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## Warranty and Return Request Processes

As part of WILO USA & Canada's customer tools for supporting the wide variety of products available post shipment, WILO offers an on-line warranty investigation and return request ticket system. This system is available 24/7 by clicking on the below web address.

[www.wilowarranty.com](http://www.wilowarranty.com)

This process will make filing a claim ticket and tracking the status of that claim much easier. The ticket numbering process will also make tracking all activities simpler and historical investigation possible.

### **Process Path Decision**

The first decision that needs to be made when using the ticket system is which type of ticket to initiate. Below are some general rules to help with the decision. (They are not all inclusive so use your best judgement.)

**Return:** *Must be new and unused products in re-sellable original packaging and...*

- Product ordered in error by customer or distributor
- Product shipped in error by factory
- Product incorrectly substituted by factory
- Product entered incorrectly and shipped by factory
- Inventory return or exchange

### **Warranty Investigation**

- Product failed, and believed to be materials or workmanship deficiency
  - Electrical issues, Seals and/or bearings
  - Water intrusion or leaking, broken components
  - Premature corrosion, etc.
- Electrical issues with sensors, motors or accessories
- Unit or spare parts with incorrect dimensions/machining by factory
- Arrives damaged in transit due to packaging insufficiencies
  - General freight damage by carrier to be filed by whosevers shipping account was used for transit
- Performance or product finish does not meet design specifications
- Mis-specified product by factory

### **Repair Order**

- To be initiated by factory only

### **Field Service Event**

- To be initiated by factory only



When a decision has been made (any ticket), proceed to the website. You may proceed with Creating an Account, or you can simply enter a ticket as a guest. (Entering a ticket as a guest does not prevent the ability to check status or receive feedback on the ticket progress.)

If you choose to create an account, click **'Sign In'** and then **'Create An Account'**. After registering, sign into the site whenever you return for the ability to review and track any/all tickets associated with your account in the system. Once the new account is approved by the warranty team, you will receive an email.

Once signed in (or if you proceed as a guest) click **Open New Ticket**. Complete the first few boxes of contact information, and then choose a **Help Topic** subject you wish to submit. (Be sure to choose Help Topic for division where PO was placed.)

#### WILO USA Brand Product Groups

- 1. WILO\_ / Accessories/Parts
- 1. WILO\_ / FA / TR Mixer / RZP
- 1. WILO\_ / Field Service Event (Non-Warr.)
- 1. WILO\_ / Groundwater 4 in.
- 1. WILO\_ / Groundwater 6-10 in.
- 1. WILO\_ / Helix / MVI / Boosters
- 1. WILO\_ / IL / IPL / ILV
- 1. WILO\_ / NL / SCP / Atmos GIGA
- 1. WILO\_ / Repair Order (Non-Warranty)
- 1. WILO\_ / Return Request (Non-Warranty)
- 1. WILO\_ / SCOT Products
- 1. WILO\_ / Star/Stratos ECO/Sump Pump
- 1. WILO\_ / Stratos
- 1. WILO\_ / Testing (Non-Warranty)
- 1. WILO\_ / Top S
- 1. WILO\_ / Vertical Turbine Pump
- 1. WILO\_ / WEIL Products

#### American-Marsh Brand Product Groups

- 2. American Marsh / Acc/Motors/Gears/Parts
- 2. American Marsh / End-Suction/ANSI
- 2. American Marsh / Field Service Event
- 2. American Marsh / Fire Pumps
- 2. American Marsh / Groundwater 4 in
- 2. American Marsh / Groundwater 6 - 10 in
- 2. American Marsh / Intercompany
- 2. American Marsh / Repair Request (Non-Warranty)
- 2. American Marsh / Return Request (Non-Warranty)
- 2. American Marsh / SCOT Products
- 2. American Marsh / Split Case
- 2. American Marsh / Submersible Turbine
- 2. American Marsh / Testing (Non-Warranty)
- 2. American Marsh / Vertical Turbine
- 2. American Marsh / WEIL Products
- 2. American Marsh / WILO Products

#### WILO Canada Brand Product Groups

- 3. Canada / American-Marsh-Accessories
- 3. Canada / American-Marsh-Pumps
- 3. Canada / Return Request (Non-Warranty)
- 3. Canada / SCOT-Accessories
- 3. Canada / SCOT-Pumps
- 3. Canada / WEIL-Accessories
- 3. Canada / WEIL-Pumps
- 3. Canada / WILO - Field Service Event
- 3. Canada / WILO-Accessories
- 3. Canada / WILO-FA/Rexa
- 3. Canada / WILO-Helix/Co-Booster/MVI
- 3. Canada / WILO-IPL/IL
- 3. Canada / WILO-Mixer/RZP
- 3. Canada / WILO-NL/SCP
- 3. Canada / WILO-Star
- 3. Canada / WILO-Stratos/Stratos MAXO
- 3. Canada / WILO-Top S
- 3. Canada / WILO-TWI/TWU/SPI Groundwater

#### SCOT Brand Product Groups

- 4. SCOT\_ / American-Marsh Products
- 4. SCOT\_ / Close-Coupled/Motorpump
- 4. SCOT\_ / Engine Pump
- 4. SCOT\_ / Field Service Event (Non-Warr.)
- 4. SCOT\_ / Frame Mounted Pump
- 4. SCOT\_ / Parts-Accessories
- 4. SCOT\_ / Return Request (NonWarranty)
- 4. SCOT\_ / WEIL Products
- 4. SCOT\_ / WILO Products



## QuantumFlo Brand Product Groups

- 6. QuantumFlo / AMP Products
- 6. QuantumFlo / Genius
- 6. QuantumFlo / Parts / Accessories
- 6. QuantumFlo / Pre-Packaged Pump Systems
- 6. QuantumFlo / Prodigy
- 6. QuantumFlo / Pump Controls
- 6. QuantumFlo / Return Request (Non-Warranty)
- 6. QuantumFlo / SCOT Products
- 6. QuantumFlo / TransferFlo
- 6. QuantumFlo / WEIL Products
- 6. QuantumFlo / WhisperFlo
- 6. QuantumFlo / WILO Products

After choosing a help topic, additional fields will appear for entering the key information about the situation. Many fields are required, but if you do not have that data available, you may put "Unknown" in the space, and then you will be able to submit your ticket.

*Note: Please be aware that using Unknown in one or more fields may make it more difficult for the factory to process your request, and may delay their response.*

In cases where a motor is supplied by a WILO division, but covered under the original manufacturer's warranty, you do not need to submit a warranty ticket. You may contact the motor manufacturer or their local representative and file a direct warranty claim to address the issue. See manufacturer's links below.

US Motor / Nidec	<a href="https://acim.nidec.com/motors/usmotors/service-support/service-stations">https://acim.nidec.com/motors/usmotors/service-support/service-stations</a>
WEG Motors	<a href="https://static.weg.net/medias/hc5/h2b/WEG-Standard-Warranty-Terms-LV-Motors-.pdf">https://static.weg.net/medias/hc5/h2b/WEG-Standard-Warranty-Terms-LV-Motors-.pdf</a>
Baldor-Reliance	<a href="https://www.baldor.com/brands/baldor-reliance/product-support/warranty-info">https://www.baldor.com/brands/baldor-reliance/product-support/warranty-info</a>
Toshiba	<a href="https://www.toshiba.com/tic/service-warranty/motors-warranty">https://www.toshiba.com/tic/service-warranty/motors-warranty</a>

Once a new ticket is created, a summary page with the new system ticket number becomes available. This view also allows you to respond to the ticket participants at any time while the ticket is still open in the system.

- Note that once a ticket is Approved, Denied or Closed, any responses to the ticket participants through this site will not be captured against the ticket.
- ***After this point, be sure to respond to the warranty team members, rather than directly to the ticket.***



**wilo®** Warranty Support System John Doe | [Profile](#) | [Tickets \(1\)](#) - [Sign Out](#)

[Support Center Home](#) [Open a New Ticket](#) [Tickets \(1\)](#)

[2700650348922](#) #W0004496 [Print](#) [Edit](#)

Basic Ticket Information		User Information	
Ticket Status:	Warranty Request	Name:	John Doe
Department:	Warranty	Email:	dtmac87@gmail.com
Create Date:	11/21/2019 9:29 AM	Phone:	(229) 555-1234

Warranty Information	
PO# Given to Wilo USA:	12345678
Product Article Number:	270873
Product Description:	Sub Sewage Pump FA08.53
Quantity:	1
Shipping Address:	ABC Plumbing 654 Main St Crossville, TN 45571

In any emails relating to the ticket in any way, be sure to reference the ticket number in the subject line or body of the email.

To assist with understanding the various warranty and return ticket letter codes, and be able to relate them to a specific WILO USA division, please see below matrix.

Ticket Code	Division	Category
<b>W#####</b>	WILO Legacy	Warranty
<b>WRO#####</b>	WILO Legacy	Repair Order
<b>WT#####</b>	WILO Legacy	Testing
<b>FSE#####</b>	WILO Legacy	Field Service Event
<b>AMWT#####</b>	American-Marsh	Warranty
<b>AMRA#####</b>	American-Marsh	Returns
<b>AMRO#####</b>	American-Marsh	Repair Order
<b>AMTP#####</b>	American-Marsh	Testing
<b>AMFS#####</b>	American-Marsh	Field Service Event
<b>WC#####</b>	WILO Canada	Warranty
<b>RGC#####</b>	WILO Canada	Returns
<b>FSC#####</b>	WILO Canada	Field Service Event
<b>SCWT#####</b>	SCOT Pump	Warranty
<b>SCRT#####</b>	SCOT Pump	Returns
<b>SCFS#####</b>	SCOT Pump	Field Service Event
<b>QFWT#####</b>	QuantumFlo	Warranty
<b>QFRA#####</b>	QuantumFlo	Returns