



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.



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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 11-11-25 (mm/dd/yy)

SHIPPING INFORMATION

Contact Name Stephanie Davis Company Name Tri-Am RV Center
Shipping Address 1202 Idell Rd.
Shipping City State, Zip Bulls Gap, TN. 37711
Hourly Labor Rate (Dealers Only) \$175.00
Phone 423-235-1167 Email tnwarranty@triamrv.com

PRODUCT INFORMATION

Customer Name Ethel Burke
Place of Purchase Triam RV
Date of Delivery (if different than date of purchase) 11-29-25 (DOP for unit)
Model Number WF-9855-AD Quantity 1
Serial Number AC04T24C622241 Date Purchased 11-29-25 (mm/dd/yy)
Reason For Return Faulty Converter

COACH INFORMATION

Year of trailer, coach, motor home 2025 VIN Number of Vehicle 4E2TU342XS5045983
Model of trailer, coach, motor home 333 BHKSE Make of trailer, coach, motor home HZ Sportsmen SE

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.



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WF-9800, WF-8900-REP & WF-68100 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 message 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 11-13-25 (mm/dd/yy) Dealer Tri-Am RV Center
Contact Name Stephanie
Phone 423-235-1167 Email tnwarranty@triamrv.com
Model Number WF-9855-AD Serial Number AC04T24C622241

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: 123 VAC.

Turn off the converter's breaker.

Pull the reverse protection fuse(s) in the end of the converter and measure the fuse continuity: good 0 OHMS.

Replace the reverse protection fuses and turn the breaker on.

At the converter, measure the voltage across the +VCC and Neg- lugs: 1.9 VDC. 1.9

At the power distribution box, measure across the fuse board Pos+ and Neg- lugs: 1.9 VDC.

Do the lights work: Yes/No? Explain:

Lights in converter. Solid green.

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 _____



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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-8945 converter section ONLY Send in WF-8955 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