

Weil-McLain announces A New Easier Warranty Submission Process



When a potential Warranty Claim situation arises please call the new Warranty Call Center

It's as Easy as 1-2-3...

- 1) Please have the following information ready:
 - CP# (serial number of unit)
 - Model name/number
 - Installation date
 - Homeowner: name, address, phone number
 - 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.

**Warranty Call Center
855-627-6003**

The new warranty procedure will help expedite claims and reduce the processing time. The homeowner or building owner can be satisfied in a prompt efficient 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 Warranty Call Center with any questions regarding this new procedure.

If you do not know your Weil-McLain Distributor, the Warranty Specialist will help recommend one.

This procedure will not apply to Cornerstone Claims. Cornerstone claims should still be directed to Cornerstone at 1-800-824-5090.

See reverse for FAQs

New Warranty Procedure FAQs

- 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 – 7 pm (EST) 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 the 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
- 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 locate 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 products can be found on 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 e-mail or text the photos when you are able, or return the unit/part to your Weil-McLain 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, WM will immediately issue a claim number to you and your Distributor of choice.

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

Answer: Please call your WM Distributor to report these issues and get resolution.

- 11) Does this process apply to Cornerstone claims?

Answer: No, you will continue to direct Cornerstone claims to Cornerstone at 1-800-824-5090.