

**A. O. SMITH  
GREEN** SERIES

**100% RO,** With MIN-TECH  
(Mineraliser Tecnology)



**EXPERT SERVICE**

☎ 1800-103-2468/1860-500-2468

📞 +91 99410 32468 (WhatsApp) or

✉ aosmithcs@aosmithindia.com

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

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

# For calls registered at A. O. Smith Call Centre before 4 p.m. only.  
Available only in selected cities. For more details, please call our  
Customer Care Centre or log on to [www.aosmithindia.com](http://www.aosmithindia.com)







Dear Customer,

Congratulations and welcome to A. O. Smith family.

We thank you for the trust you have shown in choosing the A. O. Smith Water Purifier.

A. O. Smith Water Purifier is one of the most advanced RO Water Purifier available in the market today. It is specially designed keeping in mind today's water quality and your needs.

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

Our customer-centric approach manifests itself in many other ways too. If you need any information or assistance with your Water Purifier, just call us from any phone, anywhere in the country to our **Customer Care No. 1800-103-2468/1860-500-2468**.

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

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

Yours Sincerely,

**Team A. O. Smith**

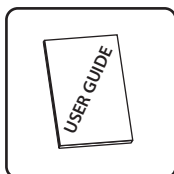
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## What's in the box?



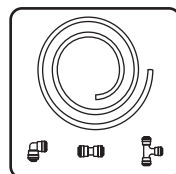
Water Purifier



User Guide



Mounting Accessories



Tube & Connectors

## Key Features of your A. O. Smith **X4<sup>+</sup>** RO Water Purifier



### PURITY THROUGH 7 STAGE PURIFICATION

7S TECHNOLOGY: Pre-filter + SCB filter™ (Sediment filter + Carbon block) + ART™ (Advance Recovery Technology™) + Patented Side Stream RO Membrane + SCM-TECH™ (Silver Activated Post Carbon + MIN-TECH). In A. O. Smith **X4<sup>+</sup>** RO water purifier 100% water passes through the RO membrane.



### ART™ (ADVANCE RECOVERY TECHNOLOGY™)

Breakthrough Advance Recovery Technology gives true water recovery > 55%♦, while ensuring 100% RO purification.



### ADVANCE PATENTED SSM TECHNOLOGY (SIDE STREAM RO MEMBRANE)

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



### MIN-TECH (+MINERALISER TECHNOLOGY)

The MIN-TECH (Mineraliser Technology) adds essential calcium and magnesium minerals to the water. This ensures that the water tastes fresh and natural and has balanced pH – an essential requirement for drinking water.



### ADVANCE ALERT TECHNOLOGY

For RO membrane and Pre + Post RO filters change.



### CONVENIENCE

Provision for both wall mounting and table top.



### TANK OVERFLOW PROTECTION

Prevents water overflow from the tank.



### LARGE STORAGE CAPACITY

Pure water storage capacity of 9 litres.



### WQA CERTIFIED RO MEMBRANE

RO membrane element in A. O. Smith **X4<sup>+</sup>** RO Water Purifier is tested and certified by WQA against NSF/ANSI 58 standards for material requirements.

\* Patent Applied | ♦TDS: 750 ppm, Water temperature 27°C, Water feed pressure 20 psi.

## Pre-instruction Literature

### On Receipt

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

### Visible Loss or Damage

If any of the goods called for on the bill of lading or express receipt are damaged or the quantity is short, do not accept them until the freight or express 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 crate or container, loss or damage has taken place while in transit, inform the carrier's agent/A. O. Smith representative immediately.

### About this Manual

This manual is a guide to good practice for operating and periodic maintenance of the A. O. Smith **X4** RO Water Purifier.

This does not contain the full servicing procedures necessary for continued successful operation of this product. The services of A. O. Smith Company Authorised Service Technician must be employed periodically on the same.

Do not operate before reading manual supplied with this product.

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

## General Instructions

### Safety

Your safety and the safety of your loved ones is paramount to us. There are several safety-related messages in this manual, which have been provided during various stages such as installation, operation and maintenance of your A. O. Smith **X4<sup>+</sup>** RO Water Purifier. These messages point out potential hazards and also educate on how to reduce any potential risks. Please always read and follow all safety messages as provided in this manual.



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



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



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



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

### IMPORTANT

These instructions have been written as a guide for the proper installation and operation of your A. O. Smith **X4<sup>+</sup>** RO Water Purifier. A. O. Smith will not accept any liability where these instructions have not been followed. However, for your safety and to avoid damage caused by improper installation, it is recommended that the Water Purifier must be installed by A. O. Smith Company Authorised Service Technician only.

#### Before proceeding with the installation instructions:

1. Inspect the A. O. Smith **X4<sup>+</sup>** RO Water Purifier and its component parts for possible damage. DO NOT install or attempt to repair any damaged component parts. If you detect any damage in your A. O. Smith **X4<sup>+</sup>** RO Water Purifier, please contact the company through Customer Care Centre, details of which are mentioned in this manual and on the product.
2. Verify that the voltage being supplied corresponds to that which is mentioned in the A. O. Smith **X4<sup>+</sup>** RO Water Purifier manual.

## Introduction

A. O. Smith **X4+** RO Water Purifier uses one of the latest technologies that is used in water purification process. A. O. Smith **X4+** RO Water Purifier works under the principle of RO (Reverse Osmosis) technology which is found to be one of the most effective process. In this process, water under pressure is passed through a semi-permeable membrane. Purified water is collected for drinking in a storage tank and impurities in the water are flushed to the drain.

### Why water purification is important?

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

- TDS (Total Dissolved Solids) like Nitrates, Chlorides, Sulphates etc.
- Pesticides and VOC (Volatile Organic Compounds).
- Heavy metals like Mercury, Arsenic, Lead, Chromium, Cadmium etc., imbalanced pH.
- Microorganisms such as pathogenic bacteria, virus, protozoa and cysts.

A. O. Smith **X4+** RO Water Purifier removes excessive TDS (Total Dissolved Solids) in water by more than 95%. A. O. Smith **X4+** RO Water Purifier reduces heavy metals, removes pathogens and balances the pH value. By this, it ensures you safe and great tasting water.

### How does A. O. Smith **X4+** RO Water Purifier work?

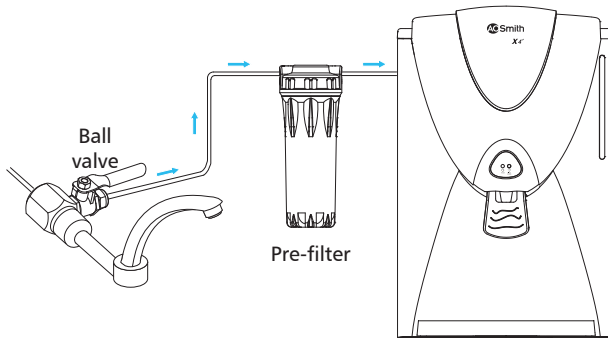
A. O. Smith **X4+** RO Water Purifier has 7 stages of purification system, wherein the water is passed through the various stages and progressively filtered to get purified water which is stored in the inbuilt storage tank.

- **Stage 1 – Pre-filter**  
The Pre-filter is used to remove physical contaminants such as dirt, dust, soil particles, turbidity present in the water. This improves the life of the SCB filter™.
- **Stage 2 and Stage 3 – SCB filter™ (Sediment and Carbon Block)**  
This is a dual filter (Sediment and Carbon Block) where Sediment filter first removes fine and coarse physical contaminants present in the water. Then water is passed through Carbon Block, which reduces harmful chemicals like pesticides, volatile organic compounds, residual chlorine etc. It also adsorbs bad taste and odour causing organic compounds from water.
- **Stage 4 – ART™ (Advance Recovery Technology)**  
The ART is scale control media which conditions the water to reduce scaling potential in water.



- **Stage 5 – RO (Reverse Osmosis) membrane**  
RO membrane contains semi-permeable membrane wherein the water is passed through the semi-permeable membrane to remove TDS (Total Dissolved Solids) and heavy metals like mercury, arsenic, lead, chromium, cadmium etc. It also removes microorganisms like bacteria, virus, protozoa and cysts.
- **Stage 6 and Stage 7 – SCM-TECH™ (Silver Activated Post Carbon and MIN-TECH)**  
This filter is the combination of Silver Activated Post Carbon and MIN-TECH (Mineraliser Technology). Silver Activated Post Carbon acts as polisher and enhances the taste of water. MIN-TECH contains Calcium and Magnesium minerals which helps to improve the taste and quality of water. It also adds the required essential minerals back to water and balances the pH of water.

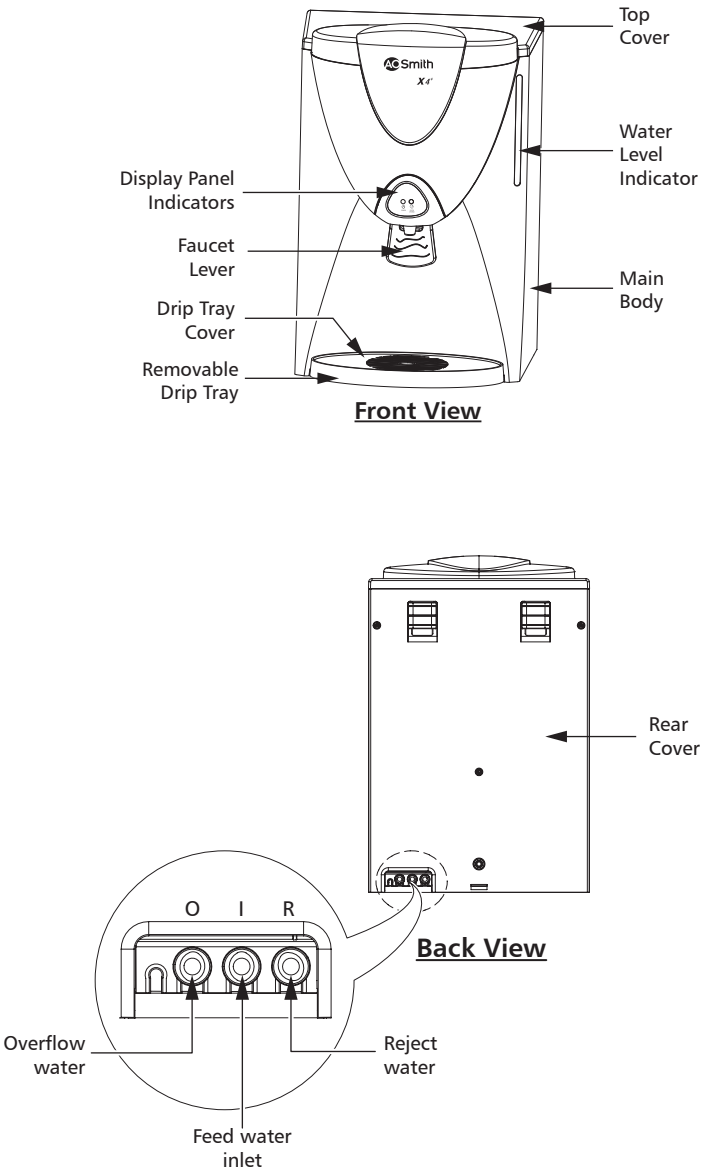
**Figure 1**



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

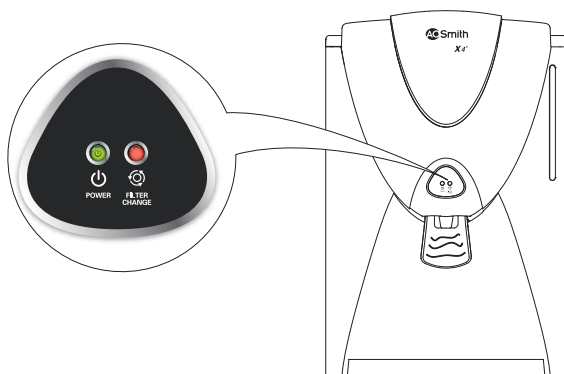
# Product Overview

Figure 2



## Function of indicators

Figure 3



### Power indicator

This indicates, that the system is switch ON/OFF condition.

- When the power LED is blinking check feed water supply to the purifier

**Note:** Call A. O. Smith Customer Care Centre if you notice continuous blinking of Power light.

### Filter change indicator

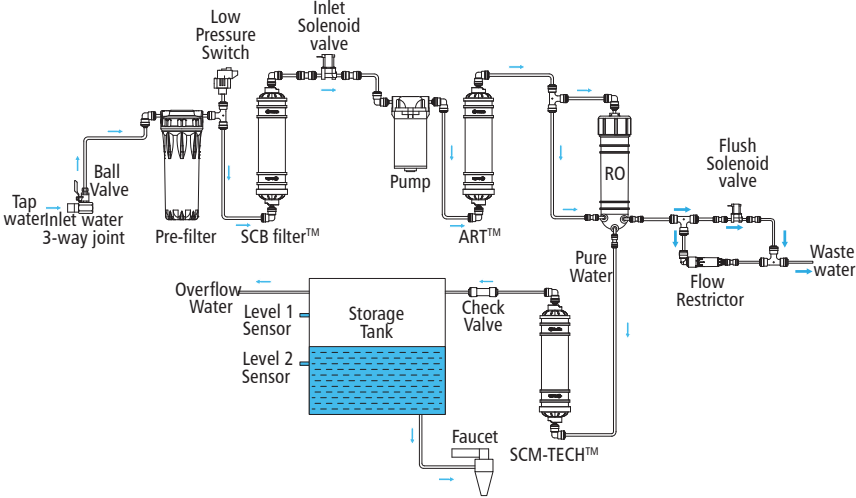
This indicates that the RO membrane and other filters needs to be replaced.

- Filter change indicator blinks when 10% life is remaining, indicating that it is time to replace RO membrane and other filters.
- When RO membrane and other filters life reaches its end, this indicator will blink. The unit will not function until RO membrane and other filters are replaced.
- Filter change indicator keeps blinking every time the system is switched ON. The unit will not function until RO membrane and other filters are replaced.

**Note:** Call A. O. Smith Customer Care Centre to replace the RO membrane and/or Pre and post RO filters.  
Pre-filter might need to be changed before indication based on the water quality.

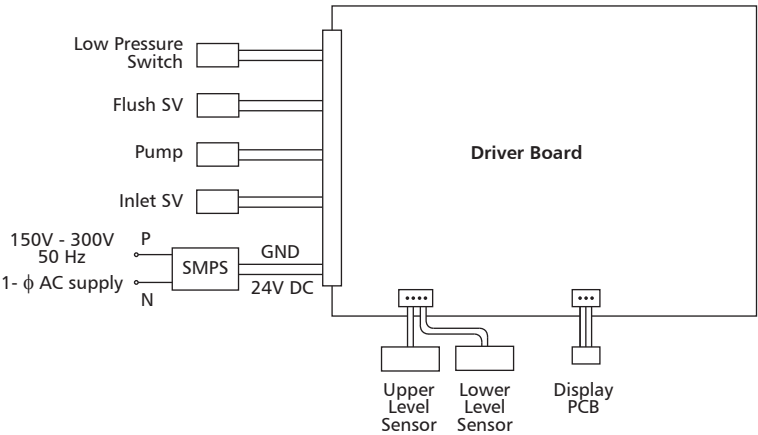
# Water flow

Figure 4



# Electrical diagram

Figure 5



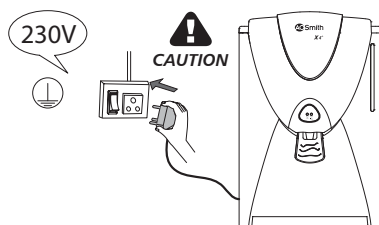
## Safety Precautions

### Electrical safety

Even though this product is designed keeping highest safety standards in mind, there are certain Do's and Don't's which need to be followed while using this product.

Power plug must be used with a grounded 230V outlet. It is recommended to connect the product to the power supply only with the plug that is provided with the purifier. (Figure 6)

Figure 6



Do not pull out or touch power plug with wet hands to avoid electrical shock. (Figure 7)

Figure 7



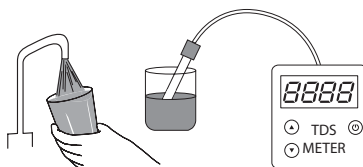
Install the product away from direct sunlight. (Figure 8)

Figure 8



Make sure that the feed water is tested before installation. Do not install the product if the TDS and Hardness are more than that prescribed in the recommended feed water conditions (Refer page 21). (Figure 9)

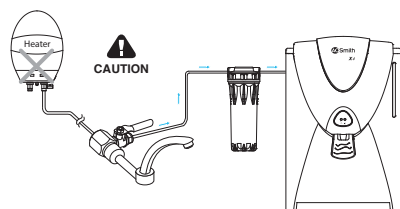
Figure 9



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

Do not connect hot water to the product.  
(Figure 10)

Figure 10



Product should be installed only by A. O. Smith Company Authorised Service Technician. Do not open the purifier for cleaning the filters or for any part replacements. This must be done only by A. O. Smith Company's Authorised Service Technician. (Figure 11)

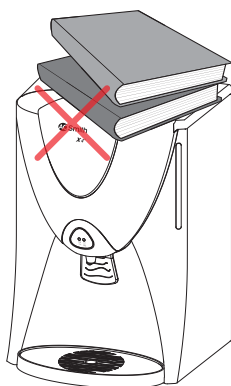
Figure 11



## When it is used

Do not put heavy objects on the product.  
(Figure 12)

Figure 12



Do not put foreign objects or hand inside the purifier. (Caution is needed, especially for children). (Figure 13)

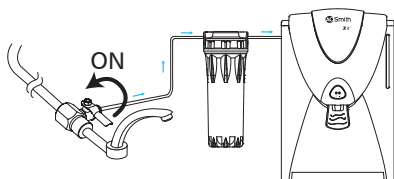
Figure 13



## How to use

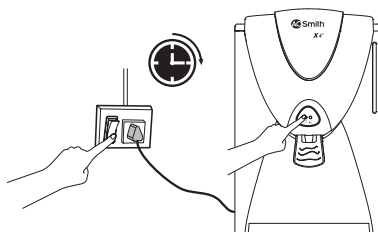
1. Turn ON the water connection through the ball valve. (Figure 14)

Figure 14



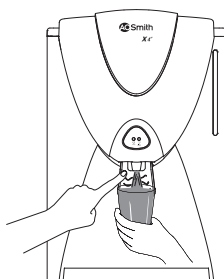
2. Switch ON the power supply and press the power button of the purifier. (Figure 15)

Figure 15



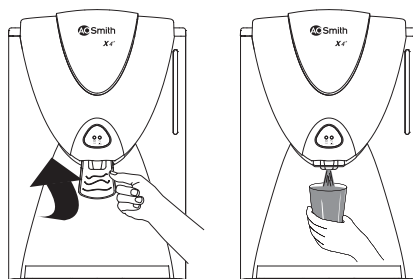
3. To dispense water from the storage tank, push and hold the water faucet lever. (Figure 16)

Figure 16



4. To dispense water continuously, lift up the water faucet lever for the continuous water flow. To stop the waterflow, pull down the water faucet lever. (Figure 17)

Figure 17



### Note:

- Discard the first cycle of pure water, before you start using it for consumption.
- Make sure to discard the water in the storage tank if you have not used the purifier for more than 2 days.

## Draining Drip Tray

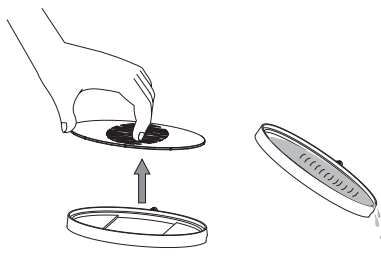
We have provided removable Drip Tray with the product. In case there is slippage of water, it gets collected in Drip Tray.

1. Remove the Drip Tray assembly by pulling forward. (Figure 18)
2. Remove Drip Tray cover by pulling upward and then drain completely. (Figure 19)

**Figure 18**

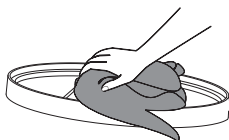


**Figure 19**

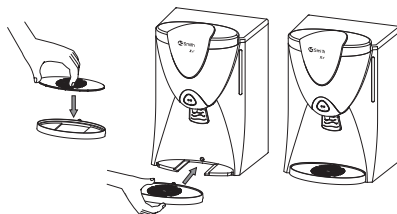


3. Clean the surface of water tray with a soft cloth. (Figure 20)
4. Re-attach the Drip Tray assembly into the purifier. (Figure 21)

**Figure 20**



**Figure 21**

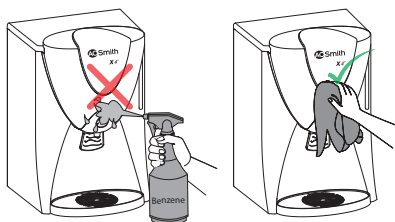




## How to maintain your product

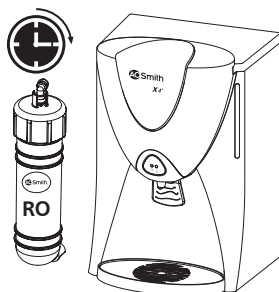
Do not splash water directly or clean with benzene, pesticides, thinner, alcohol, etc., but use a soft, dry cloth to clean the purifier. (Figure 22)

Figure 22



Replace filters regularly according to the replacement indications. This must be done only by A. O. Smith Company Authorised Service Technician. (Figure 23)

Figure 23



Use A. O. Smith genuine accessories only, for optimal performance of the purifier. (Figure 24)

Figure 24



## Troubleshooting

Your A. O. Smith **X4**® RO Water Purifier may not function at its desired capability if used incorrectly. This may not necessarily mean that the product is faulty. For instances like these, please follow the steps given below to troubleshoot the problem without help from a certified technician. If the problem still persists, please call Customer Care Centre immediately.

Problems	Check-up	Solution
Change in water taste.	Has the purified water been stored in the tank for a long time?	Drain the stored water from the storage tank through faucet.
	RO membrane/filters may require replacement.	Call Customer Care Centre for RO membrane/filters replacement.
	Has the raw water quality changed?	Call Customer Care Centre.
	Check if there is no water flow through reject line.	Switch OFF the Water Purifier and call Customer Care Centre.
Decreased flow of purified water.	Check whether the tap/ball valve is closed.	Open the tap/ball valve.
	RO membrane/filters may be clogged or damaged.	Call Customer Care Centre for RO membrane/filters replacement.
Less/No reject water.	Check if the reject water tube is bent.	Clear the bent in the reject water tube.
	Check if the reject water tube is blocked.	Switch OFF the Water Purifier and call Customer Care Centre.
Less/No purified water.	Check whether there is water supply in the tap.	If not, take the help of a plumber to set it right.
	Check whether tap/ball valve is closed.	Open the tap/ball valve.
	Check if Filter change LED (Red colour) is blinking.	Call Customer Care Centre for RO membrane and other filters replacement.
	None of the above.	Call Customer Care Centre.

<p>Power LED blinks . 5 times</p> 	<p>Low pressure alarm is triggered indicating that the system input water pressure is not in the required range</p>	<p>Check feed water supply to the purifier. If problem still persists, switch OFF the water purifier and call Customer Care Centre.</p>
<p>Power LED blinks 3 times</p> 	<p>Level sensor error.</p>	<p>Switch OFF the water Purifier and call Customer Care Centre.</p>
<p>Power and Filter change LED both blinks continuously.</p> 	<p>Battery error.</p>	<p>Switch OFF the water Purifier and call Customer Care Centre.</p>
<p>Filter change LED blinks and unit is functioning.</p> 	<p>RO membrane and other filters life is about to end.</p>	<p>Call Customer Care Centre for RO membrane and other filters replacement.</p>

Filter change LED blinks  
and unit is not functioning.



RO membrane and other  
filters life ends.

Call Customer Care Centre  
for RO membrane and  
other filters replacement.

## Technical Specifications

Model	A. O. Smith X4 RO
Product Dimensions (H x D x W)	503 mm x 325 mm x 314 mm
Net Weight	8.5 kgs (approx.)
Gross Weight	13.2 kgs (approx.)
Flow rate*	Up to 15 litres per hour
Storage tank capacity	9 litres (approx.)
Purification technology	RO (Reverse Osmosis)
7 Stage Purifying Technology	Pre Filter + SCB Filter™ (Sediment + Carbon Block) + ART™+ Filter + Side Stream RO + SCM-TECH™ (Silver Activated Post Carbon + MIN-TECH)
Membrane type	Thin film composite RO membrane
Material of construction for plastic parts	Food safe, non-toxic, engineering grade plastics
Pump type	Diaphragm pump, 24VDC, 0.26 Amps, Operating Pressure 125 psi (Max.)
Input Voltage range	150 – 300 VAC, 50 Hz
Power rating (Max)	48 Watts
Pressure Rating***	7 psi to 30 psi
% Recovery**	Upto 55%*
TDS reduction**	≥95% (approx.)
Input water temperature	5°C to 45°C

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

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

\*\*\* If input pressure exceeds 30 psi, a pressure reducing valve needs to be installed at the feed line. If the pressure is lower than 7 psi, a booster pump needs to be installed. Ensure you buy them from A. O. Smith Company Authorised Service Technician.

+ Patent Applied.

◆ As tested with input water TDS of 750 ppm, Water temperature of 27°C and feed pressure of 20 psi.

## Recommended input Feed water quality for the optimum performance of your product

RECOMMENDED FEED WATER QUALITY	
Parameter	Limits
Total Dissolved Solids (TDS)	Up to 2000 ppm
Total hardness	Up to 500 ppm
Turbidity	Up to 5 NTU
Iron	0.3 ppm (max.)
Feed water pressure	7 psi to 30 psi
Feed water temperature	5°C to 45°C

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### Warranty details/Recommended filter change:

As per warranty, all the filter, including RO membrane needs to be replace when the filter change indicator blinks (Refer Page 7 & 8).

This would be 1 year (Approx) assuming daily consumption of 10litres per day of purified water

**Note:** Please go through detailed warranty terms and conditions mentioned on Page No. 21 to 24.

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## FAQs

1. **What is A. O. Smith X4' RO Water Purifier?**  
A. O. Smith X4' RO Water Purifier is advanced 7 stages RO from A. O. Smith. It is 100% RO with no bypass of water for maximum purity.
2. **What is 100% RO?**  
In ordinary RO+UV Water Purifiers, some amount of water is made to bypass the RO membrane. With this, heavy metals, unwanted salts and pesticides also pass through. In A. O. Smith X4' RO Water Purifier, 100% of the water is passed through the RO membrane which ensures maximum purity of water.
3. **How many stages A. O. Smith X4' RO has? And what are the stages?**  
A. O. Smith X4' RO Water Purifier has 7 stages of purification which are Pre Filter + SCB Filter (Sediment + Carbon Block) + ART™ Filter + Side Stream RO + SCM-TECH™ (Silver Activated Post Carbon + MIN-TECH)
4. **What is the storage capacity in the A. O. Smith X4' RO Water Purifier?**  
The storage capacity in the A. O. Smith X4' RO Water Purifier is 9 litres of pure water.
5. **What is the purification flow rate of A. O. Smith X4' RO Water Purifier?**  
Up to 15 litres per hour, purification capacity also depends on water quality, condition of filters and RO membrane.
6. **Does the A. O. Smith X4' RO Water Purifier have service or Filter change alerts?**  
Yes, the A. O. Smith X4' RO Water Purifier has a advance alert technology which indicates when to change the RO membrane and other filters.
7. **Does the A. O. Smith X4' RO Water Purifier come with a Pre-filter?**  
Yes, A. O. Smith X4' RO Water Purifier comes with a Pre-filter which is part of the product.
8. **When does the A. O. Smith X4' RO Water Purifier indicate a filter change?**  
The first notification is indicated when the consumption of the filter life is at 90%. When the filter life consumption is at 100%, the Water Purifier automatically stops functioning.
9. **What is the nature of indication for the change in filter?**  
On the first intimation when the filter life is at 90%, the Filter change indicator will start to blink. On 100% filter life consumption, the blinking will be replaced with a constant light in the Filter change indicator.
10. **What is the Advanced Patented SSM technology? How is it different from other technologies and what are its advantages?**  
The Advanced Patented SSM is an abbreviation for the side stream RO membrane technology. Unlike traditional membranes, this membrane has water inflow from 2 sides which results in better rejection of dissolved solids. It also results in higher membrane life.

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

The tank overflow protection feature, protects the Water Purifier tank from spilling in case of a water level sensor failure.

**13. Can A. O. Smith X4<sup>+</sup> RO Water Purifier be wall mounted and used as a table top as well?**

Yes, A. O. Smith X4<sup>+</sup> RO Water Purifier can be mounted on the wall or can be placed on the counter.

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## **Recommended uses of waste water**

Although the rejected water has high concentration of TDS (Total Dissolved Solids) and hardness. If required it can be used for the following:

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

**Note:** Please consult A. O. Smith Customer Care Centre before using this water.



## Warranty Terms and Conditions

### Product Warranty

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

1. All electrical and functional parts are warranted for one (1) year from the date of original purchase.
2. The customer shall notify the Company promptly about any defects noticed and give the Company or its representative adequate opportunity to inspect, test and rectify. Customer shall handover the product, if necessary, with the Company office/ Authorised Service Provider along with invoice in the city where it was purchased.
3. The customer shall notify the company if Filter change indicator glows. The Filter indicator glows indicating that the RO membrane and other filters needs to be replaced.
4. The Company or its representative will be entitled to retain any defective parts replaced under warranty on free of charge basis.
5. The Company's liability under the warranty will be limited only to the product and its defects which occur under conditions of normal operations, under proper usage and maintenance. It excludes defects occurring due to abuse, faulty care, maintenance, repair or alteration to the product or to its parts by unauthorised personnel.
6. The Company's liability under this warranty shall be limited to the first purchaser/end user and will not apply to subsequent sale by original purchaser/end user. However, repaired part(s) will be warranted for the remaining period of original warranty term.
7. It is mandatory to provide the original bill/invoice copy along with duly stamped warranty card at the time of any repair work being done by authorised representative. Date of original purchase is determined by the date of the original bill/invoice copy. However, if invoice/bill is not found with customer, customer data with the Company records will be used to determine the date of original purchase and will be treated as final. If details are not found from the Company records, manufacturing warranty as per the product serial number will be used as date of original purchase.
8. While A. O. Smith will make reasonable efforts to carry out repairs/replacement of parts under warranty within reasonable time, it is expressly made clear that A. O. Smith shall not be responsible to complete the said services within any specified period of time.
9. In the event of any unforeseen circumstances, and spares are not being available, the A. O. Smith's prevailing depreciation rules will be binding on customer to accept as commercial solution in lieu of repairs.
10. If an identical model is no longer available due to a change in law, regulation, or standard, A. O. Smith will replace the product with one having a similar capacity and

input. In these instances, the customer will have the option of paying the difference between what was paid for the original model and the new model with the additional features, or receiving a refund of the portion of the purchase price on a pro rata basis allocable to the unexpired portion of the warranty. Company's decision will be final on repair, replacement or refund as aforesaid and Clause 11 and binding on the customer.

11. Warranty is valid within Company Service Network coverage only. In case the customer moves to a non-coverage area, customer needs to bring the product to nearby services network location, Company shall not be responsible for providing services to non-service network area.
12. Notwithstanding anything contained in this warranty terms, the Company shall not be liable in case of failure to provide services under this warranty in case of any force majeure event, i.e., due or attributable to any act of God, orders, restrictions or regulation of Government, Central or State, war working conditions, hostilities, riots, civil commotion, strike, lockout, labour trouble, explosion, insects, rodents or any other cause or circumstance of whatsoever nature beyond the control of A. O. Smith.
13. The customer will have no claim under this warranty in respect of any personal injury, sickness, illness, death, property damage or consequential damages, arising either directly or indirectly due to utilisation of product.
14. A. O. Smith reserves the right to make design and product changes or change the specification at anytime without any obligation to prospective buyers or customers or owners of products previously sold.
15. Warranty does not cover to any accessories provided by dealer or purchased by customer.
16. Warranty does not cover;
  - a. Plastic, cosmetic parts and exterior finish.
  - b. If defect or fault is caused or occurred due to improper installation by the customer or not installed as per A. O. Smith guidelines specified in product user manual.
  - c. If failure or damage due to plumbing or other arrangements like, usage of pressure pump, extension of power supply board, non-compatible power socket etc. connected to product. With regard to repairing the existing worn-out/defective part(s) or replacing the same and ascertaining the presence of above circumstances, the decision of A. O. Smith shall be final. In any such event, A. O. Smith will submit a prior estimate for approval or bill for the work to be carried out at the rate prevailing at that time.
  - d. If product is repaired by unauthorised personnel and usage of non-recommended parts or consumables.
  - e. If product serial number is missing or altered.
  - f. If damage is caused by pest infestation.
  - g. If the input water emits pungent smell.

- h. If the input water is discoloured.
  - i. If product is used for commercial purpose.
  - j. If the iron content is high (more than 0.3 ppm). This would be determined solely by the company based on the city where the product is installed.
  - k. If the surroundings of the Water Purifier are not free from dust and other foreign objects (like insects, cockroaches, ants and other pests), as any damage occurring due to the ingress of these foreign objects will not be covered under warranty.
17. Filters and RO membrane will be covered for any material damage, within warranty for 1 year from date of purchase if water TDS <2000 ppm. If iron content is >0.3 ppm, it is recommended to use Iron filter for life of filters.
18. Calls which are site related to e.g. plumbing, tap leakage, electricity (within warranty period), etc. which is not related to do with product functionality, will be charged to customer as per rate card\*.
19. All implied warranties and conditions under law, trade, custom or otherwise are excluded and the warranty and remedies as provided hereinabove are in lieu of all other warranties and remedies to the extent permissible under law.
20. NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY, THIS IS CUSTOMER'S SOLE AND EXCLUSIVE WARRANTY. ALL OTHER WARRANTIES INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. A. O. SMITH SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR OTHER INDIRECT DAMAGES. TOTAL LIABILITY ARISING AT ANYTIME SHALL NOT EXCEED THE PURCHASE PRICE PAID WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY.
21. The warranty is issued at Bengaluru, and courts at Bengaluru shall have exclusive jurisdiction over matters covered or flowing from this warranty.

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

## Post Warranty

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

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

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## Jurisdiction

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

## Warranty Card

### Customer Copy to be retained by the Customer

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

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

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

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

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

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

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

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

Dealer's Stamp and Signature



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

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

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

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

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

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

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

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

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

Dealer's Stamp and Signature



## Service and Maintenance

### For Service needs:

Please contact our

Customer Care : 1800-103-2468/1860-500-2468.

WhatsApp : +91 99410 32468

E-mail us : aosmithcs@aosmithindia.com

### Registered Office

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

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

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

CIN: U31909KA2006PTC040282

■ Customer Care No.: 1800-103-2468/1860-500-2468.

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

## Disclaimer

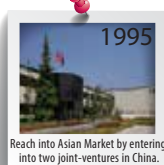
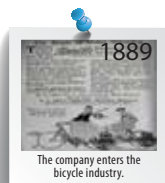
### Power of 1 is limited to:

1. Available in selected cities, for details log on to [www.aosmithindia.com](http://www.aosmithindia.com) or call at 1800-103-2468/1860-500-2468.
  2. Calls registered with A. O. Smith Customer Care Centre on working days before 4 p.m.
  3. Within city municipal limits only.
  4. Restricted to service requests only.
  5. Service may differ in case of Sunday, public holidays, natural calamities and under unavoidable conditions due to political and regional regulations.
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Customer Care No. 1800-103-2468/1860-500-2468 ■ Website: [www.aosmithindia.com](http://www.aosmithindia.com)

CIN: U31909KA2006PTC040282

\* Product colour and image may vary from the actual product.

Part No.: 333770-001\_R0 Date: 02-03-2018