

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 P5 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.

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.

1

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 steps such as the installation, operation and maintenance of your A. O. Smith P5 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 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.

IMPORTANT

These instructions have been written as a guide for the proper installation and operation of your A. O. Smith P5 RO Water Purifier. A. O. Smith will not accept any liability where these instructions have not been followed. However, for your safety and to avoid damage caused by improper installation, it is recommended that Water Purifier must be installed by A. O. Smith Company Authorised Service Technician only.

Before proceeding with the installation instructions:

1. Inspect the A. O. Smith P5 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 P5 RO Water Purifier, please contact the dealer where the Water Purifier was purchased or call A. O. Smith Customer Care Centre.
2. Verify that the voltage being supplied corresponds to that which is mentioned in the A. O. Smith P5 RO Water Purifier manual.

2

A. O. Smith Advantages



Baby Safe Water with 8-Stage Purification

In A. O. Smith P5 RO Water Purifier, 100% of the water passes through the RO Membrane and is double purified by SCMT. 8-stage Purification makes the water so pure that it is safe, even for babies.



Save more water with ART™ MAX (Advance Recovery Technology™) 2X Water Savings. Saves 9000 litres of water annually*. (Compared to any ordinary RO water purifier) which is potentially sufficient to fulfil drinking water requirement of 2 families of 4. Hence it is India's first 5 star rated water purifier in terms of water savings, making it Earth safe.

*For details visit www.aosmithindia.com



Double Protection with RO + SCMT (Silver Charged Membrane Technology)

SCMT is an additional stage of purification to prevent any potential secondary microbial contamination post RO purification. Double protection ensures purified and healthy water.



Fresh and Natural tasting water with MIN-TECH

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



Digital

Digital display for simple and intelligent display of information.



Warranty

1 year comprehensive warranty including all filters and RO membrane, for complete peace of mind.



IAPMO-I WPSC-01:2019 standard covers Point of use (POU) product - AO Smith Green RO product P5 qualified for the highest water efficiency rating of 5 star showing performance $\geq 50\%$ recovery throughout the tested volume of 6000 liters, that tests minimum quality compliance, contaminant reduction and water efficiency rating (for Reverse Osmosis technology).

* Patent Applied



Product colour and image shown may vary from the actual product.
Part No. : 335300-037_A Date: 03-09-2020



Water Purifier
ProPlanet P5

proplanet



User Guide

Introduction

A. O. Smith P5 RO Water Purifier uses one of the latest technologies that is used in water purification process. A. O. Smith P5 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 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 P5 RO Water Purifier removes excessive TDS (Total Dissolved Solids) in water by more than 95%. A. O. Smith P5 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 the A. O. Smith P5 RO Water Purifier work?

A. O. Smith P5 RO Water Purifier has 8 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 Sediment filter.

Stage 2 – Sediment filter

The Sediment filter is used to remove fine and coarse physical contaminants present in the water. This improves the life of the ART™ MAX.

Stage 3 – ART™ MAX (Advance Recovery Technology™)

The ART™ MAX (Advance Recovery Technology™) is scale control media which conditions the water to reduce scaling potential in water.

Stage 4 – SCB filter*

The SCB filter* uses carbon block which reduces harmful chemicals including pesticides, volatile organic compounds, residual chlorine etc. It also adsorbs bad taste and odour causing organic compounds from 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 micro-organisms like bacteria, virus, protozoa and cysts.

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Stage 6 – MIN-TECH (Mineraliser Technology)

The MIN-TECH contains Calcium and Magnesium minerals which helps to improve the taste and quality of water. It adds the required essential minerals back to water and balances the pH of water.

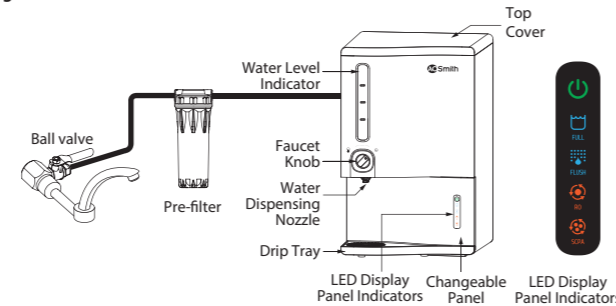
Stage 7 and Stage 8 – ZX Double Protection Dual filter**

This is a dual filter where water is passed through Post Carbon block which acts as polisher and enhances the taste of water. In the final stage water is passed through SCMT (Silver Charged Membrane Technology) filter which ensures double purification of water making it Safe and Healthy for drinking.

* Patent Applied

Product Overview

Figure 1



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

Function of indicators

Power button

This button is used to switch ON/OFF the Water Purifier.

Tank full indicator FULL

This indicates that the Water Purifier tank is full.

Auto flush indicator FLUSH

This indicates flushing is in progress. Every time the water purification process is activated the auto flushing mechanism cleans the RO membrane. It enhances the life of RO membrane.

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RO change indicator RO

This indicates that the RO membrane needs to be replaced.

- RO change indicator starts blinking (buzzer 10 times) indicating that the life of RO membrane is reaching its end time.
- When the life of RO membrane reaches its end, RO change indicator keeps on blinking and the unit stops functioning.

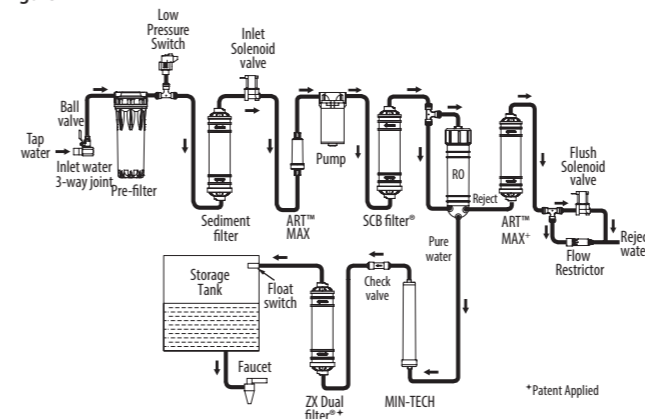
SCPA change indicator SCPA

This indicates that the pre and post RO filters need to be replaced.

- SCPA change indicator starts blinking (buzzer 10 times) indicating that the life of pre and post RO filters is reaching its end time.
- When the life of pre and post RO filters reaches its end, SCPA change indicator keeps on blinking and the unit stops functioning.

Water flow

Figure 2

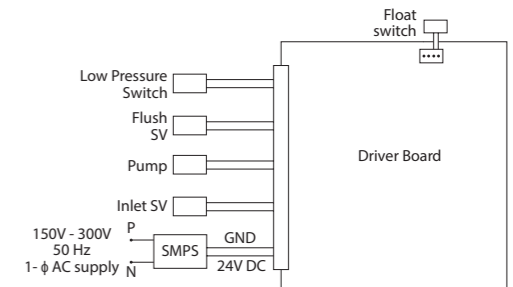


Note: It is recommended not to switch off the Water Purifier and/or turn off the water supply to the product when it is not been used for more than 24 hrs. The purifier has an in-built cleaning mechanism which cleans the RO membrane every 24 hrs. by flushing it. This feature protects the RO membrane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

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Electrical Diagram

Figure 3



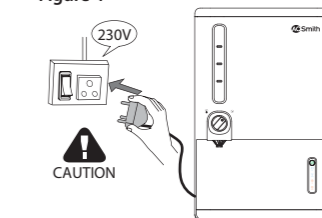
Safety Precautions

Electrical Safety

Even though this product is designed keeping highest safety standards in mind, there are certain Do's and Dont's which need to be followed while using this product.

Power plug must be used with a 230V outlet. It is recommended to connect the product to the power supply only with the plug that is provided with the purifier. Do not pull out or touch power plug with wet hands to avoid electrical shock.

Figure 4



CAUTION

CAUTION

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 Authorised Service Technician.

Figure 5

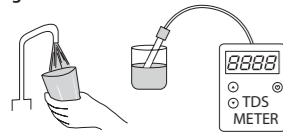


CAUTION

6

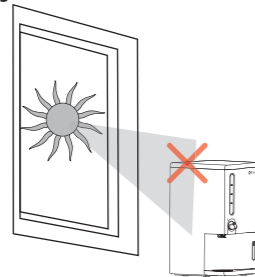
Make sure that the feed water is tested before installation. Do not install the product if the TDS and Hardness are more than that prescribed in the recommended feed water conditions (Refer Page 12).

Figure 6



Install the product away from direct sunlight.

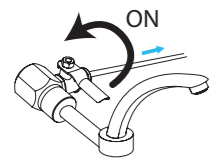
Figure 7



How to use

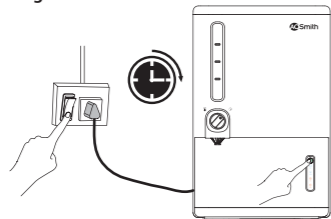
1. Turn ON the water connection through the ball valve.

Figure 8



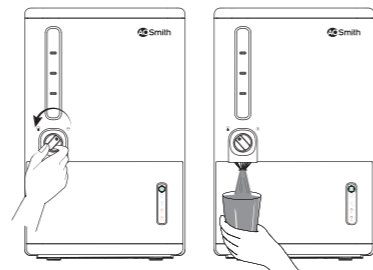
2. Switch ON the power supply and press the power button of the purifier.

Figure 9



3. To dispense water from the storage tank, turn the faucet knob in anti-clockwise direction.

Figure 10



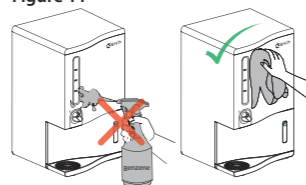
Note:

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

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 11



Replace filters regularly according to the replacement indications. This must be done only by A. O. Smith Company Authorised Service Technician. Use A. O. Smith genuine accessories only, for optimal performance of the purifier.

Figure 12



Troubleshooting

Your A.O. Smith P5 RO Water Purifier may not function at its desired capability if used incorrectly. This may not necessarily mean that the product is faulty. For instances like these, please follow the steps given below to troubleshoot the problem without the help from a certified technician. If the problem still persists, please call Customer Care Centre immediately.

Problems	Possible Cause(s)	Solution
Change in water taste.	Has the purified water been stored in the tank for 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.
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 either RO change or SCPA change is blinking.	Call Customer Care Centre for replacement of filters.
	None of the above.	Call Customer Care Centre.

Problems	Possible Cause(s)	Solution
Buzzer beeps and tank full LED blinks continuously. 	Overflow error.	Switch OFF the Water Purifier and call Customer Care Centre.
Buzzer beeps for 8 times and power LED blinks continuously. 	Low pressure alarm is triggered indicating that the system input water pressure is not in the required range.	Check feed water supply to the purifier, switch OFF the Water Purifier and call Customer Care Centre.
Buzzer beeps 10 times, RO change LED blinks and unit is functioning. 	RO membrane life is about to end.	Call Customer Care Centre for RO membrane replacement.
Buzzer beeps 10 times, RO change LED blinks and unit is not functioning. 	RO membrane life ends.	Switch OFF the Water Purifier and call Customer Care Centre for RO membrane replacement.
Buzzer beeps 10 times, SCPA change LED blinks and unit is functioning. 	Pre and post RO filters life is about to end.	Call Customer Care Centre for pre and post RO filters replacement.
Buzzer beeps 10 times, SCPA change LED blinks and unit is not functioning. 	Pre and post RO filters life ends.	Switch OFF the Water Purifier and call Customer Care Centre for pre and post RO filters replacement.
Buzzer beeps continuously and all LED (Power, Tank full and Auto flush) blinks. 	Battery error.	Switch OFF the Water Purifier and call Customer Care Centre.

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

Technical Specifications

Model	A. O. Smith P5 RO
Product Dimensions (H x D x W)	490 mm x 329 mm x 315 mm
Net Weight	9.5 kgs (approx.)
Gross Weight	13.9 kgs (approx.)
Flow rate*	Up to 15 litres per hour
Tank capacity	9 litres (approx.)
Purification technology	RO (Reverse Osmosis) + Silver Charge Membrane Technology
8 Stage Purifying Technology	Pre-filter + Sediment filter + ART™ MAX (Advance Recovery Technology™) + SCB filter® + Side Stream RO membrane + MIN-TECH + ZX Double Protection Dual Filter** (Post Carbon block + SCMT).
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
Input Voltage	150 – 300 VAC, 50 Hz
Power rating (Max)	48 Watts
Pressure Rating***	7 psi to 30 psi
% Recovery**	Up to 60%*
TDS rejection**	≥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 membranes and filters.

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

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

+ Patent Applied.

◆ As tested with input water TDS of 750ppm (NaCl), pH of 7.2 ± 0.2, Water temperature of 27 ± 2° C, Turbidity less than 0.2 NTU, Feed Pressure of 15 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

Warranty details/recommended filter change:

As per the warranty, all the filters, including RO membrane needs to be replaced when the SCPA change and RO change indicator blinks (Refer page 5). This would be 1 year (approx.) assuming daily consumption of 10 Litres per day of purified water.

Frequently asked questions (FAQs)

- 1. What is A. O. Smith P5 RO Water Purifier?**
A. O. Smith P5 RO is advanced 8 stage RO from A. O. Smith. It is 100% RO with no bypass of water for maximum purity. It is double purified by SCMT (Silver Charged Membrane Technology) and required essential minerals are added back to water.
- 2. What is 100% RO with mineraliser?**
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 P5 RO 100% of the water is passed through the RO membrane which ensures maximum purity of water and required minerals are added back to pure water.
- 3. How many stages A. O. Smith P5 RO has? And what are the stages?**
A. O. Smith P5 RO has 8 stages of purification which are Pre-filter + Sediment filter + ART™ MAX (Advance Recovery Technology™) + SCB filter® + Patented Side Stream RO Membrane + MIN-TECH (Mineraliser Technology) + ZX Double Protection Dual Filter** (Post Carbon block + SCMT).
** Patent Applied*
- 4. How is A. O. Smith P5 RO different from A. O. Smith P1 RO Water Purifier?**
A. O. Smith P1 RO is 7 stage 100% RO whereas A. O. Smith P5 RO is a 8 stage RO with double purity and added minerals.
- 5. What is SCMT?**
Silver Charged Membrane Technology is double purification of water after the RO membrane to ensure absolute purity.
- 6. What is RO+SCMT?**
It is unique double purification process to ensure absolute purity of water.
- 7. Does it retain minerals?**
A. O. Smith P5 RO has an additional mineral filter (MIN-TECH) which adds essential minerals back to water.
- 8. What is MIN-TECH?**
MIN-TECH is Mineraliser Technology to add essential minerals back to water.
- 9. What is the storage capacity of A. O. Smith P5 RO ?**
The storage capacity in the A. O. Smith P5 RO is 9 litres of pure water.
- 10. What is the purification flow rate of A. O. Smith P5 RO ?**
Up to 15 litres per hour, purification capacity also depends on water quality, condition of filters and RO membrane.
- 11. Does it have Pre-filter? Is it free?**
Yes, A. O. Smith P5 RO Water Purifier comes with a Pre-filter which is part of the product.
- 12. What all alerts do A. O. Smith P5 RO has?**
A. O. Smith P5 RO Water Purifier has advance alerts technology to change the filters and RO membrane.
- 13. When does the A. O. Smith P5 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.

14. What is the nature of indication for the change in filter?

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

15. In the A. O. Smith P5 RO Water Purifier, what is the life of the RO membrane?

RO membrane would last for 1 year (approx.) assuming a per day consumption of 10 litres, under the input water norms.

16. What is the digital display in A. O. Smith P5 RO ?

Digital display in A. O. Smith P5 RO indicates 1) Tank full, 2) Flushing of RO membrane, 3) Change of SCPA (Pre and Post RO filters), 4) Change of RO membrane.

17. Can A. O. Smith P5 RO be mounted on the wall and can it be table top?

Yes, A. O. Smith P5 RO can be mounted on the wall or can be placed on the counter.

Recommended uses of Reject water

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

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

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

proplanet



Warranty Card

Registered Office

A. O. SMITH INDIA WATER PRODUCTS PRIVATE LIMITED
Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District, Karnataka – 562 112, India.
CIN: U31909KA2006PTC040282

• Customer Care No. **1800-103-2468 / 1860-500-2468**
• E-MAIL: aosmithcs@aosmithindia.com

Part No. :335311-056_A

Date: 03-09-2020

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:

- All electrical, functional parts and filters are warranted for one (1) year from the date of original purchase.
- 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.
- The Company or its representative will be entitled to retain any defective parts replaced under warranty on free of charge basis.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.
- 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.

- 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.
- 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.
- 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.
- Warranty does not cover to any accessories provided by dealer or purchased by customer.
- Warranty does not cover;
 - Plastic, cosmetic parts and exterior finish.
 - 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.
 - 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.
 - If product is repaired by unauthorised personnel and usage of non-recommended parts or consumables.
 - If product serial number is missing or altered.
 - If damage is caused by pest infestation.
 - If the input water emits pungent smell.
 - If the input water is discoloured.
 - If product is used for commercial purpose.
 - It is recommended to keep the surroundings of the Water Purifier 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.
- Filters and RO membrane will be covered for any material damage, input malfunctioning under 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.
 - Warranty on filters and membrane is valid provided product is used only for residential and self consumption purpose.
- Calls which are site related to e.g. plumbing, tap leakage, electricity (within warranty period), etc. which is not related with product functionality, will be charged to customer as per rate card*.

*Refer rate card www.aosmithindia.com

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

Warranty Card

Company Copy to be sent back to the Company

Invoice Number: _____

Ph: _____ Mobile: _____ E-mail: _____

Dealer's Stamp and Signature

Expert Company Service - Power of 1

- Different models have different service delivery levels.
- 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.
- Service level deliverables are valid up to city municipal limit only.
- Service level may differ in case of public holidays and unavoidable conditions due to natural calamities, any political and regional regulations.
- Power of 1 valid service is applicable for calls registered at A. O. Smith Call Centre before 4 p.m. only.



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.

- All implied warranties and conditions under law, trade, custom or otherwise are excluded and the warranty and remedies as provided herein-above are in lieu of all other warranties and remedies to the extent permissible under law.
- 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.
- The warranty is issued at Kanakapura, and courts at Kanakapura shall have exclusive jurisdiction over matters covered or flowing from this warranty.

Post Warranty

- The customer may be offered a yearly Service Contract (PHCP*) at the prevailing Company rates and terms.
- 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.
- 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.
- 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 for more details on PHCP (Product Health Care Plan).