

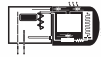
Air2Heat Water Heaters

HPW-60, 80 Litres



HPW: Available in 60 & 80 litre capacities

Effective and Efficient



Electric Heating Element



Energy Saving*

60%

Digital Display



Quiet Operations



Tank Warranty*

7
Years



AC Smith™
Innovation has a name.

User Guide

* Conditions Apply
† Compared to an electric water heater



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 patented 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 only 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 2005. 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 Harohalli Industrial Area. The India operations is the 16th A. O. Smith manufacturing facility worldwide. A. O. Smith's plant at Bengaluru, India 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.

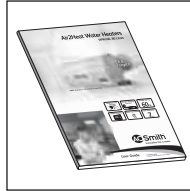
Today, A. O. Smith Water Products Company is one of the largest water heater manufacturer in the world, is a global leader in innovative technology and energy efficient solutions.

What's in the box?

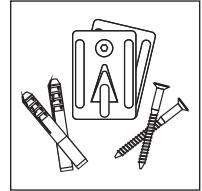
Electric
Water Heater



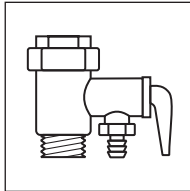
User Guide



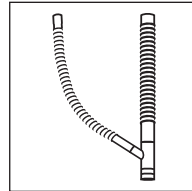
Wall Mounting
Accessories



Relief Valve



Drain Pipe



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User Instructions

Please read the instructions carefully before the installation or operation of this Air2Heat water heater (henceforth the Air2Heat 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 unauthorized personnel, A. O. Smith will not be responsible.
- If the user installs 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 a fixed period. It is suggested that the longevity is for 2 to 3 years. Consumers should register and replace the anode rod by dialing 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 and repair the water heater.
- The hot water in the heater might cause serious scald. Please be careful while having a shower bath or washing after mixing the hot water and cold water.
- In case the water heater is subject to dry heating, the generated steam or hot 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.
- Any component soaked into water should be used after being inspected or repaired by our company recommended professional installers.
- This water heater is provided with a 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 an insulation layer and thermal protective coating so that the users can operate with ease.
- The water heater is equipped with a relief valve. For the sake of safe operation, the mounting position of the valve should not be changed without permission and the blockage of the 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.
- 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.

-
- The 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. will 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.

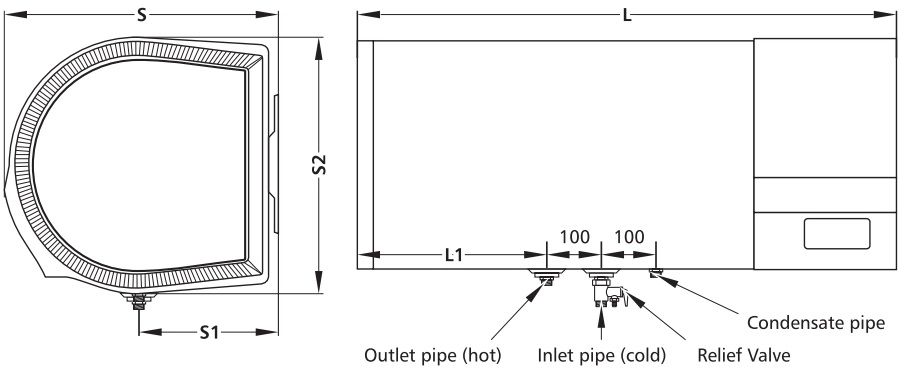
Warning: Power-on and operation will be permitted only after reliable grounding is provided for the power socket. The water heater is strictly forbidden for use in circumstances where no safe grounding or well-drained floor drain is provided. In the installation area, it should be ensured that the water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

Specifications

Model.	HPW-60	HPW-80
Rated volume(L)	60	80
Rated voltage (V)/Rated frequency (Hz)	~220/50	~220/50
Rated input power (W)/Rated current (A)	250/1.25	250/1.25
Energy-saving mode		
Electrical mode heating	3000/13.7	3000/13.7
Net weight (kg)	46	50
Inner tank rated pressure (MPa)	0.8	0.8
Range of water temperature (°C)	35-75	35-75
Environment application range of energy-saving mode (°C)	10-43	10-43
Name of refrigerant	R134a	R134a
Refrigerant filling volume (g)	156	156
Noise level (dB(A))	≤40	≤40

Dimensions

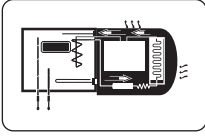
Fig. 1



Model	L(mm)	S(mm)	S1(mm)	S2(mm)	L1(mm)
HPW-60	895	510	250	480	290
HPW-80	1050	510	250	480	335

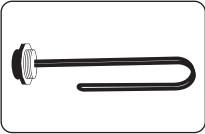
Key Features

Effective and Efficient



This water heater effectively and efficiently uses thermal energy from the environment to heat water.

Electric Heating Element



This water heater is incorporated with a 3kW heating element which helps in quick heating. If the temperature is set above 50°C then the heating element is activated. Users also have an option of heating the water completely in 3kW mode.

Energy Saving

60%

This water heater is a highly efficient, energy saving and environment friendly device. While running in energy saving mode*, users can save up to 60% on electricity costs; when compared to a conventional electric water heater.

**when set to 50°C temperature & under standard test conditions*

Digital Display



This water heater has a built-in digital display for readings and key parameters for ease of operations.

The user definable functions and parameters are setting of Mode, Timers, Override, AES [Adaptive Energy Saving System], Temperature Setting, Hot Water Display Quantity and Power-off Memory Function.

The diagnostics of the unit's malfunctions can be shown by the LED display.

Warranty

7
Years

This water heater uses international quality compressors and high quality accessories and materials. 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.

Intelligent Control Features

AES [Adaptive Energy-Saving System] Function



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

Instant



Users can select electric heating by pressing 'override' key and water heater starts electrical heating immediately to reach the pre-set temperature.

Automated Functions



This water heater has automated functions that monitors several critical functions and adjusts operations to maximize performance and reliability.

Display of Hot Water Amount



This water heater has a function of displaying amount of hot water available.

User Settings



This water heater can be set by the user to operate in different energy modes:

- The high efficiency mode uses only environmental heat to heat the water upto 50°C.
- The hybrid mode uses the heating element only if the set temperature is > 50°C
- The electric mode in which the heating element directly heats the water.

Programmable Timer



This water heater timer enables the unit to switch on automatically at pre-set times of the day, in energy saving mode.

Power-off Memory Function



This water heater can retain the set information for 48 hours, even in power off condition.

Glass Lined Tank

Glass Lined Tank



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

Glass Lined Heat Exchanger



Glass Lining of the heat exchanger offers protection against corrosion and increases life of the water heater. The lining is stronger and more corrosion-resistant than any other in the industry.

Safety Features

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 then switch rapidly cuts off the phase and neutral line simultaneously to guarantee safety.

Relief Valve



A relief valve 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. The discharge port of the relief valve and the condensate pipe should be connected to the floor drain through the three-pass discharge pipe. They should be mounted downwards continuously in a frostless environment and the pipe must be connected to the floor drain directly. Under any circumstance, the three-pass discharge pipe and discharge pipe should not be blocked or twisted and should be open to atmosphere (For installation of the relief valve refer Fig. 9).

Other Features

Compressor



The compressor in this water heater is an industry leader for performance and durability.

Anode Protection



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

Environment Friendly Refrigerant



The R134a refrigerant used in the water heater is environment friendly.

High Efficiency Energy-Saving Thermal Insulating Layer



A polyurethane foam insulating layer is used, which provides good insulating property and reduces heat loss effectively.

Quiet Operations



This water heater operates at a quiet sound level of approximately 40 dBA.

Product features

Electronic controller

Mode:

Users can select energy-saving mode or electrical heating mode by themselves. The ex-factory default setting is energy-saving mode. When energy-saving mode is selected then water heater effectively and efficiently uses thermal energy from the environment to heat the water.

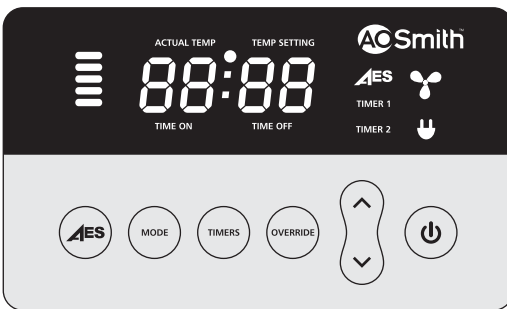
AES (adaptive energy-saving system) function:

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

Display of hot water amount:

The heater has a function of displaying amount of hot water available. Five lighting blocks are indicative of the quantity of hot water in the water tank.

Fig.2 Electronic controller



Timing functions:

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. Users can set for 2 distinct times in a given day. This function repeats every day until it is disabled.

Instant:

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

Power-off memory function:

This water heater can retain the setting information for 48 hours, even in power off condition. However the water heater should be switched on for a minimum of 4 hours before power cut-off.

Intelligent dormancy:

If no operation is performed within 3 minutes, the display enters into sleep mode.

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.

Installation Instructions

Caution:

- Once the mounting, plumbing, three-pass discharge pipe, wired remote control box, power connection and water filling is done then only the power supply should be given. The steps need to be followed as per the instruction manual.
- 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° angle or vertical placing.
- Disassembly and assembly by users is prohibited.

Mounting

A. O. Smith water heater is a compact water heater which occupies about 0.219 cubic meters [7.8 cubic feet] volume hence needs to be installed in an enclosed area of atleast 100 cubic feet. This water heater should be installed at a location closer to the power socket, floor drain and water utilization point. This water heater should not be installed in places which is filled with fume, strong electromagnetic waves, high fluctuation of power voltage, acid or alkaline vapor, such as kitchen. The air inlet of the water heater should be far away from high temperature sources, such as master bathroom and should not be covered with cloth. As the outlet of the relief valve might discharge water during the operation of the water heater, therefore the floor drain must 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 may not cause damage to the articles in adjacent region or lower layer of the building. When installing the water heater, be sure to mount 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 distance between the gusset plate and the front of the water heater should be larger than 50 mm, to ensure good ventilation during running of the water heater under energy-saving mode. Refer in Fig.3 for details.

- 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 must be installed with the fixing accessories provided. The water heater must be held in place 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 105 mm depth at least by using an electric impact drill with a \varnothing 10 mm bit. The holes must be level. Space between the two holes should be as shown in Fig. 4 based on the model.

Fig. 3 Mounting space diagram

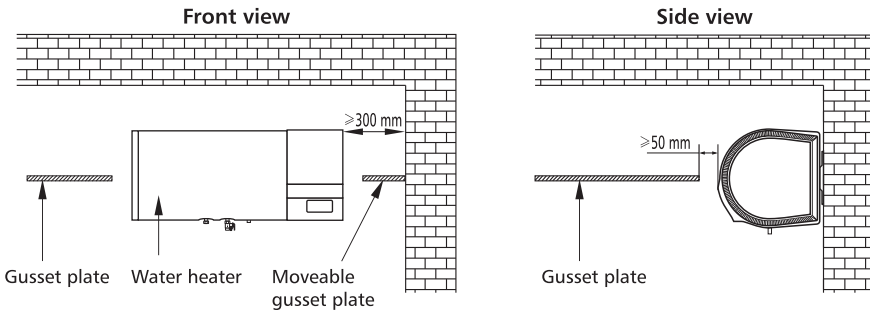
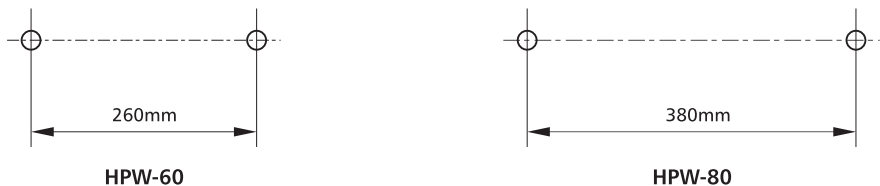


Fig.4 Mounting distance of hangers



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, as shown in Fig. 5.
- 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, as shown in Fig. 6.

Fig.5 Installation of fixing hangers

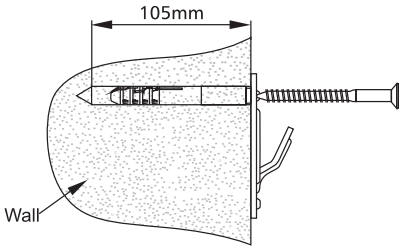


Fig.6 Mounting of the water heater

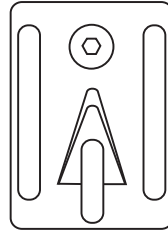
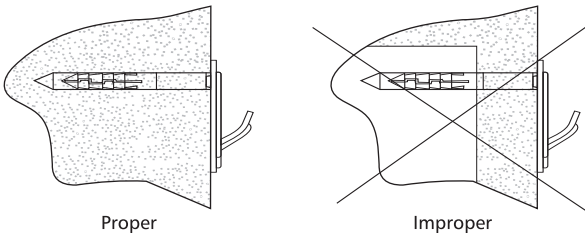
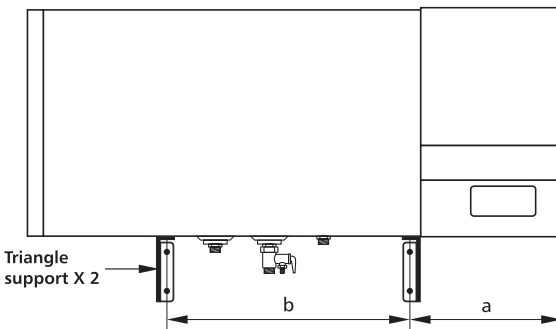


Fig.7 Installation of fixing hanger



Caution: The provided mounting accessories can only be used for solid wall, as show in Fig.7. Improper installation may cause the water heater to fall down.

Fig.8 Triangle support installation location diagram



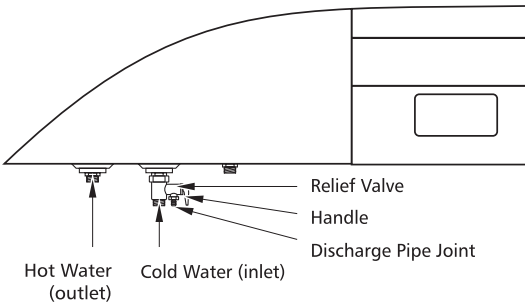
Model	a (mm)	b (mm)
HPW-60	330	400
HPW-80	330	500

After mounting the water heater using fixing hangers, users may provide two additional triangular supports under the water heater. Refer Fig. 8 for distance between the supports and the water heater.

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 relief valve, please install a reducing valve on the water inlet pipe away from the water heater. Refers to Fig. 9 for pipe connection Nylon hoses should be used for connection between the tapping pipe in users house and the water heater.

Fig.9 Water inlet and outlet connection diagram

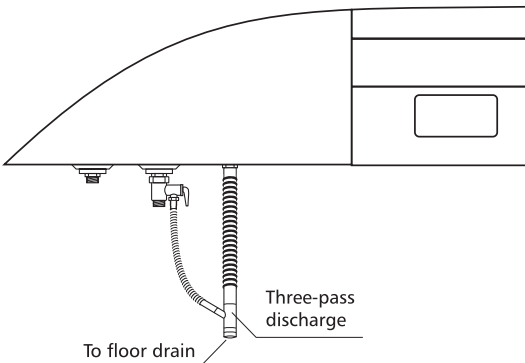


Caution: Apply proper sealing to the pipe joints to prevent leakage. At the same time, the relief valve may not be tightened excessively to avoid damage.

Three-pass discharge pipe connection

Refer Fig.10 for the connection of three-pass discharge tube. The port of relief valve and the condensate pipe are connected to the floor drain with three-pass discharge pipe.

Fig.10 Connection of three-pass discharge pipe



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 have been provided for the water heater. Users may only insert the plug into the corresponding electrical socket.

Caution: Ensure that the socket is to be grounded reliably. Use an independent high-quality socket and its rated current should be not 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 water tank repair the leaked connection and then refill the water heater with water. For your convenience, please don't close the feeding valve during the filling of water.

Caution

- Before installing the water heater confirm that the power of water heater matches electric meter capacity and supply wire.
- The 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 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.

Directions for use

Caution:

- Before using the water heater, make sure that it should be completely filled with water and the power plug has been connected properly.
- When the heater is installed in its place, connect the power supply after waiting over 30 minutes initially.

1. Initial power on

When the water heater power plug is connected for initial power on, the electronic controller will detect automatically. All screen indicators will glow (Fig.11) and go out seconds later indicating the heater is standby.

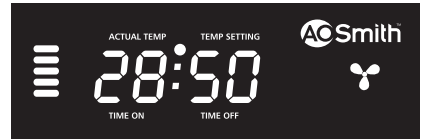
Caution:

If the water heater is powered off (such as power off or pull out plug), the temperature setting, override, timers, mode and AES setting returns to the last state. Clock setting may be stored for 48 hours if the water heater has been on for over 4 hours.

Fig. 11



Fig. 12



2. Power ON/OFF

Press the ON/OFF key “⏻”, the water heater is on. Firstly, the electronic controller default state is energy-saving mode “☼”, 70°C preset temperature and default display time is 12:00. Display the current clock “12:00”, moreover, “:” flashes. The clock running begins. Display the preset temperature and actual temperature seconds later (Fig. 12).

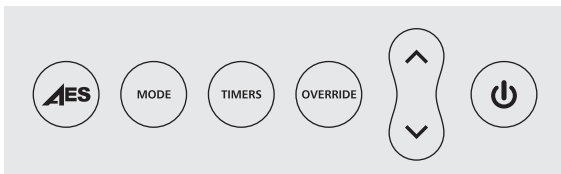
Press the ON/OFF key under power on state, the water heater stop working and goes in to the standby state.

3. Temperature setting

Default temperature setting is 70°C for energy-saving mode “☼”, and 70°C for electrical heating mode “☼”. This water heater can display the actual temperature and preset temperature together. The actual temperature is water temperature in the water heater and preset temperature is the water temperature which the user requires. Users can set the required temperature at all times.

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.

Switches Layout



4. Timing setting

Press the “timers” key to display clock. Users can select circularly between timer 1 & timer 2 by pressing the timing key.

5. Heating mode

In the water heater normal working state, press the “mode” key to select heating mode circularly energy-saving mode “☼” and electrical heating mode “☾”. The system default mode, is energy-saving mode “☼”. Users can select between electric heating state and energy-saving heating.

Attention:

- In the energy-saving mode, there is 3 minutes switch on waiting time approximately before heating.
- In the energy-saving mode, the heating speed is lower. In case, if quick heating is required, users can press “override” key or select electrical heating.
- In the energy-saving mode, in case of sending large amount of hot water discharge, the water heater will stop running under energy-saving mode, and restart the mode after 10 minutes interval of water using.
- When the energy-saving mode is selected, the ambient temperature around the water heater will drop.

6. Instant heating

Under power on state, press the “override” key, and the water heater enters the electrical heating state immediately (If the energy-saving mode is selected, the display icon still is “☼”). The heating indicator glows, when the temperature preset by users is reached the water heater returns to the state before setting.

7. 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.

8. Reset function

Press “timers” and “override” key for 8 seconds simultaneously, setting parameters such as temperature setting, clock time, Timer 1 time, Timer 2 time will reset to the default value, erasing AES water using interval and return to the general state. When the controller is reset, all characters display for 2 seconds and then enter the power off state.

Maintenance instructions

Warning: Only A. O. Smith authorized service personnel should maintain and repair this water heater. Unauthorized 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 trouble shooting chart to rule out all the obvious causes.

Maintenance

- If the water heater needs to be drained, close the water inlet valve first to 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 build-up during the operation.

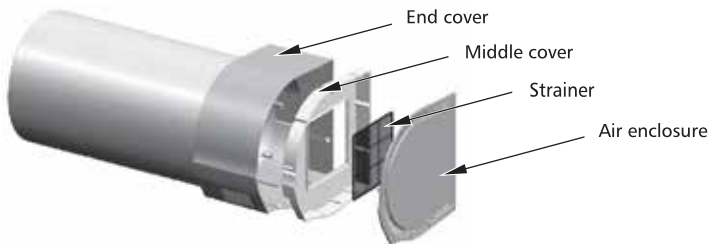
Specific operating procedures are as following:

- (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. 9, 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 take care in particular.

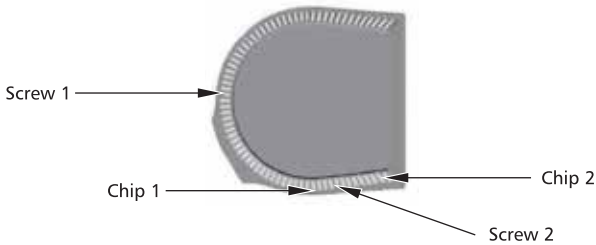
- It is recommended to clean the air strainer at the air inlet of the water heater regularly to avoid blocking, reducing the heating efficiency.
- The strainer removing methods (Fig.13 is maintenance of end cover diagram)

Fig .13 Maintenance of end cover diagram



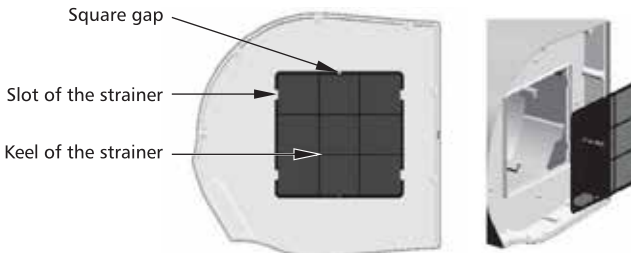
1. If the users water heater is half-embedded installation, please remove the suspended ceiling gusset plate first.
2. Remove two set screws from the air enclosure with cross screwdriver (Fig.14).
3. Tap two clips at the bottom of the air enclosure with straight screwdriver slightly (Fig.14), move out them from the slot of the middle cover and pull the air enclosure from the end cover holding the bottom of air enclosure by hand (preventing from falling).

Fig.14 Air enclosure removal diagram



4. Remove the temperature probe of the strainer.
5. Tap the slot between strainer and middle cover with straight screwdriver slightly, removing the strainer (Fig.15).
6. Flush the strainer with water to remove the dust and dirt on the surface. Reinstall it in the slot of the middle cover after dry.
7. Firstly insert the right side of the strainer in the slot of middle cover with the raised side of keel outside and square gap in the edge upward, then handle the left side, bending outside, and insert the left end into the slot of the middle cover (Fig. 15).

Fig.15 Example of strainer structure and removal method



8. Fix the temperature probe on the strainer.
9. Align the air enclosure and end cover. Inert the top two clips to the slot of the end cover and then push the bottom clips, finishing the wind enclosure installation.
10. Tighten two screws of the air enclosure with cross screwdriver.
11. Cover the right side of the suspended ceiling gusset plate (if applicable), finishing the strainer cleaning.

Fig. 16 Installation diagram of strainer



Fig. 17 Installation diagram of air enclosure



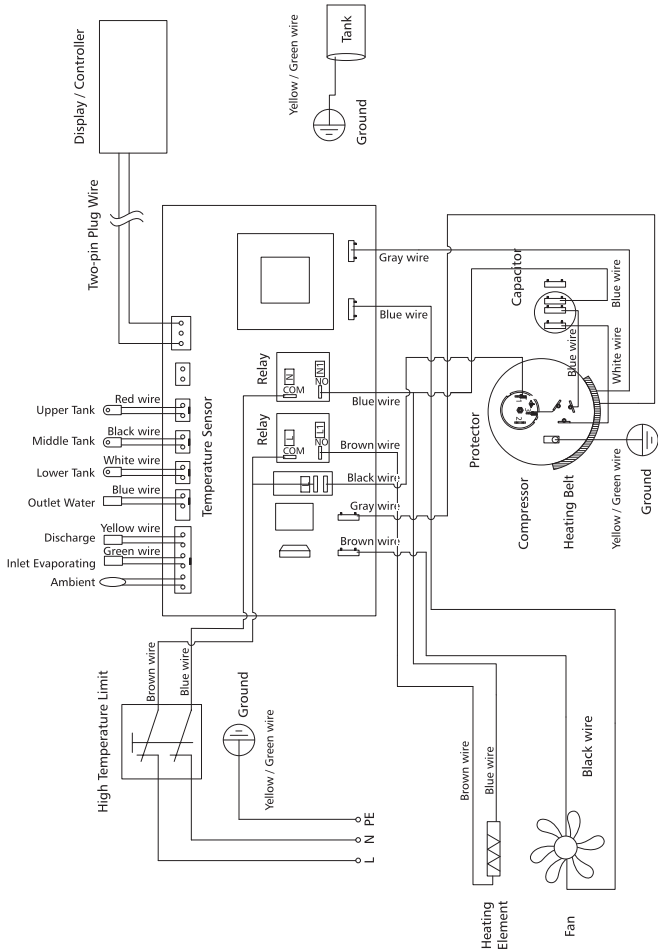
Troubleshooting

Problem	Possible causes	Corrective action
<ul style="list-style-type: none"> • No display • No hot water 	<ol style="list-style-type: none"> 1) No power to heater 2) No power in electric socket 3) Failure in control circuit or internal wiring 	<ol style="list-style-type: none"> 1) Switch on power to heater 2) Check power socket 3) Call customer care center
<ul style="list-style-type: none"> • No display • High water temperature 	<ol style="list-style-type: none"> 1) High temperature limit switch open 2) Electrical circuit failure 	<ol style="list-style-type: none"> 1) Switch off power supply 2) Call customer care center
<ul style="list-style-type: none"> • Display, no hot water 	Heating elements or internal circuit failure	Call customer care center
<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"> 1) Tank or accessories leakage 2) Drain blocked 3) Condensate pipe distorted or not downward facing 	<ol style="list-style-type: none"> 1) Disconnect power to heater immediately 2) Check & make condensate pipe downwards 3) Call customer care center
<ul style="list-style-type: none"> • Display "E1" 	Black wire of two-core terminal open circuit or short circuit	Call customer care center
<ul style="list-style-type: none"> • Display "E2" 	White wire of two-core terminal open circuit or short circuit	Call customer care center
<ul style="list-style-type: none"> • Display "E6" 	Red wire of two-core terminal open circuit or short circuit	Call customer care center
<ul style="list-style-type: none"> • Display "ET" 	Blue wire of two-core terminal open circuit or short circuit	Call customer care center
<ul style="list-style-type: none"> • Display "H6" 	Green wire of six-core terminal open circuit or short circuit	Call customer care center
<ul style="list-style-type: none"> • Display "HT" 	Blue wire of six-core terminal open circuit or short circuit	Call customer care center
<ul style="list-style-type: none"> • Display "H8" 	Yellow wire of six-core terminal open circuit or short circuit	Call customer care center
<ul style="list-style-type: none"> • Abnormal noise in the heater 	<ol style="list-style-type: none"> 1) Internal parts of Air2Heat water heater module interfered with fan 2) The compressor is not installed 	Call customer care center

Problem	Possible causes	Corrective action
<ul style="list-style-type: none"> In energy-saving mode, the heating indicator glows, but the water heater doesn't work 	<ol style="list-style-type: none"> The voltage is low Circuit failure Water heater failure 	<ol style="list-style-type: none"> Disconnect & reconnect after the voltage is stable. Input water temperature over 46°C or 50°C Call customer care center

Note: Call Customer Care Center 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, in the city where they are sold.
2. Special warranty from the date of purchase is subject to the following conditions.
 - Inner Tank - 7 Years
 - Whole Unit - 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 normal operation and under proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs/alterations to goods or to parts by others.
6. 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 manual.



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**

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.

■ 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

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

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