



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

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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.**

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

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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-AD, WF-8560-AD	Send in WF-8540/8560-MBA only
WF-9500 SERIES POWER CENTERS	
WF-9540-AD, WF-9560-AD, WF-9580-AD	Send in WF-9540/9560/9580-MBA only
WF-8700-AD SERIES POWER CENTERS	
WF-8725-AD WF-8735-AD, WF-8740-AD	Remove breakers and fuses Remove breakers and fuses
WF-8900 SERIES POWER CENTERS	
WF-8935-AD WF-8945-AD WF-8955-AD WF-8965-AD WF-8975-AD	Send in WF-8935-MBA only Send in WF-8945-MBA only Send in WF-8955-MBA only Send in WF-8965-MBA only Send in WF-8975-MBA only
TRANSFER SWITCHES T-30 & T-57-R	Send in as is
WF-8900REP REPLACEMENT KITS	
WF-8945-AD-REP, WF-8955-AD-REP	Send in WF-9845 converter section ONLY Send in WF-9855 converter section ONLY
WF-6800 SERIES DECKMOUNT CONVERTERS WF-68100AD	Send in as is
WF-9800 SERIES DECKMOUNT CONVERTERS	
WF-9835-AD, WF-9845-AD, WF-9855-AD WF-9865-AD, WF-9875-AD	Send in as is Send in as is
220 VAC MODELS	
WF-8725E, WF-8735E WF-8855E WF-8955E	Remove breakers and fuses Send in as is Send in WF-8955E-MBA only
WF-8930/50 SERIES DISTRIBUTION PANEL	
WF-8930/50PB	Remove breakers and fuses
INVERTERS	
WF-5110RS, WF-5220 WF-5318 & WF-5320	Send in as is with remote Send in as is with remote
ENERGY MANAGEMENT SWITCHES	
EM-15, EM-20	Send in as is with remote
POWER PRO™ DIGITAL CONTROL SYSTEM	
WF-3510-A, WF-3510-B, WF-3610-A, & WF-3610-B	Send in as is



EM-15 & EM-20 TROUBLESHOOTING FORM

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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

