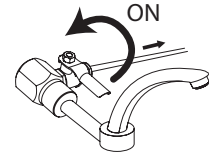


Operation Guide

How to use

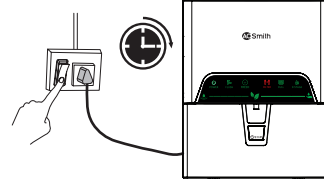
1. Turn ON the water connection through the ball valve.


Figure 1



2. Switch ON the power supply. All indicators will glow for 5 secs and stops glowing.

Figure 2



Flushing procedure: This is auto-flushing unit. Auto flush indicator  keeps blinking during auto flush procedure. The flushing will be completed by 4 minutes (approx.).

Note: Discard the first two tanks of pure water, before you start using it for consumption.

3. To dispense water from the storage tank, push and hold the water faucet lever.
4. To dispense water continuously, lift up the water faucet lever for the continuous water flow. To stop the water flow, pull down the water faucet lever.

Figure 3

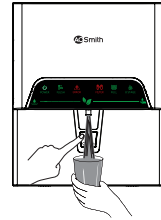
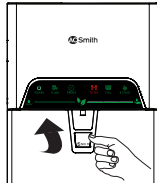


Figure 4



Note:

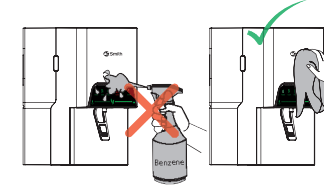
- Make sure to discard the water from the storage tank if you have not used the purifier for more than 2 days.
- It is recommended to replace the RO membrane/Pre RO filters/Post RO filters and disinfect the storage tank, if the unit is not used for more than 2 months.

1

How to maintain your product

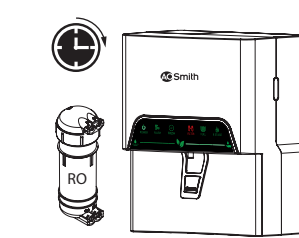
Do not splash water directly or clean with benzene, pesticides, thinner, alcohol, etc. but use a soft, dry cloth to clean the purifier.

Figure 5



Replace filters regularly according to the replacement indications. This must be done only by A. O. Smith Company Authorised Service Provider. Use A. O. Smith genuine accessories only, for optimal performance of the purifier.

Figure 6



Cleaning of Tank

Switch off the unit and add one A. O. Smith disinfectant tablet and wait for 10mins. Discard the water through the faucet and make sure to remove the excess water. Switch On the unit and drain 2 Tanks of water through faucet before consuming.

Frequency of cleaning: Once in a year along with annual maintenance.

How to use TDS meter?

1. Insert the button cell inside the TDS meter.
2. Switch ON the TDS meter.
3. Fill water in the cap and immerse the TDS meter.
4. Press the HOLD button and take it out of the water to view the reading.
5. If the meter displays the 'x10' symbol, it means that you must multiply the reading by 10.
6. Remove the button cell from the TDS meter when not in use.

Calibration and Maintenance of TDS meter

The TDS meter are factory-calibrated and designed to stay consistent. Maintenance of the TDS meter will be done along with the yearly product maintenance.

2

AC Smith
Innovation has a name.

Water Purifier
ProPlanet P3 Pro / P4 Pro

proplanet



Since 1874

Product colour and image shown may vary from the actual product.
Part No. : 335311-195_A Date: 11-12-2024

Operation Guide

Troubleshooting











Your A. O. Smith ProPlanet P3 Pro / ProPlanet P4 Pro 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.

Problems	Possible Cause(s)	Solution
Decreased flow of purified water.	Check whether the tap/ball valve is closed.	Open the tap/ball valve.
	RO membrane / filters may be clogged or damaged.	Call Customer Care Centre for RO membrane / filters replacement.
Change in water taste.	Has the purified water been stored in the tank for long time?	Drain the stored water from the storage tank through faucet.
	RO membrane / filters may require replacement.	Call Customer Care Centre for RO membrane / filters replacement.
	Has the raw water quality changed?	Call Customer Care Centre.
Less / No reject water.	Check if there is no water flow through reject line.	Switch OFF the Water Purifier and call Customer Care Centre.
	Check if the reject water tube is bent.	Clear the bent in the reject water tube.
	Check if the reject water tube is blocked.	Switch OFF the Water Purifier and Call Customer Care Centre.

3



Problems	Possible Cause(s)	Solution
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.
	Check if Filter change/Error indicator is blinking.	Call Customer Care Centre for replacement of filters.
ATF (All Time fresh) indicator icon blinks continuously (for ProPlanet P4 model).	None of the above.	Call Customer Care Centre.
	UV LED Error.	Switch OFF the Water Purifier and call Customer Care Centre.

4

Problems	Possible Cause(s)	Solution	
ProPlanet P3 Pro model	ProPlanet P4 Pro model		
Tank Full icon blinks and ER-ROR icon glows continuously 	Tank Full icon blinks continuously 	Over flow alarm.	Switch OFF the water purifier and call Customer Care Centre.
Power ON icon blinks and Error icon glows continuously 	Power ON icon blinks continuously 	Low pressure alarm is triggered indicating that the system input water pressure is not in the required range.	Check feed water supply to the purifier, switch OFF the Water Purifier and call Customer Care Centre.
Power ON, Flush, Tank full icon blinks continuously and Error icon glows continuously 	Power ON, Flush and Tank Full icon blinks continuously. 	Battery Error.	Switch OFF the Water Purifier and call Customer Care Centre.
Flush icon blinks and Error icon glows continuously. 	Flush icon blinks continuously. 	RTC error.	Switch OFF the Water Purifier and call Customer Care Centre.
Filter Change icon blinks continuously, Error icon glows continuously and unit is functioning. 	Filter Change icon blinks continuously and unit is functioning. 	RO membrane, pre and post RO filters life is about to end.	Call Customer Care Centre for RO membrane, pre and post RO filters replacement.

5

This Page is intentionally left blank

Problems	Possible Cause(s)	Solution
Filter Change icon blinks continuously, Error icon glows continuously and unit is not functioning. 	Filter Change icon blinks continuously and unit is not functioning. 	RO membrane, pre and post RO filters life ends. Switch OFF the Water Purifier and call Customer Care Centre for RO membrane, pre and post RO filters replacement.

Note: Call Customer Care No. 1860-500-2468.

Frequently asked questions (FAQ)s

- What is A. O. Smith P3 Pro / P4 Pro RO Water Purifier?**
A. O. Smith P3 Pro / P4 Pro 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.
- 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 P3 Pro / P4 Pro RO Water Purifier, 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.
- How many stages A. O. Smith P3 Pro / P4 Pro RO has? And what are the stages?**
A. O. Smith P3 Pro / P4 Pro RO has 8 stages of purification which are Pre-filter + ART™ MAX (Advance Recovery Technology™) + Sediment filter + CB (carbon block) filter + Side Stream RO membrane + CFM + Alkaline filter + SCMT.
- What is SCMT?**
Silver Charged Membrane Technology is double purification of water after the RO membrane to ensure absolute purity.
- What is RO+SCMT?**
It is unique double purification process to ensure absolute purity of water.
- What is the purification production rate of A. O. Smith P3 Pro / P4 Pro RO Water Purifier?**
Upto 15 litres per hour, purification capacity also depends on water quality, condition of filters and RO membrane.
- Does it have Pre-filter? Is it free?**
Yes, A. O. Smith P3 Pro / P4 Pro RO Water Purifier comes with a Pre-filter which is part of the product.

- What all alerts do A. O. Smith P3 Pro / P4 Pro RO Water Purifier has?**
A. O. Smith P3 Pro / P4 Pro RO Water Purifier has advance alerts technology to change the filter and RO membrane.
 - When does the A. O. Smith P3 Pro / P4 Pro 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.
 - What is the nature of indication for the change in filter?**
On the first intimation when the filter life is at 90%, the respective filter indicator will start to blink. On 100% filter life consumption, the blinking will be replaced with a constant light in the respective indicator.
 - What is the digital display in A. O. Smith P3 Pro / P4 Pro RO Water Purifier?**
Digital display in A. O. Smith P3 Pro / P4 Pro RO indicates 1) Tank full, 2) Flushing of RO membrane, 3) Error Indicator, 4) Change of SCPA (Pre and Post RO filters).
- Recommended uses of Reject water**
Although the rejected water has high concentration of TDS (Total Dissolved Solids) and hardness. If 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.

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 filters are warranted for one (1) year from the date of original purchase.
- 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 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.
- 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 customer.
- 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 TDS meter and button cell. Ensure to remove button cell from TDS meter when not in use.
 - 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 product serial number is missing or altered.
 - If damage is caused by pest infestation.
 - If the input water emits pungent smell.
 - If the input water is discoloured.
 - If product is used for commercial purpose.
 - It is recommended to keep the surroundings of the Water Purifier free from dust and other foreign objects (like insects, cockroaches, ants and other pests), as any damage occurring due to the ingress of these foreign objects will not be covered under warranty.
 - Filters and RO membrane will be covered for any material damage, input malfunctioning under warranty for 1 year from date of purchase 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.
 - 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
 - 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.
- 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.
 - The warranty is issued at Kanakapura, and courts at Kanakapura shall have exclusive jurisdiction over matters covered or flowing from this warranty.

Post Warranty

- The customer may be offered a yearly Service Contract at the prevailing Company rates and terms.
- In case the customer does not wish to enter the Service Contract, he has an option to call our Customer Care Centre and get A. O. Smith Water Heater unit serviced on an actual basis, i.e. by paying the Labour Cost and Spares needed to attend to that Service or Complaint Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Authorised Service Providers.
- 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.

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.

Warranty Card

Customer Copy to be retained by the Customer

Invoice Number: _____ Dated: _____

Unit Serial Number: _____ Capacity: _____

Model: _____

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: _____ E-mail: _____

Ph: _____ Mobile: _____

Dealer's Stamp and Signature