



January 21st, 2010

To National Accounts Service Providers,

Some GREAT news!

National Field Service Group will be holding advanced training sessions on the HCG High Efficiency Commercial Gas product in 2010. American Water Heaters is providing our resources so that your business will be profitable installing and servicing this product. We strongly recommend your participation in this unique training event. The sessions will consist of one (1) day (8AM-5PM) covering advanced troubleshooting, field tips, installation guidelines, and service requirements. Expect 50% classroom and 50% product hands-on in the engineering lab.

Fly into Charlotte-Douglas International Airport, NC the day before your scheduled session, shuttled to hotel in Charlotte, NC for the night. All attendees will be picked up the following morning and transported to our state-of-the-art training facility in McBee, SC. After the session you will be transported back to Charlotte that evening. You will depart the following morning.

Attached is the Registration Form which must be filled out and return promptly to ensure getting your first requested session (**session size is limited**). Attach the pre attendance work sheet to your form. Any questions please contact dhenry@hotwater.com or Fax 1-423-283-8034

There is no cost for the session; however we do require a \$50 per student (Check) refundable deposit, which will be returned the morning of the session.

**Your company will be responsible for the travel and hotel costs.
Do not make any arrangements until you receive the acceptance a confirmation.
You will be provided detailed information, once accepted.**

The day of the training in the training room, you will be provided doughnuts, coffee, lunch, and a snack box for the ride back to Charlotte.

Schedule

Week 1- week of April 12th

Session 1- Monday, 12th
Session 2- Tuesday, 13th
Session 3- Wednesday, 14th
Session 4- Thursday, 15th

Week 2- week of May 17th

Session 5- Monday, 17th
Session 6- Tuesday, 18th
Session 7- Wednesday, 19th
Session 8- Thursday, 20th

Thank You,
National Field Service Team