

# TECH-JAL



14th July, 2018

## User Experience Report

“Three years ago, there were a lot of complaints about the health of the students. Even the principal suffered from gastric issues and diarrhea. Then we switched from our RO water purifiers to Technorbital’s Tech-Jal and there are no complaints anymore.”

## FACTS

[Ranjeet]



**User:** Ranjeet is a worker in St. Joseph’s Sr. Sec. School.

**Location of the interviewee:** Jajmau, Kanpur, India, private school

**Interview Language:** Hindi, translated to English by the interviewer

**Interview Date:** July 2018

## Some notes from the interview

- *How long have you been using Technorbital's Tech-Jal?*

We have been using Tech-Jal for three years (since 2015). There are three Tech-Jal units installed in the school serving 2400-2500 students every day.

- *What products were you using before?*

We were using RO purifiers by some other local manufacturers.

- *Why did you switch to Tech-Jal?*

The principal wanted to shift from our initially installed RO purifiers. She said she been facing stomach illness and diarrhea. As per the principal, there were similar cases of stomach illness from the students as well. Ever since the installation of Tech-Jal, everybody's is fine.

- *What was the cost of installation and operation? Maintenance?*

One unit was roughly 100,000-150,000INR. It requires filter replacement in every 2-3 months which costs 5000-10000INR.

- *When was the last time it was repaired?*

First week of July.

- *Are you planning to install more units of Tech-Jal in the school? Would you recommend this product?*

No. We had 1 unit at the beginning but then we installed 3 which are sufficient for the school capacity. Yes, I would.

- *What other complementary products do you use with it?*

A water cooling system.

