

- Distributor
- Service Provider
- Bradford White Corp.
- Customer

For troubleshooting help,
or warranty procedure questions,
Call 1-800-334-3393



DISTRIBUTOR

Phone call comes in from
BWC Technical Support,
Plumbing Contractor or End User.

SERIAL NUMBER LOOKUP

Labor is only covered in the first year.
DATE CODE IN SERIAL NUMBER WILL LET YOU KNOW HOW OLD THE WATER HEATER IS. Ask for serial number, and determine how old it is using the date code matrix chart. Understand the symptoms of the complaint to better prepare the **Plumbing Contractor or Service Provider.**

SERIAL NUMBER SHOWS WITHIN THE FIRST YEAR

Labor is covered for manufacturer's defect.

Make Appointment

Make sure they understand if it's not a manufacturer's defect, it will not be a warranty situation and the facility/homeowner is responsible for all charges.

Contact Service Provider

to diagnose, repair or replace, and double-check the model and serial number. Model and Serial Number should be noted on your work order and invoice. Make sure plumber gets any proof of installation date if required **before** performing service.

Submit Warranty Allowance Form (WAF) and invoice including all required information.

Send WAF to BWC in Michigan

Water heater claim to warranty and parts claim to parts dept.

BWC will credit

the Distributor all warranted parts and labor per the warranty and service allowance policy.

SERIAL NUMBER SHOWS OVER 1 YEAR OLD

Ask if they have proof of installation or occupancy showing within 1 year. If not, labor is **NOT** covered under warranty.

Residential water heater and parts will have a 6-year warranty (parts on water heater only after July of 1998). Other products may have different warranty period. Check with the Warranty Department for details.

**PROOF OF
INSTALLATION
WITHIN 1 YEAR
CAN BE
PROVIDED.**

**SERIAL
NUMBER SHOWS
PAST FIRST YEAR
(BUT WITHIN
6 YEARS)
AND MADE AFTER
JULY OF 1998.**

Invoice Your Customer for Labor.

Turn in the warranted part to your Distributor and fill out the Warranty Allowance Form.

**BWC will credit
parts per policy.**

Serial Number Date Code Shows Manufactured *Prior to July of 1998.*

No warranty is left for parts and labor. Invoice your customer for labor and parts.

Place order for replacement parts with
Parts Department at (800) 538-2020 or fax 215-641-1670