



## **POWER PRO™ WARRANTY REQUEST FORM**

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

Power Pro Troubleshooting Guide				
Issue	Solution 1	Solution 2	Solution 3	Solution 4
Bluetooth light is blue but there is no device connected.	Turn-off last connected device's Bluetooth.	Press and hold BT button on panel for 10 seconds. Button will flash white, erasing all connected devices.	Restart panel. To do this, disconnect shore power and battery. Reconnect shore power and/or battery.	Contact WFCO tech support.
Panel not responding to wake up words.	In APP settings, ensure 'RV Voice Control' is enabled.	Restart panel. To do this, disconnect shore power and battery. Reconnect shore power and/or battery.	Contact WFCO tech support.	
OTA update is not successful.	Click 'Retry' if prompted on phone.	Close out APP, force stop APP, clear APP data and cache, if possible.	Restart panel. To do this, disconnect shore power and battery. Reconnect shore power and/or battery.	Contact WFCO tech support.
Light zone voice commands are not matching RV unit layout.	Reconfigure light zone names in APP.	Contact WFCO tech support.		
Panel is unresponsive.	Restart panel. To do this, disconnect shore power and battery. Reconnect shore power and/or battery.	Contact WFCO tech support.		
Excessive RV notifications.	Go into settings in the APP. Turn off or adjust frequency of the notifications.	Contact WFCO tech support.		



# WARRANTY INFORMATION SUBMITTAL FORM

Email [warranty@wfcotech.com](mailto: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 \_\_\_\_\_

## POWER PRO 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.





# LABOR RATES AND FREIGHT REIMBURSEMENT

## LABOR RATES & REIMBURSEMENT GUIDELINES

### Products Included:

**Power Centers, Inverters, Deck Mount Converters, Distribution Panels, Transfer Switches, and Miscellaneous Parts.**

### Standard Flat Rates

- 5100, 5200, & 5300 Series (Inverter) 0.50 hrs X dealer published rate
- 68100 Series (Converter) 0.50 hrs X dealer published rate
- 8500 Series (Power Center) 0.50 hrs X dealer published rate
  - 85xxMBA (Main Board Assembly only) 0.50 hrs X dealer published rate
  - 85xxAN-PCB (Fuse Panel) 0.20 hrs X dealer published rate
- 8700 Series (Power Center) 0.50 hrs X dealer published rate
- 8800 Series (Converter) 0.50 hrs X dealer published rate
- 8900 Series Remove & Replace (Power Center) 0.75 hrs (on a completed unit) X dealer published rate
  - 89xxMBA (Main Board Assembly only) 0.50 hrs X dealer published rate
  - 89xxAN-PCB (Fuse Panel) 0.20 hrs X dealer published rate
- 8930/50 Series (Distribution panel) 0.50 hrs X dealer published rate
  - 8930/50N-PCB (Fuse Panel) 0.20 hrs X dealer published rate
- 9500 Series (Power Center) 0.50 hrs X dealer published rate
  - 95xxMBA (Main Board Assembly only) 0.5 hrs X dealer published rate
  - 95xxAN-PCB (Fuse Panel) 0.20 hrs X dealer published rate
- 9800 Series (Converter) 0.50 hrs X dealer published rate
- 9900 Series (Power Center) 0.50 hrs X dealer published rate
- EM-15/20 (Energy Management Switch) 0.50 hrs X dealer published rate
- T-30/T-57 (Transfer Switches) 0.50 hrs X dealer published rate
- 3500 & 3600 Series (Power ProTM) - Model# 3510 and 3610 A = .20 hours; Model # 3510 & 3610 B = .50 hours
- Miscellaneous parts: (Example - Remote Switches, Doors, Door Latches, Door Assemblies) 0.20 hrs X dealer published rate.

**NOTE:** Diagnostic time is built into the flat rate. Warranty claim checks will be processed within 30 days of claim submittal. Rates are subject to change.

### Freight Reimbursement:

Freight reimbursement will be based on sending the unit to WFCO Technologies by use of standard methods such as UPS Ground or Standard Mail. Express methods will be denied.

### **Send a copy of warranty claim paperwork including the RGA number to:**

- By Mail: WFCO Technologies 2021 Aeroplex Drive North Elkhart, IN 46514
  - By Fax: (574) 294-8698 or Email: [warranty@wfcotech.com](mailto:warranty@wfcotech.com)
- The following information **MUST** be included on the warranty claim form: make and model number, serial number, RGA number, reason for return, original date of purchase, and year of RV.



# 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 \_\_\_\_\_