

**TO:** All Weil-McLain Distributors and Agents  
**FROM:** **Dan Neumann**, Director of Sales and Marketing Support  
**SUBJECT:** Tech Service, Customer Service and New Warranty Call Center Contact Information

In an effort to make sure you, our valued distributors, have access to the resources you need, we would like to take a moment to share the following facilities available for questions and concerns regarding Weil-McLain products:

**Customer Service:** 1-800-368-2492

*Distributor inquiries only*

Monday through Friday

7am - 4pm CST

**Warranty Call Center:** 1-855-627-6003

*Initiate a warranty claim, Boiler registration*

Monday through Friday

8am - 8pm EST

**Technical Services:** 1-800-526-6636

*Technical support for Contractors, Distributors, Architects, and Engineers*

Monday – Friday

7am - 4pm CST

For a refresher on information on our New Warranty Procedure, please review this [flyer](#). The backside contains answers to frequently asked questions.

Please direct homeowners with questions or concerns to:

**Consumer Relations:** 1-800-368-2492

*Homeowner information*

Monday through Friday

7:30am - 4pm CST