



WARRANTY REQUEST FORM for U.S. Customers ONLY

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

For All U.S. Customers:
Warranted product MUST be returned to WFCO Technologies for testing.

The following forms must be completed and emailed or faxed to WFCO Technologies 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.



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 WFCO Technologies 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 WFCO Technologies 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. WFCO Technologies 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 | Remove breakers and fuses |
| WF-8735-P-AD, WF-8740-P-AD | Remove breakers and fuses |
| WF-8900 SERIES POWER CENTERS | |
| WF-8935AN-P/PEC-AD | Send in WF-8935-MBA only |
| WF-8945AN-P/PEC-AD | Send in WF-8945-MBA only |
| WF-8955AN-P/PEC/LiS-AD | Send in WF-8955-MBA only |
| WF-8950L2PEC | Send in WF-8950L2-MBA only |
| WF-8965AN-P-AD | Send in WF-8965-MBA only |
| WF-8975AN-P-AD | 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 | Send in WF-8945 converter section ONLY |
| WF-8955-REP, WF-8955-AD-REP | Send in WF-8955 converter section ONLY |
| WF-8950L2-REP | 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 | Send in as is |
| WF-9855, WF-9855-AD, WF-9865, WF-9865-AD, WF-9875, WF-9875-AD | Send in as is |
| 220 VAC MODELS | |
| WF-8725E, WF-8735E | Remove breakers and fuses |
| WF-8855E | Send in as is |
| WF-8955E | 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 | Send in as is |
| WF-5118, WF-5120, WF-5220 | Send in as is |
| ENERGY MANAGEMENT SWITCHES | |
| EM-15, EM-20 | Send in as is |



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

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**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 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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AUTOMATIC BILLING AUTHORIZATION FORM

WFCO Technologies would like to help our customers in any way we can. Our Limited Warranty requires that the product be returned to WFCO Technologies, 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. WFCO Technologies has provided a credit card method to secure the replacement part immediately. Below is a credit card authorization form. If you authorize WFCO Technologies 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 WFCO Technologies 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 WFCO Technologies products for warranty or if the units test good or are considered non-warranty as per the Limited Warranty statement, WFCO Technologies will bill my credit card for the replacement parts. I also understand that if I choose to have the unit shipped through express service, WFCO Technologies 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 _____