

**AOSmith**®

**puritee**™  
WATER PURIFIERS



**PURE&SURE**™  
SUPERIOR TECHNOLOGY FOR ADVANCED PROTECTION.



**EXPERT COMPANY SERVICE**

Toll Free No.: **1800-103-2468** or  
SMS us: **+91 77029 28887** or  
Email us: **aosmithcs@aosmithindia.com**

**Monday to Friday: 9 am to 8 pm.**  
**Saturday & Sunday: 9 am to 6 pm.**

Customer care executives are fluent in English,  
Hindi, Kannada and Telugu.

# For calls registered at A. O. Smith call centre before 4 pm only.  
For more details please call our Toll Free No. 1800-103-2468  
or log on to [www.aosmithindia.com](http://www.aosmithindia.com).

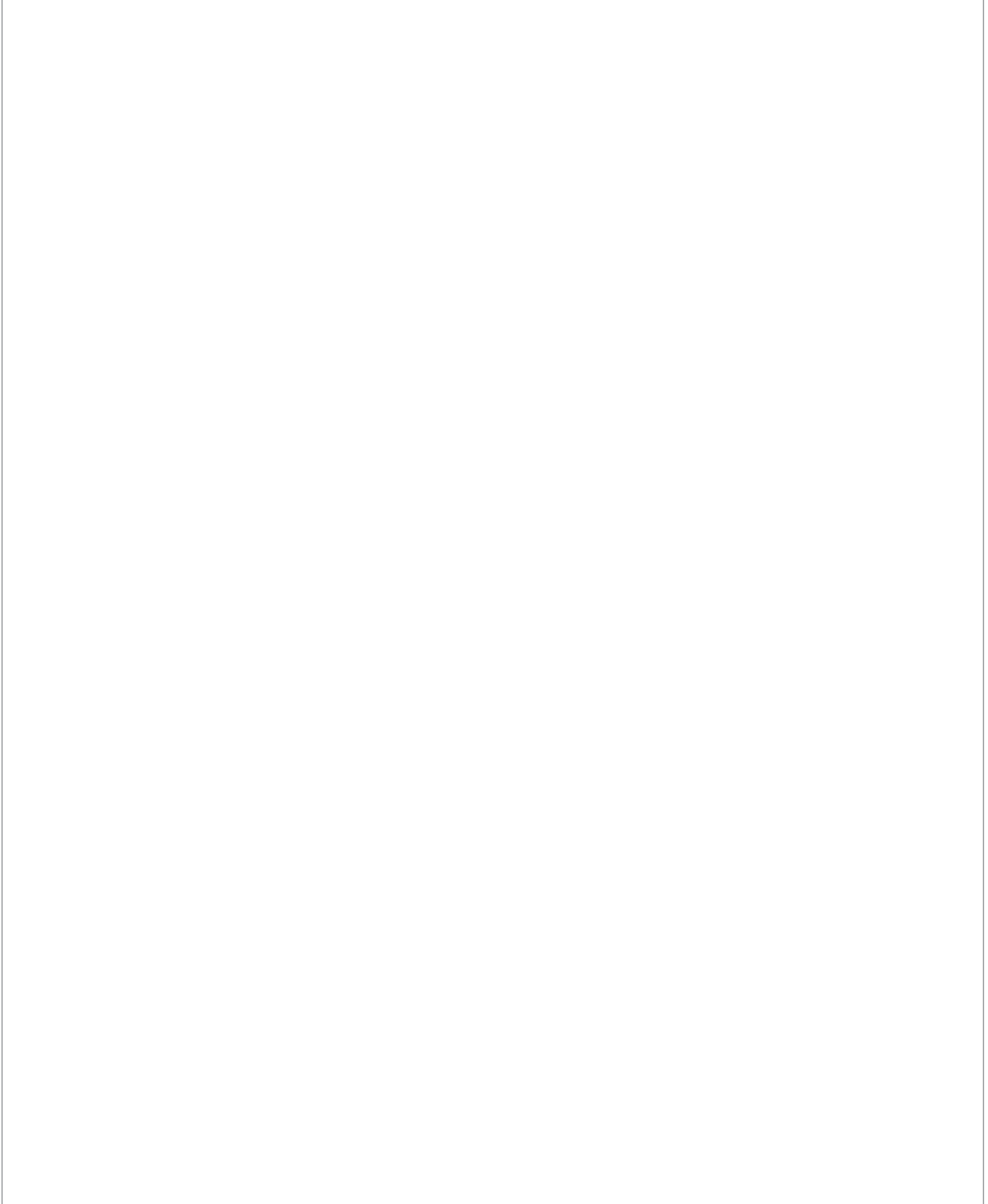
[www.aosmithindia.com](http://www.aosmithindia.com)

**USER GUIDE**

Size: A5 [148.5 mm (W) x 210 mm (H)]

Part No.: 329843-000\_R0

Date: 27-05-2014





Dear Customer,

Congratulations and welcome to A. O. Smith family.

We thank you for the trust you have shown in choosing the A. O. Smith water purifier.

Puritee is one of the most advanced RO water purifier available in the market today. It is specially designed keeping in mind today's water quality and your needs.

Millions of customers all over the world trust A. O. Smith Products for their quality and workmanship.

Our customer-centric approach manifests itself in many other ways too. If you need any information or assistance with your water purifier, just call us from any phone, anywhere in the country to our **Toll Free Customer Care No. 1800-103-2468**.

Please go through this simple and easy to read instruction and installation manual to get the best out of your A. O. Smith Puritee RO water purifier.

We once again thank you for choosing A. O. Smith.

Yours Sincerely,  
**Team A. O. Smith**

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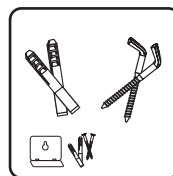
## What's in the box?



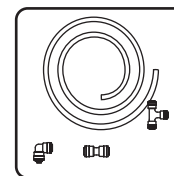
Water Purifier



User Guide



Mounting Accessories



Tube & Connectors

## Key Features of your Puritee RO water purifier



### PURITY THROUGH 5 STAGE PURIFICATION

5S TECHNOLOGY: Pre-filter + Sediment filter + Pre Carbon filter + Side Stream RO + Post Carbon filter. In A. O. Smith Puritee 100% water passes through the RO membrane.



### ADVANCED UNIQUE SSM TECHNOLOGY (SIDE STREAM MEMBRANE)

Suitable for water with low and high (upto 2000 ppm) TDS. Wastes less water and improves pure water recovery.



### TWIN ADVANCE ALERT TECHNOLOGY

For change of Sediment + Carbon and RO membrane.



### ADVANCED PREFILTER & SEDIMENT FILTER

For effective removal of suspended solids and sediment from water and to ensure better life of RO membrane.



### AESTHETICS

ColourMatch System™ to suit your kitchen décor.



### CONVENIENCE

Provision for both wall mounting and table top.



### TANK OVERFLOW PROTECTION

Prevents water overflow from the tank.



### LARGE STORAGE CAPACITY

Pure water storage capacity of 9 litres.

## Pre-instruction Literature

### On Receipt

It is our policy to promote safe delivery of all orders. This product shipment has been thoroughly checked, packed and quality certified before leaving our plant.

### Visible Loss or Damage

If any of the goods called for on the bill of lading or express receipt are damaged or the quantity is short, do not accept them until the freight or express agent makes an appropriate notation on your freight bill or receipt.

### Concealed Loss or Damage

When a shipment has been delivered to you in apparent good condition, but upon opening the crate or container, loss or damage has taken place while in transit, inform the carrier's agent/A. O. Smith representative immediately.

### About this Manual

This manual is a guide to good practice for operating and periodic maintenance of the A. O. Smith Puritee RO water purifier.

This does not contain the full servicing procedures necessary for continued successful operation of this equipment. The services of a qualified A. O. Smith service personnel must be employed periodically on the same.

Do not operate before reading manual supplied with this product.

Please follow instructions in this manual to ensure personal safety and proper operation of this product. The manufacturer assumes no liability for installation or servicing performed by any unauthorised personnel. Always install, operate, inspect and maintain this product in accordance with all applicable standards. Please store this user manual carefully for any future reference.

## General Instructions

### Safety

Your safety and the safety of your loved ones is paramount. There are several safety related messages in this manual, which have been provided during various stages such as the installation, operation and maintenance of your Puritee RO water purifier. These messages point out potential hazards and also educate on how to reduce any potential risks. Please always read and follow all safety messages as provided in this manual.



This is the safety alert symbol. This symbol alerts you to potential hazards that can hurt you and others. All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING".



Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.



Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.



Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury or property damage.

### IMPORTANT

These instructions have been written as a guide for the proper installation and operation of your Puritee RO water purifier. A. O. Smith will not accept any liability where these instructions have not been followed. However, for your safety and to avoid damage caused by improper installation, it is recommended that water purifier must be installed by a A. O. Smith Company Service technician only.

Before proceeding with the installation instructions:

1. Inspect the Puritee RO water purifier and its component parts for possible damage. DO NOT install or attempt to repair any damaged component parts. If you detect any damage in your Puritee RO water purifier please contact the company through call centre, details of which are mentioned in this manual and on the product.
2. Verify that the voltage being supplied corresponds to that which is mentioned in the Puritee RO water purifier manual.

## Introduction

Puritee RO water purifier uses one of the latest technology system that is used in water purification process. Puritee RO water purifier works under the principle of RO (Reverse Osmosis) technology which is found to be one of the most effective process in the world. In this process water under pressure is passed through a semi-permeable membrane. Purified water is collected for drinking in a storage tank and impurities in the water are flushed to the drain.

### Why water purification is important?

Water purification, today is essential due to the presence of vivid and harmful contaminants present in the water supply. Rapid urbanisation and speedy industrial growth have led to significant pollutants and contaminants being found in the water supply. This is a list of some of the harmful contaminants found today in the water supply which if consumed in excess can be detrimental to human health.

- TDS (Total Dissolved Solids)
- VOC (Volatile Organic Compounds)
- Heavy metals like Iron, Mercury, Arsenic, Copper, Lead etc., Pesticides, Imbalanced pH.
- Micro organisms such as pathogenic bacteria, virus, protozoa and cysts

Puritee RO water purifier removes excessive TDS (Total Dissolved Solids) like Calcium, Magnesium, Sodium, Bicarbonates, Chlorides and Sulphates in water by 90%. This restores the natural taste of water and removes bacteria and viruses. Puritee RO water purifier also reduces heavy metals like Arsenic, Fluoride and Lead. It balances the pH value and it also removes bacteria and viruses. By this, it ensures you safe and great tasting water.

### How does Puritee RO water purifier work?

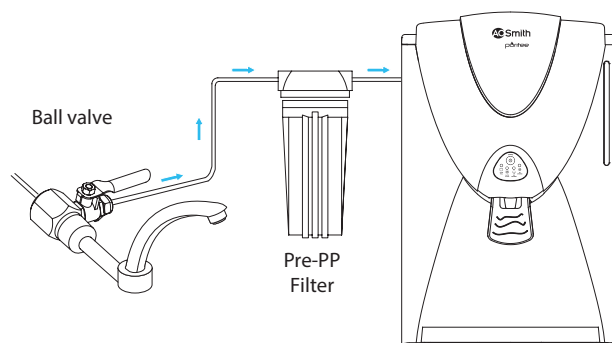
Puritee RO water purifier has 5 stages of purification system, wherein the water is passed through the various stages & progressively filtered to get purified water which is stored in the inbuilt storage tank.

- **Stage 1 – Pre-PP (Poly propylene) filter**  
The Pre-PP filter is used to remove physical contaminants such as dirt, dust, soil particles, turbidity present in the water. This improves the life of the Advanced PP filter.
- **Stage 2 – Advanced PP (Poly propylene) filter**  
The Advanced PP filter is used to remove fine and coarse physical contaminants present in the water. This improves life of the CB filter and ensures efficient working of RO membrane.



- **Stage 3 – Pre-CB (Carbon Block) filter**  
The CB filter uses carbon block with high adsorption capacity which reduces harmful chemicals including pesticides, volatile organic compounds, residual chlorine etc. from water. It also adsorbs bad taste and odour causing organic compounds from water.
- **Stage 4 – RO (Reverse Osmosis) membrane**  
RO membrane contains semi-permeable membrane wherein the water is passed through the semi-permeable membrane to remove TDS (Total Dissolved Solids) and heavy metals like Mercury, Arsenic, Copper, Lead etc. It also removes micro organisms like bacteria, virus, protozoa and cysts.
- **Stage 5 – PAC (Post Activated Carbon) filter**  
After the RO membrane water is passed through post activated carbon which acts as polisher and enhances the taste of water.

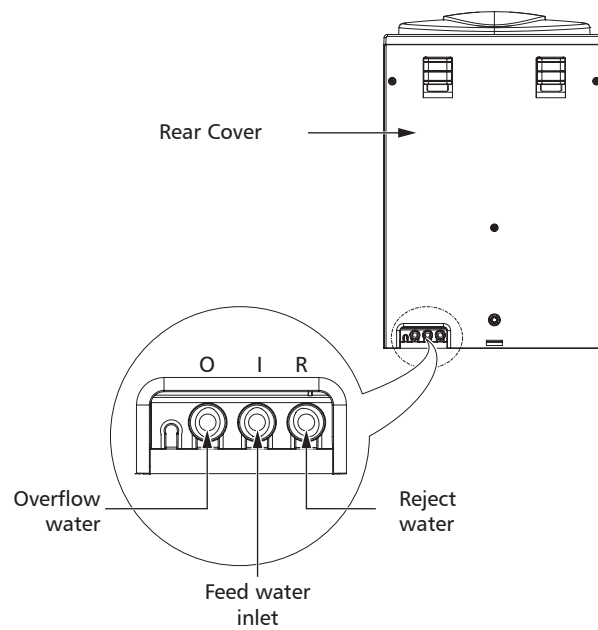
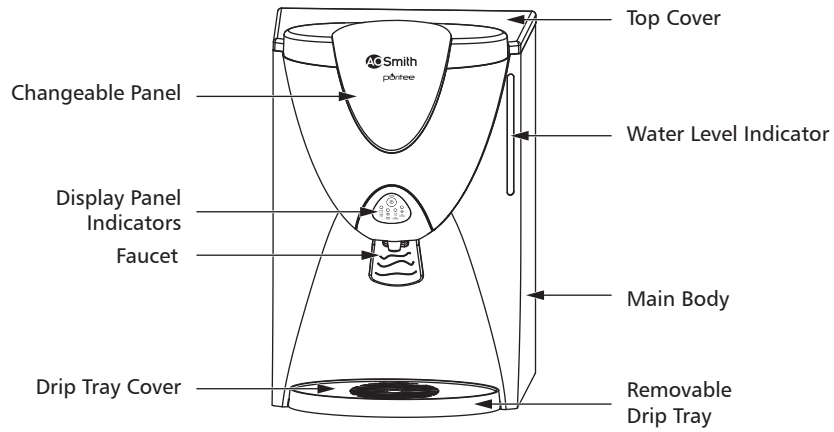
**Figure 1**



**Note:** The Pre-PP filter and the Ball Valve comes along with the product as standard accessories.

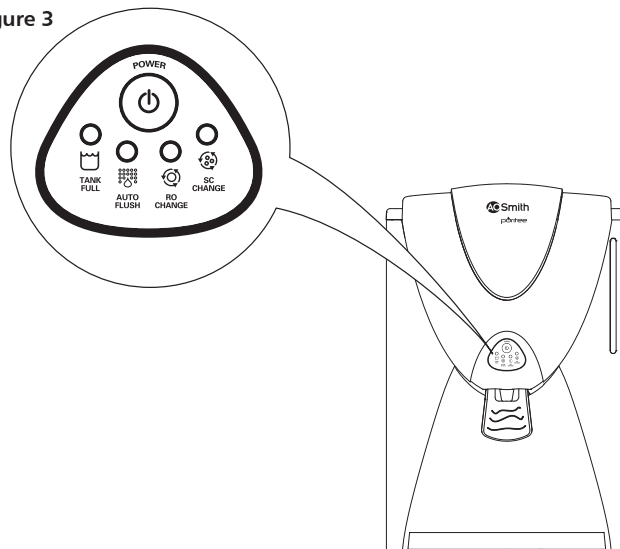
## Product Overview

Figure 2



## Function of indicators

Figure 3



### Power Button

This button is used to Switch ON & OFF the water purifier.

- When there is a leak in the water purifier, the power button starts to blink with continuous beep till it is fixed.
- When the water pressure is lower than required water pressure limits, the power button starts to blink continuously with the beep sound for 10 seconds till the water pressure becomes normal.

**Note:** Call A. O. Smith Customer care centre, if you notice continuous blinking of Power light.

### Tank full indicator

This indicates that the water purifier tank is full.

- When there is an overflow the indicator starts to blink with continuous beep till it is fixed.

**Note:** Call A. O. Smith Customer care centre, if you notice continuous blinking of Tank full indicator.

### Auto flush indicator

This indicates flushing is in progress. Everytime the water purifier is switched ON the auto flushing cleans the RO membrane. It enhances the life of RO membrane.

**Note:** Call A. O. Smith Customer care centre, if you notice continuous blinking of Auto flush indicator.

### RO change indicator

This indicates that the RO membrane and/or PAC filter needs to be replaced.

- RO change indicator glows when 10% life is remaining, indicating that it is time to replace RO membrane and/or PAC filter.
- When RO membrane and/or PAC life reaches its end, this indicator will start to blink continuously. The unit will not function until RO membrane and/or PAC filter is replaced.
- When the system is switched ON every time, the buzzer beeps for 10 times and the unit will not function until RO membrane and/or PAC filter is replaced.

**Note:** Call A. O. Smith Customer care centre, to replace the RO membrane and/or PAC filter.

### Sediment & Carbon (SC) change indicator

This indicates that the Sediment filter and/or Carbon Block filter needs to be replaced.

- SC change indicator glows when 10% life is remaining, indicating that it is time to change Sediment filter and/or Carbon Block filter.
- When Sediment filter and/or Carbon Block filter life reaches its end, this indicator will start to blink continuously and the unit will not function until Sediment filter and/or Carbon Block filter is replaced.
- When the system is switched ON every time, the buzzer beeps for 10 times and the unit will not function until Sediment filter and/or Carbon Block filter is replaced.

**Note:** Call A. O. Smith Customer care centre, to replace the Sediment filter and/or Carbon Block filter.

## Water flow and Electrical diagram

Figure 4

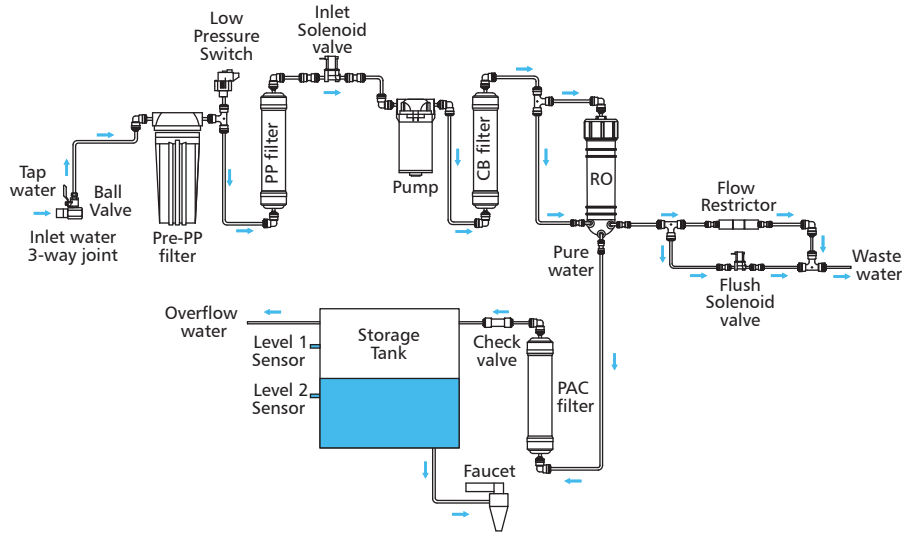
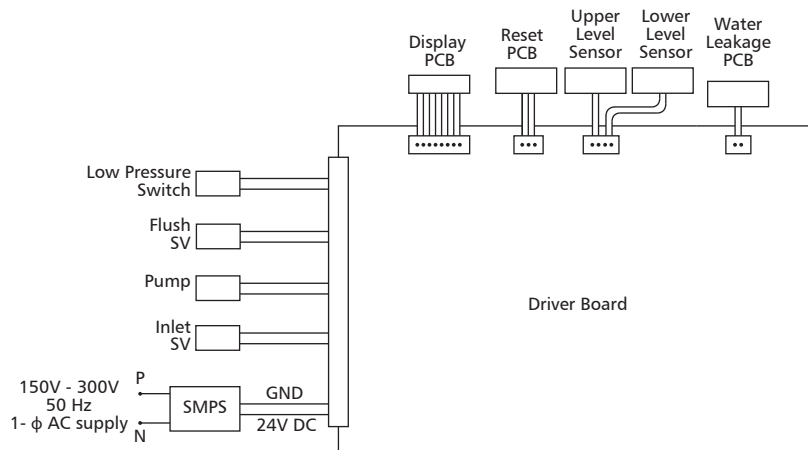


Figure 5



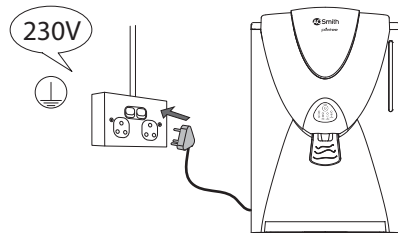
## Safety Precautions

### Electrical safety related matters

Even though the product is designed keeping highest safety standards in mind there are certain Do's & Don'ts which needs to be followed while using this product.

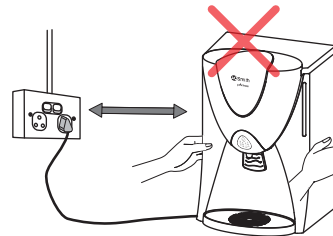
Power plug must be used with a grounded 230V outlet. (Figure 6)

Figure 6



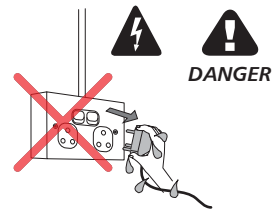
Do not move the product when product is running. (Figure 7)

Figure 7



Do not pull out nor touch power plug with wet hands to avoid electrical shock. (Figure 8)

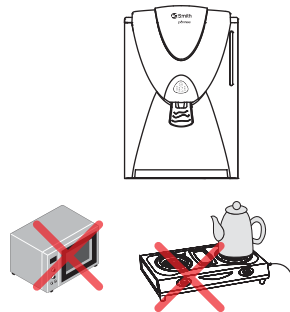
Figure 8



### Installation

Do not place heating equipment, electric heater, etc. near the product. (Figure 9)

Figure 9



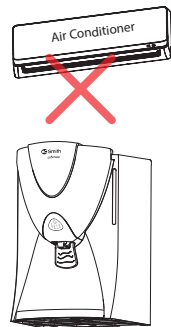
Do not install the product on an unstable or moving place. (Figure 10)

Figure 10



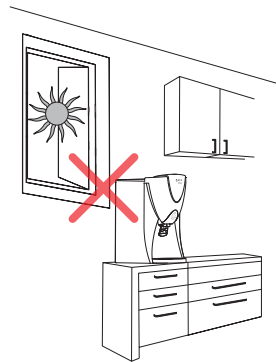
Do not install the product close to an Air Conditioner. (Figure 11)

Figure 11



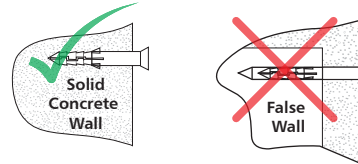
Install the product away from direct sunlight. (Figure 12)

Figure 12



Do not install the product on any false wall. (Figure 13)

Figure 13



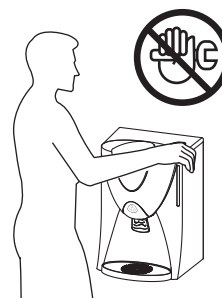
Do not install the product above any electric socket. (Figure 14)

Figure 14



Do not try to open the product for cleaning the filters or for any part replacements. This is done only by qualified A. O. Smith Company Service technician. (Figure 15)

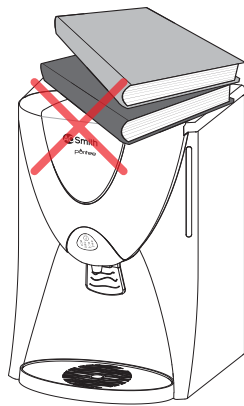
Figure 15



### When it is used

Do not put heavy objects on the product. (Figure 16)

Figure 16



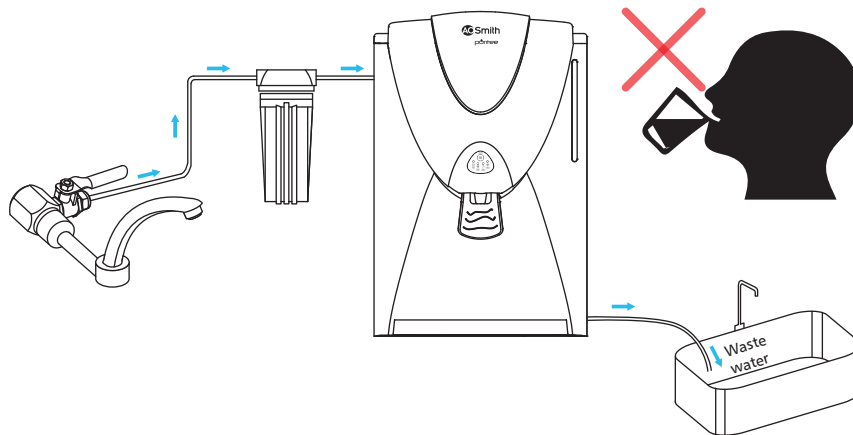
Do not put foreign objects or hand inside the purifier. (Caution is needed, especially for children) (Figure 17)

Figure 17



Do not drink the water from the reject water tube. Reject water should not be consumed in any form. (Figure 18)

Figure 18





## Installation instructions

Puritee RO water purifier can either be wall mounted (Figure 19A) or can be used as table top purifier. (Figure 19B)

Figure 19A

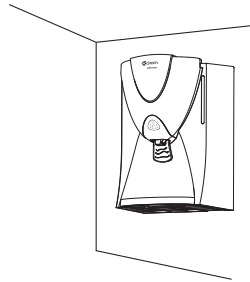
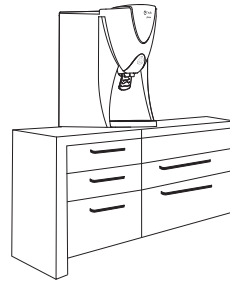
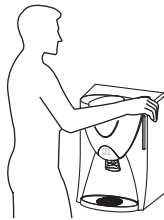


Figure 19B



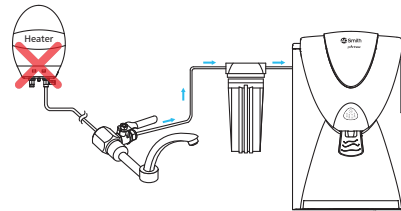
Install the product only by qualified A. O. Smith Company Service technician. (Figure 20)

Figure 20



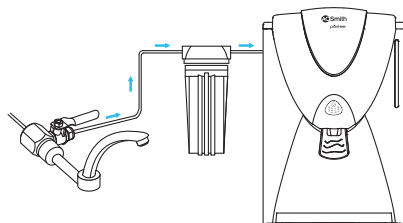
Do not connect hot water to the product. (Figure 21)

Figure 21



Puritee RO water purifier must be installed close to inlet water connection (not more than 2 metres). Avoid sharp bend to the pipes. (Figure 22)

Figure 22

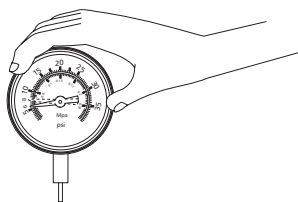


### Note:

It is recommended not to switch off the water purifier and/or turn off the water supply to the product when it is not been used for more than 24 hrs. The purifier has an in-built cleaning mechanism which cleans the RO membrane every 24 hrs. by flushing it. This feature protects the RO membrane and ensures longer life.

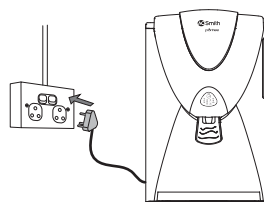
Check the pressure of the inlet water before installing the product. (Figure 23)

**Figure 23**



Connect the product to the power supply only with the plug that is provided with the purifier. (Figure 24)

**Figure 24**



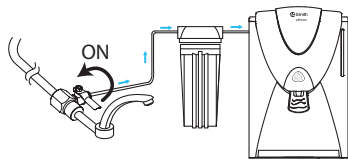
**NOTE**

- Check system input pressure, should be in the range of 7 psi to 30 psi.
- In case it is more than 30 psi, use of pressure reducing valve is recommended.
- In case it is less than 7 psi, use of pressure booster pump is recommended.
- Ensure you buy them from A. O. Smith Company Service technician.

## How to use

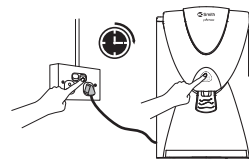
1. Turn ON the water connection through the Ball Valve. (Figure 25)

Figure 25



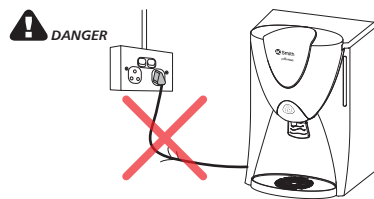
2. Switch ON the Power supply and press the Power Button of the purifier. Wait for few minutes to completely fill water inside the storage tank. (Figure 26)

Figure 26



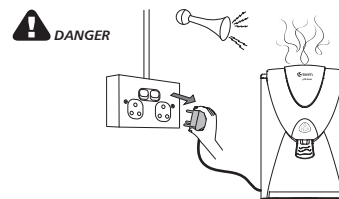
3. Do not use the purifier if the power cord is damaged. Call the Customer care centre. (Figure 27)

Figure 27



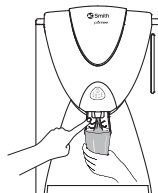
4. If there is any strange noise, burning smell, or smoke, switch off power, remove the plug immediately and call the Customer care centre. (Figure 28)

Figure 28



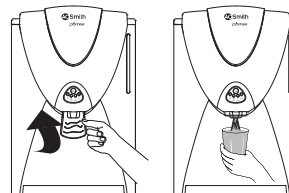
5. To dispense water push and hold the faucet lever to dispense the water from the storage tank. (Figure 29)

Figure 29



6. To dispense water continuously. Lift up the faucet lever for continuous water flow. Pull down the faucet lever for the continuous water flowing function to disable/stop. (Figure 30)

Figure 30



**Note:** Make sure that you discard the first cycle of Pure water, before you start using for consumption.

## Cleaning water tank

1. Turn OFF the Ball Valve and disconnect the power cord. (Figure 31)
2. Completely drain the water inside the storage tank by lifting up the faucet lever. (Figure 32)

Figure 31

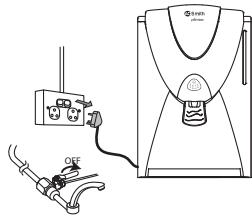
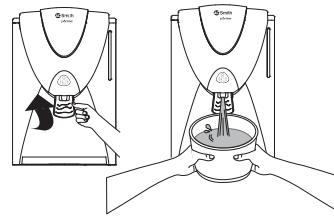


Figure 32



3. Remove the Changeable colour panel and Top cover of the product. (Figure 33)
4. Wipe the surface of the tank with clean soft cloth. Do not use any chemical or detergent. If chemical or detergent is not washed completely, this may be harmful. (Figure 34)

Figure 33

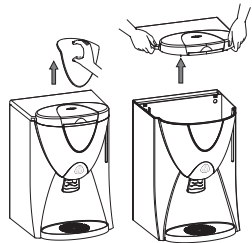
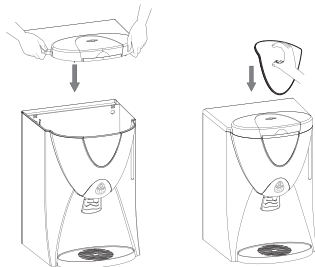


Figure 34



5. Close the Top cover and Changeable colour panel. (Figure 35)
6. Connect the power cord. (Refer Figure 24 on page 14).
7. Turn ON the Ball valve. (Refer Figure 25 on page 15).
8. Switch ON the purifier. (Refer Figure 26 on page 15).

Figure 35

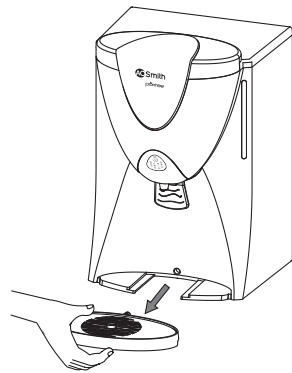


## Draining Drip tray

We have provided removal Drip Tray with the product. In case there is slippage of water, it gets collected in Drip Tray. (Figure 41)

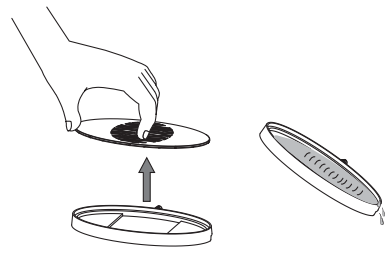
1. Remove the Drip Tray assembly by pulling forward. (Figure 36)

Figure 36



2. Remove Drip Tray cover by pulling upward and then drain completely. (Figure 37)

Figure 37



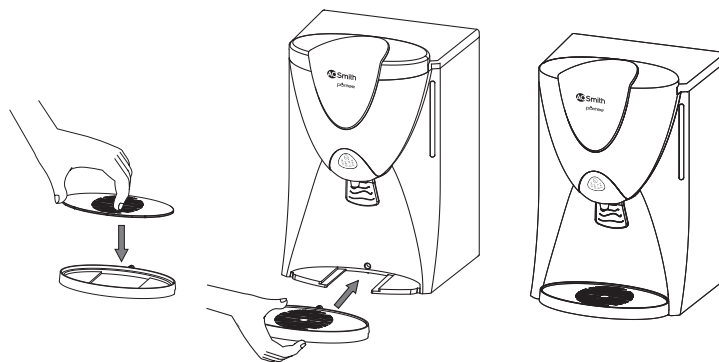
3. Clean the surface of water tray with soft cloth. (Figure 38)

Figure 38



4. Re-attach the Drip Tray assembly into the purifier. (Figure 39)

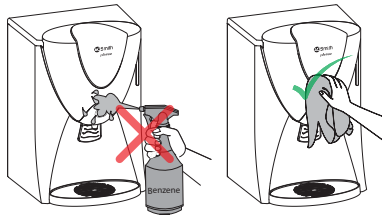
Figure 39



## How to maintain your product

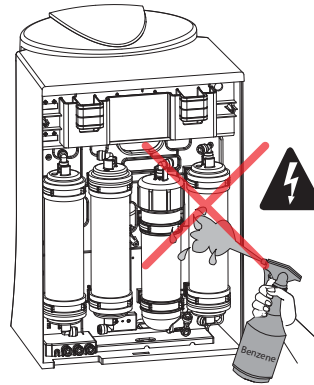
Do not splash water directly or clean with benzene, pesticides, thinner, alcohol, etc., but use a soft, dry cloth. (Figure 40)

Figure 40



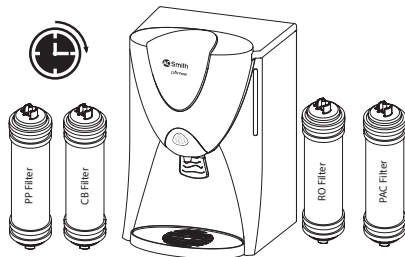
Do not splash water or any chemicals to the filtration system while cleaning. (Figure 41)

Figure 41



Replace filters regularly according to the replacement indications. This is done only by A. O. Smith Company Service technician. (Figure 42)

Figure 42



Use A. O. Smith genuine accessories only, for the optimal performance of the purifier. (Figure 43)

Figure 43








## Troubleshooting

Your Puritee RO water purifier may not function at its desired capability if used incorrectly. This may not necessarily mean that the product is faulty. For instances like these please follow the steps given below to troubleshoot the problem without the help from a certified technician. And of course if the problem still persists, do please call Customer Care immediately.

| Problems                         | Check-up   | Solution  |
|----------------------------------|--|---|
| Change in water taste            | Check whether the storage tank is clean                      | Clean the storage tank                                    |
|                                  | Has the purified water kept stored in the tank for long time | Dispose the stored water and clean the tank               |
|                                  | Filters/Membrane may require replacement                     | Contact Customer care for replacement                     |
|                                  | Has the raw water quality changed?                           | Contact Customer care                                     |
|                                  | Check if there is no water flow through reject line          | Flow restrictor might be Chocked<br>Contact Customer care |
| Decreased flow of purified water | Check whether the tap/ball valve is closed.                  | Open the tap/ball valve                                   |
|                                  | Filters/Membrane may be clogged or damaged                   | Contact Customer care for replacement                     |
| No Pure water                    | Check whether there is water supply in the tap               | If no, take the help of a plumber to set it right         |
|                                  | Check whether tap/ball valve is closed                       | Open the tap/ball valve                                   |
|                                  | Check if either RO change or SC change is RED.               | Contact Customer care for replacement of filters          |
|                                  | None of the above  | Contact Customer care                                     |
| Water leak alarm                 | Buzzer beeps continuously                                    | Close the tap/ball valve.                                 |
|                                  | Power LED blinks continuously                                | Unplug the power cord and contact Customer care           |



|   |   |   |
|---|---|---|
| <p>Over flow alarm</p>                       | <p>Buzzer beeps continuously.<br/>Tank Full LED blinks continuously</p> | <p>Close the tap/ball valve.<br/>Unplug the power cord and contact Customer care</p>                    |
| <p>Low pressure alarm</p>                   | <p>Buzzer beeps for 8 times<br/>Power LED blinks continuously</p>       | <p>Close the tap/ball valve<br/>Unplug the power cord and contact Customer care</p>                     |
| <p>Auto Flush alarm</p>                    | <p>Buzzer beeps continuously<br/>Auto Flush LED blinks continuously</p> | <p>Close the tap/ball valve<br/>Unplug the power cord and contact Customer care</p>                     |
| <p>RO change alarm</p>                     | <p>Buzzer beeps for 10 times<br/>RO change LED blinks continuously</p>  | <p>Close the tap/ball valve<br/>Unplug the power cord and contact Customer care for RO replacement</p>  |
| <p>Sediment &amp; Carbon change alarm</p>  | <p>Buzzer beeps for 10 times<br/>SC change LED blinks continuously</p>  | <p>Close the tap/ball valve.<br/>Unplug the power cord and contact Customer care for SC replacement</p> |



## Technical Specifications

| Model                                      | Puritee RO   |
|--|--|
| Product Dimensions (H x D x W)             | 505 mm x 321 mm x 331 mm   |
| Net Weight                                 | 8.8 kgs (approx.)  |
| Gross Weight                               | 11.9 kgs (approx.)   |
| Flow rate* Upto                            | 15 litres per hour   |
| Storage tank capacity                      | 9 litres (approx.)   |
| Purification technology                    | RO (Reverse Osmosis)   |
| 5 Stage Purifying Technology               | Pre-PP filter + PP filter + CB filter + RO membrane and + PAC filter |
| Membrane type                              | Thin film composite RO membrane                                      |
| Material of construction for plastic parts | Food safe, non-toxic, engineering grade plastics                     |
| Pump type                                  | Diaphragm pump, 24VDC, 0.26 Amps, Operating Pressure 125 psi (Max.)  |
| Input Voltage                              | 150 – 300 VAC, 50 Hz   |
| Power rating (Max)                         | 48 Watts   |
| System input pressure***                   | 7 psi to 30 psi  |
| % Recovery**                               | Upto 30%   |
| TDS reduction**                            | ≥95% (approx.)   |
| Input water temperature                    | 5°C to 45°C  |

### Input feed water quality for the optimum performance of your product

| Parameter             | Maximum  |
|-----------------------|----------|
| TDS                   | 2000 ppm |
| Total hardness        | 500 ppm  |
| Turbidity             | 5 NTU    |
| System input pressure | 30 psi   |

\* Flow rate depends on variable factors such as feed water pressure, feed water characteristics and condition of the membranes and filters.

\*\* Recovery and TDS reduction percentages also depend on variable factors such as life and condition of the membranes and filters, feed water pressure, feed water characteristics

\*\*\* If Input Pressure exceeds 30 psi, a pressure reducing valve needs to be installed at the feed line. If the pressure is lower than 7 psi, a booster pump needs to be installed.

#### Warranty Details/Recommended filter change:

*Pre-PP filter change:*

*The Pre-PP filter needs to be replaced at 200 hrs. or approximately after 2,500 litres of purified water. Depending on the quality of the feed water the Pre-PP filter may even be changed earlier than 200 hrs.*

*Sediment & Pre Carbon filters change:*

*The Sediment & Pre Carbon filters need to be replaced at 200 hrs. or approximately after 2,500 litres of purified water.*

*Post Carbon filter change:*

*Post Carbon filter needs to be replaced at 400 hrs. or approximately after 6,000 litres of purified water.*

*RO Membrane change:*

*As per the warranty, the RO membrane needs to be replaced at 400 hrs. (approx 6,000 litres purified water) or 800 hrs. (approx 12,000 litres purified water) depending on the quality of the feed water.*

**Note:** Please go through detailed warranty terms and conditions mentioned on Page No. 25

#### Purifier RO water purifier comes with 4 Changeable colour panels

A. O. Smith ColourMatch System™ to match your kitchen. Call A. O. Smith Customer Care Centre [1800-103-2468] to ask for Decorative Changeable colour panel with free home delivery.



ELECTRIC  
BLUE



YALE  
BLUE



PASSION  
RED



SPLENDOR  
LILAC

To change the color panel, after the purchase of the Puritee RO, the customer has to register the product on the call centre and ask for a colour panel of choice within 60 days of purchase.

## FAQs

- 1. What is Puritee RO?**

Puritee RO water purifier is the advanced 5 stage RO water purifier from A. O. Smith. It is a 100% RO in which none of the water bypasses the RO membrane for 100% RO purified water.
- 2. What is 100% RO?**

In ordinary RO+UV water purifiers, some amount of water is made to bypass the RO membrane. With this, heavy metals, unwanted salts and pesticides also pass through. In A. O. Smith Puritee RO water purifier, 100% of the water is passed through the RO membrane which ensures maximum purity of water.
- 3. How many purifying stages does the Puritee RO have? And what are they?**

Puritee RO has 5 stages of purification:

  - Pre-filtration
  - Sediment filtration
  - Pre-RO carbon
  - RO membrane
  - Post RO carbon
- 4. What is the storage capacity in the Puritee RO?**

The storage capacity in the Puritee RO is 9 litres of pure water.
- 5. What is the flow rate of purification in the Puritee RO?**

The flow rate of purification in the Puritee RO is up to 15 litres per hour. Purification capacity also however depends on the quality of water, condition of filters and membrane.
- 6. Does the Puritee RO water purifier have service or cartridge change alerts?**

Yes, the Puritee RO water purifier has a twin advance alert technology which indicates when to change the Sediment filter, the Pre-carbon filter and the Post carbon filter.
- 7. Does the Puritee RO water purifier come with a Pre-filter?**

Yes, Puritee RO water purifier comes with a Pre-filter which is considered to be a part of the product.
- 8. When does the Puritee RO water purifier indicate a cartridge change?**

The first notification is indicated when the consumption of the cartridge life is at 90%. When the cartridge life consumption is at 100%, the water purifier automatically stops functioning.
- 9. What is the nature of indication for the change in cartridge?**

On the first intimation when the cartridge life is at 90% the respective filter indicator will start to blink. On 100% cartridge life consumption, the blinking will be replaced with a constant light in the respective indicator.

**10. What is the Advanced Unique SSM technology? How is it different from other technologies and what are its advantages?**

The Advanced Unique SSM is an abbreviation for the side stream membrane technology. Unlike traditional membranes, this membrane has water inflow from 2 sides which results in better rejection of salts. It also results in higher membrane life.

**11. What is the average life of the Pre-filter, Sediment filter and Carbon filters?**

The Pre-PP Sediment filter needs to be replaced at 200 hrs. or approximately after 2,500 litres of purified water. Depending on the feed water quality, the Pre-PP filter may be changed even earlier than 200 hrs. PP & CB filters needs to be replaced at 200 hrs. or approximately after 2,500 litres of purified water. The Post carbon filter is needs to be replaced at 400 hrs. or after 6,000 litres of purified water.

**12. What is tank overflow protection?**

The tank over flow protection feature, protects the water purifier tank from spilling in case of a water level sensor failure.

**13. Can Puritee RO water purifier be wall mounted and used as a table top as well?**

Yes, Puritee RO water purifier can be wall mounted and be used as a table top.

**14. What are changeable colour panels? What are the colours available? And what is the process to change the colour panels?**

The A. O. Smith Puritee RO has a unique changeable panel to match the decor of your kitchen. The standard product comes in Electric blue. Splendor lilac, Yale blue and Passion red are 3 changeable colour panel options. To change the color panel, after the purchase of the Puritee RO, the customer has to register the product on the call centre and ask for a colour panel of choice within 60 days of purchase.

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### **Recommended uses of waste water**

Although the rejected water has high concentration of Salt and Minerals goes waste. If required it can be used for the following:

1. It can be used for watering the garden and plants.
2. It can be used for mopping and cleaning the floors.

**Note:** Please consult before using this water.

## Warranty Terms and Conditions

### Product warranty

A. O. Smith India Water Products Private Limited ("A. O. Smith or Company") warrants this water purifier ("product") against the defects arising from faulty design, workmanship and material subject to the following terms and conditions:

1. All electrical and functional parts are warranted for one (1) year from date of original purchase.
2. During first one (1) year of warranty, three (3) product health check maintenance ("PHCM") visits will be provided free of cost.
3. Any free scheduled PHCM visit will not be carried forward or accumulated. If any PHCM visit is not availed by the customer within 15 days from the fixed schedule, such visit shall be lapsed.
4. A. O. Smith will make reasonable efforts to visit/complete these scheduled visits on scheduled timelines but customer shall also be liable to make a request when PHCM visit is due. If customer fails to request for scheduled PHCM visit which is due and such visit will be lapsed after 15 days from its scheduled day and customer is not entitled to claim such free visit once it is lapsed.
5. The customer shall notify the Company promptly about any defects noticed and give the Company or its representative adequate opportunity to inspect, test and remedy them, for which the customer shall handover the product, if necessary, with the Company office/authorised service provider along with invoice in the city where it was purchased.
6. The Company or its representative will be entitled to retain any defective parts replaced under warranty on free of charge basis.
7. The Company's liability under the warranty will be limited only to the product and its defects which occur under conditions of normal operations, under proper usage and maintenance. It excludes defects occurring due to abuse, faulty care, maintenance, repair or alternation to the product or to its parts by other persons.
8. The Company's liability under this warranty shall be limited to the first purchaser/end user and will not apply to subsequent sale by original purchaser/end user. However, repaired part(s) will be warranted for the remaining period of original warranty term.
9. It is mandatory to provide the original bill/invoice copy along with duly stamped warranty card at the time of any repair work being done by authorised representative. Date of original purchase is determined by the date of the original bill/invoice copy. However, if invoice/bill is not found with customer, customer data with the Company records will be used to determine the date of original purchase and will be treated as final. If details are not found from the Company records, manufacturing warranty as per the product serial number will be used as date of original purchase.

10. While A. O. Smith will make reasonable efforts to carry out repairs/replacement of parts under warranty within reasonable time, it is expressly made clear that A. O. Smith shall not be responsible to complete the said services within any specified period of time.
11. In the event of any unforeseen circumstances, and spares are not being available, the A. O. Smith's prevailing depreciation rules will be binding on customer to accept as commercial solution in lieu of repairs.
12. If an identical model is no longer available due to a change in law, regulation, or standard, A. O. Smith will replace the product with one having at similar capacity and input. In these instances, the customer will have the option of paying the difference between what was paid for the original model and the new model with the additional features, or receiving a refund of the portion of the purchase price on a pro rata basis allocable to the unexpired portion of the warranty. Company's decision will be final on repair, replacement or refund as aforesaid and Clause 11 and binding on the customer.
13. Warranty is valid within Company Service Network coverage only. In case the customer moves to a non coverage area, customer needs to bring the product to nearby services network location, Company shall not be responsible for providing services to non-service network area.
14. Notwithstanding anything contained in this warranty terms, the Company shall not be liable in case of failure to provide services under this warranty in case of any force majeure event, i.e., due or attributable to any act of God, orders, restrictions or regulation of Government, Central or State, war working conditions, hostilities, riots, civil commotion, strike, lockout, labour trouble, explosion, insects, rodents or any other cause or circumstance of whatsoever nature beyond control of A. O. Smith.
15. The customer will have no claim under this warranty in respect of any personal injury, sickness, illness, death, property damage or consequential damages, arised either directly or indirectly due to utilisation of product.
16. A. O. Smith reserves the right to make design and product changes or change the specification at anytime without any obligation to prospective buyers or customers or owners of products previously sold.
17. Warranty does not cover to any accessories provided by dealer or purchased by customer.
18. Warranty does not cover;
  - a. Plastic, cosmetic parts and exterior finish.
  - b. Consumable parts such as filters excepting RO membrane (under specified water conditions) as specified in Clause 19 herein below.

- c. If defect or fault is caused or occurred due to improper installation by the customer or not installed as per A. O. Smith guidelines specified in product user manual.
  - d. If failure or damage due to plumbing or other arrangements like, usage of pressure pump, extension of power supply board, non compatible power socket etc., connected to product. With regard to repairing the existing worn-out/defective part(s) or replacing the same and ascertaining the presence of above circumstances, the decision of A. O. Smith shall be final. In any such event, A. O. Smith will submit a prior estimate for approval or bill for the work to be carried out at the rate prevailing at that time.
  - e. If product is repaired by unauthorised personnel and usage of non recommended parts or consumables.
  - f. If product serial number missing or altered.
  - g. If damage is caused by pest infestation.
  - h. If the input water emits pungent smell.
  - i. If the input water is discoloured.
  - j. If product is used for commercial purpose.
19. RO membrane will be covered for any material damage, malfunctioning under warranty for specified period as detailed below and effective from date of original purchase.

| TDS                | Hardness          | pH  | Warranty for RO Membrane |
|--------------------|-------------------|-----|--------------------------|
| Less than 2000 ppm | Less than 400 ppm | 7.5 | 2 Year                   |
| Less than 2000 ppm | Less than 500 ppm | 7.5 | 1 Year                   |

- RO membrane warranty stands applicable only if,
- a. Filters are replaced on time as per A. O. Smith service recommendation and as per filter change notification and replaced through A. O. Smith authorised service representative.
  - b. Product is used only for residential and self consumption purpose.
  - c. Product shall be in regular use and maintained as per product manual guidelines.
  - d. Product feed water quality is as per the recommendations. (Refer point 19)
20. The Company shall not be responsible to replace RO membrane at any point of time if output water is satisfactory for drinkable water conditions and RO membrane is performing as per its expected performance of salt rejection.
21. All implied warranties and conditions under law, trade, custom or otherwise are excluded and the warranty and remedies as provided herein above are in lieu of all other warranties and remedies to the extent permissible under law.

22. NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY, THIS IS CUSTOMERS SOLE AND EXCLUSIVE WARRANTY. ALL OTHER WARRANTIES INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. A. O. SMITH SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR OTHER INDIRECT DAMAGES. TOTAL LIABILITY ARISING AT ANY TIME SHALL NOT EXCEED THE PURCHASE PRICE PAID WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY.
23. The warranty is issued at Bangalore, and courts at Bangalore shall have exclusive jurisdiction over matters covered or flowing from this warranty.

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### **Post Warranty**

1. The customer may be offered a yearly Service Contract (PHCP\*) at the prevailing Company rates and terms.
2. In case the customer does not wish to enter the Service Contract, customer has the option of calling our Authorised service provider and get A. O. Smith Water Purifier unit serviced on actual basis i.e. by paying the Labour Cost and Spares needed to attend to that Service or Service Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Authorised service providers.
3. In case of product repair after warranty by Authorised service provider, all expenses of transporting the goods to and from the Authorised service provider shall be borne by the customer directly.
4. If, during such service, it is necessary for the Company or Authorised service provider to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.

\* Visit [www.aosmithindia.com](http://www.aosmithindia.com) for more details on PHCP (Product Health Care Plan).

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### **Jurisdiction**

The courts of competent jurisdiction at Bangalore, Karnataka shall have exclusive jurisdiction over all matters arising out of any disputes in relation to the product.





## Warranty Card

### Customer Copy to be retained by the Customer

Invoice Number: \_\_\_\_\_ Dated: \_\_\_\_\_

Unit Serial Number: \_\_\_\_\_

Model: \_\_\_\_\_ Capacity: \_\_\_\_\_

Customer's Name: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_

E-mail: \_\_\_\_\_

### Dealer's Stamp and Signature

### Company Copy to be sent back to the Company

Invoice Number: \_\_\_\_\_ Dated: \_\_\_\_\_

Unit Serial Number: \_\_\_\_\_

Model: \_\_\_\_\_ Capacity: \_\_\_\_\_

Customer's Name: \_\_\_\_\_

Address: \_\_\_\_\_

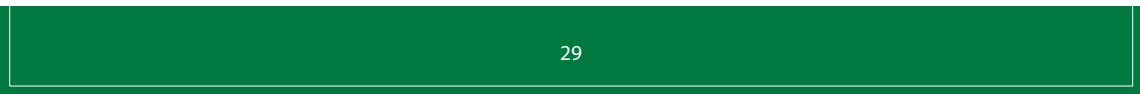
\_\_\_\_\_

Phone: \_\_\_\_\_

Mobile: \_\_\_\_\_

E-mail: \_\_\_\_\_

### Dealer's Stamp and Signature



## Service and Maintenance

### For Service needs:

Please contact our A. O. Smith  
Toll Free Number : 1800-103-2468  
SMS us : +91 77029 28887  
Email us : aosmithcs@aosmithindia.com

### Registered Office

#### **A. O. Smith India Water Products Private Limited**

*(formerly known as A. O. Smith India Water Heating Private Limited)*

Plot No. 300, Phase-2, KIADB Industrial Area, Harohalli, Kanakapura Taluk,  
Ramanagara District - 562 112, Karnataka, India.

■ Toll Free No.: 1800-103-2468 ■ Website: [www.aosmithindia.com](http://www.aosmithindia.com)  
CIN: U31909KA2006PTC040282

### Regional Office

**Chennai:**  
No:267, Second Floor,  
Kilpauk Garden Road, Kilpauk,  
Chennai - 600 010.

**Kolkata:**  
224 A, Office No. 811,  
8th Floor, Krishna Building,  
AJC Bose Road,  
Kolkata - 700 017.

**Delhi:**  
105 & 106, Plot No. 19,  
Sagar Plaza, Laxmi Nagar District Centre,  
Vikas Marg, Laxmi Nagar,  
New Delhi - 110 092.

**Pune:**  
401 & 402, Citi Mall,  
Ganeshkhind Road,  
Near Pune University,  
Pune - 411 007.



## Product Health check visit



Date of Purchase: .....

Purchaser Name: .....

Address: .....

.....

.....

Telephone Number: .....

Installation Request Number: .....

---

Dealer Name: .....

Address: .....

.....

.....

Invoice Number: .....

Date: .....

Dealer's Stamp & Signature



## Some of Our Products



## Product Health Check Visit Coupons

### Product Health Check Visit - 1

Date:     /     /20  
Sl. No. if replaced

- CHECK all electrical functional parts  \_\_\_\_\_
- CHECK Pre-filter by back flushing and later flushing  \_\_\_\_\_
- CHECK Sediment filter by back flushing and later flushing  \_\_\_\_\_
- CHECK Water storage tank and clean with disinfectant  \_\_\_\_\_
- CHECK & CLEAN Internal and External parts of the unit  \_\_\_\_\_
- CHECK & CLEAN the connecting pipes and tubes  \_\_\_\_\_
- CHECK INPUT & OUTPUT TDS  \_\_\_\_\_
- TDS-Input Water \_\_\_\_\_ TDS-Filtered Water \_\_\_\_\_
- pH \_\_\_\_\_ Hardness \_\_\_\_\_

**PHCV-1**  
Sr No.:  
.....

Service Technician Sign  
  
\_\_\_\_\_  
Customer Sign

### Product Health Check Visit - 2

Date:     /     /20  
Sl. No. if replaced

- CHECK all electrical functional parts  \_\_\_\_\_
- CHECK Pre-filter by back flushing and later flushing  \_\_\_\_\_
- CHECK Sediment filter by back flushing and later flushing  \_\_\_\_\_
- CHECK RO - Membrane  \_\_\_\_\_
- CHECK Water storage tank and clean with disinfectant  \_\_\_\_\_
- CHECK & CLEAN Internal and External parts of the unit  \_\_\_\_\_
- CHECK & CLEAN the connecting pipes and tubes  \_\_\_\_\_
- CHECK INPUT & OUTPUT TDS  \_\_\_\_\_
- TDS-Input Water \_\_\_\_\_ TDS-Filtered Water \_\_\_\_\_
- pH \_\_\_\_\_ Hardness \_\_\_\_\_

**PHCV-2**  
Sr No.:  
.....

Service Technician Sign  
  
\_\_\_\_\_  
Customer Sign

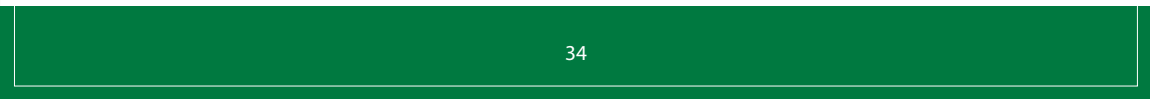
### Product Health Check Visit - 3

Date:     /     /20  
Sl. No. if replaced

- CHECK all electrical functional parts  \_\_\_\_\_
- CHECK Pre-filter by back flushing and later flushing  \_\_\_\_\_
- CHECK Sediment filter by back flushing and later flushing  \_\_\_\_\_
- CHECK RO - Membrane  \_\_\_\_\_
- CHECK Other filter performance and replace if necessary  \_\_\_\_\_
- CHECK Water storage tank and clean with disinfectant  \_\_\_\_\_
- CHECK & CLEAN Internal and External parts of the unit  \_\_\_\_\_
- CHECK & CLEAN the connecting pipes and tubes  \_\_\_\_\_
- CHECK INPUT & OUTPUT TDS  \_\_\_\_\_
- TDS-Input Water \_\_\_\_\_ TDS-Filtered Water \_\_\_\_\_
- pH \_\_\_\_\_ Hardness \_\_\_\_\_

**PHCV-3**  
Sr No.:  
.....

Service Technician Sign  
  
\_\_\_\_\_  
Customer Sign



## Disclaimer

### Power of 1 is limited to:

1. Calls requested with A. O. Smith Customer Care Centre on working days before 4 pm.
  2. Within city municipal limits only.
  3. Restricted to service requests only.
  4. Available only in following cities: Ahmedabad, Bangalore, Chandigarh, Chennai, Cochin, Delhi, Faridabad, Ghaziabad, Goa, Gurgaon, Hyderabad, Kolkata, Noida, Pune.
  5. Service may impact due to: natural calamities, public holidays and under unavoidable conditions due to political and regional regulations.
-



**Manufactured by A. O. Smith India Water Products Private Limited**  
*(formerly known as A. O. Smith India Water Heating Private Limited)*  
Plot No. 300, Phase-2, KIADB Industrial Area, Harohalli, Kanakapura Taluk, Ramanagara District - 562 112, Karnataka, India.  
Toll Free: 1800-103-2468 ■ Website: [www.aosmithindia.com](http://www.aosmithindia.com)  
CIN: U31909KA2006PTC040282