A. O. Smith QR Program FAQs

Where is the QR code to scan?

- The QR Code is available for most units manufactured after 2014. It's on the rating plate of the heater. This rating plate is usually located towards the bottom and looks like this:

How do I scan the code?

- Open the camera app on your Android or iPhone and point at the QR code. A link should appear. Tap the link, and the page will load for your heater.

What resources can I find?

- More materials are being added every day. Not every material is available for every single product. Based on the availability, you can find:

  - Warranty Status
  - User Manual
  - Troubleshooting Videos
  - Registration
  - Technical Support
  - Contractor Locator
  - Service Parts

Do I have to download anything?

- No. Scanning the code opens a mobile web app, with no app download required.

Is this faster than calling?

- In many cases, you can find the answer or help you needed right in the app. When you do need to call for more help, filling out the form will reduce the time on the phone where the agent would normally be creating the case and saving your information.

What do I need to do if I create a troubleshooting case?

- Fill out all the required information and submit the case, make note of the serial number that is displayed along with the phone number to call. Enter the serial when asked after calling.

Are you tracking my usage of the site?

- No. No tracking cookies are used. The only information retained is information you provide if you fill out a form such as troubleshooting or registration

Who can see what I filled out on my registration or troubleshooting form?

- Our support center staff can look up your info when you call in and provide your serial number. This prevents you having to take time on the call to provide your contact information.

Will this add me to any kinds of mailing lists?

- No. Your email is only required to be able to map your contact information for our call centers. The email serves as the unique ID, where occasionally a name might be a duplicate.