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A. O. Smith Unveils New Commercial Water Heating Service

The iCOMM™ is the newest in commercial heating efficiency

ASHLAND CITY, Tenn. (October 6, 2009) – The latest service in commercial water heating is here: A.O. Smith’s *iCOMM* system, a water heater and boiler monitoring service that gives business owners peace of mind.

The *iCOMM* system’s remote connectivity to the *iCOMM* Web site allows the user to manage, monitor, and interact proactively with their full fleet of A. O. Smith water heaters and boilers from anywhere in the world via the Internet; and the *iCOMM* system is BACnet compatible. The remote monitoring also provides leak detection and fault alerts for any unit in the fleet through email or text messaging. If business owners want to monitor the heaters themselves, they have that option. However, because of *iCOMM* unit’s alert system, it’s no longer necessary.

The *iCOMM* system is compatible with five A.O. Smith product families, including the Gold Xi commercial electric line, the Cyclone® Xi family of heaters, the Custom Xi commercial electric line, the VF series boilers and Genesis® boilers. The system may be added to any previously installed, compatible heater or may be applied to a newly installed unit.

“We are now able to help our commercial customers avoid lengthy and costly interruptions to service that can negatively impact their business,” said David Chisolm, brand manager for A. O. Smith. “This service can help a ‘mom and pop’ business with one water heater or a national chain with thousands of locations.”

Whether it’s a large restaurant, a hospital, or a hotel, the *iCOMM* system can help business owners rest easy by monitoring all of the water heaters at the same time, preventing any loss of business resulting from a water heater problem.

About A. O. Smith:

Headquartered in Ashland City, Tenn., A. O. Smith Water Products Company is a leading manufacturer and marketer of residential and commercial water heaters and hydronic boilers. A. O. Smith offers contractors an additional competitive advantage in that the company designs, builds, distributes and field supports the world’s broadest and deepest line of residential and commercial water heaters, as well as commercial boilers. This single-source concept simplifies ordering, installation and service and is backed by more than 70 years of research and innovation.

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