage Purification

### Stage 1: Pre-Filtration

Inlet water passes through micron PP filter bag rated finer than 20 microns which removes impurities like sand, silt, hair and particles from water.

### Stage 2: High-Q Filtration

Water undergoes a coarse filtration followed by fine filtration through a special filter, which holds higher quantity of fine particles and suspended impurities.

### Stage 3: Bacteriostatic Activated Carbon Cartridge

This highly filtered water then passes through a Bacteriostatic Activated Carbon filter (high grade silver impregnated carbon) which removes organic impurities, carcinogenic chemicals (such as VOC and THMs), chlorine, colour and odour from water. It also prevents the growth of bacteria on the carbon itself. This makes the water crisp to taste.

### Stage 4: Sediment Cartridge (10 micron)

The sediment cartridge in this stage filters out fine suspended impurities from water and hence offers high clarity to water.

### Stage 5: Reverse Osmosis Membrane

Reverse Osmosis Membrane having pore size of 0.0001 micron rejects all kinds of contaminations like bacteria, viruses, pyrogen and toxic cancer causing chemicals like pesticides, insecticides, VOCs, Trihalomethanes, fluoride, arsenic, lead & heavy metals. The RO membrane reduces upto 95% of total dissolved salts, thereby imparting good taste to the water. This makes the water pure, safe and crystal clear.

### Stage 6 & 7: Double Safety Purifier (Resin-Carbon Cartridge)

The Disinfection Resin releases small amount of disinfectant which kills diseases causing bacteria and viruses. This stage is followed by...

The Bacteriostatic Carbon stage which removes traces of disinfectant released by resin. Also colour and odour from water. This backup purifier comprising of Resin and Carbon provides additional protection in case of membrane performance failure. This backup purifier offers 100 % germicidal protection.

The purified water gets collected in Hydropneumatic storage tank capacity of 8 ltrs. Provides pressurized water at a very high flow rate from the faucet fix on the platform.

## Special Features



### PURE WATER

Converts salty water to pure, crystal clear, natural tasting drinking water.



### TDS + HEAVY METAL REMOVER

Removes excess salts, bacteria, viruses, pesticides, harmful chemicals, heavy metals from water.



### INTELLIGENT AUTO FILL

Ensures that the RO purifier never runs out of pure & safe drinking water.



### DOUBLE SAFETY

Purifier provides additional safety by offering 100% germicidal protection.



### TLC Valve

(Wired) ensures pump cutoff whenever the tank fills up.



### AUTOMATIC

Fully automatic operations



### HIGH FLOW

(8\* LPH) Equipped with advanced high flow membrane.



### LONGER LIFE

Works on low pressure, thereby lower fouling of membrane.



### HYDROPNEUMATIC TANK,

with storage capacity of 8 ltr., provides pressurized water at a very high flow rate from the faucet.



### CERTIFICATE

Product water meets USEPA drinking water standards and IS 10500.

\*Under test conditions

## What Impurities Does It Remove?

Zero B RO Water Purifier Vs Conventional Water Treatments

IMPURITIES	POTENTIAL HEALTH HAZARDS	FILTRATION	UV	BOILING	ZERO B Kitchen Mate
Antimony	Higher blood cholesterol, lower blood glucose	N	N	N	Y
Arsenic	Skin damage, circulatory system problems, higher risk of cancer	N	N	N	Y
Asbestos	Higher risk of developing benign polyps	N	N	N	Y
Barium	Higher blood pressure	N	N	N	Y
Cadmium	Kidney damage	N	N	N	Y
Chromium	Allergic dermatitis	N	N	N	Y
Copper	Short term exposure: Gastrointestinal distress Long term exposure: Wilson's disease	N	N	N	Y
Cyanide	Nerve damage or thyroid problem	N	N	N	Y
Fluorides	Bone disease, mottled teeth in children	N	N	N	Y
Lead	Children: Physical/Mental development delays Adults: High blood pressure, kidney problems	N	N	N	Y
Mercury	Kidney damage	N	N	N	Y
Nickel	Kidney damage, respiratory problems, higher cancer risk	N	N	N	Y
Nitrate	Infants (under 8 months): Blue Baby syndrome	N	N	N	Y
Selenium	Hair/Fingernail loss, circulatory problems	N	N	N	Y
Sodium	Hypertension	N	N	N	Y
Sulphates	Catharsis, dehydration, gastrointestinal irritation	N	N	N	Y
Thallium	Hair loss, changes in blood, kidney problems	N	N	N	Y
Trihalomethanes	Liver, kidney or central nervous system problems, higher cancer risk	N	N	N	Y
Giardia Lamblla	Giardiasis	N	Y	Y	Y
Viruses	Gastroenteric disease	N	Y	Y	Y
Bacteria	Gastroenteric disease	N	Y	Y	Y

Y - Yes, N - No (Product water meets USEPA drinking water standards)



## Opening the pack

- After opening the unit from the packing, check for damages, loose water connections and nut / bolt fittings
- Ensure pressure of the plumbing line is as per the specifications
- Carry out plumbing connections as shown in the illustration on the next pages
- Make the water and electrical connection, but do not fix the Zero B Kitchen Mate and pre-filter on wall. Please do not start the water connection
- Carry out functional test of the pre-filter and Zero B Kitchen Mate unit on a counter or on a kitchen platform before fixing the screws on the wall

## Installation

Your Zero B Kitchen Mate RO purifier will be installed free of cost by our 'Water Care Service Engineer'.  
(Only basic installation material has been provided with the product. Additional material required will be charged at actual)

### Location of the Unit:

- Ensure that the reject point is not too far from the customer drain
- Please do not terminate directly into the drainage (keep it hanging over the drainage)
- Install the unit away from any direct source of heat, sunlight or splashing water

### Electrical Requirements:

- 230V AC  $\pm$  10%, 5A socket with proper earthing to be made available at the point of installation
- Ensure that a voltage stabilizer is installed where the main voltage variation is more than 230V AC  $\pm$  10%.  
Also ensure adequate earthing on voltage stabilizer



## Installation

### System:

- The unit is a high-pressure hydraulic system, hence all hydraulic fittings to be ensured tight. Do not tamper with these fittings
- Unit is not to be kept in closed environment. Sufficient ventilation is required. Avoid any kind of high impact on the unit

### Plumbing Requirements:

- ½" water line with minimum of 0.5 kg/cm<sup>2</sup> pressure and maximum of 2 - kg/cm<sup>2</sup> pressure
- Drainage line is required within a distance of 1 meter from the unit
- Ball valve & Hose adapter (Provided with the unit)
- Ensure that the raw water quality meets the specification

## Precautions in Installing The Unit:

- Locate the Zero B Kitchen Mate in dry place under the sink or under the counter
- Fix pre-filter along with inlet tubing
- Please do not terminate reject line tubing directly into the draiage ( keep it hanging over the drainage )
- Install the unit away from direct source of heat or splashing water
- The Unit should be located conveniently where the power outlet of 230V AC is available.

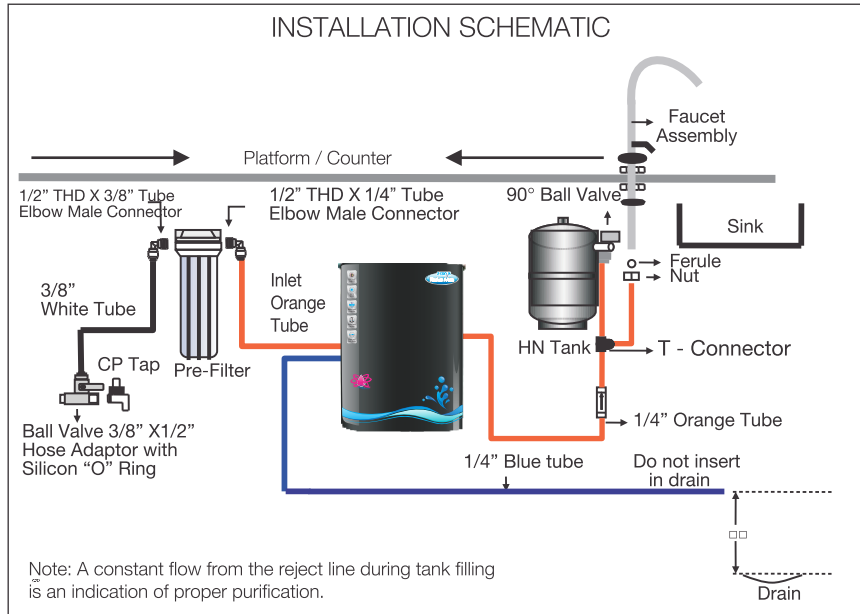
Note: A constant flow from the reject line during tank filling is an indication of proper purification

## Maintenance

- Replace cartridges as recommended for ensuring continuous and efficient working of Zero B Kitchen Mate.
- Pre-filter: Every one year or on choking
- Sediment filters: Every 6 months or on choking
- RO & Resin Carbon: Every one year or on choking

The outer body of Zero B Kitchen Mate should be wiped with a clean, soft cloth or a mild household cleaner.

## Installation



### Please Note

It is recommended to drain complete tank water for the first time & then clean the tanks & refill again. It's natural to get blackish water for initial 1.5 ltr

## HN Tank Cleaning

### WHEN TO CLEAN THE TANK?

**The tank should be cleaned:**

- During installation
- Once in 2 months when in use
- If the purifier is not in use for more than 15 days
- When product water gives offensive smell

### HOW TO CLEAN THE TANK?

- Switch off the power
- Dispense all the water from the tank
- Sanitize HN tank as per schedule

### IT IS HIGHLY RECOMMENDED THAT?

- The tank should be sanitized and cleaned as per procedure
- HN Tank should be sanitized once in two months
- The stored water should be thrown and tank should be cleaned, if the unit is not in use for more than 2 to 3 days

**Note :** Allow only ZERO B authorised service personnel to clean the tank.

Please Call Zero B Help Desk No. 022 - 6618 1234

## Pre-filter Cleaning

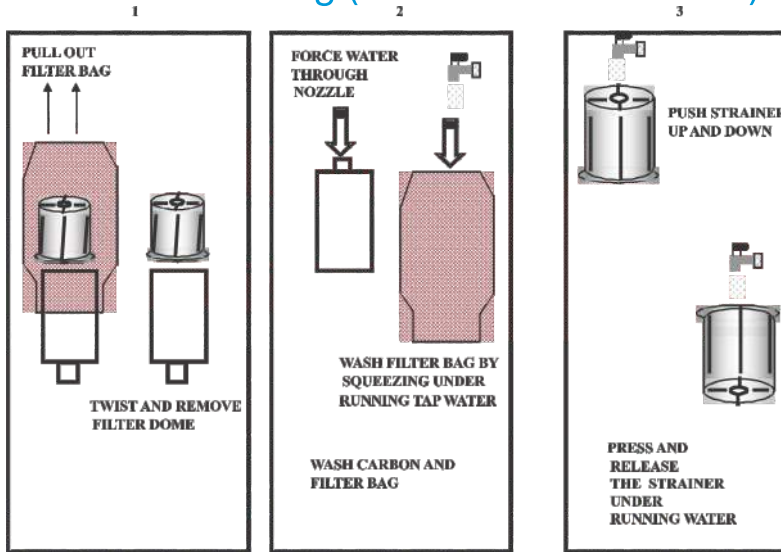
### WHEN TO CLEAN?

- As a routine once in a 15 days
- Whenever tank filling takes more than 90 min. (1½ hr.)
- For muddy water, clean regularly

### HOW TO CLEAN?

- Close the inlet tap, switch off the power
- Open the pre-filter housing
- Turn and remove the cartridge
- Hold the cartridge nozzle under running tap water
- Assemble the unit following the reverse sequence of opening
- Tighten the housing securely to avoid leakage of water

## Pre-Filter Cleaning ( Zero B Kitchen Mate )



## Technical Specifications

PARAMETER	Zero B Kitchen Mate RO Water Purifier
Dimension in MM (basic unit) L x W x H	305 x 220 x 372
Purification Stages	7
Output Flow rate	8* litres / hour
Maximum Recommended Output	40 litres / day
Weight ( net )	13 Kg
<b>INLET WATER CONDITIONS</b>	
Inlet opening	Inlet opening from your 1/2" BSP male thread connection
Inlet pressure ( Min - Max )	0.5-2.0 kg/cm <sup>2</sup>
Maximum Inlet water TDS	1300 ppm (subject to hardness of inlet water being less than 500 ppm)
Rejection of salts (TDS)	Upto 95%
Recovery	Upto 35 %
<b>ELECTRIC SUPPLY</b>	
Operating voltage	230V AC±10%, 50Hz
Power consumption	30 watts Max
RO booster pump	24 VDC
<b>PURIFICATION STAGES</b>	
Pre-filter	Finer than 20 micron
Sediment filter	5-10 micron rated
RO membrane	50 GPD
Resin Carbon cartridge	Polyiodinated resin, polishing bacteriostatic activated carbon

\*Under test conditions of water input @750 TDS level

## Technical Specifications

Hydropneumatic tank pressure in kg/cm <sup>2</sup>	1.8 to 2.8 (factory set)
Storage Tank Capacity	8 litres
Hydropneumatic Tank ( Dimension in mm )	( Height x Dia ) 368 x 267

- Product water meets USEPA drinking water standards as per IS 10500
- The above specifications may change without prior notice
- This product is comprised of Unit, Tank & Faucet
- Inlet water must contain NIL total iron, manganese and hydrogen sulfide



Customized placement of the filter below the counter with the tank to suit the space.



## Do's and Don'ts

### DO'S

- Ensure that your Zero B Kitchen Mate unit has been installed at a cool, dry and well ventilated place and in vertical position
- Clean the tank once in 30 days
- Provide proper earthing to the unit
- If you have not used the unit water for more than 7 days, clean the tank before reusing, as water might have contaminated due to long storage
- In case of cartridge replacement. Always call Zero B Customer Care Help Desk : 022 6618 1234
- Always use only Zero B genuine spares for guaranteed performance & to protect your purifier

### DON'T

- Expose the unit to direct sunlight or splashing water
- Pass hot water through the unit as it may damage the filters. Your Zero B Kitchen Mate is for normal water usage only (max temp. 40° C)
- Place any heavy or dangerous objects on top of purifier as this may damage the body of your Zero B Kitchen Mate
- Pull out the tank without switching off the unit and draining the water from the tank
- Do not buy local spares, this will put a risk on your water purity and the purifier performance
- Do not tamper as this might lead to over flow of water from the tank
- Do not open the unit, only allow Zero B service technician to open, service & handle the unit

## Troubleshooting ( Kitchen Mate )

	SYMPTOMS	CAUSES	SOLUTIONS
<p>Before calling for service, check the following:</p> <p>Power supply is ON</p> <p>Inlet water has sufficient pressure</p> <p>Check and clean the pre-filter</p>	1) Water tastes bad	<p>a) The product water tank is dirty</p> <p>b) The purified water might have been kept for a long time</p> <p>c) Filters might have exhausted.</p>	<p>a) Sanitize the storage tank</p> <p>b) Drain the water, clean the tank and fill fresh water again</p> <p>c) Call the Service Engineer to check the filters.</p>
	2) Water flow stops or reduces	<p>a) The tap water valve is closed</p> <p>b) There is no water supply from the tap</p> <p>c) Pre-filter, Sediment Filter, RO Membrane and / or Resin Carbon Filter is choked</p> <p>d) The tap water temperature is too low</p> <p>e) The power supply is OFF</p>	<p>a) Open the water tap valve</p> <p>b) If there is no tap water supply, close the valve</p> <p>c) Call Service Engineer for replacement</p> <p>d) If the tap water temperature is low, purified water flow will reduce</p> <p>e) Switch ON the power supply.</p>

Zero B customer care help desk No: 022 6618 1234





## Warranty Card

(To be filled in by the sales representative and retained by the customer for reference)

Unit Serial No.: .....

Invoice No.: .....Product Serial No.: .....

Dated: .....

Date of Expiry of Warranty: .....

Customer's Name and Address: .....

.....

Tel. No. (Res.): ..... (Off.): .....

Fax No.: ..... E-mail ID.: .....

Customer's Signature: .....

( I accept the terms and conditions of warranty)

Company's Stamp & Signature

## Warranty Card

Please preserve this warranty card and ensure that this is duly stamped and signed by the company official. Zero B Kitchen Mate (therein referred to as the product) is warranted throughout India only by Ion Exchange (India) Limited (herein referred to as the company) as per the conditions printed below :

### TERMS & CONDITIONS OF WARRANTY

- The product is warranted against any manufacturing defect arising out of any faulty or defective material or workmanship for a period of 12 months from the date of installation
- The Company's responsibility under this warranty will confine to the first purchaser only, and will not apply or extend to any subsequent sale of the product by the customer
- The Company's liability under this warranty shall remain valid if, and only if the product is duly installed by the Company at the address specified in the invoice or where the installation is at a place other than specified in the invoice, such installation is undertaken with the consent of and by the Company
- The customer shall notify the Company in writing promptly, of any defects noticed and shall give the Company adequate time to inspect, test and rectify them for which the customer will deposit the product if so required by the Company, to the Company office / service center along with the warranty and proof of purchase
- The Company's responsibility will be either to repair the defective components or exclude defects occurring because of abuse or faulty maintenance. Repairs of goods or parts by others and consumable components are not covered by this warranty
- The Company will be entitled to retain any defective part replaced under warranty
- The consumer will have no claim under this warranty in respect of death/injury to any person or loss/damage to any property caused as a result of equipment failure, breakdown or accident on utilization of goods not in accordance with the instructions in this user manual or any other circumstances beyond the control of the Company. Any dispute arising out of this warranty will be settled in the courts at Mumbai only
- To avail the benefits of free service customer's needs to register their details to Zero B Customer Care No. 022 6618 1234 or e-mail to zerob@ionexchange.co.in within 1 month from the date of purchase of the product. Invoice no.; date of purchase; customer's name; address; telephone no. e-mail ID
- Zero B reserves the right to make design and product changes, improve design or change specifications at any time without contingent obligation to prospective buyers, or owners of products previously sold
- Zero B or its Authorised Service Provider cannot and will not to be held liable for any sickness or illness due to the usage of product water supplied by Zero B
- Under no circumstances, the terms mentioned above are negotiable and no employee of Zero B or its Authorised Service Provider has the authority to supersede the terms mentioned above

## Service At Your Doorstep

The Company offers you one year warranty for your Zero B Kitchen Mate. After expiry of warranty you can avail the option of entering into Annual Maintenance Contract with us. For details, do remember to ask for your copy of the contract from the Company before the warranty period gets over.

For registering your complaint please contact Zero B Customer Care



To avail the benefits of 3 free service Customer's needs to register their details **Zero B Customer Care no. 022 6618 1234** or e-mail to **zerob@ionexchange.co.in** within 1 month from the date of purchase of the product. Invoice no.; date of purchase; customer's name; address; telephone no.; e-mail ID



## SERVICE COUPONS

### 3<sup>rd</sup> FREE SERVICE COUPON

Model No. : \_\_\_\_\_ Unit Serial No. : \_\_\_\_\_  
Customer Name : \_\_\_\_\_ Delivery Date : \_\_\_\_\_  
Customer Mobile No. \_\_\_\_\_ Service Date : \_\_\_\_\_  
Customer's Signature \_\_\_\_\_ Service by/Location \_\_\_\_\_

---

### 2<sup>nd</sup> FREE SERVICE COUPON

Model No. : \_\_\_\_\_ Unit Serial No. : \_\_\_\_\_  
Customer Name : \_\_\_\_\_ Delivery Date : \_\_\_\_\_  
Customer Mobile No. \_\_\_\_\_ Service Date : \_\_\_\_\_  
Customer's Signature \_\_\_\_\_ Service by/Location \_\_\_\_\_

---

### 1<sup>st</sup> FREE SERVICE COUPON

Model No. : \_\_\_\_\_ Unit Serial No. : \_\_\_\_\_  
Customer Name : \_\_\_\_\_ Delivery Date : \_\_\_\_\_  
Customer Mobile No. \_\_\_\_\_ Service Date : \_\_\_\_\_  
Customer's Signature \_\_\_\_\_ Service by/Location \_\_\_\_\_






## SERVICE COUPONS

- After the machine is serviced, sign the coupon and give it to "Water Care Service Engineer."
- Valid only for a period of one year from the date of purchase
- Non-transferable and non-extendable
- Cannot be encashed
- Ensure that the machine is services to your satisfaction before handing the signed coupon to the "Water Care Service Engineer."

- 
- After the machine is serviced, sign the coupon and give it to "Water Care Service Engineer."
  - Valid only for a period of one year from the date of purchase
  - Non-transferable and non-extendable
  - Cannot be encashed
  - Ensure that the machine is services to your satisfaction before handing the signed coupon to the "Water Care Service Engineer."

- 
- After the machine is serviced, sign the coupon and give it to "Water Care Service Engineer."
  - Valid only for a period of one year from the date of purchase
  - Non-transferable and non-extendable
  - Cannot be encashed
  - Ensure that the machine is services to your satisfaction before handing the signed coupon to the "Water Care Service Engineer."
- 

Ion Exchange (India) Ltd., is a leader in the business of water treatment and solutions that are so vital to people's lives and the environment.

For more than five decades, Ion Exchange (India) Ltd., has pioneered many path-breaking innovations in the field of engineering and marketing to provide a one-stop solution for industry, homes and the communities. Bearing testimony to this are more than 35,000 water treatment installations worldwide. Our plants have been exported to USA, UK, South East Asia, Japan, Middle East, Far East as well as neighbouring countries like Bangladesh, Nepal, Mauritius and Sri Lanka.

In the consumer market, under the flagship of the Zero B brand, the company has introduced products catering to every need of the customer. From Online Water Purifiers to the most advanced Reverse Osmosis Water Purifiers, from drinking water vending machines to bottled packaged water, to name a few, Ion Exchange (India) Ltd. has led virtually every breakthrough in the Indian market fulfilling the company's vision: "To be a leader in our business which is so vital to people's lives and the environment".



---

Home Water Solutions: Ion Exchange (India) Ltd., Ion House, Dr. E. Moses Road, Mahalaxmi, Mumbai-400011,  
Tel.: 022-39132222 / 2207, Fax: 022-24938737 • SMS ZEROB to 54242  
Email: [zerob@ionexchange.co.in](mailto:zerob@ionexchange.co.in) • Website: [www.zerobonline.com](http://www.zerobonline.com)