



WEBER STORE SPARE PARTS

SUPPLYING OF SPARE PARTS TO WEBER STORES

April 2019 – Version 1



Table of Contents

INTRODUCTION	2
QUALIFYING A WARRANTY REPLACEMENT	3
CURRENT WARRANTY PERIODS	3
REPLACEMENTS COVERED UNDER WARRANTY – WITHIN WARRANTY PERIOD	3
CUSTOMER SATISFACTION- SOME PARTS CAN BE REPLACED FREE OF CHARGE FOR THE LIFE OF THE BARBECUE	3
RETAIL REPLACEMENTS	3
PROCESS STEPS	4
RESTOCKING SPARE PARTS KIT	5
USEFUL LINKS/INFORMATION	6
WEBER SERIAL NUMBER IDENTIFIER	6
CURRENT WARRANTY PERIODS	6
WEBER SPARE PARTS BASIC KIT	7



Introduction

Weber Store is where barbecue passion and know how, hands-on experience, and exceptional customer service come together. It's the place for a consumer to find the complete range of Weber barbecues and accessories in an environment unlike anything you have seen before.

To enhance the experience for the customer some basic spare parts should be available for the consumer to walk in and either purchase or have replaced under warranty

Currently retail packaged Q Grills are available to the Weber Store to purchase and we have decided to increase the range of spare parts available to a Weber Store.

The initial order for these additional spare parts (non-retail packaged) will be supplied free of charge. Any spare parts sold will then be charged to the store on the subsequent orders.

The Q Grill warranty replacement claim process has not changed and the Replacement Grill form is available on Avenue.

Detailed in this booklet are the steps for providing customers with spare parts. This includes information to help you manage and process a request from your customers. If at any time you have questions please contact Weber Customer Service on 1300 301 290.



Qualifying a Warranty Replacement

Any Gas Part replacements (includes burner tube, manifold, hose/reg etc) require a serial number. Gas Parts can only be replaced for AGA approved Australian barbecues.

Current Warranty Periods

The Weber Q/Pulse Range of barbecues come with a 5-year warranty

The Genesis II/Spirit II/Current Summit come with a 10-year warranty

The Weber Kettles come with a limited 10-year warranty

The Genesis/Spirit/Older Summit Range came with a 10-year limited warranty – check with Weber Customer Service for full details

If you have any questions or are unsure if the replacement is covered by warranty please contact Weber Customer Service on 1300 301 290

Use this process to determine if the part can be replaced either under Warranty, Customer Satisfaction, or charged at Retail

Replacements Covered Under Warranty – within warranty period

- Any fault on all parts– excluding fading or discolouration
- Chipped or broken (usually from new)
- Part is missing from the box
- Rusting grills/Flavouriser bars
- Peeling paint on Q Lid

Customer Satisfaction- Some parts can be replaced free of charge for the life of the barbecue

- Non-gas parts lost or misplaced still under warranty - refer *Weber Spare Parts Basic Kit list*, page 7
- Damage caused by customer during assembly
- Faulty non-gas parts outside of the warranty period - refer *Weber Spare Parts Basic Kit list*, page 7

Retail Replacements

- Customer simply wants to upgrade part
- Damage caused by the customer
- Part lost or misplaced outside the warranty period



Process steps

1. Always ask the customer why they would like replacement parts;
 - a. *This will help determine if the part can be replaced under warranty. It also helps Weber Head Office identify any faults with the product that need to be addressed with the manufacturer.*
2. Ask how old is the BBQ? Can the customer provide the serial number?
 - a. All gas parts require a serial number – refer Weber Spare Parts Basic Kit list, page 7, for products that require serial numbers
 - *The first two letters identify the year of manufacture, use Weber Serial Number Identifier, page 6 to determine the age of the barbecue*
 - *Contact or refer the customer to Weber Customer Service if they cannot locate their serial number*
 - b. All other spare parts the serial number is preferred – refer Weber Spare Parts Basic Kit list, page 7, for products where serial number is preferred
If they cannot locate or read serial number
 - *Ask if the customer knows roughly how old their barbecue is. They may even have a receipt or can provide proof of purchase.*
3. Assess the fault, if possible either in person or by a photo.
 - a. If determined as **Warranty**, please record the below information to add to your re-order form.
 - *The serial number if possible, or estimated age of barbecue (serial number is required for gas parts)*
 - *The reason for replacement*
 - *The customer's surname*
 - ***If customer brought in the part, destroy the faulty part***
 - b. If determined as **Customer Satisfaction**, if possible please record the below information to add to your re- order form.
 - *The serial number if possible, or estimated age of barbecue.*
 - *The reason for replacement*
 - *The customer's surname*
 - ***If customer brought in the part, destroy the faulty part***



- c. If determined as **Retail**, please process the sale of the spare part. When re-ordering the replacement spare part, you will be charged at w/sale price. If possible please record the below information to add to your re-order form.
 - *The serial number if possible, or estimated age of barbecue*
 - *The reason for replacement*
 - *The customer's surname*
4. If you need to order parts for a customer that are not part of the basic kit, please provide the below information (note these details will be required to process the order)
 - *If possible assess the fault, either in person or by a photo*
 - *Is it Warranty or Retail?*
 - *Record the serial number if possible, or estimated age of barbecue (serial number will be required for gas parts)*
 - *Record the reason for replacement*
 - *Record customer's surname*
 - *Email order to sales@weberbbq.com.au*
 - *If customer brought in the part, destroy the faulty part*
5. If you have any questions or are unsure if the replacement is covered by warranty please contact Weber Customer Service on 1300 301 290

Restocking Spare Parts Kit

1. Spare parts can be reordered whenever required
2. Spare Part Re-Order sheet (available on Avenue) to be completed and emailed to sales@weberbbq.com.au



Useful Links/Information

Weber Schematics can be useful in locating the right part or even an owner's manual. Note you can search by serial number or model number.

<https://www.weber.com/US/en/help/schematics/#serial-number>

Weber Customer Service 1300 301 290, custserv@weberbbq.com.au

Weber Spare Part Orders 1300 301 290, sales@weberbbq.com.au

Avenue - <http://rmcdonald-live.prontoavenue.biz>

Weber Serial Number Identifier

Look for the letters in each row to work out the year of manufacture

For example GV = 2013, CU = 2015, AH = 2014, NT = 2007

1	2	3	4	5	6	7	8	9	0	
G	I	V	E	J	O	Y	N	U	W	From 2013
C	O	N	S	U	M	A	B	L	E	From 2013
A	U	T	H	O	R	I	Z	E	D	From 1994
D	E	C	R	Y	P	T	W	O	N	From 2007
B	L	A	Q	K	S	M	I	X	H	From 2013

Current Warranty Periods

The **Weber Q/Pulse Range** of barbecues come with a 5-year warranty

The **Genesis II/Spirit II/Current Summit** come with a 10-year warranty

The Weber **Kettles** come with a limited 10-year warranty

The **Genesis/Spirit/Older Summit** Range came with a 10-year limited warranty – check with Weber Head Office for full details



Weber Spare Parts Basic Kit

Item Code	Line Desc	
	WARRANTY/CHARGED	
65033	BURNER TUBE WEBER Q	serial number required
65031	BURNER TUBE BABY Q	serial number required
65062	BURNER TUBE SET FAMILY Q	serial number required
HR10016	0.9M LP HOSE & REG PVC	serial number required
	CUSTOMER SATISFACTION	
66636	IGNITER KIT Q PIEZO CERAMIC	serial number preferred
66578	ELECTRONIC Q IGNITER KIT	serial number preferred
65101	IGNITER KIT PIEZO Q3100	serial number preferred
65099	ELECTRIC IGNITER KIT	serial number preferred
40358001	BUTTON FOR ELECTRONIC	serial number preferred
66542	CONTROL KNOB Q1000/Q1200	serial number preferred
66574	CONTROL KNOB Q2000/Q2200	serial number preferred
66559	CONTROL KNOB KIT Q3100/Q3200	serial number preferred
66538	LID HANDLE KIT BABY Q/WEBER Q	serial number preferred
66585	HANDLE LID KIT Q3100/Q3200	serial number preferred
66577	LID HANDLE SPACERS BABY Q/WEBER Q	serial number preferred
66614	SPACERS CERAMIC KIT FAMILY Q	serial number preferred
66543	HINGE PIN KIT FOR LID Q SERIES	serial number preferred
	CUSTOMER SATISFACTION	
80671	COMPLETE HANDLE KIT 57CM KETTLE	serial number preferred
80672	KETTLE LID HANDLE KIT WITH SHIELD	serial number preferred
987101	HUB CAP 3/8" BLACK	serial number preferred
87201	57CM KETTLE WHITE FRONT LEG CAP	serial number preferred
60701	ASH CATCHER CLIPS PKG OF 3	serial number preferred
	WARRANTY/CHARGED	
80681	ASH CATCHER	serial number preferred
90993	ONE TOUCH CLEANING SYSTEM	serial number preferred