

Havells Gero

Havells Gero 15-Litre 2000-Watt Storage Water Heater User Manual

Model: Gero, Capacity: 15 Litres, Power: 2000 Watts

[Safety
Instructions](#)

[Product
Overview](#)

[Setup &
Installation](#)

[Operating
Instructions](#)

[Maintenance](#)

[Troubleshooting](#)

[Specifications](#)

[Warranty &
Support](#)

1. IMPORTANT SAFETY INSTRUCTIONS

Read all instructions carefully before installing or using the water heater. Keep this manual for future reference.

- **Electrical Safety:** Ensure the power supply matches the voltage rating of the appliance. Do not use extension cords. The appliance must be properly grounded.
- **Installation:** Installation must be performed by qualified personnel in accordance with local regulations. Ensure the mounting surface can support the weight of the water heater when full.
- **Water Pressure:** The water heater is designed for high working pressure up to 0.8 MPa, suitable for high-rise buildings. Do not operate without water.
- **Temperature Control:** Do not tamper with the thermostat. The appliance has a preset thermal output for safety.
- **Leakage Protection:** This unit includes a current leakage protection device. Regularly check its functionality.
- **Children and Vulnerable Persons:** 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.
- **Maintenance:** Disconnect power before performing any maintenance or cleaning.

2. PRODUCT OVERVIEW

The Havells Gero 15-Litre Storage Water Heater is designed to provide efficient and reliable hot water for your home. It features advanced safety mechanisms and durable construction.

2.1 Key Features

- Type: Storage Water Heater
- Capacity: 15 Litres
- Wattage: 2000 Watts
- Current leakage protection device
- Multi-functional safety valve
- High precision thermostat control
- Preset thermal output
- High working pressure 0.8MPa, ideal for high-rise buildings
- Vertical mounting design

2.2 Components Included

- Havells Gero 15-Litre Storage Water Heater unit
- Instruction Manual
- Warranty Card
- Mounting Bracket
- Fasteners
- Drain Pipe

3. SETUP AND INSTALLATION

Important: Installation should only be carried out by a qualified technician. Incorrect installation can lead to electric shock, fire, or other hazards.

3.1 Site Selection

- Choose a location that is easily accessible for maintenance and away from direct sunlight or freezing temperatures.
- Ensure the wall or mounting surface is strong enough to support the water heater's weight when full (approx. 15 kg + 15 L water = 30 kg).
- The unit is designed for vertical mounting.

3.2 Mounting the Water Heater

1. Mark the drilling points on the wall using the mounting bracket as a template.
2. Drill holes and insert appropriate wall plugs.
3. Secure the mounting bracket firmly to the wall using the provided fasteners.
4. Carefully lift the water heater and hang it onto the mounting bracket, ensuring it is securely seated.

3.3 Plumbing Connections

1. Connect the cold water inlet pipe to the blue marked inlet on the water heater.
2. Connect the hot water outlet pipe to the red marked outlet on the water heater.

3. Install the multi-functional safety valve on the cold water inlet. Ensure the drain pipe is connected to the safety valve and directed to a suitable drain.
4. Open the main water supply valve and a hot water tap in your home to allow the water heater to fill and air to escape. Close the tap once water flows steadily.
5. Check all connections for leaks.

3.4 Electrical Connection

1. Ensure the power supply is switched OFF at the main circuit breaker.
2. Connect the water heater's power cord to a properly grounded electrical outlet.
3. Verify that the voltage and current ratings match the appliance's requirements.
4. The appliance includes a current leakage protection device. Ensure it is correctly installed and functional.

4. OPERATING INSTRUCTIONS

Once installed and filled with water, your Havells Gero water heater is ready for operation.

4.1 Initial Start-up

1. Ensure the water heater is completely filled with water (refer to Section 3.3). Operating an empty water heater will damage the heating element.
2. Switch ON the power supply to the water heater at the main circuit breaker.
3. The indicator light (if present) will illuminate, indicating that the heating process has begun.
4. Allow sufficient time for the water to heat up to the preset thermal output.

4.2 Temperature Control

The Havells Gero features a high precision thermostat control with a preset thermal output. This means the water heater will automatically maintain the water temperature within a safe and efficient range. There is no user-adjustable temperature dial on this model.

4.3 Normal Operation

The water heater will automatically cycle on and off to maintain the desired water temperature. Hot water will be available at your hot water taps as needed.

Note: *It is normal for the safety valve to occasionally discharge small amounts of water during heating cycles due to thermal expansion. Ensure the drain pipe is clear.*

5. MAINTENANCE

Regular maintenance ensures the longevity and efficient operation of your water heater. Always disconnect the power supply before performing any maintenance.

5.1 Draining the Water Heater

Draining may be required for long periods of non-use (e.g., vacations) or for servicing.

1. Switch OFF the power supply to the water heater.
2. Close the cold water inlet valve to the water heater.
3. Open a hot water tap in your home to relieve pressure.

4. Open the drain valve (usually located at the bottom of the water heater or via the safety valve) and allow water to drain completely through the drain pipe.

5.2 Descaling (Professional Service Recommended)

Over time, mineral deposits (scale) can build up inside the tank and on the heating element, reducing efficiency. It is recommended to have the water heater descaled by a qualified technician every 1-2 years, depending on water hardness.

5.3 Safety Valve Check

Periodically check the multi-functional safety valve by gently lifting the test lever. Water should flow out of the drain pipe. If no water flows, the valve may be blocked and requires professional attention. Release the lever to its original position.

Caution: Hot water may discharge during this test. Exercise extreme care.

5.4 Cleaning

Wipe the exterior of the water heater with a soft, damp cloth. Do not use abrasive cleaners or solvents.

6. TROUBLESHOOTING

Before contacting customer service, please refer to the following table for common issues and their solutions.

Problem	Possible Cause	Solution
No hot water	No power supply	Check circuit breaker and power connection.
	Heating element failure	Contact customer service.
	Thermostat malfunction	Contact customer service.
	Current leakage protection tripped	Reset the leakage protection device. If it trips repeatedly, contact customer service.
Insufficient hot water	High hot water demand	Allow more time for reheating.
	Scale buildup	Consider professional descaling.
Water leaking	Loose plumbing connections	Tighten connections (ensure power is off).
	Safety valve discharge	This is normal during heating. Ensure drain pipe is clear.
	Tank leakage	Immediately switch off power and water supply. Contact customer service.
Strange noises from heater	Sediment buildup	Consider professional descaling.
	Heating element issue	Contact customer service.

If the problem persists after attempting these solutions, please contact Havells customer service.

7. SPECIFICATIONS

Feature	Detail
Brand	Havells

Feature	Detail
Model	Gero
Type	Storage Water Heater
Capacity	15 Litres
Wattage	2000 Watts
Working Pressure	0.8 MPa (Max)
Mounting	Vertical
Colour	White
Safety Features	Current leakage protection, Multi-functional safety valve, High precision thermostat, Preset thermal output

8. WARRANTY AND SUPPORT

Your Havells Gero 15-Litre Storage Water Heater comes with a manufacturer's warranty. Please refer to the included Warranty Card for specific terms and conditions, including warranty period and coverage details.

8.1 Customer Service

For any product or service queries, installation assistance, or warranty claims, please contact Havells customer service:

- **Customer Service Number:** 18001031313
- **Website:** www.havells.com (or refer to the warranty card for regional contact details)

Free installation is provided by Havells in select cities. Please contact the brand customer service number for more details regarding installation services.

When contacting customer service, please have your product model number (Gero) and purchase details ready.