

Welcome to West Heat Industries Limited

West Heat Industries Limited, Water Products Division, has been a growing entity since 1993. We are a customer-oriented company, dedicated to supporting the water dealer – large and small – throughout Canada and USA.

Customer Service and Support

We carry an extensive product line geared to you, the water dealer. We are focused on maximizing your sales of water products and accessories. Inventory is maintained in over 29,000sq. ft. of space in our Winnipeg warehouse. This enables us to fill your orders promptly, with a minimum amount of back order. Our complete order fill rate is over 95%, with shipment within 48 hours. Many shipments are made the same day the order is received.

New Products

We are constantly searching and adding new products to our lineup, with the objective of providing you, the customer, with new opportunities to expand your sales, and to increase your revenue. Updated information bulletins on new products are released as promptly as possible to the web and our published media.

Catalogues

We provide a catalogue in a 3 ring binder of coloured literature with a price list. Our catalogue is maintained and updated as events occur. New literature, updated catalogue pages and/or a price list can be requested to be sent out or downloaded at www.westheat.com. As an active customer, you can request a password that will allow you access to the most current price list. Update your catalogue from the data provided, so that we are all on the same page, when checking on or discussing products. Dispose of any out-dated literature to avoid ordering discontinued items.

Communications

Our staff always answers your phone call to West Heat Industries Limited personally. For your convenience, we have a toll free number 1-888-694-2129. We are open from 8 am to 4:30 p.m. CST Monday to Friday. Closed on Canadian statutory holidays.

Order Placement – General Inquiry

We encourage you to send inquiries and place orders on our toll-free fax #1-800-358-7711. Your local representative will be more than glad to assist you. Contact us at quotations@westheat.com

Whenever possible, please order by part number, as this helps us to avoid costly errors. Authorization is required for any return of merchandise (see Terms and Conditions for details). All returns for goods placed by verbal order will be subjected to a 25% restocking fee.

Contact Information

1680 Church Ave
Winnipeg, Manitoba, Canada
R2X 2W9

Ph#: 204-694-2129
Fax: 204-694-2098
Toll Free Fax: 1-800-358-7711

www.westheat.com
quotations@westheat.com

Contact List

Gary Keam	President & General Manager		
Geoff Keam	Vice President & Sales/Marketing	Rosette Mendoza	Inside Sales
Terry Ryder	Operations Manager	Wayne Seher	Inside Sales
Barry Hudson	Accounting Manager	Ken Pottinger	Inside Sales
Marilynn Kowaluk	Customer Billing & Freight	Allen Liu	Water Purification Technician
Kerry Mitchell	Accounts Receivable	Paul Kuhn	Marketing