



Marketing Bulletin

BULLETIN NO: MB-0906

DATE: March 11, 2009

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TO: All Weil-McLain Distributors and Agents
FROM: Dan Vassar - Marketing Communications Manager
SUBJECT: **New Phone System for Technical Service Department**

In our ongoing effort to improve customer service and response time, Weil-McLain is installing a new telephone system the weekend of March 27, 2009. To limit disruption in service, the new system will be installed beginning on Friday, March 27 at 5:00 p.m. and will be fully operational by Sunday, March 29 at 8:00 a.m. Telephone service will not be available during the designated install schedule.

The most significant change implemented with the new Weil-McLain telephone system, will be a new 800 number for our Technical Services Department. With the new Technical Services telephone system, callers will no longer be transferred into voice mail, but rather placed in a queue and transferred to the next available technical services specialist.

Effective March 29, individuals should call 1-800-526-6636 to reach our Technical Services Department. For all other calls, individuals should continue to dial our traditional number 1-219-879-6561.