

## 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 X3/X3+ RO Water Purifier.

This does not contain the full servicing procedures necessary for continued successful operation of this product. The services of A. O. Smith Company Authorised Service Technician must be employed periodically on the same. Do not operate before reading manual supplied with this product.

Please follow instructions in this manual to ensure personal safety and proper operation of this product. A. O. Smith assumes no liability for installation or servicing performed by any unauthorised personnel. Always install, operate, inspect and maintain this product in accordance with all applicable standards. Please store this user manual carefully for any future reference.

### 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.

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## 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 A. O. Smith X3/X3+ RO Water Purifier. These messages point out potential hazards and also educate on how to reduce any potential risks. Please always read and follow all safety messages as provided in this 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.

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 mentioned in the A. O. Smith X3/X3+ RO Water Purifier manual.

Note: This manual refers to the two models X3 RO Water Purifier and X3+ RO Water Purifier. Based on the product purchased, customer needs to refer the respective illustrations.

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## Key Features of your A. O. Smith X3/X3+ RO Water Purifier



### Purity Through 6 Stage Purification

6S TECHNOLOGY: Sediment-filter + SCB filter\* (Sediment and Carbon Block) + Patented Side Stream RO Membrane + SCM-TECH\* (Silver Activated Post Carbon and MIN-TECH). In A. O. Smith X3/X3+ RO Water Purifier 100% of the water passes through the RO Membrane.



### Advanced Patented SSM Technology (Side Stream Membrane)

Suitable for water with low and high (upto 2000 ppm) TDS. Wastes less water and improves pure water recovery.



### Fresh and Natural tasting water with MIN-TECH

The MIN-TECH (Mineraliser Technology) adds essential minerals to the water. This ensures that the water tastes fresh and natural and has balanced pH – an essential requirement for drinking water.



### Digital Display

Digital display for simple and intelligent display of information (Only for X3+ model).



### Advance Alert Technology

For RO membrane and Pre + Post RO filters change (Only for X3+ model).



### WQA certified RO membrane

Patented Side stream membrane are certified by WQA against NSF / ANSI 58 standards for material requirements.



\*Product colour and image shown may vary from the actual product.  
Part No. : 335300-029\_A Date: 28-02-2020



Water Purifier  
X3/X3+



**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

## User Manual

## Introduction

A. O. Smith X3/X3+ RO Water Purifier uses one of the latest technologies that is used in water purification process. A. O. Smith X3/X3+ RO Water Purifier works under the principle of RO (Reverse Osmosis) technology which is found to be one of the most effective process. In this process water under pressure is passed through a semi-permeable membrane. Purified water is collected for drinking in a storage tank and impurities in the water are flushed to the drain.

### Why water purification is important?

Water purification, today is essential due to the presence of harmful contaminants present in the water supply. Rapid urbanisation and speedy industrial growth have led to significant pollutants and contaminants being found in the water supply. Below is a list of some of the harmful contaminants found today in the water supply which if consumed in excess can be detrimental to human health.

- TDS (Total Dissolved Solids) like Nitrates, Chlorides, Sulphates etc.
- Pesticides and VOC (Volatile Organic Compounds).
- Heavy metals like Mercury, Arsenic, Lead, Chromium, Cadmium etc., imbalanced pH.
- Micro-organisms such as pathogenic bacteria, virus, protozoa and cysts.

A. O. Smith X3/X3+ RO Water Purifier removes excessive TDS (Total Dissolved Solids) in water by more than 95%. A. O. Smith X3/X3+ RO Water Purifier reduces heavy metals, removes pathogens and balances the pH value. By this, it ensures you safe and great tasting water.

### How does the A. O. Smith X3/X3+ RO Water Purifier work?

A. O. Smith X3/X3+ RO Water Purifier has 6 stages of purification system, wherein the water is passed through the various stages and progressively filtered to get purified water which is stored in the in-built 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 SCB filter\*.

#### Stage 2 and Stage 3 – SCB filter\* (Sediment and Carbon Block)

This is a dual filter (Sediment and Carbon Block) where Sediment filter first removes fine and coarse physical contaminants present in the water. Then water is passed through Carbon Block, which reduces harmful chemicals like pesticides, volatile organic compounds, residual chlorine etc. It also adsorbs bad taste and odour causing organic compounds from water.

#### Stage 4 – RO (Reverse Osmosis) membrane

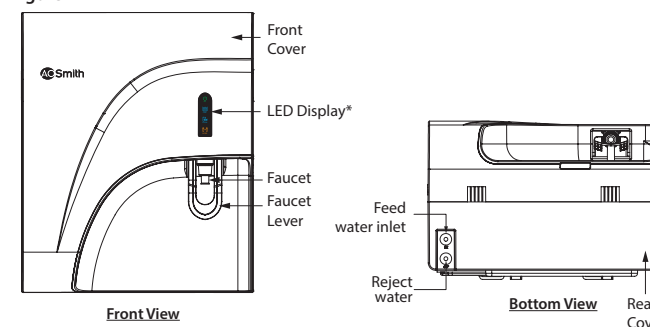
RO membrane contains semi-permeable membrane wherein the water is passed through the semi-permeable membrane to remove TDS (Total Dissolved Solids) and heavy metals like mercury, arsenic, lead, chromium, cadmium etc. It also removes micro-organisms like bacteria, virus, protozoa and cysts.

#### Stage 5 and Stage 6 – SCM-TECH\* (Silver Activated Post Carbon and MIN-TECH)

This filter is the combination of Silver Activated Post Carbon and MIN-TECH (Mineraliser Technology). Silver Activated Post Carbon acts as polisher and enhances the taste of water. MIN-TECH containing Calcium and Magnesium minerals which helps to improve the taste and quality of water, it also adds the required essential minerals back to water and balances the pH of water.

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Figure 1

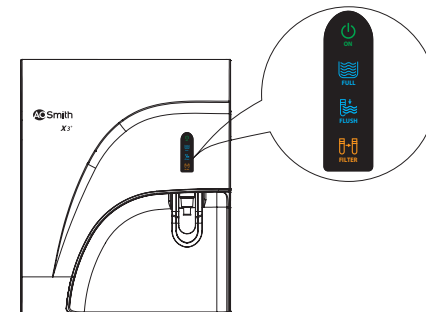


\*Applicable only for X3+ RO model.

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

### Function of indicators (for X3+ model only)

Figure 2

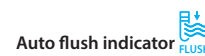


**Power ON indicator**  
This indicates, that the system is switch ON/OFF condition.

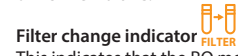


**Tank full indicator**  
This indicates that the Water Purifier tank is full.

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**Auto flush indicator**  
This indicates flushing is in progress. Every time the water purification process is activated the auto flushing mechanism cleans the RO membrane. It enhances the life of RO membrane.

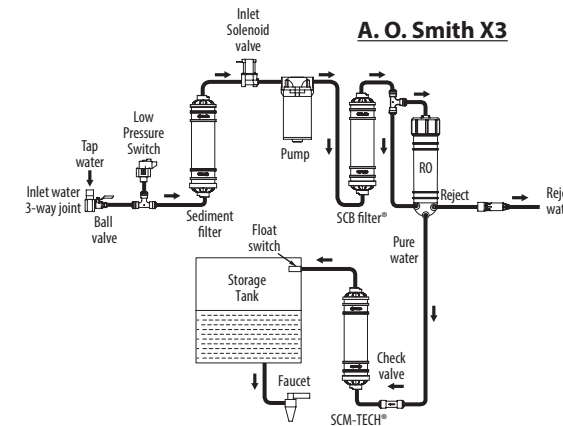


**Filter change indicator**  
This indicates that the RO membrane or filters needs to be replaced.

- Filter change indicator starts blinking indicating that the RO membrane or filters life is reaching its end time.
- When RO membrane or filters life reaches its end, Filter change indicator keeps on blinking and the unit stops functioning.

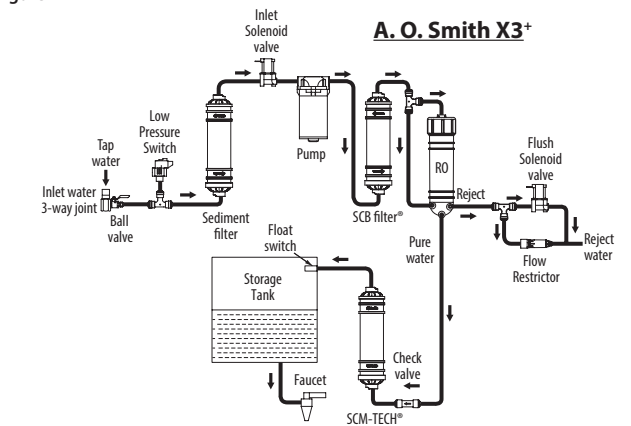
### Water flow

Figure 3



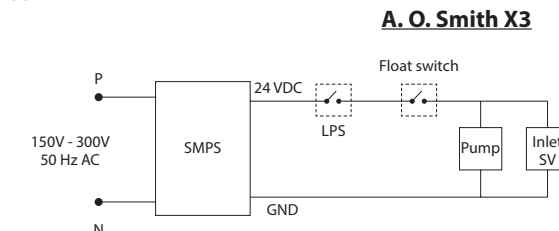
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Figure 4



### Electrical Diagram

Figure 5



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Problems	Possible Cause(s)	Solution
Change in water taste.	Has the purified water been stored in the tank for long time? RO membrane / filters may require replacement for RO membrane / filters replacement.	Drain the stored water through faucet. Call Customer Care Centre for RO membrane / filters replacement.
Decreased flow of purified water.	Check if there is no water flow through reject line. Purifier and call Customer Care Centre.	Switch OFF the Water Purifier and call Customer Care Centre. Open the tap/ball valve.
Less / No reject water.	Check if the reject water tube is bent. Clear the bent in the reject water tube.	Switch OFF the Water Purifier and Call Customer Care Centre. Check whether the tap/ball valve is closed.
Less/No purified water.	Check whether there is water supply in the tap. If not, take the help of a plumber to set it right. Check whether tap/ball valve is closed. Open the tap/ball valve.	Call Customer Care Centre for RO membrane/filters change is blinking (Only for X3 <sup>+</sup> model). Call Customer Care Centre for RO membrane/filters replacement. Call Customer Care Centre.

Your A. O. Smith X3/X3<sup>+</sup> RO Water Purifier may not function at its desired capability if used incorrectly. This may not necessarily mean that the product is faulty. For instances like these, please follow the steps given below to troubleshoot the problem without the help from a certified technician. If the problem still persists, please call Customer Care Centre immediately.

### Troubleshooting

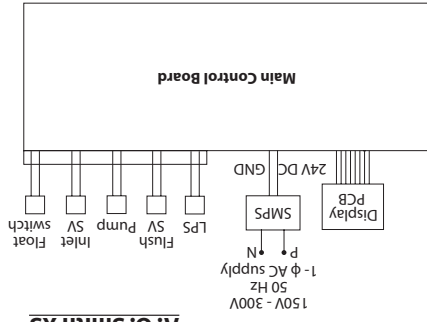


Figure 6

A. O. Smith X3<sup>+</sup>

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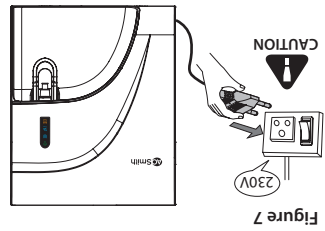


Figure 7

**Electrical Safety**  
Even though these products are designed keeping highest safety standards in mind, there are certain Do's and Don'ts which need to be followed while using these products.  
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.  
CAUTION  
CAUTION

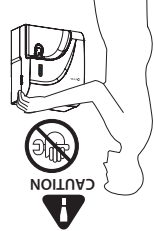


Figure 8

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).

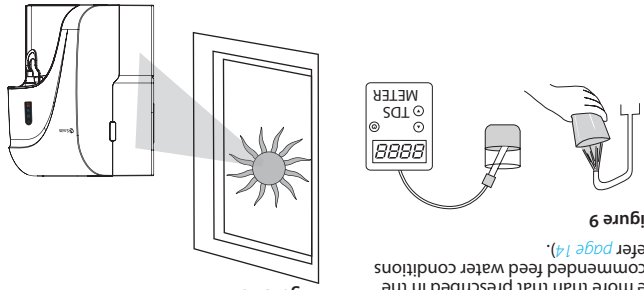


Figure 9

Figure 10

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### Safety Precautions

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Over flow error.	Switch OFF the Water Purifier and call Customer Care Centre.	Tank full LED blinks continuously for X3 <sup>+</sup> model only.
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.	Power LED blinks continuously for X3 <sup>+</sup> model only.
RTC error.	Switch OFF the Water Purifier and call Customer Care Centre.	Flush LED blinks continuously for X3 <sup>+</sup> model only.
RO membrane or filters life is about to end.	Switch OFF the Water Purifier and call Customer Care Centre for RO membrane or filters replacement.	Filter change LED blinks and unit is functioning (for X3 <sup>+</sup> model only).
RO membrane or filters life ends.	Switch OFF the Water Purifier and call Customer Care Centre for RO membrane or filters replacement.	Filter change LED blinks continuously for X3 <sup>+</sup> model only.

Note: Call Customer Care No. 1800-103-2468/1860-500-2468.

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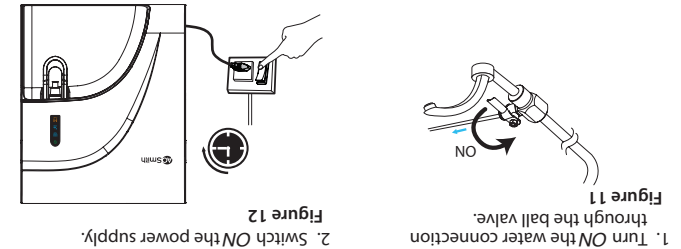


Figure 11

Figure 12

### How to use

1. Turn ON the water connection through the ball valve.  
2. Switch ON the power supply.

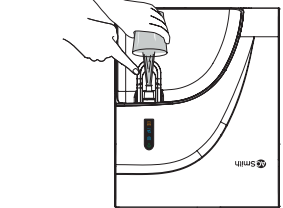


Figure 13

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

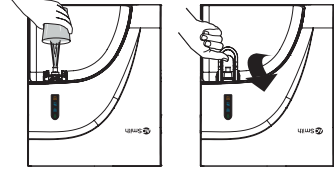


Figure 14

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Model	Technical Specifications
A. O. Smith X3/X3 <sup>+</sup> RO	Product Dimensions (H x D x W) 460 mm x 260 mm x 380 mm
	Net Weight 8.5 kgs (approx.)
	Gross Weight 10 kgs (approx.)
	Flow rate* Up to 15 litres per hour
	Storage tank capacity 5 litres (approx.)
	Purification technology RO (Reverse Osmosis)
	6 Stage Purifying Technology Sediment filter + SCB filter* (Sediment and Carbon Block) + Side Stream RO membrane + SCM-TECH* (Silver Activated Post Carbon and MIN-TECH)
	Material of construction for plastic parts Food safe, non-toxic, engineering grade plastics
	Pump type Diaphragm pump, 24VDC
	Input Voltage 150 – 300 VAC, 50 Hz
	Power rating (Max) 48 Watts
	Pressure Rating*** 5 psi to 30 psi
	% Recovery** Up to 30%
	TDS rejection** ≥95% (approx.)
	Input water temperature 5°C to 45°C

\* Flow rate depends on variable factors such as feed water pressure, feed water characteristics and condition of the membranes and filters.  
\*\* Recovery and TDS rejection percentages also depend on variable factors such as life and condition of the membranes and filters, feed water pressure, feed water characteristics.  
\*\*\* If input pressure exceeds 30 psi, a booster pump needs to be installed. Ensure you buy them from A. O. Smith Company Authorised Service Technician.

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Parameter	Limits
Total Dissolved Solids (TDS)	Up to 2000 ppm
Total hardness	Up to 500 ppm
Turbidity	Up to 5 NTU
Iron	0.3 ppm (max.)
Feed water pressure	5 psi to 30 psi
Feed water temperature	5°C to 45°C

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

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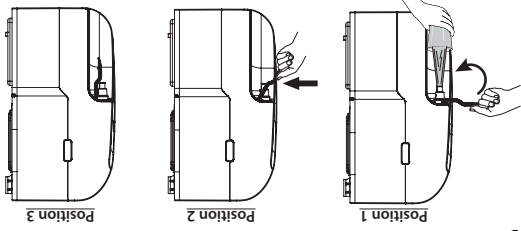


Figure 15

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.

**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.

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12. 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.
13. A. O. Smith reserves the right to make design and product changes or change the specification at any time without any obligation to prospective buyers or customers or owners of products previously sold.
14. Warranty does not cover to any accessories provided by dealer or purchased by customer.
15. Warranty does not cover:
  - Plastic, cosmetic parts and exterior finish.
  - 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 damage is caused by pest infestation.
  - If product serial number is missing or altered.
  - If the input water emits pungent smell.
  - If the input water is discoloured.
  - If product is used for commercial purpose.
  - If the iron content is high (more than 0.3 ppm). This would be determined solely by the company based on the city where the product is installed.
  - If the surroundings of the Water Purifier are not free from dust and other foreign objects (like insects, cockroaches, ants and other pests), as any damage occurring due to the ingress of these foreign objects will not be covered under warranty.
  - Filters will be covered for any material damage, input malfunctioning under warranty for 6 months from date of purchase if water TDS < 2000 ppm.
  - RO membrane of 6 months warranty in X3 and RO membrane of 1 year warranty in X3+, if water TDS > 2000 ppm.
  - If iron content is < < 0.3 ppm, it is recommended to use iron filter for life of filters. Warranty on filters and membrane is valid provided product is used only for residential and self consumption purpose.
  - 17. 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\*.
  - 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.
  - 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 Kanakapura, and courts at Kanakapura shall have exclusive jurisdiction over matters covered or flowing from this warranty.

1. For X3, 1 year warranty on all electrical parts & functional parts and 6 months warranty on RO membrane and all other filters, from the date of original purchase. For X3+, 1 year warranty on all electrical parts & functional parts as well as on RO membrane and 6 months warranty all other filters, from the date of original purchase.
2. The customer shall notify the Company promptly about any defects noticed and give the Company or its representative adequate opportunity to inspect, test and rectify. Customer shall handover the product, if necessary, with the Company office/authorised Service Provider along with invoice in the city where it was purchased.
3. Under warranty or its representative will be entitled to retain any defective parts replaced under warranty on free of charge basis.
4. 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 of the product or its parts by unauthorised personnel.
5. The Company's liability under this warranty shall be limited to the first purchase/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.
6. 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.
7. Under warranty, A. O. Smith will make reasonable efforts to carry out repair/replacement of parts 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 repair/s.
8. 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 for 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.
10. 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 area.
11. 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.

**Warranty Terms and Conditions**

**Water Purifier X3/X3+**



**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](mailto:aosmithcs@aosmithindia.com)



**EXPERT SERVICE**

☎ **1800-103-2468/1860-500-2468**  
 📱 **+91 96060 22468** (Whats App) or  
 ✉ [aosmithcs@aosmithindia.com](mailto: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](http://www.aosmithindia.com)

**Warranty Card**



**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.

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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

\_\_\_\_\_



**Expert Company Service - Power of 1**

Power of 1 is limited to:

1. Available in selected cities, for details log on to [www.aosmithindia.com](http://www.aosmithindia.com) or call at 1800-103-2468/1860-500-2468.
2. Calls registered with A. O. Smith Customer Care Centre on working days before 4 p.m.
3. Within city municipal limits only.
4. Restricted to service requests only.
5. Service may differ in case of Sunday, public holidays, natural calamities and under unavoidable conditions due to political and regional regulations.



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