



May 24, 2016

Dear Valued A. O. Smith Customer:

The San Diego Air Pollution Control District (SDAPCD) has adopted Rule 69.5.1 for Natural Gas-Fired Water Heaters with inputs of 75,000 BTU or less, excluding mobile home and instantaneous water heaters. This rule will limit oxides of nitrogen emissions from the above mentioned residential water heaters to be less than 10ng/J.

This revised Rule 69.5.1 will take effect on July 1, 2016. A. O. Smith offers multiple Ultra Low NOx (ULN) water heating products, meeting the lower NOx emission requirements for these Air Pollution Control Districts. As a result of the increase in production costs for these ULN models, we will be implementing a new policy relating to the warranty replacement of non-Ultra Low NOx gas water heaters with new Ultra Low NOx models.

If a pre-Ultra Low NOx gas water heater fails within the warranty period and is replaced with a new Ultra Low NOx unit, a minimum \$130.00 adder will be included in the replacement costs. Please consult your local area service provider for a detailed estimate of their replacement costs for these specific units prior to servicing the heater. If a unit is changed out, the new Ultra Low NOx unit will be covered by a new, limited six-year tank warranty beginning on the date of the replacement installation.

We appreciate your continued support of A. O. Smith water heaters. Should you have any questions, please contact your local service contractor.

Sincerely,

A handwritten signature in black ink that reads "Misty Haynes". The signature is written in a cursive, flowing style.

Misty Haynes
Supervisor, Warranty Claims