

TO: All Weil-McLain Distributors and Agents
FROM: Dan Vassar, Marketing Communication Manager
SUBJECT: Enhanced Warranty Parts Return Process

In an effort to improve our customer service capabilities, Weil-McLain has enhanced our Warranty Parts Return Process. Please familiarize yourself with the changes to the process listed below:

- Our Parts RGA form will look almost completely identical to the current Parts RGA form in use.
- Distributors will be asked to **NOT** return any parts until they have received a confirmation e-mail from W-M Quality Assurance (QA) detailing instructions on handling and packaging the parts and a ship-to address.
- Customers will **NO LONGER** need to fill-out the Weil-McLain Return Tag. This is purely optional. Tags will now be printed at W-M and attached to the part after they are received in at the QA Department.
- Instead of filling out the Return Tag, Customers will mark a 1 thru 10 on the parts (black magic marker) to identify the line number the part is on the RGA. This step is **NOT OPTIONAL**.
- Note: Customers already conduct a similar process with boilers and tanks and most should be familiar with the numbering process.
- Weil-McLain's QA Department will hold the option of requesting further data, (ex: date code, model number), from distributors prior to making a formal decision. To find the date code or model number, please refer to the image below.

If you have additional questions, please feel free to contact Cindy Palmer, Quality Document Analyst via phone at 219-879-6561 (extension 354) or via e-mail at cpalmer@weil-mclain.com

