

# INSTRUCTION MANUAL

Installation, Operation and Maintenance of Storage Water Heater

ASWH-2010

ASWH-2015

ASWH-2025



**AMICA**

**Crompton**

## Safety Precautions

- Read and understand instruction manual and safety messages before installing or operating or servicing this water heater.
- Please retain this user manual in a safe location for future reference.
- Improper installation, adjustment, alteration, service, or maintenance can cause injury or property damage. For assistance or additional information, consult qualified installer, service agency, or the electric utility.
- Do not use an extension cord set with this water heater.
- Do not operate this water heater if it is not working properly or if it has been damaged or dropped.
- Any water heater should be installed in such a manner that if it leaked, the resulting flow of water will not cause damage to the area in which it is installed.
- The warranty on this water heater is in effect only when the water heater is installed and operated in accordance with instructions in the manual.
- The manufacturer of this heater will not be liable for any damage resulting from failure to comply with these instructions.
- This water heater must not be used for pool heating.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Keep combustibles such as boxes, magazines, clothes, etc., away from the water heater area.
- Do not use this water heater in conjunction with a spa or hot tub.
- Specifications and materials may change without prior notice.
- Note: Always use CROMPTON Genuine Spares/ Accessories for better performance of the product.

**Crompton is one of the pioneers in India in water heater industry with many firsts to its credit. Some of them are listed below:**

- First in the world to provide patented Nano polymer coated inner tanks using advanced robotic automation. Technology provides lead free performance, maximum hygiene and unmatched corrosion protection.
- First in the industry to pioneer and use injected PUF (poly urethane foam) to provide superior efficiency and better performance.
- First in the industry to develop and use eco friendly bio degradable foam for packaging.
- Only company in the industry who has designed and are able to supply water heaters withstanding 10 Bar pressure. Suitable for high rise buildings and pressure pump applications.

## Features



### Energy Efficient

Superior Polyurethane foam keeps water hot for longer hours. Lowers your electricity bills.



### Superior Polymer Coated Tank

For corrosion protection and long life



### 8 Bar Pressure Rating

Designed to sustain high pressure. Suitable for high rise buildings to pressure pumps



### Copper Heating Element

High thermal conductivity of copper, provides quick heating of water. Provides superior protection against scale formation to extend the life.



### 3 level Protection for safety of users

- Capillary thermostat
- Stem type thermal cutout
- Multi Functional Valve



### 7 Years Warranty

- on storage water tank



### 2 Years Warranty

- on Product



### 2 Years Warranty

- on Heating Element



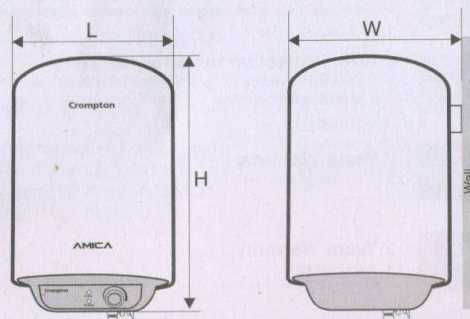
Note : As product up gradation is a continuous process, design & specifications are subject to change without notice.



### Technical Parameters

Power Voltage Frequency	230V~/50Hz		
Power (W)	2000W		
Capacity (L/ Ltrs)	10L	15L	25L
Reheating time(in mins.) w.r.t. Liters	18	28	45
Rated pressure	8 Bar		
Mixing factor (maximum)	35%		
Mean Hot water output (°C minimum)	42°C		

### Model Name and Sizes



Model	Capacity (in Liters)	Product Dimensions (L X W X H) in mm	BEE Star Rating (As per latest standard)
ASWH-2010	10L	300 x 320 x 455	
ASWH-2015	15L	360 x 370 x 460	
ASWH-2025	25L	350 x 370 x 595	

### Location Instructions

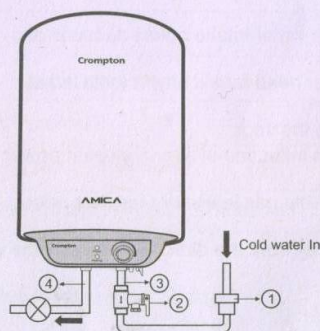
- Ensure that at the location where water heater is to be installed, there is a 250mm free space up & down and at least 700 mm free space on both left & right sides of water heater for future maintenance.
- Shorten the distance between water heater and water intake points as much as possible.
- For better performance, please ensure that over head tank if any, is installed at a minimum distance of 12 feet from the inlet point.
- The water heater should be about 1.6 m above the floor.
- Avoid installation of water heater where there is influence of strong electric power strong magnetic field or vibration.
- Avoid installation of water heater where flammable gas leaks, or there is a strong corrosive gas.
- This water heater must be installed indoors away from the direct exposure of the wind, rain and sunlight.

### Mounting

- The product must be installed on a flat, solid supporting surface.
- Mark the position of the bolts on the wall, with the mounting brackets.
- For solid bricks or wall the usual method is to drill holes in the wall and securing bolts in the right position. Recommended bolts are as follows.  
1)M8 x 100 mm bolts for 6L,10L,15L,25L capacity Water Heaters  
2)M10x 100 mm bolts for 50L capacity Water Heater
- For Wall Mounting Vertical Installation Fasten the mounting bracket to the wall. Use bolts that are suitable for the wall material and the weight of the heater. Hang the water heater on the bracket. Tug downwards on the heater to ensure that both 'fingers' of the bracket are seated in the mounting slots. Confirm water piping orientation before wall mounting.



## Mounting Diagram



### Index

1. Inlet Pipe Connection
2. Multi Function Valve
3. Inlet Pipe
4. Outlet Pipe

## Filling the Water Heater

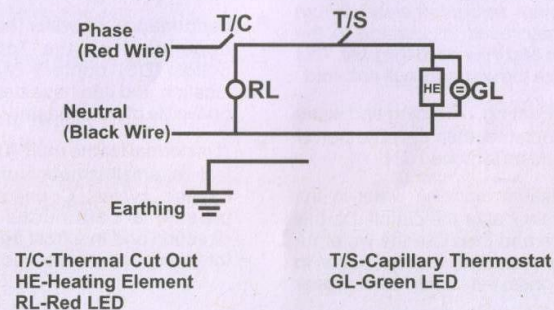
- Fill the Water Heater completely with water & let the water come out from outlet before connecting to power supply.
- Inlet water line should be always open when Water Heater is in use.
- Check all the connections to see if there is any leakage. In case of any leakage, drain the water heater completely, repair the leaking joint and then refill the water heater.

## Water Piping

- It is recommended to use on/Stainless steel(SS) Flexible Hoses.
- Do not use excessive force while tightening coupling, use jaw spanner for tightening.
- Check for water line blockage and ensure proper water flow.
- The inlet pipe indication as been given with blue color cap & outlet pipe with red color cap.
- If the mains water pressure exceeds or fluctuates beyond the maximum rated pressure, a pressure reducing valve must be fitted in the cold water inlet supply. This device must be installed after the isolating valve and set below the rated pressure.

*Note: It is recommended to use Crompton's connecting pipes for best performance.*

## Wiring Diagram



## Electrical Connection

- The electrical connection should be in accordance with the instruction given in user manual.
- Keep plug socket dry to prevent electric Shock Plug socket should be installed to ensure that during use, the water splashing won't touch the plug.
- Must use 230V AC, 50 Hz power supply.
- Please use a 3 pin plug of 16A rating for electrical connection and ensure secure connection of the earthing wire. Read all Safety instructions before starting the water heater.
- Turn the temperature control knob clockwise to set the temperature and to start heating.
- Green LED indicates operation of water heater and red LED indicates power supply is ON.
- When the desired temperature is reached Green LED goes OFF.



## 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, plumbing and water filling is completed, then only the power supply should be switched ON.
- After Installation, heat the water in the tank and drain it after the cut off. Do this activity twice and then use the water for further purposes, this activity helps to clean and rinse the inside of the tank

## Maintenance

- If the water heater is not used frequently, then there are chances of foul smell due to reaction of natural sulphates found in water with certain micro organisms(bacteria) and/or generation of sediments in the tank. It is recommended to flush out the tank 2-3 times by heating the water above 60 °C, however preferred method is by chlorination or by using hydrogen peroxide.
- There are chances of hissing, cracking, popping sounds from water heater, this is probably because of mineral deposits accumulated on bottom of tank. It is recommended to flush the tank periodically on regular basis.
- It is recommended that the Inlet, Outlet

before the first usage.

- Performance of water heater will vary depending on the Total Dissolved Solids(TDS) content of water in the location and can have detrimental effect on the life of water heater.
- It is normal for the multi-function valve to leak a small amount of water during heating cycles. Connect a discharge pipe in a continuously downward direction and in a frost free environment for piping away the relived water.

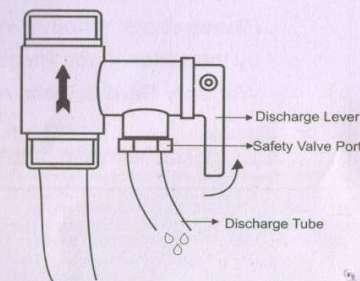
pipes and heating elements be descaled every 6 months. For descaling of tank use washing soda only.

- If the supply cord is damaged, it must be replaced by a special cord or assembly available from authorized service center.
- To avoid deposition of salts in the safety valve, please move the lever up and down few times. This should be done at least once a month.
- Your Water Heater comes with MgO Anode rod. It's recommended to replace it in every 6 months. This helps to maintain the long life of Water Heater Tanks, preventing from corrosion/leakages.

## Draining and Flushing

It is recommended that the tank be drained and flushed every 6 months to remove sediment which may buildup during operation. The water heater should be drained if being shut down during freezing temperatures.

- Switch off the electric supply to the water heater
- Close cold water supply. Unscrew discharge lever.
- Drain the water by lifting the discharge lever of safety valve upwards
- Screw it back.



## Troubleshooting

If this product fails to operate, kindly examine followings. For service please call Crompton customer care.

Trouble	Cause	Remedy
Heating of water does not start	No power to water heater, Thermostat not working or Thermal cut out activated	Check the power cord or power supply point Call Customer Care Centre
Water temperature is too high	Thermostat is set at high value Thermal cut out tripped	Call Customer Care Centre
Water heats slowly	Low voltage Low setting of variable knob	Call your electrician Call Customer Care Centre
Leakage from piping connection	Improper sealing at the connections	Re-connect piping or call plumber
Leakage from bottom	Apparatus plate bolts are loose	Call Customer Care Centre
Red indicator NOT glowing	Thermal cut out tripped	Either preset Thermal cut-off by pressing the preset button on thermal cut out or call customer care
Water does not come out of outlet pipe	Insufficient pressure due to low over head tank height. Excessive scaling due to hard water has blocked outlet pipe	Re-connect piping or call plumber
Water not getting heated while green bulb is glowing	Loose connection or faulty internal wiring. Heating element not working	Call Customer Care Centre
Leakage from 4x1 Multi-functional valve	Incoming water pressure is more than 8 Bar (80N/cm <sup>2</sup> ) 4x1 Multi-functional valve housing is not tight	Install a pressure reducing valve by qualified personnel Call Customer Care Centre



### **Your Attention Please To Serve You Better.**

Please check Whether Warranty Card is duly filled and stamped by the seller. if not, Please attached your Purchase Bill along with Warranty Card to claim After Sales Service during warranty period.

This will go a long way in helping us serve your needs.

### **TERMS AND CONDITIONS OF WARRANTY**

Crompton Greaves Consumer Electricals Limited, warrants "Storage Water Heater" to the Customer against manufacturing defects arising out of faulty or defective materials or workmanship only for a period of Twenty Four (24) months from the date of Purchase or Thirty (30) months from the date of manufacturing, whichever is earlier.

The company cannot take any responsibility for the non-functioning of the water heater caused due to poor quality of the water, even if it is within the warranty period. Refer the below table for Normal water\* quality standards.

No.	Description	Desirable Limit
1	pH	6.5 - 8.5
2	Total Hardness	300 PPM (Max)
3	Alkalinity	200 (Max)
4	Total Dissolved Solids	500 (Max)
5	Chloride	250 mg/l (Max)

It is recommended to get the unit serviced once in 2 years (\*Service will be on chargeable basis.)

#### **THIS WARRANTY WILL BE GOVERNED BY THE TERMS AND CONDITIONS AS MENTIONED BELOW:**

1. Warranty shall be valid only for the period as specified above, irrespective of whether the said product has been in use or not for any reason whatsoever OR the product has been moved from one location to another. Please note that the product must be returned to CROMPTON authorized service centre on Freight paid basis for repair / replacement during the period of Warranty.
2. Warranty period as specified above includes time taken for Repair, replacements, transit time, breakdowns etc. CROMPTON reserves the right to retain any part or component replaced at its discretion in the event of a defect noticed in the Warranty Period.
3. The warranty herein is in lieu of all implied conditions and warranties under the law and is confined to the repair / replacement of defective parts and doesn't cover any consequential or resulting liability, damage or loss arising from such defects. Furthermore, in no case, shall there be return of Payment or return of the product as a whole.
4. Parts of the product repaired or replaced under the terms of this warranty are warranted only for the remaining period of the original warranty period.
5. Surface coating, plastic / glass parts, Bakelite parts, rubber / nylon parts and normal wear and tear of parts shall not be covered under this warranty. All such parts shall be repaired / replaced on costs + taxes basis.
6. Only Authorized Service Centres of CROMPTON shall repair the said product.
7. It shall be the absolute discretion of the company to affect the repairs or replacement of parts whether at the site of installation or at any authorized service centre.
8. The Customer is requested to preserve the original invoice for necessary verification and produce the same, as and when required.

#### **THE WARRANTY WILL BE VOID IN CASE OF THE FOLLOWING EVENTS:**

1. If the product is not used as per the instructions given in the User Manual supplied with the product.
2. Corrosion of heating coil, inlet outlet pipes, thermostat pocket pipe and assembly plate, if the systems is connected to hard water\* supply.
3. Corrosion of tank, if the system is connected to hard water\* supply.
4. Repairs due to scale deposits inside the tank, if the system is connected to hard water\* supply.
5. Cleaning of scale deposits inside the tank, if the system is connected to hard water\* supply.
6. Sacrificial Magnesium anode (\*if installed in product) is not covered under warranty. Refer normal inlet water quality standards.
7. If any repair work carried out by a person other than CROMPTON Authorized Service Centres.
8. If any Spare Part used other than recommended Original CROMPTON Spares.
9. If any damage is caused by accident, mishandling, tampering with Installation, improper electric circuit outside the product or on account of incorrect power supply other than required 230V AC, 50 Hz.
10. If the Serial No. of the product or any part thereof is deleted, defaced, damaged, altered, obliterated or tampered with or removal for any reason whatsoever.
11. If the product is used for commercial purpose(s).
12. If the Warranty Card is not completely filled, stamped and signed on the purchase of the product. (Invoice copy is mandatory)

In case you find a problem with the performance of the product, Please visit [www.crompton.co.in](http://www.crompton.co.in) for the list of our Authorized Service Centres OR call our Toll Free No. 1-800-419-0505 to get your complaints registered. The above Warranty is applicable only in INDIA. Any disputes relating to the above shall be subject to the Jurisdiction of Mumbai, India only.

**Conditions of Warranty for Alternative Product offered in Replacement:** There may be instances where CROMPTON no longer carries Spare Parts or Products that have been brought to us for necessary repair or replacement have been deemed as "Outdated" by CROMPTON, even though they may be covered under the applicable warranty terms. Under such circumstances CROMPTON shall provide alternative products that offer similar functionalities and of similar value to the product subject to the following conditions:

1. When Spare Part(s) / are no longer available, all the other components or parts that make the product complete must be submitted for replacement, even though these parts may or may not be in working condition.
2. If the alternative product is of a lesser value, but bearing similar functionality, there will no refunds.
3. If the alternative product is higher in value, but bearing similar functionality, the customer will be required to pay for the difference in value.

## WARRANTY REGISTRATION



Product Name :

Model Name :

Product Serial Number :

Invoice No. :

Date :

D	D	M	M	Y	Y	Y	Y
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Dealer Stamp with Address and Signature :

Customer Name with Address :

(Customer Signature)

I accept the Terms & Conditions of the Warranty

**After Sales Helpline 1800-419-0505**

(From 9.00am to 7.00pm)

**After Sales Support :**

You can also lodge your request (24 x 7) on our website

[www.crompton.co.in](http://www.crompton.co.in)

We welcome your valuable suggestions, if any, to improve our Products and Services.  
Please email us at: [consumer.support@crompton.co.in](mailto:consumer.support@crompton.co.in)

OCT 2018

# Crompton

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