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.

This manual is a guide to good practice for operating and periodic maintenance of the A. O. Smith EWS Water Heater. Do not operate the Water Heater before reading the user manual.

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

Disposal of this Product

(Waste Electrical and Electronic Equipment)



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

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

General Instructions

Your safety and the safety of your loved ones is paramount. There are several safety related messages in this manual, which have been provided during various steps such as the installation, operation and maintenance of your EWS Water Heater. These messages point out potential hazards and also educate on how to reduce my 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".

▲ DANGER

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

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

▲ CAUTION

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

⚠ WARNING

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

IMPORTANT

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

Before proceeding with the installation instructions:

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

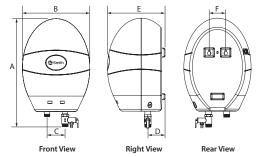
Specifications

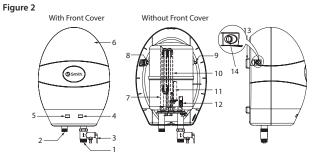
Model		EWS-3
Volume [L]		3
Power [W]		3000
Voltage/Frequency [V/Hz]		230~/50
Rated water	N/cm²	80
pressure	Water head (metres)	80
Inlet/Outlet connections [inch]		½ BSP
Net Weight (kgs.)		4.2

Dimensions

Model	3 L	Model 3 L
A (mm)	396	D (mm) 63
B (mm)	245	E (mm) 209
C (mm)	65	F (mm) 60

Figure 1





Part	Description
1	Cold water inlet
2	Hot water outlet
3	Multi-function Safety valve
4	Power indicator lamp
5	Heating indicator lamp
6	Front cover
7	Outlet pipe

	Part	Description
	8	Thermal Cut-out
	9	Thermostat
alve	10	Heating Element
	11	Anode
,	12	Inlet pipe with diffuser
	13	Wall mount slot
	14	Reset button

Note: Press the Reset button only when Thermal cut-out has tripped.

⚠ WARNING

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

Key Features



Blue Diamond® Glass Lining
Blue Diamond® technology 2X Corrosion resistance.



Glass Coated Heating Element

Prevent scale formation and extends the life of the Heating Element.



Long-Lasting Anode RodWorks in different water conditions, 2X lifespan compared to a regular magnesium anode.



Rust-Proof Outer Body Superior quality ABS outer body prevents rusting.



Multi-function Safety valve Automatically relieve the pressure and discharge water, in case the pressure overshoots the pre-set limits.

Note: A. O. Smith reserves the right to amend or modify the specifications and features at any time, as and when required without any prior notification





Product colour and image may vary from the actual product Part No.: 335271-080_A Date: 26-06-202

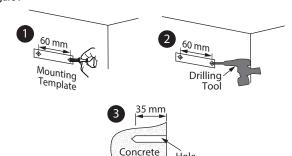
Water Heater EWS 3 Litres

REVOLUTIONIZING INSTANT WATER HEATER



User Manual

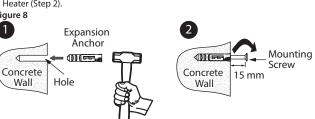
- Use Mounting Template to mark holes (Step 1).
 Use a drill bit with diameter of 6 mm to drill 2 holes at least 35 mm deep in the wall (Step 3). The two holes should be aligned horizontally. Figure 7



- Insert the Expansion anchor into the hole (Step 1).
- 2. Insert the Mounting screw into the Expansion anchor, tighten the Mounting screw by rotating it till it gets fixed steadily and maintain minimum distance of 15 mm (between concrete wall and Mounting screw head) to mount the Water Heater (Step 2).

Wall

Hole



Installation

Safety Precautions

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

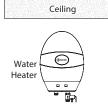
During Installation

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

Mounting the Water Heater

• Select a place to mount Water Heater vertically with water connection at the bottom.

Figure 5



 Water Heater must be located within 3 ft. (approx.) from a 230 V electrical outlet with proper grounding.

Do not install the Water Heater where

water splashes on the Water Heater

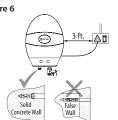
(Gara)

A CAUTION

Figure 4

Make sure that the wall can withstand at least twice the weight of the Water Heater when completely filled with water.

Figure 6



Front Side Size: 420 mm (W) x 297 mm (H) Red Line Mark are for Folding. Not to be Printed τl

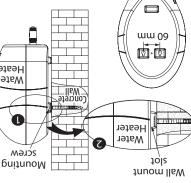
In order to avoid a hazard due to inadvertent re-setting of the Thermal cut-out, this Water Heater must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched ON and OFF by the utility.

MOITUA⊃ <u>↑</u>

Thermal cut-out

downwards on the Water Heater to ensure that the Water Heater is fixed steadily. Mount the Water Heater on the Mounting screw through Wall mount slot. Tug

Figure 9



vater Mounting

V 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 of your 52°C can cause severe burns instantly or

death from scalds. Do not leave a child or an infirm person in the bath unsupervised.

լլ әոթլ-

4. Check all the connections to see if there is any leakage, In case of a leakage, drain the water completely, repair the leaking joint and then refull the leaking that the refull the leaking some them them the leaking the safet. 3. Close hot water faucet when water

niing the water Heater and the

permit air to escape.

2. Open the cold water inlet valve fully, filling the Water Heater and the

1. Open a nearby hot water faucet to

٤١

No usage of hot water for a long time period

installed close to the inlet of the Water Heater.

matter in input water.

Presence of organic

Non-return valve is

Leakage in tank or other

Connection not sealed.

Low voltage at supply

Thermal Cut-out not

Improper thermostat operation.

Scale deposition.

pperating.

Foul smell from hot water.

Water dripping from Multi-function Safety valve during heating.

Water leakage from product.

Water heats slowly.

Piping connection leaks.

Water temperature is too

conductive water.

Call Customer Care

ууатег неатег.

Centre. Anode options available for highly software.

water from the Water is Heater. Ensure water is filled back before use of

period of time, drain the If the Water Heater is not used for an extended used for an extended

Provide treated water at

7), if problem still persists call Customer Care Centre.

Water Heater (Refer page

of the state of at least 40 of the feet from the inlet of the specifical action.

Install Non-return valve

Switch OFF power immediately and Call Customer Care Centre.

Re-connect piping, using

Call Customer Care

Call Customer Care

Call Customer Care

Check voltage at supply

Filling the Water Heater Tank

Operation

applications. Failure to follow this instruction can result in property damage. leakage. Use only Nylon/ Stainless Steel (SS) braided hoses (Flexible Hoses) having a minimum pressure rating of 8 Bar and hoses should be compatible for hot water

before switching it OV. Make cute a suitable Teflon tape is used for all plumbing connections to prevent

valve on a regular basis to ensure that there are no blockages and also to remove any lime deposits that would have been formed inside the Water Heater. Ensure that the Water Heater is in power OFF condition when the Discharge Lever is being operated. Ensure that the water is filled completely in the Water Heater. It is recommended to operate the Discharge lever in the Multi-function Safety it is recommended to take pre-cautions while discharging water from the Water

The Multi-function Safety valve should never be removed or blocked by any means
to prevent it from dripping or releasing the excess pressure inside the heater.
Failure to do so may result in damage to the Water Heater and injuries to the user.
This will also make the warranty null and void.
Discharge Outlet is provided to release the discharge from the Water
Heater(through the Multi-function Safety valve) in case excessive pressure is
developed. The contents of the discharge from the Multi-function Safety valve may
the hot and may cause burns to the users and damage nearby vobjects, therefore
it is recommended to take pre-cautions while discharding water from the Water
its recommended to take pre-cautions while discharding water from the Water
its recommended to take pre-cautions while discharding water from the Water
its recommended to take pre-cautions while discharding water from the Water

MOITUA⊃ <u>↑</u>

Note: Call Customer Care No. 1800-103-2468/1860-500-2468. input water. conductivity of water due to dissolved solids in High electrical

	(-)	
Check power supply and switch ON electrical switch.	No power supply to the Water Heater.	Power indicator lamp and Heating indicator lamp does not glow.
Press Reset button and switch ON electrical switch, if problem still persists call Customer Care Centre.	Thermal Cut-out has tripped or problem in internal wiring.	
Call Customer Care Centre.	Heating Element breakdown or internal	Power indicator lamp and gmsl roasibni pniseeH

15

wiring error.

problem does not solve after checking the following issues, call Customer Care Centre.

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

Troubleshooting

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

MOITUAD ⚠ ζαΐετy valve upwards. (Refer "Figure Discharge Outlet Drain the water by lifting the Discharge Lever of the Multi-function Discharge Lever of the Multi-function Close cold water supply. water runs cool. Open the hot water faucet until the

Switch OFF the electric supply to the Figure 16

Draining the Water Heater Tank

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

is prevented by the presence of the non-return valve (an external valve provided before cold water tap). Hence water may dip from the Wulti-function Safety valve. Described water the site provided to discharge water from the Water Heater. To avoid dripping, it is recommended to install non-return valve at a distance of at least 40 feet away from the inlet of the Water Heater.

Make sure to connect Multi-function Safety valve to the Water Heater before
connecting inlet to the cold water tap.
 A. O. Smith recommends Mylon/ Stainless Steel (SS) braided hoses (Flexible Hoses)
having a minimum pressure rating of 8 Bar and hoses should be compatible for hot
water applications.
 The Multi-function Safety valve may drip during the usage of the heater. As the
water is hoseide, it expands and tries to flow back through the inlet pipe but this
water is hoseide, it expands and tries to flow back through the inlet pipe laye proprieded
in paying the presence of the non-return who be external valve for prevented by the presence of the non-return valve lay external valve proprieded

4. Connect the cold water pipe to the inlet. 5. Connect the hot water pipe to the outlet.

clockwise direction. 3. Make necessary plumping with reference to the Installation Diagram. (Refer prevent leakage.

2. Connect Multi-function Safety valve to the inlet pipe by hand tightening it in 1. Wrap the Teflon tape around the inlet and outlet connections of the Water Heater to

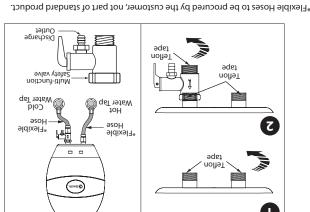
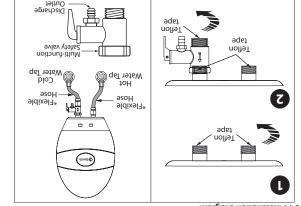
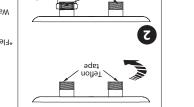


Figure 10 Installation Diagram





Connecting to Water Supply

glow but no hot water.

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

_ _

Figure 14 temperature, it enters into Heating mode. The Heating indicator lamp glows as shown in "Figure 14".

Ιl

water is less than the factory pre-set When the actual temperature of the

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

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

Switch on the Water Heater's power supply. The Power indicator lamp glows. dwej dwej **→**□ □< Heating

This Water Heater comes with factory pre-set temperature.

N ○ Black

Circuit Diagram

√l ∍nugi∃

Preferred Usage pattern: Before switching ON the power supply to the Water Heater, adjust the hot water tap to the minimum flow. Then, switch ON the power supply to adjust the hot water tap to the minimum flow. Then, switch ON the power supply to Albe Water Heater. After 40 seconds (approx.) hot water flows continuously at a constant flow water flows.

If the power supply cord is damaged, it must be replaced by the manufacturer or Authorised Service Technician in order to avoid a hazard. electric meter capacity and supply wire.

The Water Heater should be earthed reliably, it is prohibited to connect the earth wire to neutral wire or faucet water plue.

ensure complete safety. Before installing the Water Heater, confirm that the power of Water Heater matches Connect the Water Heater using independent sockets, do not use any adapters. Use multimeter to check whether the live line and neutral line are not reverse, to

NOITUA⊃ <u>↑</u> the socket is in firm contact with the plug. Ensure that reliable earthing has

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

The power cord and plug are connected with this Water Heater. Find a separate socket for power plug and make sure

MOITUAD ⚠

*Refer rate card www.aosmithindia.com

pumping innes.

• Product installed in direct sunlight exposure or rain or non-serviceable areas.

• Damage to Water Heater at customer house during installation or serviceable procedures by Unauthorised Service Technician.

12. Any service related issues/replacements due to non A. O. Smith connecting hoses. Calls which are related to the site e.g. plumbing, tap leakage, electricity etc., but not related to the site e.g. plumbing, tap leakage, electricity etc., but not related to the product functionality will be charged to the customer as per rate card* (even during the warranty period).

- Damage to Water Heater or its surroundings due to non usage of Multi-function Safety valve, Pressure Reducing Valve or non-recommended reducing valve in plumbing lines. and plumbing works.
- Plastic parts.
 Cleaning of scale deposits inside Water Heater tank as a general service.
 Any damages to Water Heater occurring due to site conditions like electrical works
 Any damages to water Heater occurring due to site conditions like electrical works.
 - - If the Anode is removed.
 If the Anode is not replaced as and when required.
 II. Warranty does not cover:
- of the Water Heater. The warranty on the tank will be null and void, 10. Anode is not included under warranty, the service life of the Anode is determined by the quality and quantity of the water owing through. If the Anode is consumed, it needs to be replaced by an Authorised Service Technician for efficient protection

9.The inner tank and Heating Element need to be cleaned for any deposits/scales periodically from an Authorised Service Technician. This will ensure your Water Heater works efficiently for longer time. injury, damage of property or consequential damages, or for utilisation of the goods

A.In case of dry heating (Water Heater operated without water inside the tank), if the Water Heater or any component of the Water Heater is damaged, then it will be repaired/changed on a chargeable basis. After any repair or part replacement in the Water Heater, the basic warranty continues as per the actual date of purchase. A The customer will have no claim under this warranty in respect of any personal 8. The customer will have no claim under this warranty in respect of any personal injury damage.

6. The Water Heater should not be operated without water inside the tank. This will make the warranty null and void. occur under conditions of proper installation, normal operation and under proper use. It excludes defects occurring because of abuse, faulty care or maintenance and repairs/alterations to product or the parts by an unauthorised person.

defective part replaced under the warranty. 5. The Company's liability under the warranty will be limited only to defects which

4. The Company or its Authorised Service Provider will be entitled to retain any thereafter.

3.Inspection and Test Report of the Company's Office/Authorised Service Provider will be treated as final and binding under the warranty for determining the defects, repair/salterations required or carried out, or certifying working of the goods

element [from 2 years to 3 years].

* Register your product with the A. O. Smith Customer Care Centre [1800-103-2468/1860-500-2468 warthin 60 days of purchase and you will get an extended warranty on the





2 Years	Product Warranty
2 + 1 Years*	bətsoD-sssbD tnəməl∃ pnitsəH
5 Years	Tank

2. Special warranty from the date of purchase is only applicable for the below I. The customer will notify the Company promptly about defects noticed and give the Company or its Authorised Service Provider adequate opportunity to inspect, test and remedy them, for which the customer will deposit the goods, if necessary, with the Company's Office/Buthorised Service Provider along with the original invoice. The Company of the Company from the task of universe is only analysis of the pelow.

Your A. O. Smith Water Heater is warranted against defects arising from faulty design, workmanship and materials for a period of 24 months from the date of the invoice, subject to the following conditions:

Product Warranty

Warranty Terms and Conditions



Water Heater EWS 3 Litres

REVOLUTIONIZING INSTANT WATER HEATER



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

Part No.: 335311-050 A

Date: 26-06-2020

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

Front Side Size: 210 mm (W) x 297 mm (H)

General Terms of Warranty

- 1. The "goods" shall mean the goods described in the purchase agreement.
- 2. "The customer" shall mean the original purchaser under the purchase agreement. 3. "The Company" shall mean A. O. Smith India Water Products Private Limited.

- 3."The Company" shall mean A. O. Smith India Water Products Private Limited.
 4. The "Purchase Agreement" shall mean the General Terms and Conditions of Sale agreed upon by the customer and the Company as printed on the Invoice.
 5. "Invoice" shall mean the Invoice issued for the Unit by the Company or Authorised Dealer to the customer describing the goods and indicating, inter alia, the total purchase price thereof, the name of the customer and the place where the goods are to be installed.
 "Users "Link" shall mean the instruction for installation leaflet published by the
- 6. "User Guide" shall mean the instructions for installation leaflet published by the Company and delivered to the customer.

Note: Follow any one for registration of the Extended Warranty.

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

Post Warranty

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

3

Jurisdiction

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

Expert Company Service - Power of 1

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

Warranty Card
Customer Copy to be retained by the Customer
Invoice Number:
Unit Serial Number:
Model: Capacity:
Customer's Name and Address:
Ph:
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
≫