



February 15, 2013

Dear *Valued* A. O. Smith Customer:

As you may know, A. O. Smith has recently released new, Ultra-Low NOx 75 & 100-gallon atmospheric vent gas water heaters with inputs of 75,100 BTUs.

These models are designed to meet the Ultra-Low NOx requirements for atmospheric vent products over 75,000 BTU input, in many of the Air Quality Management Districts of California. As a result of increasing production costs for these new models, we have implemented a warranty policy relating to in-warranty replacement of non-Ultra-Low NOx 75 & 100-gallon gas water heaters with new, Ultra-Low NOx 75 & 100-gallon models.

If a pre-Ultra-Low NOx 75 or 100-gallon gas water heater fails within the warranty period and is replaced with a new Ultra-Low NOx unit, a minimum \$200.00 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 for residential models & limited three-year warranty for the light duty commercial models beginning on the date of the replacement installation.

The larger commercial Ultra-Low NOx models with BTU inputs over 76,000 and up to 400,000 BTU, will not incur a warranty adder at this time.

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

Sincerely,

Misty Haynes

Misty Haynes

Manager, Division Warranty

Phone 615-792-8141