

## Pre-Installation 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 Intelli UV<sup>+</sup> Hot 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 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.

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## 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 Intelli UV<sup>+</sup> Hot 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 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 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 the 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 marked on the Water Purifier manual.

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## Key Features of your A. O. Smith Intelli UV<sup>+</sup> Hot Water Purifier

- Hot Water at Press of a Button**  
Instant UV purified water with 3 temperature settings - Room temperature water, warm (45°C) and hot (80°C).
- Elevate your Kitchen decor**  
With modern, contemporary aesthetics and sleek and compact design.
- Healthy drinking water with 6 stage purification**  
6 stage purification with UV + SACP (Silver Activated Post Carbon) + Lead Shield technology.
- Convenience at your fingertips**  
Advanced Digital Display with Touch Dispensing makes dispensing and monitoring more convenient.
- Double protection with India's 1st Dual pass UV chamber**  
Intelli UV<sup>+</sup> Hot is powered by India's 1st Dual Pass UV Chamber which ensures purified safe and healthy drinking water.
- Water filling in a dash**  
High flow rate of upto 2L/min with storage capacity of upto 3.3 Litres (2.5 Litres Normal + 800 ml Hot).
- 1 Year Comprehensive Warranty**  
Peace of mind with 1 Year Comprehensive Warranty..



Product colour and image shown may vary from the actual product.  
Part No. : 335300-123\_A Date: 09-08-2024



## Intelli-UV<sup>+</sup> Hot



## User Manual

## Introduction

UV is a proven disinfection technology used in water purification which delivers micro-biologically safe water. The germicidal lamp inside the UV emits ultraviolet energy that has the capacity to alter the nucleic acid (DNA) of viruses and bacteria so they cannot reproduce and are thereby considered inactivated. The A. O. Smith Intelli UV<sup>+</sup> Hot Water Purifier incorporating UV purification technology produces germ-free potable water for drinking. Purified water is collected for drinking in a storage tank/container.

### How does the A. O. Smith Intelli UV<sup>+</sup> Hot Water Purifier work?

A. O. Smith Intelli UV<sup>+</sup> Hot 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 the life of the CB filter

#### Stage 3 and Stage 4 – CB filter with Lead Shield

The Carbon block has 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. This filter has lead removal media which ensures lead free\* purified water to the customer.

\*As per standard lab test conditions.

#### Stage 5 – UV lamp (Dual pass)

In this stage water is passed through UV housing wherein UV rays disinfects the water by eliminating water-borne disease causing micro-organisms like bacteria and virus making it healthy for drinking.

#### Stage 6 – SACP (Silver Activated Post Carbon)

In this stage SACP acts as polisher and enhances the taste of water.

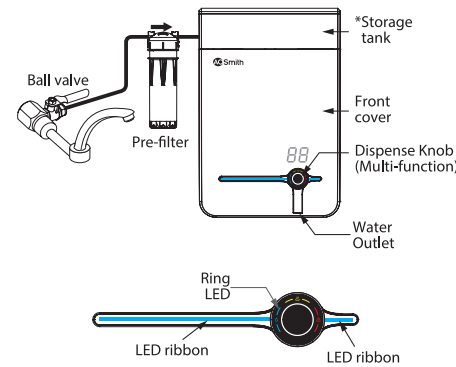
Note: Pre-filter, Sediment, Carbon with Lead Shield and SACP life is for 1 year. UV Lamp is for 2 years.

The warranty of filter life is subject to 6000 liters or 1 year whichever ever is earlier.

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## Product Overview

Figure 1

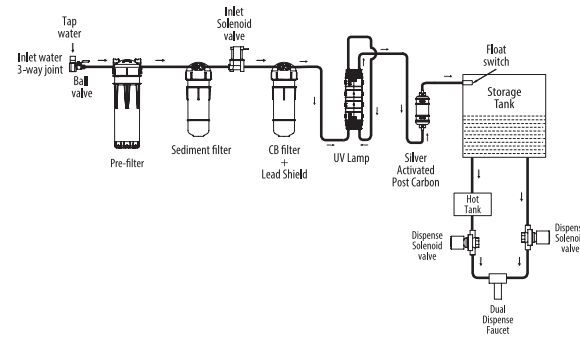


Note:

The Ball valve comes along with the product as standard accessory.

## Water flow

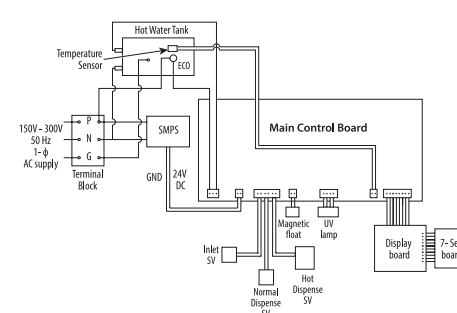
Figure 2



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## Electrical Diagram

Figure 3



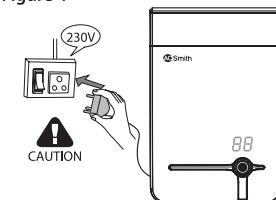
## Safety Precautions

### Electrical Safety

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

Power plug must be used with a 230 V 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



Product should be installed only by A. O. Smith Company Authorised Service Technician. Do not open the purifier for cleaning the filters/UV lamp\* or for any part replacements. This must be done only by A. O. Smith Company Authorised Service Technician.

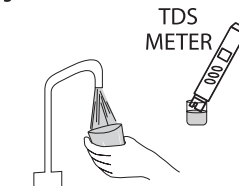
Figure 5



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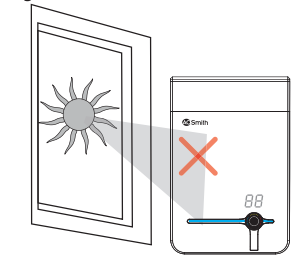
Make sure that the feed water is tested before installation. Do not install the product if the TDS and Hardness are more than that prescribed in the recommended feed water conditions (Refer page 12).

Figure 6



Install the product away from direct sunlight.

Figure 7



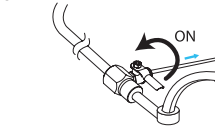
## WARNING

\*Do not open UV housing as UV rays will be harmful to the human beings. This must be done only by A. O. Smith Company Authorised Service Technician.

## How to use

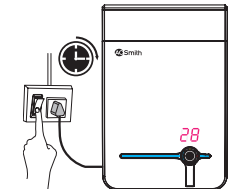
1. Turn ON the water connection through the ball valve.

Figure 8



2. Switch ON the power supply. All indicators will glow for 5 secs and stops glowing.

Figure 9



Note: Hot water mode can be set only after tank full is shown for the first time when unit is switched ON and tank full indicator will be blinking while the storage tank is being filled.

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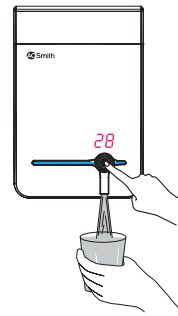


**Dispensing Normal water under Normal mode**

3. Press the Dispense knob once to dispense Normal water and press the Dispense knob again to stop water flow. The Ring LED on the left side will be blinking while water is dispensing.

Note: Make sure that the Dispense knob is pressed as shown.

**Figure 10**



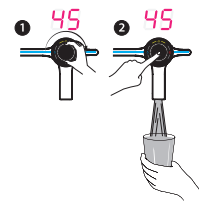
**Setting to Warm mode (45° C)**

1. Turn the Dispense knob clockwise till Ring LED (orange), warm indicator blinks and 45° C blinks (3 times) on LED display. The Warm indicator will start to blink indicating that water heating is started. The LED display shows the current water temperature.
2. Once the temperature reaches 45° C, warm indicator glows continuously indicating that water heating is stopped.
3. To dispense warm water from the hot tank, press the Dispense knob once. To stop water flow, press the Dispense knob again. Warm water will be dispensed only when the Dispense knob is in Warm mode.

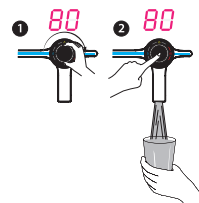
**Setting to Hot mode (80° C)**

1. Turn the Dispense knob clockwise till Ring LED (red), hot indicator blinks and 80° C blinks (3 times) on LED display. The hot indicator will start to blink indicating that water heating is started. The LED display shows the current water temperature.
2. Once the temperature reaches 80° C, hot indicator glows continuously indicating that water heating is stopped.
3. Disable child lock to dispense hot water (Refer Disabling Child Lock)
4. To dispense hot water from the hot tank, press the Dispense knob once. To stop water flow, press the Dispense knob again. Hot water will be dispensed only when the Dispense knob is in Hot mode and CL is disabled.

**Figure 5**



**Figure 6**

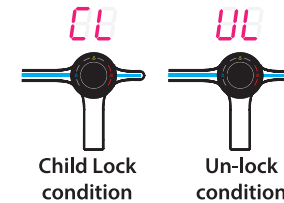


Note: The unit will re-set to Normal mode after 5 mins. of warm/hot water dispense.

**Disabling Child lock**

To dispense hot water, first disable child lock (if water temperature is more than 50° C, CL appear on display for every 5 secs.)

1. Turn the Dispense knob clockwise till Ring LED (red), hot indicator and 80° C appears in LED display, then press and hold the Dispense knob for 3 seconds, UL (Unlock) will blink for 3 secs indicating child lock is disabled.
2. To dispense hot water from the hot tank, press the Dispense knob once. To stop water flow, press the dispense knob again.



Note:

- Discard two tanks 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.
- It is recommended to replace the filters and disinfect the storage tank, if the unit is not used for more than 2 months.

**⚠ DANGER**

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

**Troubleshooting**

Your A. O. Smith Intelli UV<sup>+</sup> Hot 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.
	Filters/UV lamp may require replacement.	Call Customer Care Centre for filters/UV lamp replacement.
Decreased flow of purified water.	Has the raw water quality changed?	Call Customer Care Centre.
	Check whether the tap/ball valve is closed.	Open the tap/ball valve.
Less/No purified water.	Filters may be clogged or damaged.	Call Customer Care Centre for filters/UV lamp replacement.
	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.
	None of the above.	Call Customer Care Centre.

**Error Messages and Actions**

Error Code / Error Description	Unit Response	Solution
E1 (Heating error).	Hot water supply has been stopped.	Switch off/on water purifier. If problem still persists call Customer Care Centre.
E2 (High Temperature error).	Hot water supply has been stopped.	Switch off/on water purifier after 5mins. (approx.) of error display. If problem still persists call Customer Care Centre.

E3 (Temperature Sensor error).	Hot water supply has been stopped.	Call Customer Care Centre.
E4 (Overflow error).	Pure water process is stopped. Normal water can be dispensed and Hot water supply has been stopped.	Call Customer Care Centre.
E5 (Filter Change Alarm).	Filter Change icon glows / blinks indicating filter life is about to end.	Call Customer Care Centre for RO membrane/filters replacement.
E6 (Battery error).	Pure water process is stopped. Normal water can be dispensed and Hot water supply has been stopped.	Switch OFF the Water purifier and call Customer Care Centre.
E9 (UV Lamp error).	Pure water and Heating water process is stopped. Normal water can be dispensed.	Call Customer Care Centre.
EA (SV Error).	All purification process and functions are stopped.	Switch OFF the Water purifier and call Customer Care Centre.

Note: Call Customer Care No. 1860-500-2468.

**Technical Specifications**

Model	Intelli UV <sup>+</sup> Hot
Product Dimensions (H x D x W)	445 mm x 191 mm x 300 mm
Net Weight	4.8 kgs (approx.)
Gross Weight	5.8 kgs (approx.)
Flow rate*	Up to 2 litres per minute
Storage Tank capacity	2.5 litres (approx.)
Hot Tank capacity	0.8 litres (approx.)

Purification technology	UV Technology
6 Stage Purifying Technology	Pre-filter + Sediment filter + CB filter with Lead Shield + UV lamp (Dual pass) + Silver Activated Post Carbon.
Material of construction for plastic parts	Food safe, non-toxic, engineering grade plastics
Input Voltage	150 – 300 VAC, 50 Hz
Power rating	36 Watts
Pressure rating**	5 psi to 30 psi
UV lamp Power rating	11 Watts
Heating element wattage	500 Watts @ 230 VAC
Warm water temperature	45°C ± 5°C
Hot water temperature	80°C ± 5°C
Emergency cut out temperature	90°C ± 3°C
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 filters.

\*\* If input pressure exceeds 30 psi, a pressure reducing valve (PRV) needs to be installed at the feed line. If the pressure is lower than 5 psi, a booster pump needs to be installed. Ensure you buy them from A. O. Smith Company Authorised Service Technician.

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

Recommended Feed Water Quality	
Parameter	Limits
Total Dissolved Solids (TDS)	Up to 200 ppm
Total hardness	Up to 120 ppm
Turbidity	Up to 5 NTU
Iron	0.3 ppm (max.)
Feed water pressure	5 psi to 30 psi
Feed water temperature	5°C to 45°C

**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, functional parts and UV lamp are warranted for one (1) year from the date of original purchase. UV lamp will be covered for any material damage and malfunctioning, if TDS < 200 ppm and Hardness < 120 ppm.
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 there is no pure water from the faucet. The Company or its representative will inspect and recommend if any filters need 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 custom
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;
  - Plastic, cosmetic parts and exterior finish.
  - Consumable parts such as filters.
  - 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.

17. Dual pass UV assembly life is 2 years, it needs to be changed after 2 years. If any scaling observed on the quartz sleeve within warranty period, quartz sleeve/UV housing need to be replaced.
18. 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
19. 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.
20. The warranty is issued at Bangalore, and courts at Bangalore shall have exclusive jurisdiction over matters covered or flowing from this warranty.
21. 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\*.

\*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).

**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.