

Weller Warranty Procedure

Don't Buy the Paper. Buy the Performance. Weller Reman.

PRE-REPAIR

Verify Complaint, Collect Information & Determine Warranty Coverage

- Have the Weller Tag or Invoice Number ready when calling.
- Provide the Make/Model and vocation of the truck.
- Provide a detailed description of the problem
- Weller will issue a Repair Authorization #

UNIT REPAIR OPTIONS

#1. Service Repair

(In Place Fix)

Customer to determine failure/repair cost and get Weller Approval before work is started

#2. Weller Repair

(R&R)

Weller to determine failure/repair cost and get customer approval before work is started.

#3. Unit Replaced

(Exchange)

- Weller ships replacement unit
- Replacement unit is installed
- Truck is up and running
- Invoice your customer until warranty process is complete

Return Materials, Information & Images Required to Substantiate the Claim

Note: Only defects in materials and workmanship are considered warrantable.

Weller performs failure analysis and determines failure responsibility

Failure Analysis Not Complete

Invoice your Customer

Failure Analysis Complete

WARRANTY

- Complete the work
- Send the invoice to Weller.
- The Repair authorization # will become the purchase order #.
- Weller will pay agreed amount

NON-WARRANTY

- Invoice your Customer
- If non-warrantable failure, repair and invoice your customer.
 - Weller will invoice for unit repaired by Weller

CALL WELLER FIRST
800-872-6697

WELLER

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