

TO: All Weil-McLain Distributors and Agents

FROM: Steve Lesko – Quality Systems Engineer/Warranty Manager

SUBJECT: New Return Goods Authorization Procedure

To reduce Weil-McLain's return process time in order to expedite your claim, we ask that you review the criteria below. Please notice where to ship corresponding return goods. Failure to comply with the return instructions may result in the denial of the claim. Thank you for your cooperation in this matter and we look forward to serving you in the future.

Effective immediately, Michigan City will only receive selective returned goods. Based on the type of product or reason for the return, please ship to the appropriate location shown below:

<u>Type Product or Reason for Return</u>	<u>Disposition</u>	<u>Ship to Location</u>
Failure under Warranty	Potential Warranty (INSTALLED)	Weil-McLain-QA Return Goods 500 Blaine Street Michigan City, IN 46360-2388
Possible Litigation		
Water Heaters	Potential Warranty (INSTALLED)	Weil-McLain-QA Return Goods 500 Blaine Street Michigan City, IN 46360-2388
Heat Exchangers		
Over-shipments	Non-Warranty (NOT-INSTALLED)	Weil-McLain-Return Goods 523 South New Street Eden NC 27288
Damaged in Transit		
Concealed Damage		
Excess Inventory*		
Water Heaters	Non-Warranty (NOT-INSTALLED)	Weil-McLain-Return Goods Freeway Center 100 Freeway Drive Blackwood, NJ 08012
Heat Exchangers		

*Needs pre-approval and subject to a re-handling charge.