How do I find a user guide for my product?

INSIDE / AQIPA - 2025-09-25 - How to use the helpcenter

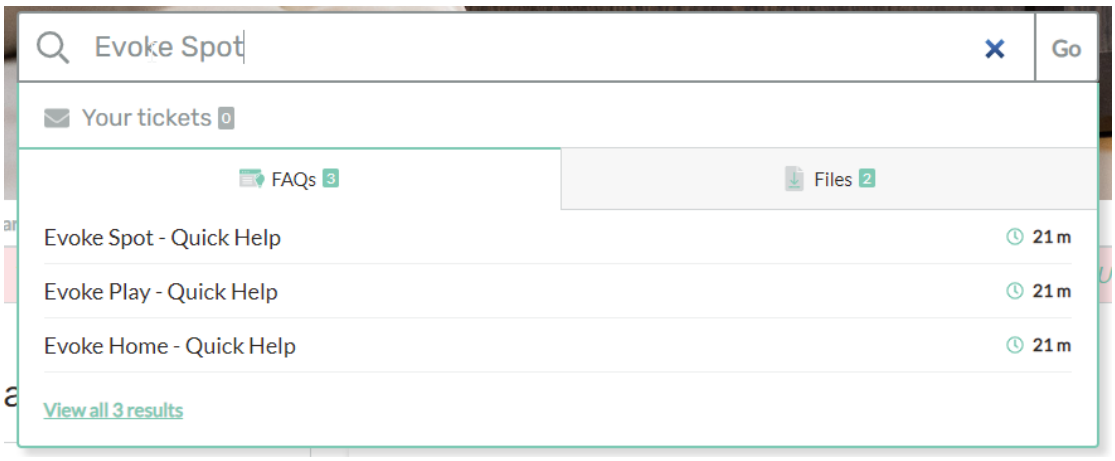
You are looking for a user guide for a specific product?

Pure has developed easy to understand Quick Start Guides as well as fully fledged out user guides for its products. The best way to find your guide is to

type in the product name in the search bar of this help center e.g. “Classic H4” or “Moment Charge”. You will then get a result page with many articles related to your search.

On the tab “FILES” you will find all downloadable documents and hence also the user guides.

1. Type in the product you are looking for in the search bar - you will see a suggestion of results



1. Once you hit “RETURN” the search is performed and you will find results in three categories (FAQs, Files and Your tickets). In the tab “Files” you will find all the downloadable help material for those of you that want to dig for themselves. In the FAQs results bar we have tried to answer the most important questions directly with a short article (with the intention that you don´t need to go through the entire user guide)

Another way to find a user guide is to navigate to our Download section and check the available list. Click here to access our download section.