

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 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 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. 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 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.

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:

1. 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.
2. Verify that the voltage being supplied corresponds to that which is marked on the Water Heater manual.

2

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 Rod
Works in different water conditions, 2X lifespan compared to a regular magnesium anode.



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



Thermal Cut-out
Safety assured even if water temperature exceeds the highest pre-set level.



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: 26-06-2020



Water Heater
EWS 3 Litres

REVOLUTIONIZING INSTANT WATER HEATER



User Manual

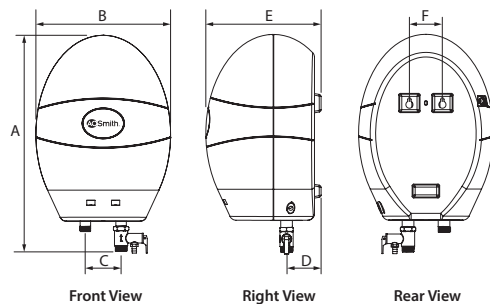
Specifications

Model		EWS-3
Volume [L]		3
Power [W]		3000
Voltage/Frequency [V/Hz]		230~/50
Rated water pressure	N/cm ²	80
	Water head (metres)	80
Inlet/Outlet connections [inch]		½ BSP
Net Weight (kgs.)		4.2

Dimensions

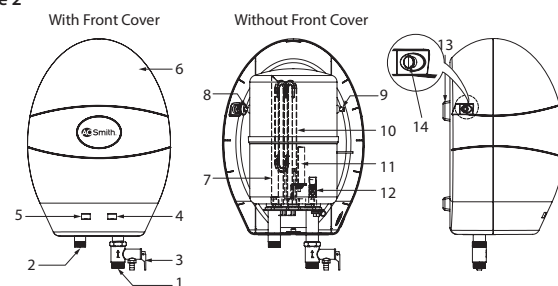
Model	3 L	Model	3 L
A (mm)	396	D (mm)	63
B (mm)	245	E (mm)	209
C (mm)	65	F (mm)	60

Figure 1



3

Figure 2



Part	Description	Part	Description
1	Cold water inlet	8	Thermal Cut-out
2	Hot water outlet	9	Thermostat
3	Multi-function Safety valve	10	Heating Element
4	Power indicator lamp	11	Anode
5	Heating indicator lamp	12	Inlet pipe with diffuser
6	Front cover	13	Wall mount slot
7	Outlet pipe	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.

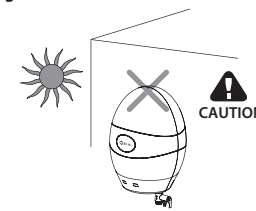
4

Safety Precautions

During Installation

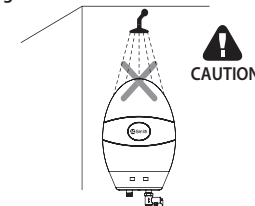
Do not install the Water Heater where there is direct sunlight or rain. It is has to be installed indoor only.

Figure 3



Do not install the Water Heater where water splashes on the Water Heater.

Figure 4



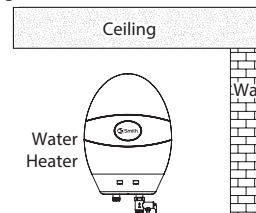
Installation

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

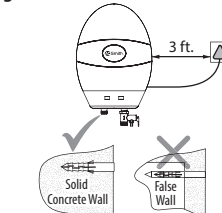
- Select a place to mount Water Heater vertically with water connection at the bottom.

Figure 5



- Water Heater must be located within 3 ft. (approx.) from a 230 V electrical outlet with proper grounding.
- Make sure that the wall can withstand at least twice the weight of the Water Heater when completely filled with water.

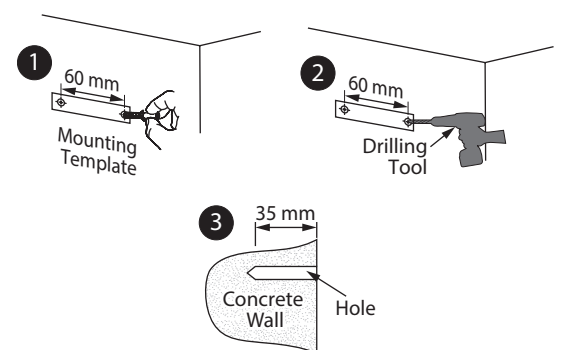
Figure 6



5

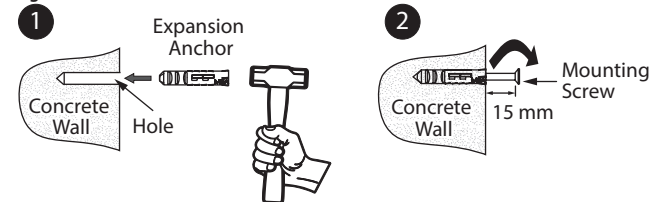
1. Use Mounting Template to mark holes (Step 1).
2. Use a drill bit with diameter of 6 mm to drill 2 holes at least 35 mm deep in the wall (Step 3). The two holes should be aligned horizontally.

Figure 7



1. 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).

Figure 8



6



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

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

Part No.: 335311-050_A

Date: 26-06-2020

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

- Product Warranty**
- 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:
1. 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/Authorised Service Provider along with the original invoice.
 2. Special warranty from the date of purchase is only applicable for the below mentioned components:

Product Warranty	2 Years
Glass-Coated Heating Element	2 + 1 Years*
Tank	5 Years



* Register your product with the A. O. Smith Customer Care Centre (1800-103-2468/1860-500-2468) within 60 days of purchase and you will get an extended warranty on the element [from 2 years to 3 years].

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, repairs/alterations required or carried out, or certifying working of the goods thereafter.
4. The Company or its Authorised Service Provider will be entitled to retain any defective part replaced under the warranty.
5. The Company's liability under the warranty will be limited only to defects which 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.
6. The Water Heater should not be operated without water inside the tank. This will make the warranty null and void.
7. 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.
8. The customer will have no claim under this warranty in respect of any personal injury, damage of property or consequential damages, or for utilisation of the goods not in accordance with the user guide.
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.

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 of the Water Heater. The warranty on the tank will be null and void, if the Anode is removed.
11. If the Anode is not replaced as and when required.
12. Warranty does not cover:
 - 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 and plumbing works.
 - 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.
 - 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 product functionality will be charged to the customer as per rate card* (even during the warranty period).

*Refer rate card www.aosmithindia.com

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.
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.
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.

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

1. Different models have different service delivery levels.
2. 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.

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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