



**etq<sup>1</sup>**  
**ETQ Reliance™**

Username

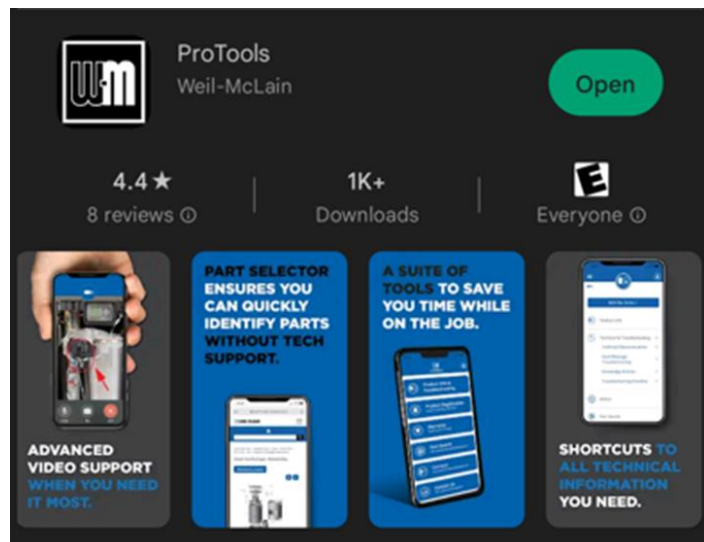
Password

Log in

[Forgot Password?](#)

## What is ETQ Reliance?

- Online tool used by Weil-McLain distributors to review approved warranty claims. Also used for returned material claims in some instances.
- ETQ is not intended to start a new claim.
- To start a new claim or ask a warranty question call 800-654-2109 Opt. 4 or email [wm.w@weil-mclain.com](mailto:wm.w@weil-mclain.com).
- Contractors and distributors can enter parts claims through our ProTools app.



## Accessing ETQ without Email Notification

- Log in to ETQ at the following URL: <https://marley-wylain.etq.com/prod/reliance>.
- Assigned claims are visible on your home page.
- If this area is blank, you have no claims assigned.

### Distributor Home Page



The screenshot shows the 'Distributor Home Page' with a section titled 'Assignments'. Under 'Assignments', there are two radio buttons: 'All' (selected) and 'Due in a Week'. Below the radio buttons, there are two links for claims: '[Warranty] - [Distributor Information] [[Credit and Claims]] : [WRGA-2022-03081] - rev. [0]' and '[Warranty] - [Distributor Information] [[Credit and Claims]] : [WRGA-2021-08030] - rev. [0]'. Below the 'Assignments' section is an 'External Links' section with a link for 'Credit and Claims'. A blue callout box with a white arrow pointing to the claim links contains the text: 'There are 2 claims currently assigned to you. Click each link to open the claim form.'

## General Notes

- Only approved claims are assigned to you. ***Claims that have not been approved will not be sent to you.***
- If a claim is sent back to you, your customer service representative may require a correction or additional clarifications to process. Check comments located on the claim and the email notification for details.
- Credits are processed within 3 business days, assuming the claim is properly completed.
- An email notification and a mailed credit memo are sent upon closure of the claim.

# DISTRIBUTOR JOB AID: Completing the form

**NOTE: Contractor should return failed part prior to distributor completing the claim**

Warranty # WRGA-2022-03081

Close Save Save & Close Send

Submit Claim

- Print
- Copy Link
- Send Notification
- Distributor Account Information
- Distributor Replacement Parts
- Part Disposition
- > Access Control
- Show All

**Claim Notes**

\* WM to cover 90% of block only

**Distributor Account Information**

Do not submit a claim until the failed part has been returned to you the distributor.

\* Distributor Acc... \* Name of Distrib...

Replacement PO ... Replacement Invo...

Distributor Comments:

Debit Memo Refer...

**Distributor Replacement Parts**

0 Selected Oldest to newest 1-1 of 1

Failed Part Number	Failed Part Descri...	Quantity
386700659	Asy-Sc/Jkt/Col-Hd WTG04 S3	1

\* Replacement P... Replacement Des...

1-1 of 1 1 Remove +Add Record

**Part Disposition**

Before returning an item please use the print button to print this tab and send the printed page with the returned part.

What to do with f...

Retrieve from contractor then scrap

PRORATION NOTI... THIS CLAIM IS PRORATED!

E4 10% PRORATED  
12TH YEAR, WM  
Covers 90%

1. Review **Claim Notes**
2. Complete
  - **Distributor Acct Number**
  - **Name of Distributor**
  - Debit Memo Reference Number (optional)
3. Complete
  - **Replacement Part Number**
  - Use lookup box to enter number. If unsure of part number, contact your Weil-McLain customer service representative
4. Click **Save**
5. Click **Print** (optional)
  - Electronic claim will open with options to save or print
6. Review **Part Disposition**
  - Review instructions on how to dispose of failed part received from contractor
7. Click **Send** to complete the claim