

TO: All Weil-McLain Distributors

FROM: April Johnson – Director of Marketing

SUBJECT: *NEW* Web-Based Return Goods Authorization Procedure

Weil-McLain is set to implement a new on-line web-based Returned Goods Authorization (RGA) system for previously installed boilers, sections and tanks. This process is scheduled to “go-live” November 12, with a goal of no paper RGA’s after December 15, 2007.

The new system will provide the following benefits:

- Reduction in return process time
- Expediting of claims
- Elimination of paper/faxing

Your Weil-McLain sales representative will be visiting a previously designated person(s) within your organization for training and implementation purposes. Questions should be directed to your Weil-McLain sales representative during the training process.