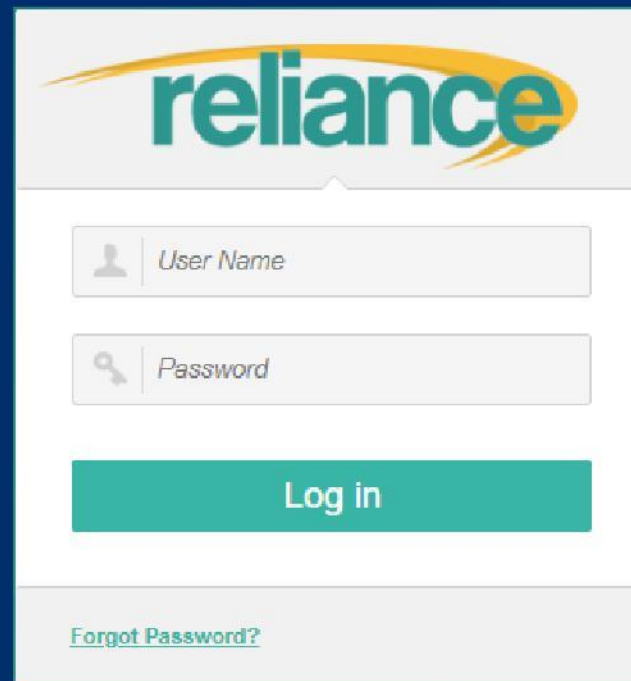


Weil-McLain Warranty Tool ETQ Reliance



The screenshot shows a login form for the Reliance system. At the top is the 'reliance' logo in green and yellow. Below it are two input fields: 'User Name' with a person icon and 'Password' with a key icon. A green 'Log in' button is positioned below the fields. At the bottom left, there is a link for 'Forgot Password?'.



What is ETQ Reliance?



Marley MEP / Weil-McLain

- Online tool used by Weil-McLain distributors to review approved warranty claims. Also used for returned material claims in some instances
- ETQ is not intended to start a new claim
- To start a new claim, simply call 800-654-2109 Opt. 3, or email wm.w@weil-mclain.com

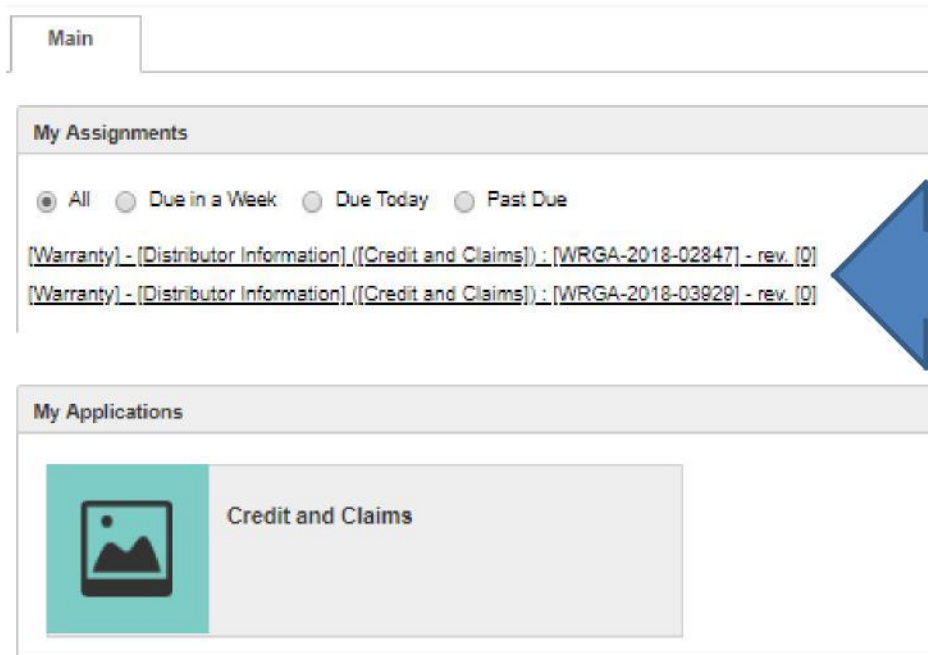
A screenshot of the Reliance login interface. At the top, the word 'reliance' is written in a green, lowercase, sans-serif font with a yellow swoosh above it. Below the logo are two input fields: the first is labeled 'User Name' and has a person icon to its left; the second is labeled 'Password' and has a key icon to its left. Below these fields is a green button with the text 'Log in' in white. At the bottom of the form is a link that says 'Forgot Password?' in green text.

Accessing ETQ without Email Notification



Marley MEP / Weil-McLain

- Log in to ETQ at the following URL: <https://marley-wylain.etq.com/prod/reliance>
- Assigned claims are visible on Main tab
- If area is blank, you have no claims assigned



There are 2 claims currently assigned to you. Click each link to open the claim form.

DISTRIBUTOR JOB AID COMPLETING THE FORM

NOTE: Contractor should return failed part prior to distributor completing claim

1. Review **Claim Notes** to identify claim reason
2. Complete
 - **Distributor Account Number**
 - **Name of Distributor**
 - **Debit Memo Reference Number**
3. Complete
 - **Replacement Part Number**
 - Use lookup field to enter number. If unsure of part number, contact your Weil-McLain customer service representative
4. Click **Save**
5. Click **Print** (optionally)
 - Electronic claim will open with options to save or print
6. Review **Part Disposition**
 - Review instructions on how to dispose of failed part received from contractor
7. Click **Next** to complete form

The screenshot shows a web form titled "Distributor Information" with a "Next" button in the top right corner. The form is divided into several sections:

- Claim Notes:** Contains a note: "Control board bad per tech support". A grey arrow labeled "1" points to this section.
- Distributor Account Information:** Includes a red warning: "Do not submit a claim until the failed part has been returned to you the distributor." Fields include:
 - Distributor Account Number* (12345)
 - Replacement PO Number
 - Distributor Comments:
 - Debit Memo Reference Number:
 - Name of Distributor* (TEST DISTRIBUTOR)
 - Replacement Invoice Number:A grey circle labeled "2" is positioned in the center, with arrows pointing to the "Distributor Account Number", "Name of Distributor", and "Debit Memo Reference Number" fields.
- Distributor Replacement Parts:** A table with columns: Failed Part Number, Failed Part Description, Quantity, Replacement Part Number*, and Replacement Description.

Failed Part Number	Failed Part Description	Quantity	Replacement Part Number*	Replacement Description
381330022	Kit-S Mod-C UT-1135-815 CGI S3	1		

A grey arrow labeled "3" points to the "Replacement Part Number*" field.
- Part Disposition:** Includes instructions: "Before returning an item please use the print button to print this tab and send the printed page with the returned part." and "What to do with failed part: Retrieve from contractor then scrap". A grey arrow labeled "4" points to the "Save" button, and a grey arrow labeled "5" points to the "Print" button.

At the bottom of the form, there are four buttons: "Close" (red), "Save" (orange), "Print" (orange), and "Submit Claim" (green). A grey arrow labeled "6" points to the "Save" button, and a green arrow labeled "7" points to the "Next" button in the top right corner.

- Only approved claims are assigned to you. ***Claims that have not been approved will not be sent to you***
- If a claim is sent back to you, the customer service representative may require a correction or additional clarifications to process. Check Comments located on the email notification for details
- Credits are processed within 3 business days, assuming claim is properly completed
- An email notification and a mailed credit memo are sent upon closure of the claim

Contact Weil-McLain Warranty Department at **800.654.2109, Opt 3, or email at wm.w@weil-mclain.com** for help with any of the following:

- Need a login account
- Access to the site or errors in processing claims
- Require additional instruction on ETQ