

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

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.

**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.**



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** 