

Pre-Installation Literature

On Receipt

It is our policy to promote safe delivery of all orders. This product shipment has been thoroughly checked, packed and quality certified before leaving our factory.

Visible Loss or Damage

If any of the goods called for on the bill of lading or express receipt are damaged or the quantity is short, do not accept them until the freight or express delivery agent makes an appropriate notation on your freight bill or receipt.

Concealed Loss or Damage

When a shipment has been delivered to you in apparent good condition, but upon opening the packaging if any loss or damage has taken place while in transit, inform the carrier's agent / A. O. Smith representative immediately.

About this manual

This manual is a guide to good practice for operating and periodic maintenance of the A. O. Smith U2 Pro/U2 Pro\* Water Purifier.

This does not contain the full servicing procedures necessary for continued successful operation of this product. The services of A. O. Smith Company Authorised Service Technician must be employed periodically on the same. Do not operate before reading manual supplied with this product.

Please follow instructions in this manual to ensure personal safety and proper operation of this product. A. O. Smith assumes no liability for installation or servicing performed by any unauthorised personnel. Always install, operate, inspect and maintain this product in accordance with all applicable standards. Please store this user manual carefully for any future reference.

Disposal of this Product

(Waste Electrical and Electronic Equipment)



This marking on the product, accessories or User Manual indicates that the product and its electronic accessories (e.g. Remote, batteries and other replaceable electronic accessories) should not be disposed of with other household waste at the end of their working life. To prevent possible harm to the environment or human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable re-use of material resources.

Household users should contact their local government office, for details of where and how they can take these items for environmentally safe recycling. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

1

Introduction

UV is a proven disinfection technology used in water purification which delivers micro-biologically safe water. The germicidal lamp inside the UV emits ultraviolet energy that has the capacity to alter the nucleic acid (DNA) of viruses and bacteria so they cannot reproduce and are thereby considered inactivated. The A. O. Smith U2 Pro/U2 Pro\* Water Purifier incorporating UV purification technology produces germ-free potable water for drinking.

How does the A. O. Smith U2 Pro/U2 Pro\* Water Purifier work?

A. O. Smith U2 Pro/U2 Pro\* Water Purifier has 6 stages of purification system, wherein the water is passed through the various stages and progressively filtered to get purified water which is stored in the in-built storage tank.

Stage 1 – Pre-filter

The Pre-filter is used to remove physical contaminants such as dirt, dust, soil particles, turbidity present in the water. This improves the life of the Sediment filter.

Stage 2 – Sediment filter

The Sediment filter is used to remove fine and coarse physical contaminants present in the water. This improves the life of the CB filter.

Stage 3 – CB (Carbon block) filter

In this stage water is passed through CB (Carbon block) filter, which reduces harmful chemicals like pesticides, volatile organic compounds, residual chlorine etc. It also adsorbs bad taste and odour causing organic compounds from water.

Stage 4 – UV LED

In this stage water is passed through UV housing wherein UV rays disinfects the water by eliminating water-borne disease causing micro-organisms like bacteria and virus making it healthy for drinking.

Stage 5 and Stage 6 – CFM

In the final stage Copper fortification technology fortify the goodness of copper in water and carbon acts as polisher to enhance the taste of water.

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General Instructions

Safety

Your safety and the safety of your loved ones is paramount to us. There are several safety related messages in this manual, which have been provided during various steps such as the installation, operation and maintenance of your A. O. Smith U2 Pro/U2 Pro\* Water Purifier. These messages point out potential hazards and also educate on how to reduce any potential risks. Please always read and follow all safety messages as provided in this user manual.

	This is the safety alert symbol. This symbol alerts you to potential hazards that can hurt you and others. All safety messages will follow the safety alert symbol and either the word "DANGER" or "WARNING".
	Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.
	Indicates a potentially hazardous situation, which if not avoided, could result in death or serious injury.
	Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury or property damage.

IMPORTANT

These instructions have been written as a guide for the proper installation and operation of your A. O. Smith U2 Pro/U2 Pro\* Water Purifier. A. O. Smith will not accept any liability where these instructions have not been followed. However, for your safety and to avoid damage caused by improper installation, it is recommended that Water Purifier must be installed by A. O. Smith Company Authorised Service Technician only.

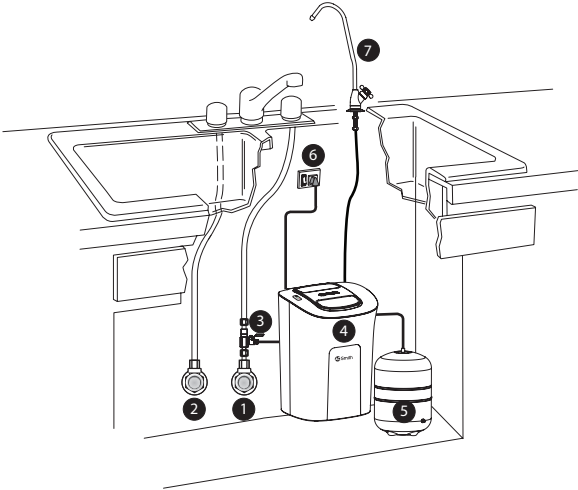
Before proceeding with the installation instructions:

1. Inspect the A. O. Smith U2 Pro/U2 Pro\* Water Purifier and its component parts for possible damage. Do Not install or attempt to repair any damaged component parts. If you detect any damage in the A. O. Smith U2 Pro/U2 Pro\* Water Purifier, please contact the dealer where the Water Purifier was purchased or call A. O. Smith Customer Care Centre.
2. Verify that the voltage being supplied corresponds to that which is mentioned in the A. O. Smith U2 Pro/U2 Pro\* Water Purifier manual.

2

Installation Overview

Figure 1



Part	Description
1	Normal water supply
2	Hot water supply
3	Ball valve
4	U2 Pro/U2 Pro* Water Purifier

Part	Description
5	Storage tank*
6	Power plug
7	Goose-neck faucet

**Note:** The Ball valve and Goose-neck faucet comes along with the product as standard accessories.

\* Storage tank is applicable only for U2 Pro\* model.

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A. O. SMITH ADVANTAGES



6 stage Purification powered by Next Gen UVC Led for safe, healthy drinking water



Copper Mineraliser enriches water with the goodness of copper for healthy hydration



Under the counter Placement for a clutter-free, minimalist kitchen



1 year Comprehensive Warranty for a complete peace of mind



Convenient Gooseneck Faucet Design for easy access to purified water all day long



Elevate your standard of purity. With our TwinPure System, stored water in U2 Pro\* undergoes dual UV purification delivering crystal-clear, microbe-free and safeguarding your health with every drop.

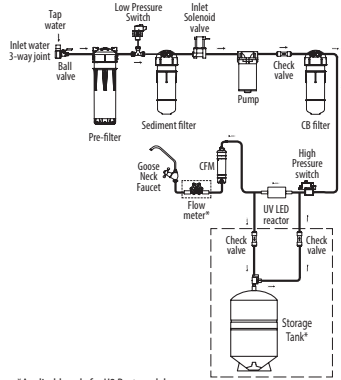


Since 1874

Product colour and image may vary from the actual product.  
Part No. : 335300-186\_A Date: 02-07-2025

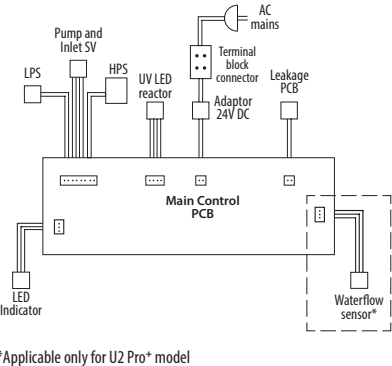
Water flow

Figure 2



Electrical diagram

Figure 3



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**AC Smith**  
Innovation has a name.

**Water Purifier**  
U2 Pro/U2 Pro Plus



User Manual

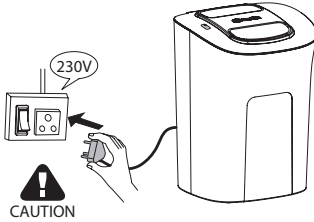
Safety Precautions

Electrical Safety

Even though this product is designed keeping highest safety standards in mind, there are certain Do's and Dont's which need to be followed while using this product.

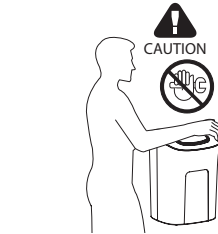
Power plug must be used with a grounded 230 V outlet. It is recommended to connect the product to the power supply only with the plug that is provided with the purifier.

Figure 4



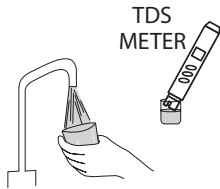
Product should be installed only by A. O. Smith Company Authorised Service Technician. Do not open the purifier for cleaning the filters or for any part replacements. This must be done only by A. O. Smith Company Authorised Service Technician.

Figure 5



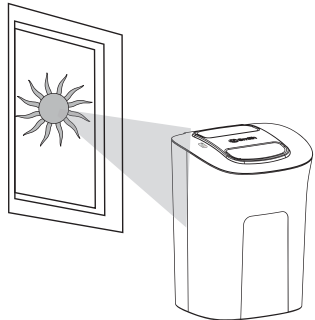
Make sure that the feed water is tested before installation. Do not install the product if the TDS and Hardness are more than that prescribed in the recommended feed water conditions (Refer Page 11).

Figure 6



Install the product away from direct sunlight.

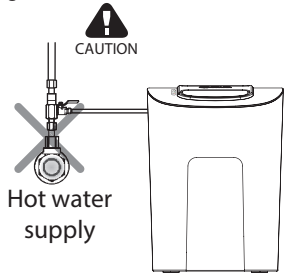
Figure 7



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Do not connect hot water supply to the purifier. Make sure that the inlet water temperature to the purifier should be between 5°C to 45°C.

Figure 8



Do not place any chemicals, thinner, soap or any other cleaning items on the purifier.

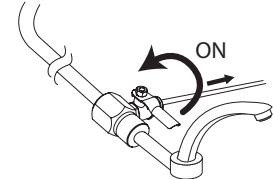
Figure 9



## How to use

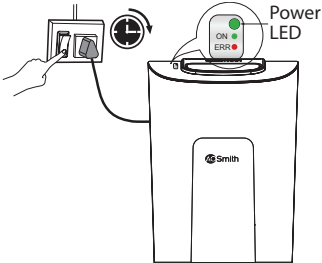
1. Turn ON the water connection through the ball valve.

Figure 10



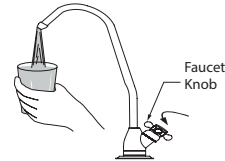
2. Switch ON the power supply. Power LED glows in red colour for 5 seconds and then change to green colour as shown in figure.

Figure 11



3. Turn the faucet knob in anti-clockwise direction to dispense water from the storage tank. When the water is dispensed from the storage tank, the water is passed through UV LED reactor everytime before dispensing, thereby ensuring the water is fresh all the time for drinking.

Figure 12



Note:

- Discard two tanks of pure water through faucet, before you start using it for consumption (Applicable only for U2 Pro\* model).
- Make sure to discard the water from the storage tank (Applicable only for U2 Pro\* model) if you have not used the purifier for more than 2 days.

Cleaning of Tank (Applicable only for U2 Pro\* model)

Switch off the purifier and drain purified water tank water completely. Bypass the Copper fortified mineralizer filter and connect faucet after the pressure tank. In a beaker or container, dissolve one A. O. Smith disinfectant tablet in 50 ml water and slowly inject dissolved solution slowly drop by drop into the tank using a 50 ml disposable syringe. Upon completion of the transfer of disinfectant solution, close the faucet and switch on the purifier. Allow purifier to fill the tank and keep the system idle for 5 minutes. Discard the water through the faucet and remove any excess water. Switch on the unit and drain one tank of water through faucet before consuming. As per the water flow diagram, reconnect the fortified mineralizer filter in its original position.

Frequency of cleaning: Once in a year along with annual maintenance.

## Troubleshooting

Your A. O. Smith U2 Pro/U2 Pro\* Water Purifier may not function at its desired capability if used incorrectly. This may not necessarily mean that the product is faulty. For instances like these, please follow the steps given below to troubleshoot the problem without the help from a certified technician. If the problem still persists, please call Customer Care Centre immediately.

Problems	Possible Cause(s)	Solution
Change in water taste	Filters may require replacement.	Call Customer Care Centre for Filters replacement.
	Has the raw water quality changed?	Call Customer Care Centre.
Decreased flow of purified water	Check whether the tap/ ball valve is closed.	Open the tap/ball valve.
	Filters may be clogged or damaged.	Call Customer Care Centre for Filters replacement.
Less / No purified water.	Check whether there is water supply in the tap.	If not, take the help of a plumber to set it right.
	Check whether tap/ball valve is closed.	Open the tap/ball valve.
	None of the above.	Call Customer Care Centre.
Power LED blinks in green colour continuously	Low Pressure Error	Switch OFF the Water Purifier and call Customer Care Centre.
Buzzer beeps and Power LED blinks in red colour continuously	UV LED Error	Switch OFF the Water Purifier and call Customer Care Centre.
Buzzer beeps, Power LED toggles green and red colour continuously	Battery Error/RTC Error	Switch OFF the Water Purifier and call Customer Care Centre.
Buzzer beeps and Power LED blinks in green colour continuously	Water Leakage Error	Switch OFF the Water Purifier and call Customer Care Centre.
Buzzer beeps (while dispensing water) and Power LED glows in red colour.	Filters life is about to end.	Call Customer Care Centre for filters replacement.

## Recommended input Feed water quality for the optimum performance of your product

*Recommended Feed Water Quality	
Parameter	Limits
Total Dissolved Solids (TDS)	Up to 250 ppm
Total hardness	Up to 120 ppm
Turbidity	Up to 5 NTU
Iron	0.3 ppm (max.)
Feed water pressure	5 psi to 30 psi
Feed water temperature	5°C to 45°C

\*The performance of the all filters depends on the input water conditions as mentioned above.

## Warranty details/recommended filter change:

As per the warranty, all the filters needs to be replaced when the Power LED blinks (Refer page 7) after 6000 litres of water consumption or 1 year whichever comes first.

Consumable Filters	Average Service Life
Pre-filter	6000 litres*
Sediment filter	6000 litres*
CB (Carbon block) filter	6000 litres*
Copper Fortified Mineralizer *	6000 litres*

\*The filter media used will not cause any of the parameters in the purified water to exceed acceptable limits specified in IS 10500 (2012).

\*As per standard test conditions. Filters are designed for 6000 litres of purified water.

## Warranty Terms and Conditions

### Product Warranty

A. O. Smith India Water Products Private Limited ("A. O. Smith or Company") warrants this Water Purifier ("product") against the defects arising from faulty design, workmanship and material subject to the following terms and conditions:

1. All electrical, functional parts and UV LED are warranted for one (1) year from the date of original purchase. UV LED will be covered for any material damage and malfunctioning, if TDS < 250 ppm and Hardness < 120 ppm.
2. The customer shall notify the Company promptly about any defects noticed and give the Company or its representative adequate opportunity to inspect, test and

rectify. Customer shall handover the product, if necessary, with the Company office/Authorised service provider along with invoice in the city where it was purchased.

3. The customer shall notify the company if there is no pure water from the faucet. The Company or its representative will inspect and recommend if any filters need to be replaced.
4. The Company or its representative will be entitled to retain any defective parts replaced under warranty on free of charge basis.
5. The Company's liability under the warranty will be limited only to the product and its defects which occur under conditions of normal operations, under proper usage and maintenance. It excludes defects occurring due to abuse, faulty care, maintenance, repair or alteration to the product or to its parts by unauthorised personnel.
6. The Company's liability under this warranty shall be limited to the first purchaser/ end user and will not apply to subsequent sale by original purchaser/end user. However, repaired part(s) will be warranted for the remaining period of original warranty term.
7. It is mandatory to provide the original bill/invoice copy along with duly stamped warranty card at the time of any repair work being done by authorised representative. Date of original purchase is determined by the date of the original bill/invoice copy. However, if invoice/bill is not found with customer, customer data with the Company records will be used to determine the date of original purchase and will be treated as final. If details are not found from the Company records, manufacturing warranty as per the product serial number will be used as date of original purchase.
8. While A. O. Smith will make reasonable efforts to carry out repairs/replacement of parts under warranty within reasonable time, it is expressly made clear that A. O. Smith shall not be responsible to complete the said services within any specified period of time.
9. In the event of any unforeseen circumstances, and spares are not being available, the A. O. Smith's prevailing depreciation rules will be binding on customer to accept as commercial solution in lieu of repairs.
10. If an identical model is no longer available due to a change in law, regulation, or standard, A. O. Smith will replace the product with one having a similar capacity and input. In these instances, the customer will have the option of paying the difference between what was paid for the original model and the new model with the additional features, or receiving a refund of the portion of the purchase price on a pro-rata basis allocable to the unexpired portion of the warranty. Company's decision will be final on repair, replacement or refund as aforesaid and Clause 11 and binding on the custom
11. Warranty is valid within Company Service Network coverage only. In case the customer moves to a non-coverage area, customer needs to bring the product to nearby services network location, Company shall not be responsible for providing services to non-service network area.
12. Notwithstanding anything contained in this warranty terms, the Company shall not be liable in case of failure to provide services under this warranty in case of any force majeure event, i.e., due or attributable to any act of God, orders, restrictions

or regulation of Government, Central or State, war working conditions, hostilities, riots, civil commotion, strike, lockout, labour trouble, explosion, insects, rodents or any other cause or circumstance of whatsoever nature beyond the control of A. O. Smith.

13. The customer will have no claim under this warranty in respect of any personal injury, sickness, illness, death, property damage or consequential damages, arising either directly or indirectly due to utilisation of product.
14. A. O. Smith reserves the right to make design and product changes or change the specification at anytime without any obligation to prospective buyers or customers or owners of products previously sold.
15. Warranty does not cover to any accessories provided by dealer or purchased by customer.
16. Warranty does not cover;
  - Plastic, cosmetic parts and exterior finish.
  - Consumable parts such as filters.
  - If defect or fault is caused or occurred due to improper installation by the customer or not installed as per A. O. Smith guidelines specified in product user manual.
  - If failure or damage due to plumbing or other arrangements like, usage of pressure pump, extension of power supply board, non-compatible power socket etc. connected to product. With regard to repairing the existing worn-out/ defective part(s) or replacing the same and ascertaining the presence of above circumstances, the decision of A. O. Smith shall be final. In any such event, A. O. Smith will submit a prior estimate for approval or bill for the work to be carried out at the rate prevailing at that time.
  - If product is repaired by unauthorised personnel and usage of non recommended parts or consumables.
  - If product serial number is missing or altered.
  - If damage is caused by pest infestation.
  - If the input water emits pungent smell.
  - If the input water is discoloured.
  - If product is used for commercial purpose.
  - It is recommended to keep the surroundings of the Water Purifier free from dust and other foreign objects (like insects, cockroaches, ants and other pests), as any damage occurring due to the ingress of these foreign objects will not be covered under warranty.
17. All implied warranties and conditions under law, trade, custom or otherwise are excluded and the warranty and remedies as provided herein-above are in lieu of all other warranties and remedies to the extent permissible under
18. NOTWITHSTANDING ANYTHING ELSE TO THE CONTRARY, THIS IS CUSTOMERS SOLE AND EXCLUSIVE WARRANTY. ALL OTHER WARRANTIES INCLUDING A WARRANTY OF MERCHANTABILITY OR FITNESS FOR PARTICULAR PURPOSE ARE EXPRESSLY DISCLAIMED. A. O. SMITH SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE OR OTHER INDIRECT DAMAGES. TOTAL LIABILITY ARISING AT ANYTIME SHALL NOT EXCEED THE PURCHASE PRICE PAID WHETHER BASED ON CONTRACT, TORT, STRICT LIABILITY OR ANY OTHER LEGAL THEORY.
19. The warranty is issued at Bangalore, and courts at Bangalore shall have exclusive jurisdiction over matters covered or flowing from this warranty.

Problems	Possible Cause(s)	Solution
Buzzer beeps continuously and Power LED glows in red colour.	Filters life ends.	Switch OFF the Water Purifier and call Customer Care Centre filters replacement.

Note: Call Customer Care No. 1860-500-2468.

## Technical Specifications

Model	A. O. Smith U2 Pro	A. O. Smith U2 Pro <sup>+</sup>
Product Dimensions (H x D x W)	324 mm x 230 mm x 236 mm	
Net Weight	4.2 kgs (approx.)	4.2 kgs (approx.)
Gross Weight	6.5 kgs (approx.)	9 kgs (approx.)
Storage tank capacity <sup>†</sup>	6 litres (approx.)	
Purification technology	UV LED + CFM	
6 Stage Purifying Technology	Pre-filter + Sediment filter + CB filter + UV LED + CFM.	
Material of construction for plastic parts	Food safe, non-toxic, engineering grade plastics	
Input Voltage	150 – 300 VAC, 50 Hz	
Power rating (Max)	36 Watts	
UV LED Power Rating	8 Watts (maximum)	
Pressure Rating*	5 psi to 30 psi	
Input water temperature	5°C to 45°C	

\* If input pressure exceeds 30 psi, a pressure reducing valve needs to be installed at the feed line. If the pressure is lower than 5 psi, a booster pump needs to be installed. Ensure you buy them from A. O. Smith Company Authorised Service Technician.

<sup>†</sup> Storage tank capacity depends on the storage tank bladder pressure (Applicable only for U2 Pro\* model).

20. Calls which are site related to e.g. plumbing, tap leakage, electricity (within warranty period), etc. which is not related to do with product functionality, will be charged to customer as per rate card\*.

\*Refer rate card [www.aosmithindia.com](http://www.aosmithindia.com)

### Post Warranty

1. The customer may be offered a yearly Service Contract (PHCP\*\*) at the prevailing Company rates and terms.
2. In case the customer does not wish to enter the Service Contract, customer has the option of calling our Authorised service provider and get A. O. Smith Water Purifier unit serviced on actual basis i.e. by paying the Labour Cost and Spares needed to attend to that Service or Service Call at the prevailing Company rates. Such service will be rendered by the Company in towns or places where the Company has its Authorised service providers.
3. In case of product repair after warranty by Authorised service provider, all expenses of transporting the goods to and from the Authorised service provider shall be borne by the customer directly.
4. If, during such service, it is necessary for the Company or Authorised service provider to replace or repair defective components or parts, the customer shall be required to pay for the same as per the Company's prevailing price list.

\*\* Visit [www.aosmithindia.com](http://www.aosmithindia.com) for more details on PHCP (Product Health Care Plan).

## Jurisdiction

The courts of competent jurisdiction at Kanakapura, Karnataka shall have exclusive jurisdiction over all matters arising out of any disputes in relation to the product.