



WARRANTY REQUEST FORM

Email warranty@wfcoelectronics.com • Fax 574-294-8698 • Phone 574-294-8997 option 1

**For All U.S. Customers:
Warranted product MUST be returned to WFCO Technologies for testing.**

The following forms must be completed and emailed or faxed to WFCO Technologies along with the **PROOF OF PURCHASE** when requesting warranty consideration.

STEP 1 - Complete all entries on the Warranty Information form immediately following this notice. If a **Credit Card Authorization** form is completed, the new product will be expedited and shipped within 1-2 days.

STEP 2 - The form that follows the Warranty Information sheet is a Troubleshooting form that pertains to the product for which you want warranty consideration. Please complete the questions on the form.

STEP 3 - Email the Warranty Information form, **PROOF OF PURCHASE**, and the Troubleshooting form for the product to warranty@wfcoelectronics.com. Enter "Warranty Request" in the subject line of the email message. To fax information, 574-294-8698. All warranty requests will be processed within three business days of receipt.





WARRANTY INFORMATION SUBMITTAL FORM

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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

Contact Name _____ Company Name _____

Shipping Address _____

Shipping City State, Zip _____

Hourly Labor Rate (Dealers Only) _____

Phone _____ Email _____

PRODUCT INFORMATION

Customer Name _____

Model Number _____ Quantity _____

Serial Number _____ 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 WFCO Technologies will contact you via phone or e-mail with that RGA number.

NOTE: Write the RGA number on the outside of the box in bold lettering and send to WFCO Technologies for evaluation. **DO NOT** use packing peanuts or shredded paper when shipping the product back to us as your warranty will not be processed.



PRODUCT TO BE RETURNED

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Please review this document to see what product to return. WFCO Technologies recommends that the following actions be taken before returning the unit to us for warranty. **Please Note: Do not cut the wires as that will be considered abuse.** *MBA – Main Board Assembly (Converter/Charger section):

| DO NOT REMOVE BATTERY REVERSE POLARITY PROTECTION FUSES | |
|--|--|
| MODEL NUMBER | ACTION |
| WF-8500 SERIES POWER CENTERS | |
| WF-8540,WF-8540-AD,WF-8560,WF-8560-AD | Send in WF-8540/8560-MBA only |
| WF-9500 SERIES POWER CENTERS | |
| WF-9540-AD,WF-9560-AD,WF-9580-AD,WF-9580LiS-AD | Send in WF-9540/9560/9580-MBA only |
| WF-8700-AD SERIES POWER CENTERS | |
| WF-8712-P, WF-8725-P-AD WF-8735-P-AD, WF-8740-P-AD | Remove breakers and fuses Remove breakers and fuses |
| WF-8900 SERIES POWER CENTERS | |
| WF-8935AN-P/PEC-AD WF-8945AN-P/PEC-AD WF-8955AN-P/PEC/LiS-AD WF-8950L2PEC WF-8965AN-P-AD WF-8975AN-P-AD | Send in WF-8935-MBA only Send in WF-8945-MBA only Send in WF-8955-MBA only Send in WF-8950L2-MBA only Send in WF-8965-MBA only 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, WF-8945-AD-REP WF-8955-REP, WF-8955-AD-REP WF-8950L2-REP | Send in WF-8945 converter section ONLY Send in WF-8955 converter section ONLY Send in WF-8950L2 converter section ONLY |
| WF-6800 SERIES DECKMOUNT CONVERTERS | |
| WF-68100A | Send in as is |
| WF-9800 SERIES DECKMOUNT CONVERTERS | |
| WF-9835, WF-9835-AD, WF-9845, WF-9845-AD, WF-9850L2 WF-9855, WF-9855-AD, WF-9865, WF-9865-AD, WF-9875, WF-9875-AD | Send in as is Send in as is |
| 220 VAC MODELS | |
| WF-8725E, WF-8735E WF-8855E WF-8955E | Remove breakers and fuses Send in as is Send in WF-8955E-MBA only |
| WF-8930/50 SERIES DISTRIBUTION PANEL | |
| WF-8930/50N | Remove breakers and fuses |
| INVERTERS | |
| WF-5110H, WF-5110HP, WF-5110R, WF-5110RS WF-5118, WF-5120, WF-5220 | Send in as is Send in as is |
| ENERGY MANAGEMENT SWITCHES | |
| EM-15, EM-20 | Send in as is |





EM-15 & EM-20 TROUBLESHOOTING FORM

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| Symptom | Potential Reason | Action to Perform |
|--|---|--|
| No power on both circuits. | 1. No power to EM-## 2. EM-## is in "OFF-time delay" | 1. Verify that the RV has power & reset the EM-## breaker 2. Power the EM-## for 5 minutes & verify operation |
| No power on one circuit (the other circuit is OK). | 1. Load may not be turned ON 2. EM-## may have turned off 1 circuit because of current draw 3. EM-## may be in "OFF-time delay" | 1. Turn ON both loads 2. Turn OFF power to the operating circuit appliance, wait 5 minutes & verify operation of the other circuit appliance 3. Power the EM-## for 5 minutes & verify operation |
| Both circuits are on at the same time. | 1. Total current draw may be below the trip point 2. EM-## may be in the wrong mode | 1. Turn both appliances on high & verify that the circuit breaker doesn't trip 2. Refer to qualified service technician for mode verification |
| No LED lights on the remote. | 1. No power to EM-## 2. Bad connection on the remote cable 3. Defective remote | 1. Verify that the RV has power & reset EM-## breaker 2. Replace remote cable 3. Replace remote |
| Switch doesn't work on the remote. | 1. EM-## may be in "OFF-time delay" 2. Defective remote | 1. Power the EM-## for 5 minutes & verify operation 2. Replace remote |

