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› A. O. Smith HSE-SGS-015 15 Litre Vertical Storage Water Heater User Manual

A. O. Smith HSE-SGS-015

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Model: HSE-SGS-015

1. INTRODUCTION

This manual provides essential information for the safe and efficient operation, installation, and maintenance of your A. O. Smith HSE-SGS-015 15 Litre Vertical Storage Water Heater. Please read these instructions carefully before installation and use, and retain them for future reference.

The A. O. Smith HSE-SGS-015 is a 15-litre vertical storage water heater designed for domestic use, featuring a 3000-watt heating element for fast water heating and a 4-star BEE rating for energy efficiency.

2. SAFETY INFORMATION

WARNING: Failure to follow these safety instructions could result in property damage, serious injury, or death.

- Ensure the water heater is installed by a qualified technician in accordance with local codes and this manual.
- Do not operate the water heater if it is damaged or malfunctioning. Disconnect power immediately.
- Always ensure the water heater is filled with water before switching on the power supply to prevent damage to the heating element.
- The appliance must be properly earthed.
- Do not block the pressure relief valve. Regular inspection of the pressure relief valve is recommended.
- Keep flammable materials away from the water heater.
- Children should be supervised to ensure they do not play with the appliance.

3. PRODUCT FEATURES

Your A. O. Smith HSE-SGS-015 water heater incorporates advanced technology for durability, efficiency, and

safety:

- **Type:** Storage, Vertical Mount
- **Capacity:** 15 Litres
- **Wattage:** 3000 Watts for faster heating
- **Pressure Rating:** 8 Bars, suitable for high-rise buildings
- **BEE Rating:** 4 Star for energy efficiency
- **Inner Tank Material:** Blue Diamond Glass Lined Tank for 2X corrosion resistance.
- **Outer Body Material:** ABS Plastic
- **Heating Element:** Glass-Coated to prevent scale formation and extend life.
- **Anode Rod:** Long-lasting customized alloy rod for protection in hard water conditions, offering 2X lifespan compared to normal magnesium rods.
- **Safety Features:** Double Protection with Thermal Cut-Out and Multi-function Safety Valve.



Image: Overview of A. O. Smith HSE-SGS-015 water heater highlighting Blue Diamond Glass Lining, Glass Coated Heating Element, Express Heat, Long-lasting Anode Rod, Temperature Control, and Thermal Cutout and Safety Valve.



Image: Cross-section illustrating the Blue Diamond Glass-Lining inside the inner tank, providing enhanced corrosion resistance.

4. SETUP AND INSTALLATION

The installation of the A. O. Smith HSE-SGS-015 water heater requires professional expertise to ensure safety and proper functioning. It is recommended to contact an authorized A. O. Smith service technician for installation.

4.1 Unpacking

Carefully unpack the water heater and inspect for any transit damage. Report any damage to your dealer immediately. Retain all packaging materials until the unit is fully installed and tested.

4.2 Mounting

The water heater is designed for vertical wall mounting. Ensure the wall is strong enough to support the weight of the water heater when full (approximately 13 kg dry weight + 15 kg water = 28 kg). Use the included mounting screws and follow the provided template for drilling holes.



Image: Diagram showing the dimensions of the A. O. Smith HSE-SGS-015 water heater (37.3 cm x 37.3 cm x 34.8 cm) relative to a human figure, aiding in installation planning.

4.3 Plumbing Connections

1. Connect the cold water inlet pipe to the blue marked inlet connection on the water heater.
2. Connect the hot water outlet pipe to the red marked outlet connection.
3. Install the multi-function safety valve (pressure relief valve) on the cold water inlet line as per local regulations. Ensure the discharge pipe from the safety valve is directed downwards and is free from obstructions.
4. Open the main water supply valve and allow the water heater to fill completely. Open a hot water tap in your home to purge air from the system. Close the tap once water flows steadily.

4.4 Electrical Connections

1. Ensure the main power supply is OFF before making any electrical connections.
2. Connect the water heater to a dedicated electrical circuit with appropriate earthing. The appliance requires a 250 Volts, 3000 Watts power supply.
3. Verify all connections are secure and insulated.

5. OPERATING INSTRUCTIONS

Once installed and filled with water, your A. O. Smith HSE-SGS-015 water heater is ready for operation.

5.1 Powering On

Switch on the main power supply to the water heater. The indicator light will illuminate, indicating that the heating process has begun.

5.2 Temperature Control

The water heater is equipped with a temperature control knob located on the front panel. Rotate the knob to adjust the desired water temperature. Settings typically range from 'Low' to 'High'.



Image: Front view of the A. O. Smith HSE-SGS-015 water heater, showing the temperature control knob with 'Low', 'Medium', and 'High' settings.

5.3 Heating Cycle

The 3000-watt heating element ensures rapid heating. The indicator light will turn off once the set temperature is reached. The water heater will automatically cycle on and off to maintain the desired temperature.

Quick hot water. Most energy efficient.

Experience 33% faster heating with the most energy efficient HSE-SGS water heater from A. O. Smith.



Image: Graphic highlighting the 'Express Heat' feature, indicating 33% faster heating for quick hot water and energy efficiency.

6. MAINTENANCE

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

6.1 Anode Rod Inspection/Replacement

The long-lasting anode rod protects the tank from corrosion. It should be inspected periodically (e.g., annually) by a qualified technician and replaced if significantly depleted. The lifespan of the anode rod can vary depending on water quality.

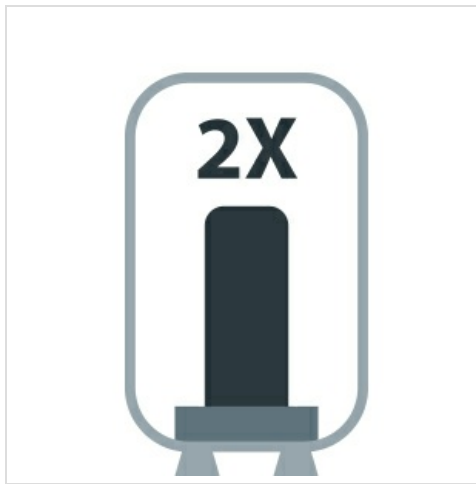


Image: Illustration of an anode rod, emphasizing its role in protecting the water heater tank and its 2X longer lifespan.

6.2 Draining the Tank

If the water heater is to be left unused for an extended period or if there is a risk of freezing, drain the tank. To drain, turn off the power, close the cold water inlet valve, open a hot water tap, and open the drain valve at the bottom of the water heater.

6.3 Cleaning

Periodically wipe the outer body of the water heater with a soft, damp cloth. Do not use abrasive cleaners or solvents.

7. TROUBLESHOOTING

Before contacting customer service, review the following common issues and their potential solutions.

Problem	Possible Cause	Solution
No hot water or insufficient hot water	• Power supply off • Thermostat set too low • Thermal cut-out tripped • Heating element failure	• Check power switch and circuit breaker • Adjust thermostat to a higher setting • Contact service technician to reset/inspect • Contact service technician for replacement
Water is too hot	Thermostat set too high	Adjust thermostat to a lower setting
Water leakage	• Loose plumbing connections • Faulty pressure relief valve • Tank leakage	• Tighten connections • Contact service technician for inspection/replacement • Contact service technician immediately
Unusual noise during operation	Sediment buildup in tank	Contact service technician for tank flushing

If the problem persists after attempting these solutions, please contact A. O. Smith customer support.

8. SPECIFICATIONS

Feature	Detail
Brand	A. O. Smith
Model Number	HSE-SGS-015
Capacity	15 Liters
Power Source	Electric
Wattage	3000 Watts
Voltage	250 Volts
Maximum Pressure	8 Bars
Mount Type	Wall (Vertical)
Item Weight	13 Kilograms
Product Dimensions (L x W x H)	37.3 cm x 37.3 cm x 34.8 cm
Inner Tank Material	Blue Diamond Glass Lined Tank
Outer Body Material	ABS Plastic
BEE Rating	4 Star
Included Components	Water Heater, User Manual, Mounting Screws

9. WARRANTY AND SUPPORT

9.1 Warranty Information

Your A. O. Smith HSE-SGS-015 water heater comes with the following warranty:

- **Inner Tank:** 7 years
- **Glass Coated Heating Element:** 2 years (with an additional 2 years extended warranty*)
- **Comprehensive Warranty:** 2 years on the entire product

*Extended warranty terms and conditions may apply. Please refer to your warranty card or contact customer support for details.

9.2 Customer Support

For installation requests, service, or any queries regarding your A. O. Smith water heater, please contact:

A. O. Smith India Water Products Pvt. Ltd.

Plot No. 300, Phase - 2, KIADB Industrial Area, Harohalli, Karnataka 562112

Customer Care: 1800 103 2468

