



Returning a Warranty Claim Part

Valued Distributor,

In an effort to continually improve the quality of our products, we would like to remind you of the critical part you play in helping us in this process - the importance of returning a component part that is the subject of a warranty claim, and how the return also benefits you.

A component part that is covered under warranty and requested back to Weil-McLain allows us the opportunity to inspect, evaluate, and find the root cause and correction so the next contractor does not have the same experience. Without the returned part, the details surrounding the failure may be less accurate.

As a distributor, returning the part to Weil-McLain can benefit you in the following ways:

- Through inspection and analysis of the returned part, Weil-McLain can drive quality improvements that ultimately reduce contractor frustration, improve ease of repair and installation, and increase contractor satisfaction.
- Weil-McLain can identify contractor training opportunities, issue technical bulletins, modify installation manuals, and provide more immediate guidance to our contractors as they interact with our Technical Services department.
- As returned parts are evaluated, and modifications made to improve our products, Weil-McLain may improve our efficiency to drive costs down to improve our and your competitiveness in the market.

Method of return is simple!

1. Large items can be returned collect via Roadway or Estes
2. Smaller items can be returned via UPS using the account number provided in the WRGA

As always, we thank you for your continued support.

