

Weil-McLain Warranty Procedure

- 1) Contact the Weil-McLain Warranty Call Center at 1-855-627-6003
- 2) Please have the following information ready:
 - a) **CP# (serial number of unit)**
 - b) **Model name/number**
 - c) **Installation date**
 - d) **Homeowner: name, address, phone number**
 - e) **Explanation of defect and part to be replaced**
 - f) **Photo(s) of defect and other information may be required**
- 3) Bring your Weil-McLain claim number to your local Gustave Larson store to order replacement part(s).
- 4) The contractor needs to file a warranty claim in the Larson site **after** repairs are made to receive the warranty credit. Please include the WEIL authorization number in the comments section of the claim along with the invoice of the replacement part(s).
- 5) Hold defective parts for 90 days pending return to factory.
 - a. **If WEIL requests the part back the contractor will be notified by the Larson Warranty Dept. or store to make arrangements to return the defective part(s).**