



U.S. Consumer Product Safety Commission – Recall

Recall Date: November 6, 2018

Recall Number: 19-029

A. O. Smith Recalls Ultra-Low NOx Water Heaters Due to Fire Hazard

Recall Summary

Name of Product: Ultra-Low NOx water heaters

Hazard: The water heater's gas burner screen develops tears. The water heater's burner can then create excess radiant heat, posing a fire hazard if the water heater is installed directly on a wood or other combustible floor.

Remedy: Repair

Consumers should immediately turn off and stop using the recalled water heaters and contact A. O. Smith to determine if a free repair is necessary.

Consumer Contact:

Consumers should go to www.waterheaterrecall.com, input their model and serial number and complete the form to determine if their water heater is subject to this recall. Consumers with Whirlpool, U.S. Craftmaster or American Water Heater brand water heaters can call toll-free 866-854-2793 from 8 a.m. to 10 p.m. Eastern Time Monday through Friday or 9 a.m. to 6 p.m. Saturday and Sunday. Consumers with Reliance, State, A. O. Smith, and Kenmore brand water heaters can call toll-free 866-880-4661 8 a.m. to 8 p.m. Eastern Time Monday through Friday or 9 a.m. to 6 p.m. Saturday for more information.

Recall Details

Units: About 616,000

Description: This recall includes 30, 40 and 50 gallon natural or propane gas-fired Ultra-Low NOx emission gas water heaters. They are designed to comply with regulations in certain air quality districts in California, and were sold primarily in California. They were sold under the American, A. O. Smith, Kenmore, Reliance, State, U.S. Craftmaster and Whirlpool brand

names and manufactured from April 8, 2011 through August 1, 2016. Only water heaters with the first four digit serial numbers between 1115 and 1631, where the first four digits represent the year and week of production, are included in the recall. The brand name, model number and serial number can be found on the data plate on the product located next to the gas control valve/thermostat. The brand name is printed near the top of the water heater. Consumers can look up their water heater's serial number to see if it is affected by this recall at www.waterheaterrecall.com.

Incidents/Injuries: A. O. Smith has received six reports of fires occurring from a water heater installed directly on a combustible surface. No injuries have been reported.

Sold At: Independent contractors, plumbers, plumbing supply vendors and at various home improvement and hardware stores primarily in California from April 2011 through December 2016 for between \$500 and \$1,000.

Manufacturer: A. O. Smith Corp., of Milwaukee, Wis.

Manufactured in: United States and Mexico

Photos



Photo 1: Ultra-Low NOx Water Heater



Photo 2: Sample rating plate

Footer

About U.S. CPSC:

The U.S. Consumer Product Safety Commission is charged with protecting the public from unreasonable risks of injury or death associated with the use of thousands of types of consumer products under the agency's jurisdiction. Deaths, injuries, and property damage from consumer product incidents cost the nation more than \$1 trillion annually. CPSC is committed to protecting consumers and families from products that pose a fire, electrical, chemical or mechanical hazard. CPSC's work to ensure the safety of consumer products - such as toys, cribs, power tools, cigarette lighters and household chemicals – contributed to a decline in the rate of deaths and injuries associated with consumer products over the past 40 years.

Federal law bars any person from selling products subject to a publicly-announced voluntary recall by a manufacturer or a mandatory recall ordered by the Commission.

For more lifesaving information, follow us on [Facebook](#), Instagram [@USCPSC](#) and Twitter [@USCPSC](#) or sign up to receive our [e-mail](#) alerts. To report a dangerous product or a product-related injury go online to www.SaferProducts.gov or call CPSC's Hotline at 800-638-2772 or teletypewriter at 301-595-7054 for the hearing impaired.

CPSC Consumer Information Hotline

Contact us at this toll-free number if you have questions about a recall:
800-638-2772 (TTY 301-595-7054)

Times: 8 a.m. – 5:30 p.m. ET; Messages can be left anytime

Call to get product safety and other agency information and to [report unsafe products](#).

Media Contact

Please use the phone numbers below for all media requests.

Phone: 301-504-7908

Spanish: 301-504-7800