

---

**TO:** All Weil-McLain Distributors  
**FROM:** Bob Somers, V.P. of Quality Assurance and Continuous Improvement  
Tony Curran, V.P. of Sales  
**SUBJECT:** Warranty Process Continuous Improvement

---

***The following Marketing Bulletin was originally sent out in November 2009 (MB-0917). Please refer to the information below and the additional enclosures to assist you in the warranty process.***

In our ongoing efforts to improve customer service and further support our distribution partners, Weil-McLain has streamlined the Warranty claims submittal process, and is implementing the following improvements effective Monday, November 23, 2009:

- Your local Weil-McLain sales representative will establish firm appointments to inspect all warranty claims.
- Final warranty claim disposition notices will be sent as quickly as possible after product inspection by your local Weil-McLain sales representative. Normally we expect this to occur within 24 hours after inspection.
- Credit is expected to be issued within five (5) business days of warranty approval.

Please contact your local Weil-McLain Sales Representative with additional questions regarding the Warranty program.

***Enclosures:***

- Warranty Administrator Intro Page
- Warranty Process Map
- Contact List
- Credit Matrix
- CP Tool
- Warranty History Matrix