

PURIFAAYA



[Pick the date]

User Experience Report

E4C user experience reports are meant to capture the user perspective from the field in the technology for development space.

Purifaaya

USER EXPERIENCE REPORT

“It’s saving me a lot of money. I no longer have to buy bottled water especially because I’ll fill up a water bottle and take it with me so when I’m around town I don’t have to buy water. A big water is 2K UGX (or about \$0.50 USD) so it ends up saving a lot.”

FACTS



User: Shauna, urban professional

Location of the interviewee: Kampala, Uganda. Urban household

Interview Language: English

Interview Date: 5 September 2017

User provision

Where did the person get the product from? If bought then for how much? If given then by who. Where else can it be bought from? etc.

Shauna bought the product from Vine Pharmacy in Kabalagala, Kampala for 90K UGX, or about \$25 USD. The Purifaaya can be bought from local distributors all around Uganda.

The cost to operate and maintain the filter is about \$0 USD.

[Shauna, 5 September 2017.]



INTERVIEW QUESTIONS:

Example of 8 questions. Remember that the range of questions should be from 6 to 8. Include picture as you see fit. If you want more quotes duplicate any of the 2 boxes presented above. Follow the same format.

- **How long have they been using the product?**

Shauna has been using the product for about 2 months.

- **How frequently do they use the product? Or What was the last time you used this product?**

Shauna uses the product about twice a day and the last time she used it was a couple hours ago.

- **How often do you use this product in the last day? week?**

Twice a day.

- **What products were they using before?**

Shauna was boiling water at her home in Kampala. And she got tired of it so she started buying a lot of bottled water which became too expensive.

- **Cost of operating? Maintenance?**

Close to \$0 USD to operate and maintain. The woman that Shauna bought the Purifaaya from said that the local way to clean the filter is to cut a bag of sugar and use it to rub the ceramic to clean the pores.

- **Would you purchase it again/recommend it to friends/colleagues? Why/why not?**

Shauna thinks she would recommend it to a friend but she is not sure she could suggest it over other ceramic filters, especially because the first Purifaaya she bought didn't work.

- **Specific questions about different performance parameters (depending on product)**
- **What things would you change? Suggestions for designer?**

It looks cheap. It doesn't look great on your counter so Shauna suggests that the design should become modernized.

- **Where did you get the product from?**

Vine Pharmacy in Kabalagala, Kampala

- **Has the device ever malfunctioned or broke during use? What happened and what did you do to solve the problem?**

"I was not happy because after I bought it, it didn't work. I brought it home and it didn't work. I read that I needed to fill it up and pour it out three times before using it. And I would fill it up and it would take two or more days to filter so I brought it back and they got me a new one, but had to order it and I had to wait to wait for a few days. They said maybe the ceramic was too fine or how it was made and that I had to clean"

[Shauna, 5 September 2017]

- **How often do you replace the product (or parts of the product)?**

The product is designed so you never have to replace the ceramic filter. Although, the first filter Shauna bought didn't work so she had to replace it immediately.