

Factory Reset Instructions

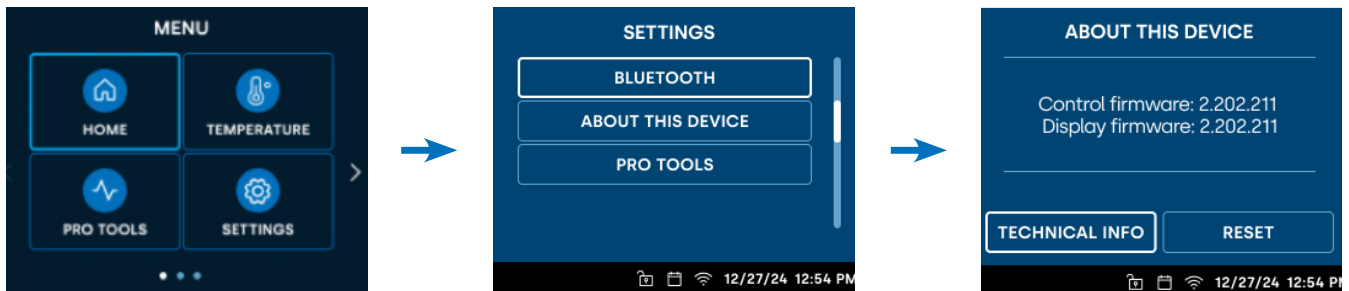
BRADFORD WHITE WAVE®



Factory resetting the **Bradford White Wave®** can be used to clear all configurable settings that are stored on the unit, including Bluetooth pairing information, Wi-Fi credentials, schedules, hourly energy usage data, and DRM settings (*if applicable*). **Please note that factory resetting is not reversible.** Factory resetting does not reset the data sent to Bradford White's cloud.

AeroTherm® G2 Reset

1. On the control panel of the unit, navigate the Main Menu and select **Settings**
2. Under **Settings** locate and select **About This Device**
3. Under **About This Device**, select **Reset**



4. Under **Reset**, select **Reset** and then confirm the factory reset by selecting **Reset Now**



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5. You can now complete the setup process for the **AeroTherm G2™** by following the steps below.

Download the Bradford White Wave® app:

App Store:



Play Store:

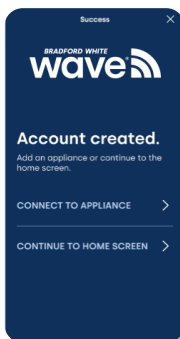


Bradford White Wave® Setup:

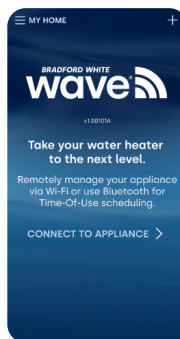


1. Download the **Bradford White Wave®** app on a mobile device's respective app store.
 - a. Open the Wave app, From the Login Screen, Select **Sign Up Now** or enter account credentials to **Sign-in**.
For new accounts, a confirmation email will be sent to your email address within 10 minutes.

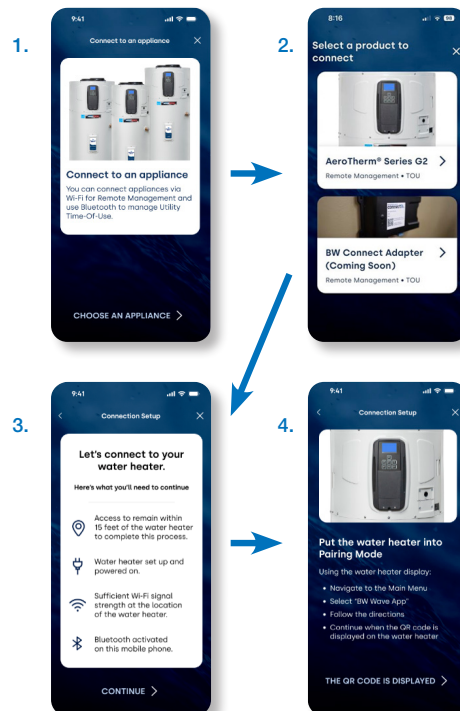
Enter your account credentials, then select **Sign In**, or select **Sign Up Now**



Once your account is created, or you are signed in select **Connect to Appliance**



2. After selecting **Connect to an Appliance**, select the appropriate product to connect
 - a. For the **AeroTherm® G2** select **AeroTherm® Series G2** when prompted
3. Once the appropriate product is selected, you will be directed to a new window, follow the on-screen instructions.



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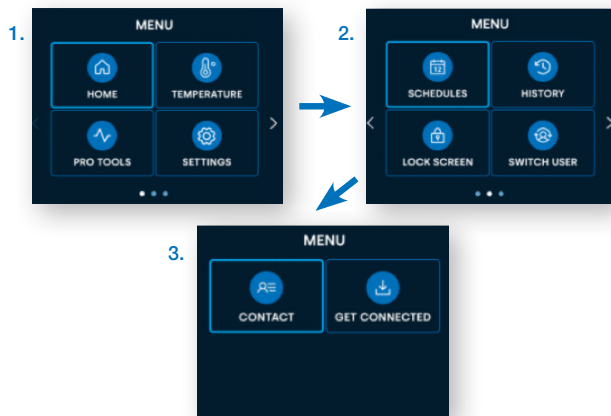
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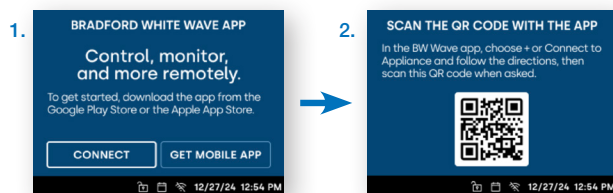
Bradford White Wave® Setup:

4. To locate the **QR Code** on the water heater display complete the following steps:

- Click the **Menu** button and scroll to the **Get Connected** tile in the **Main Menu**
- Select **Get Connected**



5. After selecting **Get Connected**, select **Connect** to have a QR Code displayed
- If you still need to download the **Bradford White Wave®** app, select **Get Mobile App** and return to Step 1 of these directions.



6. After scanning the QR code with the **Bradford White Wave®** app, you will be asked to pair using Bluetooth
- Select **Pair** when prompted, if the connection is successful, you will reach a **Connection Successful** window.

- After selecting **Pair**, you may be asked to enter a pairing code, this code will be on the water heater display after scanning the QR code.
- The water heater display will then direct you to follow the instructions in the app to continue setting up.



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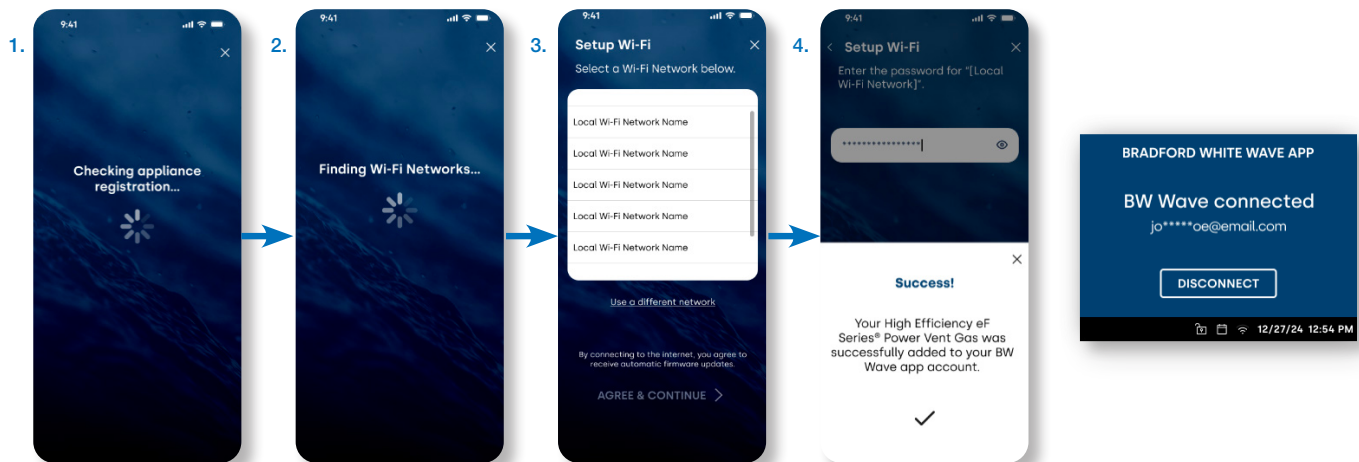
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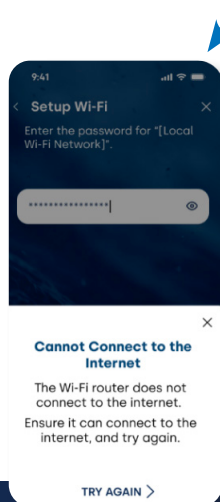


Bradford White Wave® Setup (cont.):

7. Upon successful connection you will be asked if you want to finish the initial setup by selecting **Setup Wi-Fi**, or setup a **TOU rate** plan by selecting **Manage Time-Of-Use**.
Please note: Setting up a TOU rate plan will not complete setup of the Bradford White Wave® app.
8. To complete the setup, Select **Setup Wi-Fi**, which will guide you through connecting the BW Wave app and water heater to your local Wi-Fi network.
 - a. Follow the instructions in the app to connect to your Wi-Fi network.
 - i. If the Wi-Fi connection is successful, you will see a **Success!** pop-up in the app, and the water heater display will say **BW Wave connected**.



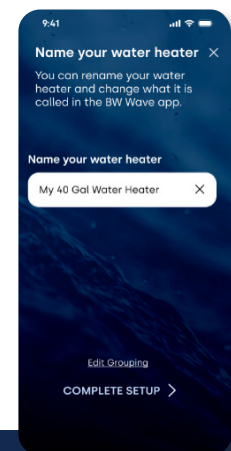
- ii. If there are issues connecting to your local Wi-Fi network, you will receive a pop-up in the BW Wave app.
 - iii. The **AeroTherm® Series G2** is only compatible with a 2.4ghz band. If you have adaptive band-steering/automatic band-steering enabled, please disable this feature on your home router.



9. Upon successful connection to your local Wi-Fi network, you will be asked to name your water heater if desired.
 - a. Once you are done, select **Complete Setup**.

Bradford White Wave Support

If you need assistance setting up the Bradford White Wave app, configuring Time-of-Use (TOU), or have any questions or issues, please contact us at: iot.app@bradfordwhite.com



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