



WEIL-McLAIN®

MARKETING BULLETIN

BULLETIN NO: MB-1314

DATE: August 20, 2013

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TO: Denver, CO Distributors and Contractors
FROM: **Dan Neumann**, Director of Sales and Marketing Support
SUBJECT: **New Warranty Procedure for Denver, CO**

In our ongoing efforts to improve our customer service and support our customers, we are implementing a new warranty procedure. This new warranty procedure is being piloted in the Denver, CO area effective September 3, 2013. All other areas outside Denver, CO should continue to make warranty claims through their normal process until notified otherwise.

This new procedure will allow contractors in the field to resolve warranty claims for units and parts quickly and more efficiently. Contractors will call our Warranty Call Center at 1-855-627-6003, provide warranty claim information, and in most cases receive a warranty disposition over the phone. Upon warranty approval, contractors will go directly to their local Weil-McLain Denver Distributor to obtain a replacement unit/part or receive a credit. If a Contractor does not know their Weil-McLain Distributor, the Warranty Specialist will recommend one in the Denver area. This procedure will not apply to Cornerstone Claims. Cornerstone claims should still be directed to Cornerstone at 1-800-824-5090.

Below are the steps needed to submit a claim directly to one of our warranty specialists:

- 1) Please have information below ready:
 - CP# (serial number of unit)
 - Model name/number
 - Installation Date
 - Homeowner: Name, address, phone number
 - Detailed explanation of defect and part to be replaced
 - Photo(s) of defect and other information may be required
- 2) Contact our Warranty Call Center at 1-855-627-6003.
- 3) Upon approval of claim, return the defective part(s) to your local Weil-McLain Distributor for a new unit/part or credit.

Our goal is this new contractor-driven warranty procedure will help expedite claims and reduce the processing time. In turn, the end-user of the homeowner or building owner can be taken care of in a prompt manner.

For any technical support or troubleshooting questions, please contact Weil-McLain technical support at 1-800-526-6636.

Please contact your local Weil-McLain Distributor or Weil-McLain Sales Representative with any questions regarding this new procedure.

The next page is a Frequently Asked Questions Guide to assist in navigating this new procedure.

Warranty Procedure FAQ's.

1) What are the hours of operation for the Weil-McLain Warranty Call Center

Answer: The Weil-McLain (WM) Warranty Call Center will be available from 8 am – 5 pm (MST) M-F. Specific hours of operation around major holidays will be communicated prior to the holiday period.

2) How do I make a claim when the Warranty Call Center is not open?

Answer: Call Warranty Call Center and leave your name and number. A Warranty Specialist will return your call promptly the next business day.

3) What information do I need to submit a claim?

- **CP# (serial number of unit)**
- **Model name/number**
- **Installation Date**
- **Homeowner: Name, address, phone number**
- **Detailed explanation of defect and part to be replaced**
- **Photo(s) of defect and other information may be required**

4) What if I do not have all of the information needed to submit a claim (i.e. CP#, install date, or date code, etc.)?

Answer: We can work with the contractor to try to find the needed information. Homeowner input may be required in obtaining the correct information or documents.

5) Where is the CP# located on the unit?

Answer: The CP number on most WM product can be found the outside cover of the product. If you cannot find the CP number your WM technical department or WM warranty specialist can assist you.

6) What if I am unable to take a photo that shows the defect?

Answer: You can email/text the photos when you are able to take them or return the unit/part to your Distributor for assistance.

7) Do I have to return the defective part(s) to the distributor on approved claims?

Answer: Yes, all used/defective part(s) must be returned to the distributor within 15 days of claim approval or the claim will be closed.

8) What if I do not know which distributor to go to?

Answer: Our Warranty Specialist will be able to assist you with finding a Distributor.

9) What is the turnaround time on processing a claim?

Answer: Our goal is to immediately resolve your claim over the phone. However, sometimes further analysis will be required. If your claim is approved, Weil-McLain will immediately contact your Distributor to authorize them to provide the required part(s).

10) If I have a WM product that has not been registered, what do I do?

Answer: You may register your WM product on the WM website (Weil-McLain.com) or call the WM warranty department and we will be happy to assist you. Supporting documents may be required. If the product is not registered at the time of a claim, our Warranty Specialist will register the product at that time.

11.) What do I do if my product has damage or missing parts before being installed?

Answer: Please call your Weil-McLain Distributor to report these issues and get resolution.