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## 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. 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](mailto: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.



### 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 PROCESSING OF THIS WARRANTY CLAIM WILL BE DELAYED.**

**EXPECT A 3-4 WEEK TURNAROUND FOR PROCESSING. OTHERWISE, SEE CREDIT CARD FORM TO EXPEDITE.**

Date: \_\_\_\_\_ (mm/dd/yyyy)

#### 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/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. ***Do not send product back without an 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 processing your warranty will be delayed.**



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### US Water Pump Troubleshooting Form

This form is provided to decrease the warranty response time for US water pump returns. 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: \_\_\_\_\_ Customer: \_\_\_\_\_

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: \_\_\_\_\_

**\*\* ONLY SEND PRODUCT TO ARTERRA DISTRIBUTION AFTER RECEIVING YOUR RGA NUMBER \*\***

<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>