

GE GeoSpring Frequently Asked Questions (FAQs)

Updated October 19, 2016

Quick Talking Points for Customer Calls

- **General GE warranty support**
 - GE will support the product after they stop producing units.
 - GE has indicated they will honor all components of the product warranty for GeoSpring units per existing purchase agreements.
- **GE product warranty details**
 - The warranty is limited 1 year for labor and limited 10 years for parts.
- **GE contact for product issues**
 - Customers with product issues should call **1-888-443-4394** for GE GeoSpring service support.

When is GE planning to cease GeoSpring production?

GE Appliances has informed NEEA that they will cease producing the GE GeoSpring heat pump water heater at the end of 2016. It is our understanding they will continue to support the product through the end of 2016, and honor all components of the product warranty per existing customer purchase agreements.

Are GE GeoSpring heat pump water heaters being removed from the Qualified Products List?

No. GE confirmed to NEEA they plan to honor all components of the product warranty per existing customer purchase agreements. As there are no known performance issues and GE plans to honor GE GeoSpring warranty requests, these units still meet Northern Climate Specification requirements and will remain on the Qualified Products List.

Will GE honor the GeoSpring warranty after 2016?

Yes, GE has repeatedly confirmed that they will honor all components of the product warranty and servicing per existing customer purchase agreements. Please call 1-888-443-4394 for GE GeoSpring service support.

Will the GE GeoSpring manufacturer markdown promotion continue through December 2016?

GE indicated they will continue implementing their manufacturer markdown funded by NEEA through the end of 2016. GE is in discussions with their partners to understand if they will continue purchasing the product until production ceases, and Hot Water Solutions will update this document as we learn more.

Will GE implement closeout pricing on the GeoSpring to clear out inventory?

GE has not indicated they will implement closeout pricing at this point, however that could change. Hot Water Solutions will update this document as this evolves.

Should consumers be concerned about any safety issues?

There are no indications of any safety issues with GeoSpring units. The discontinuation of GeoSpring units is due to profitability of the product at GE.

Which major retailers were carrying GE GeoSpring product?

At the time of the product discontinuation announcement, the only major retailer carrying GeoSpring product was Lowe's. Sears removed GE products earlier in 2016 to focus on carrying Kenmore products (HPWHs manufactured by A. O. Smith). Various independent retailers and distributors carry the GeoSpring in the region. See geospring.com for locations.

Will the GE GeoSpring Every-Door-Direct-Mail (EDDM) campaign still move forward?

No. After discussions with GE, Hot Water Solutions decided to re-allocate those resources to a manufacturer partner whose product would still be available after 2016. Hot Water Solutions is working with A.O. Smith to develop a similar opportunity, ideally to be implemented in 2016. The team will reach out to utilities when details are confirmed.

Are there other Tier 2 or 3 product options available?

The A. O. Smith family of brands recently launched a new suite of Tier 3 products in 50, 66, and 80 gallon sizes. These units currently offer the highest heat pump water efficiencies in the market today. The A. O. Smith families of products are available throughout the supply chain at locations such as installers (the A. O. Smith Voltex) and Sears (Kenmore), with other products at Lowe's (Whirlpool) becoming available in 2017. For a full list of available products, please reference the [Qualified Products List](#).

NEEA spoke with A. O. Smith on June 29, and A. O. Smith confirmed their commitment to their heat pump water heater product. NEEA staff will continue to work with the A. O. Smith team to identify ways to amplify the roll-out of their Tier 3 product this year.

What is the communication strategy to stakeholders and the supply chain?

NEEA communicated this information to utility stakeholders via email bulletin. The team will continue keeping stakeholders informed as new information arises.

GE will communicate these developments to their supply chain partners. If you receive questions or feedback from members of the supply chain, please use this FAQ for guidance in responding.

How does this impact the manufacturing of Bradford White heat pump water heaters?

The GE announcement has no impact on Bradford White heat pump water heaters. On January 30, 2017, Bradford White announced acquisition of GE's GeoSpring heat pump water heater production assets. Beginning spring 2017, the units will be manufactured in the United States using Bradford White's Michigan plant. For years, Bradford White rebranded GE heat pump water

heater product as Bradford White AeroTherm heat pump water heaters, and under this agreement, Bradford White will extend its 24/7 customer support services to existing GeoSpring owners.

Will NEEA continue supporting the Hot Water Solutions Initiative?

Hot Water Solutions is an initiative of the Northwest Energy Efficiency Alliance (NEEA) focused on promoting the education, development and adoption of heat pump water heater technology that is best suited to meet the needs of homeowners in the Northwest.

NEEA will continue supporting Hot Water Solutions. We expect a slight dip in near term sales but have strong confidence in the initiative's ability to achieve significant energy savings for the region. The Northwest continues to see increasing levels of quality HPWH installations that deliver efficient operation and high customer satisfaction.

Who is NEEA?

Mobilizing the market toward energy efficiency is the most cost-effective way to meet our future energy needs. The Northwest Energy Efficiency Alliance (NEEA) is an alliance of more than 140 Northwest utilities and energy efficiency organizations working on behalf of more than 13 million energy consumers.

NEEA is dedicated to accelerating both electric and gas energy efficiency, leveraging its regional partnerships to advance the adoption of energy-efficient products, services and practices. Since 1997, NEEA and its partners have saved enough energy to power more than 700,000 homes each year. As the second largest resource in the Northwest, energy efficiency can offset most of our new demand for energy, saving money and keeping the Northwest a healthy and vibrant place to live.