



## Technical Service- "Tech Call List"

1. Be on jobsite
2. When calling Technical Services have:
  - a. Model and serial number
  - b. Gas pressure inlet/running
  - c. Line voltage/low voltage
  - d. Error code/history of the water heater
3. Have basic troubleshooting tools:
  - a. Multi-Meter (volts ac/dc, ohms, continuity)
  - b. Water pressure gage
  - c. Manometer (water tube or electronic)

General: Have tool bag readily available, include jumper wires and flash light. It is important to observe the operation or failure of the installation/application prior to calling. Please be sure to advise if any parts have been replaced already. Site observations that may include gas line size and material, vent size, wire gage, combustion air openings. Boiler piping and pump sizing if applicable. Overall paint a picture of the environment the water heater/boiler is installed in.

**Bradford White Technical Services- 24/7 Live Staffed**

**800-334-3393-Phone**

**[techserv@bradfordwhite.com](mailto:techserv@bradfordwhite.com)**

**Built to be the Best™**

Model Number \_\_\_\_\_ Serial Number \_\_\_\_\_

Gas Pressure inlet \_\_\_\_\_ Gas Pressure Running \_\_\_\_\_

Line Voltage Inlet \_\_\_\_\_ Line Voltage Running \_\_\_\_\_

Control Error Code \_\_\_\_\_

Parts Replaced \_\_\_\_\_

Vent Size \_\_\_\_\_ Draft Reading \_\_\_\_\_

Complaint/concern with water heater \_\_\_\_\_

\_\_\_\_\_

Combustion Air openings and size \_\_\_\_\_

NOTES: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_