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## USHA AquaBuddy Neo 10L

# USHA AquaBuddy Neo 10L Storage Water Heater User Manual

Model: AQUA BUDDY NEO 10L | Brand: USHA

## 1. Introduction

Thank you for choosing the USHA AquaBuddy Neo 10L Storage Water Heater. This manual provides essential information for the safe installation, operation, and maintenance of your appliance. Please read these instructions carefully before using the water heater and retain them for future reference.




Image 1.1: Front view of the USHA AquaBuddy Neo 10L Storage Water Heater.

## 2. Safety Instructions

To ensure safe operation and prevent injury or damage, always adhere to the following safety precautions:

- **Electrical Safety:** Ensure the water heater is connected to a properly grounded electrical outlet. Do not use extension cords. Disconnect power before any maintenance or repair.
- **Water Pressure:** The appliance is designed for a maximum pressure of 8 bars. Ensure your water supply pressure is within this limit.
- **Installation:** Installation must be performed by a qualified technician in accordance with local regulations and this manual. Do not attempt self-installation if you are not qualified.
- **Temperature Control:** Do not tamper with the thermostat. Set the temperature to a safe level to prevent scalding.
- **Children and Vulnerable Persons:** This appliance is not intended for use by persons with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction.

- **Overheat Protection:** The unit includes overheat protection. If activated, contact service.
- **Water Leakage:** Regularly inspect for any signs of water leakage. If leakage occurs, immediately turn off the water supply and power, then contact service.




Image 2.1: Diagram highlighting key safety features of the water heater.

## 3. Product Overview and Features

The USHA AquaBuddy Neo 10L is a high-efficiency storage water heater designed for reliable hot water supply. Key features include:

- **Copper Heating Element:** Ensures fast, safe, and reliable hot water with extended lifespan.
- **5-Star BEE Rating:** Provides energy-efficient performance, contributing to lower electricity bills.
- **Whirl Flow Technology:** Optimizes water circulation for faster heating and enhanced energy efficiency.
- **Magnesium Anode Protection:** Prevents tank corrosion and extends the product's operational life.

- **High Water Pressure Protection:** Designed to withstand high water pressure up to 8 bars.
- **Overheat Protection:** Automatic shut-off mechanism to prevent overheating.
- **Pilot Light Button:** Indicates operational status.
- **Rustproof Design:** Constructed with materials and coatings to resist rust and corrosion.
- **Glassline-Coating:** Internal tank coating to resist corrosion and prolong heater life.




Image 3.1: Features: Glassline-Coating and Whirl Flow Technology.




Image 3.2: Key components and technologies: CopperPro, Whirl Flow, CE Thermostat.

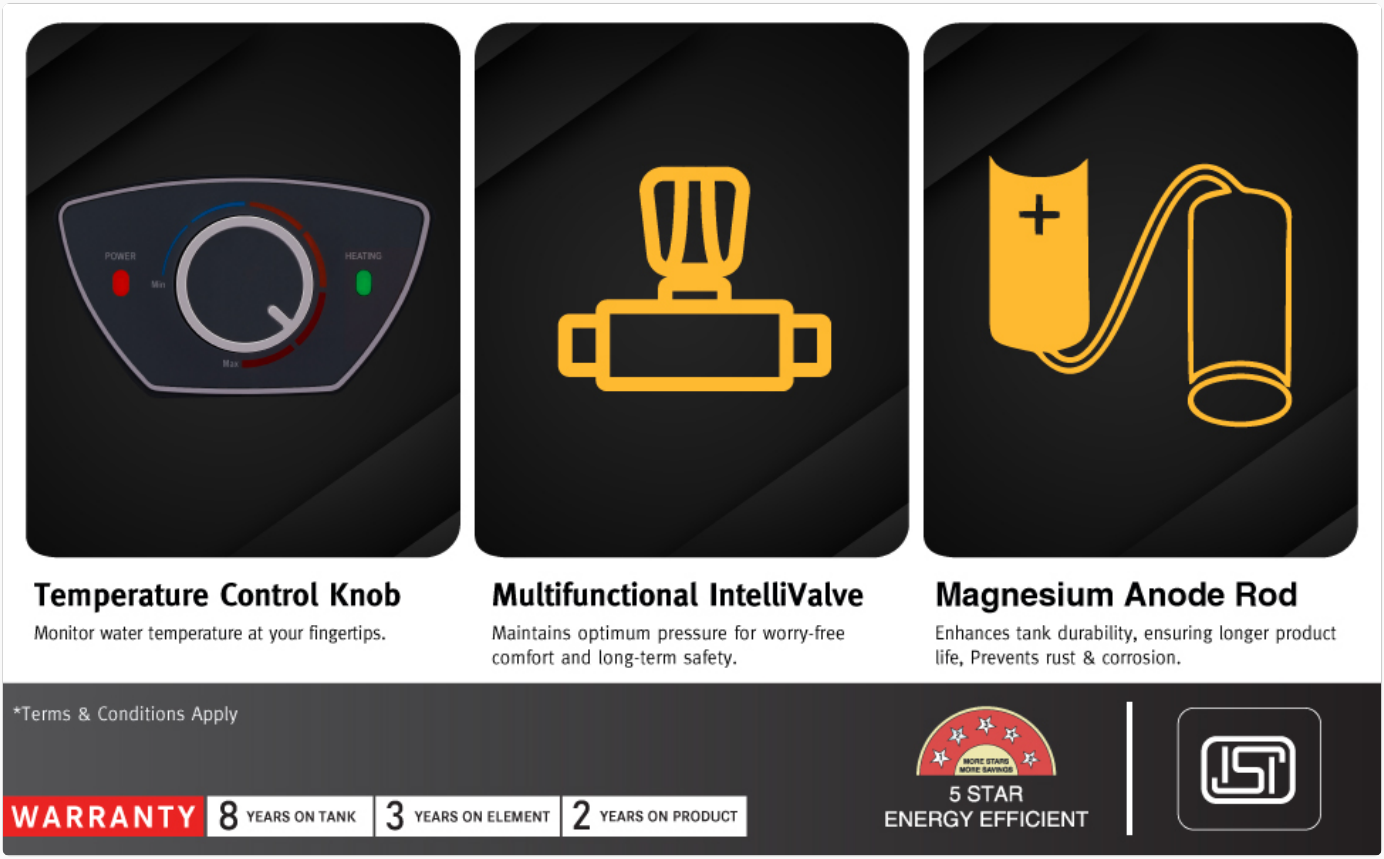



Image 3.3: Control and protection features: Temperature Control Knob, IntelliValve, Magnesium Anode Rod.

## 4. Installation

The USHA AquaBuddy Neo 10L water heater is designed for wall mounting. It is crucial that installation is carried out by a qualified and authorized technician to ensure safety and proper functioning. The installation kit is included with the

product.

### 4.1 Pre-Installation Checks

- Verify that the wall can support the weight of the water heater when full.
- Ensure adequate space for maintenance and ventilation around the unit.
- Confirm that the electrical supply matches the appliance's requirements (230V AC, 2000W).
- Check water inlet and outlet connections for compatibility.

### 4.2 Mounting and Connections

Follow the detailed instructions provided in the separate installation guide included with your product. This typically involves:

1. Marking drilling points on the wall.
2. Securely mounting the water heater using the provided brackets and fasteners.
3. Connecting the cold water inlet and hot water outlet pipes.
4. Connecting the electrical wiring to a dedicated, grounded circuit.
5. Filling the tank with water before switching on the power.

## 5. Operating Instructions

Operating your USHA AquaBuddy Neo 10L water heater is straightforward:

### 5.1 Initial Start-up

1. Ensure the water heater tank is completely filled with water by opening a hot water tap until water flows steadily.
2. Switch on the main power supply to the water heater.
3. The pilot light will illuminate, indicating that the heating process has begun.

### 5.2 Temperature Adjustment

- Use the temperature control knob located on the front panel to set your desired water temperature.
- Turning the knob clockwise typically increases the temperature, while counter-clockwise decreases it.
- Allow sufficient time for the water to heat up to the selected temperature.

### 5.3 Shutting Down

- To turn off the water heater, simply switch off the main power supply.
- For extended periods of non-use, it is recommended to also turn off the water inlet valve.

## 6. Maintenance

Regular maintenance ensures the longevity and efficient operation of your water heater.

- **External Cleaning:** Clean the exterior of the water heater with a soft, damp cloth. Do not use abrasive cleaners or solvents.
- **Anode Rod Inspection:** The magnesium anode rod protects the tank from corrosion. It should be inspected and replaced periodically (typically every 1-2 years, depending on water quality). This task should be performed by a qualified technician.
- **Descaling:** In areas with hard water, mineral deposits (scale) can accumulate inside the tank and on the heating

element, reducing efficiency. Periodic descaling by a service professional may be necessary.

- **Pressure Release Valve:** Periodically check the pressure release valve to ensure it is not blocked. Consult a technician for this check.

## 7. Troubleshooting

Before contacting customer service, refer to the following common issues and their potential solutions:

| Problem | Possible Cause | Solution |
|---|---|---|
| No hot water | No power supply; Thermostat set too low; Overheat protection activated. | Check power switch/circuit breaker; Adjust thermostat; Contact service if overheat protection is active. |
| Water not hot enough | Thermostat set too low; High hot water consumption; Scale buildup. | Increase thermostat setting; Allow more recovery time; Consider descaling by a technician. |
| Water leakage | Loose connections; Faulty pressure relief valve; Tank corrosion. | Turn off water and power immediately; Tighten connections if accessible; Contact service for further inspection. |
| Unusual noise | Sediment buildup in tank; Loose components. | Contact service for inspection and potential descaling. |

For issues not listed or if solutions do not resolve the problem, please contact USHA customer support.

## 8. Specifications

Technical specifications for the USHA AquaBuddy Neo 10L Storage Water Heater:

| Feature | Specification |
|---|---|
| Brand | USHA |
| Model Number | AQUA BUDDY NEO 10L |
| Capacity | 10 Liters |
| Power Source | Corded Electric |
| Wattage | 2000 Watts |
| Voltage | 230 Volts (AC) |
| Product Dimensions (W x H) | 32.5W x 44H Centimeters |
| Item Depth | 38.5 Centimeters |
| Item Weight | 8200 Grams |
| Maximum Pressure | 8 Bars |
| Mount Type | Wall |
| Material Type | Plastic (Outer Body) |
| Energy Rating | 5 Star BEE Rating |




Image 8.1: BEE Power Savings Guide label.

## 9. Warranty and Support

Your USHA AquaBuddy Neo 10L Storage Water Heater comes with a comprehensive warranty:

- **Tank:** 8 Years
- **Heating Element:** 3 Years
- **Product:** 2 Years

For warranty claims, technical assistance, or service requests, please contact USHA customer support:

- **Toll Free No.:** 1800 1033 111
- **Manufacturer Address:** Usha International Limited, Registered Office: Surya Kiran Building, 19 K.G. Marg, New Delhi-110 001, India.

## 10. What's in the Box

Upon unpacking, you should find the following items:

- 1N Water Heater Unit
- 1N Installation Kit
- 1N User Manual

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