



THE HEARTBEAT OF TODAY'S RVS

WARRANTY

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.



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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.



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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.
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. Submit unit.

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

1. Contact **Arterra Distribution**
2. Share any testing results.
3. Troubleshoot.
4. If warranty is needed, complete the Warranty Information F
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.
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.

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-P	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	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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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.

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.