

X3 Tankless Wi-Fi Adapter Installation Instructions

Kit 100371922 Contains:

- Wi-Fi Module (1x)
- Mounting Adapter
- Two (2) module screws
- Four (4) wall screws
- Four (4) wall anchors
- Instructions (1x)

IMPORTANT: Use only factory authorized replacement parts. If you lack the necessary skills to properly perform the installation, you should not proceed, but get help from a qualified service technician.

Tools and Materials Required:

- Philips Screwdriver

Installing the App on Your Phone

It is recommended the water heater app be installed on the homeowner's device prior to setting up the Wi-Fi function on this water heater.

By enabling and connecting your water heater to WiFi, you are granting permission to the manufacturer to push "over-the-air" (OTA) updates to the water heater and to collect telemetry data regarding the water heater. The OTA updates may be pushed periodically to address bugs and provide security patches. Refer to the Terms and Conditions at www.aosmith.com/Utility-Pages/Terms-and-Conditions/ for more details. Also, refer to www.aosmith.com/Privacy-Policy/ for more information about how we collect and use data.

- 1 Download the **iCOMM Utilities** app for your smart phone.



- 2 Launch the **iCOMM Utilities** app on your smart phone, then follow the simple steps to configure your Wi-Fi connection. The **iCOMM Utilities** app makes it easy to set up, program and control your Water Heater.

- 3 Create an account or log in to your existing account.

- 4 Proceed to the **Step 5** to install the Wi-fi hardware before configuring the **iCOMM Utilities** app.

Wi-Fi Adapter Mount

- 5 Before proceeding, verify the location selected for the Wi-Fi adapter mount is within the length of the communication cable. It is best to have additional length to allow for any adjustments at either end of the cable. Additional communication cables are available and are in lengths of 10 ft (3 m) and 32 ft (10 m). The communication cables can be joined to the original provided cable for additional length.

Preparing the Water Heater

- 6 Disconnect power to the water heater by unplugging it or by turning off the circuit at the breaker box, as appropriate. The power button on the water heater and remote **DOES NOT** disconnect power to the water heater. You must physically disconnect power to the water heater.

- 7 Locate the two screws at the bottom of the cabinet cover. Use a Phillips screwdriver to remove the screws. Place screws aside in a safe place for re-installation.

- 8 Lift cover up and away from cabinet to gain access to the water heater's internal components.

Connecting the Communication Cable to the Water Heater

- 9 Locate the user interface module on the bottom front of the water heater. See Figure 1.

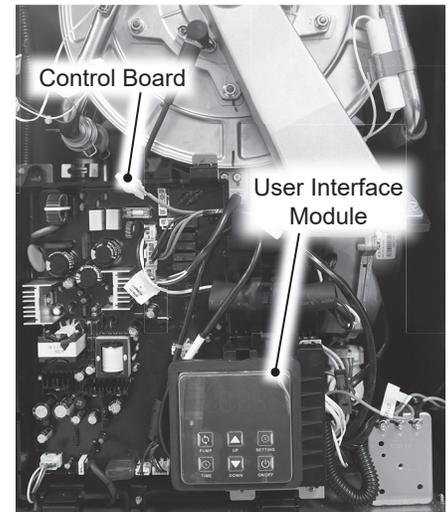


Figure 1 - User Interface Module

- 10 Locate the latch on the top of the user interface module. See Figure 2. Depress this latch and pull forward to remove the user interface module from the mounting bracket.



Figure 2 - User Interface latch

X3 Tankless Wi-Fi Adapter Installation Instructions

- 11** Locate the screw securing the control board panel. Use a Phillips screwdriver to remove the screw and place it aside in a safe place for re-installation. See Figure 3.

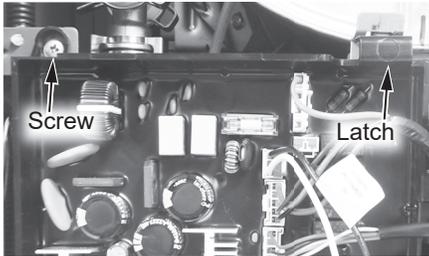


Figure 3 - Control board location

- 12** Press the latch at the top of the control board panel and pull the assembly forward from the top. It is hinged at the bottom and can be lowered. The circuit board assembly will hold itself in place.

- 13** Route the end of the communication cable through the grommet on the bottom of the water heater. See Figure 4.

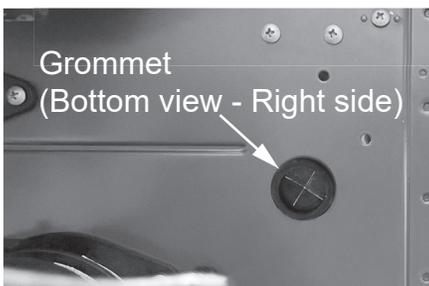
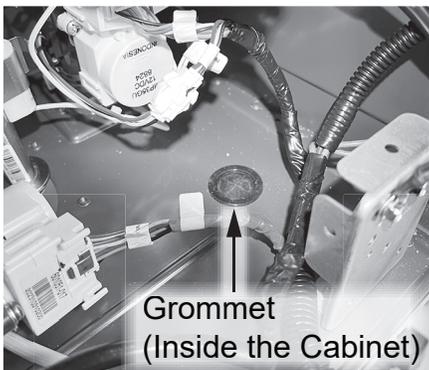


Figure 4 - Grommet location

- 14** Route the communication cable through the wiring organizers on the back of the control board panel. See Figure 5.



Figure 5 - Communication cable routing

- 15** Lift the control board panel up and lock into place. Install and tighten the screw previously removed in Step 11.

- 16** Using Figure 6 as reference connect the communication cable to the control board panel.

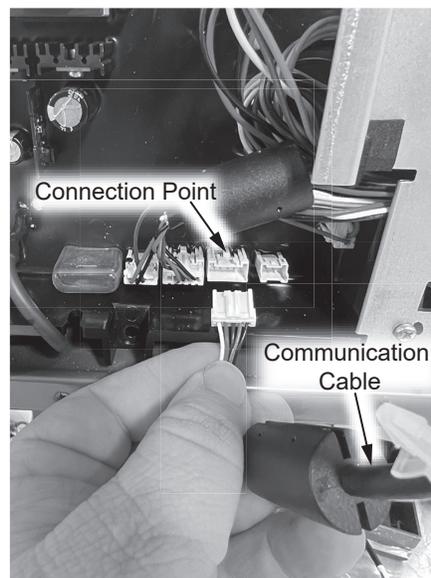


Figure 6 - Connecting the communication cable to the control board.

- 17** Reinstall the user interface module removed in Step 10.

Mounting the Wi-Fi Adapter Mount

- 18** Secure the Wi-Fi mounting bracket to the wall using the four (4) provided screws and wall anchors. Reference Figure 7 for the orientation of the mounting bracket when mounted.

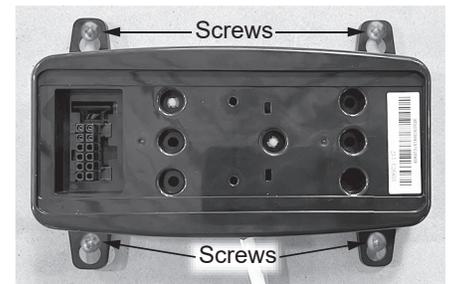


Figure 7 - Securing the mounting bracket to the wall

NOTICE: Ensure the communication cable has sufficient length to reach the desired location for the Wi-Fi Adapter Mount. Ensure the cable is routed properly and not exposed to any sharp edges. Also ensure that it is mounted safely as to not cause any trip or safety hazard.

- 19** Locate the Wi-Fi module provided in the kit. The back side of the module has a plug that will engage with a socket in the mounting adapter. Align the plug with the socket and push in until fully seated. See Figure 8.

- 20** Locate the two (2) screws provided in the kit. Secure the Wi-Fi module to the mounting bracket using the provided screws. See Figure 8.

- 21** Locate the battery saver strip on the side of the Wi-Fi module and pull outward to remove it. Dispose of the strip properly.

X3 Tankless Wi-Fi Adapter Installation Instructions

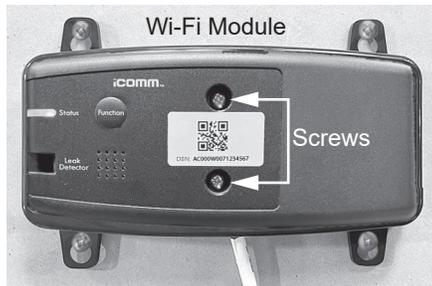


Figure 8 - Mounting screw location

Returning Water Heater to Operation

- 22 Replace the cabinet cover and secure with the screws previously removed in **Step 7**.
- 23 Restore power to the water heater. The water heater is now ready for operation.

Configuring the Wi-Fi App

- 24 Before configuring the app, write down your Wi-Fi Network and password. The **iCOMM Utilities** app will need you to enter this information later.
- 25 Open the **iCOMM Utilities** app and log into your existing account. Tap the "Add My Water Heater" button. See Figure 9.

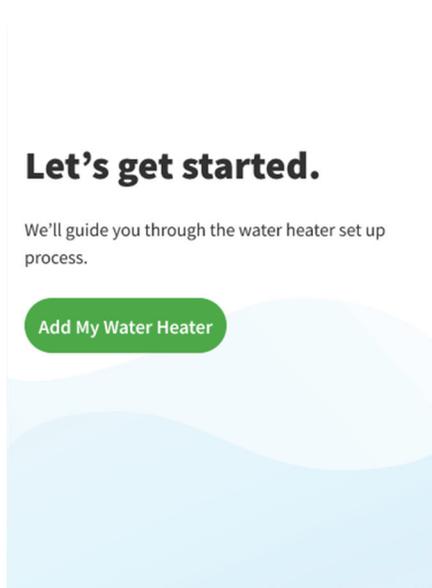


Figure 9 - Add my water heater section

- 26 You will be asked to enter the following information:

- Name of Installation Location
- Product Nickname
- Installation Date.

After entering the information, tap "Save & Continue" to proceed. See Figure 10.

Cancel

Installation Information

Name of Installation Location

Ex. Basement

Product Nickname

Ex. Heater 1

You can rename your water heater at any time.

Installation Date

Save & Continue

Figure 10 - Installation information

- 27 The app will ask permission to use the phone's camera to scan the Serial QR code located on the water heater's rating plate. This is **NOT** the **DSN** QR code on the Wi-Fi module.

NOTICE: If the app is unable to scan the Serial QR code, select the "Enter Serial Number Manually" option at the bottom of the app.

Once registered, the app will proceed to the next step.

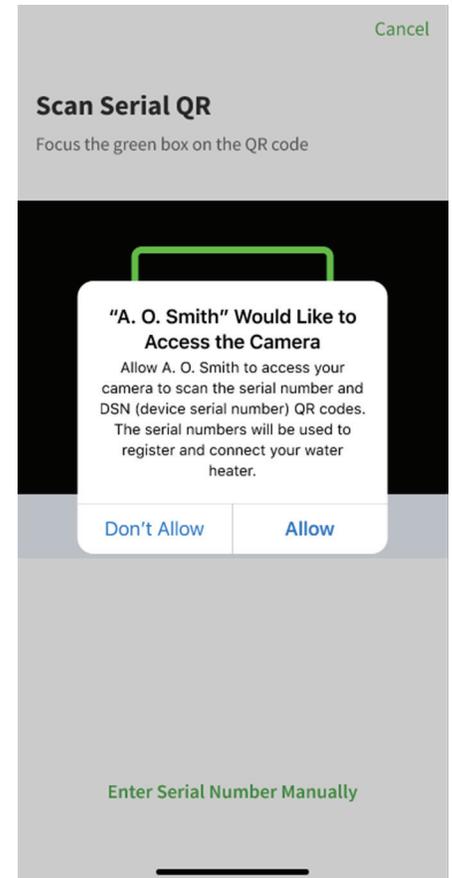


Figure 11 - Scan serial QR Code

- 28 The app will begin the process of connecting your water heater to your Wi-Fi Network. Tap the "Connect" option to proceed. See Figure 12.

X3 Tankless Wi-Fi Adapter Installation Instructions

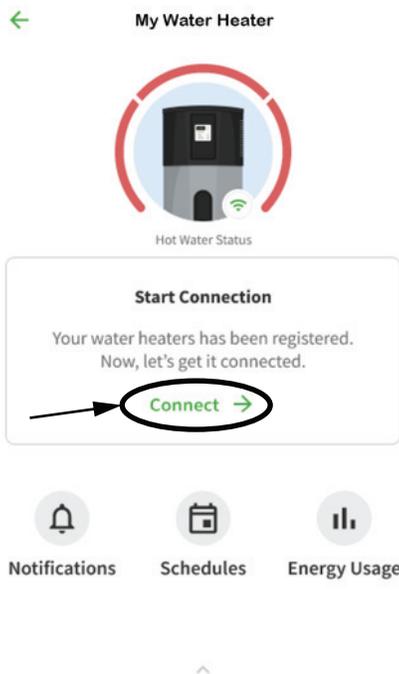


Figure 12 - Preparing to connect

29 You will be asked to select your desired connection method. Tap the "Connect to WiFi" option. See Figure 13.



Connection Method

Connect via Wi-Fi to control your water heater from anywhere. You may also connect via Bluetooth but there are limitations to what you can control with your water heater.



Figure 13 - Choosing the type of connection

30 Press the **Function** button on the Wi-Fi module **once**. A green light will begin to flash while in AP mode. The green light will stop flashing and remain on once setup is successful. Tap "Connect to WiFi" to continue. See Figure 14.

Function Button



Configure the Wi-Fi Radio

Press the "Function" button once and the green light will turn on. If Wi-Fi has not been previously setup, then the green light will flash.

Once Wi-Fi radio is on, press "Connect to Wi-Fi".



Figure 14 - Starting AP mode

31 The Wi-fi app will continue the connection process and display the status. Once it has established an AP connection with the Wi-Fi module it will display the "Choose Your Wi-Fi Network" option. See Figure 15.

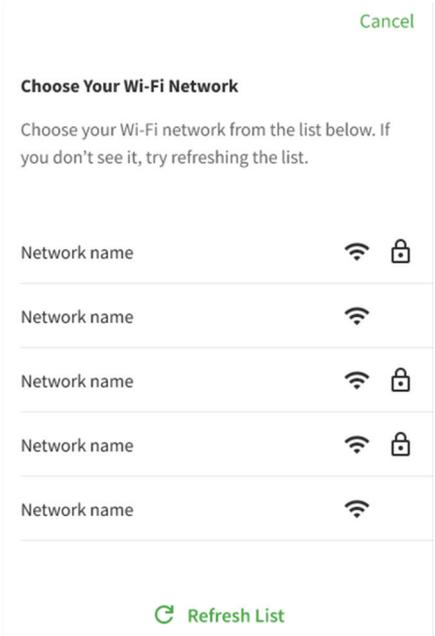


Figure 15 - Available Wi-Fi networks.

32 Select your preferred Wi-Fi Network from the list. We recommend connecting to a Wi-Fi network that has been secured with a password. Enter the network password when asked and tap "Save" to continue.

33 The app will attempt to connect to your Wi-Fi network. The Wi-Fi module LED will stop flashing and become solid when a Wi-Fi connection is established.

X3 Tankless Wi-Fi Adapter Installation Instructions

34 The app will display "Water Heater Added" once the connection is complete. See Figure 16. Tap "Return to Dashboard" to access temperature control and notifications on the app.

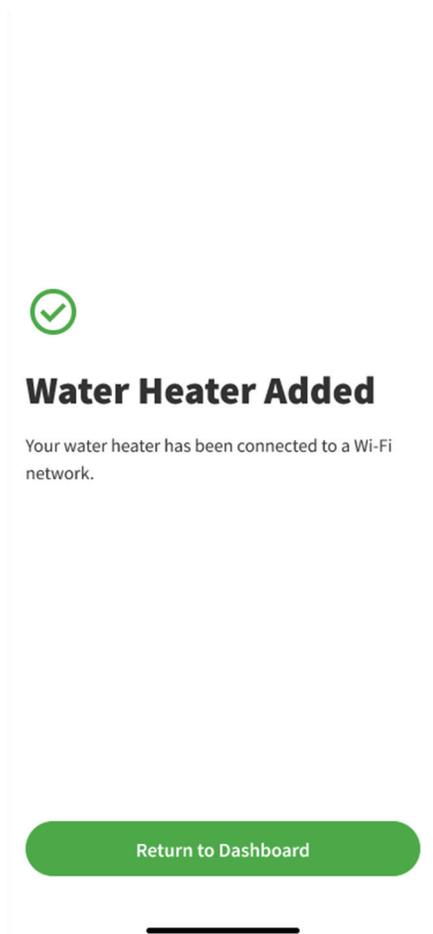


Figure 16 - Wi-Fi configuration completed

35 The "Dashboard" screen allows you to set the desired temperature and check for any alerts.

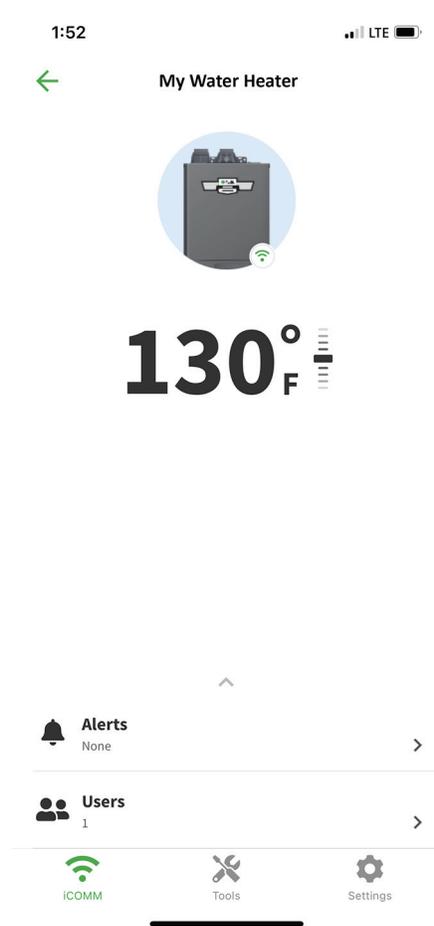


Figure 17 - Dashboard screen

Module Reset:

Soft reset:

With both Wi-Fi and Bluetooth OFF, press the function button once, the green LED will start flashing. Within the first 5 seconds of the green LED flashing, press the function button and hold for 5 seconds to trigger the Soft Reset. If no keys are pressed or held in the first 5 seconds, the Soft Reset will not be triggered and the module will function as the described in the Wi-Fi setup section.

NOTE: The Soft Rest will disable Wi-Fi and Bluetooth functions, to restore these functions after a soft reset do the following. Press the function button for 6 seconds then release. During the 6 seconds, the LED will flash green and blue.

Factory reset:

With both Wi-Fi and Bluetooth OFF, press the function button once, the green LED will start flashing. Within the first 5 seconds of the green LED flashing, double press the function button. The blue LED will remain on ON. Within the first 5 seconds of blue LED remaining ON, press the function button and hold for 5 seconds. This will trigger the Factory Reset. If no keys are pressed or held in the first 5 seconds of the green LED flashing, the module will operate as the described in the Wi-Fi setup section. If the function button is not pressed or held in the first 5 seconds of blue LED flashing, the Factory Reset will not be triggered and the blue LED will be turned off 10 seconds after the double press.

The Factory Reset will revert all settings to factory default and WIFI profiles. Then reboot the module after 6 seconds (during the reboot both green and blue LEDs will flash at the same time).

X3 Tankless Wi-Fi Adapter Installation Instructions

Regulatory Notices

Product Emissions: Unintentional

FCC (UNITED STATES):

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, (2) This device must accept any interference received including interference that may cause undesired operation.

ICES-003 (CANADA):

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC rules. These limits are designed to provide reasonable protection against interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected. Consult the dealer or an experienced radio/TV technician.

CAUTION: Changes or modifications to this equipment not expressly approved by the party responsible for compliance (A.O. Smith Corporation) could void the user's authority to operate the equipment.

Intentional Radiation: (Wi-Fi Radio)

Contains FCC ID: VPYLB1LD

Contains IC: 772C-LB1LD

This device complies with part 15 of FCC Rules and Industry Canada's licence-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Le présent appareil est conforme à la partie 15 des règles de la FCC et aux normes des CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'appareil doit accepter tout brouillage subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

Warning:

This equipment complies with FCC/IC radiation exposure limits set forth for an uncontrolled environment and meets the FCC radio frequency (RF) Exposure Guidelines and RSS-102 of the IC radio frequency (RF) Exposure rules. This equipment should be installed and operated keeping the radiator at least 20cm or more away from person's body.

Cet équipement est conforme aux limites d'exposition aux rayonnements énoncées pour un environnement non contrôlé et respecte les règles les radioélectriques (RF) de la FCC lignes directrices d'exposition et d'exposition

aux fréquences radioélectriques (RF) CNR-102 de l'IC. Cet équipement doit être installé et utilisé en gardant une distance de 20 cm ou plus entre le radiateur et le corps humain.

FCC CAUTION

Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

DATA NOTICE:

Data relating to your water heater may be periodically uploaded from this device. A. O. Smith is the owner of all such data and will use the data for business purposes including but not limited to product improvement.

