



## 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.



# 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 \_\_\_\_\_

### 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](mailto: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):

<b>DO NOT REMOVE BATTERY REVERSE POLARITY PROTECTION FUSES</b>	
<b>MODEL NUMBER</b>	<b>ACTION</b>
<b>WF-8500 SERIES POWER CENTERS</b>	
WF-8540-AD, 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	Send in WF-9540/9560/9580-MBA only
<b>WF-8700-AD SERIES POWER CENTERS</b>	
WF-8725-AD WF-8735-AD, WF-8740-AD	Remove breakers and fuses Remove breakers and fuses
<b>WF-8900 SERIES POWER CENTERS</b>	
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
<b>TRANSFER SWITCHES</b>	
T-30 & T-57-R	Send in as is
<b>WF-8900REP REPLACEMENT KITS</b>	
WF-8945-AD-REP, WF-8955-AD-REP	Send in WF-9845 converter section ONLY Send in WF-9855 converter section ONLY
<b>WF-6800 SERIES DECKMOUNT CONVERTERS</b>	
WF-68100AD	Send in as is
<b>WF-9800 SERIES DECKMOUNT CONVERTERS</b>	
WF-9835-AD, WF-9845-AD, WF-9855-AD WF-9865-AD, 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-8930/50PB	Remove breakers and fuses
<b>INVERTERS</b>	
WF-5110RS, WF-5220 WF-5318 & WF-5320	Send in as is with remote Send in as is with remote
<b>ENERGY MANAGEMENT SWITCHES</b>	
EM-15, EM-20	Send in as is with remote
<b>POWER PRO™ DIGITAL CONTROL SYSTEM</b>	
WF-3510-A, WF-3510-B, WF-3610-A, & WF-3610-B	Send in as is



# WF-9800, WF-8900-REP & WF-68100 SERIES TROUBLESHOOTING 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.**

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@wfcotech.com](mailto: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-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 \_\_\_\_\_



p. 574-294-8997 f. 574-294-8698 2021 Aeroplex Drive, N., Elkhart, IN 46514 [wfcotech.com](http://wfcotech.com)



# 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 \_\_\_\_\_

