

# BRADFORD WHITE CORPORATION

## Limited Residential Everhot Tankless Water Heater Warranty

### What does this Limited Warranty Cover?

This limited warranty covers both the heat exchanger and component parts for leakage or other malfunction caused by defects in materials and/or workmanship. It applies to the original consumer purchaser and to any subsequent owner as long as the water heater remains installed at its original place of installation.

### What does this limited warranty not cover?

This limited warranty does not cover leakage or other malfunction caused by:

- a) Defective installation, reinstallation at another location and specifically, any installation which is made in violation of applicable state or local plumbing, housing or building codes, or without a certified American Gas Association, ASME, or comparable combination temperature and pressure relief valve, or contrary to the written instructions furnished with the unit.
- b) Adverse local conditions, and specifically sediment or lime precipitate in the heat exchanger; corrosive elements in the atmosphere; or water quality contrary to the written requirements furnished with the unit.
- c) Misuse, and specifically operations and/or maintenance contrary to the written instructions furnished with the unit, removal of anode(s), disconnection, alteration or addition on nonapproved components or apparatus, operation at settings other than those set forth on the rating plate, or accidental or other exterior damage.

This warranty also does not cover:

- a) Production of noise, taste, odors, discoloration or rusty water.
- b) Incidental property damage, loss of use, inconvenience or other incidental or consequential costs.
- c) Costs associated with the replacement and/or repair of the unit, including any freight, shipping or delivery charges, any removal, installation or re-installation charges, any material, and/or permits required for installation, re-installation or repair, or charges to return the defective heater and/or component part to the manufacturer.

### What is the duration of the implied warranty?

Any implied warranties, including the warranty of merchantability imposed on the sale of the water heater under the laws of the state of sale are limited in duration to one year from date of original installation.

### How does state law relate to the warranty?

Some states do not allow:

- a) Limitations on how long an implied warranty lasts.
- b) Limitations on incidental or consequential damages.

So the above limitations or exclusions may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

### What is the period of coverage?

This limited warranty runs from the date of installation (or without proof of installation, from three (3) months after the date of manufacture) for the period specified on the following chart.

| Item                           | Residential Applications | Commercial & Radiant Heating Applications |
|--------------------------------|--------------------------|---|
| Heat Exchanger                 | 12-years*#               | 5-years*                                  |
| All other Parts and Components | 5-years*#                | 5-years*                                  |

A warranty product or part is provided exclusive of labor, freight, and/or any installation costs. All replacement heaters and parts carry the balance of the original warranty, i.e. if an original twelve (12) year warranted heater develops a leak due to defects in materials/workmanship after only ten (10) years, the replacement unit is warranted for two (2) years in this example.

\*Note: Period of coverage is reduced to 3-years from date of purchase when used as a circulating water heater within a hot water circulation loop, where the water heater is in series with a circulation system and all circulating water flows through the water heater, and where an aquastat / thermostat, timer, or an on-

demand recirculation is not incorporated. A system that incorporates a continuous recirculation due to timer settings, excessive heat loss of the loop or aquastat / thermostat setting will be treated as a continuous circulation system and have a reduced warranty of 3 years.

On-demand recirculation is defined as a hot water re-circulating loop or system that utilizes existing hot and cold lines or a dedicated return line, and only activates when hot water is used. It can be activated by a push button, motion sensor, or voice activation but not by a temperature sensor. A timer added to a standard re-circulating pump is not considered as on-demand.

# The warranty for a heat exchanger used in a circulation system which is controlled through an aquastat / thermostat, or timer, or an on-demand system is 12 years for residential applications.

Use of a Main Controller/Commercial control (p/n 239-48789-00) in a residential dwelling will reduce the warranty coverage to that of a commercial warranty application.

### **What will we do to correct problems?**

If a defect occurs within the heat exchanger warranty period, we will:

- a) Provide a replacement water heater of our manufacture, (or at our option) repair any unit which develops a leak in the heat exchanger with the warranty period. To obtain a replacement water heater, you must forward both the rating plate from the defective unit to us and a copy of the original sales receipt. If government regulations require the replacement heater to have features not found in the defective heater, you will be required to pay the difference in price represented by those government required features.

If a defect occurs within the parts warranty period, we will:

- a) Provide a replacement part (or at our option repair) any part which fails to function within the parts warranty period. To obtain a replacement, you must forward the defective part to us. If government regulations require the replacement part to have features not found in the defective part, you will be required to pay the difference in price represented by those government required features.

### **What will we not do?**

We will not:

- a) Repair or replace any water heater, or part, subject to conditions outlined in "What does this limited warranty not cover?"
- b) Reimburse any costs associated with repair and/or replacement.
- c) Replace and/or repair any heater without complete model/serial number.
- d) Replace any water heater without prior receipt of actual rating plate from appliance and copy of original sales receipt.

### **How do you get warranty assistance?**

Upon discovering s defect or problem, you should

- a) Contact either the installer or dealer, or
- b) Contact us

Bradford White Corporation  
Warranty Support Group  
200 Lafayette Street  
Middleville, MI 49333  
1-800-531-2111

### **What should you do to keep the warranty in effect?**

To facilitate warranty assistance, you should:

- a) Follow all instructions enclosed with the product.
- b) Retain all bills of sale or receipts for proof of installation, etc.
- c) Contact your installer, dealer or our Warranty Department as soon as any problem or defect is noticed.

When necessary, allow us, or our chosen representative, to inspect the unit.

EverHot® Limited Warranty Registration

In order to confirm Limited Warranty coverage at 12 years for Residential Applications<sup>1</sup>, complete the information below and click submit.

\*Consumers First Name:

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\*Consumers Last Name:

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\*Address:

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\*City:

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\*State:

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\*Zip:

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\*Phone Number:

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\*Installation Date:

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\*Installation Application Type:  
(Ex: Residential or Commercial)

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\*Purchase Date:

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\*Model Number:

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\*Serial Number:

---

\*Installation Company:  
(Ex: ABC Plumbing Company)

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Installer's EverHot® Certification Number:  
(Ex: 109456)

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Installer's Phone Number:

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\*Denotes required fields

(1) Period of coverage is reduced to the Commercial Applications Limited Warranty (see above box) if above information is not received by Bradford White Corporation.

Fax Number: Warranty Support Group: 269-795-1089

Online Warranty Registration: [www.bradfordwhite.com](http://www.bradfordwhite.com) (check your warranty link)

Mail: Warranty Support Group: 200 Lafayette Street, Middleville, MI 49333-9493