



www.wfcoelectronics.com



www.artisproducts.com

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 form that follows the Warranty Information Fax sheet is a Troubleshooting form that pertains to the water pump 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.

Print out this form using the print button on the bottom of the page. Troubleshoot the pump 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 pump 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@artisproducts.com. Enter "Warranty Request" in the subject line of the email message. All warranty requests will be processed within 3 business days of receipt.



www.wfcoelectronics.com



www.artisproducts.com

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/yyyy)

SHIPPING INFORMATION

OEM Dealer Retail

Name: _____

Shipping Address: _____

Shipping City, Province, Postal Code: _____

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/yyyy)

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.

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



www.wfcoelectronics.com



www.artisproducts.com

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/yyyy)

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: _____

**** 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: