



## Tank Warranty Policy & Process

- 1) All tank warranties apply only to the person or entity which owns the building in which the boiler and tank are installed at the time of original installation.
- 2) Contact Customer Service (908-735-2066) to confirm the warranty status of each tank.  
**(Please be sure to have the tank Serial # and Model # available when you call)**
- 3) If the tank is a Bradford White tank, Customer Service will email Bradford White's warranty department for the warranty status on each tank. Upon receipt of the tank warranty status from Bradford White, Customer Service will reach out to the dealer/heating professional with the tank's warranty verification.

For your convenience, listed below is a link for the Hot Water warranty paperwork to be printed out and completed: (click on links below to download paperwork)

[American Water Warranty Paperwork](#)

[Bradford White Warranty Paperwork](#)

- 4) Mail all Hot Water warranty paperwork to:

Energy Kinetics, Inc. 51 Molasses Hill Road, Lebanon, NJ 08833 (Attn: Tank Warranty Department)

- a) All serial number rating plates must be submitted with the metal attached
- b) All warranty paperwork must be fully completed before mailing to Energy Kinetics

**Note:** If a tank is out-of-warranty, but was installed at a later time-frame, Customer Service will contact the dealer/heating professional for this additional paperwork. (i.e. proof-of-original installation)