



Monday, November 9, 2015

Dear Valued A.O. Smith Customer:

We are dedicated to the continued development of water heating solutions that offer our customers the best in innovative features and value. To fulfill this promise, we must maintain a sharp focus on the water heating business. Our industry has changed dramatically over the last several years due to new technologies, additional industry and government regulations, and customers' increased desires for higher efficiencies. While government regulations have driven residential heat pump sales, the commercial side of the business has been slow to adopt. As a result we have decided to stop production of our current product until market conditions are more favorable.

As of now, we are no longer quoting or accepting new orders for the Renton built AWH series Heat Pumps or custom Water to Water models. Purchase orders for existing quotations will be honored until December 31, 2015. If you have current quotations out for future jobs, please contact Matt Hillis (425) 251-0123 x107 or Howard Holliman (615) 792-6376.

We will continue to honor warranty support, technical support and service parts for the discontinued Commercial Heat Pump Water Heaters.

If you have any questions regarding this announcement, please contact me.

Thanks,

A handwritten signature in black ink that reads "Howard Holliman".

Product Manager
Commercial Products
Office - 615.792.6376
Cell - 931.220.2744