WEIL-McLAIN
Solutions that Matter

ADVANTAGE

FAQs

Q: Who is eligible to join the Advantage program?
A: Any Weil-McLain contractor who installs and services our boilers is eligible to join.

Q: How do I direct my employees on where to sign up for the Advantage program?
A: Direct your employees to sign up at https://www.weil-mclain.com/advantage.

Q: Can I use one email for multiple user/employee log ins?
A: No, a unique email is required for each user.

Q: If my employees or I are ProTools™ users, are we already signed up for the Advantage program?
A: No, but you're all halfway there! Advise your employees to go to this link: https://www.weil-mclain.com/advantage to officially join the Advantage program and "Sign in" using the same username and password you use for the ProTools™ App. If by chance you forgot your ProTools™ password, you can click on "Forgot your password?" on the Advantage portal.

Q: How do I achieve and maintain my tier/level?
A: You can achieve and maintain you tier level by installing and registering the required quantity of Weil-McLain boilers for each tier, as well as completing the required eLearning courses. Tiers will expire annually; however, you have an opportunity to maintain your current tier by continuing to meet the annual requirements. For more info see the Program Tiers and Badges document in the "Welcome" portal.

Q: My login or password to the Advantage portal isn't working, what do I do?
A: Click "Forgot your password" link on the Advantage portal.

Q: Where do I go if I have additional questions about the program?
A: There are a couple support options. You can go to the "Contact Us" form and submit a question. We have similar support sections in each Hub. We have provided a variety of content in this member portal section to inform you on core details of The Advantage program. You will find additional program info at https://www.weil-mclain.com/advantage.

Q: How can I give my employees access to the Advantage portal so they can complete eLearning, register boilers, or use some of the other tools on your portal?
A: If your company has been approved to the Advantage program, all other members of your company may access the portal at the following link: https://www.weil-mclain.com/advantage. Each member should select "Sign up", enter their unique email address, and be sure to enter your company name and main business phone number during the sign-up process.

Q: My Company isn't on the Locator? When is the new Contractor Locator going to appear on the Weil-McLain website?
A: The new Contractor Locator will be ready soon. To appear on the Locator, simply register a minimum of two boilers and complete the Boiler Fundamentals e-Learning to start receiving many of the program benefits

including appearance on the Weil-McLain Contractor Locator.

Q: Can an indirect tank be registered and qualify as a registered unit in the program?
A: At this time, indirect tanks are not eligible to earn Accrual Fund$, however, you may still register the unit. For all units registered on the ProTools™ app, the homeowner receives an email confirmation of the Product Registration record and you, the contractor, receive a copy as well.

Product Registration provides homeowner peace of mind of their appliance's warranty start date. All registration records will appear in your Advantage portal to serve as a maintenance reminder for you, the contractor, and is available to reference at any time should you lose or misplace your copy of the registration record.

Q: What models may I register to earn Accruals in the program?
A: All boiler models may be registered including all residential and commercial products, condensing and non-condensing. Indirect tanks are not included.

Q: What happens if one of my technicians leaves my company and he/she is the only person in my company who completed e-Learning?
A: We encourage all owners, installers, technicians, and even administrative personnel to become members of the Advantage program and sign up with your company. At higher tiers more than one employee is required to complete e-Learning to maintain the attained tier level. If an employee leaves your company, his/her user record may be disabled which may impact your ability to maintain your tier in subsequent years.

Q: Why does my Advantage portal look different from the rest of my team?
A: As an owner, when employees are added to your company, each one may have a different role and level of access. The various roles include: Owner, Admin, Technician/Installer, Sales Agent. As the Owner or Administrative (Admin) personnel of your company, you have the highest level of access to your Advantage portal. Employees with Technician or Sales Agent roles will have a view specific to their role and be slightly different than the owner or Admin.