



## **SAFETY NOTICE**

August 5, 2011

Subject: A. O. Smith BTH-199 and BTH-250 Commercial Water Heaters

Dear Valued A. O. Smith Customer:

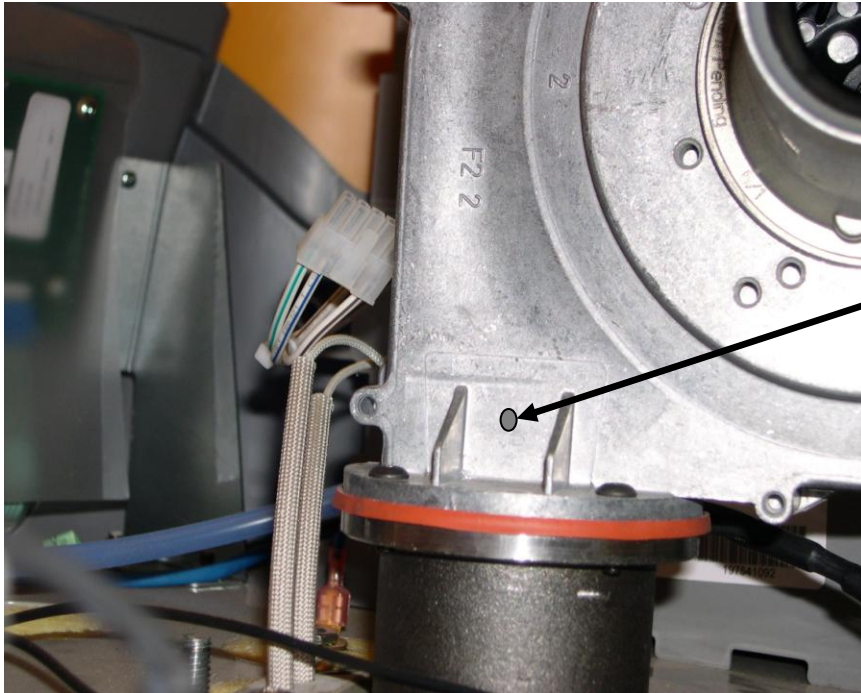
We recently discovered that a small quantity (less than 200) of the BTH-199 and BTH-250 Commercial Water Heaters may have been shipped with a small, undesigned drill hole in the blower housing, which may allow a small amount of a potentially combustible gas/air mixture to escape during operation, resulting in the potential risk of a fire and/or explosion. We request your immediate attention to locate these units and address this issue.

Units Impacted By The Notice: The affected water heaters were manufactured between June 3, 2011 and July 28, 2011 and will have date codes from 1122 through 1130. The serial number range for the potentially affected units is **1122M000549 through 1130M001315**. The model number and serial number information can be found on the unit's rating plate. A water heater photograph showing the location of the rating plate is attached. According to our records we shipped the following potentially affected units to you that may be affected:

**[Please see attached listing of models and serial numbers recently shipped to your location.](#)**

**[Separate Attachment](#)**

The Issue: The water heaters involved may have a small .093” diameter hole in the blower housing on the opposite side from the blower proover pressure tap. (See photo depiction below). When the unit is operating, the positive pressure inside the blower outlet forces some of the gas/air mixture out through this small hole.



Extra .093” diameter hole in blower housing opposite from the blower proover pressure tap and directly above the mounting flange.

What To Do:

1. Check your inventory for affected units listed above that you may still have in stock and have this information ready to give the A. O. Smith representative.
2. For those affected units that have already been sold to consumers, please gather contact information and have available for the A. O. Smith representative.
3. Call us at: **800-527-1953 Ext 6262 (Amy Hopkins)**

We are also requesting that you notify your customers of this issue as well as the availability of a free inspection and new blower housing(s) for immediate installation.

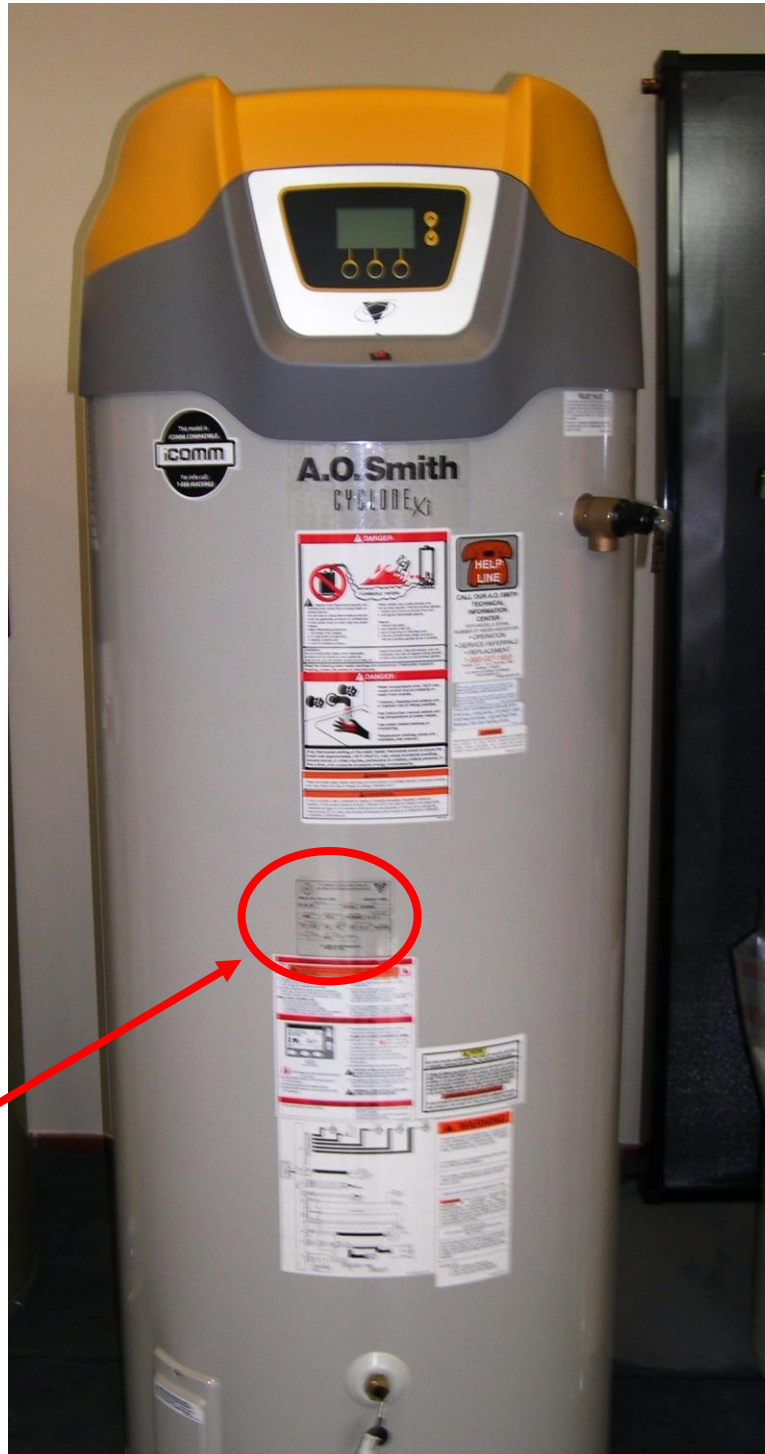
We Offer To:

- Refer the names of nearby service providers that can examine the unit at no charge so that end users may schedule the repair at their convenience, or
- Dispatch a service agent to make the repair at no charge, or
- Provide your customer with free replacement blowers at no charge and a standard labor allowance.

These actions will require a quick visual inspection for the noncompliant condition and, if necessary, the replacement of any affected blowers. In most cases we expect that the majority, if not all of the product, will not have the additional drill hole.

We thank you for your help in this matter and sincerely apologize for any inconvenience this may cause.

SEE PHOTOS BELOW FOR INFORMATION ON LOCATING MODEL AND SERIAL NUMBER INFORMATION.



Rating Plate



**AUTOMATIC CIRCULATING TANK OR  
AUTOMATIC STORAGE WATER HEATER**



**ANSI Z21.10.3 - CSA 4.3 - 2004**

**ANSI/NSF 6 - 2000E**

MODEL NUMBER	GAS TYPE	ITEM ID
<b>BTH 199 100</b>	<b>NATURAL</b>	<b>9281056000</b>

INPUT BTU/HR	RECOVERY GAL/HR	SERIAL NUMBER	CITY OF NEW YORK DEPT OF BUILDINGS MEA
<b>199900</b>	<b>230.18</b>	<b>0937M000606</b>	<b>116-96-E</b>

GAS PRESSURES IN. W.C.			MAX WORKING	ELECTRICAL RATINGS			BUILD DATE
MANIFOLD	MAX INLET	MIN INLET	PRESSURE P.S.I.	VOLTS	HZ	AMPS	
<b>.00</b>	<b>10.50</b>	<b>4.90</b>	<b>160</b>	<b>120</b>	<b>60</b>	<b>5</b>	<b>09/15/2009</b>

STANDBY LOSS		CAPACITY US GAL.		THERMAL EFF.
% / HR	BTU / HR	RATED	ACTUAL	
		<b>100.0</b>		

**A.O. SMITH WATER PRODUCTS CO.  
MCBEE, SC. USA**

**Model  
Number**

**SERIAL  
NUMBER**