

Warranty FAQs

Listed here, you will find answers to common water heater questions. For additional information, please visit the Support & Service or Warranty section of our website. There you will find additional frequently asked questions as well as links to field service bulletins.

What is my warranty?

[Click here for warranty coverage duration and warranty samples.](#)

Can you refer me to a plumber?

Bradford White provides a contractor locator to help you find service contractors in your area. Any contractors located or contacted through this service are solely independent from Bradford White. We advise you to shop carefully and perform thorough research before selecting a contractor for any repairs or service.



[Click here to find a contractor in your area](#)

What is the energy factor for my water heater?

The water heater Energy Factor (EF) is a measure of the overall efficiency of the water heater. This is determined by comparing the energy in the heated water used daily to the total daily energy consumption of the water heater. The higher the EF, the lower the annual running costs.

[Visit our Energy Efficiency Ratings page](#)

Can you ship warranty parts to homeowners?

Bradford White's policy is to sell its products and components only through wholesale warranty parts are only available through a installation contractor.

[Visit our find a contractor page to locate a](#)



[distributors. Therefore, Bradford White](#)

[dealer in your area.](#)

Do I have to use a licensed contractor?

While there is no law that says you have to licensed contractor, we do highly recommend it. Using a licensed contractor assures your system is properly maintained and helps to increase its life.

[use a](#)

[Click here to find a Contractor](#)



What is the life expectancy of my water heater?

Water heaters usually last well beyond the warranty period stated. However, the life expectancy varies greatly depending upon local water chemistry, system use, operating temperatures, and maintenance provided.



How do I call for service?

Depending on the age (warranty condition) of your water heater, there are multiple options in obtaining service.

Visit our warranty service page for more information.

How old is my water heater?

By using this chart you can determine the age of your system. For example, a serial number of WC9876553 would have been built in the year 2000 and in the month of March. A serial number beginning with KA would have been built in 1993. The remainder of the serial is just a sequential number.

To determine the age of your water heater, click here



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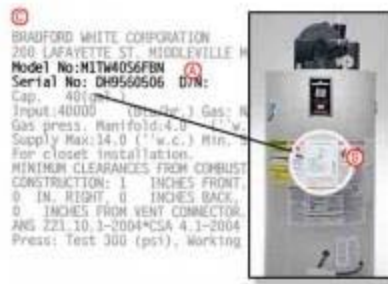
Can I check my warranty on the website?

Determine the age of your system
by finding the Model/Serial Number on up to the date chart.

Determine the duration of your
Visit our coverage duration page

What is the duration of my warranty

Click here for warranty duration information



Do so
your tank, then match it
warranty