

STORAGE WATER HEATER

Owner's Manual
Original instructions

Symphony® SOUL™ HL



STORAGE WATER HEATER



SCAN FOR PRODUCT
INSTALLATION VIDEO

INSTRUCTION MANUAL AND WARRANTY CARD

*Before use of this product please read and
preserve these important instructions.*

Symphony®

www.symphonylimited.com

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Congratulations and Thank You!

Dear Valued Customer,
Congratulations on your purchase a water heater with the latest state-of-the-art technology.

India's first Innovative smart water heater with:

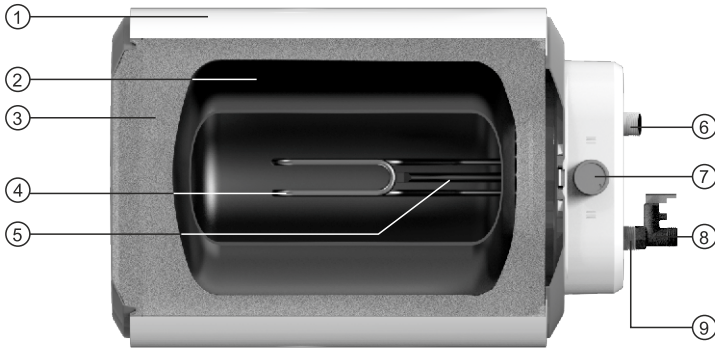
- **"Symphony TITANIUM PRO"** superior glass line coated tank

We sincerely thank you for choosing Symphony water heater and being a part of our journey towards creating smarter solutions for your home.

We hope this water heater exceeds your expectations and rejuvenates your daily routine.

Warm regards

Part List



- | | |
|--|-------------------------------|
| 1. Metal body | 5. Anode rod |
| 2. Heavy gauge inner tank | 6. Outlet pipe |
| 3. Energy saving high PUF insulation | 7. Control knob |
| 4. High quality incoloy 800 glass coated heating element | 8. Multifunction safety valve |
| | 9. Inlet Pipe |

Technical Specification*

Model / Characteristics	SOUL-HL 10L	SOUL-HL 15L	SOUL-HL 25L
Volume, L	10L	15L	25L
Mounting	Horizontal	Horizontal	Horizontal
Dimensions (cm) LxBxH	38 x 40 x 36	53 x 40 x 36	75 x 40 x 36
Voltage, V/Hz	220-240V/50Hz	220-240V/50Hz	220-240V/50Hz
Rated Power, W	2000W	2000W	2000W
Pressure, bar	8.0	8.0	8.0
Star Rating	★★★★★	★★★★★	★★★★★
Class of Appliance	Class I	Class I	Class I

*Under standard test conditions, when tested in accordance with relevant standards.

WARNING

Do not tamper or detach the Multi-function Safety valve from the Water Heater.

Key features



- Symphony Titanium Pro" superior Glass line Coated Tank. Provides more corrosion resistance and anti-rust property.



- Heavy Duty Anode Rod Protects Tank from rust and corrosion.



- Energy Saving High Density PUF insulation: PUF insulation offers complete protection against radiant heat loss.



- Capillary Thermostat



- Thermal Cut Out: Cuts Off electric power to ensure safety; in case, the water temperature exceeds the highest temperature beyond Pre-set value of Thermal Cut Out.



- Multi functional safety valve (MFV): The MFV used with this unit is a unique safety valve. This valve works as:
 - Pressure Release Valve (PRV)
 - Non return valve (NRV)
 - Vacuum Release Valve
 - Drain Device.



- High working pressure 0.8 Mpa Ideal for high rise buildings

Trouble shooting-Water Heater

Symptoms	Cause	Solutions
No Hot water	1.Main switch off	1 Make the power supply is ON and Working
	2.Plumbing crossover	2. Test the plumbing crossover. Shut of the cold-water supply to the heater and open the hot water tap. There should be no flow of water, Any flow indicates a crossover that will affect the temp and needs to be corrected
	3. Temperature setting is at low.	3. Change the temp setting to higher temp. If the water is still not getting hot, Contact an authorized Service provider.
Brown water	1. Anode rod spent	1. Brown or rusty water indicates the spent of Anode rod, contact an authorized service provider
Too hot water	1.Higher temp setting	1. Change the temp. setting to Lower temp. if still the problem persists, contact an authorized Service provide
Less hot water Flow	2. MFV blocked, Scaling inside the water heater	2.Check for MFV Cloggage & Scale deposition inside the tank
	3. Less inlet flow	3.. Check the inlet water flow if still problem persists contact authorized service provider
The water heater creates abnormal noise	1. Scaling on heating element	Remove the scaling of heating element, contact authorized service provider
Water heater leakage	1. Loose flange connection	1. Get the connection tightened
	2. Gasket damaged	2.Tighten the element or replace the gasket through an authorized service provider
	3. Inlet pressure to high (More than specified)	3.Ensure the inlet pressure is not more than specified
	4. water dripping from MFV drain hole	4. In the event of any excess pressure generated inside the water heater, the MFV is designed to purge excess pressure through the drain hole of MFV in the form of dripping. This purging is for safety of user and should not be considered as defect.
Outlet water leakage	1. Scaling at the outlet pipes opening end.	1. For service call an authorized service provider
Smell comes from water	1. Unit has not been used for many days	1. Flush out twice by the amount of water as the capacity of the water heater

Safety Devices:

Symphony Water Heater is built-in with a host of Safety Devices to ensure your safety at all times. The operation of these devices is described below:

A. Capillary type high precision thermostat

This device "cuts-off" and "cuts-in" the power supply between a defined bands of temperature range.

B. Thermal Cutout

A non-self-resetting thermal cutout is provided as a safety device. In case, the Thermostat fails to operate, this device cuts-off the power at $90^{\circ}\text{C} \pm 5^{\circ}\text{C}$

C. Multi-function Valve (MFV)

1. This valve prevents the built-up of excessive pressure within the water heater by releasing water from the drain.
2. It also acts as a non-return valve to avoid the return of water from the water heater back to supply. Thereby prevents the dry heating.
3. It acts as an expansion valve to allow the hot water expansion during heating which flows back through drain.
4. Customer can ensure proper working of the MFV by cleaning of salt deposits, by lifting the drain lever up. Customer can drain out the water from tank in case of prolonged non-use of water heater.
5. Rated Pressure - 8.0 Bar

Operating your Storage Water Heater

- First Open the Hot Water Outlet Valve & then Open Inlet Valve to enter the water inside Water Heater & wait until it starts flowing out from the water outlet Valve. Ensure the Knob is set at maximum position.
- Plug-in Power plug in 16 Amp power Socket, after water coming out of outlet.
- Glowing green light indicates water is heating & when water is heated to a pre-set or at set temperature, red light will glow indicating the water is ready.
- Always keep the inlet valve open & adjust the hot water temperature by changing of flow of water by adjusting them Outlet Tap/Valve Knob. Thermostat setting is kept at the optimum level while packing the product.
- As you move the knob from "MIN" to "MAX", the temperature will increase from minimum to maximum setting. For better results, always keep the knob in "MAX" area depending upon the water temperature required. Please switch OFF the power supply when the Product is not in use.

Installation & Safety Guidelines

• **Before First Use**

- Carefully unpack the Storage Water Heater and remove the packaging. There is a Multi-function Valve (MFV) placed inside the EPS (Thermocol). Ensure the usage of MFV at the inlet pipe during installation.
- Clean the Storage Water Heater with a dry cloth to remove any dust/packing material on it.
- Take great care while handling Storage Water Heater. Do not keep the Storage Water Heater with inlet/Outlet facing towards ground/ table, it may damage the Inlet/ Outlet of the Storage Water Heater.
- Always keep Storage Water Heater with the back casing / bracket on the ground/ table.

• **Installing your Storage Water Heater**

• **Plumbing Instructions**

- Use the flexible hose pipe provided in the box with the product (size 1/2 BSP).
- Ensure that all plumbing joints are done using Teflon tape.
- Ensure to connect Multi-function Valve on the inlet Pipe as this is pre-set safety device provided on inlet of Water heater to safeguard against increasing inside pressure. Make sure that arrow on the MFV should be towards Water Heater while installation. Please do not tamper with the MFV.
- There should be enough space around Water Heater for easy installation & service.
- Install the Water heater in a straight position at a suitable height with provided bracket.
- Ensure that the Water Heater is hanged properly on the bolts.
- The height difference between the water supply and the Storage water Heater should be of minimum 2 meters.
- Ensure to have an Inlet and Outlet Valve on both lines for safer operation.
- When the Product is in use, the Inlet Valve must be always open.
- Check all piping connections for leakage before switching ON the power supply.



• **Electrical Connections**

- 1.This unit is provided with all internal connections / wiring made in the factory itself.
- 2.The water heater is provided with a supply cord of 3-pin plug of 16 A
- 3.Make sure that the electrical contact of 3-pins plugs, and switch is secure with proper earthing.
- 4.To energize water heater, plug in the 3-pin in socket for electric supply.
- 5.Double pole MCB 0r 16 A fuse must be used as a backup protection for overload.
- 6.Note that the "RED" Light glowing shows the power supply is in ON condition.

NOTE



Ensure to keep the safety valve area clean and open for its desired functioning in MFV. It must operated regularly to remove scales, deposits and ensuring that it is not blocked.

CAUTION



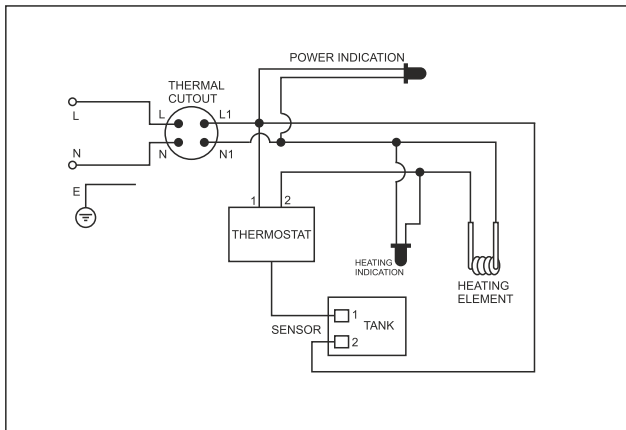
- The temperature can reach higher, this can be harsh for human skin when directly exposed.
- Before switching ON check for any leakage in the pipe joints & elsewhere, by opening the Inlet Tap (Cold Side) and let the water flow from Outlet (Hot Side) for few seconds and checks for smooth water flow.
- In the areas, where the freezing of water may occur (when the Storage Water Heater is not in use) and the ambient temperature goes subzero, special care needs to be taken. The water from the tank needs to be drained out. The water in frozen state occupies more volume than water and may damage the tank if not drained out.



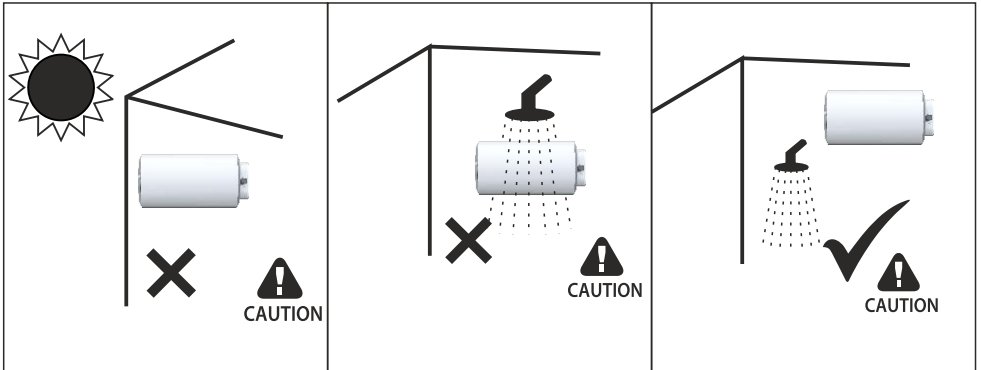
CAUTION: Do not switch ON the power supply without filling the waterheater else the heating element will get dry heat.

- Ensure that the Water Heater is hanged properly on the bolts.
- The height difference between the water supply and the Storage water Heater should be of minimum 2 meters.
- Ensure to have an Inlet and Outlet Valve on both lines for safer operation.
- When the Product is in use, the Inlet Valve must be always open.
- Check all piping connections for leakage before switching ON the power supply.
- required. Please switch OFF the power supply when the Product is not in use.

Wiring Diagram



Do not install in the area of direct sunlight and water splashes.



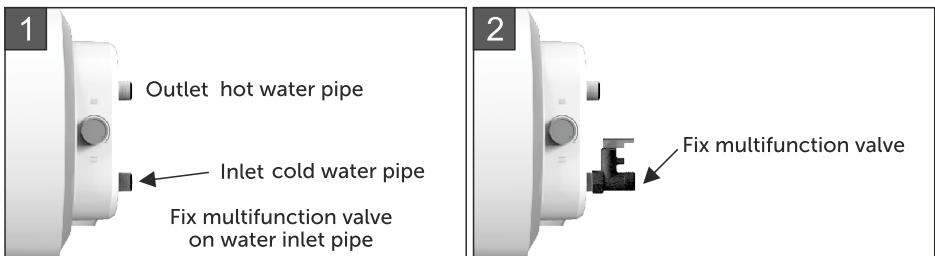
Note: Image may vary from the actual product

Water Connections

CAUTION

Do not connect the inlet directly to water lifting pump.
Do not SWITCH ON water heater without water filled in tank

1. **In case inlet water pressure is more than 0.8 MPa or water pressure head 80 metre. *Do necessary provision as shown below note**
2. Minimum height between the water heater and water supply tank should be at least 1.5 meter.
3. For connecting the inlet & outlet between water heater and bathroom fittings, use flexible hose pipes provided with Unit
4. Cold water inlet is marked blue and hot water outlet is marked with red.
5. First, fix the multifunction valve (MFV) to inlet of water heater as shown below.



NOTE

1/2 Inch BSP flow control Valve

*If inlet pressure is More than 8 Bar

6. Open inlet water taps and allow the water to fill in the water heater. Make sure that the water starts flowing from outlet of water heater.
7. Ensure No leakage from Any joints.

Maintenance & Cleaning: Water Heater

1. To benefit from the highest standards of services and to ensure your guarantee remains in focus, please always contact Authorized Symphony Service center
2. Always keep the inlet control valve open.
3. Never switch "ON" the water heater without water in it; it might damage the tank/ water heater.
4. Check condition of metal flexible pipe at-least once in a year. If found damaged, replace with new pipes.
5. Check the condition of power supply cord for "No Damages". Replace it by an authentic supply cord in case of damage.
6. It is recommended to descale the water heater once a year. If the water heater is not going to be used for a long time,
 - a. Plug off the power supply.
 - b. Stop Inlet water supply
 - c. Unscrew the drain lever, lift the lever upward to remove the water through drain system provided in the MFV.
7. During reuse of water heater
 - a. Ensure Drain lever is reset and screwed
 - b. Open Inlet Valve and fill the water heater till the clean water flows from outlet tap.
 - c. Plug-in the power supply to heat the water
8. Periodically check the MFV to ensure that it is in operating condition. The MFV should be operated regularly to remove salt deposits and to verify that it is not blocked.
9. Check proper functioning of the safety valve in every two months by opening and closing the test lever.
10. We recommend checking anode rod every year & once it has been used up over 60%, the anode should be replaced with a new one.

For cleaning the tank or replacing the anode use the following procedure:

1. Switch off the electric supply to the water heater.
2. Open the hot water taps until the hot water is removed completely.
3. Close cold-water supply.
4. Drain the cold water from tank through MFV drainpipe by lifting the drain lever. Remove flexible pipe.
5. Remove the water heater from the hanger hook, after water heater is emptied.
6. Remove the inspection cover.
7. Clean the container to remove scale formation, by gently scraping the scale. Check the surface after cleaning for "No Surface damage"
8. Replace Magnesium anode in case it is worn out.
9. Remount the heating assembly flange. Ensure the internal wiring connection are made as per the wiring diagram shown in the manual.
10. Hang the water heater on the mounting bracket / hook provided on the wall. Move the water heater downward to ensure that it is seated on bracket properly.
11. Open cold-water supply until water flows without interruption from outlet valve.
12. Close the outlet valve and check for "No leakage" around the flange and water connections
13. When there is no leakage then switch on the electric supply.

DO'S

1. The inlet valve should always be kept open.
2. To minimize scaling on the sensing pockets & the tank, (which takes place rapidly in areas of hard water), drain the water from heater unit periodically. However, get this done through an authorized technician / plumber only.
3. Always get the water heater services once in a year from a Symphony authorized service representative.
4. Use genuine spares when spares placement is necessary.
5. Switch OFF the power supply to the unit & drain out the water when not in use for a longer period of time. This prevents scaling on the tank.

DON'TS

1. Safety devices like safety valve, temperature sensor, thermal cut-out etc. are pre-set from factory & sensitive devices. Do not tamper with them, this could be hazardous
2. Do not switch ON the heater till it is completely filled with water.
3. In case you observe any abnormality of operation, immediately switch OFF the main power supply to the unit and contact the nearest customer care center.
4. Never install a pressure reducer valve at the inlet.

WARRANTY

M/s. Symphony Ltd. ("Company") hereby offers a limited warranty ("Warranty") As below

Warranty on: -	*Period: -
Product	2 years
Heating element	3 years
Water Storage tank	7 years

WARRANTY TERMS AND CONDITIONS

The warranty shall be governed broadly by the following terms and conditions:

- For any service-related complaint, you can contact our customer care helpline number +91-9510976161
- Warranty shall be valid only for the period as specified above, irrespective of whether the said product has been in use or not for any reason whatsoever OR the product has been moved from one location to another. Please note that the product must be returned to Symphony's authorized service centre on Freight paid basis for repair / replacement during the period of warranty.
- Warranty period as specified above includes time taken for repair, replacements, transit time, breakdowns etc. Symphony reserves the right to retain any part or component replaced at its discretion in the event of a defect noticed in the warranty period.
- The warranty given herein is in lieu of all implied conditions and warranties under law is limited to repair or replacement of defective parts of the product only. It does not cover any consequential or incidental liability, damage or loss arising out of such defects. In addition, the warranty shall not extend to payment or any monetary consideration for replacement or return of the product in any case.
- Any repair to the product or replacement of any spare part, warranty shall be applicable for the remaining tenure of the product.
- This warranty covers only manufacturing defect(s) in the product that may result from normal operation and usage of the product as prescribed in the operating manual of the respective product.
- Warranty shall be valid only for the period as specified above, irrespective of whether the said product has been in use or not for any reason whatsoever OR the product has been moved from one location to another. Please note that the product must be returned to Symphonies authorized service centre on Freight paid basis for repair / replacement during the period of warranty.
- It is the responsibility of the customer to ensure that the Warranty Card is duly signed and stamped by the dealer within 2 weeks from the date of purchase of the product. In cases where the Warranty Card is not duly signed and stamped, the Company shall not be liable to provide such warranty services.
- It shall be the absolute discretion of the company to affect the repairs or replacement of parts whether at the site of installation or at any authorized service centre.
- Any consumable parts (such as anode rod) and accessories, plastic, rubber, aesthetic part, or similar components are not covered under the warranty.
- The warranty does not cover any items outside the product. After completion of two years, in case/other than manufacturing defects in Symphony products, standard labor and part charges will be charged from customers, as per prevailing rates of the company.
- The warranty is covered by Force Majeure clause. In the event if the above product is affected by any natural calamity, this warranty becomes null & void.

WARRANTY EXCLUDES OR DOES NOT APPLY:-

- The serial number is removed, erased or changed.
- If the Invoice is not available with the customer or the Warranty Card/extended Warranty Card is not fully filled and signed at the time of purchase of the product.
- If the product or any of its parts/accessories are not properly installed, used, maintained or operated in accordance with the User Manual or Product Specifications.
- If the Product is serviced or repaired by any person other than the Authorized Service Representative of the Company.
- If customer violates Warranty Terms and Conditions, instruction manual guidelines, recommendations of Authorized Service Representative and/or operates the Product otherwise than as per Product specifications.
- Unit/parts due to accumulation of dust on the parts of the unit/product or any part breakage, will not be considered under this warranty.
- Damages resulting due to usage of power supply other than specified norms (220- 240 Volts AC 50 Hz)
- Any product damage caused by household pets, rodent or any other insect/animals.
- Any damage caused by any defects in any electrical/civil installation(s), wiring or third-party products.
- If any spare part is used or installed other than original Symphony Spares.
- If the product is exposed to direct sunlight, rain, water splashes etc. or stored in combustible or non- conductive areas.
- In case of products which regularly comes into contact with water, any defect arising due to poor / hard water quality such as scaling, rusting, corrosion, jamming etc.
- If product is operated without water in the tank (dry heating).
- If safety valves and anodes are not kept under right working conditions.
- If multi-functional safety valve is not used or installed with the Product.
- If the Product is used for any commercial purpose.
- Any harm caused due to accident, negligence, improper maintenance, mishandling, tampering, incurred in transit by the customer or which can be attributed to the fault of the customer.



WARRANTY CARD

This Storage Water Heater is warranted for two years against all manufacturing defects from the date of sale. In the event of any complaint, please contact your nearest Company Service Centre or call at our no:

FOR SERVICE / WARRANTY REGISTRATION (INDIA)

 symphonylimited.com/care

 CALL OR  WHATSAPP 'HI' ON

9510976161

SCAN



Customer Name: _____

Model No.: _____

Serial No. _____

Invoice No.: _____

Date of Purchase: _____

Dealer's Name, Address: _____



Dealer's
Seal & Signature

Symphony Limited

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E-mail : services@symphonylimited.com

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