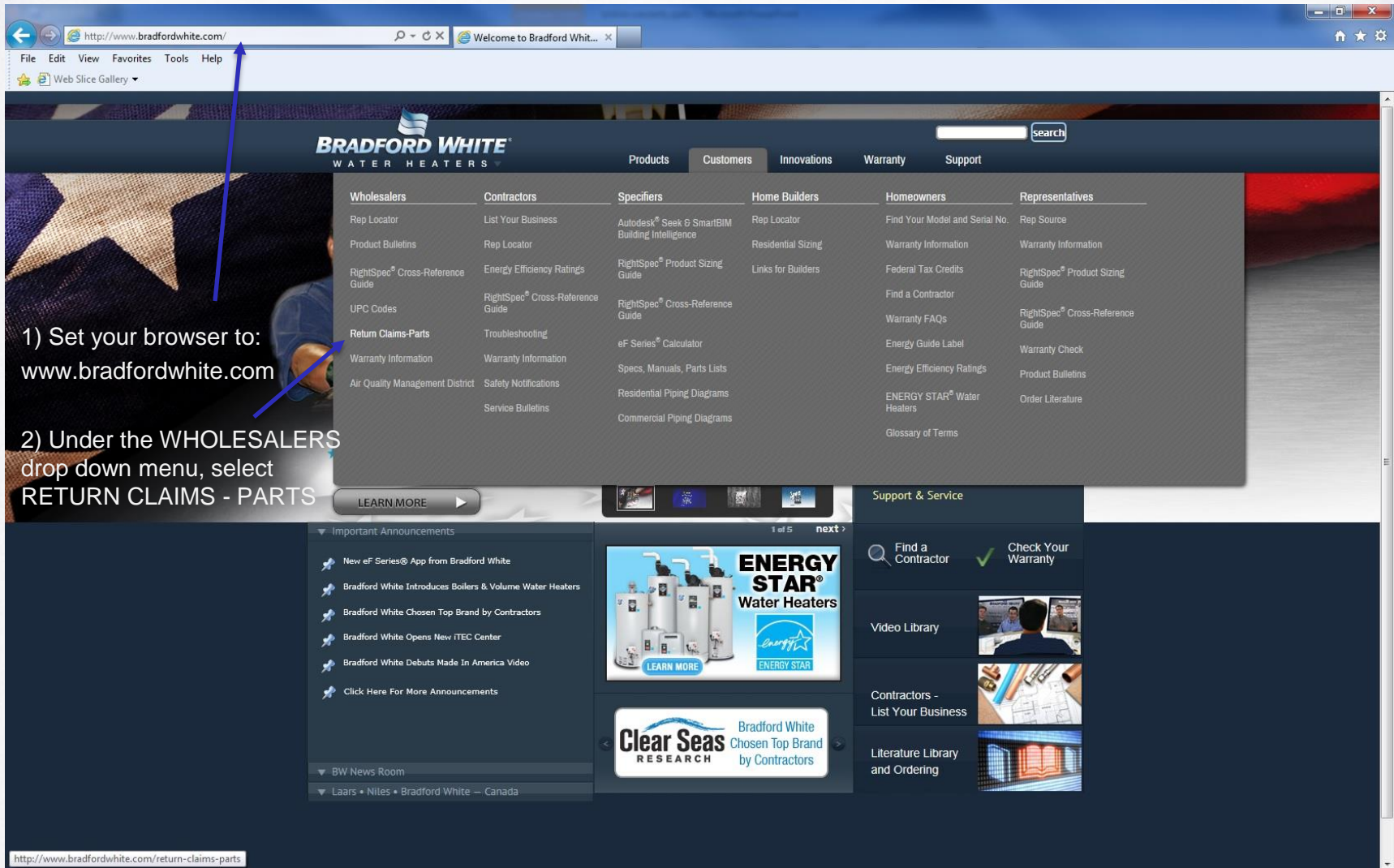




# Wholesale Part Warranty-Online Tutorial

# Getting Started



1) Set your browser to:  
[www.bradfordwhite.com](http://www.bradfordwhite.com)

2) Under the WHOLESALERS drop down menu, select RETURN CLAIMS - PARTS

The screenshot shows the website's navigation structure. The main menu includes: Products, Customers, Innovations, Warranty, Support. The 'Wholesalers' dropdown menu is expanded, showing the following categories and their respective links:

Wholesalers	Contractors	Specifiers	Home Builders	Homeowners	Representatives
Rep Locator	List Your Business	Autodesk® Seek & SmartBIM Building Intelligence	Rep Locator	Find Your Model and Serial No.	Rep Source
Product Bulletins	Rep Locator	RightSpec® Product Sizing Guide	Residential Sizing	Warranty Information	Warranty Information
RightSpec® Cross-Reference Guide	Energy Efficiency Ratings	RightSpec® Product Sizing Guide	Links for Builders	Federal Tax Credits	RightSpec® Product Sizing Guide
UPC Codes	RightSpec® Cross-Reference Guide	RightSpec® Cross-Reference Guide		Find a Contractor	RightSpec® Cross-Reference Guide
Return Claims-Parts	Troubleshooting	eF Series® Calculator		Warranty FAQs	RightSpec® Cross-Reference Guide
Warranty Information	Warranty Information	Specs, Manuals, Parts Lists		Energy Guide Label	Warranty Check
Air Quality Management District	Safety Notifications	Residential Piping Diagrams		Energy Efficiency Ratings	Product Bulletins
	Service Bulletins	Commercial Piping Diagrams		ENERGY STAR® Water Heaters	Order Literature
				Glossary of Terms	

Support & Service

- Find a Contractor
- Check Your Warranty
- Video Library
- Contractors - List Your Business
- Literature Library and Ordering

Important Announcements

- New eF Series® App from Bradford White
- Bradford White Introduces Boilers & Volume Water Heaters
- Bradford White Chosen Top Brand by Contractors
- Bradford White Opens New ITEC Center
- Bradford White Debuts Made In America Video
- Click Here For More Announcements

BW News Room

Laars • Niles • Bradford White — Canada

ENERGY STAR® Water Heaters

Clear Seas RESEARCH

Bradford White Chosen Top Brand by Contractors

1 of 5 next >

<http://www.bradfordwhite.com/return-claims-parts>

# Getting Started



Products Customers Resource Center Innovations Warranty Support

WHOLESALEERS  
[Home](#) [Customers](#) [Wholesale](#)

Return Claims-Parts

RETURN PARTS

RESET PASSWORD

Click RETURN PARTS to proceed.

# Registration

Welcome ! [ [Login](#) ]

Home

## LOG IN

Please enter your company ID, username, and password. [Register](#) if you don't have an account.

**Account Information**

Username:

Password:

Keep me logged in

[Log In](#)

If you do not have an account set up already, click **Register** to create an account.

# Registration

Home

### CREATE A NEW ACCOUNT

Use the form below to create a new account.

Passwords are required to be a minimum of 6 characters in length.

**Account Information**

Company Number:

First Name:  Last Name:

User Name:

E-mail:  Phone:

Password:

Confirm Password:

1) Fill in your account information. Your BWC Customer Number is required to proceed.

This number is referenced on all credit memos and invoices from BWC.

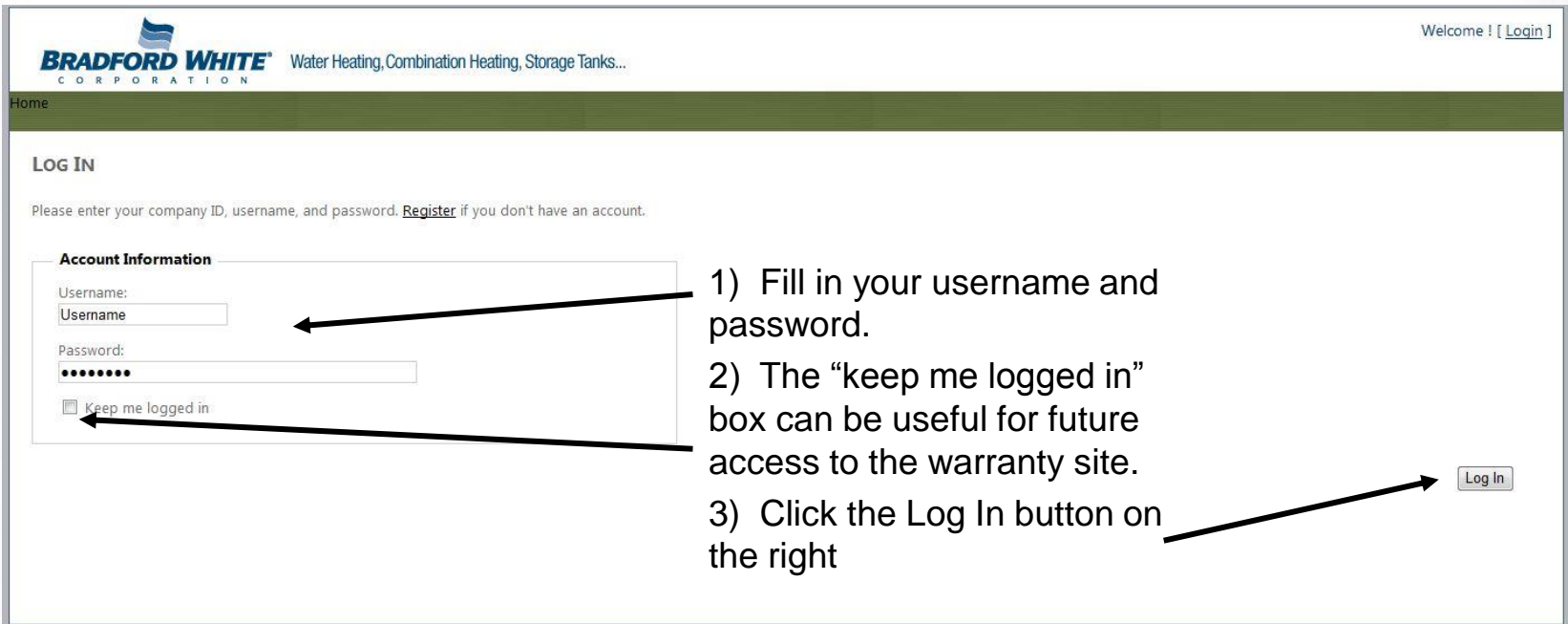
2) Once all fields are complete and accurate, click Create User button

\*\*\*\*\*

Once you have submitted an account request, please wait for a confirmation email from [noreply@bradfordwhite.com](mailto:noreply@bradfordwhite.com) to login and proceed. You only need to submit your request one time.

\*\*\*\*\*

# Login



Welcome ! [ [Login](#) ]

Home

## LOG IN

Please enter your company ID, username, and password. [Register](#) if you don't have an account.

**Account Information**

Username:

Password:

Keep me logged in

- 1) Fill in your username and password.
- 2) The “keep me logged in” box can be useful for future access to the warranty site.
- 3) Click the Log In button on the right

# Submit a Parts Credit Request

Enter Serial Number:   [View Past Claims](#)

1) Enter your VALID serial number and click find

# Submit a Parts Credit Request

Enter Serial Number:

View Past Claims

**Model:** M1TW40S6FBN  
**Type:** RES GAS  
**Manufactured:** Jan 08, 2013  
**Warranty Length:** Tank 6 years-Parts 6 years  
**Expiration Date:** Apr 30, 2019

1) A VALID serial number will yield tank information explaining the warranty coverage, model number and expiration date.

2) If the expiration date is before your warranty claim, a proof of installation MUST be submitted with the claim or it will be denied. The following slides will cover any file uploads needed.



# Submit a Parts Credit Request

Enter Serial Number:

[View Past Claims](#)

Model: M1TW40S6FBN  
Type: RES GAS  
Manufactured: Jan 08, 2013  
Warranty Length: Tank 6 years-Parts 6 years  
Expiration Date: Apr 30, 2019

## Enter New Claim

Customer Reference	<input type="text"/>
Purchase Order	<input type="text"/>
Contractor*	<input type="text"/>
Reason for Service/Notes	<input type="text"/>
Installation Type	Commercial ▾
Location*	<input type="text"/>
<a href="#">Insert</a>	

← Fill in the Enter New Claim area complete.

# Submit a Parts Credit Request

Enter New Claim

Customer Reference	MRS. SMITH, 100 MAIN STREET
Purchase Order	P10000.01
Contractor*	STATE STREET PLUMBING
Reason for Service/Notes	NO PILOT GAS
Installation Type	Single Family
Location*	4933 Middleville , 200 Lafayette St., , Middleville, MI 49333
<a href="#">Insert</a>	

Please note: The Location field is the WHOLESALER address. There is an auto-complete function that will narrow down your search after **three** digits entered. You can enter zip code, address or city to find the correct location.

When complete, click the insert link.

# Submit a Parts Credit Request

Enter Serial Number:

[View Past Claims](#)

Model: M1TW40S6FBN  
 Type: RES GAS  
 Manufactured: Jan 08, 2013  
 Warranty Length: Tank 6 years-Parts 6 years  
 Expiration Date: Apr 30, 2019

Enter New Claim

Customer Reference	<input type="text"/>
Purchase Order	<input type="text"/>
Contractor*	<input type="text"/>
Reason for Service/Notes	<input type="text"/>
Installation Type	Commercial
Location*	<input type="text"/>
<input type="button" value="Insert"/>	

Pending Claims

	Purchase Order	WAF	Serial Number	Contractor	Reason for Service/Notes	
<a href="#">Delete</a>	P10000.01	010445	KA17584683	STATE STREET PLUMBING	NO PILOT GAS	<input type="button" value="Click to Add Parts or Uploads"/>

An auto-generated Warranty Allowance Form number will be created for you at this point.

Click to Add Parts or Uploads

# Submit a Parts Credit Request

**Select parts for WAF 010445**

Residential Gas - NG ▼

Gas Controls/Thermostats ▼

239-48795-01 ~ KIT-GAS VALVE-NAT (PV) HONEYWELL 180°F 3 5/8" (SVC) ▼

Insert Parts

**Upload File**

Browse...

Upload File

At least one part OR an uploaded file are required to submit a request for credit.

For parts - Make the proper selection in the drop down menus to find the correct part number and description to request, then click Insert Parts

You are allowed to upload any type of file as an attachment. This works great for labor invoices or your PO summary. Examples: .pdf, .jpg, .xls(x), .doc(x)

If you cannot find the part number for credit in the drop down menu, please revert to uploading a file to continue.

# Submit a Parts Credit Request

Enter New Claim

Customer Reference

Purchase Order

Contractor\*

Reason for Service/Notes

Installation Type

Location\*

[Insert](#)

**Select parts for WAF 010445**

Residential Gas - NG

Gas Controls/Thermostats

239-48795-01 ~ KIT-GAS VALVE-NAT (PV) HONEYWELL 160°F 3 5/8" (SVC)

[Insert Parts](#)

**Upload File**

[Browse...](#)

[Upload File](#)

[Submit Pending for Processing](#)

Pending Claims

Purchase Order	WAF	Serial Number	Contractor	Reason for Service/Notes	
<a href="#">Delete</a> P10000.01	010445	KA17584683	STATE STREET PLUMBING	NO PILOT GAS	<a href="#">Click to Add Parts or Uploads</a>

Parts		Uploads
Part	Description	File Name
<a href="#">Delete</a> 239-48795-01	KIT-GAS VALVE-NAT (PV) HONEYWELL 160°F 3 5/8" (SVC)	<a href="#">Delete</a> claim 12345.docx

This function does allow for more than one part so long as it applies to the **same serial number**.

Once you have entered your part(s) or file to upload, the Submit Pending for Processing button will appear. This is to ensure that there is a complete request before it is sent to a Bradford White Warranty Technician.

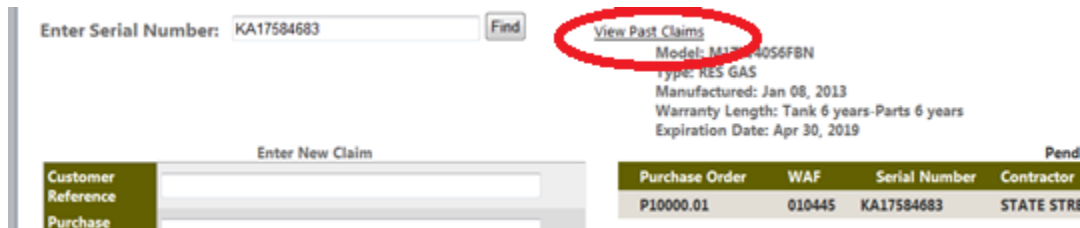
# Complete a Parts Credit Request

## Pending Claims

Purchase Order	WAF	Serial Number	Contractor	Reason for Service/Notes	
P10000.01	010445	KA17584683	STATE STREET PLUMBING	NO PILOT GAS	Submitted



Once you submit your claim, the Pending Claims line will be updated to “Submitted”.



When the claim has been entered as a credit memo by Bradford White, you are able to access your past claims by clicking “View Past Claims”

For questions or comments, please contact our parts warranty technicians at

[partwarrantyclaims@bradfordwhite.com](mailto:partwarrantyclaims@bradfordwhite.com)

# Online Warranty Notes

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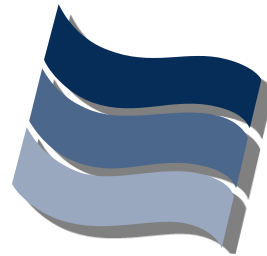
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# **BRADFORD WHITE**

C O R P O R A T I O N

*“A Wholesale Commitment to Your Success”*