

## 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 factory.

### 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 delivery 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 packaging if any 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 SZS Water Heater. Do not operate the Water Heater before reading the user manual.

Please follow instructions in this manual to ensure personal safety and proper operation of this product. Always install, operate, inspect and maintain this product in accordance with all applicable standards. Please store this user manual carefully for any future reference.

### Disposal of this Product

(Waste Electrical and Electronic Equipment)



This marking on the product, accessories or User Manual indicates that the product and its electronic accessories (e.g. Remote, batteries and other replaceable electronic accessories) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable re-use of material resources.

Household users should contact their local government office, for details of where and how they can take these items for environmentally safe recycling. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

## 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 steps such as the installation, operation and maintenance of your SZS Water Heater. 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 user 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.

### WARNING

Do not use this Water Heater if any part has been under water. Immediately contact an Authorised Service Technician to inspect the Water Heater and contact A. O. Smith Service personnel to replace any part of the control system which has been under water. Failure to follow this instruction can result in property damage, serious injury or death.

### IMPORTANT

These instructions have been written as a guide for the proper installation and operation of your Water Heater. 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 Heater must be installed by an Authorised Service Technician.

Before proceeding with the installation instructions:

- Inspect the Water Heater and its component parts for possible damage. Do not install or attempt to repair any damaged component parts. If you detect any damage in the Water Heater, please contact the dealer where the Water Heater was purchased or call A. O. Smith Customer Care Centre.
- Verify that the voltage being supplied corresponds to that which is marked on the Water Heater manual.

## OVER A CENTURY OF INNOVATION

A. O. Smith enjoys a rich history of achievements. A glimpse at our 145-years history reveals numerous engineering and technical achievements.

## EXPANDING THE WATER FOOTPRINT

In 2015, the company made its foray into the water purification industry with premium residential water purification products.

In just over a year, A. O. Smith water purifiers have been successfully launched in numerous cities all across India. Now adding to the range is the A. O. Smith Green Series with "Highest Recovery 100% RO Water Purifier in India +"



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

Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk, Ramanagara District, Karnataka - 562 112, India.  
Customer Care No. 1800-103-2468/1860-500-2468 • Website: www.aosmithindia.com  
CIN: U31909KA2006PTC040282

+ Under standard test condition. For details visit [www.aosmithindia.com](http://www.aosmithindia.com)  
\* Product colour and image may vary from the actual product.  
Part No. : 335271-032\_A Date: 11-06-2019

**AC Smith**  
Innovation has a name.

Water Heater

SZS

15 and 25 Litres

Built to be Smart.  
Built to be Beautiful.



HeatBot

User Manual

1  
6

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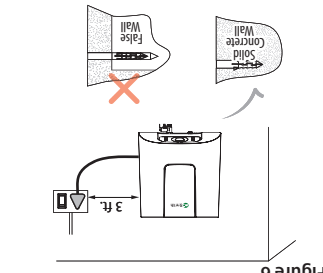


Figure 6

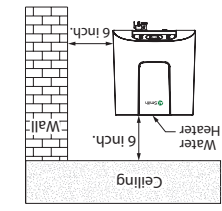


Figure 5

- Water Heater must be located within 3 ft. (approx.) from a 230 V electrical outlet with proper grounding.
- Make sure that the wall can withstand at least twice the weight of the Water Heater when completely filled with water.
- It is recommended as per IS 302-1 to have 6 inches clearance from wall.
- Select a place to mount Water Heater vertically with water connection at the bottom.

### Mounting the Water Heater

Before installing, ensure the tools Adjustable wrench, Teflon tape, Measuring tape, Hammer, Bubble level indicator and Impact drill tool are available.

## Installation

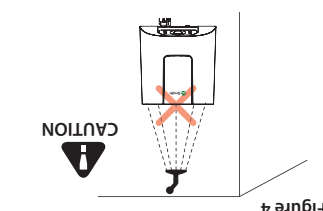


Figure 4

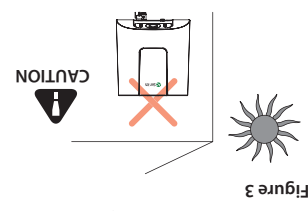


Figure 3

Do not install the Water Heater where there is direct sunlight or rain. It is to be installed indoor only.

### During Installation

### Safety Precautions

Do not tamper or detach the Multi-function Safety valve from the Water Heater.

\* Multi-function Safety valve has been factory fit with the Water Heater and set at 0.8 MPa (8 Bar) rated pressure.

Part	Description
1	Cold water inlet
2	Hot water outlet
3	Multi-function Safety valve*
4	Temperature Control Knob
5	Service Cover
6	Blue Cap

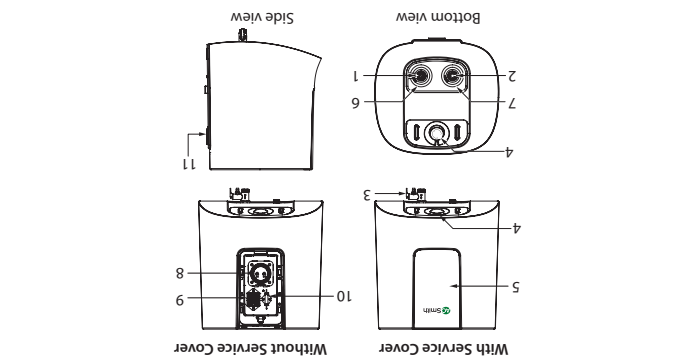


Figure 2

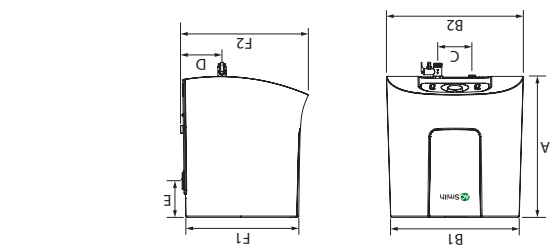


Figure 1

Model	15 L	25 L
A (mm)	408	486
B1 (mm)	372	421
B2 (mm)	395	444
C (mm)	100	100
D (mm)	120	142
E (mm)	100	139
F1 (mm)	328	361
F2 (mm)	370	408

### Dimensions

\*The maximum set temperature may vary  $\pm 5^\circ\text{C}$ .

Model	15	25
Volume [L]	15	25
Power [W]	2000	2000
Voltage/Frequency [V/Hz]	230~/50	230~/50
Actual Stdg. Loss [kWh/24h/45°C diff.]	0.410	0.505
Reheating time for 35°C rise [in min.]	12	22
Temperature range [°C]	25-75*	25-75*
Rated water pressure N/cm <sup>2</sup>	80	80
Water head (metres)	80	80
Inlet/Outlet connections [inch]	1/2 BSP	1/2 BSP
Net Weight (kgs.)	10.7	13.7

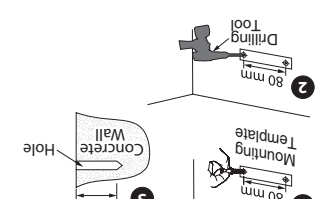
### Specifications

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.

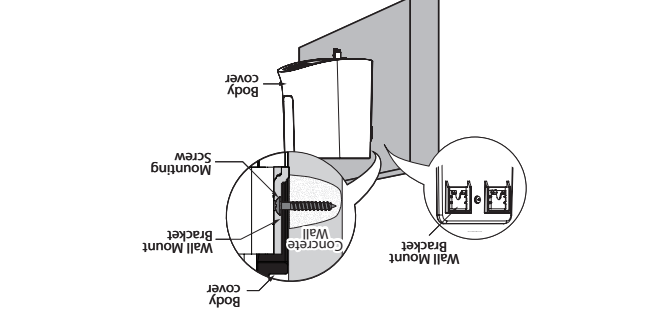
- Blue Diamond Glass Lined Tank for 2X Corrosion Resistance.
- 7-Year Warranty on Tank, 2+2 Year Warranty on Glass-Coated Heating Element.
- Easy Access Temperature Control Knob for Added Convenience.
- Long-Lasting Anode Rod with 2X Lifespan Even in Hard Water Conditions.
- Double Protection with Thermal Cut-Out and Multi-Function Safety Valve.
- BEE 5-Star Rated with Advanced PUF Technology for Power Savings. Perfect if You Want to Go Green.

### Key Features

- Use Mounting Template to mark holes
- Use a drill bit with diameter of 10 mm (Step 1).
- Insert the Mounting screw into the wall (Step 3). The two holes should be aligned horizontally.



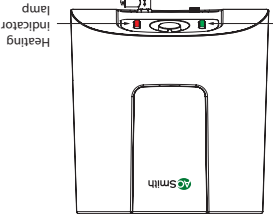
Mount the Water Heater on the Mounting screw through the Metal Bracket. Turn downwards on the Water Heater to ensure that the Water Heater is fixed steadily on the Metal Bracket.



## CAUTION

- Connect the Water Heater using independent sockets, do not use any adapters.
- Use multimeter to check whether the live line and neutral line are not reverse, to ensure complete safety.
- 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 faucet water pipe.

## Temperature Control Knob



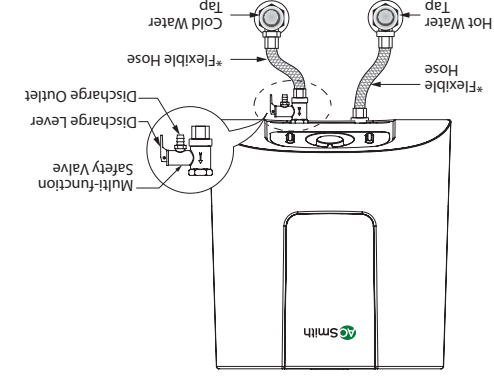
Switch on the Water Heater's power supply. The Power indicator lamp glows.

**Temperature Setting**  
Turn the Temperature control knob clockwise for the device to commence heating and change the set temperature. The Heating indicator lamp will glow. [The set temperature increases if the Temperature control knob is turned clockwise]. Temperature can be adjusted from 25°C to maximum 75°C. Recommended to keep Temperature control knob position always in medium or above level.

## DANGER

Hot water is dangerous, especially for the young children, aged or the disabled. The Water Heater allows you to control the temperature of your hot water. Water temperatures over 52°C can cause severe burns instantly or death from scalds. Do not leave a child or an infirm person in the bath unsupervised.

## Connecting to Water Supply



- Flexible Hoses to be procured by the customer, not part of standard product.
- \*\*Multi-function Safety valve comes included with the Water Heater.
- Make necessary plumbing with reference to the Installation Diagram. (Refer "Installation Diagram")
- A 0.5smith recommends Nylon/ Stainless Steel (S5) braided hoses (Flexible Hoses) having a minimum pressure rating of 8 Bar and hoses should be compatible for hot water applications.
- Connect the cold water pipe to the inlet (Blue Cap).
- Connect the hot water pipe to the outlet (Red Cap).

## Modes

There are two types of modes depending on the actual water temperature inside the inner tank of the Water Heater:

### Heating mode

When the actual temperature of the water is less than the set temperature, it enters into Heating mode. The Heating indicator lamp glows as shown in "Figure 14".

### Standby mode

After the Water Heater reaches set temperature, it will enter into the Standby mode due the thermostat cut-off and the Power indicator lamp glows shown in "Figure 15".

## CAUTION

Please turn off the power supply to the Water Heater prior to draining the Water Heater.

### Figure 16

1. Switch OFF the electric supply to the Water Heater
2. Open the hot water faucet until the water runs cool.
3. Close cold water supply.
4. Drain the water by lifting the Discharge Lever of the Multi-function Safety valve upwards. (Refer "Figure 16")

**Draining the Water Heater Tank**  
Whenever the Water Heater is not used for an extended period or if the product is below freezing temperature, you will need to unplug the unit and drain it.

When the temperature of the water drops by 5°C from the set temperature due to usage of water, the Water Heater again enters into the Heating mode.

## CAUTION

**Note:** The Multi-function safety valve may drip during the usage of the heater. As the water is heated, it expands and tries to flow back through the inlet pipe, but is prevented by the presence of the non-return valve. Hence water may drip from the Multi-function safety valve. Therefore, Discharge outlet is provided to discharge water at a distance of at least 40 feet away from the inlet of the Water Heater.

- The Multi-function Safety valve should never be removed or blocked by any means to prevent it from dripping or releasing the excess pressure inside the heater. Failure to do so may result in damage to the Water Heater and injures to the user. This will also make the warranty null and void.
- Discharge outlet is provided to release the discharge from the Water Heater. Failure to do so may result in damage to the Multi-function Safety valve developed. The contents of the discharge from the Multi-function Safety valve may be hot and may cause burns to the users and damage nearby objects therefore it is recommended to take pre-cautions while discharging water from the Water Heater.
- It is recommended to operate the Discharge lever in the Multi-function Safety valve on a regular basis to ensure that there are no blockages and also to remove any lime deposits that would have been formed inside the Water Heater.
- Ensure that the Water Heater is in power OFF condition when the Discharge Lever is being operated. Ensure that the water is filled completely in the Water Heater before switching it ON.
- Make sure a suitable Teflon tape is used for all plumbing connections to prevent leakage.
- Use only Nylon/ Stainless Steel (S5) braided hoses (Flexible Hoses) having a minimum pressure rating of 8 Bar and hoses should be compatible for hot water applications.
- Failure to follow this instruction can result in property damage.

Problems	Possible Cause(s)	Solution
Power indicator lamp and Heating indicator lamp does not glow.	Thermal Cut-out has tripped or problem in internal wiring.	Call Customer Care Centre.
Power indicator lamp and Heating indicator lamp glow but not hot water.	Heating Element breakdown or internal wiring error.	Call Customer Care Centre.
Water temperature is too high.	Improper thermostat operation.	Call Customer Care Centre.
Water heats slowly.	Low voltage at supply mains.	Check voltage at supply mains.
Heating Element is faulty.	Call Customer Care Centre.	Re-connect piping, using Teflon tape.
Piping connection leaks.	Connection not sealed.	Leakage in tank or other parts.
Water leakage from product.	Non-return valve is installed close to the inlet of the Water Heater.	Install Non-return valve at a distance of at least 40 feet from the inlet of the Water Heater (Refer page 8), if problem still persists call Customer Care Centre.

## Troubleshooting

The Water Heater may not operate as desired if used incorrectly or there is a minor cause, even though the product has no fault. In these cases, check the following issues to solve simple problems without the help from the Customer Care Centre. If the problem does not solve after checking the following issues, call Customer Care Centre.



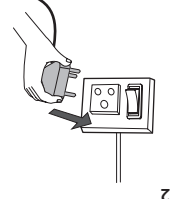
Figure 11 Filling the Water Heater Tank

1. Open a nearby hot water faucet to permit air to escape.
2. Open the cold water inlet valve fully, filling the Water Heater and the piping.
3. Close hot water faucet when water flows.
4. Check all the connections to see if there is any leakage. In case of a leakage, drain the water completely, repair the leaking joint and then refill the Water Heater.

## CAUTION

- This Water Heater should not be operated with insufficient amount of water.
- Failure to do so may result in damage to the Water Heater and injures to the user. This will also make the warranty null and void.
- Once the Mounting, Multi-function Safety Valve, Plumbing and Water filling is completed, then only the power supply should be switched ON.
- Do not splash water directly or clean with benzene, pesticides, thinner, alcohol, etc., but use a soft, dry cloth to clean the Water Heater.

## Connecting to Electrical Supply



The power cord and plug are connected with this Water Heater, find a separate socket for power plug and make sure the socket is in firm contact with the plug. Ensure that reliable earthing has been done.

Figure 12

Problems	Possible Cause(s)	Solution
Foul smell from hot water.	Presence of organic matter in input water.	Provide treated water at the input.
No usage of hot water for a long time period	If the Water Heater is not used for an extended period of time, drain the water from the Water Heater. Ensure water is filled back before use of Water Heater.	Call Customer Care Centre. Anode options available for highly conductive water.
High electrical conductivity of water due to dissolved solids in water.	Call Customer Care Centre. Anode options available for highly conductive water.	

**Note:** Call Customer Care No. 1800-103-2468/1860-500-2468.

## Circuit Diagram

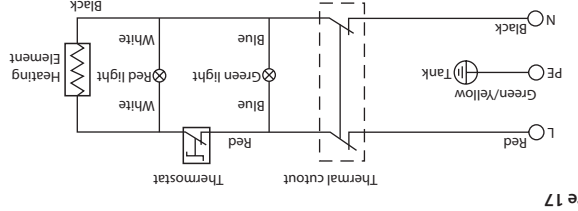


Figure 17



**Water Heater**  
**SZS**  
15 and 25 Litres

Built to be Smart.  
Built to be Beautiful.



HeatBot

**Warranty Card**

**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/Authorised Service Provider along with the original invoice.  
2. Special warranty from the date of purchase is only applicable for the below mentioned components:  
3. Inspection and Test Report of the Company's Office/Authorised Service Provider 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 under proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs/alterations to product or the parts by an unauthorised person.  
6. The Water Heater should not be operated without water inside the tank. This will make the warranty null and void.  
7. In case of dry heating (Water Heater operated without water inside the tank), if the Water Heater or any component of the Water Heater is damaged, then it will be repaired/changed on a chargeable basis. After any repair or part replacement in the Water Heater, the basic warranty continues as per the actual date of purchase.  
8. The customer will have no claim under this warranty in respect of any personal injury, damage of property or consequential damages, or for utilisation of the goods not in accordance with the user guide.  
9. The inner tank and Heating Element need to be cleaned for any deposits/scales periodically from an Authorised Service Technician. This will ensure your Water Heater works efficiently for longer time.

Tank	7 Years
Glass-Coated Heating Element	2 + 2 Years*
Product Warranty	2 Years



\*Register your product with the A. O. Smith Customer Care Centre [1800-103-2468/1860-500-2468] within 60 days of purchase and you will get an extended warranty on the element [from 2 years to 4 years].

**Warranty Terms and Conditions**

- Anode is not included under warranty, the service life of the Anode is determined by the quality and quantity of the water owing through. If the Anode is consumed, it needs to be replaced by an Authorised Service Technician for efficient protection of the Water Heater. The warranty on the tank will be null and void, if the Anode is removed.
- If the Anode is not replaced as and when required.
- Warranty does not cover:
  - Plastic parts.
  - Cleaning of scale deposits inside Water Heater tank as a general service.
  - Any damages to Water Heater occurring due to site conditions like electrical works and plumbing works.
  - Damage to Water Heater or its surroundings due to non usage of Multi-function Safety valve, Pressure Reducing Valve or non-recommended reducing valve in plumbing lines.
  - Product installed in direct sunlight exposure or rain or non-serviceable areas (Refer User Manual).
  - Damage to Water Heater at customer house during installation or serviceable procedures by Unauthorised Service Technician.
- Any service related issues/replacements due to non A. O. Smith connecting hoses. Calls which are related to the product functionality will be charged to the customer as per rate card\* (even during the warranty period).

\*Refer rate card [www.aosmithindia.com](http://www.aosmithindia.com)

**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 Products Private Limited.
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:** Follow any one for registration of the Extended Warranty.

- Call our dedicated Customer Care No. **1800-103-2468/1860-500-2468**.
- To register for the warranty details of your Water Heater, visit [www.aosmithindia.com](http://www.aosmithindia.com).

**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 an option to call our Customer Care Centre and get A. O. Smith Water Heater unit serviced on an 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 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.

**Warranty Card**

**Customer Copy to be retained by the Customer**

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

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

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

Customer's Name and Address: \_\_\_\_\_

Ph: \_\_\_\_\_ Mobile: \_\_\_\_\_ E-mail: \_\_\_\_\_

Dealer's Stamp and Signature

**Jurisdiction**

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

**Expert Company Service - Power of 1**

1. Different models have different service delivery levels.
2. Service level mentioned for particular models are applicable for metros and 'A' Class cities, e.g. Delhi and NCR, Bengaluru, Hyderabad, Kolkata, Pune, Goa, Cochin, Chennai, Chandigarh and Ahmedabad.
3. Service level deliverables are valid up to city municipal limit only.
4. Service level may differ in case of public holidays and unavoidable conditions due to natural calamities, any political and regional regulations.
5. Power of 1 valid service is applicable for calls registered at A. O. Smith Call Centre before 4 p.m. only.



**EXPERT SERVICE**

☎ 1800-103-2468/1860-500-2468

📱 +91 99410 32468 (Whats App) or

✉ aosmithcs@aosmithindia.com

**Monday to Friday: 9 a.m. to 8 p.m.**

**Saturday & Sunday: 9 a.m. to 6 p.m.**

For more details, please call our Customer Care Centre or log on to [www.aosmithindia.com](http://www.aosmithindia.com)

**Warranty Card**

**Company Copy to be sent back to the Company**

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

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

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

Customer's Name and Address: \_\_\_\_\_

Ph: \_\_\_\_\_ Mobile: \_\_\_\_\_ E-mail: \_\_\_\_\_

Dealer's Stamp and Signature