

**TO:** Valued Weil-McLain Distributors  
**FROM:** **Dan Neumann**, Director of Sales and Marketing Support  
**SUBJECT:** **New Warranty Claim Procedure**

In our ongoing efforts to improve our customer service and support to our customers, we are implementing a new warranty procedure.

This new procedure will allow contractors in the field to resolve warranty claims for units and parts quickly and more efficiently. Contractors will call our Warranty Call Center at 1-855-627-6003, provide warranty claim information, and in most cases receive a warranty disposition over the phone. Upon warranty approval, contractors will go directly to you, their local Weil-McLain Distributor, to obtain a replacement unit/part or receive a credit. If a Contractor does not know of a Weil-McLain Distributor, the Warranty Specialist will recommend one in the their area. For this reason, please make sure that we have the most up to date contact information available.

This procedure will not apply to Cornerstone Claims. Cornerstone claims should still be directed to Cornerstone at 1-800-824-5090.

**Below are the steps needed for a Contractor to submit a claim directly to one of our warranty specialists:**

- 1) They will need to have the following information available:
  - CP# (serial number of unit)
  - Model name/number
  - Installation Date
  - Homeowner: Name, address, phone number
  - Detailed explanation of defect and part to be replaced
  - Photo(s) of defect and other information may be required
- 2) Contact our Warranty Call Center at 1-855-627-6003.
- 3) Upon approval of claim, they will return the defective part(s) to your Distributorship for a new unit/part or credit.
- 4) At this point you will log into our new online warranty processing system for final processing.

Our goal is this new warranty procedure will help expedite claims and reduce processing time for the contractor, the distributor, and in turn, the homeowner or building owner.

Please review the flyer with detailed [Contractor](#) and [Distributor](#) Process Flow Diagrams. Flip the flyer over for the New Warranty Procedure FAQs. We've mailed you a small quantity of flyers, bill stuffers and magnets to get you started, if you'd like to order more, please submit a literature request form.

For any technical support or troubleshooting questions, please contact Weil-McLain technical support at 1-800-526-6636.

For user id and password assignment, please click [here](#). Review the [training document](#) with instructions.