



October 26, 2012

Dear *Valued* A. O. Smith Wholesaler:

At A. O. Smith we take great pride in delivering Innovative products and services to the marketplace. Recently, we introduced three new high efficiency condensing tankless products to our portfolio. As our tankless product line evolves and expands, our options for venting have also increased. Currently, we offer the option of venting using Tosetz or T-Vent and Nova Vent, as well, for our tankless product installations.

Based on industry adoption, we will continue to offer T-Vent as a short-term promotional option while we transition our tankless venting materials to the comprehensive Nova Vent offering.

Our special promotion pricing explains your options to convert from T-Vent to Nova Vent product.

- 1) You can continue to stay with T-Vent with a special promotional offering:
 - a. You will receive an automatic 50% discount on all future T-Vent materials purchases from A. O. Smith.
 - b. You can convert to Nova Vent at the end of the promotion period and A. O. Smith will **guarantee** your T-Vent return and reimburse your freight charge at the end of the promotional period.
 - c. If you decide to convert to Nova Vent before the promotion ends, A. O. Smith will guarantee your T-Vent return, however, you must follow the procedure outlined below in number 2.
- 2) You can convert to Nova Vent immediately which will result in:
 - a. Your return of all T-Vent (new and saleable) parts for a 1:1 stock exchange using the attached Venting Conversion Worksheet.
 - b. You will be responsible for return freight charges.
 - c. Your Nova Vent order needs to ship prior to the Returned Materials Authorization (RMA) being issued. The attached Venting Conversion Worksheet should be sent to order entry along with your purchase order.

Our goal is to simplify the ordering options for tankless venting parts and accessories for you and your customers. You can buy now and take advantage of huge savings discounts on existing T-Vent inventories! The discounts and the T-Vent materials are being offered for a limited time only, while supply quantities last.

Should you have any questions, please contact your local A. O. Smith manufacturer representative.

We appreciate your continued support and dedication to the Innovative products and services from A. O. Smith.

Sincerely,

A handwritten signature in black ink that reads "Jason E. Riopelle".

Jason E. Riopelle
Director of Tankless and Renewable Solutions