



WARRANTY REQUEST FORM

Email warranty@wfcotech.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@wfcotech.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

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

**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 1-2 WEEK TURNAROUND FOR PROCESSING.

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

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

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, WF-5318, WF-5320	Send in as is Send in as is
ENERGY MANAGEMENT SWITCHES	
EM-15, EM-20	Send in as is





WF-5318/20 SERIES TROUBLESHOOTING FORM

EMAIL WARRANTY@WFOCTECH.COM • FAX 574-294-8698 • PHONE 574-294-8997 OPTION 1

**PROOF OF PURCHASE OF THE COACH/RV OR PRODUCT
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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, enter "Warranty Request" in the subject line of the email message and email this form and any associated warranty forms to warranty@wfcotech.com or call 574-294-8997 option 1 to talk to Power Pros Technical Support.

WF-5318/20 SERIES TESTING PROCEDURE

1. With RV plugged into AC service, does the grid LED light up blue?
2. Does your AC appliance or 120-volt loads run when plugged into AC service?
2. Turn on the inverter while plugging into AC service. You will see a blinking green status LED on the right of the grid LED that is blue. Is it blinking? This lets you know your inverter is on standby.
3. Disconnect from AC service. This will enable inverter mode; the green status light will be solid green when the AC service is disconnected.
4. Are there any error codes in the display? You should see voltages on the display that will include Grid input, AC input, Hertz Input, Inverter AC output (only in inverter mode, No AC service), Inverter Hertz output, Temperature reading, and Unit Fault Codes. Display options and instructions can be found inside the inverter manual for operations or on our website at wfcoelectronics.com, under support.
5. Check Battery voltage input for proper operation at the connections to the inverter unit. Voltage should be above 12 volts for proper operation.
6. Check battery condition for proper voltage, connections, and in-line fuses if no voltage is present at the back of the inverter.
7. Check reciprocal outputs for operation by plugging in a lamp or AC device. AC testers found at most local hardware stores will work, allowing us to see correct wire applications, for example, open neutral or ground.
8. If the inverter does not turn after checking connections, please call Power Pros tech support for further assistance at 574-294-8997. Option 1.



p. 574-294-8997 f. 574-294-8698 2021 Aeroplex Drive, N., Elkhart, IN 46514 wfcotech.com



AUTOMATIC BILLING AUTHORIZATION FORM

WFCO Technologies would like to help our customers in any way we can. Our Limited Warranty requires that the product be returned to WFCO Technologies, 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 that situations arise under certain circumstances, requiring immediate action. WFCO Technologies has provided a credit card method to secure the replacement part immediately. Below is a credit card authorization form. If you authorize WFCO Technologies 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 to express at your expense. See below for shipping methods.

AUTOMATIC BILLING AUTHORIZATION FORM

I, _____, am providing my credit card information (see below) to WFCO Technologies 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, or any components associated with WFCO Technologies products for warranty or if the units test good or are considered non-warranty as per the Limited Warranty statement, WFCO Technologies will bill my credit card for the replacement parts. I also understand that if I choose to have the unit shipped through express service, WFCO Technologies will bill my credit card for shipping charges.

CREDIT CARD INFORMATION

Credit Card Type: VISA or MC

Name _____
(Exactly as it appears on credit card)

Please check which shipping method you prefer:

____ Ground (included) ____ 3 Day Select (fee) ____ 2nd Day Air (fee) ____ Next Day Air (fee)

Address _____
(Same as credit card billing address)

City _____ State _____ Zip _____

Credit Card Number _____

Expiration Date _____ Security Code (CVV) _____

Signature of cardholder _____

