



THE HEARTBEAT OF TODAY'S RV'S

## WARRANTY REQUEST FORMS

Email [warranty@wfcoelectronics.com](mailto: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](mailto: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](mailto: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

Email [warranty@wfcoelectronics.com](mailto:warranty@wfcoelectronics.com) • Fax 574-294-8698 • Phone 574-294-8997 option 1

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
<b>WF-8500 SERIES POWER CENTERS</b> WF-8540,WF-8540-AD,WF-8560,WF-8560-AD	Send in WF-8540/8560-MBA only
<b>WF-9500 SERIES POWER CENTERS</b> WF-9540-AD,WF-9560-AD,WF-9580-AD,WF-9580LiS-AD	Send in WF-9540/9560/9580-MBA only
<b>WF-8700-AD SERIES POWER CENTERS</b> WF-8712-P, WF-8725-P-AD WF-8735-P-AD, WF-8740-P-AD	Remove breakers and fuses Remove breakers and fuses
<b>WF-8900 SERIES POWER CENTERS</b> 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
<b>WF-9900 SERIES POWER CENTERS</b> WF-9960/WF-9990	Send in WF-9960/9990-MBA only
<b>TRANSFER SWITCHES</b> T-30, T-57-P	Send in as is
<b>WF-8900REP REPLACEMENT KITS</b> 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
<b>WF-6800 SERIES DECKMOUNT CONVERTERS</b> WF-68100A	Send in as is
<b>WF-9800 SERIES DECKMOUNT CONVERTERS</b> 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
<b>220 VAC MODELS</b> WF-8725E, WF-8735E WF-8855E WF-8955E	Remove breakers and fuses Send in as is Send in WF-8955E-MBA only
<b>WF-8930/50 SERIES DISTRIBUTION PANEL</b> WF-8930/50N	Remove breakers and fuses
<b>INVERTERS</b> WF-5110H, WF-5110HP, WF-5110R, WF-5110RS WF-5118, WF-5120, WF-5220	Send in as is Send in as is
<b>ENERGY MANAGEMENT SWITCHES</b> EM-15, EM-20	Send in as is

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# WF-9800, WF-8900-REP & WF-68100 SERIES TROUBLESHOOTING FORM

Email [warranty@wfcoelectronics.com](mailto: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.**

This form is provided to decrease the warranty response time when submitting a claim. Please perform the testing below and record the readings in the marked areas. When completed, enter "Warranty Request" in the subject line of the email message and email this form and any associated warranty forms to [warranty@wfcoelectronics.com](mailto:warranty@wfcoelectronics.com) or call 574-294-8997 Option 1 to talk to Power Pro Technical Support.

Date \_\_\_\_\_ (mm/dd/yy) Dealer \_\_\_\_\_

Contact Name \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

Model Number \_\_\_\_\_ Serial Number \_\_\_\_\_

### WF-9800, WF-8900-REP & WF-68100 SERIES TESTING PROCEDURE

Disconnect the battery to isolate the converter. Is battery disconnected: \_\_\_\_\_ Yes/No? Plug the shore cord into 30 or 50 AAC service as required. Is shore cord plugged into 30/50 AAC: \_\_\_\_\_ Yes/No?

Verify 120 Vac is being delivered to the converter. This can be accomplished by measuring the voltage across the receptacle Power and Neutral: Voltage at Converter: \_\_\_\_\_ VAC.

Turn off the converter's breaker.

Pull the reverse protection fuse(s) in the end of the converter and measure the fuse continuity: \_\_\_\_\_ / \_\_\_\_\_ OHMS.

Replace the reverse protection fuses and turn the breaker on.

At the converter, measure the voltage across the +VCC and Neg- lugs: \_\_\_\_\_ VDC.

At the power distribution box, measure across the fuse board Pos+ and Neg- lugs: \_\_\_\_\_ VDC.

Do the lights work: \_\_\_\_\_ Yes/No? Explain: \_\_\_\_\_

**AN RGA MUST BE ASSIGNED BEFORE RETURNING PRODUCT FOR WARRANTY**

Arterra Distribution Power Pro Technical Support Team Use Only

WARRANTY APPROVED - Initial \_\_\_\_\_ Date \_\_\_\_\_ WARRANTY REJECTED - Initial \_\_\_\_\_ Date \_\_\_\_\_

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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/](http://wfcoelectronics.com/warranty-returns/) or go to [wfcoelectronics.com](http://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](mailto: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](mailto:warranty@wfcoelectronics.com).

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# 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/](http://wfcoelectronics.com/warranty-returns/) or go to [wfcoelectronics.com](http://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](mailto: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/](http://wfcoelectronics.com/warranty-returns/) or go to [wfcoelectronics.com](http://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](mailto: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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