



## WARRANTY REQUEST FORM for U.S. Customers ONLY

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



# 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 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.



# 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):

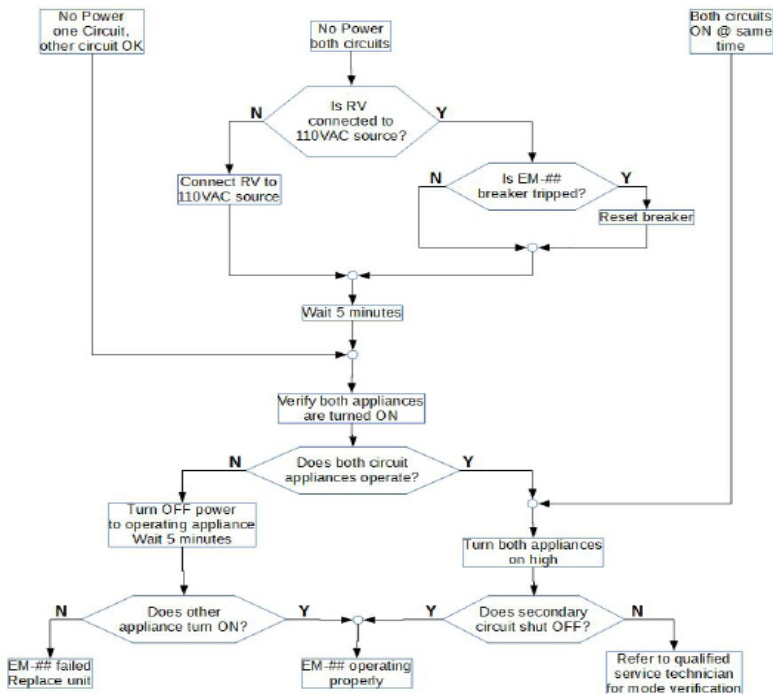
DO NOT REMOVE BATTERY REVERSE POLARITY PROTECTION FUSES	
MODEL NUMBER	ACTION
<b>WF-8500 SERIES POWER CENTERS</b>	
WF-8540,WF-8540-AD,WF-8560,WF-8560-AD	Send in WF-8540/8560-MBA only
<b>WF-9500 SERIES POWER CENTERS</b>	
WF-9540-AD,WF-9560-AD,WF-9580-AD,WF-9580LiS-AD	Send in WF-9540/9560/9580-MBA only
<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



# EM-15 & EM-20 TROUBLESHOOTING FORM

Email: warranty@wfcoelectronics.com \* Fax: 574-294-8698 \* Phone: 574-294-8997 option 1

Symptom	Potential Reason	Action to Perform
No power on both circuits.	1. No power to EM-## 2. EM-## is in "OFF-time delay"	1. Verify that the RV has power & reset the EM-## breaker 2. Power the EM-## for 5 minutes & verify operation
No power on one circuit (the other circuit is OK).	1. Load may not be turned ON 2. EM-## may have turned off 1 circuit because of current draw 3. EM-## may be in "OFF-time delay"	1. Turn ON both loads 2. Turn OFF power to the operating circuit appliance, wait 5 minutes & verify operation of the other circuit appliance 3. Power the EM-## for 5 minutes & verify operation
Both circuits are on at the same time.	1. Total current draw may be below the trip point 2. EM-## may be in the wrong mode	1. Turn both appliances on high & verify that the circuit breaker doesn't trip 2. Refer to qualified service technician for mode verification
No LED lights on the remote.	1. No power to EM-## 2. Bad connection on the remote cable 3. Defective remote	1. Verify that the RV has power & reset EM-## breaker 2. Replace remote cable 3. Replace remote
Switch doesn't work on the remote.	1. EM-## may be in "OFF-time delay" 2. Defective remote	1. Power the EM-## for 5 minutes & verify operation 2. Replace remote





# 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 \_\_\_\_\_