



THE HEARTBEAT OF TODAY'S RVS

## 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.

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