



THE HEARTBEAT OF TODAY'S RVS

WARRANTY REQUEST FORMS

Email warranty@wfcoelectronics.com • Fax 574-294-8698 • Phone 574-294-8997, Option 1

The following forms must be completed and emailed or faxed to Arterra Distribution along with the **PROOF OF PURCHASE** when requesting warranty consideration.

STEP 1 - Complete all entries on the Warranty Information form immediately following this notice. If a **Credit Card Authorization** form is completed, the new product will be expedited and shipped within 1-2 days.

STEP 2 - The form that follows the Warranty Information sheet is a Troubleshooting form that pertains to the product for which you want warranty consideration. Please complete the questions on the form.

STEP 3 - Email the Warranty Information form, **PROOF OF PURCHASE**, and the Troubleshooting form for the product to warranty@wfcoelectronics.com. Enter "Warranty Request" in the subject line of the email message. To fax information, 574-294-8698. All warranty requests will be processed within three business days of receipt.

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WARRANTY INFORMATION SUBMITTAL FORM

Email warranty@wfcoelectronics.com • Fax 574-294-8698 • Phone 574-294-8997 option 1

**PROOF OF PURCHASE OF THE COACH/RV OR PRODUCT
MUST BE SENT IN WITH THIS REQUEST OR THE
WARRANTY CLAIM WILL NOT BE PROCESSED.**

EXPECT A 3-4 WEEK TURNAROUND FOR PROCESSING. OTHERWISE, SEE CREDIT CARD FORM TO EXPEDITE.

Date _____ (mm/dd/yy)

SHIPPING INFORMATION

Contact Name _____ Company Name _____

Shipping Address _____

Shipping City State, Zip _____

Hourly Labor Rate (Dealers Only) _____

Phone _____ Email _____

PRODUCT INFORMATION

Customer Name _____

Model Number _____ Quantity _____

Serial Number _____ Date Purchased _____ (mm/dd/yy)

Reason For Return _____

COACH INFORMATION

Year of trailer, coach, motor home _____ VIN Number of Vehicle _____

Model of trailer, coach, motor home _____ Make of trailer, coach, motor home _____

Once all necessary information is received, an RGA number will be assigned. A representative of Arterra Distribution will contact you via phone or e-mail with that RGA number.

NOTE: Write the RGA number on the outside of the box in bold lettering and send to Arterra Distribution for evaluation.

DO NOT use packing peanuts or shredded paper when shipping the product back to us as your warranty will not be processed.

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PRODUCT TO BE RETURNED

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Please review this document to see what product to return. Arterra Distribution recommends that the following actions be taken before returning the unit to us for warranty. **Please Note: Do not cut the wires as that will be considered abuse.** *MBA – Main Board Assembly (Converter/Charger section):

DO NOT REMOVE BATTERY REVERSE POLARITY PROTECTION FUSES	
MODEL NUMBER	ACTION
WF-8500 SERIES POWER CENTERS WF-8540, WF-8540-AD, WF-8560, WF-8560-AD	Send in WF-8540/8560-MBA only
WF-9500 SERIES POWER CENTERS WF-9540-AD, WF-9560-AD, WF-9580-AD, WF-9580LiS-AD	Send in WF-9540/9560/9580-MBA only
WF-8700-AD SERIES POWER CENTERS WF-8712-P, WF-8725-P-AD WF-8735-P-AD, WF-8740-P-AD	Remove breakers and fuses Remove breakers and fuses
WF-8900 SERIES POWER CENTERS WF-8935AN-P/PEC-AD WF-8945AN-P/PEC-AD WF-8955AN-P/PEC/LiS-AD WF-8950L2PEC WF-8965AN-P-AD WF-8975AN-P-AD	Send in WF-8935-MBA only Send in WF-8945-MBA only Send in WF-8955-MBA only Send in WF-8950L2-MBA only Send in WF-8965-MBA only Send in WF-8975-MBA only
WF-9900 SERIES POWER CENTERS WF-9960/WF-9990	Send in WF-9960/9990-MBA only
TRANSFER SWITCHES T-30, T-57-P	Send in as is
WF-8900REP REPLACEMENT KITS WF-8945-REP, WF-8945-AD-REP WF-8955-REP, WF-8955-AD-REP WF-8950L2-REP	Send in WF-8945 converter section ONLY Send in WF-8955 converter section ONLY Send in WF-8950L2 converter section ONLY
WF-6800 SERIES DECKMOUNT CONVERTERS WF-68100A	Send in as is
WF-9800 SERIES DECKMOUNT CONVERTERS WF-9835, WF-9835-AD, WF-9845, WF-9845-AD, WF-9850L2 WF-9855, WF-9855-AD, WF-9865, WF-9865-AD, WF-9875, WF-9875-AD	Send in as is Send in as is
220 VAC MODELS WF-8725E, WF-8735E WF-8855E WF-8955E	Remove breakers and fuses Send in as is Send in WF-8955E-MBA only
WF-8930/50 SERIES DISTRIBUTION PANEL WF-8930/50N	Remove breakers and fuses
INVERTERS WF-5110H, WF-5110HP, WF-5110R, WF-5110RS WF-5118, WF-5120, WF-5220	Send in as is Send in as is
ENERGY MANAGEMENT SWITCHES EM-15, EM-20	Send in as is

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T-30 & T-57 TROUBLESHOOTING FORM

Email warranty@wfcoelectronics.com • Fax 574-294-8698 • Phone 574-294-8997 option 1

1. Is the unit within the 2-year warranty period? _____ Yes/No?
2. Are wire connections to terminals good? _____ Yes/No?
3. Is the unit broken or abused? _____ Yes/No?

If yes, please explain _____

4. Is there continuity between Shore L1 and Panel L1? _____ Yes/No?
5. Is there continuity between Shore Neutral and Panel Neutral? _____ Yes/No?
6. Is there continuity between Shore L2 and Panel L2 (T-57 ONLY)? _____ Yes/No?
7. Is the DIP switch on the timing board in the OFF position? _____ Yes/No?
(Older "P" models only) If no, push dip switch to OFF position.
8. With AC voltage applied to Gen L1 and Gen Neutral, does the relay energize within 30 +/- 10 seconds and the GREEN LED on the timing board come on? _____ Yes/No?

If yes, please explain _____

- A. Is there AC voltage between Panel L1 and Neutral? _____ Yes/No?

What is that voltage? _____

- B. Is there continuity between Shore L2 and Panel L2 (T-57 ONLY)? _____ Yes/No?

- C. When the AC is removed, does the relay de-energize and the GREEN LED on the timing board go OFF? _____ Yes/No?

9. Did unit test to factory specs? _____ Yes/No?

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CONSUMER LIMITED WARRANTY FOR WFCO ELECTRONICS PRODUCTS

WFCO extends, to the original owner, a Two-Year Limited Product Warranty. This warranty is in effect from the date of original purchase for a period of two (2) years. This limited warranty is extended specifically for and is limited to Recreational Vehicle application and is only valid within the continental United States, Alaska, Hawaii, and the Provinces of Canada. WFCO warrants, to the owner, that its products are free from defects in material and workmanship under normal use and service based on its intended use and function. This warranty is limited to the repair or replacement, at WFCO's discretion, of any defective parts or defective assembly. Any implied warranties of merchantability or fitness for intended use are limited in duration unless applicable State Law provides otherwise. You may have other rights as specified by each individual state.

EXCLUSIONS and LIMITATIONS

The OEM warranty specifically does not apply to the following:

- Any WFCO product that has been repaired or altered by an unauthorized person
- Any damage caused by misuse, faulty installation, testing, negligence, accident or any WFCO product installed in a commercial vehicle
- Any WFCO product, whose serial number has been defaced, altered or removed
- Any WFCO product, whose installation has not been in accordance to the WFCO written instructions
- Any consequential damages arising from the loss of use of the product including but not limited to: inconvenience, loss of service, loss of revenue, loss or damage to personal property, cost of all services performed in removing or replacing the WFCO product. Specifications are subject to change without notice or obligation
- Any WFCO Electronics products sold through unauthorized Internet sources (example: eBay) will be excluded from all warranty coverages offered by Arterra Distribution / WFCO Electronics

CONSUMER WARRANTY CLAIM PROCEDURE

After determining that a WFCO product is defective, an RGA number will be required before it can be returned. The RGA number can be requested by completing the Warranty Information Sheet found at wfcoelectronics.com/warranty-returns/ or go to wfcoelectronics.com, select "Support" tab, on the support page click on "Warranty Returns" link. Once the forms have been completed, email the forms along with **PROOF OF PURCHASE** to warranty@wfcoelectronics.com or fax all of the forms to the Warranty Department (574) 294-8698. After receipt of the documents, an RGA number will be issued. This number must appear on all correspondence with warranty service. Write the RGA number in **BOLD** lettering on the top and sides of the shipping carton. **DO NOT** mark directly on the product. Package the product carefully and include a copy of all the forms in the shipping carton. **DO NOT** use shredded paper, or packing peanuts as these materials may affect the testing of the product. Returns are to be shipped with charges prepaid. WFCO will not be responsible for freight damage incurred during shipping to a service center. Upon validation of the warranty, WFCO shall replace the product with a like product.

WARRANTY ASSISTANCE

The consumer may contact the selling Dealer or OEM for warranty assistance. The consumer may also contact Arterra Distribution, the exclusive distributor of WFCO Products, at phone (574) 294-8997 option 1, fax (574) 294-8698 or email warranty@wfcoelectronics.com.

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THE HEARTBEAT OF TODAY'S RVs

WFCO ELECTRONICS WARRANTY TWO-YEAR LIMITED PRODUCT WARRANTY

To provide better service to our customers, WFCO has adopted a Two-Year Limited Product Warranty policy. Warranty starts with the purchase of the RV.

How to Submit a Claim – During the FIRST year of warranty?

1. Contact Arterra Distribution Technical Support at (877) 294-8997 or (574)294-8997 option 1.
2. Share any testing results.
3. Have product available to troubleshoot.
4. If warranty is needed contact OEM (Contact Arterra Distribution if OEM is out of business).
5. Complete the Warranty Information sheet found at wfcoelectronics.com/warranty-returns/ or go to wfcoelectronics.com, select "Support" tab, on the support page click on "Warranty Returns" link. Once the form has been completed, email this form along with Proof of Purchase to warranty@wfcoelectronics.com and request RGA number.
6. Submit unit.

How to Submit a Claim – After the FIRST year of warranty?

1. Contact Arterra Distribution Technical Support at (877) 294-8997 or (574)294-8997 option 1.
2. Share any testing results.
3. Troubleshoot.
4. If warranty is needed, complete the Warranty Information sheet found at wfcoelectronics.com/warranty-returns/ or go to wfcoelectronics.com, select "Support" tab, on the support page click on "Warranty Returns" link. Once the form has been completed, email this form along with Proof of Purchase to warranty@wfcoelectronics.com and request RGA number.
5. Submit unit.
6. Unit will be evaluated.
7. If it is determined to be a warranty case, replacement unit will be issued.

What to send back? Please read the "Product to be Returned" form.

In the case of WF-8500, WF-8900, and WF-9500 Series power centers, only send back the converter/charger. That is the lower portion of the power center. For the rest of the WFCO products, submit the entire unit, with removed breakers, fuses, or any additional wires. For the WF-9800 Series, send the whole deckmount unit back. For the WF-8700 Series, remove breakers/fuses and send the whole unit back.

Quick Function Diagnosis (if knowledgeable and test equipment is available)

1. If the converter is thought to be defective, it should be tested to determine if there is something wrong.
2. The unit must have any external fuses checked (continuity check preferred).
3. Set meter to continuity or resistance, place one probe of the meter on each leg. A good fuse will have low resistance (<1.0 OHM) or continuity.
4. At the converter, check for proper and constant 120VAC (105-132VAC).
5. Disconnect the output wires (positive and negative) from the converter (no load).
6. Disconnect the battery from terminals.
7. Under no load condition, output voltage should be in the 13.0 – 14.6 VDC range.
8. Attach the output wires to the converter.
9. Turn on a couple lights for 10min., and make sure the voltage does not drop below 13 VDC.
10. If the voltage is found below 13VDC with no load, call tech support at 1 (877) 294-8997 option 1.
11. All WFCO converter fans are load (not temperature) controlled (except 8800 Series).
12. When submitting a warranty claim, make sure to have proof of purchase available.
13. Without proof of purchase, unit will not be considered warranty. See other warranty limitations under WFCO Limited Two-Year Warranty Policy.
14. Warranty policy, forms, and dealer flat rates can be found on the WFCO website.

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AUTOMATIC BILLING AUTHORIZATION FORM

Arterra Distribution would like to help our customers in any way we can. Our Limited Warranty requires that the product be returned to Arterra Distribution, tested by one of our technicians, and determined to be defective due to materials or workmanship before a replacement unit can be sent.

We understand that under that situations arise under certain circumstances, requiring immediate action. Arterra Distribution has provided a credit card method to secure the replacement part immediately. Below is a credit card authorization form. If you authorize Arterra Distribution to send a replacement unit out to you immediately, please read and complete the form below. All of our shipments are sent out Monday thru Friday using UPS Ground. However, you may authorize us to send the parts to express at your expense. See below for shipping methods.

AUTOMATIC BILLING AUTHORIZATION FORM

I, _____, am providing my credit card information (see below) to Arterra Distribution for the sole purpose of retaining a warranty replacement unit immediately. I understand this is for warranty purposes only. I agree that if I neglect to send in the power converter, inverter, pump, or any components associated with Arterra Distribution products for warranty or if the units test good or are considered non-warranty as per the Limited Warranty statement, Arterra Distribution will bill my credit card for the replacement parts. I also understand that if I choose to have the unit shipped through express service, Arterra Distribution will bill my credit card for shipping charges.

CREDIT CARD INFORMATION

Credit Card Type: VISA or MC

Name _____

(Exactly as it appears on credit card)

Please check which shipping method you prefer:

____ Ground (included) ____ 3 Day Select (fee) ____ 2nd Day Air (fee) ____ Next Day Air (fee)

Address _____

(Same as credit card billing address)

City _____ State _____ Zip _____

Credit Card Number _____

Expiration Date _____ Security Code (CVV) _____

Signature of cardholder _____

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