

February 19, 2016

Valued Customer,

It has come to our attention that during a random audit of our product, a limited batch of our GSN & GN model gas water heaters failed a CSA test rendering them non CSA compliant. While we investigate further & develop an immediate corrective action plan, we are removing the GSN & GN models from production and distribution. Accordingly, please do not make any further sales of our GSN and GN model water heaters from your current stock. We will be contacting you immediately to schedule a pick-up of this product and issuing immediate credit. Our goal is to resume shipping these models as quickly as possible.

We appreciate your continued support of American Standard Water Heaters and apologize for the inconvenience this may cause you. We are steadfast in our approach to provide you with industry leading service and quality products.

*American Standard Water Heaters*