

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 X2 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. 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 X2 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.

WARNING

Do not use this Water Purifier if any part has been under water. Immediately contact a Authorised Service Technician to inspect the Water Purifier 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 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 Authorised Service Technician.

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.

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.

CHANGING THE LOOK AND THE OUTLOOK OF THE WATER HEATER INDUSTRY

A. O. Smith has established itself as a company that can make a difference. It has brought international quality standards to India's water heater industry. The company came to India in 2008, with a revolutionary range of water heaters. It has raised customer expectations, and shown the industry how to meet them. The company now enters the water purifier industry, an industry poised and ready for change. You can look forward to a lot of excitement ahead.

World's No. 1
Manufacturer of Water Heaters



Manufactured by A. O. Smith India Water Products Private Limited
Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District, Karnataka - 562 112, India.
Customer Care No. 1800-103-2468/1860-500-2468 • Website: www.aosmithindia.com
CIN: U31909KA2006PTC040282

*Under standard test condition. For details visit www.aosmithindia.com
Actual product may vary from the image shown.
Part No. : 335300-003_A Date: 13-08-2018



Water Purifiers
X2



EXPERT SERVICE

1800-103-2468/1860-500-2468
+91 99410 32468 (Whats App) 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

User Manual

1
6

2
5

4

3

Power ON Indicator

This indicator, that the system is switch ON/OFF condition. When the Power ON indicator is blinking, check feed water supply to the purifier.

Function of indicators

Note: The Ball valve comes along with the product as standard accessories.

Front View: Cover, LED Display, Faucet, Lever, Water inlet, Feed.

Bottom View: Cover, Rear.

Notice: Call A. O. Smith Customer Care Centre if you notice continuous blinking of Tank full indicator. This indicates that the Water Purifier tank is full.

Notice: Call A. O. Smith Customer Care Centre if you notice continuous blinking of Power ON indicator and UV lamp indicator. This indicates when UV lamp is not functioning.

Notice: Call A. O. Smith Customer Care Centre if you notice continuous blinking of UV lamp indicator. This indicates that the filters and UV lamp needs to be replaced. Filter change indicator starts blinking indicating that the filters and UV lamp life is reaching its end time. When filters and UV lamp life reaches its end, filter change indicator keeps on blinking and the unit stops functioning.

Notice: Call A. O. Smith Customer Care Centre to replace the filters and UV lamp. Note: Filters may require replacement before filter change indicators, as filter replacement depends on feed water conditions (Refer page 14).

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, bacteria and cysts so they cannot reproduce and are thereby considered inactivated. The A.O. Smith X2 water purifier incorporating UV purification technology produces germ-free potable water for drinking. Purified water is collected for drinking in a storage tank.

How does the A. O. Smith X2 water purifier work?

A. O. Smith X2 water purifier has 5 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 – Sediment filter
The Sediment filter is used to remove physical contaminants such as dirt, dust, soil particles, turbidity present in the water. This improves the life of the Fine Sediment filter.

Stage 2 – Fine Sediment filter
The Fine Sediment filter is used to remove finer physical contaminants present in the water. This improves life of the Carbon block.

Stage 3 – Carbon block
The Carbon block with high adsorption capacity 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 – UV lamp
In this stage water is passed through UV housing wherein UV rays disinfects the water by eliminating water-borne disease causing microorganisms like bacteria and virus making it healthy for drinking.

Stage 5 – UF (Ultra Fine) filter
In the final stage water is passed through Ultra fine filter where it removes deactivated microbial cells and cysts.

Key Features

- Purity through 5 Stage UV Purification**
S5 Technology: In A. O. Smith Water Purifier passes through Sediment filter + Fine Sediment filter + Carbon block + UV lamp + UF (Ultra Fine) filter.
- Advanced UV Lamp (Ultra Violet Lamp)**
UV is a proven Non-chemical, disinfectant technology to give you healthy water. Suitable for water with low TDS.
- Digital Display**
Digital display for simple and intelligent display of information.
- UV Life Alert**
UV Life Alert indicates in advance when the UV lamp needs to be changed.
- Advanced Alert Technology**
For filters and UV change.

Water flow

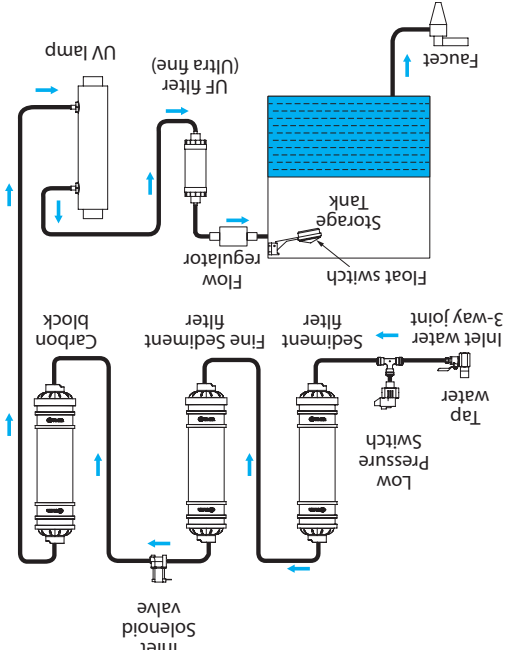


Figure 2

Electrical Diagram

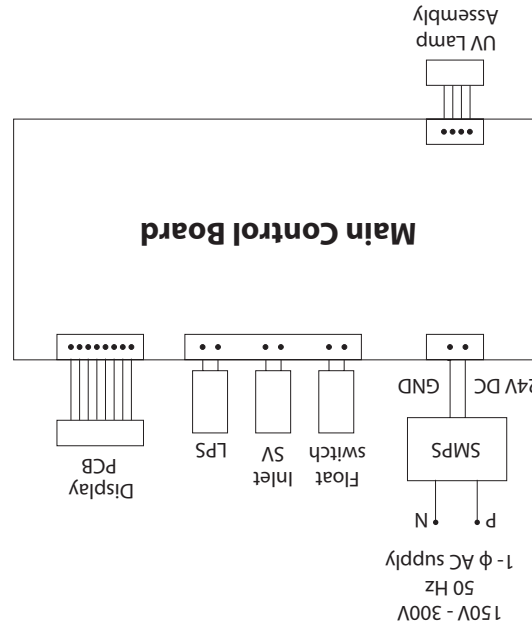


Figure 3

Safety Precautions

Electrical Safety
Even though this product is designed keeping highest safety standards in mind, there are certain Dos 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 with the plug that is provided with the purifier. Do not pull out or touch power plug with wet hands to avoid electrical shock.
A. O. Smith Company Authorised Service Technician 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 part replacements. This must be done only by A. O. Smith Company Authorised Service Technician.

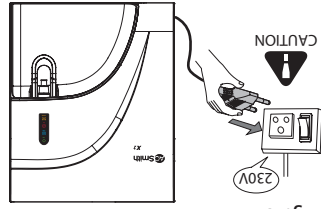


Figure 4



Figure 5

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).

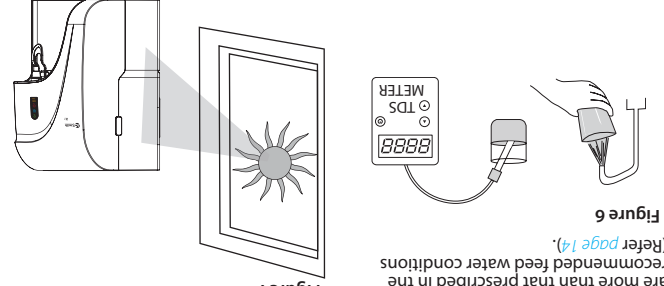


Figure 6

Figure 7

7

4. To dispense water continuously, lift up the water faucet lever for the continuous water flow.

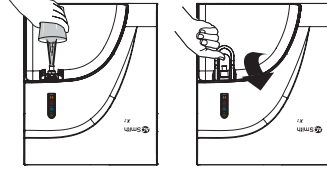


Figure 11

5. To stop the water flow, pull down the water faucet lever to position 2 slowly and then to initial position. This avoids splashing of water.

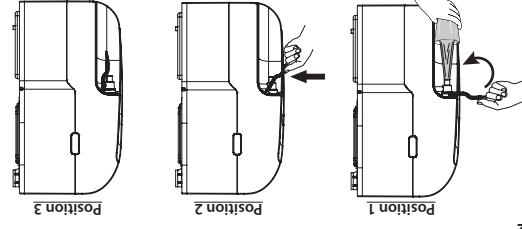


Figure 12

NOTICE

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

Troubleshooting

Your A. O. Smith X2 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 Causes	Solution
Change in water taste	Has the purified water been stored in the tank for long time? Call Customer Care Centre for filters/UV lamp replacement.	Drain the stored water through faucet. Call Customer Care Centre for filters/UV lamp replacement.
Decreased flow of purified water	Has the raw water quality changed? Check whether the tap/ball valve is closed. Open the tap/ball valve.	Call Customer Care Centre. Call Customer Care Centre for filters replacement.
Power ON LED indicator blinks continuously	Low pressure alarm is triggered indicating that the system input water pressure is not in the required range. Check feed water supply to the purifier. If problem still persists, switch OFF the Water Purifier and call Customer Care Centre.	Check feed water supply to the purifier. If problem still persists, switch OFF the Water Purifier and call Customer Care Centre.
Power ON and Tank full LED indicator blinks continuously	Inlet solenoid valve error. Switch OFF the Water Purifier and call Customer Care Centre.	Switch OFF the Water Purifier and call Customer Care Centre.

8

All LED blinks continuously	Battery error.	Switch OFF the Water Purifier and call Customer Care Centre.
UV Lamp LED blinks continuously and unit is not functioning.	UV lamp failure.	Switch OFF the Water Purifier and call Customer Care Centre.
Filter change LED blinks and unit is functioning.	Filters and UV lamp life is about to end.	Switch OFF the Water Purifier and call Customer Care Centre for filters and UV lamp replacement.
Filter change LED blinks and unit is not functioning.	Filters and UV lamp life ends.	Switch OFF the Water Purifier and call Customer Care Centre for filters and UV lamp replacement.

Note: Call Customer Care No. 1 800-103-2468/1860-500-2468.

9

How to use

*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.

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

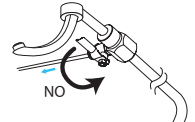


Figure 8

2. Switch ON the power supply.

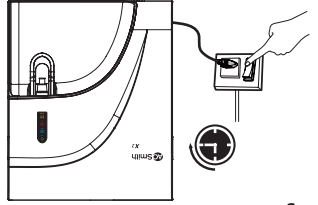


Figure 9

3. To dispense water from the storage tank, push and hold the water faucet lever.

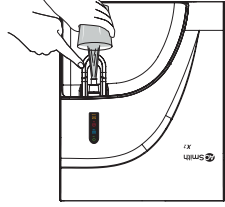


Figure 10

10

Model	X2
Product Dimensions (H x D x W)	460 mm x 260 mm x 380 mm
Net Weight	6.6 kgs (approx.)
Gross Weight	8.9 kgs (approx.)
Storage tank capacity	5 litres (approx.)
Purification technology	UV Technology
5 Stage Purifying Technology	Sediment filter + Carbon block + UV and UF (Ultra fine) filter
Material of construction for plastic parts	Food safe, non-toxic, engineering grade plastics
Input Voltage	150 - 300 VAC, 50 Hz
Power rating (Max)	28 Watts
Pressure Rating*	5 psi to 30 psi
UV lamp Power Rating	11 Watts
Input water temperature	5°C to 45°C

Recommended input Feed water quality for the optimum performance of your product
If input pressure exceeds 30 psi, a pressure reducing valve 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.

14

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

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 and UV lamp.
 - 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. 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).
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 law.
- *Refer rate card www.aosmithindia.com

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 and binding on the customer.
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.
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.
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.
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 and customer records, manufacturing warranty as per the product serial number will be used as purchase and will be treated as final. If details are not found from the Company, date with the Company records will be used to determine the date of original purchase. However, if invoice/bill is not found with customer and customer records, manufacturing warranty as per the product serial number will be used as date of original purchase.
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.
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.
4. The Company or its representative will be entitled to retain any defective parts replaced under warranty on free of charge basis.
3. The customer shall notify the company if filter change indicator glows. The filter change indicator glows indicating that the filters and UV lamp needs to be replaced. The customer shall notify the company if filter change indicator glows. The filter change indicator glows indicating that the filters and UV lamp needs to be replaced. Authorised Service Provider along with invoice in the city where it was purchased. give the Company or its representative adequate opportunity to inspect, test and rectify. Customer shall handover the product, if necessary, with the Company office/2. The customer shall notify the Company promptly about any defects noticed and year from the date of original purchase.
1. All functional parts and electrical parts except UV lamp are warranted for one (1) 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:

Product Warranty

Warranty Terms and Conditions



**Water Purifiers
X2**



Registered Office

A. O. Smith India Water Products Private Limited
(formerly known as A. O. Smith India Water Heating Private Limited)
Plot 300, Phase - II, KIADB Industrial Area, Harohalli, Kanakapura Taluk,
Ramanagara District, Karnataka – 562 112, India.
• Customer Care No. **1800-103-2468/1860-500-2468**.
• Website: www.aosmithindia.com
CIN: U31909KA2006PTC040282



EXPERT SERVICE

☎ **1800-103-2468/1860-500-2468**
📱 **+91 96060 22468** (Whats App) 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

Warranty Card

19. NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY, THIS IS CUSTOMER'S SOLE AND EXCLUSIVE WARRANTY. ALL OTHER WARRANTIES INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. A. O. SMITH SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR OTHER INDIRECT DAMAGES. TOTAL LIABILITY ARISING AT ANYTIME SHALL NOT EXCEED THE PURCHASE PRICE PAID WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY.
20. The warranty is issued at Harohalli, and courts at Kanakapura shall have exclusive jurisdiction over matters covered or flowing from this warranty.

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.

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.

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: _____ Dated: _____

Unit Serial Number: _____

Model: _____ Capacity: _____

Customer's Name and Address: _____

Ph: _____ Mobile: _____ E-mail: _____

Dealer's Stamp and Signature

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.