



October 3, 2012

Dear **Valued** A. O. Smith Wholesaler:

To streamline and simplify our warranty claims process for our distributors and contracted service providers, we've made some changes to our claims process for parts, service, and heater claims.

Beginning October 1, 2012, printed warranty claim forms will no longer be required (and will no longer be available through the literature department). Instead, warranty claims forms will be available as a downloadable PDF (examples are attached).

The PDF claim form can be downloaded and filled out by hand or online. Parts and service claims can be e-mailed. Heater claims require the leaking water heater's data plate and must be mailed in along with a completed copy of the claim form. The new water heater claim form does not replace the Warranty Wizzard. If claims are completed using the Warranty Wizzard the rating plate will need to be returned. In this instance it is not necessary to complete a manual form. The rating plates should be mailed to the address listed below.

A. O. Smith
500 Tennessee Waltz Parkway
Ashland City, TN 37015
Attention: Warranty Claims

Proof of purchase (or date of installation) is required if the unit is beyond the warranty period based on the manufacture date. Proof of purchase is also required if the install date provided is more than 12 months after the manufacture date. In cases where the unit was installed more than 12 months after the manufacture date, we require this documentation to ensure that an error has not been made and to insure the end user is receiving the full value of their warranty coverage.

Please remember that if a proof of purchase is required, the end user (not the service provider or customer) is responsible for providing appropriate documentation. Documents accepted for replacement units are a dated invoice from the installer or a dated invoice from the distributor. Documents accepted for new construction are closing documents or certificate of occupancy. Separate arrangements should be made with the warranty department regarding rental customers (utility companies).

Issues concerning proof of purchase/install date can be avoided if the unit is registered at time of installation. Registration can be done online at www.hotwater.com (see Product Registration section).

Thanks,

Misty Haynes

Misty Haynes
Manager, Division Warranty
500 Tennessee Waltz Parkway
Ashland City, TN 37015
Phone 615-792-8141