

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 X2Neo / X2Neo+ 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 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 X2Neo / X2Neo+ 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 only.

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.

Note: This manual refers to the two models X2Neo Water Purifier and X2Neo+ Water Purifier 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 X2Neo / X2Neo+ Water Purifier

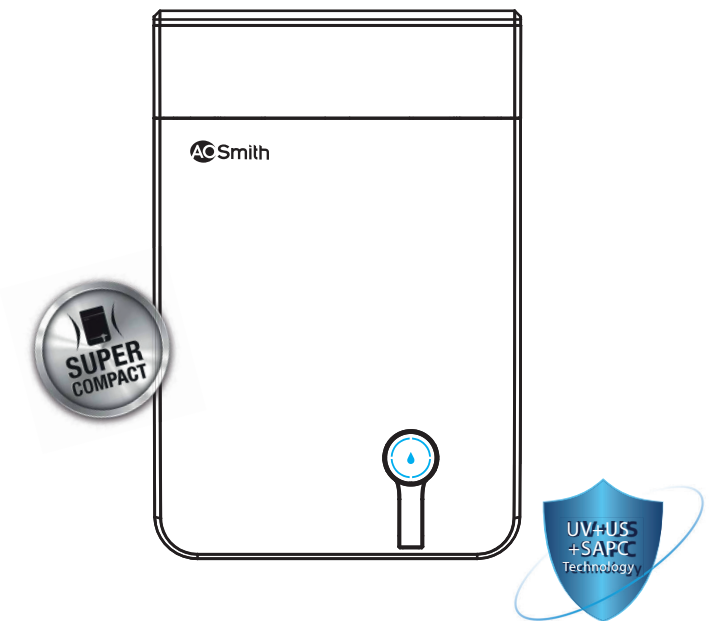
- Elevate your Kitchen decor**
With modern, contemporary aesthetics and sleek and compact design.
- Healthy drinking water with 5 stage purification**
5 stage purification with UV+US (Ultra Shield) + SAPC (Silver Activated Post Carbon) technology
- Convenience at your fingertips**
Advanced Digital Display with Touch Dispensing makes dispensing and monitoring more convenient.
- Double protection with India's 1st Dual pass UV chamber**
X2Neo / X2Neo+ is powered by India's 1st Dual Pass UV Chamber (patent applied) which ensures purified safe and healthy drinking water.
- Water filling in a dash**
High flow rate of upto 2L/min with storage capacity of upto 4.5 Litres.
- 1 Year Warranty**
Peace of mind with 1 year warranty on UV lamp and all electrical and functional parts, except filters.



Product colour and image shown may vary from the actual product.
Part No. : 335300-073_A Date: 12-05-2022



Water Purifier X2Neo / X2Neo+



User Manual

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 and bacteria so they cannot reproduce and are thereby considered inactivated. The A. O. Smith X2Neo / X2Neo+ Water Purifier incorporating UV purification technology produces germ-free potable water for drinking. Purified water is collected for drinking in a storage tank/container (Only for X2Neo+ model).

How does the A. O. Smith X2Neo / X2Neo+ Water Purifier work?

A. O. Smith X2Neo / X2Neo+ 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 (Only for X2Neo+ model).

Stage 1 and Stage 2 – SCB Max Combination filter

The filter is the combination of Sediment filter and Carbon block. Sediment filter used to remove physical contaminants such as dirt, dust, soil particles, turbidity present in the water and Carbon block reduces harmful chemicals including pesticides, volatile organic compounds, residual chlorine etc. It also adsorbs bad taste and odour causing organic compounds from water.

Stage 3 – UV lamp (Dual pass)

In this stage water is passed through UV housing wherein UV rays disinfects the water by eliminating water-borne disease causing micro-organisms like bacteria and virus making it healthy for drinking.

Stage 4 – SAPC (Silver Activated Post Carbon)

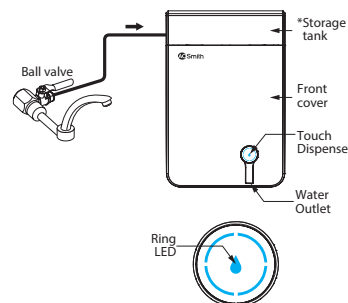
In this stage SAPC acts as polisher and enhances the taste of water.

Stage 5 – Ultra Shield filter

This is the additional stage of purification to provide the clear water.

Product Overview

Figure 1



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Note:

The Ball valve comes along with the product as standard accessory.

*Storage Tank is applicable only for X2Neo+ model.

Function of indicators

Touch Dispense (Drop icon)

This is used to switch ON/OFF the water from dispensing. This Touch Dispense blinks while dispensing water and stops blinking after dispensing water.

Ring LED (Ring icon)

UV Warm up mode: In UV warm up mode each quadrant of Ring LED will start to glow one after the another. All quadrants will glow indicating water is ready to dispense. The warm up usually takes upto 30 seconds (approx.)

Operation Modes (X2Neo)	Indicator status
Standby mode	<ul style="list-style-type: none"> • Drop icon: Glows blue. • Ring icon: Off.
UV Warm Up mode	<ul style="list-style-type: none"> • Drop icon: Glows blue. • Ring icon: Glows one after another in filling mode.
Ready to Dispense	<ul style="list-style-type: none"> • Drop icon: Glows blue. • Ring icon: All quadrants glows.
Dispensing Mode	<ul style="list-style-type: none"> • Drop icon: Blinks blue. • Ring icon: All quadrants glows.

Initial set up: First press the Touch dispense button, UV gets into warm up mode (30 seconds (approx.)). Then press the Touch dispense button to dispense water. Press again the Touch dispense button to stop dispensing water.

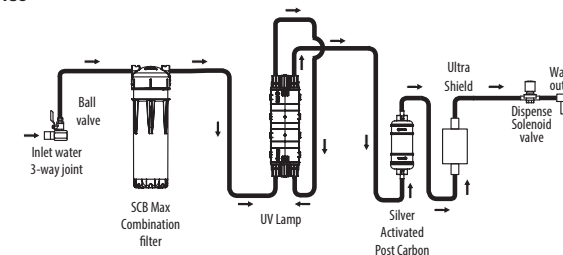
Operation Modes (X2Neo+)	Indicator status
Tank Full/Standby mode	<ul style="list-style-type: none"> • Drop icon: Glows blue. • Ring icon: All quadrants glows.
Pure water mode	<ul style="list-style-type: none"> • Drop icon: Glows blue. • Ring icon: Glows one after another in sequence.
Dispensing Mode	<ul style="list-style-type: none"> • Drop icon: Blinks blue. • Ring icon: All quadrants glows.

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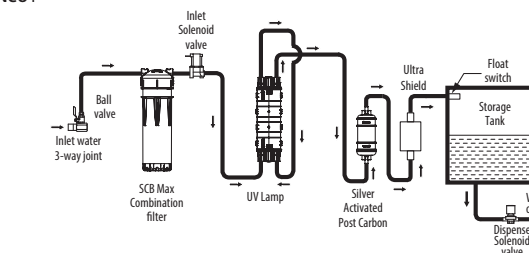
Initial set up: First press the Touch dispense button, UV gets into warm up mode (30 seconds (approx.)). Then press the Touch dispense button to dispense water. Press again the Touch dispense button to stop dispensing water.

Water flow

Figure 2
X2Neo



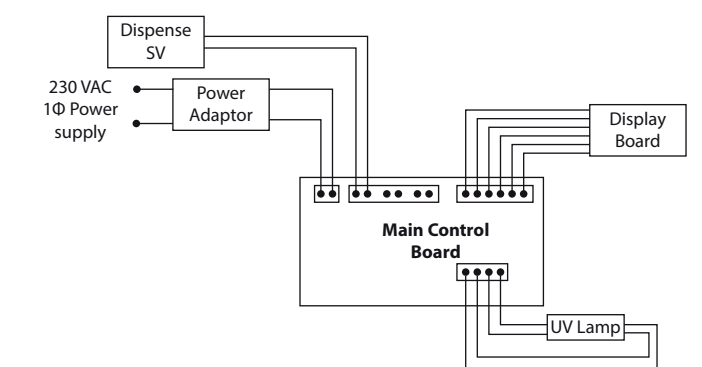
X2Neo+



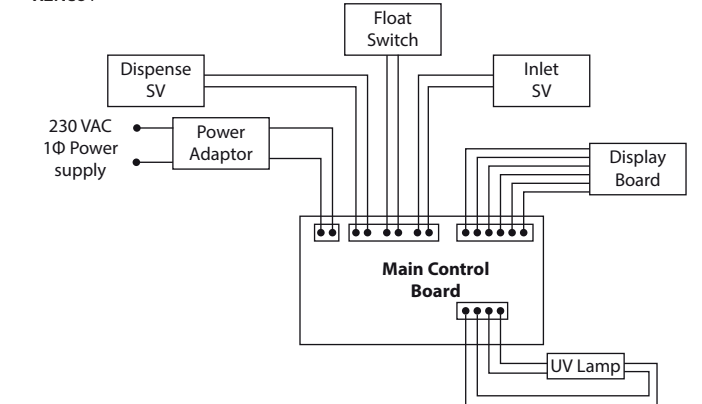
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Electrical Diagram

Figure 3
X2Neo



X2Neo+



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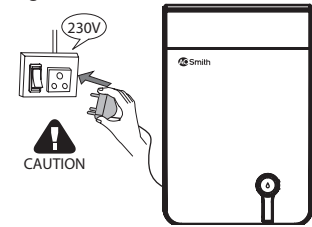
Safety Precautions

Electrical Safety

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

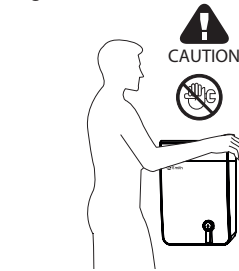
Power plug must be used with a 230V outlet. It is recommended to connect the product to the power supply only with the plug that is provided with the purifier. Do not pull out or touch power plug with wet hands to avoid electrical shock.

Figure 4



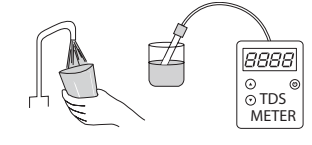
Product should be installed only by A. O. Smith Company Authorised Service Technician. Do not open the purifier for cleaning the filters/UV lamp* or for any part replacements. This must be done only by A. O. Smith Company Authorised Service Technician.

Figure 5



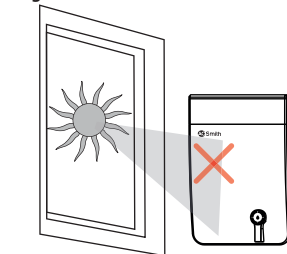
Make sure that the feed water is tested before installation. Do not install the product if the inlet pressure, TDS and Hardness are more than that prescribed in the recommended feed water conditions (Refer page 11).

Figure 6



Install the product away from direct sunlight.

Figure 7



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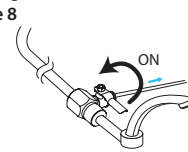
WARNING

*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.

How to use

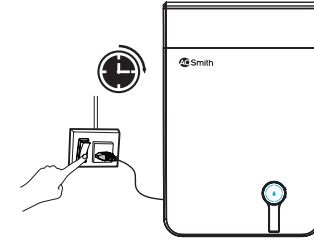
1. Turn ON the water connection through the ball valve.

Figure 8



2. Switch ON the power supply.

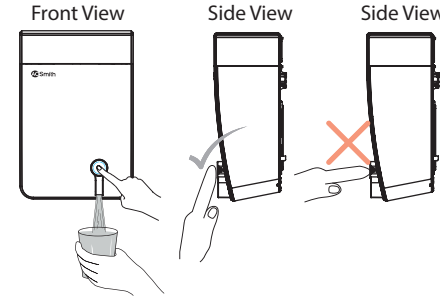
Figure 9



3. To dispense water press the Touch dispense button once, the Touch dispense button LED will blink. To stop the water flow, press the Touch dispense button again, the Touch dispense button LED will stop blinking.

Note: Make sure that the Touch dispense button is feathery pressed on Drop icon as shown.

Figure 10



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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 24 hrs.

Troubleshooting

Your A. O. Smith X2Neo / X2Neo+ 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 Cause(s)	Solution
Change in water taste.	Has the purified water been stored in the tank for long time? (Only for X2Neo+ model)	Drain the stored water from the storage tank through faucet.
	Filters/UV lamp may require replacement.	Call Customer Care Centre for filters/UV lamp replacement.
	Has the raw water quality changed?	Call Customer Care Centre.
Decreased flow of purified water.	Check whether the tap/ball valve is closed.	Open the tap/ball valve.
	Filters may be clogged or damaged.	Call Customer Care Centre for filters/UV lamp replacement.
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.
	None of the above.	Call Customer Care Centre.
Touch dispense icon glows Red and Ring LED blinks continuously	UV lamp failure alarm is triggered indicating that the UV lamp circuit is open and the water supply has been stopped.	Switch OFF the Water Purifier and call Customer Care Centre.

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Problems	Possible Cause(s)	Solution
Touch dispense icon glows Red and Ring LED alternate quadrants blinks continuously.	Solenoid Valve error	Switch OFF the Water Purifier and call Customer Care Centre.
	LPS/Overflow error (Only for X2Neo+ model)	Check the water flow. If still problem persists, switch OFF the Water Purifier and call Customer Care Centre.
Touch dispense icon glows Red and Ring LED blinks 3 times and stops for 2 seconds. The sequence repeats.	Battery Error	Switch OFF the Water Purifier and call Customer Care Centre.
Touch dispense icon glows Red and Ring LED blinks 5 times and stops for 2 seconds. The sequence repeats.	UV/Filter change indicator glows indicating that it is time to replace UV lamp and Filters. After 1 month if UV lamp and filters are not replaced, unit will stop functioning.	Call Customer Care Centre for UV lamp and filters replacement.

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

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Technical Specifications

Model	X2Neo	X2Neo+
Product Dimensions (H x D x W)	370 mm x 191 mm x 300 mm	445 mm x 191 mm x 300 mm
Net Weight	3.4 kgs (approx.)	4.2 kgs (approx.)
Gross Weight	4.2 kgs (approx.)	5.2 kgs (approx.)
Flow rate*	Up to 2 litres per minute	
Storage tank capacity	NA	Upto 4.5 litres
Purification technology	UV Technology	
5 Stage Purifying Technology	SCB Max Combination filter + UV lamp (Dual pass) + Silver Activated Post Carbon + Ultra Shield ..	
Material of construction for plastic parts	Food safe, non-toxic, engineering grade plastics	
Input Voltage	150 – 300 VAC, 50 Hz	
Power rating	36 Watts	
Pressure rating*	5 psi to 30 psi	
UV lamp Power rating	11 Watts	

* Flow rate depends on variable factors such as feed water pressure, feed water characteristics and condition of the filters.

** If input pressure exceeds 30 psi, a pressure reducing valve (PRV) 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.

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

Recommended Feed Water Quality	
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

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Recommended Feed Water Quality

Feed water temperature	5°C to 45°C
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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:

- All electrical, functional parts and UV lamp are warranted for one (1) year from the date of original purchase. UV lamp will be covered for any material damage and malfunctioning, if TDS < 200 ppm and Hardness < 120 ppm.
- 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.
- The customer shall notify the company if there is no pure water from the faucet. The Company or its representative will inspect and recommend if any filters need to be replaced.
- The Company or its representative will be entitled to retain any defective parts replaced under warranty on free of charge basis.
- 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.
- 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.
- 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.
- 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.

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- 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.
- 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 custom
- 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.
- 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.
- 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.
- 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.
- Warranty does not cover to any accessories provided by dealer or purchased by customer.
- Warranty does not cover;
 - Plastic, cosmetic parts and exterior finish.
 - Consumable parts such as filters.
 - 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.

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- 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.
- Dual pass UV housing life is 3 years, it needs to be changed after 3 years. If any scaling observed on the quartz sleeve within warranty period, quartz sleeve/UV housing need to be replaced.
- 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
- NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY, THIS IS CUSTOMERS 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.
- The warranty is issued at Bangalore, and courts at Bangalore shall have exclusive jurisdiction over matters covered or flowing from this warranty.
- 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*

*Refer rate card www.aosmithindia.com

Post Warranty

- The customer may be offered a yearly Service Contract (PHCP**) at the prevailing Company rates and terms.
- 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.
- 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.
- 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 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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