



Water Heater

HeatBot®-Wi-Fi
15 and 25 Litres

Built to be Smart. 
Built to be Beautiful.



HeatBot®
Wi-Fi

User Manual





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What's in the box?

1. Electric Water Heater
2. User Manual
3. Wall Mounting Accessories







General Information

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 HeatBot®-Wi-Fi Water Heater. Do not operate the Water Heater before reading the user manual.

Please follow instructions in this manual to ensure personal safety and proper operation of this product. Always install, operate, inspect and maintain this product in accordance with all applicable standards. Please store this user manual carefully for any future reference.

Disposal of this Product

(Waste Electrical and Electronic Equipment)



This marking on the product, accessories or User Manual indicates that the product and its electronic accessories (e.g. Remote, batteries and other replaceable electronic accessories) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable re-use of material resources.

Household users should contact their local government office, for details of where and how they can take these items for environmentally safe recycling. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.





Safety Instructions

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 HeatBot®-Wi-Fi Water Heater. These messages point out potential hazards and also educate on how to reduce any potential risks. Please always read and follow all safety messages as provided in this user manual.

	This is the safety alert symbol. This symbol alerts you to potential hazards that can hurt you and others. All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING".
	DANGER Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
	WARNING Indicates a potentially hazardous situation, which if not avoided, could result in death or serious injury.
	CAUTION Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury or property damage.

WARNING

Do not use this Water Heater if any part has been under water. Immediately contact an Authorised Service Technician to inspect the Water Heater and contact A. O. Smith Service personnel to replace any part of the control system which has been under water. Failure to follow this instruction can result in property damage, serious injury or death.

IMPORTANT

These instructions have been written as a guide for the proper installation and operation of your Water Heater. A. O. Smith will not accept any liability where these instructions have not been followed. However, for your safety and to avoid damage caused by improper installation, it is recommended that Water Heater must be installed by an Authorised Service Technician.

Before proceeding with the installation instructions:

1. Inspect the Water Heater and its component parts for possible damage. Do Not install or attempt to repair any damaged component parts. If you detect any damage in the Water Heater, please contact the dealer where the Water Heater was purchased or call A. O. Smith Customer Care Centre.
2. Verify that the voltage being supplied corresponds to that which is marked on the Water Heater manual.





Specifications

Model name		HeatBot®-Wi-Fi	
Volume [L]	15	25	
Power [W]	2000		
Voltage/Frequency [V/Hz]	230~/50		
Actual Stdg. Loss [kWh/24h/45°C diff.]	0.435	0.511	
Reheating time for 35°C rise [in min.]	12	22	
Temperature range [°C]	25-75*		
Rated water pressure	N/cm ²	80	
	Water head (metres)	80	
Inlet/Outlet connections [inch]	½ BSP		
Net Weight (kgs.)	10.4	13.7	

*The maximum set temperature may vary ± 5 °C.

Dimensions

Model	15 L	25 L	Model	15 L	25 L
A (mm)	408	486	D (mm)	121	145
B1 (mm)	372	420	E (mm)	102	137
B2 (mm)	395	444	F1 (mm)	327	360
C (mm)	100	100	F2 (mm)	364	400

Figure 1

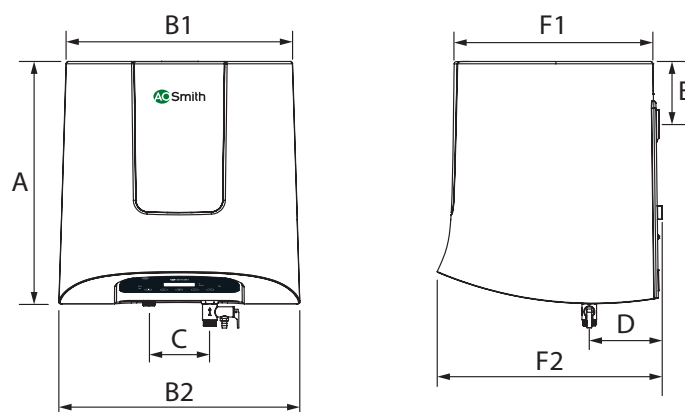
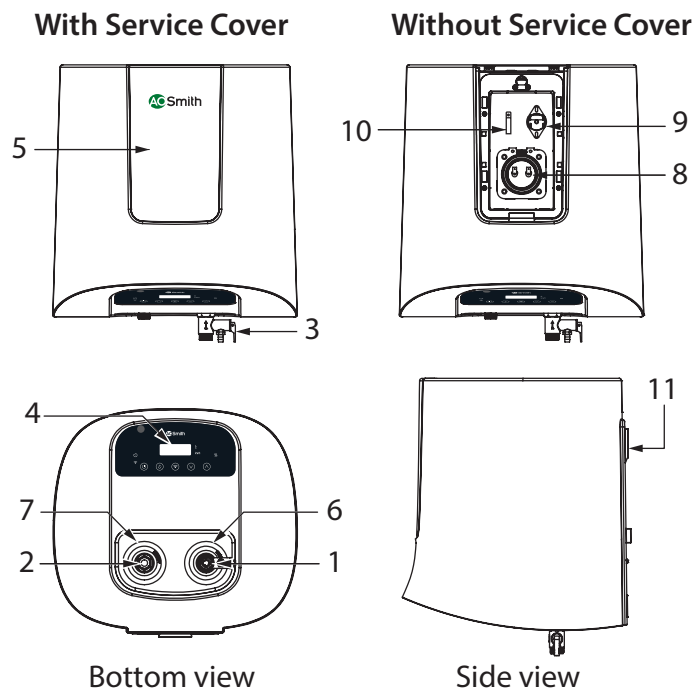




Figure 2



Part	Description
1	Cold water inlet
2	Hot water outlet
3	Multi-function Safety valve
4	Digital display
5	Service Cover
6	Blue Cap

Part	Description
7	Red Cap
8	Heating Element and Anode
9	Thermal Cut-out
10	Thermistor
11	Wall Mount Slot



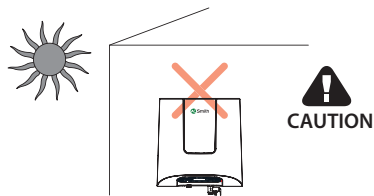


Safety Precautions

During Installation

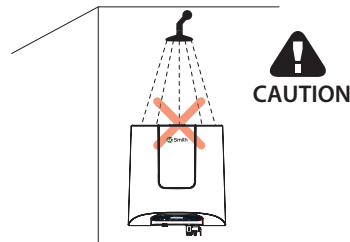
Do not install the Water Heater where there is direct sunlight or rain. It has to be installed indoor only.

Figure 3



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

Figure 4



Installation

Before installing, ensure the tools Adjustable wrench, Teflon tape, Measuring tape, Hammer, Bubble level indicator and Impact drill tool are available.

Mounting the Water Heater

- It is recommended as per IS 302-1 to have 6 inches clearance from wall.
- Select a place to mount Water Heater vertically with water connection at the bottom.
- Water Heater must be located within 3 ft. (approx.) from a 230 V electrical outlet with proper grounding.
- Make sure that the wall can withstand at least twice the weight of the Water Heater when completely filled with water.

Figure 5

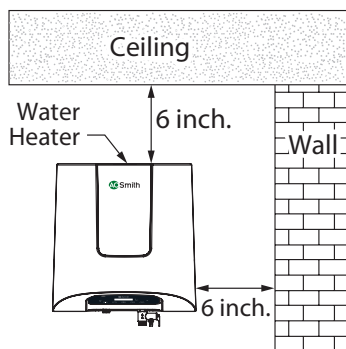
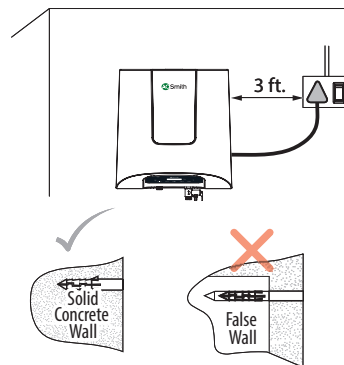


Figure 6





Installation (contd...)

- Use Mounting Template to mark holes (Step 1).
- Use a drill bit with diameter of 10 mm to drill 2 holes at least 80 mm deep in the wall (Step 3). The two holes should be aligned horizontally.
- Insert the Expansion Anchor into the hole (Step 1).
- Insert the Mounting screw over the Expansion Anchor and tighten the Mounting screw by rotating it till it gets fixed steadily (Step 2).

Figure 7

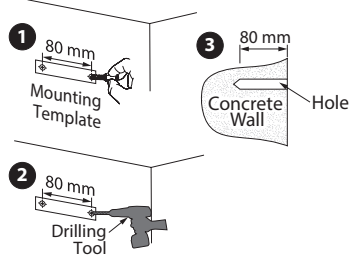
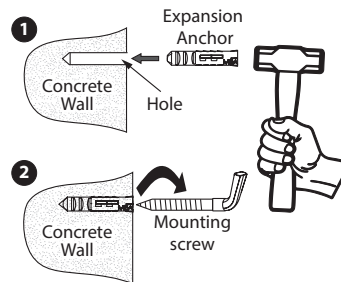
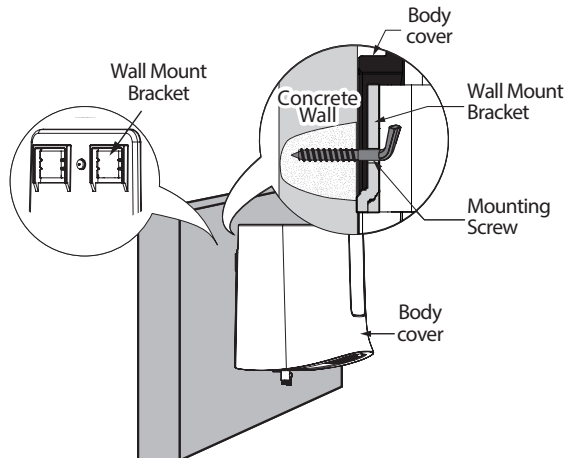


Figure 8



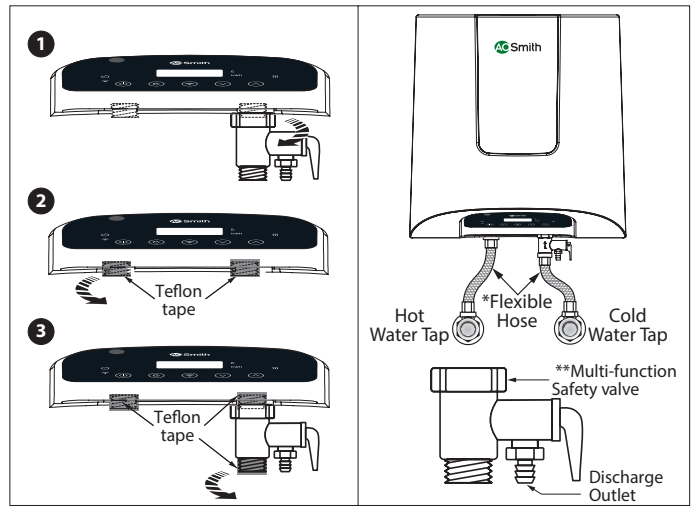
Mount the Water Heater on the Mounting screw through the Wall mount bracket. Tug downwards on the Water Heater to ensure that the Water Heater is fixed steadily on the Wall mount bracket.

Figure 9



Plumbing instructions

Figure 10 Installation Diagram



*Flexible Hoses to be procured by the customer, not part of standard product.

**Multi-function Safety valve comes included with the Water Heater.

1. Remove MFSV from the inlet pipe by rotating it in anti-clockwise direction.
2. Wrap the Teflon tape around the inlet and outlet connections of the Water Heater to prevent leakage.
3. Connect MFSV to the inlet pipe by hand tightening it in clockwise direction.
4. Make necessary plumbing with reference to the Installation Diagram. (Refer "[Installation Diagram](#)")
5. Connect the cold water pipe to the inlet [Blue Cap].
6. Connect the hot water pipe to the outlet [Red Cap].

Note:

- Make sure to connect Multi-function Safety valve to the Water Heater before connecting inlet to the cold water tap.
- A. O. Smith recommends Nylon/ Stainless Steel (SS) braided hoses (Flexible Hoses) having a minimum pressure rating of 8 Bar and hoses should be compatible for hot water applications.
- The Multi-function Safety valve may drip during the usage of the heater. As the water is heated, it expands and tries to flow back through the inlet pipe, but is prevented by the presence of the non-return valve (an external valve provided before cold water tap). Hence water may drip from the Multi-function Safety valve. Therefore, Discharge outlet is provided to discharge water from the Water Heater. To avoid dripping, it is recommended to install non-return valve at a distance of at least 40 feet away from the inlet of the Water Heater.



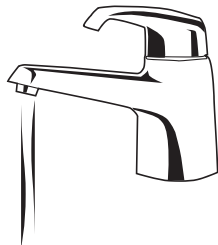
⚠ CAUTION

- The Multi-function Safety valve should never be removed or blocked by any means to prevent it from dripping or releasing the excess pressure inside the heater. Failure to do so may result in damage to the Water Heater and injuries to the user. This will also make the warranty null and void.
- Discharge outlet is provided to release the discharge from the Water Heater(through the Multi-function Safety valve) in case excessive pressure is developed. The contents of the discharge from the Multi-function Safety valve may be hot and may cause burns to the users and damage nearby objects, therefore it is recommended to take pre-cautions while discharging water from the Water Heater.
- It is recommended to operate the Discharge lever in the Multi-function Safety valve on a regular basis to ensure that there are no blockages and also to remove any lime deposits that would have been formed inside the Water Heater.
- Ensure that the Water Heater is in power OFF condition when the Discharge Lever is being operated. Ensure that the water is filled completely in the Water Heater before switching it ON.
- Make sure a suitable Teflon tape is used for all plumbing connections to prevent leakage.
- Use only Nylon/ Stainless Steel (SS) braided hoses (Flexible Hoses) having a minimum pressure rating of 8 Bar and hoses should be compatible for hot water applications.
- Failure to follow this instruction can result in property damage.

Operation

Filling the Water Heater Tank

Figure 11



1. Open a nearby hot water faucet to permit air to escape.
2. Open the cold water inlet valve fully, filling the Water Heater and the piping.
3. Close hot water faucet when water flows.
4. Check all the connections to see if there is any leakage. In case of a leakage, drain the water completely, repair the leaking joint and then refill the Water Heater.

⚠ CAUTION

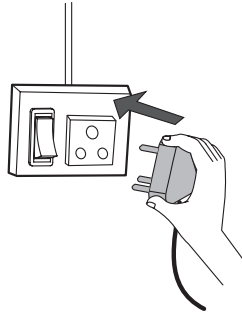
- This Water Heater should not be operated with insufficient amount of water. Failure to do so may result in damage to the Water Heater and injuries to the user. This will also make the warranty null and void.
- Once the Mounting, Multi-function Safety valve, Plumbing and Water filling is completed, then only the power supply should be switched ON.
- Do not splash water directly or clean with benzene, pesticides, thinner, alcohol, etc., but use a soft, dry cloth to clean the Water Heater.





Connecting to Electrical Supply

Figure 12



The power cord and plug are connected with this Water Heater. Find a separate socket for power plug and make sure the socket is in firm contact with the plug. Ensure that reliable earthing has been done.

CAUTION

- Connect the Water Heater using independent sockets, do not use any adapters. Use multimeter to check whether the live line and neutral line are not reverse, to ensure complete safety.
- Before installing the Water Heater, confirm that the power of Water Heater matches electric meter capacity and supply wire.
- The Water Heater should be earthed reliably. It is prohibited to connect the earth wire to neutral wire or faucet water pipe.
- If the power supply cord is damaged, it must be replaced by the manufacturer or Authorised Service Technician in order to avoid a hazard.

Installation of Wireless Router

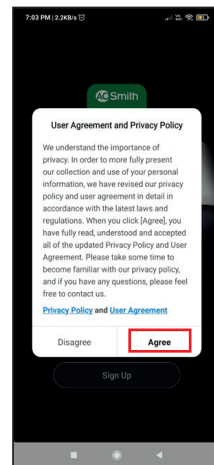
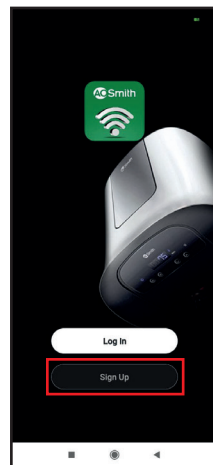
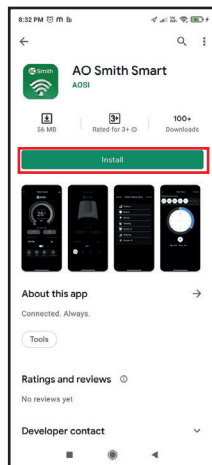
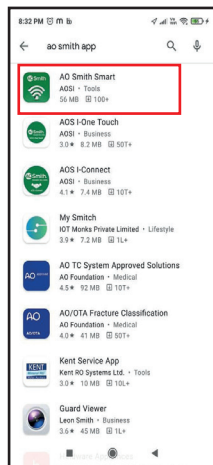
1. Install the Wireless router using user manual.
2. HeatBot®-Wi-Fi supports only Wi-Fi 2.4 Ghz products.



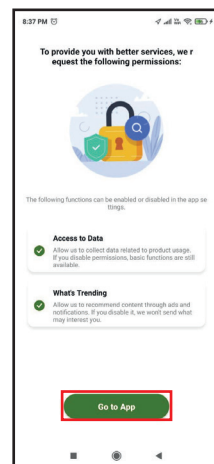
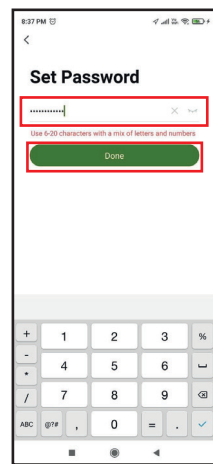
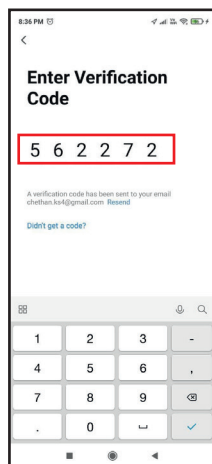
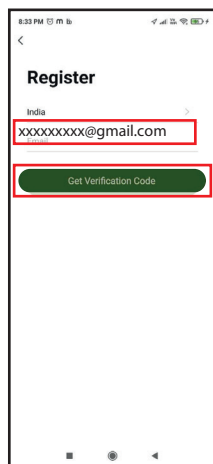
Downloading and Installing AO Smith Smart App

You can download AO Smith Smart App from Google Play Store or Iphone App Store and install as per steps shown below.

1. Search **"AO Smith Smart App"** in search bar and select App.
2. Install **"AO Smith Smart App"**.
3. Click on **"Sign Up"** and register.
4. Read and Agree User Agreement and Privacy Policy. Click on **"Agree"**.



5. Enter **"E-mail Id"** and click on **"Get Verification Code"**.
6. Enter **"Verification Code"** received in E-mail.
7. Set **"Password"** and click **"Done"**.
8. Click on **"Go to App"**.



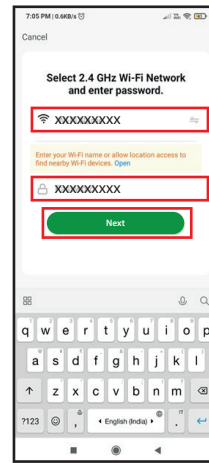
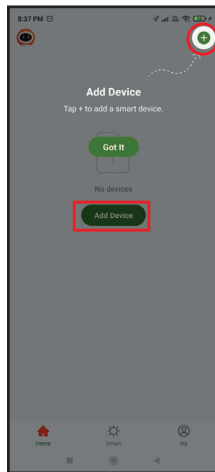
Connecting HeatBot®-Wi-Fi Water Heater to the Wi-Fi connection through your AO Smith Smart App

Switch ON the Water Heater and follow the steps as shown below.


9. Click on **"Add device"** or **"+"** icon on top right corner.

10. Select **"Water Heater (Wi-Fi)"** category.

11. Enter the **"Wi-Fi name"** or enable the location in the mobile, so that App auto selects the **"Wi-Fi name"**. Enter the **"Wi-Fi password"** and click on **"Next"**.



Configuring Wi-Fi of the Water Heater

Press and hold the Wi-fi button  on the Water Heater for 3 secs or more secs (refer ["Figure 13"](#)) and check the status of the Wi-Fi LED indicator.


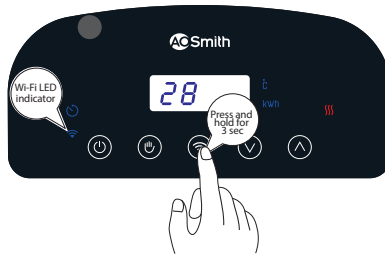
Wi-Fi LED indicator		
Wi-Fi LED indicator 	Blinking fast	If the Wi-Fi LED is blinking fast, it indicates that the Water Heater is in the configuration mode.
	Blinking slow	If Wi-Fi LED is blinking slow, press and hold the Wi-Fi button once again for 3 secs or more secs to make the Wi-Fi LED blinking fast. Note: As configuration is possible only in fast blinking mode.

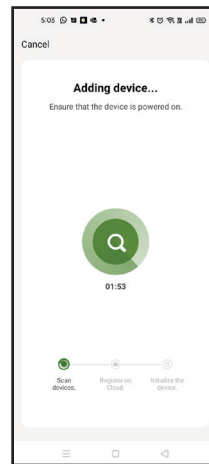
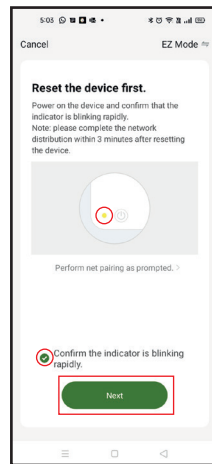


Figure 13



12. If Wi-Fi LED is blinking fast, check rapid blinking option in App and click on "Next".

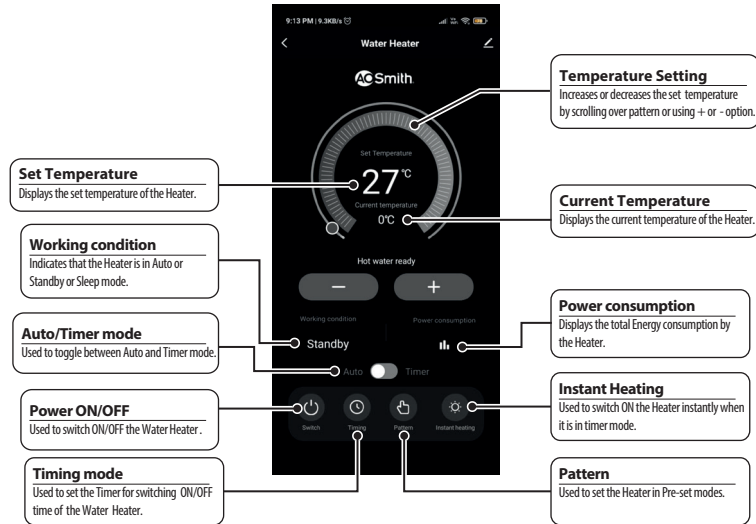
13. Now the Water Heater will be added and configured with cloud.





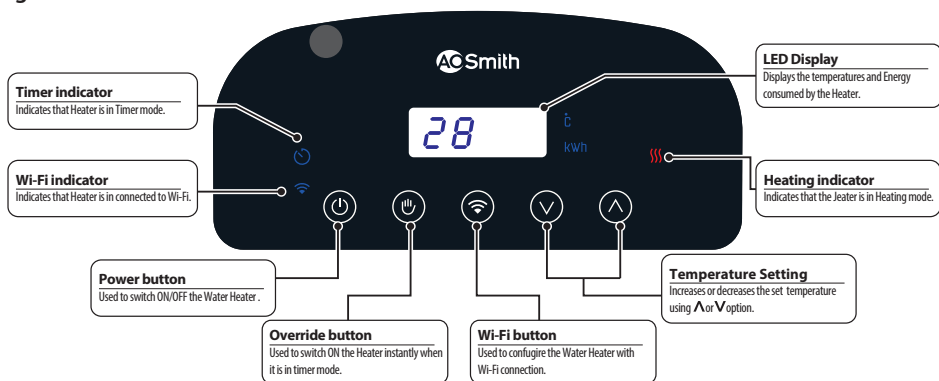
AO Smith Smart App Overview

Figure 14



LED Display Panel Overview

Figure 15



The **AO Smith Smart App or LED Display panel** allows the customer to control the functions of the Water Heater.





Initial Power

When the Water Heater power supply plug is connected, it is in initial power on state, i.e. the Water Heater is ready for heating the water. The LED display will perform the diagnosis function and all indicators will glow and then switch off.

Power ON/OFF

Press the Power button on the LED display or in App to switch on the Water Heater.

Temperature Setting

Press the or button in LED display and in App until the required temperature is displayed on the LED display panel and in App. Wait for few seconds without pressing any buttons, the value flashing in the display will be changed as set temperature and stored in memory. It will return to its normal mode and the heating of the water is based on the new set temperature.

AO Smith Smart App displays both set temperature and current water temperature in the tank.

Pre-set Temperature Modes

There are different pre-set temperature modes for customer convenience. The customer can select any pre-set temperature modes as per his/her hot water requirements. These pre-set temperature modes are available in **AO Smith Smart App**.

There are 5 pre-set temperature modes for 15L capacity: Pedicure , Washing , Mopping , Bucket , Shower modes.

There are 7 pre-set temperature modes for 25L capacity: Pedicure , Washing , Mopping , Bucket , Bucket 2X , Shower and Shower 2X modes.

When customer selects any pre-set temperature modes, the water heater set temp will be replaced with pre-set temperature mode. If the temperature setting option is touched in App, the pre-set temperature modes will be override by set temperature value, the selected pre-set temperature mode will be deselected.

Pre-set modes temperature setting

Pre-set Mode	Set temp - 15L	Set temp - 25L
Pedicure	45°C	45°C
Bucket	45°C	45°C
Shower	75°C	60°C
Washing	60°C	65°C
Mopping	68°C	68°C
Bucket 2X	NA	65°C
Shower 2X	NA	75°C

Ready to bath

This is a feature where user gets notified in App when hot water is ready to take bath. This indicates that the set temperature or pre-set temperature mode is reached.





Auto mode

This mode is normal Water Heater working mode and the Heating element will be ON when the water temperature is less than 5°C of set temperature.

Timer mode:

Timer mode is set, when the Water heater has to switch ON only on specified timings and other time it will be in Standby mode.

This is done by selecting Timer mode and setting time in the App. From Monday to Sunday any days or all days in a week can be selected in Timer mode function. The heating will start as per Timer set time and switch off the heating when the set temperature is reached.

Also customer to change to Timer mode in the Main APP UI once the timer schedules are set. The User will have the option to select Auto mode/Timer mode.

Customer also has the option to select the Set temperature or Pre-set modes for every timer schedules

Override/Instant Heating

This feature is enabled only when the heater is in Timing mode. It is used to heat for one time when the heater is outside the Timing mode schedule range. This is done by pressing Override "👉" button in LED display panel or in App.

One Time Heating

In this mode, if no day is selected in Timer mode scheduling, then one time heating will happen and the event will be automatically disabled after water temperature reaches to set temperature.

Sleep Mode

Sleep mode is activated when the Water Heater is in standby mode and no key is pressed in LED display or App or user intervention for 10 minutes. Press any of the buttons in the LED display panel or App to enable normal mode. Sleep mode is activated to reduce energy consumption and A. O. Smith indicator glows in less brightness.

Trend Charts of Energy Consumed

This is used to display the energy consumed by Water Heater in kWh. The new value will be added to the consumed value and displays the total consumed value. The Energy Meter value displayed is cumulative. Energy consumption* is displayed in graphical for every day/week/month/year in App.

*Cost of Energy consumption**- This is the feature where customer can calculate cost of energy consumed in the unit (KWh) by entering the unit charge.

*The Energy consumption and cost of Energy consumed shown in the App are only for indicative purpose. The total cost of your electricity bill depends on factors like Electricity board slabs (unit charges), other appliances and etc., for more details contact your Electricity board for unit charges.

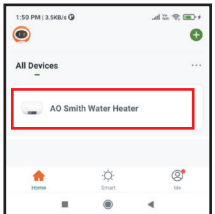




Configuring HeatBot®-Wi-Fi Water Heater with Alexa


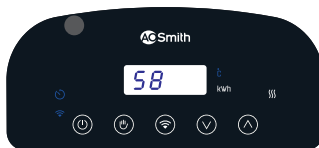
- Configure the HeatBot®-Wi-Fi Water heater in the **"AO Smith Smart App"** .
 - Change appropriate name for your devices which will be used in **"AO Smith Smart"** skills;
1. Download Amazon **"Alexa"** APP from Android ,iOS or Amazon APP market (Refer ["Downloading and Installing AO Smith Smart App"](#))
 2. Configure Echo/Echo Dot devices with **"Alexa"** APP.
 3. Search **"AO Smith Smart"** skill from the **"Alexa"** APP skills category.
 4. Click Enable skill of **"AO Smith Smart"**, and you'll be navigated to **"AO Smith Smart"** login page;
 5. Input your AO Smith Smart account username and password, you'll be redirect to the success page;
 6. Now the Alexa Integration setup is finished.

As an example, change the Water heater device name as **"AO Smith Water Heater"** (Device name can be changed as per customer desire and same device name should be used in **"AO Smith Smart"** skills.

<p>Figure 16</p> 	<p>Alexa, turn on the "AO Smith Water Heater"</p> <p>Alexa, turn off the "AO Smith Water Heater"</p> <p>Alexa, set the "AO Smith Water Heater" to 60 degrees</p> <p>Alexa, increase the "AO Smith Water Heater" temperature</p> <p>Alexa, decrease the "AO Smith Water Heater" temperature</p> <p>Alexa, what's the temperature of the "AO Smith Water Heater"</p>
--	--

Heating / Standby Operation

There are two types of operation depending on the actual water temperature inside the inner tank of the Water Heater and set temperature.

Heating operation	Standby operation
<p>When the actual temperature of the water is less than the set temperature, it enters into Heating operation. The Heating LED indicator glows as shown in "Figure 17".</p> <p>Figure 17</p> 	<p>After the Water Heater reaches set temperature, it will enter into the Standby operation due the cut-off power and Heating LED indicator switch off as shown in "Figure 18".</p> <p>Figure 18</p> 

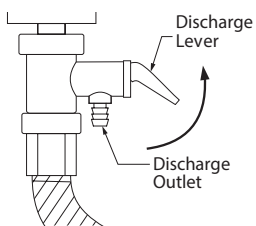
When the temperature of the water drops by 5°C from the set temperature due to usage of water, the Water Heater again enters into the Heating operation.






Draining the Water Heater Tank

Whenever the Water Heater is not used for an extended period or if the product is below freezing temperature, you will need to unplug the unit and drain it.

<p>Figure 19</p> 	<ol style="list-style-type: none">1. Switch OFF the electric supply to the Water Heater.2. Open the hot water faucet until the water runs cool.3. Close cold water supply.4. Drain the water by lifting the Discharge Lever of the Multi-function Safety valve upwards. (Refer "Figure 19")
---	--

<p>⚠ CAUTION</p>	
<p>Please turn off the power supply to the Water Heater prior to draining the Water Heater.</p>	

<p>⚠ DANGER</p>	
 <p>Scalding</p>	<p>Hot water is dangerous, especially for the young children, aged or the disabled. The Water Heater allows you to control the temperature of your hot water. Water temperatures over 52°C can cause severe burns instantly or death from scalds. Do not leave a child or an infirm person in the bath unsupervised.</p>





Troubleshooting

The Water Heater may not operate as desired if used incorrectly or there is a minor cause, even though the product has no fault. In these cases, check the following issues to solve simple problems without the help from the Customer Care Centre. If the problem does not solve after checking the following issues, call Customer Care Centre.

Problems	Possible Cause(s)	Solution
No display on LED display.	No power supply to the Water Heater.	Check power supply and switch ON electrical switch.
	Thermal Cut-out has tripped or problem in internal wiring or PCB.	Call Customer Care Centre.
LED display glows but no hot water.	Heating Element breakdown or internal wiring error or PCB problem.	Call Customer Care Centre.
Water temperature is too high.	Improper thermistor operation.	Call Customer Care Centre.
	Thermal Cut-out not operating.	Call Customer Care Centre.
Water heats slowly.	Low voltage at supply mains.	Check voltage at supply mains.
	Scale deposition.	Call Customer Care Centre.
Piping connection leaks.	Connection not sealed.	Re-connect piping, using Teflon tape.
Water leakage from product.	Leakage in tank or other parts.	Switch OFF power immediately and Call Customer Care Centre.
Water dripping from Multi-function Safety valve during heating.	Non-return valve is installed close to the inlet of the Water Heater.	Install Non-return valve at a distance of at least 40 feet from the inlet of the Water Heater (Refer page 7), if problem still persists call Customer Care Centre.
Foul smell from hot water.	Presence of organic matter in input water.	Provide treated water at the input.
	No usage of hot water for a long time period	If the Water Heater is not used for an extended period of time, drain the water from the Water Heater. Ensure water is filled back before use of Water Heater.
	High electrical conductivity of water due to dissolved solids in input water.	Call Customer Care Centre. Anode options available for highly conductive water.

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



Error Messages and Actions

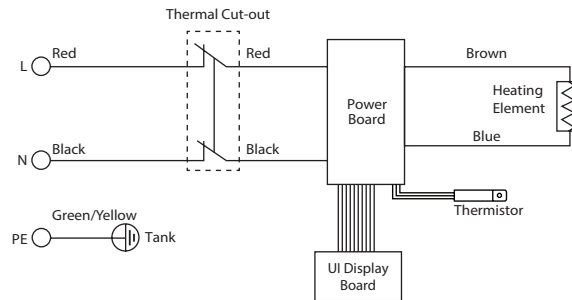
Error Code	Reason	Self-diagnostic / Action
E1	Temperature Sensor circuit short or open.	Call Customer Care Centre.
E3	High Temperature error.	Call Customer Care Centre.
E7	Dry Heating Error	Call Customer Care Centre.

Note:

- The APP will display the Error codes with description and LED display panel will display only the Error codes.
- Call Customer Care No. 1800-103-2468/1860-500-2468

Circuit Diagram

Figure 20



CAUTION

In order to avoid a hazard due to inadvertent re-setting of the Thermal cut-out, this Water Heater must not be supplied through an external switching device, such as a timer, or connected to a circuit that is regularly switched ON and OFF by the utility.



A . O . Smith Advantage . . .



Operate your Water Heater from anywhere with A. O. Smith Smart App



Longer life in toughest water conditions with Blue Diamond® Glass Lined Tank



Long lasting performance with glass coated incoloy heating element



Control your Water Heater with Alexa voice integration



Smart modes suited for specific hot water needs



Double Protection for your family with Thermal cut-out and safety valve

Note: A. O. Smith reserves the right to amend or modify the specifications and features at any time, as and when required without any prior notification.



Product colour and image shown may vary from the actual product.
Part No. : 335271-098_A Date: 27-08-2021

