

Complaint Sheet for OEM Customer Wilo Nordic

Please send an email to following addresses notifying your claim before returning the pumps:



TO: remi.david@wilo.com (Wilo Quality Manager)

CC: oem-se@wilo.com (Wilo Sales Engineers for OEM customers in Sweden)

1. Wilo OEM Customer				
Date For Complaint				
Company Name		Address		
Contact Person		Contact Email		
		Contact Phone		
Batch Return Reference Number				
2. Your Products				
Customer ID number	Article Number	Article Description	Reason of Return	Field- or Product Line Return

3. Addresses for Returns

Please note different addresses for various pump types

Wilo Product	
2xxxxxx	45xxxxx
	
Top S Top RL Stratos Para Stratos Z	RS Z ST Stratos Tec Stratos PICO OEM (4xxxxx) Yonos PARA Para
Field return: Wilo SE Reliability Service Felicitestrasse 5 D-44263 Dortmund (Germany)	Line rejects: J.Kehrbaum Nortkirchenstrasse 100 D-44263 Dortmund (Germany)
	Field & line returns: Wilo Intec Quality Service 50 av Eugène Casella F-18700 Aubigny sur Nère (France)
	Field & line returns: Wilo SE Reliability Service Felicitestrasse 5 D-44263 Dortmund (Germany)

Next steps in warranty process:

When the warranty analysis is completed, Wilo Group Quality will send the service report to customers e-mail address filled in by the customer in the header of the complaint sheet. A copy of the service report will also go to Wilo Nordic in Sweden for process of credit invoice if warranty is granted to the following address: customer.se@wilo.com and oem-se@wilo.com .