



Marketing Bulletin

BULLETIN NO: MB-0902

DATE: January 16, 2009

PAGE: 1 of 1

TO: All Weil-McLain Distributors and Agents
FROM: Tony Curran, Vice President of Sales
SUBJECT: Warranty Boilers and Sections Communication

In an effort to reduce your transactional costs with Weil-McLain we are changing the administration of warranty replacement boilers and sections to the issuance of credits. Effective January 20, 2009, we will return to a credit transaction in lieu of replacement product. Credit will be issued in accordance with our warranty as stated, whether in full or pro-rated according to the applicable warranty terms. The warranty can be found on page 79 of TPS #47.

Those claims presently in the system will be handled through the present replacement procedure. All new transactions beginning January 20 will be handled through credit.

This action is a part of a concentrated effort to reduce the cost of doing business with Weil-McLain. We will continue to listen and take appropriate action, wherever possible, to improve our service and your profitability with Weil-McLain.

If you have any questions regarding this bulletin, please call your Sales Representative or Area Office. Thank you for your patience and be assured we are concentrating on improving all aspects of our performance.