



WARRANTY REQUEST FORM

Email warranty@wfcotech.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**, PROOF OF DATE OF DELIVERY (if different than the date of purchase) and the Troubleshooting form for the product to warranty@wfcotech.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@wfcotech.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 1-2 WEEK TURNAROUND FOR PROCESSING.

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 _____

Place of Purchase _____

Date of Delivery (if different than date of purchase) _____

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.





PRODUCT TO BE RETURNED

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

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 WF-9500 SERIES POWER CENTERS	Send in WF-8540/8560-MBA only
WF-9540-AD, WF-9560-AD, WF-9580-AD, WF-9580LiS-AD WF-8700-AD SERIES POWER CENTERS	Send in WF-9540/9560/9580-MBA only
WF-8712-P, WF-8725-P-AD WF-8735-P-AD, WF-8740-P-AD WF-8900 SERIES POWER CENTERS	Remove breakers and fuses Remove breakers and fuses
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 WF-9900 SERIES POWER CENTERS	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-9960/WF-9990 TRANSFER SWITCHES	Send in WF-9960/9990-MBA only
T-30, T-57-P WF-8900REP REPLACEMENT KITS	Send in as is
WF-8945-REP, WF-8945-AD-REP WF-8955-REP, WF-8955-AD-REP WF-8950L2-REP WF-6800 SERIES DECKMOUNT CONVERTERS WF-68100A WF-9800 SERIES DECKMOUNT CONVERTERS	Send in WF-9845 converter section ONLY Send in WF-9855 converter section ONLY Send in WF-9850L2 converter section ONLY Send in as is
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 220 VAC MODELS	Send in as is Send in as is
WF-8725E, WF-8735E WF-8855E WF-8955E WF-8930/50 SERIES DISTRIBUTION PANEL	Remove breakers and fuses Send in as is Send in WF-8955E-MBA only
WF-8930/50N INVERTERS	Remove breakers and fuses
WF-5110H, WF-5110HP, WF-5110R, WF-5110RS WF-5118, WF-5120, WF-5220 ENERGY MANAGEMENT SWITCHES	Send in as is Send in as is
EM-15, EM-20	Send in as is



WF-8500, WF-8900 & WF-9500 SERIES TROUBLESHOOTING FORM

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**PROOF OF PURCHASE OF THE COACH/RV OR PRODUCT
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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 and email this form and any associated warranty forms to warranty@wfcotech.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-8500, WF-8700, WF-8900 & WF-9500 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. Measure across the output of the breaker (black wire) providing the power to the converter and Neutral Terminal Bar (white wire): Voltage at the Converter: _____ VAC.

Turn off the converter's breaker. Pull the reverse protection fuse(s) from the fuse board and measure the fuse continuity: _____ / _____ OHMS.

Turn the breaker on and measure the voltage across the +VCC and Neg- lugs: _____ VDC. Replace the reverse protection fuse(s). Measure across the 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 _____





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, 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 _____

