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Warranty Request Forms for US Customers ONLY

The forms that follow must be completed and faxed to ARTERRA Distribution along with the Proof of Purchase when making a request for warranty consideration.

STEP 1. Complete all entries on the Warranty Information Fax sheet that immediately follows this notice. The form can be completed on your computer and then printed out for faxing. To save an electronic copy, print as a pdf document. Use the Print button on the bottom of the page. **If a Credit Card Authorization form is completed, new product will be expedited and shipped within 1-2 days.**

STEP 2. The form that follows the Warranty Information Fax sheet is a Troubleshooting form that pertains to the water pump for which you want warranty consideration. If you have completed the information on the Warranty Information Fax sheet, this basic information has been transferred to the top half of this form for you.

Print out this form using the print button on the bottom of the page. Troubleshoot the product and complete the questions on the bottom section of the form.

STEP 3. Fax the Warranty Information Fax sheet, Proof of Purchase and the Troubleshooting form for the pump to 574-294-8698. If you don't have access to a fax machine, scan the 3 pages, save as a pdf and email the document to warranty@wfcoelectronics.com. Enter "Warranty Request" in the subject line of the email message. All warranty requests will be processed within 3 business days of receipt.



Warranty, RGA, and Repair Information Fax Sheet
Fax to (574) 294-8698

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 3-4 WEEK TURNAROUND FOR PROCESSING. OTHERWISE, SEE CREDIT CARD FORM TO EXPEDITE.

Date: _____ (mm/dd/yyyy)

SHIPPING INFORMATION

OEM Dealer Retail

Name: _____

Shipping Address: _____

Shipping City State, Zip: _____

Contact Name: _____

Phone: _____

Fax: _____

E-mail: _____

Hourly Labor Rate (Dealers Only): _____

PRODUCT INFORMATION

Customer Name: _____

Model of Product: _____ QTY: _____

Serial Number on Product: _____

Date Purchased: _____ (mm/dd/yyyy)

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 ARTERRA Distribution will contact you via phone, fax or e-mail with that RGA number.

NOTE: Write the RGA number on the outside of the box in BOLD lettering and send to ARTERRA Distribution for evaluation. DO NOT use packing peanuts or shredded paper when shipping the product back to us as your warranty will not be processed.

Warranty Submittal Instructions

ARTERRA Distribution recommends that the following actions be taken prior to returning the unit in question to us for warranty:

Model Number	Action
Do Not Remove Battery Reverse Polarity Protection Fuses	
WF-8500 Series Power Centers	
WF-8540/WF-8560	Send in WF-8540/8560-MBA only
WF-9500 Series Power Centers	
WF-9540/WF-9560/WF-9580	Send in WF-9540/9560/9580-MBA only
WF-8700 Series Power Centers	
WF-8712-P, WF-8725-P	Remove breakers and fuses
WF-8735-P, WF-8740-P	Remove breakers and fuses
WF-8900 Series Power Centers	
WF-8935AN-P/PEC	Send in WF-8935-MBA only
WF-8945AN-P/PEC	Send in WF-8945-MBA only
WF-8955AN-P/PEC	Send in WF-8955-MBA only
WF-8965AN-P	Send in WF-8965-MBA only
WF-8975AN-P	Send in WF-8975-MBA only
WF-9900 Series Power Centers	
WF-9960/WF-9990	Send in WF-9960/9990-MBA only
Transfer Switches	
T-30, T-57	Send in as is
WF-8900REP Replacement Kits	
WF-8945-REP	Send in WF-9845 converter section <u>ONLY</u>
WF-8955-REP	Send in WF-9855 converter section <u>ONLY</u>
WF-6800 Series Deckmount Converters	
WF-68100A	Send in as is
WF-9800 Series Deckmount Converters	
WF-9845, WF-9845, WF-9855	Send in as is
WF-9865, WF-9875	Send in as is
220 VAC Models	
WF-8725E, WF-8735E	Remove breakers and fuses
WF-8855E	Send in as is
WF-8955E	Send in WF-8955E-MBA only
WF-8930/50 Series Distribution Panel	
WF-8930/50N	Remove breakers and fuses
Inverters	
WF-5110H, WF-5110HP, WF-5110R	Send in as is
WF-5118, WF-5120	Send in as is
Energy Management Switches	
EM-15, EM-20	Send in as is

Please Note: Do not cut the wires as that will be considered as abuse.

*MBA – Main Board Assembly (Converter/Charger section)



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WF-8700 Series Troubleshooting Form

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, fax this form and any associated warranty forms to: Attn: Technical Support - Fax: 574 294 8698, Ph: 574 294 8997.

Date: _____ (mm/dd/yyyy)

Contact Name: _____

Dealer: _____

Phone: _____ Fax: _____

Email: _____

Model Number: _____ Serial # _____

WF-8700 Series Testing Procedure

Disconnect 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?

Access to the wire at the back of the converter is necessary for testing the WF-8700 Series. Depending on its location, this can be accomplished by pulling the unit out of the wall or removing a seat or other access panel. Verify AC voltage is delivered to the converter. This can be accomplished by measuring across the output of the breaker (black wire) providing the power to the converter and Neutral Terminal Bar (white wire): Voltage at Converter: _____ Vac.

Turn off the converter's breaker. Pull the reverse protection fuse(s) from the fuse board and measure the fuse continuity: _____/_____ Ohms.

Turn breaker on and measure the voltage across the left fuse holder and the 10 AWG white wire coming out the back of the converter: _____ Vdc.

Replace the reverse protection fuse and measure across the red wire and white wire coming out of the back of the converter: _____ Vdc.

Do the lights work: _____ Yes/No? Explain: _____

**** AN RGA MUST BE ASSIGNED BEFORE RETURNING PRODUCT FOR WARRANTY ****

ARTERRA DISTRIBUTION Technical Support Team Use Only			
Warranty Approved		Warranty Rejected	
Initial:	Date:	Initial:	Date:



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WF-8900 Series Troubleshooting Form

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, fax this form and any associated warranty forms to: Attn: Technical Support - Fax: 574 294 8698, Ph: 574 294 8997.

Date: _____ (mm/dd/yyyy)

Contact Name: _____

Dealer: _____

Phone: _____ Fax: _____

Email: _____

Model Number: _____ Serial # _____

WF-8900 Series Testing Procedure

Disconnect 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. Measure across the output of the breaker (black wire) providing the power to the converter and Neutral Terminal Bar (white wire): Voltage at the Converter: _____ Vac.

Turn off the converter's breaker. Pull the reverse protection fuse(s) from the fuse board and measure the fuse continuity: _____/_____ Ohms.

Turn the breaker on and measure the voltage across the +Vcc and Neg- lugs: _____ Vdc.

Replace the reverse protection fuse(s). Measure across the Pos+ and Neg- lugs: _____ Vdc.

Do the lights work: _____ Yes/No? Explain: _____

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Initial:	Date:	Initial:	Date:



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WF-9800 & WF-68100 Series Troubleshooting Form

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, fax this form and any associated warranty forms to: Attn: Technical Support - Fax: 574 294 8698, Ph: 574 294 8997.

Date: _____ (mm/dd/yyyy)

Contact Name: _____

Dealer: _____

Phone: _____ Fax: _____

Email: _____

Model Number: _____ Serial # _____

WF-9800 & WF-68100 Series Testing Procedure

Disconnect 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: _____

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Warranty Approved		Warranty Rejected	
Initial:	Date:	Initial:	Date:



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Water Pump Troubleshooting Form

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, fax this form and any associated warranty forms to: Attn: Technical Support - Fax: 574 294 8698, Ph: 574 294 8997.

Date: _____ (mm/dd/yyyy)

Contact Name: _____

Dealer: _____

Phone: _____ Fax: _____

Email: _____

Model Number: _____ Serial # _____

Water Pump Testing Procedure

Check the power input to the pump. Measure the voltage across the Red and Black power wires: _____ VDC.

Has the pump lost its prime: _____ Yes/No? Remove the inlet hose to the pump. Attach another length of hose with a funnel at the other end. Start the pump and simultaneously pour water into the funnel. Does the pump work: _____ Yes/No?

Does the pump motor run: _____ Yes/No?

Is the pump leaking: _____ Yes/No? Where is it leaking? _____

Are there any visible cracks on the pump head: _____ Yes/No?

Is the pump strainer clean of all debris: _____ Yes/No?

Is there another problem: _____ Yes/No? Explain: _____

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Initial:	Date:	Initial:	Date: