

ACTIVA Activa 25Ltr Hotline

ACTIVA 25L Storage Water Heater User Manual

Model: Activa 25Ltr Hotline

1. INTRODUCTION

Thank you for choosing the ACTIVA 25L Storage Water Heater. This manual provides essential information for the safe and efficient operation, installation, and maintenance of your new appliance. Please read these instructions carefully before use and retain them for future reference.

This water heater is designed for energy-efficient performance, featuring a 25-liter capacity, 2 KVA power, and a 5-star BEE rating. It incorporates advanced safety features and durable construction to provide reliable hot water.

2. SAFETY INFORMATION

Your safety is paramount. This geyser is equipped with multiple safety features to prevent overheating, electric shocks, and water leakage. Always adhere to the following safety guidelines:

- **Automatic Shut-off:** The geyser includes an automatic shut-off feature to prevent accidents due to overheating.
- **Pressure Release Valve:** A pressure release valve ensures safe operation, especially in high-pressure water supply environments.
- **Electrical Safety:** Ensure the appliance is properly grounded. Do not operate with damaged cords or plugs.
- **Water Supply:** Always ensure water supply before turning on the geyser. Only switch on after the tank is completely filled with water.
- **Installation:** Installation must be performed by a skilled electrician or qualified technician. Do not attempt self-installation.
- **Flammable Materials:** Do not store or use flammable materials near the geyser.
- **Power Supply:** Turn off the power supply when the geyser is not in use or during maintenance.

Instant Heating Power Saving Low Electricity Bill

activa[®]



Image: ACTIVA 25L Water Heater highlighting safety features and internal components.

3. PRODUCT FEATURES

The ACTIVA 25L Storage Water Heater is engineered with advanced technology for superior performance and durability:

- **Energy Efficient Performance:** Designed for energy conservation with an advanced thermostat and high-quality insulation. It efficiently retains heat, reducing the need for constant reheating and lowering electricity consumption. Certified energy-efficient with a BEE 5-star rating (valid from Jan 2023 - Dec 2025).
- **Fast Heating Technology:** Equipped with a powerful 2000 Watt extra-thick heating element, ensuring rapid water heating for on-demand hot water.
- **Durable Construction:** Features a seven-tank processed sheet metal powder-coated body with ABS top and bottom, providing excellent resistance against rust and corrosion.
- **Corrosion Protection:** An extra-thick sacrificial magnesium anode rod offers an additional layer of protection against corrosion, significantly prolonging the water heater's lifespan.
- **Adjustable Temperature Control:** An advanced capillary thermostat allows you to precisely control the water temperature according to your comfort and seasonal requirements.

- **Quality Components:** Includes an extra heavy-duty 2KVA ISI marked element designed to resist scale formation.



Image: Detailed view of the ACTIVA 25L Water Heater highlighting the powerful heating element, sacrificial magnesium anode, and advanced capillary thermostat.



**HOT WATER
ANYTIME YOU NEED IT**



Safety Assured



Fire-retardant
Power Cord



Suitable For Hard
Water Usage

Image: ACTIVA 25L Water Heater showcasing its 5-star BEE energy rating for efficient performance.

4. SETUP AND INSTALLATION

Proper installation is crucial for the safe and efficient operation of your water heater. **Product installation is to be done by the customer.** It is highly recommended to engage a skilled electrician or qualified technician for installation to ensure compliance with local codes and safety standards.

Installation Precautions:

1. Ensure water supply is connected and the tank is full before turning on the geyser.
2. Do not attempt to install the geyser yourself unless you are a skilled electrician.
3. Ensure there are no flammable materials around the geyser.
4. Turn off the main power supply when the geyser is not in use or during installation.
5. Read the entire manual carefully before commencing installation.
6. Install the geyser at the appropriate height and location as per the provided guidelines and local regulations.



HOT WATER ANYTIME YOU NEED IT



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Image: ACTIVA 25L Water Heater with dimensions (36cm width, 63cm height) and key installation precautions.

5. OPERATING INSTRUCTIONS

Operating your ACTIVA 25L Storage Water Heater is straightforward:

- **Filling the Tank:** Before switching on, ensure the water heater tank is completely filled with water. Open a hot water tap in your home to allow air to escape and water to fill the tank. Close the tap once water flows steadily.
- **Power On:** Switch on the main power supply to the geyser.
- **Adjusting Temperature:** Use the adjustable outer thermostat to set your desired water temperature. Turn the knob to increase or decrease the heat level. The geyser will automatically heat the water to the set temperature and maintain it.
- **Indicator Lights:** Observe the indicator lights (if present) for power and heating status.
- **Power Off:** When not in use for extended periods, it is advisable to turn off the power supply to the geyser to save energy and enhance safety.



Image: ACTIVA 25L Water Heater installed above a sink, ready for use.

6. MAINTENANCE

Regular maintenance ensures the longevity and efficient performance of your water heater:

- **Anode Rod Inspection:** The sacrificial magnesium anode rod protects against corrosion. It should be inspected annually and replaced if significantly depleted. This helps prolong the life of the water heater tank.
- **Draining and Cleaning:** Periodically drain the water heater to remove sediment buildup. This can improve efficiency and prevent corrosion. Consult a technician for this procedure.
- **External Cleaning:** Clean the exterior of the geyser with a soft, damp cloth. Do not use abrasive cleaners or solvents.
- **Professional Check-up:** Consider an annual professional check-up to ensure all components are functioning correctly and safely.

7. TROUBLESHOOTING

If you encounter issues with your ACTIVA 25L Storage Water Heater, refer to the following common troubleshooting

tips:

- **No Hot Water:** Check if the power supply is on. Ensure the thermostat is set to a desired temperature. Verify if the water supply valve is open.
- **Insufficient Hot Water:** The thermostat setting might be too low, or the tank capacity might be insufficient for current demand. Allow more time for heating.
- **Water Leaks:** Turn off the water supply and power immediately. Contact customer support or a qualified technician.
- **Unusual Noises:** Sediment buildup can cause rumbling noises. Draining and flushing the tank may resolve this. If noises persist, contact a technician.
- **Automatic Shut-off:** If the geyser frequently shuts off, it might indicate overheating due to a faulty thermostat or element. Discontinue use and contact customer support.

For any persistent issues, please contact ACTIVA customer support.

8. SPECIFICATIONS

Feature	Detail
Brand	ACTIVA
Model Number	Activa 25Ltr Hotline
Capacity	25 litres
Power Source	Corded Electric
Wattage	2000 Watts
Efficiency	5 Star BEE Rating
Maximum Pressure	6.5 Bars
Mount Type	Wall
Colour	Ivory
Material Type	Cast Iron (Body), Stainless Steel (Tank)
Product Dimensions (W x H)	83W x 116H Centimeters (Note: This dimension seems incorrect for a 25L geyser, likely referring to packaging or a different product. Please refer to actual product for precise dimensions.)
Item Weight	4.5 Kilograms
Special Features	Anti-Rust Coating, HD ISI Element, Adjustable Outer Thermostat

9. WARRANTY AND SUPPORT

ACTIVA provides comprehensive warranty and support for your water heater:

- **Warranty:** 5 Year Assured Warranty on the tank and 1 Year on electrical components. Warranty service is provided through our Authorized Service Center only.
- **Service Process:** For repairs, the customer is responsible for sending the product to a service center. The product will be repaired at the service center.
- **Customer Support:** For any queries or support, please call us at:[9999427599](tel:9999427599).

10. PRODUCT OVERVIEW VIDEO

Watch this video for a visual overview of the ACTIVA 25L Storage Water Heater's features and benefits.

Your browser does not support the video tag.

Video: ACTIVA 25L Storage Water Heater product overview, showcasing its design, features, and key specifications.