



TO: All Weil-McLain Distributors and Agents
FROM: Dan Neumann, Director of Sales and Marketing Support
SUBJECT: Tech Service, Customer Service and New Warranty Call Center Contact Information

In an effort to make sure you, our valued distributors, have access to the resources you need, we would like to take a moment to share the following facilities available for questions and concerns regarding Weil-McLain products:

Customer Service: 1-800-368-2492

Distributor inquiries only
Monday through Friday
7am - 4pm CST

Warranty Call Center: 1-855-627-6003

Initiate a warranty claim, Boiler registration
Monday through Friday
8am - 8pm EST

Technical Services: 1-800-526-6636

Technical support for Contractors, Distributors, Architects, and Engineers
Monday – Friday
7am - 4pm CST

For a refresher on information on our New Warranty Procedure, please review this [flyer](#). The backside contains answers to frequently asked questions.

Please direct homeowners with questions or concerns to:

Consumer Relations: 1-800-368-2492

Homeowner information
Monday through Friday
7:30am - 4pm CST