



September 13, 2018

RE: Flood Damaged Water Heaters/Boilers

Dear Valued Customer:

It is A.O. Smith's position that any water heater or boiler subjected to flooding or extensive inundation by water from any source should be replaced. Do not operate the appliance if any part has been under water. This position follows earlier recommendations by the Air-Conditioning, Heating, and Refrigeration Institute and other national safety organizations and regulatory agencies. Water heaters/boilers can experience unseen damage to any component exposed to flooding. This includes possible damage to concealed wiring, connectors, and insulation that may not be detectable and may not manifest itself immediately. Exposure to flooding may interfere with the operation of various safety features on the unit and put operational and structural characteristics at risk. For these reasons, complete replacement of the unit is required.

Water heaters/boilers subjected to these conditions will have all warranty coverage voided. Any attempt to repair or correct flood/water associated damages, other than through complete replacement, will not be covered under either the new product or parts warranty and can lead to product malfunction, premature failure, property damage and/or personal injury or death.

Current recommendations from AHRI can be found at:

<http://www.ahrinet.org/site/593/Homeowners/Improve-Safety/Floods-and-HVACR-Equipment>

Please feel free to contact Technical Support with any questions: 1-800-527-1953.

Sincerely,

Technical Support Department  
A.O. Smith