



THE HEARTBEAT OF TODAY'S RV'S

## 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. **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 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 this form for you.

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 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](mailto: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.

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## 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/yy)

### 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/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.

**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.**

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## Warranty Submittal Instructions

Arterra Distribution recommends that the following actions be taken prior to returning the unit in question to us for warranty, **Please Note: Do not cut the wires as that will be considered as abuse.** \*MBA – Main Board Assembly (Converter/Charger section):

Model Number	Action
<b>Do Not Remove Battery Reverse Polarity Protection Fuses</b>	
<b>WF-8500 Series Power Centers</b>	
WF-8540/WF-8560	Send in WF-8540/8560-MBA only
<b>WF-9500 Series Power Centers</b>	
WF-9540/WF-9560/WF-9580/WF-9580LiS	Send in WF-9540/9560/9580-MBA only
<b>WF-8700 Series Power Centers</b>	
WF-8712-P, WF-8725-P	Remove breakers and fuses
WF-8735-P, WF-8740-P	Remove breakers and fuses
<b>WF-8900 Series Power Centers</b>	
WF-8935AN-P/PEC	Send in WF-8935-MBA only
WF-8945AN-P/PEC	Send in WF-8945-MBA only
WF-8955AN-P/PEC/LiS	Send in WF-8955-MBA only
WF-8950L2PEC	Send in WF-8950L2-MBA only
WF-8965AN-P	Send in WF-8965-MBA only
WF-8975AN-P	Send in WF-8975-MBA only
<b>WF-9900 Series Power Centers</b>	
WF-9960/WF-9990	Send in WF-9960/9990-MBA only
<b>Transfer Switches</b>	
T-30, T-57-P	Send in as is
<b>WF-8900REP Replacement Kits</b>	
WF-8945-REP	Send in WF-9845 converter section <b><u>ONLY</u></b>
WF-8955-REP	Send in WF-9855 converter section <b><u>ONLY</u></b>
WF-8950L2-REP	Send in WF-9850L2 converter section <b><u>ONLY</u></b>
<b>WF-6800 Series Deckmount Converters</b>	
WF-68100A	Send in as is
<b>WF-9800 Series Deckmount Converters</b>	
WF-9845, WF-9845, WF-9855, 9850L2	Send in as is
WF-9865, WF-9875	Send in as is
<b>220 VAC Models</b>	
WF-8725E, WF-8735E	Remove breakers and fuses
WF-8855E	Send in as is
WF-8955E	Send in WF-8955E-MBA only
<b>WF-8930/50 Series Distribution Panel</b>	
WF-8930/50N	Remove breakers and fuses
<b>Inverters</b>	
WF-5110H, WF-5110HP	Send in as is
WF-5118, WF-5120	Send in as is
<b>Energy Management Switches</b>	
EM-15, EM-20	Send in as is

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THE HEARTBEAT OF TODAY'S RVs

### 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/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: \_\_\_\_\_

\_\_\_\_\_

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

<b>ARTERRA DISTRIBUTION Technical Support Team Use Only</b>			
<b>Warranty Approved</b>		<b>Warranty Rejected</b>	
<b>Initial:</b>	<b>Date:</b>	<b>Initial:</b>	<b>Date:</b>



THE HEARTBEAT OF TODAY'S RVs

### 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/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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<b>Initial:</b>	<b>Date:</b>	<b>Initial:</b>	<b>Date:</b>



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### WF-9800, WF-8900-REP & 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/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: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

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

<b>ARTERRA DISTRIBUTION Technical Support Team Use Only</b>			
<b>Warranty Approved</b>		<b>Warranty Rejected</b>	
<b>Initial:</b>	<b>Date:</b>	<b>Initial:</b>	<b>Date:</b>



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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/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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<b>ARTERRA DISTRIBUTION Technical Support Team Use Only</b>			
<b>Warranty Approved</b>		<b>Warranty Rejected</b>	
<b>Initial:</b>	<b>Date:</b>	<b>Initial:</b>	<b>Date:</b>



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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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