

No.: AOSXE84002
Date: 11/8/2012
Subject: Residential Heat Pump Manufacturing In North America Begins

A. O. Smith is pleased to announce that manufacturing of our 60-gallon residential Hybrid Electric Heat Pump Water Heaters has moved from our Nanjing, China facility to our North American facility in Juarez, Mexico.

Initially the 60-gallon models only will be manufactured in North America due to current inventory levels of Nanjing produced 80-gallon models. Production of 80-gallon models in North America is estimated to begin sometime in the second half of 2013.

Functionally and operationally nothing will change on the North American produced product. These models will have the same advanced control system, the same high efficiency refrigeration unit, and the same backup heating elements. The shroud on top of all models will remain black.

Changes that will take place:

- The Series numbers listed on the rating labels will change from 100 to 102 to reflect the change to North American production.
- The Serial numbers will now have a "J" designating Juarez as the plant of manufacture, example SN 1245J007760.
- Nanjing product used a coffin type dam surrounding the elements; North American models will use a fiber-dam.
- Nanjing product used a standard element /ECO cover; North American models use a personal protector.
- The jacket color will change to Cool Gray used on other A. O. Smith products manufactured in North America.

If you have any questions please contact your regional sales manager or myself.

As always, thanks for your continued support and dedication to the A. O. Smith brand!

A handwritten signature in black ink that reads "Paul Stewart".

Paul Stewart
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