

## KETKO PRODUCT RANGE

**KETKO eva™**  
INSTANT WATER HEATER



**KETKO eva™**  
INSTANT WATER HEATER



**KETKO eva™**  
INSTANT WATER HEATER



3 Litre Horizontal

**KETKO magnus™**  
STORAGE WATER HEATER



**KETKO solar**  
SOLAR WATER HEATER



**KETKO capri™**  
DIGITAL INSTANT WATER HEATER



**KETKO capri™**  
DIGITAL INSTANT WATER HEATER



**KETKO capri™**  
Online 5.5/7/9 kW



**KETKO capri™**  
Online 13/18 kW



**KETKO capri™**  
Online 21/24 kW



**KETKO gas**  
GAS WATER HEATER



**ELECTRIC | GAS | SOLAR**  
WATER HEATERS

### Ketko San Pvt. Ltd.

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21, Suryodaya Mills Compound,

Tardeo Road, Mumbai- 400 034, INDIA.



SINCE 1941  
**KETKO™**  
Engineered to perfection

## INSTANT WATER HEATERS

**USER MANUAL | WARRANTY CARD**



**KETKO eva™ e2 1L**  
INSTANT WATER HEATER



**KETKO eva™ 1L**  
INSTANT WATER HEATER



**KETKO eva™ 1L** **Mi PSB**  
INSTANT WATER HEATER  
Power-Saver Buzzer



**KETKO eva™ e2 3L**  
INSTANT WATER HEATER



**KETKO eva™ 3L (14)**  
INSTANT WATER HEATER



**KETKO eva™ 3L** **Mi PSB**  
INSTANT WATER HEATER  
Power-Saver Buzzer



• Safety devices • Outstanding features • Specifications • Electrical connections • Installation • Operating procedure

**KETKO** and **KETKO** are trademarks owned by Ketko San Pvt. Ltd.

## KETKO IS A STORY OF PURE ENTREPRENEURSHIP.



## Ketko Fast Login *Whats App* Contact Number 90293 26600

Step 1 : Simply write down your Name, Address, Tel Contact details, Sellers Name, Type of problem with respect to your Ketko water heater and click image photo of this paper.  
 Step 2 : Click photo images of the following a) Purchase Invoice Copy b) Stamped Warranty Card Copy c) Inspection Rating Label of the water heater  
 d) Installed water heater with the wire connection to the electrical point.

Step 3 : Now simply send all the above images as Whats App to 90293 26600

Step 4 : You will receive a Complaint Login Number confirming your details as well guidance on what steps will be taken to solve your Ketko water heater problem.

At any point if you want to speak to a

Ketko customer service executive you can message your Name and Complaint Number with a Whats App stating " Request for Ketko Call Back" on 90293 26600

- **Additional charges on extended warranty above 2 Years for entire product. Please contact on +91 8879864422. www.ketko.in**

That's why its intrinsic values such as fierce commitment to quality, robust engineering and manufacturing, and lastly ultimate customer satisfaction holds good even today after starting its operations in 1941.

We are perhaps one of the few companies that have stuck to our core competency - heating. Starting with marble mounted geyser to laundry electric iron, we moved into becoming a major manufacturer of heating elements for retail and industrial segments for oil, gas and chemical industry, and visualizing the tremendous potential in a rapidly changing India, we have evolved into a company with a single focus on water heaters in instant, storage, gas and solar.

Pioneering efforts of over seventy years comes with its own achievements. We always remained at the cusp of innovation with many firsts to our credit:

- First to launch 3 phase water heater manufactured commercially.
- First to introduce flosensor technology in water heaters.
- First to introduce microprocessor chips with digiflo and electronic water heaters.
- First to have the most extensive range of instant water heaters and storage water heaters with a capacity upto 500 litres.

Quality in manufacturing is a no compromise attitude with us. Only the best materials from reputed companies are used, right from stainless steel inner tanks to heating elements, to brass safety valves, and even to the minutest screws and bolts. What's more, with engineering skills acquired by our shop floor personnel over the years, every water heater that leaves our facility is engineering perfected to the last detail.

Super customisation for individuals is another of our hallmark. In fact, we are the only company which can do it. Whether it is the size of the water heater unit, or water heaters of higher kilo-wattage, we rise to every challenge. This has bestowed us with some high net worth clientele that includes celebrities, industrialists and institutions of repute, plus bespoke solutions for HNI residences and customized offerings for several architects and interior specialists.

Ketko Water Heaters. Truly engineered to perfection. For rich, rewarding and refreshing bathing experiences.

Rajesh Ramesh Krishna Sorap  
Managing Director

Yatin Ramesh Krishna Sorap  
Managing Director

### Terms and Conditions : Inner Tank Warranty Related Important Information.

The Product warranty is for 2 Years and the Tank Warranty is for Lifetime (1Litre Eva) and 7 years (3Litre Eva) Models, subject to the Terms and Conditions as follows.

- 1) Installation must be appropriate as mentioned in the Instruction Manual and Warranty Card and by an Authorized Person Only after taking into consideration the site conditions.
- 2) Within the 2 Year warranty period, if the product malfunctions or stops working due to above point no:1 not being implemented then the spare parts as well as labour charges are applicable at actuals and will not be covered under warranty.
- 3) In case of manufacturing defect of the Tank, that is even though the Warranty is for Lifetime (1L) and 7 years (3L) Models, the tanks will be replaced as free parts only but the Labour Charges will be applicable for changing of this tank after the 2 years product warranty.

KETKO *eva*  
INSTANT WATER HEATER



• Lifetime Warranty on inner tank  
• 2 years on entire unit

KETKO *eva*  
INSTANT WATER HEATER



• 7 years warranty on inner tank  
• 2 years on entire unit

### TERMS AND CONDITIONS

**This KETKO product is warranted for a period of TWO YEARS from the date of purchase, subject to the following conditions:**

- The warranty is only against manufacturing defects.
- The warranty does not cover breakage or damage to bakelite / plastics / rubber / porcelain / glass parts, indicator lamp, supply cord, plating chipping or peeling, enamel, coating and denting of any appliance once delivered.
- The warranty also does not apply to normal wear and tear of parts damages resulting from misuse, accident, negligence or

mishandling on the part of the customer, or due to voltage fluctuations. The warranty does not cover and the company shall not be liable for any consequential loss or damage

- The warranty also does not apply if the appliance is not installed and maintained properly or is opened or handled by anyone other than our authorized service personnel. Subject to the above, the unit will be repaired free of cost provided the unit is returned at your cost to the nearest office / service centre of our marketing agency / dealer, along with this warranty card.
- This card should be completed, signed and stamped by the dealer from whom the appliance has been purchased, and accompanied by the signed cash memo of the dealer.

### Warranty Network

Authorized service telephone numbers (**Customer Care No. 022 4344 7455/66**) are mentioned on the back cover and if the site of installation is away from area covered by the authorized centers the customer will have to send the unit at his/her cost to the nearest center along with the warranty card and the bill copy and also collect the same at his cost once the unit is repaired. This is applicable within and also after the warranty period. Warranty will not be offered for damages occurred due to wrong installation. Also any other damages occurring at the customers site, the company is not liable to pay any charges what so ever.

### IMPORTANT:

- 1) In units where there is no manufacturing fault then visit, service and spare part charges are extra and the applicable to be paid by the customer. (Plumbing, wiring, dry heating, leakage faults). Also in case of manufacturing defect the company service is limited to replacing of faulty spare parts only and not complete replacement of the entire unit. Also, if the unit needs to be taken to the service center then the freight and plumbing needs to be carried out by the customer and will not be done by the Company.
- 2) This is domestic water heater and if it is used for commercial or industrial use, the warranty is limited to maximum 6 months from date of purchase (only with invoice purchase proof.) Warranty limited to repairs only.

# COMPANY COPY

## WARRANTY CERTIFICATE

This is not valid without dealer stamp and bill copy

Customer Name: .....

Address: .....

.....

.....

.....

Tel :..... Mobile No:.....

Email :.....

<b>Bill No:</b>	<b>Bill Date:</b>	<b>Serial No:</b>
.....	.....	.....

<b>Dealer Stamp</b>	<b>Product Details</b>

# CUSTOMER COPY

## WARRANTY CERTIFICATE

This is not valid without dealer stamp and bill copy

Customer Name: .....

Address: .....

.....

.....

.....

Tel :..... Mobile No:.....

Email :.....

<b>Bill No:</b>	<b>Bill Date:</b>	<b>Serial No:</b>
.....	.....	.....

<b>Dealer Stamp</b>	<b>Product Details</b>



## IMPORTANT INSTRUCTIONS

1. Read installation and operating instructions carefully before use.
2. Service the unit at least once a year.
3. Ensure proper earthing.
4. Plumbing and electrical work to be done by authorized persons only.
5. When the water heater is being used for the first time, allow the flow of water through outlet and only then switch 'ON' the power supply. (This is very important as the heating element can fuse within a few seconds without water.) This condition is called dry heating and is not covered under warranty terms.
6. Use a pressure reducing valve in case inlet water pressure is more than 3 BAR or 50 psi, for safety, although the water heaters are designed to withstand 6.5 BAR (standard model) and 8 BAR (Heavy Gauge model) water pressure.
7. During regular use of the water heater allow water to flow out from the outlet. Only then, switch 'ON' the power supply.
8. After use, make sure that the power supply is switched 'OFF' before closing the inlet (non-pressure type) or outlet (pressure type).
9. The working of the thermostat should be checked once in a while by ensuring that the orange lamp glows 'ON' and 'OFF' by closing the tap keeping the switch 'ON'.

\* Miniature Circuit Breaker



## IMPORTANT INSTRUCTIONS

10. Confirm that the total load does not exceed your sanctioned load and that your electrical installation is suitable for the extra load of the heater.
11. Please use 32 amps. D.P. ( MCB\* ) Switch and not a three pin top.
12. Do not provide a non-return valve at the outlet in case of pressure type installation.
13. Please do not install this instant water heater on the loft or anywhere out of sight, i.e. it should be operated only under supervision.
14. In case the fusible plug has operated and water flows out, switch 'OFF' the power supply immediately and contact the nearest Ketko sales or service station.
15. Safety valve, thermostat, thermal cutout are preset and sensitive devices. By tampering them you could damage the unit and this could prove dangerous. This should be strictly avoided.

KETKO is not responsible for damages caused by wrong installation, faulty material, using supply of substandard water or for not following instructions in this manual particularly. (Water hardness shall be less than 90 p.p.m.)

\* Miniature Circuit Breaker

## CUSTOMER COPY

## COMPANY COPY

### WARRANTY CERTIFICATE

### WARRANTY CERTIFICATE

For registration of warranty of 2 YEARS kindly follow the following steps:

1. Photo copy of purchase invoice
2. Photo copy of existing warranty certificate with serial number page
3. Original tear off attachment for warranty to be registered (completely filled with postage stamp)
4. Empty unused envelope with customer's self address and postal stamp

**WARRANTY: Once registered, the customer copy card will be posted back. On receipt of this card, customer has to intimate our service centre( Tel No. / email on back page)**

**Note:** The customer has to courier the company copy (see overleaf) within 2 months of purchase to avail of warranty

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Customer has to send this completed page to the company within 2 months of purchase



## CORRECT DISPOSAL OF THE PRODUCT

(Waste Electrical & Electronic Equipment)

(Applicable in countries with separate collection systems.) This marking on the product, accessories or literature indicates that the product and its electronic accessories (e.g. Remote, etc.) should not be disposed off with other household waste at the end of their working life.

To prevent possible harm to the environment or the human health from uncontrolled waste disposal, please separate these items from other types of waste and recycle them responsibly to promote the sustainable reuse of material resources.

Household users should contact either the retailer where they purchased this product, manufacturer or their local government office, for details of where and how they can take these items for environmentally safe recycling.

Business users should contact their supplier and check the terms and conditions of the purchase contract. This product and its electronic accessories should not be mixed with other commercial wastes for disposal.

For more information on safe disposal and recycling visit govt. website.

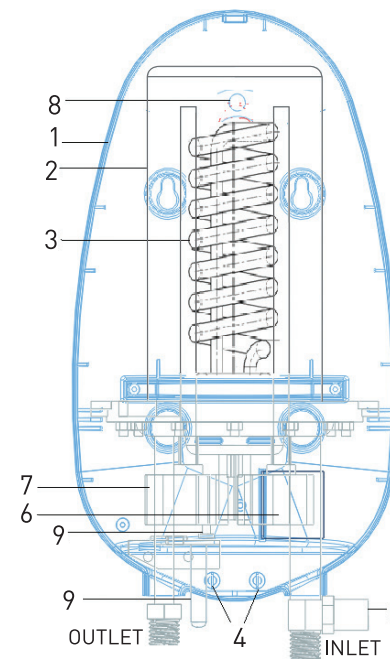
Technical Details : 8291444974 E-mail : [info@ketko.in](mailto:info@ketko.in)

For Status of Service Call : 022 4344 7455\66

After Sales Service : WhatsApp : 90293 26600. (Do not Call)



## PARTS OF KETKO eva 1 L, 3 L



1. Outer casing is rust proof ABS Plastic or SS 304 in case of mini SS model.
2. Inner container stainless steel 304.
3. Heating element tubular, mineral filled copper sheathed as per IS:4159.
4. Indicator lamps indicates functioning of heating element with orange and the thermal cutout with red.
5. Safety valve releases excess pressure from the tank and water drips.
6. Thermostat automatic switch with snap action is set at 60°C.
7. Thermal cutout snap action non-self resetting cut-out set to operate at 90°C to prevent over heating. Press to reset knob provided outside (no 9).
8. Non-return device: A siphon hole on the inlet prevents back flow of water to some extent and protects against negative pressure.
9. Thermal cutout reset button.

## TECHNICAL SPECIFICATION CHART

## CAUTION WARNING

Instant water heater model	Dimensions (mm)			Capacity Litres	Safety Features				Outer Casting		PSB Power Saver Buzzer	kWatt
	H	W	D		Thermostat	Thermal cut-out	Safety valve	Fusible disc	Stainless steel	ABS rust-free		
<b>Eva 1 L e2/new / MI / M/PSB</b>	325/325	170/170	170/170	1	✓	✓	✓	--	--	✓	Optional	3, 4.5
<b>Eva 3 L e2/14 / MI /M/PSB</b>	325/375	175/190	175/188	3	✓	✓	✓	--	--	✓	Optional	3, 4.5
<b>Mini SS I-PSB 1 L /3 L</b>	272	155/205	155/205	1L/3L	✓	✓	✓	--	✓	--	Optional	3, 4.5

Input voltage 230volts /50Hz Ac only      All models are 1 phase

Tampering of internal wiring by unauthorized persons will end the company warranty. As part of our continuous development policy, the company reserves the right to change specifications without prior notice.

Electrical Rating Table				
kWatt	Phase	Recommended Wiring size in sq mm	MCB in Amp	Electrical meter rating in Amp
3	1	2.5	20	20
4.5	1	4	32	32



Model MI : Mains On Signal lamp displays that main switch is On

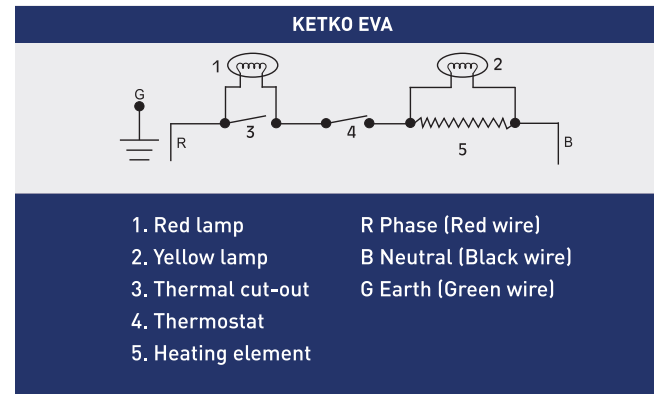
Model I : Insulation like a Thermos Flask saves electrical energy



Model M : Mains On Signal lamp displays that main switch is On



PSB Buzzes if water tap is closed but main switch is On, Saves Power with Safety



Water Heater wire directly to 32Amp DP Switch / 32Amp Conceal Switch



Use G.I plumbing Pipes only



Do not use CPVC Pipes.

## OPERATING PROCEDURE

eVa 1 L, 3 L, mini SS 1 L

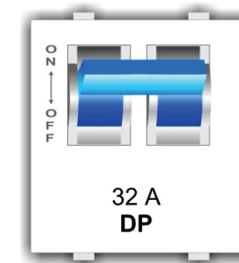
1. Keep cold water tap open.
2. Once water comes out from the outlet, switch 'ON' the electric supply.
3. Enjoy hot water flowing for use.
4. Switch 'OFF' electric supply first and then water tap after use.
5. You can draw water and control the temperature by increasing or decreasing the flow of water.
6. In case temperature of water exceeds safe limits the safety devices operate as per points ( , 6, 7, 8, 9) mentioned on page no 5.

After Use switch of the mains, allow cold water to flow through the outlet then put the tap off.

## CORRECT METHOD OF WIRE CONNECTION



Correct Method of Wire Connection



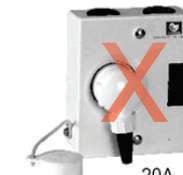
Water Heater wires should be directly connected to the Switch Terminals



X Three Pin Plug Socket



X Three Pin Top



X AC Plug Socket Distribution

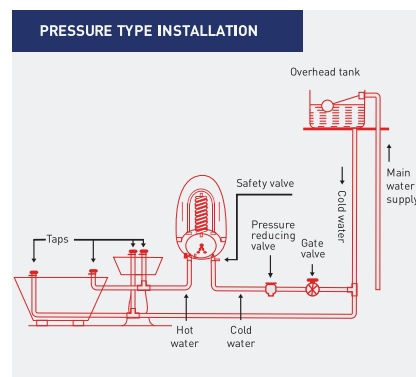


X Three Pin Plug Socket Three Pin Top

Wrong Method of Wire Connection

## INSTALLATION

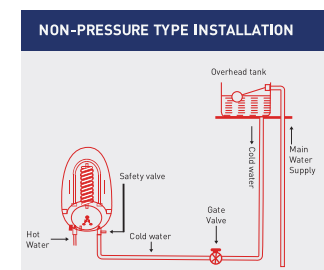
1. Mount the unit at a suitable place on the wall. Ensure that it is in perfectly vertical position. (keep piping distance minimum).
2. Take reference of the distance between mounting bracket and create suitable holes in the wall.
3. Plug these holes with wooden pegs and fix the screws into them firmly.
4. Provide electric power supply connection to the unit.
5. Please ensure that a D.P. (double pole) MCB\* switch unit of 32 ampere rating is used., upto 5.5 kW models and refer to chart on page 6 for other models .
6. Connect the inlet of the unit to the incoming water supply line.
7. In case of multi point usage get a licenced plumber / electrician to connect the outlet of the heater to the various points of use.
8. The cold and hot water pipe should not be connected directly to the inlet and outlet of the heater. They should instead be connected by flexible tubes of appropriate material, such as copper connections.
9. Tightening of couplings using big wrench can damage the heater unit.
10. For plumbing please use teflon tape and avoid using plumbers putty or such sealants.



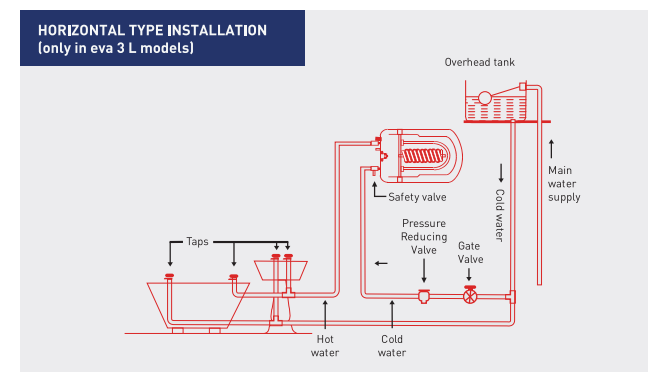
5. The hot water flow at the usage point can be controlled by the taps at the usage points.
6. Ensure that pressure at the inlet is not more than 50 psi. In case it's more, install a pressure reducing valve at the inlet. Under normal circumstances due to its design and operation, instant water heater is recommended for single point usage only, i.e. non-pressure type installation as shown.
7. Multi point installations are recommended for higher kWatt models (5.5 kW and above) as they give sufficient hot water for this type of installation.

\* Miniature Circuit Breaker

## INSTALLATION



1. This type of installation supplies hot water at one point only and is the safest recommended method of installation and usage.
2. Keep the outlet 'ALWAYS OPEN'. Do not connect gate valve at the outlet.
3. Provide a gate valve at the inlet as shown in the figure. The hot water flow through the outlet is to be controlled by this gate valve.
4. Allow cold water to flow through the outlet.
5. Switch 'ON' the power supply.
6. With the help of gate valve at the inlet, you can control the flow of hot water.
7. After use first switch 'OFF' the power supply.
8. Allow hot water to flow out. This prevents scaling of the element and increases its life.
9. Close the gate valve at the inlet.



1. Make sure if the model is LEFT or RIGHT mounting. (Model shown above is LEFT mounting).
2. Saves space as it fits horizontally in a compact area.
3. All other instructions are similar to the other models.
4. Make sure that the unit is not placed in 'floor mounting', that is, the 'KETKO' logo and indicator lamps should be visible to the user and NOT face the ceiling.