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### AO Smith HSE-SBS- 025

# A.O.Smith HSE-SBS-025 Storage 25 Litre Vertical Water Heater User Manual

Model: HSE-SBS- 025

## PRODUCT OVERVIEW

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The A.O. Smith HSE-SBS-025 is a 25-litre vertical storage water heater designed to provide a consistent supply of hot water. It features advanced technology for durability and energy efficiency, making it suitable for modern households. This manual provides essential information for the safe and effective use of your water heater.



Image: Front view of the A.O. Smith HSE-SBS-025 water heater, showing its white body with a blue panel and the accompanying wired remote controller displaying temperature.

## KEY FEATURES

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Your A.O. Smith water heater incorporates several key features designed for performance, safety, and longevity:

- **Blue Diamond Glass-Lined Tank:** Offers maximum protection against hard water corrosion, increasing the life of the water heater.
- **Glass-Coated Heating Element:** Helps prevent scale formation on the element surface, extending its lifespan.
- **Long-lasting Anode Rod:** A stainless steel core anode rod designed to protect the tank from corrosive elements, even in hard water conditions.
- **Wired Remote Controller:** Displays temperature and total energy consumed. Allows precise temperature setting between 25°C to 75°C.
- **Thermal Cutout:** Automatically cuts off power supply if water temperature exceeds the highest preset level, ensuring safety.
- **Safety Valve:** Designed to automatically relieve and discharge water if pressure or temperature overshoots preset limits.

- **Energy Efficient:** BEE 4-star rating, indicating high energy efficiency.

## A. O. SMITH ADVANTAGE...



**BLUE DIAMOND®  
GLASS LINING**



**GLASS COATED  
HEATING ELEMENT**



**DIGITAL DISPLAY  
& WIRED REMOTE  
CONTROL FOR  
CONVENIENCE**



**LONG-LASTING  
ANODE ROD**



**THERMAL CUTOUT  
AND SAFETY VALVE**

Image: Visual representation of the A.O. Smith water heater's key advantages, including its Blue Diamond glass lining, glass-coated heating element, digital display with remote control, long-lasting anode rod, and integrated thermal cutout and safety valve.

## SETUP AND INSTALLATION

Proper installation is crucial for the safe and efficient operation of your water heater. It is recommended to have the installation performed by a qualified technician.

### What's in the Box:

- 1 Vertical Storage Water Heater
- 1 Wired Remote Controller
- User Manual (this document)
- Mounting Screws

### Dimensions:

Before installation, ensure adequate space is available for the unit. The dimensions of the water heater are:

**Length:** 44.4 cm

**Width:** 44.4 cm

**Height:** 37.1 cm



Image: A diagram illustrating the physical dimensions of the A.O. Smith water heater, indicating a length of 444 mm, a width of 444 mm, and a height of 371 mm, shown relative to a human silhouette for scale.

### Installation Guidelines:

Free installation is provided by the brand in select cities (Bengaluru, Chennai, Hyderabad, Pune, Delhi, Noida, Gurgaon, Kolkata, Howrah, Hooghly). For other cities, installation by the brand is available for a fee. Please contact A.O. Smith customer service for detailed information and to schedule installation. Ensure that connecting hoses, inlet/outlet fittings, and any necessary demounting of old geysers are considered, as these may incur additional costs or require separate arrangements.

### OPERATING INSTRUCTIONS

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Operating your A.O. Smith water heater is straightforward with the wired remote controller.

### **Power On/Off:**

Use the power button on the wired remote controller to turn the unit on or off. The display will illuminate when the unit is active.

### **Temperature Setting:**

The wired remote controller allows you to precisely set the desired water temperature. The temperature can be adjusted between 25°C and 75°C. Refer to the remote controller's interface for specific buttons and indicators for temperature adjustment.

### **Monitoring Energy Consumption:**

The wired remote controller also displays the total energy consumed by the water heater, helping you monitor and manage your electricity usage.

## **MAINTENANCE**

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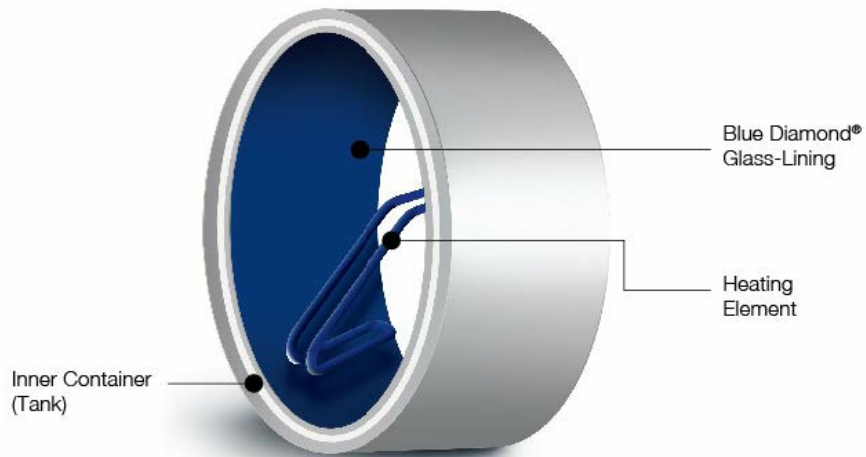
Regular maintenance ensures the longevity and optimal performance of your water heater.

- **Tank and Element Protection:** The Blue Diamond Glass Lining and Glass-Coated Heating Element are designed to minimize scale and corrosion. However, periodic inspection by a qualified technician is recommended, especially in areas with very hard water.
- **Anode Rod Check:** The anode rod protects the tank from corrosive elements. Its lifespan is extended by its specialized design, but it should be checked periodically and replaced if necessary by a service professional.
- **Safety Valve Operation:** Periodically check the safety valve by lifting the lever to ensure it operates freely. Follow manufacturer guidelines for this procedure to avoid injury or property damage.
- **Cleaning:** Keep the exterior of the water heater clean using a soft, damp cloth. Do not use abrasive cleaners or solvents.

# THE BLUE DIAMOND® STORY.

A. O. Smith was credited with the invention of the glass-lined water heater tanks in 1936. After this, the next breakthrough was the Blue Diamond® technology in 2004. In this technology, a specially formulated glass frit is bonded to the steel through a complex process that is carried out at over 800°C. The Blue Diamond® Glass-Lining technology reduces scaling accumulation on the tank caused by minerals, corrosion due to hard water. It also enhances the strength and durability of the tank.

All A. O. Smith water heaters come with Blue Diamond® Glass-Lining technology, replacing the earlier water heaters that were prone to rusting, corrosion and scaling due to the contact between hot water and steel.



This Blue Diamond® technology provides twice the corrosion resistance compared to industry standards and increases the life span of the tank.

Image: An illustration detailing the "Blue Diamond® Glass-Lining" technology, showing a cross-section of the inner tank with the glass lining and heating element, explaining its role in corrosion resistance.

## TROUBLESHOOTING

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This section provides solutions to common issues you might encounter. For problems not listed here, or if issues persist, contact customer support.

Problem	Possible Cause	Solution
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Problem	Possible Cause	Solution
No hot water or insufficient hot water.	<ul style="list-style-type: none"> <li>• Power supply interrupted.</li> <li>• Temperature setting too low.</li> <li>• Thermal cutout activated.</li> <li>• Heating element failure.</li> </ul>	<ul style="list-style-type: none"> <li>• Check power connection and circuit breaker.</li> <li>• Increase temperature setting on remote controller.</li> <li>• Contact service technician for reset/inspection.</li> <li>• Contact service technician for replacement.</li> </ul>
Water is too hot.	<ul style="list-style-type: none"> <li>• Temperature setting too high.</li> <li>• Thermostat malfunction.</li> </ul>	<ul style="list-style-type: none"> <li>• Decrease temperature setting on remote controller.</li> <li>• Contact service technician.</li> </ul>
Loud crackling noise during operation.	<ul style="list-style-type: none"> <li>• Sediment buildup in the tank.</li> </ul>	<ul style="list-style-type: none"> <li>• This can be normal during heating as water expands, but excessive noise may indicate sediment. Contact service for descaling.</li> </ul>
Water leaking from the unit.	<ul style="list-style-type: none"> <li>• Loose connections.</li> <li>• Pressure relief valve discharge.</li> <li>• Tank rupture (serious).</li> </ul>	<ul style="list-style-type: none"> <li>• Tighten connections (if safe to do so).</li> <li>• Check water pressure; if consistently high, contact plumber.</li> <li>• Immediately turn off power and water supply, contact service.</li> </ul>

## SPECIFICATIONS

Attribute	Detail
Brand	AO Smith
Model Number	HSE-SBS- 025
Type	Storage Water Heater
Capacity	25 Litres
Wattage	2000 Watts
Voltage	230 Volts
Pressure Rating	8 Bars
BEE Rating	4 Star

Attribute	Detail
Inner Tank Material	Blue Diamond Glass Lined Tank
Outer Body Material	ABS
Mounting Type	Wall
Item Weight	16 kg 900 g
Item Dimensions (LxWxH)	44.4 x 44.4 x 37.1 Centimeters

## WARRANTY INFORMATION

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A.O. Smith provides comprehensive warranty coverage for your water heater:

- **Inner Tank:** 7 years warranty.
- **Glass Coated Heating Element:** 2 years warranty, extendable to 4 years if registered within the first 60 days of purchase.
- **All Other Parts:** 2 years comprehensive warranty.

*Note: Warranty applies only if the water heater is purchased from an authorized dealer. Please retain your purchase receipt for warranty claims.*

## CUSTOMER SUPPORT

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For any queries, installation requests, service needs, or troubleshooting assistance, please contact A.O. Smith customer service:

**Customer Service Number:** 18001032468

For installation, please call the customer service number to schedule an appointment.