

ACSmith[®]
Innovation has a name.

Water Purifier
Z2⁺

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

Introducing **Under the counter**



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



* Colour of the faucet and product on the creative may not be the accurate representation of the actual product.

USER GUIDE





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

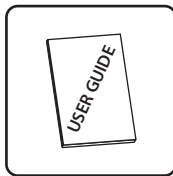
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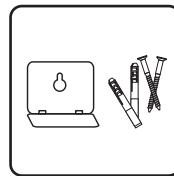
What's in the box?



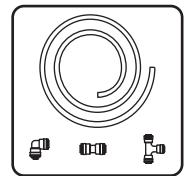
Water Purifier



User Guide



Mounting Accessories



Tube & Connectors

Key Features of your A. O. Smith Z2⁺ RO Water Purifier



PURITY THROUGH 6 STAGE PURIFICATION

6S TECHNOLOGY: Pre-filter + Sediment filter + Pre Carbon filter + Patented Side Stream RO Membrane + SCM-TECH™ (Silver Activated Post Carbon + MIN-TECH). In A. O. Smith Z2⁺ RO water purifier 100% water passes through the RO membrane.



ADVANCED 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.



ADVANCE ALERT TECHNOLOGY

For Sediment + Pre Carbon filter and RO membrane + SCM-TECH™ (Silver Activated Post Carbon + MIN-TECH).



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.



GOOSENECK FAUCET

Swivel faucet for user convenience.



DIGITAL

Digital display for simple and intelligent display of information.



STORAGE CAPACITY

Purified water storage capacity of 5 litres.



WQA CERTIFIED RO MEMBRANE

RO membrane element in A. O. Smith Z2⁺ RO Water Purifier is tested and certified by WQA against NSF/ANSI 58 standards for material requirements.

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 Under Sink **Z2** 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 Under Sink **Z2**⁺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 Under Sink **Z2**⁺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 Under Sink **Z2**⁺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 Under Sink **Z2**⁺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 Under Sink **Z2**⁺RO Water Purifier manual.

Introduction

A. O. Smith Under Sink **Z2** RO Water Purifier uses one of the latest technologies that is used in water purification process. A. O. Smith Under Sink **Z2** 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 Under Sink **Z2** RO Water Purifier removes excessive TDS (Total Dissolved Solids) in water by more than 95%. A. O. Smith Under Sink **Z2** RO Water Purifier reduces heavy metals, pathogens and balance the pH value. By this, it ensures you safe and good tasting water.

How does the A. O. Smith Under Sink **Z2** RO Water Purifier work?

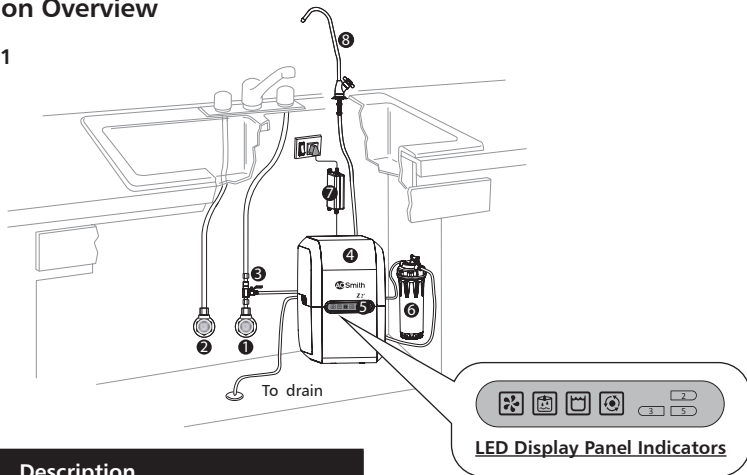
A.O. Smith Under Sink **Z2** RO Water Purifier has 6 stages of purification system, wherein the water is passed through the various stages and progressively filtered to get purified water which is stored in the inbuilt storage tank.

- **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 life of the Pre Carbon filter and ensures efficient working of RO membrane.
- **Stage 3 – Pre Carbon filter**
The Pre Carbon filter uses carbon block with high adsorption capacity which reduces harmful chemicals including pesticides, volatile organic compounds, residual chlorine etc., from water. It also adsorbs bad taste and odour causing organic compounds from water.

- **Stage 4 – 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 5 and Stage 6 – SCM-TECH™ (Silver Activated Post Carbon + 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.

Installation Overview

Figure 1



Part	Description
1	Normal water supply
2	Hot water supply
3	Ball valve
4	Under Sink Z2® RO Water Purifier
5	LED display panel indicators
6	Pre-filter
7	Power adapter
8	Gooseneck faucet

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

Work indicator

This indicates that the purifier is functioning in normal condition.

Source indicator

When the water pressure is lower than required water pressure limits, this indicator will start to blink continuously and the buzzer beeps for 8 times until the water pressure becomes normal.

Note: Call A. O. Smith Customer Care Centre if you notice continuous blinking of Source indicator.

Tank full indicator

This indicates that the Water Purifier tank is full.




RO change indicator

This indicates that RO membrane needs to be replaced.

- RO change indicator glows when 5% life is remaining and buzzer beeps for 4 times, indicating that it is time to replace RO membrane.
- When RO membrane life reaches its end, this indicator will start to blink continuously and the buzzer beeps for 8 times indicating that RO membrane needs to be replaced.

Note: Call A. O. Smith Customer Care Centre to replace RO membrane.

Filter status indicator

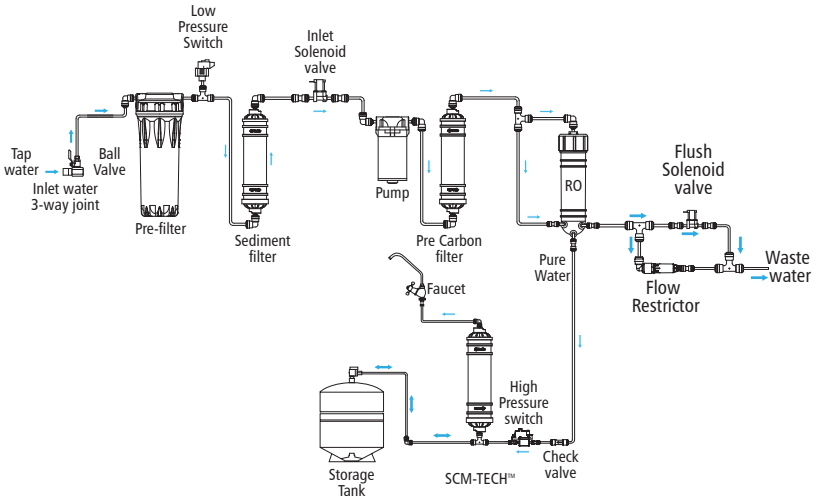
This indicates the status of the Sediment filter , Pre Carbon filter  and SCM-TECH™ (Silver Activated Post Carbon and MIN-TECH) .

- When the filter status indicator is green, it indicates that these filters are functioning normal.
- Filter status indicator changes to orange when 5% life is remaining and buzzer beeps for 4 times, indicating that it is time to replace respective filter.
- When the filter life reaches its end, this indicator changes to red and the buzzer beeps for 8 times indicating that respective filter needs to be replaced.

Note: Call A. O. Smith Customer Care Centre to replace the respective filter.

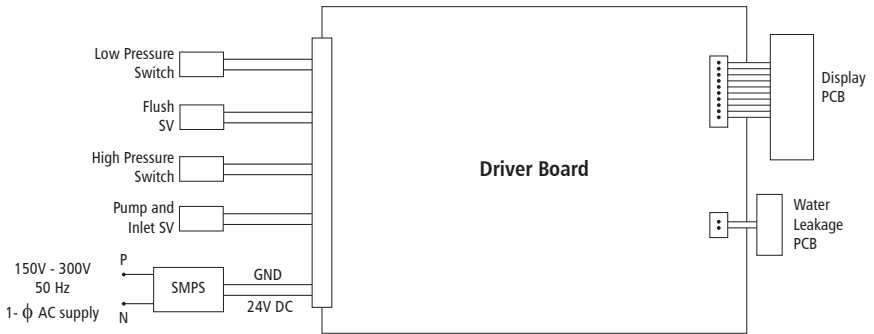
Water flow

Figure 2



Electrical Diagram

Figure 3



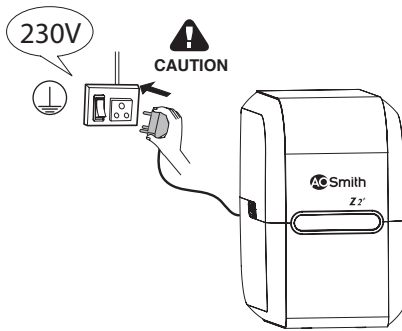
Safety Precautions

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.

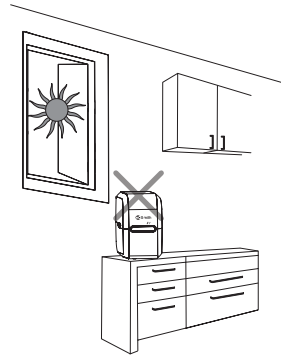
Power plug must be used with a grounded 230V outlet. It is recommended to connect the product to the power supply only with the plug that is provided with the purifier. (Figure 4)

Figure 4



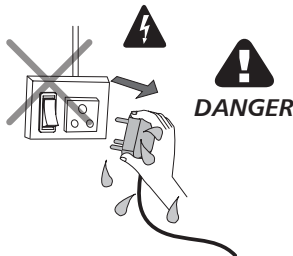
Install the product away from direct sunlight. It is recommended to install the product under the sink only. (Figure 5)

Figure 5



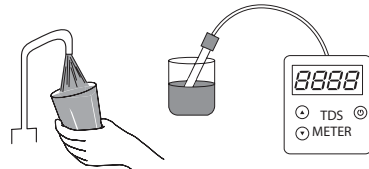
Do not pull out or touch power plug with wet hands to avoid electrical shock. (Figure 6)

Figure 6



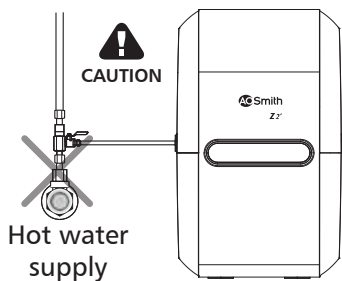
Make sure that the feed water is tested before installation. Do not install the product if the TDS and Hardness are more than that prescribed in the recommended feed water conditions (Refer page 14). (Figure 7)

Figure 7



Do not connect hot water supply to the purifier. Make sure that the inlet water temperature to the purifier should be between 5°C to 45°C. (Figure 8)

Figure 8



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 9)

Figure 9



Do not place any chemicals, thinner, soap or any other cleaning items on the product. (Figure 10)

Figure 10

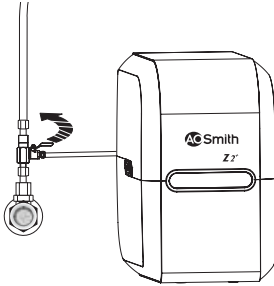


How to use

Step 1

Turn ON the water connection through the ball valve. (Figure 11)

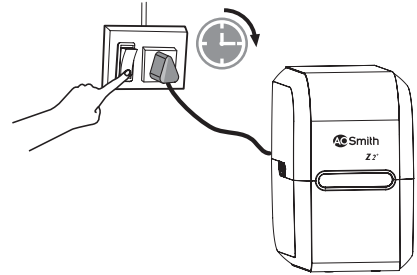
Figure 11



Step 2

Switch ON the power supply. (Figure 12)

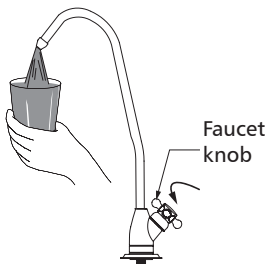
Figure 12



Step 3

To dispense water from the storage tank, turn the faucet knob in anti-clockwise direction. (Figure 13)

Figure 13









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.

Troubleshooting

Your A.O. Smith Under Sink **Z2**⁺ 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 the Customer Care Centre immediately.

Problems	Check-up	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.
	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.
	Water is completely drawn from the storage tank.	Wait until the storage tank gets filled.
	None of the above.	Call Customer Care Centre.

<p>Buzzer beeps and all indicators blinks continuously.</p> 	<p>Water leak alarm is triggered indicating that there is a leakage inside the purifier.</p>	<p>Switch OFF the water purifier and call Customer Care Centre.</p>
<p>Buzzer beeps for 8 times and source indicator blinks continuously.</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>RO change indicator glows and buzzer beeps for 4 times.</p> 	<p>RO change indicator glows when 5% life is remaining and RO change alarm is triggered indicating that it is time to replace RO membrane.</p>	<p>Call Customer Care Centre for RO membrane replacement.</p>
<p>Buzzer beeps for 8 times and RO change indicator blinks.</p> 	<p>RO change alarm is triggered indicating that the RO membrane needs to be replaced.</p>	<p>Call Customer Care Centre for RO membrane replacement.</p>
<p>Filter status indicator changes to orange and buzzer beeps for 4 times.</p> 	<p>Filter status indicator glows when 5% life is remaining and filter status alarm is triggered indicating that it is time to replace filters.</p>	<p>Call Customer Care Centre for filters replacement.</p>
<p>Buzzer beeps for 8 times and filter status indicator changes to red.</p> 	<p>Filter status alarm is triggered indicating that the filters need to be replaced.</p>	<p>Call Customer Care Centre for filters replacement.</p>

Technical Specifications

Model	A.O. Smith Under Sink Z2 ⁺ RO
Product Dimensions (H x D x W)	420mm x 410mm x 270mm
Net Weight	11 kgs (approx.)
Gross Weight	13.5 kgs (approx.)
Flow rate*	Upto 15 litres per hour
Storage tank capacity†	5 litres (approx.)
Purification technology	RO (Reverse Osmosis)
6 Stage Purifying Technology	Pre-filter + Sediment filter + Pre Carbon filter + Patented Side Stream RO Membrane + 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**	Up to 30%
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.

† Storage tank capacity depends on the storage tank bladder pressure.

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

FAQs

- 1. What is A. O. Smith Under Sink Z2⁺ RO Water Purifier?**
A. O. Smith Under Sink Z2⁺ RO Water Purifier is advanced 6 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 Under Sink Z2⁺ 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 Under Sink Z2⁺ RO has? And what are the stages?**
A. O. Smith Under Sink Z2⁺ RO Water Purifier has 6 stages of purification which are Pre-filter + Sediment filter + Pre Carbon filter + RO Membrane + SCM-TECH™ (Silver Activated Post Carbon+MIN-TECH).
- 4. What is the storage capacity in the A. O. Smith Under Sink Z2⁺ RO Water Purifier?**
The storage capacity in the A. O. Smith Under Sink Z2⁺ RO Water Purifier is 5 litres of pure water.
- 5. What is the purification flow rate of A. O. Smith Under Sink Z2⁺ RO Water Purifier?**
Up to 15 litres per hour, purification capacity also depends on water quality, condition of filters, storage tank bladder pressure and RO membrane.
- 6. Does the A. O. Smith Under Sink Z2⁺ RO Water Purifier have service or filter change alerts?**
Yes, the A. O. Smith Under Sink Z2⁺ RO Water Purifier has an alert system technology which indicates when to change Sediment filter, Pre Carbon filter and SCM-TECH™ (Silver Activated Post Carbon+MIN-TECH).
- 7. Does the A. O. Smith Under Sink Z2⁺ RO Water Purifier come with a Pre-filter?**
Yes, A. O. Smith Under Sink Z2⁺ RO Water Purifier comes with a Pre-filter which is part of the product.
- 8. When does the A. O. Smith Under Sink Z2⁺ RO Water Purifier indicate a filter change?**
The first notification is indicated when the consumption of the filter life is at 95%. When the filter life consumption is at 100%, the filter status indicator changes to red.
- 9. What is the nature of indication for the change in filter?**
On the first intimation when the filter life is at 95% the respective filter indicator changes to orange. On 100% filter life consumption, the respective filter indicator changes to red.

10. What is the Advanced SSM technology? How is it different from other technologies and what are its advantages?

The Advanced 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.

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 RO change or Filter status indicator glows. The Filter status indicator glows indicating that the Sediment filter, Pre Carbon filter and SCM-TECH™ (Silver Activated Post Carbon + MIN-TECH) needs to be replaced. The RO change indicator glows indicating that the RO membrane and or other filters needs replacement under the condition clause 18.
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. Consumable parts such as filters except RO membrane (under specified water conditions) as specified in Clause 17 herein below.
 - c. 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.
 - d. 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.
 - e. If product is repaired by unauthorised personnel and usage of non recommended parts or consumables.

- f. If product serial number is missing or altered.
 - g. If damage is caused by pest infestation.
 - h. If the input water emits pungent smell.
 - i. If the input water is discoloured.
 - j. If product is used for commercial purpose.
 - 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. RO membrane will be covered for any material damage, within warranty for specified period as detailed below and effective from date of original purchase.

TDS	Hardness	Warranty for RO Membrane
Less than 2000 ppm	Less than 400 ppm	2 Years
Less than 2000 ppm	Not Applicable	1 Year

RO membrane warranty stands applicable only if,

- a. Filters are replaced on time as per A. O. Smith service recommendation and as per filter change notification and replaced through A. O. Smith authorised service representative.
 - b. Product is used only for residential and self-consumption purpose.
 - c. Product shall be in regular use and maintained as per product manual guidelines.
 - d. Product feed water quality is as per the recommendations. (Refer point 17)
 - e. The warranty will not be applicable 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.
18. The Company shall not be responsible to replace RO membrane at any point of time if output water is satisfactory for drinkable water conditions and RO membrane is performing as per its expected performance of salt rejection.
19. 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*.
20. 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.

*Refer rate card www.aosmithindia.com

21. NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY, THIS IS CUSTOMERS 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.
 22. The warranty is issued at Bangalore, and courts at Bangalore shall have exclusive jurisdiction over matters covered or flowing from this warranty.
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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 for more details on PHCP (Product Health Care Plan).

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

Disclaimer

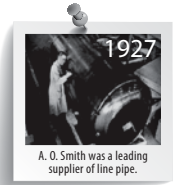
Power of 1 is limited to:

1. Available in selected cities, for details log on to 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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OVER A CENTURY OF INNOVATION

A. O. Smith enjoys a rich history of achievements. A glimpse at our 144-years history reveals numerous engineering and technical achievements.



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Manufacturer of Water Heaters



AO Smith
Innovation has a name.



Manufactured by 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.

Customer Care No.: 1800-103-2468 / 1860-500-2468 ■ Website: www.aosmithindia.com

CIN: U31909KA2006PTC040282

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

Part No.: 333892-001_R0 Date: 28-02-2018