



THE HEARTBEAT OF TODAY'S RVS

## Consumer Limited Warranty for WFCO Electronics Products

WFCO extends, to the original owner, a Two-Year Limited Product Warranty. This warranty is in effect from the date of original purchase for a period of two (2) years. This limited warranty is extended specifically for and is limited to Recreational Vehicle application and is only valid within the continental United States, Alaska, Hawaii, and the Provinces of Canada. WFCO warrants, to the owner, that its products are free from defects in material and workmanship under normal use and service based on its intended use and function. This warranty is limited to the repair or replacement, at WFCO's discretion, of any defective parts or defective assembly. Any implied warranties of merchantability or fitness for intended use are limited in duration unless applicable State Law provides otherwise. You may have other rights as specified by each individual state.

### EXCLUSIONS and LIMITATIONS

The OEM warranty specifically does not apply to the following:

- Any WFCO product that has been repaired or altered by an unauthorized person;
- Any damage caused by misuse, faulty installation, testing, negligence, accident or any WFCO product installed in a commercial vehicle;
- Any WFCO product, whose serial number has been defaced, altered or removed;
- Any WFCO product, whose installation has not been in accordance to the WFCO written instructions;
- Any consequential damages arising from the loss of use of the product including but not limited to: inconvenience, loss of service, loss of revenue, loss or damage to personal property, cost of all services performed in removing or replacing the WFCO product. Specifications are subject to change without notice or obligation.

**Any WFCO Electronics products sold through unauthorized Internet sources (example: eBay) will be excluded from all warranty coverages offered by Arterra Distribution / WFCO.**

### CONSUMER WARRANTY CLAIM PROCEDURE

After it has been determined that a WFCO product is defective, an RGA number will be required before it can be returned. The RGA number can be requested by completing the Warranty Information Fax Sheet found at [www.wfcoelectronics.com](http://www.wfcoelectronics.com). Once the form has been completed, email this form along with Proof of Purchase to [warranty@wfcoelectronics.com](mailto:warranty@wfcoelectronics.com) or fax both forms to the Warranty Department (574)-2948698. After receipt of the forms, an RGA number will be issued. This number must appear on all correspondence with warranty service. Write the RGA number in BOLD lettering on the top and sides of the shipping carton. DO NOT mark directly on the product. Package the product carefully and include a copy of both forms in the shipping carton. DO NOT use shredded paper or packing peanuts as these materials may affect testing of the product. Returns are to be shipped with charges pre-paid. WFCO will not be responsible for freight damage incurred during shipping to a service center. Upon validation of the warranty, WFCO shall replace the product with a like product.

### WARRANTY ASSISTANCE

The consumer may contact the selling Dealer or OEM for warranty assistance. The consumer may also contact Arterra Distribution, exclusive distributor of WFCO Products, at Phone: (574) 294-8997 or Fax: (574) 294-8698.

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## WFCO Warranty Two-Year Limited Product Warranty

To provide better service to our customers, WFCO has adopted a Two-Year Limited Product Warranty policy. Warranty starts with the purchase of the RV.

### How to Submit a Claim – During the FIRST year of warranty?

1. Contact **Arterra Distribution** Technical Support at (877) 294-8997 or (574)294-8997.
2. Share any testing results.
3. Have product available to troubleshoot.
4. If warranty is needed contact OEM (Contact **Arterra Distribution** if OEM is out of business).
5. Complete the Warranty Information Fax Sheet found at [www.wfcoelectronics.com](http://www.wfcoelectronics.com). Once the form has been completed, email this form along with Proof of Purchase to [warranty@wfcoelectronics.com](mailto:warranty@wfcoelectronics.com) or fax both forms to the Warranty Department (574)-294-8698. Request RGA number.
6. Submit unit.

### How to Submit a Claim – After the FIRST year of warranty?

1. Contact **Arterra Distribution** Technical Support at (877) 294-8997 or (574)294-8997.
2. Share any testing results.
3. Troubleshoot.
4. If warranty is needed, complete the Warranty Information Fax Sheet found at [www.wfcoelectronics.com](http://www.wfcoelectronics.com). Once the form has been completed, email this form along with Proof of Purchase to [warranty@wfcoelectronics.com](mailto:warranty@wfcoelectronics.com) or fax both forms to the Warranty Department (574)-294-8698. Request RGA number.
5. Submit unit.
6. Unit will be evaluated.
7. If it is determined to be a warranty case, replacement unit will be issued.

### What to send back?

In the case of WF-8500, WF-8900, & WF-9500 Series power centers, only send back the converter/charger. That is the lower portion of the power center. For the rest of the WFCO products, submit the entire unit, with removed breakers, fuses, or any additional wires. For the WF-9800 Series, send the whole deckmount unit back. For the WF-8700 Series, remove breakers/fuses and send the whole unit back.

### Quick Function Diagnosis (if knowledgeable and test equipment is available)

1. If the converter is thought to be defective, it should be tested to determine if there is something wrong.
2. The unit must have any external fuses checked (continuity check preferred).
3. Set meter to continuity or resistance, place one probe of the meter on each leg. A good fuse will have low resistance (<1.0 Ohm) or continuity.
4. At the converter, check for proper and constant 120Vac (105-132Vac).
5. Disconnect the output wires (positive and negative) from the converter (no load).
6. Disconnect the battery from terminals.
7. Under no load condition, output voltage should be in the 13.0 – 14.6 Vdc range.
8. Attach the output wires to the converter.
9. Turn on a couple lights for 10min., and make sure the voltage does not drop below 13 Vdc.
10. If the voltage is found below 13Vdc with no load, call tech support at 1 (877) 294-8997.
11. All WFCO converter fans are load (not temperature) controlled (except 8800 Series).
12. When submitting a warranty claim, make sure to have proof of purchase available.
13. Without proof of purchase, unit will not be considered warranty. See other warranty limitations under WFCO Limited Two-Year Warranty Policy.
14. Warranty policy, forms, and dealer flat rates can be found on the WFCO website.

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