iCOMM allows you to monitor your fleet of water heaters regardless of location.

Remote monitoring = Allows BacNet connection
Leak detection notification and other fault alerts are sent via text message or e-mail

Visit www.aosmithconnect.com or call 1-888-599-2837 for more information.

Peace Of Mind Has A New Name

Introducing iCOMM™
An interactive remote monitoring service by A. O. Smith.
What Is iCOMM™?

iCOMM™ from A. O. Smith is the latest technology in commercial water heating that allows you to interact with, proactively manage, and monitor your A. O. Smith water heaters or boilers from anywhere in the world via the Internet. It’s designed to alert you—via text message or e-mail—about any potential problems related to your facility’s hot water operation, helping you avoid lengthy and costly interruptions in service.

Who Is iCOMM Designed For?

Any commercial water heater customer, ranging from small businesses with one water heater to national chain operations with thousands of locations.

Get iCOMM In 4 Easy Steps

1. Confirm you have a compatible unit.
2. Verify that you have an Internet connection in the same room as the water heater(s).
3. Call Customer Service at 1-888-599-2837 to purchase hardware. Call Technical Support at 1-888-479-8324 to arrange optional installation.
4. Call 1-888-WATER02 to purchase a subscription.

iCOMM Allows You To:

- Access current and historical water heater data
- Monitor “live” water heater status using a Web browser
- Respond instantly to a leak detection notification
- Proactively manage fault alerts sent via text message or e-mail
- Monitor your fleet of water heaters, regardless of location
- Have peace of mind

Compatible Units Include:

- Cyclone® Xi
- VF Series Boilers
- Custom Xi (DSE Models) and Gold Xi (DVE Models)
- Genesis® Boilers