

Water Heater

HSE-HNS 50, 60, 80 Litres

Fit it &
Forget it



HSE-HNS: Available in 50, 60 & 80 litre capacities

Adaptive Energy-Saving System

AES

Glass Coated & Gilded Heating Elements [24kt Gold]



Programmable Timer



Touch Control Panel



4 Years
Extended
Warranty on
Heating Elements*

7 Years
Warranty on
Blue Diamond®
Glass-Lined Tank



AC Smith[®]
Innovation has a name.

User Guide

* Conditions Apply



Congratulations!

And welcome to the A. O. Smith family.

We would like to thank you for the trust you have shown in choosing an A. O. Smith water heater. You can be sure it will live up to your expectations. Thousands of delighted users the world over trust A. O. Smith water heaters for their families. This user guide will introduce you to your water heater. Follow the instructions carefully and look forward to enjoying long years of trouble-free service.

A. O. Smith is a company known for its innovative technologies and energy-efficient solutions. Ours are the only water heaters with the Blue Diamond® Glass lining for the inner container of the water heater. This cutting edge technology prevents sediment and scaling, fights corrosion and extends the life of your water heater. We also offer you an exciting range of colour options for the front panel of your water heater. Choose the one that matches your bathroom décor best.

Our customer-centric approach manifests itself in many other ways too. A. O. Smith is the first water heater company which gives you a dedicated Toll Free Customer Care Number. If you need any information or assistance with your water heater, just call us from any phone, anywhere in the country to our Toll Free Customer Care No. **1.800.103.2468**.

Or

Factory Address:

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.

About A. O. Smith

A. O. Smith India Water Heating Private Limited was established in 2006. Since this time, the A. O. Smith team has conducted numerous focus group studies and spent an endless number of research hours determining what India wanted in a water heater. Backed by 75 years of proven technological advances, A. O. Smith India has created a stylish design with features demanded by the Indian consumer.

The A. O. Smith plant with manufacturing facilities spread over 76,000 sq.ft. is located on 20 acres, just outside Bengaluru, in the KIADB Industrial Area, Harohalli. The India operations is the 16th A. O. Smith manufacturing facility worldwide. A. O. Smith's India plant has extensive engineering and technical resources and has the latest technologies incorporated. A. O. Smith is the first and only manufacturer to invest in and produce glass lined water heaters in India.

Today, A. O. Smith Water Products Company is one of the largest water heater manufacturer in the world, is a global leader in innovative technology and energy efficient solutions.

What's in the box?

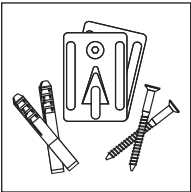
Electric
Water Heater



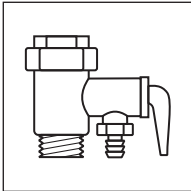
User Guide



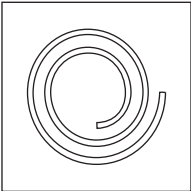
Wall Mounting
Accessories



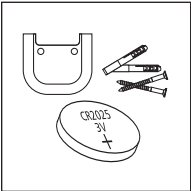
Relief Valve



Drain Pipe



Remote Accessories
& Battery



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User Instructions

Please read the instructions carefully before the installation or operation of this HSE-HNS water heater (henceforth the HSE-HNS water heater will be referred as water heater). This user guide is meant for your future reference.

- Only the company recommended professional installers will install the A. O. Smith water heater for you. In case of improper installation of the water heater by unauthorised personnel, A. O. Smith will not be responsible.
- If the users install the water heater manufactured by our company by themselves or do it by using the self prepared installation materials, our company will not be liable for any adverse effects on normal operation and service performance of the water heater, including but not limited to pipeline leakage, fall or improper installation thereof and harmful effects on or damage to the body of the water heater as well as all losses incurred thereby.
- After installation and operation of the water heater, users should inspect the water heater regularly and make necessary maintenance according to the service conditions. If any abnormality occurs, stop the operation of the water heater immediately and dial our Customer Care No. **1.800.103.2468** for repair to ensure the normal, safe and reliable operation of the water heater.
- The anode rod is a consumable part and should be examined and replaced at regular intervals. It is suggested that the longevity is for 2 to 3 years. Consumers should register and replace the anode rod by dialling our Customer Care No. **1.800.103.2468**. In this way, the service life of the water heater will be extended effectively.
- Prior to any maintenance or repair of the water heater, please ensure to cut off the power. Those installers who are not recommended by A. O. Smith should not adjust or repair the water heater.
- In case the water heater is subject to dry heating, the generated steam or burning water might lead to serious scald. Therefore, it is necessary to fill the water heater with water. If dry heating occurs, cut off the power and water supply at once, stop the operation, dial the Customer Care No. **1.800.103.2468** and carry out inspection or repair by our company recommended professional installers.
- This water heater is provided with power cord, if any damage is observed before installation, contact our Customer Care No. **1.800.103.2468**. (Primary components of the water heater are protected by insulation layer and thermal protective coating so that the users can operate with ease).
- This water heater is equipped with relief valve. For the sake of safe operation, the mounting position of the valve should not be changed without permission and the blockage of valve outlet is strictly prohibited. The discharge pipe must be provided for the relief valve, mounted downwards continuously and should not be knotted in the middle. The discharge pipe shall be directly connected to the floor drain.
- Before installing the water heater, confirm that the power of water heater matches its electric meter capacity and power wire.
- This water heater should be earthed reliably. It is prohibited to connect the earth wire to neutral wire or tap water pipe.
- If the temperature has been set and the relief valve has been installed by the manufacturer, for the sake of safe operation, users may not alter the installation location or block its outlet without permission.
- Hot water above 50°C could result in scald. Before using hot water, please pay attention to testing water temperature by hand and use water at an appropriate temperature by mixing cold water.

-
- Water discharged from the water heater (including high temperature heating water) should not be used for drinking.
 - A special branch circuit should be used for the water heater. Examine whether the electric meter, circuit breaker and diameter of electric wire meets the requirement for rated current of the water heater. If necessary, a qualified electrician should examine.
 - This water heater should be installed at a dry place. Please never insert or pull out the power plug with a wet hand or else electric shock, injury, etc. may be caused.
 - Do not use the damaged electric wire aged, loose and unfixed power socket otherwise, electric shock, short circuit, fire, etc. will be caused. Make sure that the power plug is connected with the socket firmly.

A. O. Smith India Water Heating Pvt. Ltd. reserves all the rights to interpret the above mentioned provisions.

Caution: Failure to follow these instructions may lead to risk of fire and could cause property damage and or personal injury or death.

Warning: Power-on and operation will be permitted only after reliable grounding is provided for the power socket. The water heater is strictly forbidden for use in circumstances where no safe grounding or well-drained floor drain is provided. In the installation area, it should be ensured that the water leakage of the water heater or joints may not cause damage to the articles in adjacent region or lower portion of the building.

Note: A. O. Smith reserves the right to amend or modify the specifications and features at any time, as and when required without any prior notification.

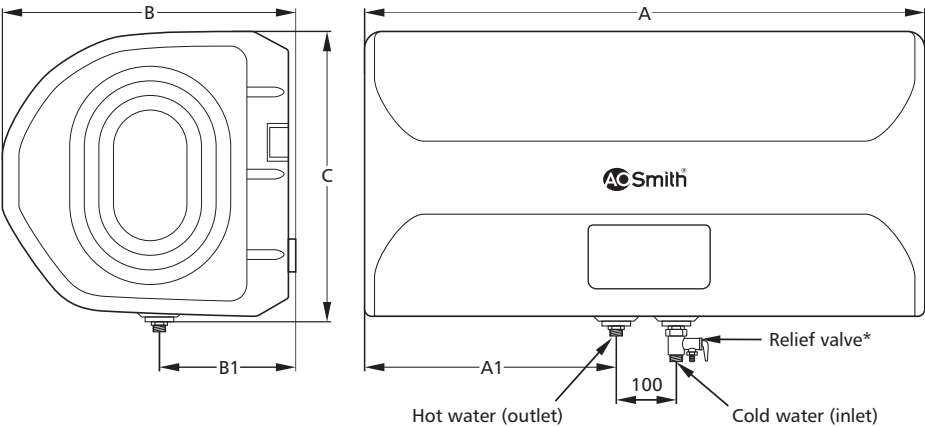
Specifications

| Model | | HSE-HNS -050 | HSE-HNS -060 | HSE-HNS -080 |
|--|---------------------|-----------------|-----------------|-----------------|
| Rated volume [L] | | 50 | 60 | 80 |
| Rated AC voltage [V]/Rated frequency [Hz] | | ~220/50 | ~220/50 | ~220/50 |
| Rated input power | | | | |
| Quick power heating mode [W] | | 3000 | 3000 | 3000 |
| Standard power heating mode [W] | | 3000/2000 | 3000/2000 | 3000/2000 |
| Low power heating mode [W] | | 2000 | 2000 | 2000 |
| Net weight [kg] | | 22 | 25 | 29 |
| Reheating time for 35°C [3kW in min] [2kW in min] | | 39 58 | 47 70 | 62 93 |
| Temperature range [°C] | | 35-75 | 35-75 | 35-75 |
| Rated water pressure | N/cm ² | 80 | 80 | 80 |
| | Water head (metres) | 80 | 80 | 80 |
| Inlet/Outlet Connection [Inch] | | BSP ½ | BSP ½ | BSP ½ |

Dimensions

| Model | A(mm) | A1(mm) | B(mm) | B1(mm) | C(mm) |
|-------------|-------|--------|-------|--------|-------|
| HSE-HNS-050 | 850 | 376 | 434 | 195 | 427 |
| HSE-HNS-060 | 717 | 305 | 483 | 230 | 483 |
| HSE-HNS-080 | 876 | 405 | 483 | 230 | 483 |

Fig. 1





Caution: *Relief valve has been factory fit with the water heater and set at 0.8 MPa (8 Bar) rated pressure.

Warning: Do not tamper or detach the safety valve from the water heater.

Key Features

Dual heating elements: Glass coated and Gilded [24kt Gold]

-  ① This water heater has dual heating elements. The 2kW heating element is a gilded [24 karat gold], which minimises and prevents scale formation on the surface of the element. Gilded element does major portion of the heating in the water heater. The 3kW heating element is a glass coated which is used for instant hot water.
-  ②

Glass lined



This water heater comes with a special glass lined inner tank. This lining offers protection against the tank corrosion and increases life of the water heater, which is achieved through a specialised fusion process. The tanks are designed to pass 1,00,000 cycle fatigue test. This makes it one of the best tank resistance to rust and scaling.

Touch control panel



Touch control panel is used for easy operation of this water heater. It displays electrical energy consumption, set temperature, actual temperature, timer etc. The user can select the set temperature within the range of 35°C - 75°C.

High efficiency energy-saving thermal insulating layer



A polyurethane foam insulating layer without freon is used, which provides a good insulating property and reduces heat loss effectively.

Relief valve



A relief valve (refer to Fig.1) for the water heater is provided and set while leaving the factory and it is not adjustable by the user. The relief valve must be installed at the inlet pipe of the water heater. This valve will relieve pressure automatically while the piping system exceeds the rated pressure.

Anode protection



A strong steel core anode rod is used for protecting the inner tank. It greatly prolongs the service life of the water heater.

High temperature limit protection switch



This water heater employs a high temperature limit protection switch. In case any fault occurs and the water temperature exceeds the highest preset temperature (93°C), then switch rapidly cuts off the live line and neutral line simultaneously to guarantee safety.

Warranty

7
Years

With our careful manufacturing and strict quality control, we assure you the best quality and long life; is backed by 7 years warranty on the tank and 2 years warranty on the whole unit.

Electronic Features

AES [adaptive energy-saving system] Function



This water heater has unique AES feature which adopts the heating cycles to the water utilisation habit of the user. This enables the water heater to switch on automatically at required time, hence saving energy by minimising thermal losses.

Display of Hot Water Amount



This water heater has a function of displaying the amount of hot water available. Five lighting block displays the hot water distribution of different levels in the inner tank of the water heater.

Instant



Users can select instant heating by pressing "override" key at all times and the water heater starts electrical heating immediately to reach the preset temperature.

Programmable Timer



This water heater has timer functionality which enables the water heater to switch on automatically in energy saving mode at preset times of the day, as required by the user.

Power-off Memory Function



This water heater can retain the set information for 72 hours, even in power off condition.

Intelligent Dormancy



If no operation is performed within 3 minutes, the water heater enters into a dormant state.

Installation Instructions

Caution:

- Once the mounting, plumbing, power connection and water filling is done, then only the power supply should be given. The steps need to be followed as per the user guide.
- This water heater is heavy, hence will require at least 2 persons to carry and install, otherwise it may cause injury.
- Please carry the water heater in the ex-factory state and do not tilt over 45°C angle or vertical placing.
- Disassembly and assembly by users is prohibited.

Caution: Hot water over 50°C will cause scald. In order to protect you and your family, especially the safety of children, if you set the temperature exceeding 50°C, please take care.

Mounting

This water heater should be installed at a location that is close to power socket, floor drain and water utilisation point. As the outlet of the relief valve might discharge water during the operation of the water heater, therefore the floor drain should be provided near the water heater. In the installation area, it should be ensured that the water leakage of the water heater or pipeline joints should not cause damage to the articles in adjacent region or lower layer of the building. While installing the water heater, please be sure for mounting the water inlet and outlet pipes at the bottom of the water heater.

Vertical installation of the water heater is strictly prohibited.

Mounting procedures and precautions

The installing surface must be capable of supporting at least four times the weight of the water heater when filled with water. If the water heater is not installed on the bearing wall or is mounted on hollow brick wall, corresponding protective measures must be provided, for example supporting rack, through-wall screw, mounting of back plate, etc.

Prior to confirming the positions of bolt holes, retain at least 300 mm space on the right side of the water heater, to open the side cover for repair.

- If the water heater is embedded into a gusset plate, the plate on the right side should be moveable for convenience to dismantle the end cover for repair and maintenance.
- The water heater should not be located outdoors or in an area subject to freezing environment. If freezing occurs, the container and water pipe will break, causing scald or leakage.

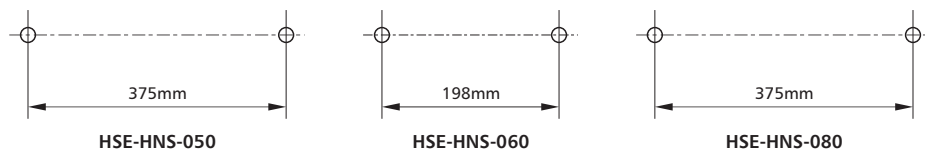
Caution:

- This water heater should be installed with the fixing accessories provided.
- The water heater should be hung until the accessories are fixed firmly or else the heater may fall off and serious injury accident might be caused.
- The maximum power of this water heater is 3000 W, hence a single dedicated power supply circuit is proposed, the core area of electric supply wire should not be less than 2.5 mm².

Mounting guidelines

Drill two holes in 90 mm depth at least by using an electric impact drill with a $\varnothing 10$ mm bit. The holes must be in level. Space between the two holes should be as shown in Fig. 2 based on the model.

Fig. 2 Mounting distance of hangers



Caution:

- Nylon expansion tube must pass through the hole of the mounting bracket first, and then be inserted into the drilled holes.
- It is necessary to use special inner hexagon spanner to fasten the bolts into the nylon expansion tubes, no other tools are permitted. During fastening of the screws, ensure that the counter sunk head of the screw is not excessively tightened, which may damage the nylon expansion tubes.

- Fix the hangers on the wall by using the inner hexagon spanner and expansion screws (Fig. 3).
- Insert the square holes on the upper of supporting rack at the back of the water heater into the hanger of the hanging plate, move down the water heater to ensure the square holes against the root of the hanger. Confirm the reliable fixing of the water heater (Fig. 4).

Fig. 3 Installation of mounting bracket

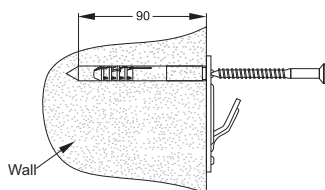


Fig. 4 Mounting of the water heater

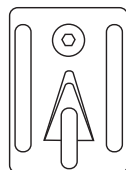
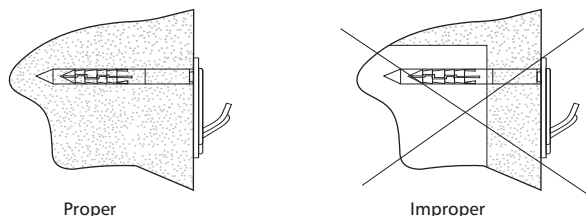


Fig. 5 Installation of mounting bracket



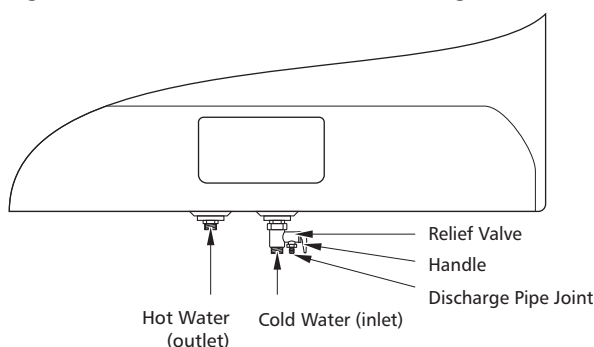
Caution: The provided mounting accessories can only be used for solid wall, as shown in Fig. 5. Improper installation may cause the water heater to fall down.

Plumbing connection

Connect the relief valve provided with this unit to the inlet of the water heater (inlet pipe has a blue cap). The arrow points to the direction of water flow (to the water heater). The relief valve must be connected to the discharge pipe. The hot water pipe is connected to the water outlet (outlet pipe has a red cap). If the water pressure of the inlet pipe approaches to or exceeds the relief limit (0.8 MPa) of the multi-functional relief valve, please install a reducing valve on the water inlet pipe away from the water heater. Refer to Fig. 6 for pipe connection. Nylon pipes should be used for connection between the tapping pipe in users house and the water heater.

Caution: Apply proper sealing to the pipe joints to prevent leakage. At the same time, the relief valve may not be tightened excessively to avoid damage.

Fig. 6 Water inlet and outlet connection diagram



Connection of wired remote control box

If you require a wired remote control box to be installed, please contact A. O. Smith Customer Care No. 1.800.103.2468

Power connection

The power cord and plug has been provided for the water heater. Users only needs to insert the plug into the corresponding electrical socket.

Caution: Ensure that the socket is grounded reliably. Use an independent high-quality socket, its rated current should not be less than 16 A and ensure reliable contact with the plug.

Water filling

After all the pipes are connected, first open the discharge valve of the water heater, then the feed valve. Then fill the water heater with water, exhaust the air till water stream flows uniformly out of the hot water outlet. This indicates that the water heater has been filled up. Please close the hot water discharge valve and check all connections for any leakage. If leakage occurs, empty the inner tank, repair the leaked connection and then refill the water heater with water. For your convenience, please don't close the feeding valve while filling the water.

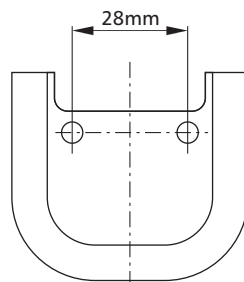
Installing the remote controller

For convenience of operation, you may install the remote controller holder/bracket on the wall near the water heater (a bracket may be used).

Fig. 7 Bracket for remote controller

Installing the bracket for remote controller:

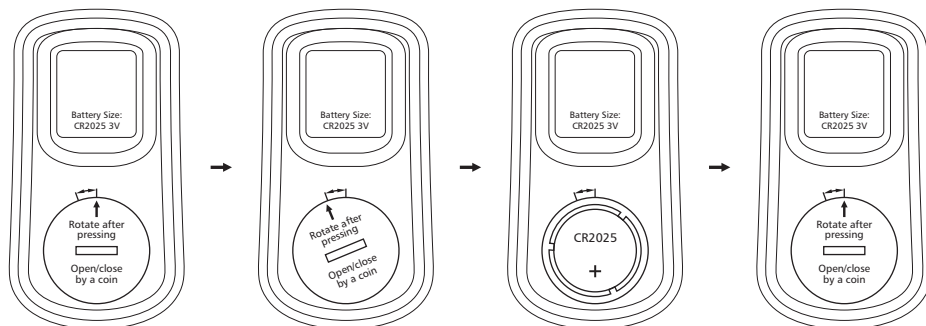
- The remote controller must be installed at a place where it does not get in contact with water.
- Drill two holes on the wall by using an electric impact drill with 6mm bit.
- The holes must be horizontal and space between two holes is 28mm (Fig. 7).
- Fix the bracket on the wall by expansion tubes and screws attached.
- Place the remote controller with battery into the bracket.



Installing the remote controller battery:

- Rotate counter clockwise by a coin and remove the battery cover at the back of the remote controller.
- Load the CR2025 battery (accessory) into the controller.
Note: "+" up.
- Cover the battery cover and rotate it clockwise by a coin (Fig. 8).

Fig. 8 Installation diagram of remote controller battery

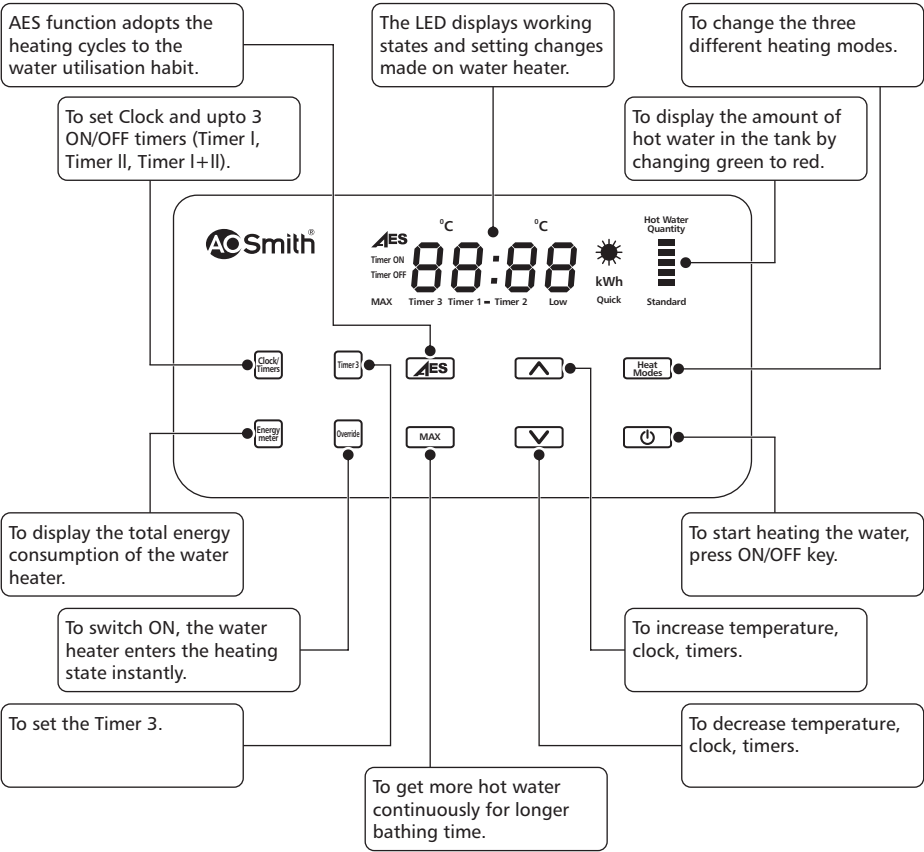


Directions for use

Caution: Before using the water heater, make sure that it should be filled with water and the power plug has been connected properly.

Attention: When the water heater is installed in its place, connect the power supply after waiting over 30 minutes initially.

Fig. 9 Touch control panel functions



1. Initial power

When the water heater power plug is connected for initial power ON, the electronic controller will detect automatically. All screen indicators will glow (Fig. 10) and go out seconds later indicating the heater is standby.

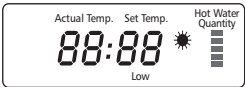


Fig. 10

2. Power ON/OFF

Press the ON/OFF key "Ⓢ", the water heater is on. Firstly, the electronic controller default state is at preset temperature mode and default display time. Display the current clock "12:00",

moreover, ":" flashes. The clock running begins. Here, if the actual water temperature is lower than the preset temperature heating starts and the heating indicator becomes red.

3. Clock setting

In non-timing mode, press the "Clock/Timers" key for 3 seconds approximately and the hour digit flashes. Press the "▲" or "▼" key to set the hour; then, press "Clock/Timers" key again, the minute digit starts flashing and then press the "▲" or "▼" key to set the minute. In case of pressing continuously, the data changes ceaselessly; then press "Clock/Timers" key again and exit the clock setting mode. (Fig. 11)

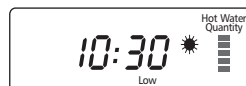


Fig. 11

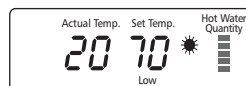


Fig. 12

4. Temperature setting

This water heater can display the actual temperature and preset temperature together. The actual temperature is the water temperature in water heater and set temperature is the water temperature which the user requires. Press the "▲" or "▼" key under power ON state, the "preset temperature" flashes, then press the "▲" or "▼" key again to make the preset temperature increase or decrease by 1. In case of pressing continuously, the data changes ceaselessly, release the key to stop at certain value, "preset temperature" stops flashing, then exit the temperature setting mode. The temperature can be set in a range of 35°C ~ 75°C. (Fig. 12)

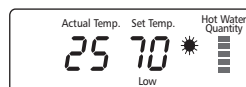


Fig. 13

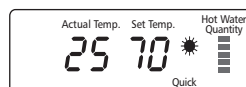


Fig. 14

5. Heating mode

This water heater is having three types of heating modes. Selection can be made based on the season and purpose of hot water, more convenient and energy-saving. The default state is "Low Power Heating".

1. "Low power heating" : Heat the full inner tank of water in 2000 W.
2. "Quick power heating" : Heat the upper half inner tank of water in 3000 W.
3. "Standard power heating" : Heat the full inner tank of water in 3000/2000 W.

The display will be shown as in Fig. 13, 14, and 15.

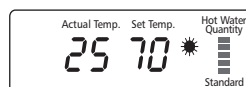


Fig. 15

6. Timing setting

Press "Clock/Timers" key for 3 seconds approximately and the timing hour and minute flashes. Press the "▲" or "▼" key to set the minute to increase or decrease by 30. User can set up to three ON/OFF timers (Timer I, Timer II, Timer I+II) in a day. Press "Clock/Timers" key again to exit the timing setting. (Fig. 16 & 17)

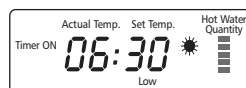


Fig. 16

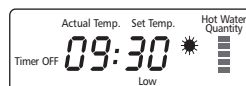


Fig. 17

7. Timer 3

Press the "Timer 3" key, to set the third timer function. The setting procedure of Timer 3 is same as Timer I & II. (Fig. 18)

Note: Functions of "Timer 3" may run simultaneously and enter the multistage timing mode. Default timing interval for usage is 21:00 ~ 8:00.

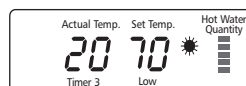


Fig. 18

8. Instant heating

When the water heater is in timer mode, press the "override" key and the water heater enters the heating state immediately. The heating indicator glows, when the temperature preset by users is reached, the water heater returns to the state before setting. Also to exit from the instant heating mode, press the "override" key again.

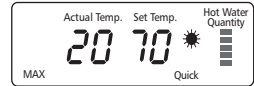


Fig. 19

9. MAX increment function

Press the "MAX" key to get more hot water continuously for longer period. By pressing the "MAX" mode, the lighting block will become light; repress the "MAX" key to cancel the "MAX" mode, and the lighting block goes out.

Note: The "MAX" mode is only available in "quick power heating" and "standard power heating".

1. While the LED heating indicator shows "☀", indicate that the water heater is in heating mode; while it goes out, indicate that the water heater has been heated to preset temperature and is being in holding state.
2. Press "Clock/Timers" and "Override" keys for 8 seconds, set the temperature, clock time, timing time, timing interval at peak valley by default, clear all fault codes and the working mode restores to the normal state. After completing reset of the controller, all characters show 2 seconds and then enter shutdown state.
3. All timing intervals are based on the real-time clock.
4. All digits flash to set the state.

10. Display of hot water amount

Five lighting blocks display the hot water distribution of different levels in the water tank of the water heater. In your setting mode, when the lighting blocks show red, indicate a high temperature, green for a low temperature, orange for a medium temperature.

11. Power consumption display

Press the "Energy meter" key for 6 seconds, LED will display the accumulated power consumption. The minimum show value is 0.1 kWh and the maximum is 999.9 kWh. If the maximum value is reached, it will restore to 000.0, and again recount the power consumption.

12. Dormancy

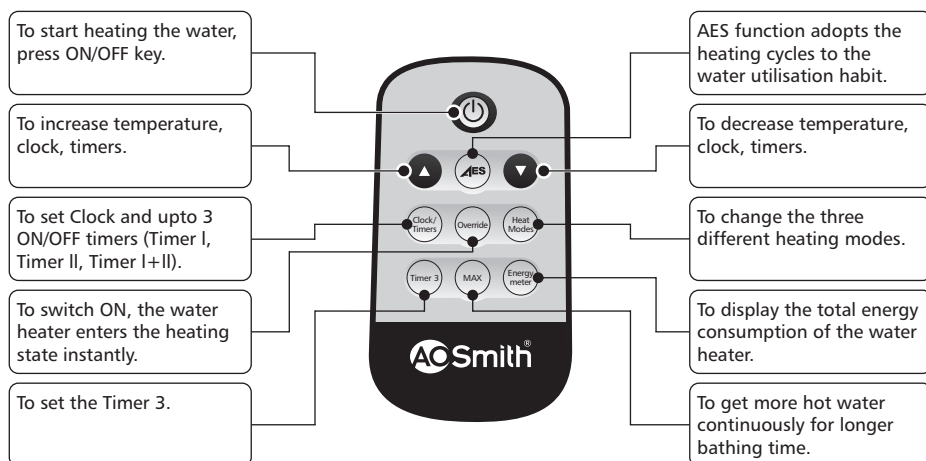
In case of no operation within 3 minutes, the controller enters dormant state. If the dormant state needs entering quickly, press "Clock/Timers" and "AES" at the same time. In the dormant state, press the ON/OFF key and the controller returns to the state before dormancy.

13. Operation of remote controller

The operating method of function keys on the remote controller as shown in Fig. 10 functions same as mentioned above for touch control panel.

1. Prior to operating the remote controller, it is necessary to install the battery as shown in Fig. 8.
2. While the remote controller is in use, point it at the electronic controller, having a range within 5 m.
3. When pressing the function keys of the remote controller, if the operating indicator on the panel does not become light, please replace the battery.

Fig. 20 Wireless remote controller function



Maintenance instructions

Warning: Only A. O. Smith authorised service personnel should maintain and repair this water heater. Unauthorised servicing could result in serious injury or property damage.

While repairing the water heater, please disconnect the power plug from the socket.

Caution: Prior to the repair of the water heater, please refer the troubleshooting chart to rule out all the obvious causes.

Maintenance

- If the water heater needs to be drained, close the water inlet valve first, open the drain valve, then rotate the handle of the relief valve, release the nut connected to the water outlet joint of the inner tank and drain water from the discharge pipe.
- It is recommended that the tank should be flushed to remove sediment which may buildup during operation. Specific operating procedures are as follows:
 - (1) Disconnect the power.
 - (2) Screw off the relief valve and remove the internal water inlet pipe of the water heater.
 - (3) Connect the water outlet pipe connection of the water heater to the tap water pipeline and fill water from this end, the water inlet pipe connection is connected to floor drain by pipes and discharge water from this end.
 - (4) Open the water inlet valve to get a maximum tap water flow, flush the tank till the drained water from the tank becomes clean.
 - (5) Connect the water inlet and outlet pipes again according to Fig. 6, and put the water heater into use after a leakage test.

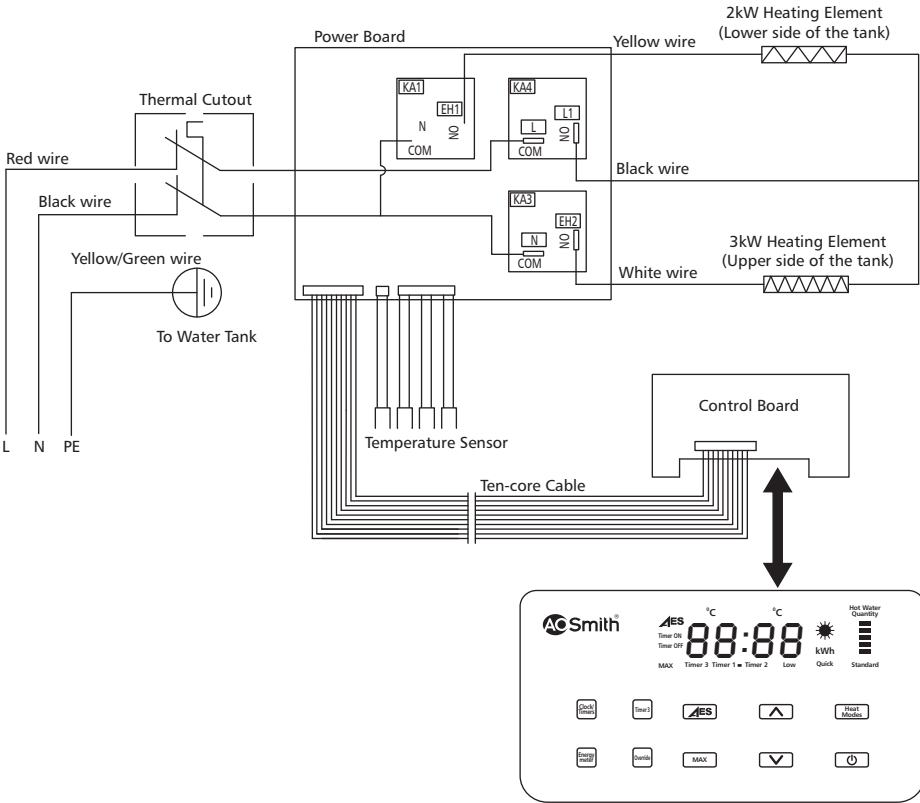
Caution: The drained water could have a high temperature, a scald might be caused, please be careful.

Troubleshooting

| Problem | Possible causes | Corrective action |
|--|--|---|
| <ul style="list-style-type: none"> No display No hot water | <ol style="list-style-type: none"> No power to heater No power in electric socket Failure in control circuit or internal wiring | <ol style="list-style-type: none"> Switch on power to heater Check power socket Call Customer Care Centre |
| <ul style="list-style-type: none"> No display High water temperature | <ol style="list-style-type: none"> High temperature limit switch open Electrical circuit failure | <ol style="list-style-type: none"> Switch off power supply Call Customer Care Centre |
| <ul style="list-style-type: none"> Display, no hot water | Heating elements or internal circuit failure | Call Customer Care Centre |
| <ul style="list-style-type: none"> Drip from pipe joints | Unsealed joints | Reconnect pipes of water heater and be sure to use seal tape |
| <ul style="list-style-type: none"> Drip from enclosure | <ol style="list-style-type: none"> Tank or accessories leakage Drain blocked Condensate pipe distorted or not downward facing | <ol style="list-style-type: none"> Disconnect power to heater immediately Check & make condensate pipe downwards Call Customer Care Centre |
| <ul style="list-style-type: none"> Display "E1" | Black wire of two-core terminal open circuit or short circuit | Call Customer Care Centre |
| <ul style="list-style-type: none"> Display "E2" | White wire of two-core terminal open circuit or short circuit | Call Customer Care Centre |
| <ul style="list-style-type: none"> Display "E6" | Red wire of two-core terminal open circuit or short circuit | Call Customer Care Centre |
| <ul style="list-style-type: none"> Display "E7" | Blue wire of two-core terminal open circuit or short circuit | Call Customer Care Centre |
| <ul style="list-style-type: none"> Display "E3" | Ultra High temperature | Call Customer Care Centre |
| <ul style="list-style-type: none"> Display "E5" | Low voltage protection | Call Customer Care Centre |
| <ul style="list-style-type: none"> Display "EA" | The relay breakdown | <ol style="list-style-type: none"> Switch off power supply Call Customer Care Centre |

Note: Call Customer Care Centre on 1.800.103.2468

Circuit Diagram



Warranty

Product warranty

Your A. O. Smith water heater is warranted against defects arising from faulty design, workmanship and materials for a period of 24 months from the date of the invoice, subject to the following conditions:

1. The customer will notify the Company promptly about defects noticed and give the Company or its authorised service provider adequate opportunity to inspect, test and remedy them, for which the customer will deposit the goods, if necessary, with the Company's Office/Service Centre along with the original invoice.
2. Special warranty from the date of purchase is subject to the following conditions:
 - Tank - 7 Years
 - Heating Element - 2 + 2 Years*
 - Rest of the parts - 2 Years
3. Inspection and Test Report of the Company's Office/Service Centre will be treated as final and binding under the warranty for determining the defects, repairs/alterations required or carried out, or certifying working of the goods thereafter.
4. The Company or its authorised service provider will be entitled to retain any defective part replaced under the warranty.
5. The Company's liability under the warranty will be limited only to defects which occur under conditions of proper installation, normal operation and proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs/alterations to product or the parts by others.
6. Components subject to wear, such as anode, are not covered under this warranty.
7. The customer will have no claim under this warranty in respect of any personal injury, damage or property or consequential damages, or for utilisation of the goods not in accordance with the user guide.



* Register your product with the A. O. Smith Customer Care Centre [1.800.103.2468] within two months of purchase. You will get an extended warranty on the element [from 2 years to 4 years].

General Terms of Warranty

1. The “goods” shall mean the goods described in the purchase agreement.
2. “The customer” shall mean the original purchaser under the purchase agreement.
3. “The Company” shall mean A. O. Smith India Water Heating Pvt. Ltd.
4. The “Purchase Agreement” shall mean the General Terms and Conditions of Sale agreed upon by the customer and the Company as printed on the Invoice.
5. “Invoice” shall mean the Invoice issued for the Unit by the Company or Authorised Dealer to the customer describing the goods and indicating, inter alia, the total purchase price thereof, the name of the customer and the place where the goods are to be installed.
6. “User Guide” shall mean the instructions for installation leaflet published by the Company and delivered to the customer.

Note: For registration of the Extended Warranty, please call our dedicated Toll Free Call Centre No. **1.800.103.2468** OR fill up the details in the Warranty Card and mail the same to A. O. Smith India Water Heating Pvt. Ltd., factory address.

Post Warranty

1. The customer may be offered a yearly Service Contract at the prevailing Company rates and terms.
2. In case the customer does not wish to enter the Service Contract, he has the option of calling our Service Centre and having his A. O. Smith Water Heater unit serviced on actual basis i.e. by paying the Labour Cost and Spares needed to attend to that Service or Complaint Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Service Centres.
3. The Company will provide free servicing of the goods brought to its Service Centre by the customer, provided that all expenses of transporting the goods to and from the Service Centre shall be borne by the customer directly.
4. If, during such service, it is necessary for the Company 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.

Jurisdiction

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

Warranty Card

Warranty Card (Customer Copy)

(To be retained by the Customer) Unit Serial Number: _____

Invoice Number: _____ Dated: _____

Customer's Name and Address: _____

Model: _____ Capacity: _____

Dealer's Stamp and Signature

Warranty Card

Warranty Card (Company Copy)

(To be sent back to the Company) Unit Serial Number: _____

Invoice Number: _____ Dated: _____

Customer's Name and Address: _____

Model: _____ Capacity: _____

Dealer's Stamp and Signature

Service and Maintenance

For Service needs:

Please contact our A. O. Smith Toll Free Customer Care Centre Helpline at **1.800.103.2468**

Registered Office

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.: **1.800.103.2468** ■ Website: www.aosmithindia.com

Regional Office

Delhi:

602, Laxmi Deep Building, Plot 9, Laxmi Nagar District Centre, Vikas Marg,
New Delhi – 110 092

Pune:

401 & 402, Citi Mall, Ganeshkhind Road, Near Pune University,
Pune – 411 007



Manufactured by A. O. Smith India Water Heating Private Limited

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