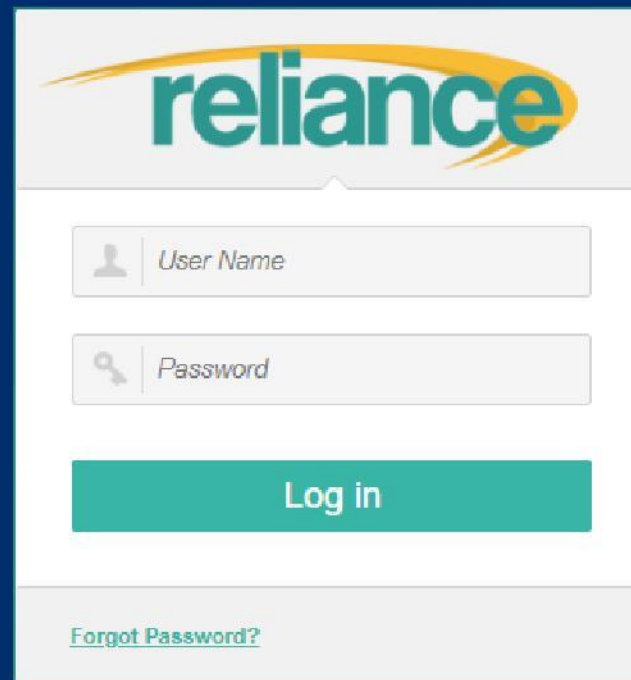




Weil-McLain Warranty Tool ETQ Reliance



The login interface for ETQ Reliance features the company logo at the top, followed by input fields for 'User Name' and 'Password'. A green 'Log in' button is positioned below the password field, and a 'Forgot Password?' link is located at the bottom of the form.

reliance

 User Name

 Password

Log in

[Forgot Password?](#)

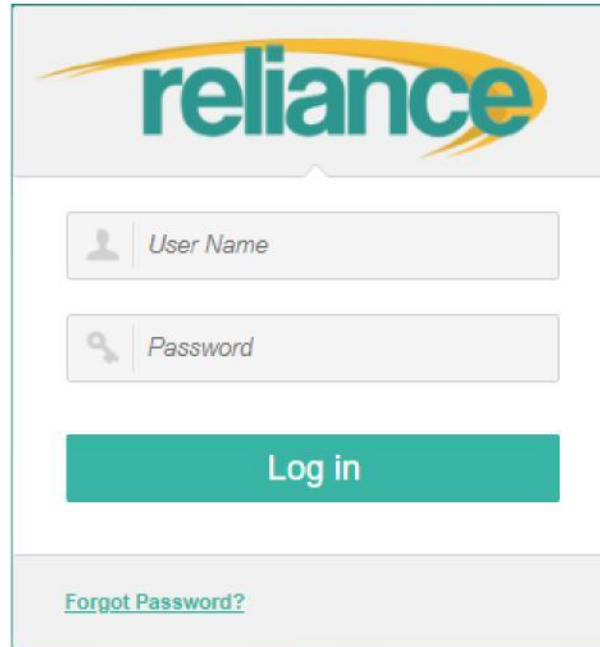


What is ETQ Reliance?



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- 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, simply call 800-654-2109 Opt. 3, or email wm.w@weil-mclain.com

The image shows a login interface for 'reliance'. At the top is the 'reliance' logo in green and yellow. Below it are two input fields: 'User Name' with a person icon and 'Password' with a key icon. A green 'Log in' button is below the fields. At the bottom is a link that says 'Forgot Password?'.

Accessing ETQ without Email Notification



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- Log in to ETQ at the following URL: <https://weil-mclain.etq.com/prod/reliance>
- Assigned claims are visible on Main tab
- If area is blank, you have no claims assigned

The screenshot shows the 'Main' tab of the ETQ interface. Under the 'My Assignments' section, there are radio buttons for 'All', 'Due in a Week', 'Due Today', and 'Past Due'. Below these, two links are listed: '[Warranty] - [Distributor Information].[Credit and Claims]: [WRGA-2018-02847] - rev. [0]' and '[Warranty] - [Distributor Information].[Credit and Claims]: [WRGA-2018-03929] - rev. [0]'. Below the 'My Applications' section, there is a card with a landscape icon and the text 'Credit and Claims'.

There are 2 claims currently assigned to you. Click each link to open the claim form.

DISTRIBUTOR JOB AID COMPLETING THE FORM

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

1. Review **Claim Notes** to identify claim reason
2. Complete
 - **Distributor Account Number**
 - **Name of Distributor**
 - **Debit Memo Reference Number**
3. Complete
 - **Replacement Part Number**
 - Use lookup field to enter number. If unsure of part number, contact your Weil-McLain customer service representative
4. Click **Save**
5. Click **Print** (optionally)
 - 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 **Next** to complete form

The screenshot shows a web form titled "Distributor Information" with a "Next" button in the top right corner. The form is divided into several sections:

- Claim Notes:** Contains a text area with the note "Control board bad per tech support". A grey arrow labeled "1" points to this section.
- Distributor Account Information:** Includes a red warning: "Do not submit a claim until the failed part has been returned to you the distributor." Below this are fields for "Distributor Account Number" (containing "12345"), "Name of Distributor" (containing "TEST DISTRIBUTOR"), "Replacement PO Number", "Replacement Invoice Number", "Distributor Comments", and "Debit Memo Reference Number". A grey circle labeled "2" is positioned over the "Distributor Comments" and "Debit Memo Reference Number" fields, with arrows pointing to each.
- Distributor Replacement Parts:** Features a table with columns "Failed Part Number", "Failed Part Description", and "Quantity". The first row shows "381330022", "Kit-S Mod-C UT-1135-815 CGI S3", and "1". Below the table is a field for "Replacement Part Number" with a lookup icon. A grey arrow labeled "3" points to this field.
- Part Disposition:** Includes a green "Add Record" button and a section titled "Part Disposition" with instructions: "Before returning an item please use the print button to print this tab and send the printed page with the returned part." and "What to do with failed part: Retrieve from contractor then scrap". A grey arrow labeled "6" points to this section.

At the bottom of the form, there are four buttons: "Close" (red), "Save" (orange), "Print" (orange), and "Submit Claim" (green). A grey arrow labeled "4" points to the "Save" button, and a grey arrow labeled "5" points to the "Print" button. A large green arrow labeled "7" points upwards towards the "Next" button in the top right corner.

- 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, the customer service representative may require a correction or additional clarifications to process. Check Comments located on the email notification for details
- Credits are processed within 3 business days, assuming claim is properly completed
- An email notification and a mailed credit memo are sent upon closure of the claim

Contact Weil-McLain Warranty Department at **800.654.2109, Opt 3, or email at wm.w@weil-mclain.com** for help with any of the following:

- Need a login account
- Access to the site or errors in processing claims
- Require additional instruction on ETQ