Frequently Asked Questions

1. What size fuse do I need?

DC Branch Circuits

Fuses used for the DC circuits are determined by the manufacturer, based on the need for which it was designed. Replace with same type, size and manufacturer of the original.

Reverse Protection Fuses

Replace only with Littelfuse Type 257, with same rating as the original.

WF-8700 Series	**WF-8900 Series**	**WF-9800 Series**
8712 - 15A	8935 - 35A	9835 - 35A
8725 - 30A	8945 - 30A, 30A	9845 - 30A, 30A
8735 - 20A, 20A	8955 - 35A, 35A	9855 - 35A. 35A
8740 - 30A, 30A	8965 - 20A, 20A, 20A, 20A	9865 - 40A, 40A
	8975 - 20A, 20A, 20A, 20A	9875 - 40A, 40A

2. Do you repair converters?

No. Not at this time. If the unit is within our 2-Year Limited Warranty, WFCO policy applies. Replacement unit will be issued for the remainder of the 2-Year Limited Warranty term.

3. Can I add more amp hours to my battery?

Yes. Just connect your 12V batteries in PARALLEL. In other words, connect positive + battery terminal to positive + battery terminal and negative - to negative - terminal. NOTE: Make sure that you are using proper size battery and that your connections are secure and torque to specifications.

Also, make sure that the batteries are same:

1. Type
2. Amp hour rating
3. Age
4. Water level (if applicable)

4. Where do I return my converter for warranty?

Customers/Dealers:

During the first year, manufacturers (OEMs) cover the warranty.

Troubleshoot your unit with WFCO technical support before sending back any units.

After the first year, converters may be sent to Cheng USA, Inc.

Troubleshoot your unit with WFCO technical support before sending back any units.

Cheng USA, Inc.
2021 Aeroplex Drive North
Elkhart, IN 46514

Tel.: 574-294-8997 or 877-294-8997
Fax: 574-294-8698
Or email us using the supplied online form

5. Can I use any battery with WFCO chargers?

No. Car (cold cranking amps – cca rating) batteries are not designed for RV applications. Deep-cycle batteries are recommended, which show the amp hour (Ah) rating on the battery; for example, 120Ah.

There are many Internet sites dedicated to this issue. Here are some examples:

http://www.windsun.com/Batteries/Battery_FAQ.htm
http://www.batteryfaq.org
http://www.trojan-battery.com/index.aspx
http://auto.howstuffworks.com/question219.htm

6. There is no power. Do I need to order the whole distribution center?
For the WF-89xxANP or WF-89xxPEC Power Centers, the answer is generally "no." However, if there is structural damage to the housing, broken clips, stripped screws or wiring, etc., you need to order the complete assembly.

If the converter in the Power Distribution Center is damaged or bad, you need to replace only the lower portion – "the converter." It is called the MAIN BOARD ASSEMBLY or MBA (WF-89xxMBA).

To determine whether or not the converter is bad, call WFCO technical support at 1-877-294-8997 and a representative will troubleshoot the unit with you.

7. Where can I order a converter?
For Dealers: Check with your distributors to see if they carry WFCO products.
For Customers: Check with your local dealer to see if they carry WFCO products. Some Internet retailers also carry WFCO products.
Once you are on the WFCO Website, click on the LINKS section for list of current retailers.

8. Why aren't my batteries charging?
WFCO converters will not jump into the "Bulk Mode" unless the battery is below 50% of charge, or approximately below 13.2 Vdc output voltage range. (Battery specifications vary.) Even in normal "Absorption Mode" (13.6 Vdc range), your batteries are being charged, just at a slower rate. Converter will not work without AC input.

Before you call Tech Support, check the following:
1. Are you connected to shore power?
2. Is the fan on the converter running with over 15A of load (equivalent to 5-10 bulbs)?
3. Are all of the fuses on the DC panel OK? Are any red LED's on?
4. What is your battery condition? (Does it have enough water? What is the age? Have you tested for shorted cells?)
5. Is your converter overloaded? If it is, it will not go into bulk mode unless load is removed (lights and appliances off).

Voltage check:
1. With the battery disconnected at the terminals, are you reading 13.2 Vdc or 14.4 Vdc range on the converter output?
2. Any battery reading (while disconnected) below 12 Vdc is an indication of battery trouble.

9. Why is there no power?
If you have no power, check the following:
1. Are you connected to shore AC power?
2. Is your battery drained?
3. Check the fuses and breakers (DC and AC).
4. Is the fan operational, using over 15A of load? (Load = about 1.5A per light bulb)

To determine whether or not the converter is bad, call WFCO technical support at 1-877-294-8997 and a technician will troubleshoot the unit with you.

10. My lights are dimming. What is wrong?
If the lights in the RV are dimming, that usually means that the converter is overloaded or that your coach is running only on batteries.

1. Remove some of the load by turning off 12V lights and appliances.
2. Turn off the converter for 10 seconds to allow the unit to discharge by either turning off the breaker or unplugging the unit.
3. Turn the converter back on.
4. Check your battery. It might be damaged or the water level may be low.
5. Check the output voltage. It should be at 13.6 Vdc range.

Keep in mind that your battery can pull up to 30A or more from the converter, although 6-12A is average. Low temperatures also will have a major effect on your battery's performance.

11. Why do my lights flicker?
If the lights in the RV are flickering, that usually means that the converter is overloaded.

1. Remove some of the load by turning off 12V lights and appliances.
2. Turn off the converter for 10 seconds to allow the unit to discharge by either turning off the breaker or unplugging the unit.
3. Turn the converter back on.
4. Check your battery. It might be damaged or the water level may be low.
5. Check the output voltage. It should be at 13.6 Vdc range.

Keep in mind that your battery can pull up to 30A or more from the converter, although 6-12A is average. Low temperatures also will have a major effect on your battery's performance.