

STORAGE WATER HEATER

Owner's Manual
Original instructions



Symphony® SPA™

SMART WATER HEATER
WITH PURO-POD & SMART-BATH TECHNOLOGY
POWERED BY 



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

Congratulations and Thank You!

Dear Valued Customer,

Congratulations on your purchase of India's first innovative Symphony SPA - a smart water heater with the latest state-of-the-art technology.

India's first Innovative smart water heater with:

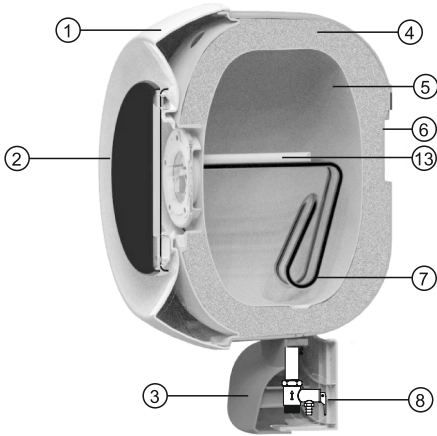
- **"Symphony SMARTBATH"** wireless and splashproof controller.
- **"Symphony PUROPOD"** replaceable water conditioning cartridge.
- **"Symphony TITANIUM PRO"** superior glass line coated tank

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

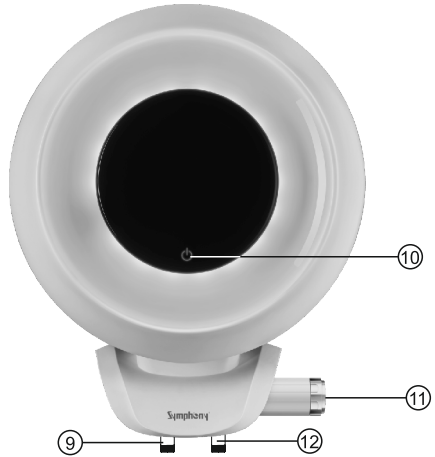
We hope this water heater exceeds your expectations and rejuvenates your daily routine.

Warm regards

Part List



1. Front cover
2. Mood light
3. Cartridge cover
4. Energy saving high PUF insulation
5. Heavy gauge inner tank
6. Mounting stand
7. High quality incoloy 800 glass coated heating element



8. Multifunction safety valve
9. Outlet pipe
10. Touch power ON/OFF
11. Cartridge
12. Inlet pipe
13. Anode rod

Technical Specification*

Model / Characteristics	SPA 10	SPA 15	SPA 25
Volume, L	10L	15L	25L
Mounting	Vertical	Vertical	Vertical
Dimensions (cm) LxBxH	40 x 52 x 30	44 x 56 x 33	50 x 61 x 37
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.

Net contents inside packaging

1 N Storage electric water heater	2 N Puropod cartridge
1 N User manual	1 N Wall mounting kit with mounting plate
1 N Multifunction safety valve	1 N Cartridge cover
2 N Flexible pipes	1 N Cartridge back cover
1 N Smartbath controller	

Key features



- Feather Touch "Symphony SMARTBATH" Controller Allows temperature setting for heating the water between 40°C to 75°C



- Inbuilt ELCB with water heater designed to prevent injury to human due to electric shocks, The Product will Turn off automatically with "Call Technician" tune immediately in case of any current leakage.



- Digital Temperature Display: Set Temperature will be displayed on "Symphony SMARTBATH" Controller



- 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.



- Water Tubes with Whirl flow: The whirl flow ensures no immediate direct contact between cold and hot water for a faster heating and maximum energy saving effect.



- High precision digital temperature sensor



- 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.

Key features



- 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



- India's first "Symphony PUROPOD" 9-layer purification Replaceable cartridge which is treats hardwater and Balances chlorine.



- Auto cut off mode switches off the water heater after two hours if kept un operated & saves energy.



- On timer ranges from 1 hr. to 24 hrs., Increment or decrement is 1 hr.



- Child Mode is an Anti-burn lock to protect your child.



- Child lock protect your Symphony SMARTBATH Controller setting from tempering.



- Mood light keeps blinking during water heating process and once done becomes stable & indicates that the water is ready.

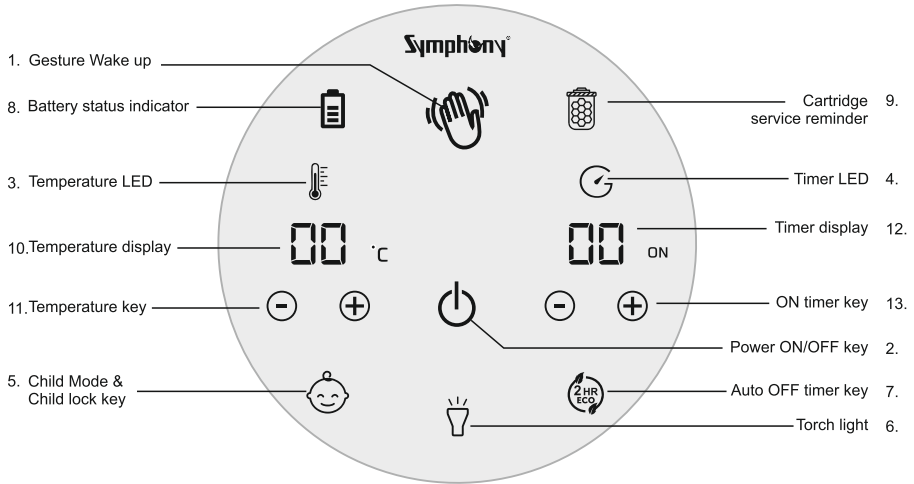


- Voice assistance for better customer experience

Symphony SMARTBATH Features







Scan QR code for
"SMART-BATH" (Controller) Operating instruction VIDEO









"SMART-BATH" (Controller)

Note – Connect 4 nos. of AA batteries to Get started with Symphony SMARTBATH

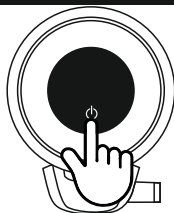
- 1  Wave your hand to wake up the "Symphony SMARTBATH." Smart bath controller will automatically turn to sleep mode once it is unattended.
- 2  Touch the Power key to "ON" & "OFF" the water heater.
- 3  Touch "+" key to adjust the Temperature in ascending order. (Increment will be 5°C)
 Touch "-" key to adjust the Temperature in descending order. (Decrement will be 5°C)
Note: Default temperature setting is 55°C
- 4  Touch "+" key to adjust the ON timer in ascending order up to 24 hours. Increment will be of 01 hour.
 Touch "-" key to adjust the ON timer in descending order up to 24 hours.

Symphony SMARTBATH Features

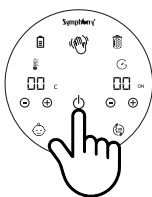
- 5**  Touch the child key to turn ON the Child Mode. The temperature will be in lowest settings of 40 °C .
Note: Child mode can be operated only when the water temperature is less than 40 deg.
- 5**  Touch & hold the "Child key" for 5 sec. to enable the "Child Lock", the icon color will change to Orange, Which will lock all other functions.
- 6**  Touch the Torch Key to turn ON the torch light.
If there is no electricity Symphony SMARTBATH shows Error E4 but allows user to operate Torch light function.
- 7**  Auto OFF Timer (Power saver mode), will auto off the product if kept un-operated (If hot water is ready & unused) for 2 hrs. By default it will stay ON.
- 8**  Battery Status Indicator: If battery is full then icon will be steady. If Battery is low, then icon will start blinking. It is early indication only, controller can be operational till it displays E3 error.
- 9**  Cartridge service reminder, Will start blinking after "Symphony PUROPOD" life is over with "Replace filter tune "
After replacing the cartridge, touch & hold the "Cartridge service reminder" key for 5 sec. on Symphony SMARTBATH to reset the reminder.

Pairing unpairing logic

Pairing



Water heater



"SMART-BATH"
Controller

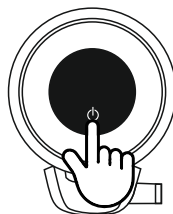


Hold both keys together for 5 sec.

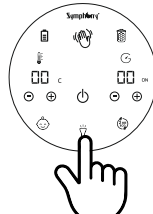


Touch and Hold water heater power key and controller power key together for 5 sec to do pairing.

Unpairing



Water heater



"SMART-BATH"
Controller



Hold for 5 sec.







1. Touch and Hold water heater power key for 5 secs to unpair it.
2. The controller Touch and Hold torch key for 5 secs to unpair it.

Note: Ensure above processes are done properly, If not repeat the process. Optional - If more than one unit in the vicinity, then it is mandatory to pair Water heater with controller. Controller is by default in unpair mode

Troubleshooting of Errors

Note: Error will be displayed on controller

Error	Cause	Solutions
	Leakage current detected	<ol style="list-style-type: none"> 1. E1 is a leakage current error, In case of E1 error switch off the main switch and restart. If the product restarts and Call technician tune stops playing, It is not products fault. 2. After switching OFF and switching ON the main supply, If E1 error persist , contact authorized service provider
	Overheating or Temp . sensor short circuit or Open circuit	<ol style="list-style-type: none"> 1. If E2 error occurs, Check water supply is ON, and the water heater is not running dry, If found to be running dry fill the water tank and restart the water heater after 30 min. 2. If E2 error still persist, contact authorized service provider
	Battery Drain Indication	<ol style="list-style-type: none"> 1. E3 error is battery drain indication, change the old batteries with fresh one and start over. 2. If E3 error still persist, contact authorized service provider
	Water heater and Symphony SMARTBATH Communication Error	<ol style="list-style-type: none"> 1. E4 error occurs, Switch on the water heater power supply 2. If the Symphony SMARTBATH taken away from the range of product, E4 error will be displayed, Make sure you are within the working range of the product 3. Error E4, Incase controller gets unpaired, Follow pair unpair guidelines provided above. 4. If E4 error persists then please contact authorized service provider

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	1. Cartridge strainer mesh clogged	1. Clean the cartridge top Mesh with soft brush and check.
	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. **Temperature sensor**

This device "cuts-off" and "cuts-in" the power supply between a defined bands of temperature range. The device cuts off, at the set temperature on the "Symphony SMARTBATH Controller"

B. **Thermal Cutout**

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

C. **Inbuilt ELCB**

This water heater is equipped with inbuilt ELCB which will cut-off the power immediately in case of any current leakage. Symphony SMARTBATH controller will show E1 error on display & "Call Technician" Tune will Play. This will ensure protection against electric shock in case of current leakage. **Sensitive to 10mA leakage current**

D. **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

Installation & Safety Guidelines

Installation & Safety:

- A. Always use services of Symphony Authorized person to install this unit
- B. For easy installation and servicing, enough space should be provided around this unit (10 cm from ceiling, 50 cm from sides & minimum 1.8 m from ground).
- C. Ensure following tools and accessories are made available before installation of this unit (not provided by company)
 1. Drilling machine with concrete drill bit sets, spanner and tool kit.
 2. PVC pipe for drain

Wall Inspection: -

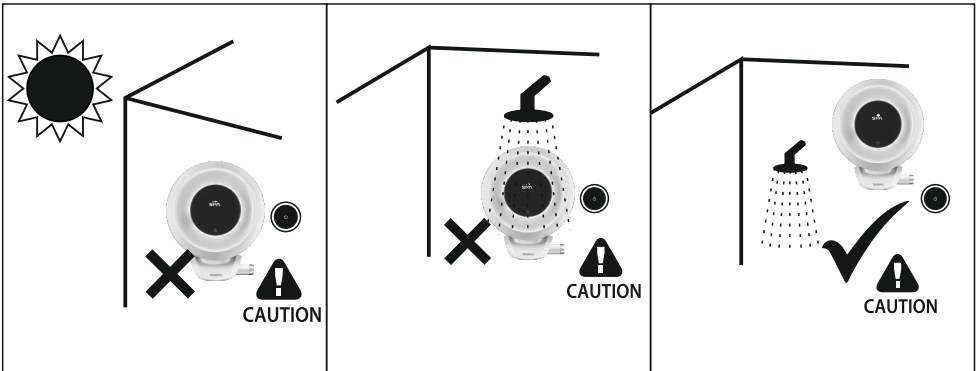
Wall should be capable enough of bearing load of water heater.

Mounting

Now, the water heater can be holed on the wall bracket.

1. After hooking on the bracket, lug downward the water heater and ensure both fingers of bracket are properly sealed in the mounting slot.

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



Note: Image may vary from the actual product

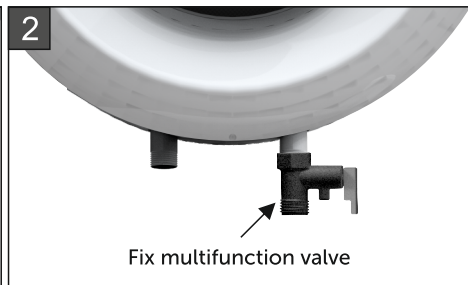
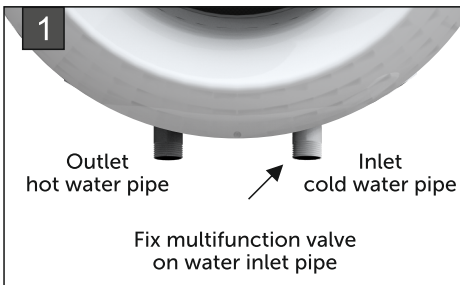
Water Connections

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 2 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.
6. Fix outlet of "Symphony PUROPOD" to MFV inlet.



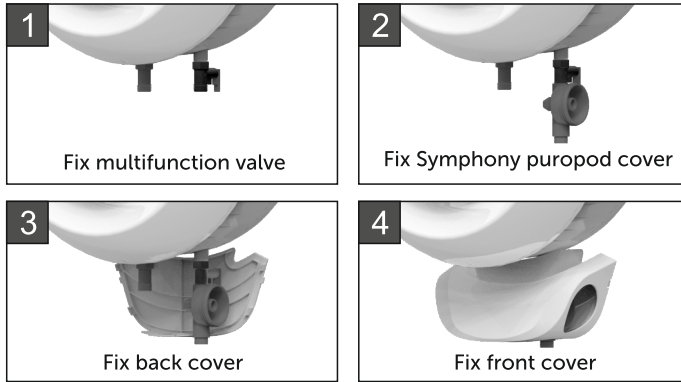
NOTE



½ Inch BSP flow control Valve

*If inlet pressure is More than 8 Bar

7. Connect cold water inlet to other end to "Symphony PUROPOD" with hose pipe.
8. Fix the cover as below



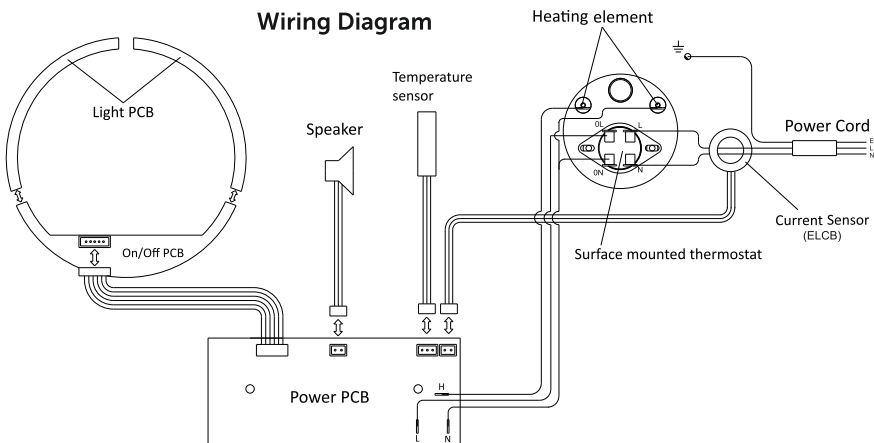
9. Open inlet water taps and allow the water to fill in the water heater. Make sure that the water starts flowing from outlet of water heater.
10. Ensure No leakage from Any joints.

Electrical Connections

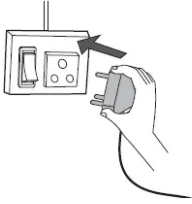
- 1.This unit is provided with all internal connections / wiring made in the factory itself.
- 2.The water heater is provided with a supply cord of 3-pin plug of 16 A
- 3.Make sure that the electrical contact of 3-pins plugs, and switch is secure with proper earthing.
- 4.To energize water heater, plug in the 3-pin in socket for electric supply.
- 5.Double pole MCB Or 16 A fuse must be used as a backup protection for overload.
- 6.Note that the "Power icon" Light glowing shows the power supply is in ON condition.
- 7.Inbuilt ELCB does not eliminate the risk of electric shock but limits duration of passage of current through human body for such a short time, probabilities of a lethal effect are reduced to a minimum.

Caution:

Inbuilt ELCB should not be considered as a sole means of protection it is essential to provide proper earthing and all parts of the system should be properly insulated.

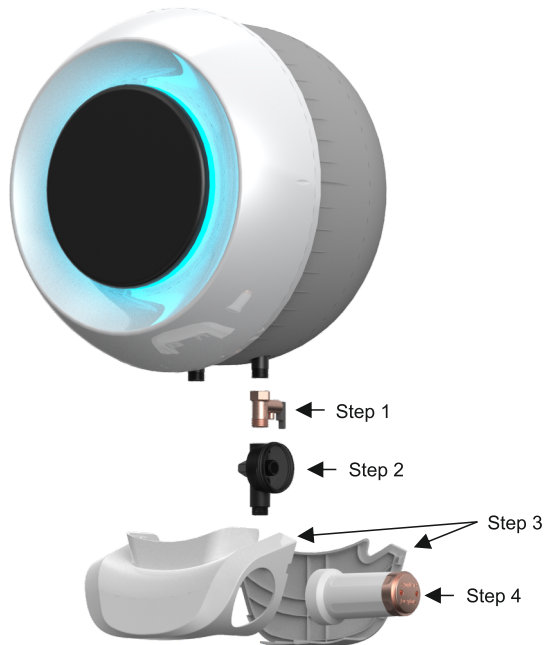


Safety Instruction



Inbuilt ELCB should not be considered as a sole means of protection it is essential to provide proper earthing and all parts of the system should be properly insulated.

Installation Guidelines



Step 1: Fix the MFV Valve to inlet pipe.

Step 2: Fix cartridge holder to MFV inlet

Step 3: Fix the cartridge cover on inlet & outlet pipe and snap the cartridge back cover with cartridge cover.

Step 4: Fix the cartridge with cartridge holder (Rotate cartridge clockwise to fix)

Installation tools Required

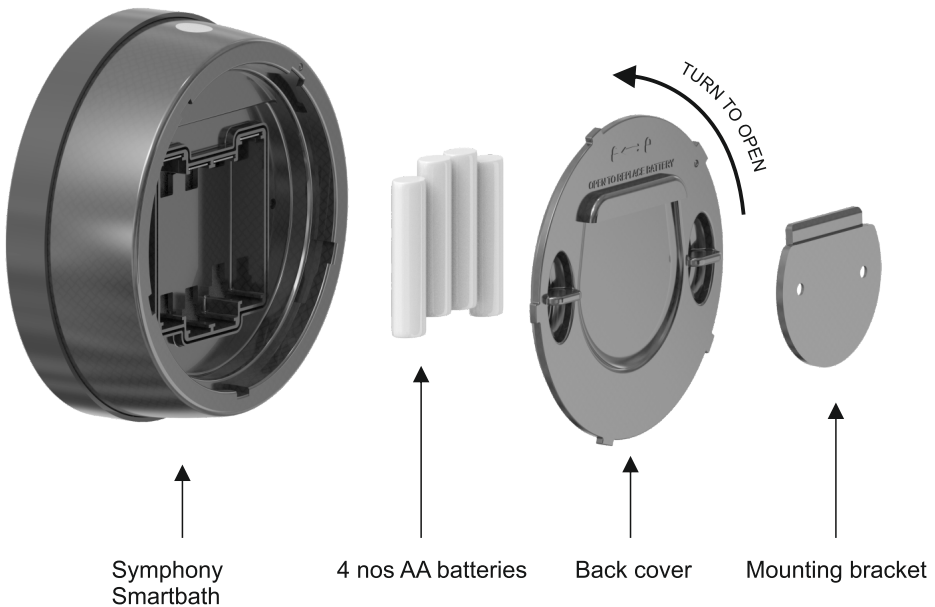
1. Drilling Machine with 10mm Drill Bit
2. Fixed "T spanner" of 10mm
3. Adjustable spanner or Fixed spanner of 22mm & 23mm
4. Teflon Tape
5. Hammer

Operation of Water Heater

A. Using the Water Heater for the first time:

1. Do not switch "ON" the water heater before filling it with water.
2. Leave the hot water tap open. Now fill water by opening the control valve at the inlet.
3. When the water heater is full, water will start flowing through the hot water tap. Close the hot water tap.
4. Now the water heater will always have water inside. Water drawn will be replaced by water from the overhead tank.
5. Always keep the inlet control valve open.
6. Now switch "ON" the power supply to the water heater & Follow the Operating instruction of "Symphony SMARTBATH."

How to Replace Symphony SMARTBATH batteries



Note:

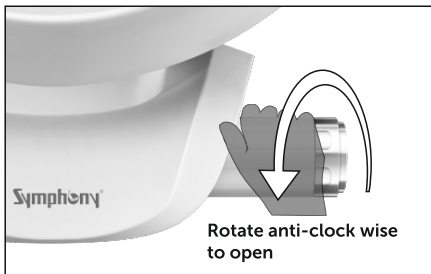
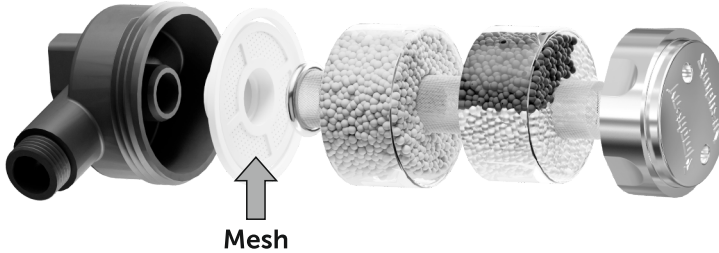
1. Recommended to use good quality branded AA batteries.
Keep the controller away from the reach of children
2. Provide atleast 2 hrs for proper adhesion bonding of Mounting bracket,
Do not tamper the bracket during mentioned period

Maintenance & Cleaning: Water Heater

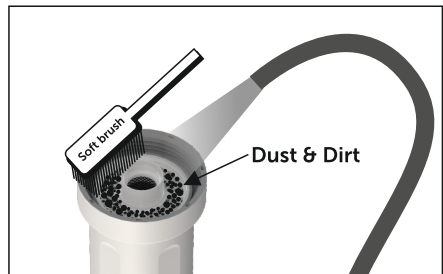
1. To benefit from the highest standards of services and to ensure your guarantee remains in focus, please always contact Authorized Symphony Service center
2. Always keep the inlet control valve open.
3. Never switch "ON" the water heater without water in it; it might damage the tank/water heater.
4. 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.

Maintenance & Cleaning: Symphony PUROPOD (Cartridge)

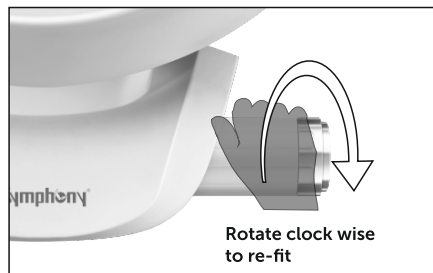
1. Clean the Symphony PUROPOD Strainer Mesh with soft brush when the flow of Hot water feels to be reduced.



1. Open the cartridge for cleaning



2. Clean the strainer mesh by soft brush and Water jet



3. Refit the cartridge properly

Caution:

Do not Damage the Strainer Mesh – it will allow cartridge bids to enter the system,

2. **Replace Symphony PUROPOD when the Cartridge reminders tune starts Playing "Replace Filter" or replace every 6 months whichever condition occurs first.**
3. After replacing the cartridge, touch & hold the Cartridge reminder key for 5 sec. on Symphony SMARTBATH to reset the reminder.
4. Check for water leakage after tightening the cartridge.

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 from the front (Black 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.
6. In case power icon does not glow, do not start the unit by resetting the thermal cutout.
7. Use Good quality AA batteries for Symphony SMARTBATH for better performance and long life.

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. Do not tear of strainer mesh of Symphony PUROPOD during cleaning, if happens replace cartridge.
5. Do not hold power button (Product) for more than 5 sec. it will unpair the Symphony SMARTBATH with E4 error on Symphony SMARTBATH.

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

Symphony House, FP12-TP50 Bodakdev, Off SG Highway, Ahmedabad 380059, India.

E-mail : services@symphonylimited.com

Symphony[®]

www.symphonylimited.com