

INSTANT WATER HEATER

Owner's Manual
Original instructions



Symphony®
SWISH™
INSTANT 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 the instant water heater with the latest state-of-the-art technology.

India's first Innovative instant water heater with:

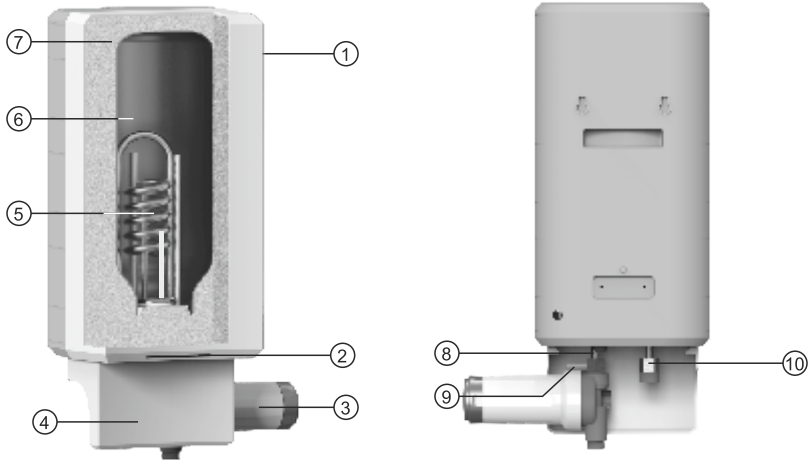
- **"Symphony PUROPOD"** replaceable water conditioning cartridge. (Applicable for 5.9L only)

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

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

Warm regards

Part List



1. Shock proof body
2. Light indicator
3. Cartridge (Puropod)*
4. Cartridge cover
5. Heating element

6. Inner tank
7. Energy saving insulation
8. Inlet pipe
9. Pressure release valve
10. Outlet pipe

* For Swish 5.9 only

Technical Specification*

Model / Characteristics	SWISH 5.9	SWISH 3
Volume, L	5.9L	3L
Mounting	Vertical	Vertical
Product dimensions (cm) LxBxH	28 x 20 x 50	19 x 20 x 42
Voltage, V/Hz	220-240V/50Hz	220-240V/50Hz
Rated Power, W	3000W	3000W
Pressure, bar	6.5	6.5
Class of Appliance	Class I	Class I

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

WARNING

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

KEY FEATURES



Shock proof plastic body: They are made of superior-grade Plastic and feature a premium-finish, making them shock-proof, which prevents accidental hazards. They are also rust-proof.



High-Grade Stainless Steel Tank: Instant Water Heater Tanks are made of 304 Grade Stainless Steel. It's suitable for both hard and soft water, and is tested to withstand from double pressure to normal working pressure. This is a weldless tank that has a sleek, fine finish.



Heavy Copper Heating Element: A heavy copper heating element, which provides efficient heating with energy-saving.



Pressure Rating CLASS 1: Instant Water Heaters are designed to work with a maximum pressure of water at the inlet. It is recommended that the maximum line pressure of water at inlet is checked & an appropriate model is selected to ensure a trouble-free performance. Special care is taken while installing the water heater in multi-storeyed/high-rise buildings, or at locations where hydro-pneumatic pumping systems are used to supply water.



Insulation: It has an effective and durable heating insulation with a long life and a relatively low maintenance concern. Glasswool insulation keeps the tank heated, thereby keeping the water warm for long hours without heating the outer body.



Thermostat: Your safety is our priority. Water Heaters are equipped with a thermostat- a primary safety device, designed to control and maintain the temperature in the tank within a safe range.



Thermal Cut-Out: Water Heaters have a thermal cut-out, which is a secondary safety device to cut off power at a pre-set temperature if the thermostat fails. This also helps in preventing dry heating of the element, in case there is no water in the tank.

Other safety Features



Pressure Relief Valve: used to release excess pressure created inside the tank while heating, thereby eliminating the risk of explosion.

Anti-Siphon Hole: It's a hole in inlet pipe which allows water flow in one direction only. In case the water starts flowing in the opposite direction, it will come out from the hole and remain inside the tank. This prevents a potential vacuum forming inside the tank & also safeguards against dry running of heating element and tank damage.



Light Indicator: Green and red indicator LED PCB mounted on the water heater to depict the operation.

Green indication - Water heating process ON

Red indication - Water reaches the preset temperature value, represents water is ready.



Power Cable with a Moulded 3-Pin Plug: We provide on ISI-marked cable that gives you a guarantee of authenticity. An MCB connection is required for the water heater for safety purpose.

Trouble shooting-Water Heater

Sr. No	Problem	Cause	Solution
1.	Indicator light does not light up	<ol style="list-style-type: none"> 1. The power source is not connected or improperly connected 2. Indicator may be damaged 3. Thermal cut-out is activated 	<ol style="list-style-type: none"> 1. Check for power supply or try plugging the product in a different power socket. 2. Get a qualified technician to check the electrical wiring and indicators. 3. If the problem persists, visit the nearest Symphony authorised service centre.
2.	Water temperature at the outlet is low	<ol style="list-style-type: none"> 1. No power supply to the water heater 2. Check in case there is any drop in the voltage 3. The element may be defective 4. Thermostat is at low setting 	<ol style="list-style-type: none"> 1. Check for power supply or try plugging the product in a different power socket 2. Get the outlet flow reduced (approx. 2 litres/minute) 3. Contact the toll-free helpline number for assistance 4. Get a qualified technician to check the electrical wiring and indicators.
3.	no water from the warm water tap	Main water valve is not switched Off	Turn Off the main water supply
4.	Electric shock from the water heater	Any of the internal parts may be defective	<ol style="list-style-type: none"> 1. Check the earthing of the green wire 2. Contact the toll-free helpline number for assistance
5.	Water leakage	<ol style="list-style-type: none"> 1. Leakage from the plumbing connection 2. Leakage at the gasket 3. Leakage from purpod 	<ol style="list-style-type: none"> 1. Get the connection tightened 2. Tighten the element or replace the gasket through on authorised service centre 3. Ensure that the height difference between the water heater and the overhead tank is not more than the maximum specified limit 4. Check and regulate the inlet water pressure so that it is not more than specified peressure
6.	Electrical mains tripped	<ol style="list-style-type: none"> 1. Short circuit of the heating element 2. Low MCB rating 	<ol style="list-style-type: none"> 1. Contact the toll-free helpline number for assistance 2. Check the MCB rating to which the water heater is connected. Connect only to 15/25 AMPs rated socket/MCB
7.	Cable failure (plug, cut, branding, damaged)	Cable may be defective	Contact the toll-free helpline number for assistance
8.	The water heater creates an abnormal noise	Scaling of the heating element	Contact the toll-free helpline number for assistance
9.	Outlet water blockage	Scaling at the outlet pipe's opening end	Contact the toll-free helpline number for assistance
10.	Smell comes from the water heater	Unit has not been used for many days	Flush out twice the amount of water as the capacity of the water heater

What to do

- It's advisable to switch OFF the power supply when the unit is not in use.
- The inlet valve should always be kept open during operation.
- Use a mild detergent to remove dirt and clean with a wet cloth.

What not to do

- Safety devices like safety thermostat, pressure release valve, etc. are pre-set and sensitive devices.
- Complete care is taken in manufacturing and testing this process to ensure long-term, smooth operation of these devices. Do not tamper with them at any cost as this could be hazardous and may nullify the warranty.
- In case you observe any abnormality of operation or sound coming from inside the water heater, immediately switch OFF the main power supply and contact the nearest authorised service centre.
- Never install a Pressure Reducing Valve at the inlet.

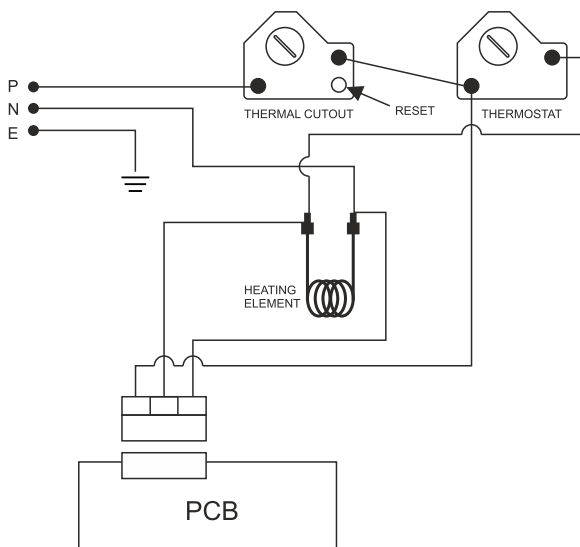
Water supply and connection

- We recommend the use of connecting pipes.
- Connect the water heater via a dead weight valve, if the water pressure is more than specified limit.
- Do not connect cold and hot water supplies directly to the water heater.
- Always connect using flexible hose pipe connections. never use plastic tubes, especially at the outlet, as they cannot withstand the heat produced during extensive use. In case of a direct connection, lightening of couplings through wrench can damage the water heater.
- The dimension of each pipe is G1/2".
- Always use control/gate valve at the inlet & outlet. Do ensure that the valve at the inlet or outlet is always open when in use.

Electrical wiring

- The electrical connection must be done by a qualified electrician.
- All electrical connections in the water heater are completed at the factory. The water heater is provided with a supply cord (ISI certified fire-retardant cable).
- The electrical supply is connected directly to the connector provided with the earth connection.
- The ground wire must be green/gellow in color and attached to the terminal marked by the symbol.

Electrical wiring diagram



Operating Instructions

- Do not switch on the power supply before filling the water heater or else it will damage the heating element.
- The pressure release valve is the most important pre-calibrated safety device provided with the water heater to safeguard against increasing the inside pressure. Kindly do not tamper with it.
- Open the hot water outlet valve.
- Open the inlet valve to allow water to fill inside the water heater until it starts flowing from the water outlet valve.
- Check all the piping connections for leakage before turning on the electric power of the water heater.
- Once you switch on the power supply, the glowing green light indicates that water is heating. When water is heated to a pre-fixed temperature, the green light indicator will switch OFF. The red light continues to glow.
- Always keep the outlet valve open.
- The thermostat ensures that the electric supply is always switched ON & OFF. Check the working of lights to ensure the thermostat & thermal cut-out are operational.
- During the heating process, it is normal to see a slight drip at the safety valve. Please do not cover the safety valve outlet.

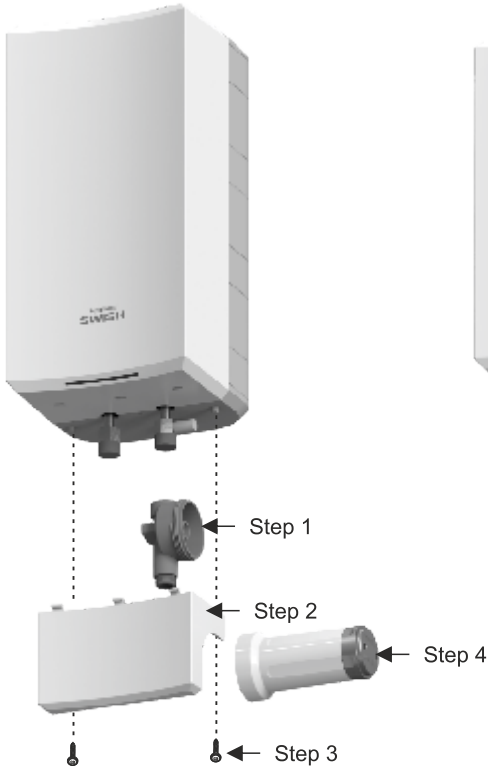
Caution and maintenance

In order to avoid a hazard due to an inadvertent resetting of the thermal cut-out, the water heater must not be supplied through an external switching device such as a timer, or connected to a circuit that is regularly switched ON and OFF by the utility.

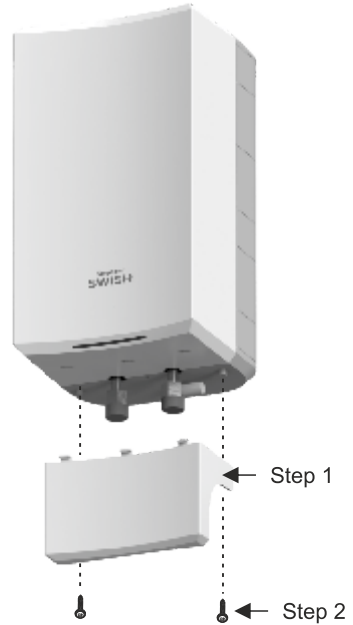
- The supply socket must be earthed reliably. The rated current of the socket should not be lower than 16A. The socket and plug should be kept dry to prevent electrical leakage.
- When using the water heater for the first time (or the First use after maintenance), the water heater cannot be switched on until it is Full. When Filling water, at least one of the outlet valves at the outlet of the heater must be opened to exhaust the air. This valve can be closed after the water heater is Filled with water.
- During heating, there may be drops of water dripping From the pressure release hole of the pressure relief valve. This is a normal phenomenon. If there is a large amount of water leaking, please contact an authorised service centre for repair. This pressure release hole should, under no circumstances, be blocked, otherwise it may damage the appliance and may result in accidents.
- If the flexible power supply cord is damaged, the special supply cord provided by the manufacturer should be selected, and replaced by professional maintenance personnel.
- If any part or component of this water heater is damaged, please contact the Helpline number for repair.
- Remove sediments regularly from the element and tank.
- The maximum inlet water pressure is 0.65 Mpa.
- If the water heater is not used for a long time, especially in regions with low air temperature (below 0°C), it is necessary to drain water from the tank to prevent damage due to freezing. To do so, contact an authorised service agent.
- To minimize scalding of the heating element and tank, especially in hard water areas, kindly get the water from the water heater drained periodically by a qualified technician.
- Check the power plug and outlet as often as possible. Secure electrical contact and also provide proper grounding. The plug and outlet must not heat excessively.
- The water heater is equipped with a thermal switch, which cuts off the power supply of the heating element upon water overheating or absence of water. If the water heater is connected to the mains but water has not heated and the indicator doesn't light up, then the thermal switch is switched off. To reset the water heater to its operating condition, please press the reset button.

Installation Guidelines

SWISH 5.9



SWISH 3



SWISH 5.9

Step 1: Fix cartridge holder to inlet

Step 2: Match the cartridge cover with bottom cover bosses.

Step 3: Screw the cartridge cover with two screws, as shown above image.

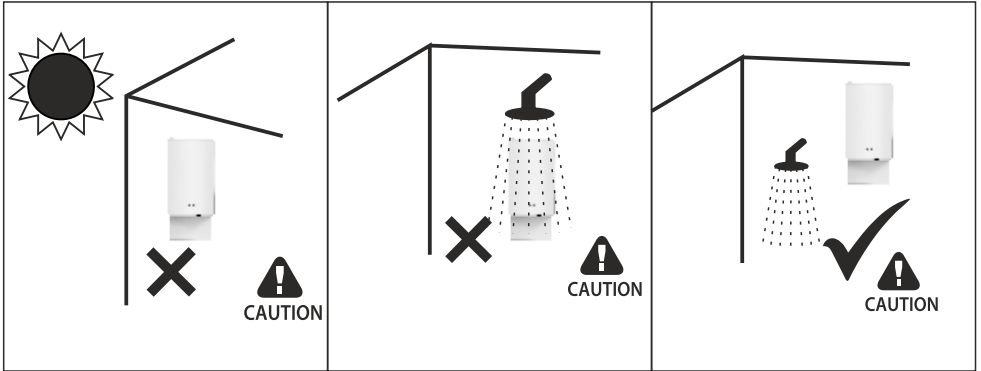
Step 4: Fix the cartridge with cartridge holder (Rotate cartridge clockwise to fix)

SWISH 3

Step 1: Match the cartridge cover with bottom cover bosses.

Step 2: Screw the cartridge cover with two screws, as shown above image.

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. Minimum height between the water heater and water supply tank should be at least specified limit.
2. For connecting the inlet & outlet between water heater and bathroom fittings, use flexible hose pipes provided with Unit
3. Cold water inlet is marked blue and hot water outlet is marked with red.
4. Fix outlet of "Symphony PUROPOD" to inlet.
5. Connect cold water inlet to other end to "Symphony PUROPOD" with hose pipe.
6. Fix the cover as below



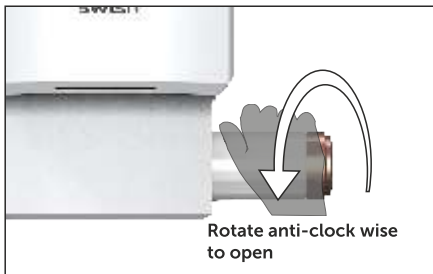
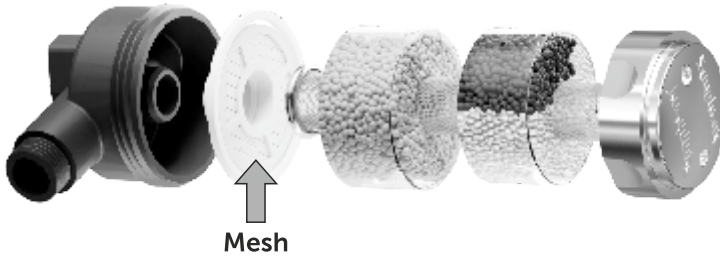
Fix front cover

SWISH 5.9

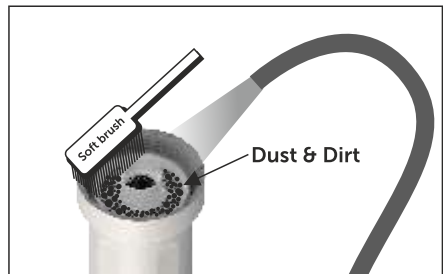
8. Open inlet water taps and allow the water to fill in the water heater. Make sure that the water starts flowing from outlet of water heater.
9. Ensure No leakage from Any joints.

Maintenance & Cleaning: Symphony PUROPOD (Cartridge)

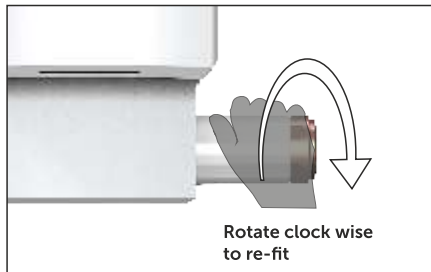
1. Clean the Symphony PUROPOD Strainer Mesh with soft brush when the flow of Hot water feels to be reduced.



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 every 6 months.**
3. Check for water leakage after tightening the cartridge.

WARRANTY

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

Warranty on: -	*Period: -
Product	2 years
Heating element	2 years
Water Storage tank	5 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 valve is not kept under right working conditions.
- 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 Instant 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](https://www.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

The logo for Symphony Limited, featuring the word "Symphony" in a bold, black, sans-serif font with a registered trademark symbol (®) to the upper right. The text is set against a light gray rectangular background that has a black, curved shape on its left side, resembling a stylized musical instrument or a modern architectural element.

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