# BWC Warranty Procedure Flow Chart **REPRESENTATIVES**

 Distributor
Independent Service Contractor (ISC)
Bradford White Corp.
Customer

BRADFORD WHITE

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

# BWC REPRESENTATIVE 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 ISC.

# SERIAL NUMBER SHOWS WITHIN THE FIRST YEAR

Labor is covered for manufacturer's defect.

#### **Contact ISC**

to diagnose, repair, 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.

#### 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 the service.

# Submit BWC Service Report Form (if used)

and invoice including all required information. Send directly to Technical Support.

# Send Parts to BWC in Michigan

USE THE **BLUE ISC TAGS** ON PART(S) RETURNED TO BWC. Keep a copy of the shipping label (or tracking number) in your file in case part gets lost in transit or if there are any questions.

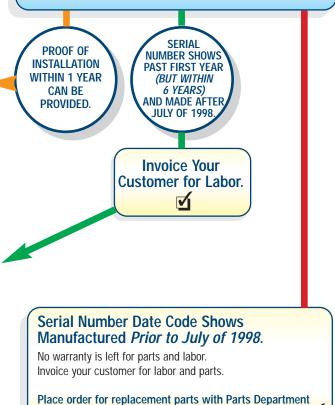
# Part(s) Replacement

BWC will send an N/C replacement part to replenish your consigned parts inventory, and issue a check for your labor. Be sure n/c replacement part is put into stock for use on next warranty call.

# 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.

Parts will have a 6-year warranty if date code shows after July of 1998 and can be exchanged from your consigned parts inventory Bradford White sent at N/C.



at (800) 538-2020 or fax 215-641-1670