

## 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 X7\* 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 to us. There are several safety related messages in this manual, which have been provided during various steps such as the installation, operation and maintenance of your A. O. Smith X7\* 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 A. O. Smith X7\* RO Water Purifier. A. O. Smith will not accept any liability where these instructions have not been followed. However, for your safety and to avoid damage caused by improper installation, it is recommended that Water Purifier must be installed by A. O. Smith Company Authorised Service Technician only.

Before proceeding with the installation instructions:

1. Inspect the A. O. Smith X7\* RO 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 your A. O. Smith X7\* RO 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 X7\* RO Water Purifier manual.

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## Key Features of your A. O. Smith X7\* RO Water Purifier



### Baby Safe Water

8-stage Purification makes the water so pure that it is safe, even for babies.



### Double Protection

RO+SCMT ensures double protection. SCMT (Silver Charged Membrane Technology) provides second level of purification that prevents any potential secondary level contamination. It's proven that RO+SCMT provides far superior purification compared to RO+UV (or) RO+UF (or) RO+MF.



### Fresh and Natural Taste

MIN-TECH (\*Mineralizer Technology) adds essential minerals like calcium and magnesium into the water thereby ensuring the water tastes fresh and natural. It also balances pH, an essential requirement for healthy drinking water.



Advance alert for RO membrane and other filters change.



Digital display for simple and intelligent display of information.



Purified water storage capacity of 9 litres.



\*Product colour and image shown may vary from the actual product.  
Part No. : 335300-034\_A Date: 19-03-2020



## Water Purifier X7\*



### 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 Guide

## Introduction

A. O. Smith X7\* RO Water Purifier uses one of the latest technologies that is used in water purification process. A. O. Smith X7\* 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.
- Microorganisms such as pathogenic bacteria, virus, protozoa and cysts.

A. O. Smith X7\* RO Water Purifier removes excessive TDS (Total Dissolved Solids) in water by more than 95%. A. O. Smith X7\* 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 X7\* RO Water Purifier work?

A. O. Smith X7\* RO Water Purifier has 8 stages of purification system, wherein the water is passed through the various stages and progressively filtered to get purified water which is stored in the inbuilt storage tank.

#### Stage 1 – Pre-filter

The Pre-filter is used to remove physical contaminants such as dirt, dust, soil particles, turbidity present in the water. This improves the life of the Sediment filter.

#### Stage 2 – Sediment filter

The Sediment filter is used to remove fine and coarse physical contaminants present in the water. This improves the life of the ART™ MAX.

#### Stage 3 – ART™ MAX (Advance Recovery Technology™)

The ART™ MAX (Advance Recovery Technology™) is scale control media which conditions the water to reduce scaling potential in water.

#### Stage 4 – SCB filter\*

The SCB filter\* uses carbon block which reduces harmful chemicals including pesticides, volatile organic compounds, residual chlorine etc. It also adsorbs bad taste and odour causing organic compounds from water.

#### Stage 5 – 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 6 – MIN-TECH (Mineraliser Technology)

The MIN-TECH contains Calcium and Magnesium minerals which helps to improve the taste and quality of water. It adds the required essential minerals back to water and balances the pH of water.

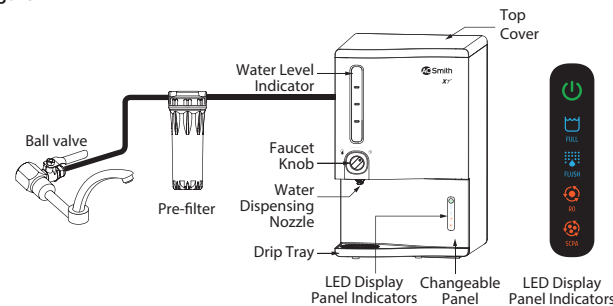
### Stage 7 and Stage 8 – ZX Double Protection Dual filter\*\*

This is a dual filter where water is passed through Silver Activated Post Carbon block which acts as polisher and enhances the taste of water. In the final stage water is passed through SCMT (Silver Charged Membrane Technology) filter which ensures double purification of water making it Safe and Healthy for drinking.

\* Patent Applied

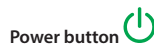
### Product Overview

Figure 1



Note: The Pre-filter and Ball valve comes along with the product as standard accessories.

## Function of indicators



This button is used to switch ON/OFF the Water Purifier.



This indicates that the Water Purifier tank is full.



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.



This indicates that the RO membrane needs to be replaced.

- RO change indicator starts blinking (buzzer 10 times) indicating that the RO membrane life is reaching its end time.
- When RO membrane life reaches its end, RO change indicator keeps on blinking and the unit stops functioning.

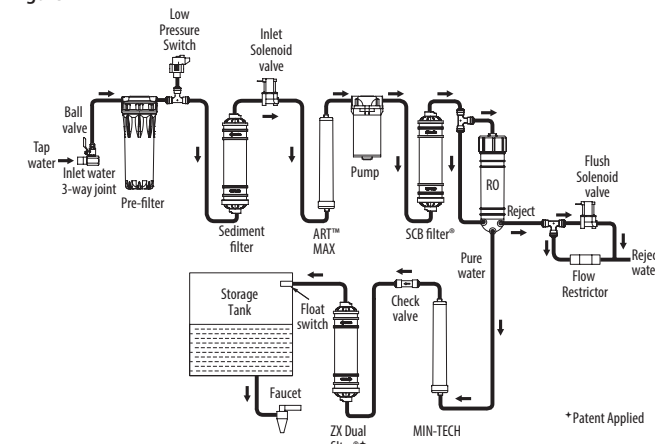


This indicates that the pre and post RO filters need to be replaced.

- SCPA change indicator starts blinking (buzzer 10 times) indicating that the pre and post RO filters life is reaching its end time.
- When pre and post RO filters life reaches its end, SCPA change indicator keeps on blinking and the unit stops functioning.

## Water flow

Figure 2



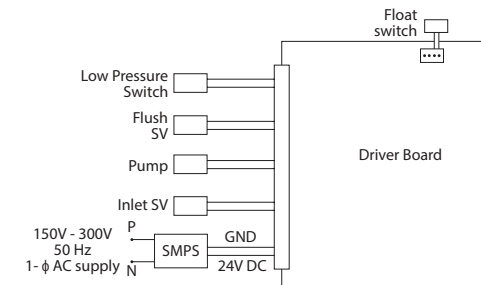
\* Patent Applied

Note: It is recommended not to switch off the Water Purifier and/or turn off the water supply to the product when it is not been used for more than 24 hrs. The purifier has an in-built cleaning mechanism which cleans the RO membrane every 24 hrs. by flushing it. This feature protects the RO membrane and ensures longer life.

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## Electrical Diagram

Figure 3



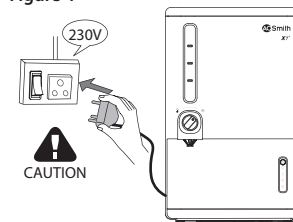
## Safety Precautions

### Electrical Safety

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

Power plug must be used with a 230 V outlet. It is recommended to connect the product to the power supply only with the plug that is provided with the purifier. Do not pull out or touch power plug with wet hands to avoid electrical shock.

Figure 4



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

Figure 5



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Technical Specifications	
Model	A. O. Smith X7® RO
Product Dimensions (H x D x W)	490 mm x 329 mm x 315 mm
Net Weight	9.5 kgs (approx.)
Gross Weight	13.9 kgs (approx.)
Flow rate*	Up to 15 litres per hour
Storage tank capacity	9 litres (approx.)
Purification technology	RO (Reverse Osmosis) + Silver Charge Membrane Technology
8 Stage Purifying Technology	Pre-filter + Sediment filter + ART™ MAX (Advance Recovery Technology™) + SCB filter® + ZX Double Protection Dual Filter®+ (Silver + Side Stream RO membrane + MIN-TECH Activated Post Carbon block + SCMT).
Membrane type	Thin film composite RO membrane
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***	7 psi to 30 psi
% Recovery**	Up to 30%*
TDS reduction**	≥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 reduction percentages also depend on variable factors such as life and condition of the membranes and filters.  
\*\*\* If input pressure exceeds 30 psi, a booster pump needs to be installed at the feed line. If the pressure is lower than 7 psi, a booster pump needs to be installed. Ensure you buy them from A. O. Smith Company Authorised Service Technician.  
+ Patent Applied.  
◆ As tested with input water TDS of 750 ppm, Water temperature of 27°C and feed pressure of 20 psi.

Recommended Feed Water Quality	
Parameter	Limits
Total Dissolved Solids (TDS)	Up to 3000 ppm
Total hardness	Up to 750 ppm
Turbidity	Up to 5 NTU
Iron	0.3 ppm (max.)
Feed water pressure	7 psi to 30 psi
Feed water temperature	5°C to 45°C

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

Warranty details/recommended filter change:  
As per the warranty, all the filters, including RO membrane needs to be replaced when 6 months (approx.) assuming daily consumption of 10 Litres per day of purified water. The warranty on filters including RO membrane is 6 months (approx.). The indicator for filter change is for 1 year.  
After 6 months warranty any type of failure, it needs to be changed even though the alarm comes after 1 year.








Frequently asked questions (FAQ's)	
1. What is A. O. Smith X7® RO Water Purifier?	A. O. Smith X7® RO is advanced 8 stage RO from A. O. Smith. It is 100% RO with no bypass of water for maximum purity. It is double purified by SCMT (Silver Charged Membrane Technology) and required essential minerals are added back to water.
2. What is 100% RO with mineraliser?	In ordinary RO+UV Water Purifiers, some amount of water is made to bypass the RO membrane. With this, heavy metals, unwanted salts and pesticides also pass through. In A. O. Smith X7® RO 100% of the water is passed through the RO membrane which ensures maximum purity of water and required minerals are added back to pure water.
3. How many stages A. O. Smith X7® RO has? And what are the stages?	A. O. Smith X7® RO has 8 stages of purification which are Pre-filter + Sediment filter + ART™ MAX (Advance Recovery Technology™) + SCB filter® + Side Stream RO membrane + MIN-TECH + ZX Double Protection Dual Filter®+ (Silver Activated Post Carbon block + SCMT).
4. How is A. O. Smith X7® RO different from A. O. Smith X4® RO Water Purifier?	A. O. Smith X4® RO is 5 stage 100% RO whereas A. O. Smith X7® RO is a 8 stage RO with double purity and added minerals.
5. What is SCMT?	Silver Charged Membrane Technology is double purification of water after the RO membrane to ensure absolute purity.
6. What is RO+SCMT?	It is unique double purification process to ensure absolute purity of water.
7. Does it retain minerals?	A. O. Smith X7® RO has an additional mineral filter (MIN-TECH) which adds essential minerals back to water.
8. What is MIN-TECH?	MIN-TECH is Mineraliser Technology to add essential minerals back to water.
9. What is the storage capacity of A. O. Smith X7® RO?	The storage capacity in the A. O. Smith X7® RO is 9 litres of pure water.
10. What is the purification flow rate of A. O. Smith X7® RO?	Up to 15 litres per hour, purification capacity also depends on water quality, condition of filters and RO membrane.
11. Does it have Pre-filter? Is it free?	Yes, A. O. Smith X7® RO Water Purifier comes with a Pre-filter which is part of the product.
12. What all alerts do A. O. Smith X7® RO has?	A. O. Smith X7® RO Water Purifier has advance alerts technology to change the filters and RO membrane.
13. When does the A. O. Smith X7® RO Water Purifier indicate a filter change?	The first notification is indicated when the consumption of the filter life is at 90%. When the filter life consumption is at 100%, the Water Purifier automatically stops functioning.

14. What is the nature of indication for the change in filter?	On the first intimation when the filter life consumption, the blinking will be replaced with a constant light in the respective indicator.
15. In the A. O. Smith X7® RO Water Purifier, what is the life of the RO membrane?	RO membrane would last for 1 year (approx.) assuming a per day consumption of 10 litres, under the input water norms.
16. What is the digital display in A. O. Smith X7® RO?	Digital display in A. O. Smith X7® RO indicates 1) Tank full, 2) Flushing of RO membrane, 3) Change of SCPA (Pre and Post RO filters), 4) Change of RO membrane.
17. Can A. O. Smith X7® RO be mounted on the wall and can it be table top?	Yes, A. O. Smith X7® RO can be mounted on the wall or can be placed on the counter.
Recommended uses of waste water	
Although the rejected water has high concentration of TDS (Total Dissolved Solids) and hardness. It required it can be used for the following:	
• It can be used for watering the garden and plants. • It can be used for mopping and cleaning the floors.	
Note: Please consult A. O. Smith Customer Care Centre before using this water.	

How to use	1. Turn ON the water connection through the ball valve. 2. Switch ON the power supply and press the power button of the purifier.
Figure 6	Make sure that the feed water is tested before installation. Do not install the product if the TDS and Hardness are more than that prescribed in the recommended feed water conditions (Refer Page 12).
Figure 7	Install the product away from direct sunlight.
Figure 8	1. Turn ON the water connection through the ball valve. ON
Figure 9	2. Switch ON the power supply and press the power button of the purifier.

How to maintain your product	Do not splash water directly or clean with benzene, pesticides, thinner, alcohol, etc. but use a soft, dry cloth to clean the purifier. Replace filters regularly according to the replacement indications. This must be done only by A. O. Smith Company Authorised Service Technician. Use A. O. Smith genuine accessories only, for optimal performance of the purifier.
Figure 10	3. To dispense water from the storage tank, turn the faucet knob in anti-clockwise direction.
Figure 11	Replace filters regularly according to the replacement indications. This must be done only by A. O. Smith Company Authorised Service Technician. Use A. O. Smith genuine accessories only, for optimal performance of the purifier.
Figure 12	RO

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. Call Customer Care Centre for RO membrane / filters replacement.	Drain the stored water from the storage tank through faucet. Call Customer Care Centre for RO membrane / filters replacement.
Decreased flow of purified water.	Check whether the tap/ball valve is closed. RO membrane / filters may be clogged or damaged. Call Customer Care Centre for RO membrane / filters replacement.	Open the tap/ball valve. Call Customer Care Centre for RO membrane / filters replacement.
Less / No reject water.	Check if the reject water tube is bent. Check if the reject water tube is blocked. Switch Off the Water Purifier and Call Customer Care Centre.	Clear the bent in the reject water tube. Switch Off the Water Purifier and Call Customer Care Centre.
Less/No purified water.	Check whether there is water supply in the tap. Check if either RO change or SCPA change is blinking Call Customer Care Centre for replacement of filters.	Open the tap/ball valve. Check if either RO change or SCPA change is blinking Call Customer Care Centre for replacement of filters.
	None of the above.	Call Customer Care Centre.

Buzzer beeps and tank full	LED blinks continuously.	
Buzzer beeps for 8 times and power LED blinks continuously.		
Buzzer beeps 10 times, RO change LED blinks and RO	RO is functioning.	
Buzzer beeps 10 times, RO change LED blinks and unit is not functioning.	RO change LED blinks and unit is not functioning.	
Buzzer beeps 10 times, SCPA change LED blinks and unit is functioning.	SCPA change LED blinks and unit is functioning.	
Buzzer beeps 10 times, SCPA change LED blinks and unit is not functioning.	Pre and post RO filters life ends.	
Buzzer beeps continuously and all LED flush blinks.	Battery error.	
Overflow error.	Switch Off the Water Purifier and call Customer Care Centre.	

Switch Off the Water Purifier and call Customer Care Centre.	Check feed water supply to the purifier, switch Off the purifier, and call Customer Care Centre.	Call Customer Care Centre for RO membrane replacement.	Switch Off the Water Purifier and call Customer Care Centre for RO membrane replacement.	Buzzer beeps 10 times, RO change LED blinks and unit is not functioning.	Buzzer beeps 10 times, SCPA change LED blinks and unit is functioning.	Pre and post RO filters life ends.	Switch Off the Water Purifier and call Customer Care Centre for pre and post RO filters replacement.	Buzzer beeps 10 times, SCPA change LED blinks and unit is not functioning.	Buzzer beeps continuously and all LED flush blinks.
Switch Off the Water Purifier and call Customer Care Centre.	Low pressure alarm is triggered indicating that the system input water pressure is not in the required range.	RO membrane life is about to end.	Call Customer Care Centre for RO membrane replacement.	RO change LED blinks and unit is not functioning.	SCPA change LED blinks and unit is functioning.	Pre and post RO filters life ends.	Call Customer Care Centre for pre and post RO filters replacement.	SCPA change LED blinks and unit is not functioning.	Buzzer beeps continuously and all LED flush blinks.
Switch Off the Water Purifier and call Customer Care Centre.	Overflow error.								

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

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





## Water Purifier X7<sup>+</sup>



### 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](http://www.aosmithindia.com)

## Warranty Terms and Conditions

### Product Warranty

A. O. Smith India Water Products Private Limited ("A. O. Smith or Company") warrants this Water Purifier ("product") against the defects arising from faulty design, workmanship and material subject to the following terms and conditions:

1. All electrical, functional parts are warranted for one (1) year, filters and RO membrane are warranted for 6 months (approx.) 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. The Company 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 to the product or to its parts by unauthorised personnel.
5. 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.
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 date 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. 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.
8. 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.
9. 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 the original model and the new model with the purchase price of the additional features, or receiving a refund 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 network 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.
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 anytime 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 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 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.
16. Filters and RO membrane will be covered for any material damage, input TDS  $\leq$  3000 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 with product functionality, will be charged to customer as per rate card\*.
- \*Refer rate card [www.aosmithindia.com](http://www.aosmithindia.com)
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.

#### 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.

#### 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