

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

Sites addresses to send back Wilo returns

Wilo
article number

Production date:
21 = year 2021
07 = week 07

Wilo Reference	Pump type	Return goods address & contact name	Photo of type plate (where to find Wilo references)
2xxxxxx	Stratos Stratos Para Stratos-Z Top-S Top-RL Yonos MAXO Yonos Para HF	<u>Field return:</u> Wilo SE Analysis, Repair & Recycling Felicitestrasse 5 D-44263 Dortmund (Germany) <u>Line rejects:</u> Wilo SE Customer Quality Mr. J. Kehrbaum Wilo Park 4 D-44263 Dortmund (Germany)	
45xxxxx (+ 4xxxxx for Stratos Pico OEM only)	RS / Z / ST Stratos Tec Stratos PICO OEM Yonos PARA Para	Wilo Intec Quality Service 50 av Eugène Casella F-18700 Aubigny sur Nère (France)	
4xxxxxx (other than 45xxxxx)	STAR Stratos PICO Stratos ECO ECO-Z MVI/MHI/BAC HELIX (all)	<u>Field return:</u> Wilo SE Service International Felicitestrasse 5 D-44263 Dortmund (Germany) <u>Line rejects:</u> Wilo Salmson France (Business Line Multistage) Attn. Loic Cabot & Vincent Manoury 80, boulevard de l'Industrie 53000 LAVAL France	

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 .