



THE HEARTBEAT OF TODAY'S RVs

Warranty Request Forms for Canadian Customers ONLY

The forms that follow must be completed and faxed to Arterra Distribution along with the RV/product 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.

STEP 2. The forms that follow the Warranty Information Fax sheet are Troubleshooting forms that pertain to the particular product 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 these forms for you.

Select the form for the product you have. Print out ONLY that form using the print button on the bottom of the page. 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 your product 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. For pumps only, email the document to warranty@artisproducts.com. Put "Warranty Request" in the subject line of the email message. All warranty requests will be processed within 3 business days of receipt.

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THE HEARTBEAT OF TODAY'S RVS

Canadian Warranty 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.**

Date: _____ (mm/dd/yy)

SHIPPING INFORMATION

OEM Dealer Retail

Name: _____

Shipping Address: _____

Shipping City, Province, Postal Code: _____

Contact Name: _____

Phone: _____

Fax: _____

mail: _____

E-

Hourly Labor Rate (Dealers Only): _____

PRODUCT INFORMATION

Customer Name: _____

Model of Product: _____ QTY: _____

Serial Number on Product: _____

Date Purchased: _____ (mm/dd/yy)

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.

Following this sheet are Troubleshooting Forms for each of the product series. The top section of the form has been pre-filled for you. Print out the appropriate form for your product and complete the questionnaire section. Fax that form along with this sheet and your proof of purchase to Arterra Distribution at 574-294-8698.

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THE HEARTBEAT OF TODAY'S RVS

Canadian WF-8700 Series Troubleshooting Form

This form is provided to decrease the warranty response time to our Canadian customers. 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/yy)

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: _____

**** DO NOT SEND PRODUCT TO ARTERRA DISTRIBUTION UNLESS REQUESTED TO DO SO ****

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



THE HEARTBEAT OF TODAY'S RVS

Canadian WF-8900 Series Troubleshooting Form

This form is provided to decrease the warranty response time to our Canadian customers. 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/yy)

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



THE HEARTBEAT OF TODAY'S RVS

Canadian WF-9800, WF-8900-REP & WF-68100 Series Troubleshooting Form

This form is provided to decrease the warranty response time to our Canadian customers. 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/yy)

Contact Name: _____

Dealer: _____

Phone: _____ Fax: _____

Email: _____

Model Number: _____ Serial # _____

WF-9800, WF-8900-REP & 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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Initial:	Date:	Initial:	Date:



THE HEARTBEAT OF TODAY'S RVs

Canadian Water Pump Troubleshooting Form

This form is provided to decrease the warranty response time to our Canadian customers. 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/yy)

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



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Arterra Distribution would like to help our customers in any way we can. Our Limited Warranty requires that the product be returned to Arterra Distribution, tested by one of our technicians and determined to be defective due to materials or workmanship before a replacement unit can be sent.

We understand that under certain circumstances, situations may arise that require immediate action. Therefore, Arterra Distribution has provided a method of using a credit card to secure the replacement part immediately.

Below is a credit card authorization form. If you authorize Arterra Distribution to send a replacement unit out to you immediately, please read and complete the form below. All of our shipments are sent out Monday thru Friday using UPS Ground. However, you may authorize us to send the parts express **at your expense**. See below for shipping methods.

AUTOMATIC BILLING AUTHORIZATION FORM

I, _____, am providing my credit card information (see below) to Arterra Distribution for the sole purpose of retaining a warranty replacement unit immediately. I understand this is for warranty purposes only. I agree that if I neglect to send in the power converter, inverter, pump or any components associated with Arterra Distribution products for warranty or if the units tests good or are considered non-warranty as per the Limited Warranty statement, Arterra Distribution will bill my credit card for the replacement parts. I also understand that if I choose to have the unit shipped through express service, Arterra Distribution will bill my credit card for shipping charges.

Signature of cardholder: _____

My credit card information is as follows:

Please check which shipping method you prefer:

Credit Card Type: VISA or MC

_____ Ground (included)

Name: _____

_____ 3 Day Select (fee)

(Exactly as it appears on credit card)

_____ 2nd Day Air (fee)

Address: _____
(Same as credit card billing address)

_____ Next Day Air (fee)

(City, State, Zip)

Credit Card Number: _____

Expiration Date: _____

Security Code (CVV): _____ **Today's Date:** _____

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