

TECHNICAL ASSISTANCE

(TN-WFP-0820-EN)

Page
1 of 3



DC/AC POWER INVERTERS

Warranty Policy and Procedures

WARRANTY: Tundra International warrants its products against defects in material or workmanship for a period of one (1) year from the date of first end-user purchase. The warranty covers two years of use under certain conditions. This warranty applies to the original purchaser (end user) of the product only. This limited warranty is voided if the unit is abused, modified, installed improperly, if the serial number is missing, or if the original identification markings have been defaced, altered or removed, or if there is a lack of maintenance. Tundra International Inc. is not liable for any incidental, consequential or other damages arising from the use, misuse or operation of this product, including, without limitation, damages resulting from loss of use, cost of removal, installation, or troubleshooting of the customer's electrical systems.



Before returning a product, it is strongly recommended that you read the **QUICK TROUBLESHOOTING GUIDE** available in the Support / Troubleshooting section of our website. If you return a product in good working order, you will incur a minimum verification fee of \$40 to recover it.

STEPS FOR TECHNICAL SUPPORT OR FOR A WARRANTY CLAIM:

1. Fill out the **Checklist** on page 2 of this document (power inverters only).
2. Fill out the **Warranty Form** on page 3 of this document.
3. Contact us to obtain a return merchandise authorization number (RMA).
4. Include a proof of purchase of the product you are returning.
5. You must properly package the returned product so that it does not get damaged in transit. Damages related to transport are not covered by the warranty.

TECHNICAL SUPPORT → 450-649-2470 / 1-877-964-2582

IMPORTANT NOTES

1. The product should never have been exposed to liquids or excessive dust.
2. If repairs involving costs are necessary, a member of our team will contact you to give you an estimate for the work and obtain your agreement.
3. The products covered by the warranty can be repaired, replaced or credited to the merchant according to the decision made by our technical service department.
4. All products must be returned **POSTAGE PAID**, including all costs that may be incurred.
5. All products covered by the warranty will be returned free of charge.

TECHNICAL ASSISTANCE

(TN-WFP-0820-EN)

Page
2 of 3



DC/AC POWER INVERTERS

Checklist (power inverter only)

→ The inverter must remain installed in the vehicle ←

1. What's the voltage at the batteries?

__ __ . __ V

2. What's the voltage at the inverter DC inputs?

__ __ . __ V

If possible, turn the inverter ON and let it go through its self-test process for 5 seconds.

3. Can the inverter power a 60 W light bulb?

Y	N
---	---

4. Is there an error code on the LCD control panel?

OVR LOAD	ERR LOW	ERR HIGH	OVR TEMP
-------------	------------	-------------	-------------

Troubleshooting References

- If the inverter does not turn on, refer to sections J-K of the Quick Troubleshooting Guide.
- If the inverter does turn on but you get an error code, refer to the ERROR CODES section on pp. 4-5 of the Quick Troubleshooting Guide.
- If the inverter is on and it can power a 60-watt bulb, refer to sections A-B-C-D-F-P of the Quick Troubleshooting Guide.

Improper installation, poor maintenance and misunderstanding of how batteries work are the main causes of inverter malfunction. Please refer to the Quick Troubleshooting Guide to eliminate external causes and to avoid removing and returning a perfectly functioning inverter.



Warranty Form

Retailer	Business name	Contact
Address		
City	State	Zip code
Email	Phone	

End user	Business name	Contact
Address		
City	State	Zip code
Email	Phone	

Product		
Model	Serial number	Purchase date
Description of the problem		
If removed from a vehicle, please provide the Vehicle Identification Number (V.I.N.)		

Application				
Class 8 truck	Mobile workshop	Recreational vehicle	Solar/Residential	Other
If other, please specify				

*** IN ORDER FOR THE WARRANTY TO BE VALID, THE FOLLOWING CRITERIA MUST BE MET ***	
<input type="checkbox"/>	You certify that you have filled out the Checklist on p. 2 of this document and that, to your knowledge, the origin of the problem is not your vehicle or your installation.
<input type="checkbox"/>	The product has never been abused or modified.
<input type="checkbox"/>	The product has never been exposed to liquids, heavy dust or corrosive material.

Return authorization	RMA number
Name of Tundra representative	Date

Send your defective product to the following address:

TUNDRA Service Center / 2041-A Leonard-de Vinci, Sainte-Julie, Quebec, Canada J3E 1Z2

YOU MUST INCLUDE the Checklist (p. 2) and Warranty Form (p. 3) so that we can evaluate your product.