

- b) Normal wear and tear of the products and parts.
- c) Scratches or discoloration on the heating plates and body.
- d) Damages resulting from accidents, mishandling, improper usage, negligence on the part of consumer.
- e) Fluctuation in the supply voltage or usage of any power supply other than as specified on the Box.
- f) Compliant not registered at the Customer care centre of the Company by way of phone call, email or WhatsApp Chatbot within the warranty period.

WARRANTY CARD	
Model	<input type="checkbox"/> WH-172 Serial No.
	<input type="checkbox"/> WH-171
C.M.No.	Date of Sale.
Owner's Name & Address.	
.....	
.....	
Tested By.	Remarks.
AUTHORIZED DEALER/FRANCHISEE	

COMPANY'S AUTHORIZED PRICE LIST FOR SPARES AVAILABLE WITH SERVICE FRANCHISEE



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C-67, 3rd Floor, DDA Sheds, Okhla Phase 1, New Delhi-110020, India

For customer feedback and complaints, please contact:

Service Executive

Groupe SEB India (P) Ltd.

C-67, 3rd Floor, DDA Sheds, Okhla Phase 1, New Delhi-110020, India

Tel : 011-43684999, : 8860555777,

e-mail : maharajacare@groupeseb.com

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MAHARAJA[®]

— WHITELINE —



CUATRO

Storage Water Heater

25L / 15L

INSTRUCTION MANUAL

I. STATE OF THE ART FEATURES:

1. Glass Lined Tank - a water proof coating that protects the inner container from rust & corrosion. The enamel coating is fired at 850°C to fuse and bond with the inner container. Manufactured in a modern, automated plant using European Technology.
2. Incoloy Element - Tubular element made of Superior, high grade incoloy alloy Ensures longer life even in hard water areas.
3. Glass Lined Element Assembly - protective enamel coating over the heating element housing gives highest corrosion resistance; Reduces scale formation & ensures longer element life even in hard water areas.
4. Magnesium anode - special device to enhance the corrosion protection of the tank.
5. Outer body made of Thermo-Plastic is rustproof and shockproof.
6. Externally Adjustable Capillary Thermostat enables the user easily set a temperature setting of his choice.
7. Thermal cutout prevents over heating and boiling of water.
8. Multi Function Valve (MFV) prevents buildup of excess pressure inside the tank.
9. Polyurethane Foam (PUF) Insulation keeps the water hot for a much longer time and reduces energy consumption.
10. Your Water Heater comes with a smart LED indicator which tells you when it is ready for use at the desired temperature that can be controlled using the temperature control knob. These and a host of other features make Maharaja Whiteline Cuatro Water Heater a truly world class product designed to give you years of reliable, trouble free performance.

II. PRECAUTIONS DURING INSTALLATION:

1. Do not Switch on the Heater without water inside.
2. Do not close the inlet Control valve ever, expect when servicing the Heater.
3. Do not plug the opening of the MFV ever.
4. Ensure the maximum height of the over head tank from the heater does not exceed the prescribed values as given in page No: 9. If the height is more, use a pressure reducer valve to reduce the pressure accordingly.
5. Connect the water heater to an automatic pump only after referring the instructions given in Page No : 4, Point no 9.
6. Ensure the heater is properly earthed.

III. INSTALLATION:

A. Fixing to the wall :

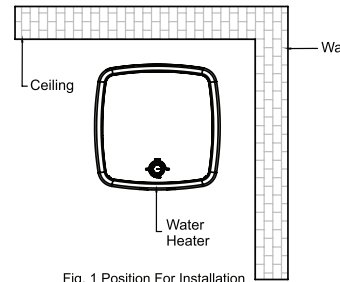


Fig. 1 Position For Installation

Fig.1 Position for installation

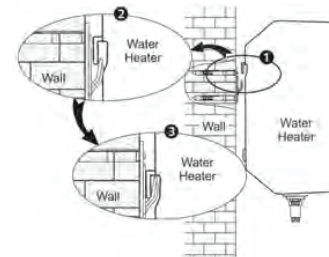


Fig.4 Inserting the water heater into mounting bracket

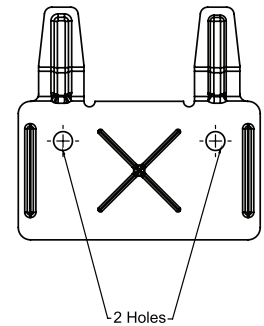


Fig. 2 Wall Mounting Clamp

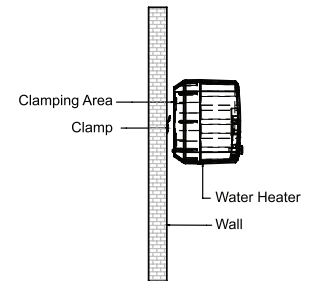


Fig.3: Move The water heater Towards The Wall And Hang It On the Clamp

1. Make sure that the wall can withstand at least twice the weight of the water heater when completely filled with water.
2. Before locating the position for installation of the water heater, make sure that there is sufficient clearance between the ceiling and the side wall.(Fig.1)
3. Use a drill bit with diameter of 5mm to drill 3 holes at least 40mm deep in the wall.(Fig.3)The three holes should be aligned horizontally. The horizontal distance between the 2 holes should be 90mm. (Fig.2)
4. Insert the expansion anchors into the holes. Place the wall mounting bracket over the expansion anchors and tighten the screws on the bracket. (Fig.3)
5. Place the water heater on wall mounting bracket (Fig.4) using hanger hooks. Tug downwards on the heater to ensure that the water heater is fixed steadily.

B. Water Supply Connection:

1. Connect the water heater to the cold water line from the over head tank or from the mains.
2. Do not connect the cold water mains to the heater directly if the mains pressure exceeds the rated pressure of the water heater. In this case a Pressure reducer valve is to be provided.
3. Fix control valve at the inlet to the heater. Ensure that this is a gate valve or angle valve that opens and closed positively when operated.
4. Connect cold and hot water pipes by flexible tubes like (a) Chromium plated Copper Tubes, or (b) Heavy duty flexible PVC tubes.
5. Heater inlet(cold) and outlet(hot) pipes are marked "IN" and "OUT" on the inspection cover.
6. The heater can be connected to multiple outlets-shower, wash basin, bath tub etc., Fig:5 shows the schematic layout of multiple outlet connections.
7. Connection to Automatic Pressure Pump :
The heater can be connected to an automatic pump system also, provided the line pressure does not exceed the rated pressure as given in the name plate sticker of the water heater.

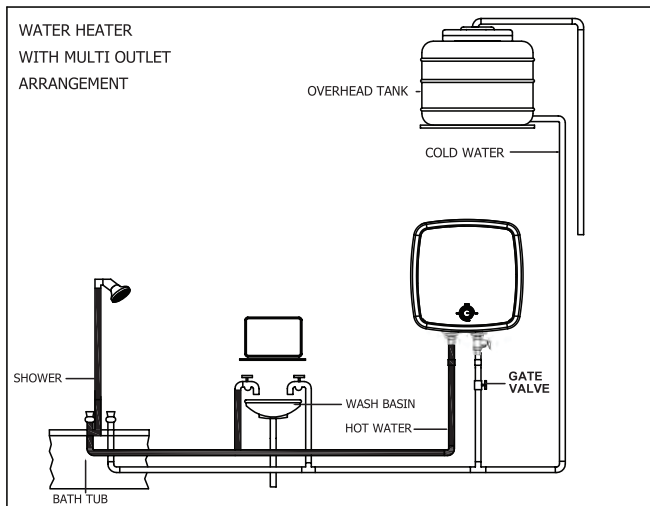


Fig : 5

CAUTION

Fix Pressure vessels to pressure pumps. Usage of pressure pumps without pressure vessels will damage the water heater. Usage of pressure pumps without pressure vessels will make the warranty of the heater null and void.

On connecting an automatic pump to the water heater, the Multi Function Valve (MFV) may drip during the usage of the heater. As the water is heated, it expands and tries to flowback through the inlet-pipe but is prevented by the presence of the automatic pump. Hence water may drip from the MFV. If the dripping is slow and intermittent, provide a thin tube from the valve tip to a nearby drain. If it is steady and excessive, call our mechanic. Never try to adjust the MFV setting, as this will damage the heater.

Important: The MFV should never be removed or blocked by any means to prevent it from dripping or releasing the excess pressure inside the heater. The consequences of such an action may well be disastrous. MFV if tampered, in any manner cancels the Guarantee of the heater.

Discharge pipe connected to the pressure relief devices is to be installed in a continuously downward direction and in a frost free environment.

The Water drip from the discharge pipe of the pressure relief device and that this pipe must be open to the atmosphere. The water heater can be drained fully by lifting the drain lever provided in the MFV.

The appliance is not intended for use by persons (Including children) with reduced Physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been supervision or instructions concerning use of the appliance by a person responsible of their safety.

Children should be supervised to ensure that they do not play with the appliance. Periodically check the MFV to ensure that is operating properly. The MFV should be operated regularly to remove any lime deposits and to verify that it is not blocked

8. Connection in high pressure areas:

- a. The rated pressure of the heater is mentioned on the name plate sticker.
- b. If the water pressure is more than the pressure rating, a pressure reducer valve should be fitted to reduce the pressure accordingly.
- c. The output of the pressure reducer valve should be less than or equal to the rated pressure of the water heater.

9. Connection in low pressure areas:

The water pressure should not be very low. The bottom of the overhead tank should be at least 1.0m from the top of the heater. Also, use 25mm pipe for cold water line with minimum of bends. An air vent should be provided near the over head tank to avoid air lock.

10. The heater can be connected to multiple outlets- shower, wash basin, bath tub etc., Fig.5 shows the schematic layout of multiple outlet connections.

WARNING

Do not fit a non- return valve or check valve at the inlet. A non-return valve prevents expansion of hot water inside the container. This will lead to increase in pressure inside the container till the multi function valve opens. This will happen in each heating cycle and is not desirable. So, a non -return valve should not be fitted.

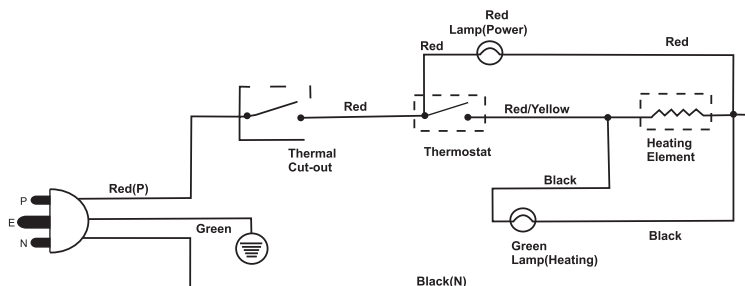
Note: Do not use an ordinary stop cock which also acts as a non - return valve

C. ELECTRICAL CONNECTIONS

1. All internal connections are made in the factory itself.
2. Use a 16 Amps 3pin plug and preferably a 30Amps Double pole (D.P). Switch, connect Red wire to phase, Black wire to Neutral and Green/Yellow wire to earth terminal of the plug. A separate fuse can be provided as an additional safety feature.

CAUTION

If the supply cord is damaged it must be replaced by a special cord or assembly available from manufacturer or its service



IV. OPERATION

A. Using the heater for the first time :

1. Do not Switch "ON" before filling the heater with water.
2. Leave the hot water tap open. Now fill the heater by opening the control valve at the inlet.
3. When the heater is full, water will start flowing through the hot water tap. Close the hot water tap.
4. Now the heater will always have water inside. Water drawn will be replaced by water from the over head tank.

CAUTION

This appliances can be used by children aged by 8 years and above and persons with reduced physical, sensory and mental capabilities or lack of experience and knowledge if they have been given supervision or instruction concerning use of appliance in a safe way and understand the hazards involved.

5. ALWAYS KEEP THE INLET CONTROL VALVE OPEN.
6. Now switch "ON" the power supply to the heater.

B. Using the heater regularly:

1. Always keep the inlet valve open so that water drawn from the hot water tap is automatically replaced from the mains.
2. Switch "ON" the Heater. The Green Colour indicator will glow, indicating that the heater is working.

3. When the water reaches the required temperature the thermostat will switch "OFF" the power automatically. The approximate time taken to switch "OFF" by the thermostat for different capacities is given in "Performance" Table on Page no-8.
4. In general, assuming a room temperature of 20°C it will take 12 hours for the water temperature to drop from 65°C (Very Hot) to 40°C (Warm)
5. The thermostat setting may be changed by the user to suit own choice. Lowering the setting of the thermostat will give a lower hot water temperature increasing the setting will give a higher output temperature.

CAUTION

The thermostat is a sensitive device and should not be adjusted frequently in order to maintain its correct functioning.

6. Initially it may take a long time for the water to get hot, so switch "ON" the water heater at least an hour before you want to use it.
7. If you require hot water early in the morning the heater can be switched "ON" the previous night itself. The thermostat will switch "OFF" the power, when the water reaches the set temperature.
8. The heater can also be kept "ON" always, if required. Since the heater is completely insulated, the water will remain hot. The thermostat will switch "ON" and "OFF" automatically to keep the water at a constant temperature. In this way you can always get hot water at the turn of the tap.

C. Operation in Hard Water Areas:

1. In hard water areas, a hard salt deposit (scale) forms on surfaces in contact with water. The scale formed on the heating element reduces the heat transmission and causes the failure of the element.
2. Scale formation can be reduced by operating the water heater at a temperature lower than, 50°C. This can be done by resetting the thermostat to 50°C or below.
3. In hard water areas, the door assembly should be removed and checked once in a year. The Sacrificial anode should be replaced if the earlier one is dissolved.

D. Draining The Water Heater:

The Maharaja water heater's has a MFV, containing a drain lever. By lifting the drain lever, water will come out of the dripping pipe. By disconnecting the flexible hoses from the inlet and outlet using required tools, and by lifting the drain lever up, the water in the water heater can be drained out slowly. To quickly drain the water heater, a trained technician will need a tool, a Size 25 Spanner. By removing the MFV using the Size 25 spanner, the water can be quickly drained.

V. SAFETY DEVICES:

Your Maharaja Water Heater comes with a host of safety Devices to ensure your safety at all times.

A. THERMOSTAT:

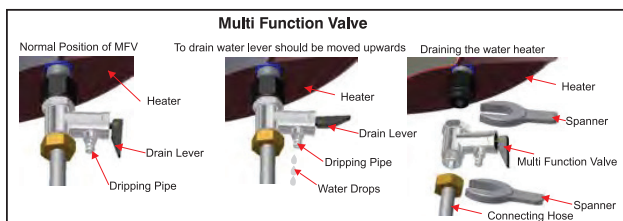
Capillary thermostat : This switches “ON” and “OFF” the power when the desired temperature is reached. This Hi-tech adjustable thermostat comes with a variable setting option from 0°C to 75°C. The temperature of water at which the thermostat will cut off can be adjusted by setting the knob to the required temperature. The factory setting is 65°C.

B. THERMAL CUTOUT :

A non-self resetting thermal cutout is provided as a safety device. If the thermostat fails to function, this cuts off the power nearly $95\pm 4^\circ\text{C}$. The thermal cutout has to be manually reset before the heater can start operating again. In order avoid a hazard due to inadvertent resetting of the thermal cutout, this appliance 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.

C. MULTIFUNCTION VALVE (MFV):

1. This valve prevents the build up of excessive pressure within the water heater by releasing water from the valve tip.
2. It also acts as a non- return valve to prevent the return flow of water from the heater back into the inlet, there by preventing dry heating.
3. It acts as an expansion valve allowing the hot water expansion during heating back into the plumbing.
4. Customer can ensure proper working of the MFV by cleaning it of salt deposits, by lifting the drain lever up. If the customer plans not to use the heater for a prolonged period, there is an option to completely drain the heater. By disconnecting the flexible hoses from the inlet and outlet using required tools, and by lifting the drain lever up, the water in the water heater can be drained out slowly. To quickly drain the water heater, a trained technician will need a tool, a Size 25 spanner. By removing the MFV using the Size 25 spanner, the water can be quickly drained.



D. Sacrificial Anode:

1. Maharaja glass lined tank is protected against galvanic corrosion, using a Magnesium sacrificial anode. Sufficient care is taken to provide weight as BIS norms.
2. Anode is a consumable, losing weight while protecting the tank.
3. Life of the anode is different under different water quality. If your building uses a water softener, or very hard water, the anode life is reduced.

VI. Performance Table

Models	Capacity in litres	Loading in Watts	Time required to raise temp. by 50°C				Mixing Factor in % Max	Hot water output Minimum
			Initial Heating		Re-Heating			
			Max. Hrs	Min	Max. Hrs	Min		
Cuatro 15L	15	2000	0-29		0-27		35	15L at 45°C
Cuatro 25L	25	2000	0-48		0-44		30	25L at 45°C

VII. Specifications:

1. Type : Closed Water Heater
2. Voltage : 230V / 50 Hz, AC
3. Power : 2000W (watts)
4. Inner Tank : Porcelain Enamel Glass Lined Tank
5. Heating Element : Glasslined Incoloy 800 Element
6. Outer Body : Thermoplastic
7. Indicator : LED (Red - Power , Green - Heating)
8. Insulation : Polyurethane Foam (PUF)
9. Safety Device : Thermostat, Thermal cutout, Multi function valve
Sacrificial Magnesium Anode

10. Working Pressure & Water Head :

Vertical Models	Mpa	Bar	PSI	Kg/sq.cm	Maximum Height of over head tank above heater
Maximum	0.8	8	116	8	80m

Note: Minimum pressure required for the water heater to work is 0.1 bar.

VIII. MAINTENANCE INSTRUCTIONS :

1. Always keep the inlet control valve open.
2. Never switch “ON” the water heater without water inside.
3. Check condition of Flexible hoses, if any, at least once in a year. If found damaged replace the hoses.
4. Check the condition of supply cord once a year for damage. If it is damaged it must be replaced by a Authentic supply cord from your nearest Venus Service Centre.
5. Anode is considered to be improperly working, if it is dissolved / covered with scale/ covered with oxidized surface/ covered with mud. Always get the heater serviced by authorized technician every year, to examine the anode. If the anode has been consumed, replace with new anode. If the anode is dirty/ scale covered/ oxidised, clean and use.

 **CAUTION**

Anode's protection is important to ensure tank's life.
Anode maintenance is needed to ensure product guarantee.

6. Check the conditions of magnesium anode if found dissolved replace it.
7. To increase the life of heating element, de-scaling should be done periodically with the assistance of the nearest Maharaja Service Centre.
8. If the water heater is not going to be used for a long time, drain out the water from the water heater.
9. Periodically check the MFV to ensure that is operating properly.
The MFV should be operated regularly to remove any lime deposits and to verify that it is not blocked.

 **CAUTION**

The water passing out of the valve during this checking operation may be extremely hot.

IX. DON'T'S:

1. Do not switch 'on' the water heater without water inside.
2. Do not open the plastic inspection cover, unless you are a qualified electrician.
3. Do not tamper with the Multifunction Valve. If it drips, call our service centre.
4. Do not tamper with the 16Amps fuse provided by you Electricity Board (Refer to C : Electrical Connections)
5. Do not bypass any safety devices, If the unauthorized service technicians do not have spares readily available. Genuine Maharaja Spare parts are always available at our service center (List given are the end of this booklet).

WARRANTY:

GROUPE SEB INDIA PVT LIMITED ("Company") warrants that the Company shall rectify any manufacturing defect in the Water Heater ("Product"), carry out such repair/replacement (as the case may be) free of charge during the warranty period of 7 (seven) years on Tank, 3 (three) years on Heating Element & 2 (two) years on Product. The Company shall in no event be replacing the product as a part of warranty unless and until there is an irreparable manufacturing defect in the product as decided by the technical team of the Company. The period of availing warranty shall commence from the date of purchase as mentioned on the valid tax invoice or on Warranty card duly filled, signed & stamped by authorised dealer of the Company. The Company is not required to provide any services pertaining to the product after the expiry of said warranty period.

TERMS AND CONDITIONS OF WARRANTY:

1. This warranty shall be valid only if the product shall be used only as per the guidelines provided in this instruction manual. The product is to be used only for domestic purpose and not for any commercial, rental or profit generating activities.

2. This warranty can only be availed by the first purchaser of the product and is not transferable and non-assignable.

3. The Customer is required to register the complaint with the Customer Care Centre of the Company by way of phone call, email or WhatsApp Chatbot.

4. The customer must present the valid warranty card or the valid tax invoice as a pre-condition before availing the warranty for the product as well as any related spares in the absence of which the Company may refuse to provide any warranty services.

5. Any repair or replacement done on the Product or any parts of the product during the warranty period, will in no event extend the Warranty period. The Warranty period is limited as provided herein, irrespective of the period of the product was not in use, was not giving proper performance, was under breakdown or was under repair by Company's authorised service centre.

6. The Company/its Authorised Service Centre reserves the right to retain any part/component/product replaced. The Company shall have exclusive right to replace the defective/unserviceable parts with the parts which may be new or refurbished free of charge during the warranty period.

7. Any repair or replacement carried out on the product or any part thereof by anyone other than authorised service centre, shall make this warranty void.

8. The Company shall provide Door-step service during the Warranty period. However, if the Product is located outside the municipal limits and serviceable area of Company's Authorised Service Centre, in such rare event the Company may refuse to provide Door-Step service and the Customer shall be required to bring the Product at the designated Service Centre of the Company or some other location within the municipal limits, at its own cost and expenses.

9. In case of any doubt regarding any conditions mentioned on this warranty card, including but not limited to authenticity of the Product, tax invoice, warranty card, part of the product etc, the decision of the Company shall be final and binding on the Customer.

10. The warranty is issued at New Delhi and courts at New Delhi shall have sole jurisdiction over matters covered or flowing from this warranty.

11. The Company shall not be liable for any indirect, special, consequential, special, incidental, punitive, exemplary or economical damage or loss. The Company's liability under or in relation to this warranty shall be limited to the purchase price paid by the Customer as per valid tax invoice.

THIS WARRANTY IS NOT APPLICABLE IN ANY OF THE FOLLOWING CASES:

- 1) The signed & stamped warranty card or the tax invoice is not presented to the service personnel at the time of claiming or availing the warranty.
- 2) The product installation, use or maintenance is not done as per the instructions given in this instruction manual or as per common sense/understanding of usage of Cuatro Water Heater for such actions which are not specifically stated in this Instruction Manual.
- 3) If the original serial number of the Product is removed, tempered or altered.
- 4) Violation of any warranty terms and conditions mentioned above.
- 5) The warranty doesn't apply to:
 - a) Main Cord