



To: Homeowners

Subject: Flooded Water Heaters

Hurricane damage in the United States has resulted in many financial losses.

If your water heater(s), gas or electric, has been submerged in water, *DO NOT ATTEMPT to repair, install, or operate the product.* Due to the conductivity of water along with its corrosive properties all the operational controls are rendered unsafe. As for the insulation properties of the product, it would have become saturated with water that cannot be removed resulting in exterior corrosion and failure of the product. The affected water heater(s) should be removed, made unusable, and, replaced with a new unit. As a further note, warranties on our products will not be applied when the product has been damaged, among other things, by flood. Claims made will be declined if it is determined the cause of product failure is the result of flood. We recommend that you contact your homeowners' insurance carrier as soon as possible.

For further information on flooded and submerged appliances, visit the Gas Appliance Manufacturers Association (GAMA) web site: <http://www.gamanet.org/press/flood.htm>