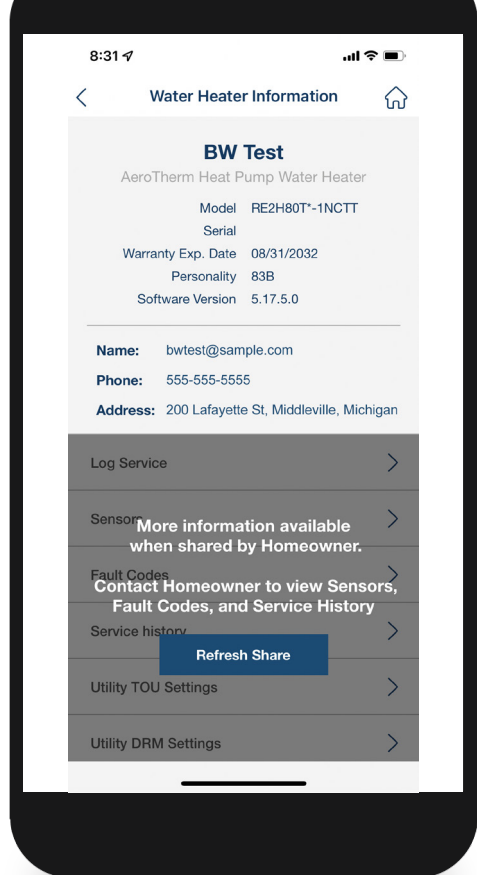


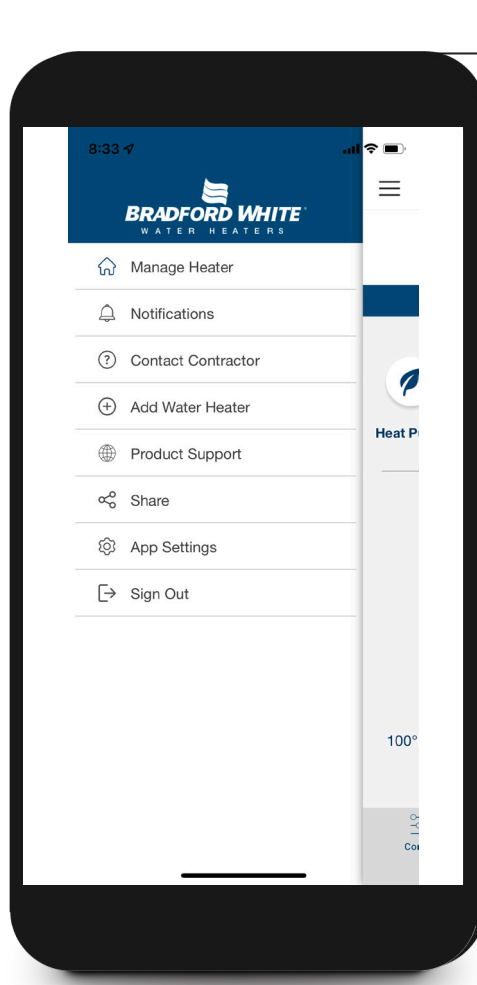
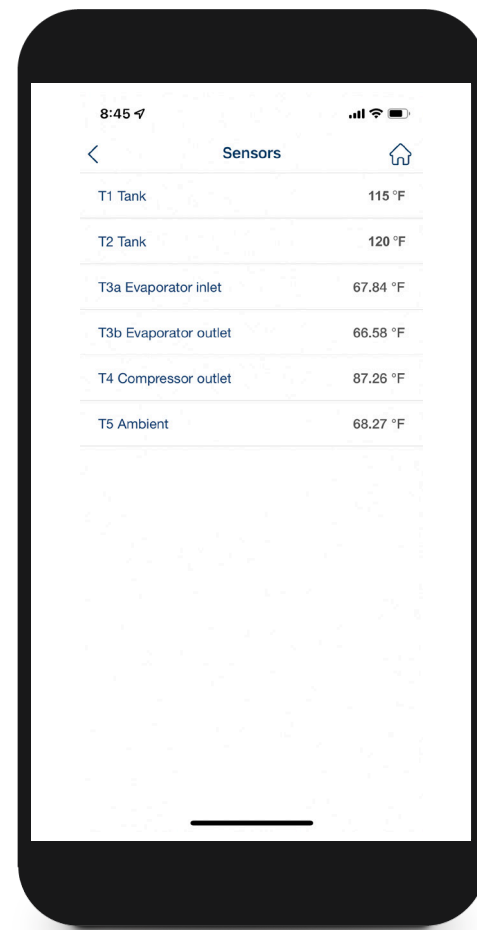
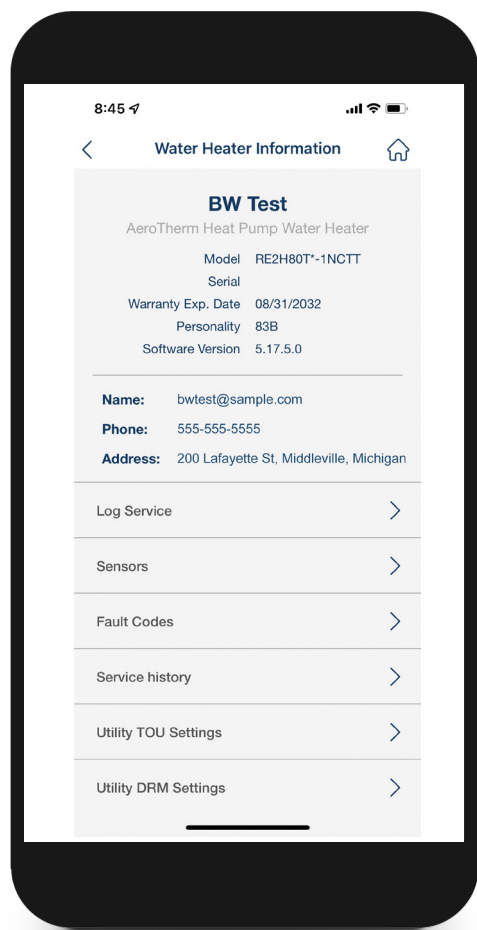
What is “Sharing”?

The share function allows a homeowner to grant a contractor temporary remote access to diagnostic information about their water heater.

Without the share function, the preferred contractor has a limited view of the water heaters they have installed in the contractor side of the Bradford White Connect™ app. A contractor account linked to a homeowner account can see basic info about the water heater such as homeowner contact info (if supplied), the water heater’s model and serial number, and whether there is an error message.



Once a water heater is shared, the contractor can remotely see sensor information, previous service logs, and specifically what error messages have been triggered on the appliance, if any. Essentially, the contractor can access the water heater diagnostics the same as if they were in the room with the Bradford White Connect™ compatible heater and used the Service Existing Water Heater function on the contractor app.



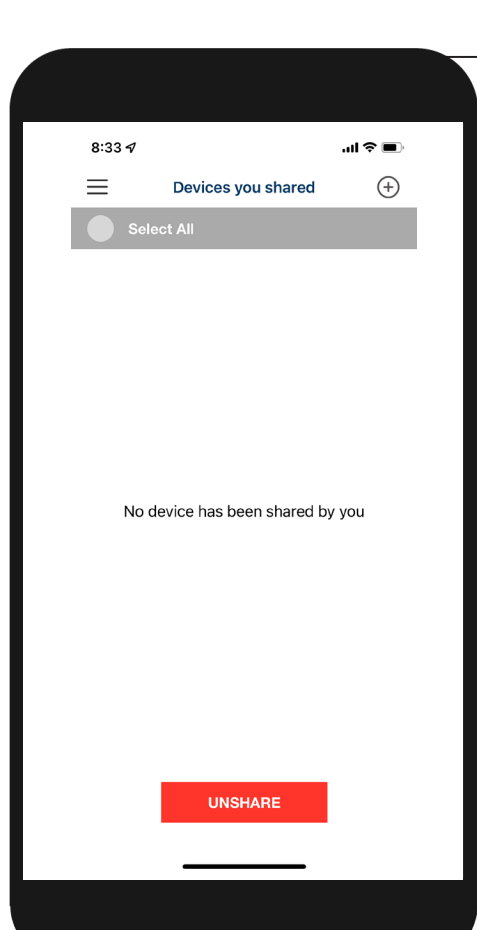
What is the Purpose of Sharing?

The purpose of the share function is to be used as a remote diagnostic tool, while also providing a layer of privacy to both the homeowner and contractor. Neither a homeowner nor contractor is obligated to reach out to the other to service the water heater but sharing makes diagnosing the water heater more efficient prior to a service call.

Depending on the specific error message, the remote diagnostics from sharing could help inform the contractor of which tools to bring for the job. For a company with multiple contractors, sharing may help the company decide which of their contractors to send out for the job.

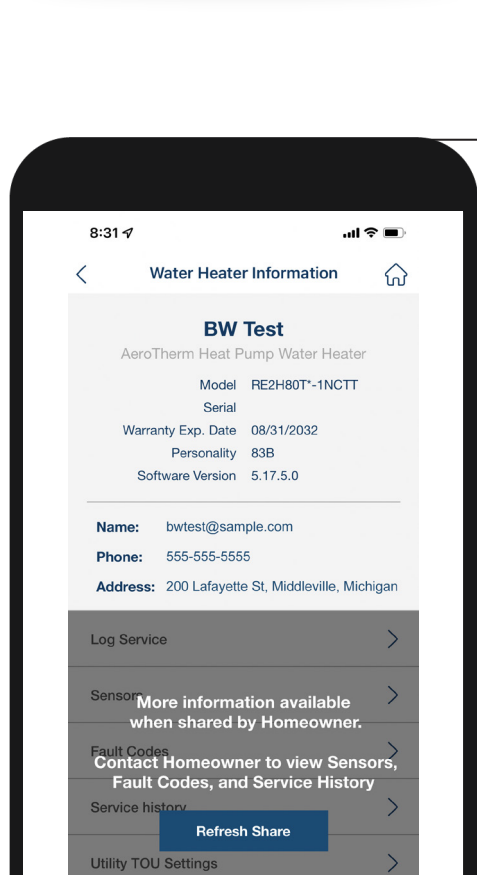
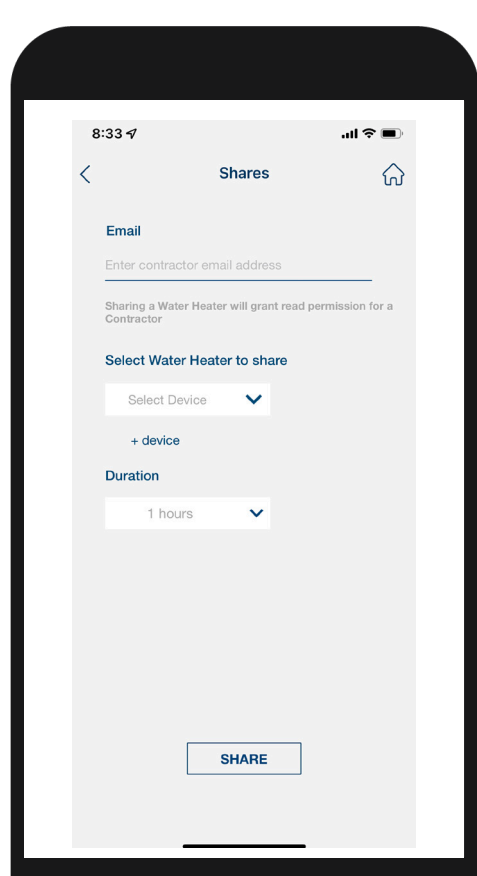
How Do You Share Your Water Heater?

On the homeowner app, click the menu icon in the top left corner of the home screen to toggle over the main menu. Then select the Share tab.



On the Devices You Shared screen, click the plus sign in the top right corner to share a new device.

On the next screen, enter the email address of the contractor with whom you would like to share your heater and then set the duration from the drop-down menu. You can share your heater for 1, 6, or 24 hours. The duration is limited to provide privacy for the homeowner. Click “Share” at the bottom of the screen to complete the share process. Heater will appear on your list of shared devices. Click unshare to unshare your device with your contractor.



How to View Shared Water Heaters as a Contractor?

On the contractor app, if a homeowner shares a heater with you, you will receive an email and an in-app alert. To access further information about the shared heater, open the main menu and click the Homeowner Shares tab or select the heater from your View My Heaters list.

You will temporarily have access to the same information as if you were to Service Existing Water Heater locally near the water heater. Because you are accessing this information remotely, you will view the most recent information stored in the Bradford White Connect™ cloud.

