



Phone: (574) 294-8997 Fax: (574) 294-8698

Labor Rates and Freight Reimbursement

LABOR RATES & REIMBURSEMENT GUIDELINES

Products included: Power Centers, Inverters, Deck Mount Converters, Distribution Panels, Water Pumps, Transfer Switches and Miscellaneous Parts.

Standard Flat Rates

- 5100 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
- 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 X dealer published rate
 - 89xxMBA (Main Board Assembly only) 0.5 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
- 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

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 Arterra Distribution 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:** Arterra Distribution.
2021 Aeroplex Drive North
Elkhart, IN 46514
- **By Fax:** (574) 294-8698

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.