

## Complaint Sheet for OEM Customer Wilo Nordic

Please fill out form before returning the pumps.  
 PRINTED VERSION to be enclosed with the returned goods.  
 PDF VERSION by email: [service.se@wilo.com](mailto:service.se@wilo.com)

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

### Sites addresses to send back Wilo returns

| Wilo Reference                                  | Pump type  | Return goods address & contact name  | Photo of type plate (where to find Wilo references) |
|---|--|--|---|
| 2xxxxxx   | Para MAXO<br>Stratos Stratos Para<br>Stratos PARA-C<br>Stratos-Z<br>Top-S<br>Top-RL<br>Yonos MAXO<br>Yonos Para HF<br>Stratos GIGA | <u>Field return:</u><br>Wilo SE<br>Analysis, Repair & Recycling<br>Felicitestrasse 5<br>D-44263 Dortmund (Germany)<br><br><u>Line rejects:</u><br>Wilo SE<br>Customer Quality<br>Mr. J.Kehrbaum<br>Wilo Park 4<br>D-44263 Dortmund (Germany)                         |   |
| 45xxxxx<br>(+ 4xxxxx for Stratos Pico OEM only) | Para<br>Para INT<br>RS / Z / ST<br>Stratos Tec<br>Stratos PICO OEM<br>Yonos PARA   | <u>Line &amp; Field rejects:</u><br>Wilo Intec<br>Quality Service<br>50 av Eugène Casella<br>F-18700 Aubigny sur Nère (France)   |   |
| 4xxxxxx<br>(other than 45xxxxx)                 | Medana<br>Helix<br>STAR<br>Stratos PICO<br>Stratos ECO<br>ECO-Z<br>MVI/MHI/BAC   | <u>Field return:</u><br>Wilo SE<br>Service International<br>Felicitestrasse 5<br>D-44263 Dortmund (Germany)<br><u>Line rejects:</u><br>Wilo France<br>Quality Analysis<br>Attn. Loïc Cabot & Vincent Manoury<br>80, boulevard de l'Industrie<br>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, by following addresses: [customer.se@wilo.com](mailto:customer.se@wilo.com) and [service.se@wilo.com](mailto:service.se@wilo.com).