DEALER PLAYBOOK

From concept development to design, engineering and technology, we take pride in our ability to create and deliver solutions that contribute to our partners’ success.

www.xantrex.com
Thanks to your support, together we managed to successfully navigate the difficult times of recession. Our excitement is high as the current business scenario, while challenging, presents a great opportunity for our mutual business to grow and expand into new frontiers.

This Playbook is specifically designed to help you sell by understanding our product offering, support departments, restructured and expanded sales organization and new initiatives including our new warranty handling procedure aimed at improving our end customers experience, dealer training and store merchandising programs.

We have made a personal commitment to create a new relationship bridge between our organization and yours. This new avenue will increase accessibility when doing business with us and allow free flow of information across different functional teams. We have also beefed up our Technical Support Team and have created an exclusive ‘Dealer Only Hotline’ for priority telephone support. While the account manager is your primary contact, please feel free to connect with other members of our team for relevant issues.

We trust that you will find this Playbook a vehicle to learn from but more importantly a great reference tool to help you and your teams sell product while delighting our customers.

We have led the onboard AC power business for over 30 years and this wouldn’t have been possible without your collaboration, loyalty and commitment. Thank you once again. Looking forward to this exciting new phase in our relationship and business!

Richard Gaudet
Vice President, Xantrex Branded Business

John McMillan
Director of Sales
PIONEERS OF ONBOARD AC POWER TECHNOLOGY

- Established in 1983
- Acquired technology pioneers - Heart, Trace and Statpower to become the number one supplier of onboard AC power solutions
- Subsidiary of $36 Billion international conglomerate Schneider Electric
- Operates the biggest and most sophisticated inverter test lab in North America
- Leaders in industry and media education - largest repository of technical/how to collateral and editorials on AC power
- Most published AC power brand in the industry
- Widest application base among all manufacturers – from RVs, boats, buses and trucks to mining, military, ambulance and fire trucks

XANTREX OEM PARTNERS
GLOBAL POWER MANAGEMENT POWERHOUSE

- Established in 1891
- Active commitment to making energy safe, efficient and reliable
- Leadership position in energy and infrastructure, industrial processes, building automation, and data centers/networks, as well as a broad presence in residential applications
- Top three most competitive solar inverter companies in the world
- $36 billion annual global sales
- $1.5 billion annual budget for research and new product development
- More than 150,000 employees in over 100 countries

SCHNEIDER ELECTRIC BRANDS

- CLIPSAL™ by Schneider Electric
- APC™ by Schneider Electric
- TELLE™ by Schneider Electric
- Juno Lighting Group™ by Schneider Electric
- Lauritz Knudsen™ by Schneider Electric
- PELCO™ by Schneider Electric
- merten™ by Schneider Electric
- SQUARE D™ by Schneider Electric
- RitTO™ by Schneider Electric
- TELEMECANIQUE™ Sensors
- TELVENT
- Xantrex™
PROSINE™ INVERTER  BEST
• Feature-rich, high performance work horse
  • Built-in AC transfer switch, detachable remote panel
  • Meets UL458 with marine supplement, CSA, ABYC and KKK-A-1822
  • Hardwire capable 1000W and 1800W models

PROWATT™ SW INVERTER  BETTER
• Pure sine wave inverter at a modified sine wave price
  • Dual GFCI AC receptacles and USB charge port
  • Hardwire capable through optional external transfer switch
  • Meets UL458, CSA and FCC Class A standards
  • 600W, 1000W and 2000W models

PRO SERIES (XM) INVERTER  BETTER
• Full featured MSW with built-in transfer switch
  • Plug electronics directly on the unit or hardwire
  • Detachable remote panel
  • Meets UL458 and FCC Class B standards
  • 1000W and 1800W models

XPOWER™ INVERTER  GOOD
• Entry level, simplest to use and install
  • Remote on/off switch included
  • Meets UL458 and CSA standards
  • 1000W, 1500W models GFCI only 3000W, 5000W models GFCI and hardwire
FREEDOM SW INVERTER/CHARGER  BEST
• State-of-the-art Freedom sine wave series with advanced features
  • Series stacking allows for operation of 240Vac applications
  • Parallel stacking allows for future expansion of the onboard AC system
  • Supports power sharing and generator interactivity
  • Meets UL458 with marine supplement, CSA, ABYC and FCC Class B
  • 2000W/100A and 3000W/150A models

PROSINE™ INVERTER/CHARGER  BETTER
• Compact and lightweight with premium features
  • Series stackability allows two units to power 120/240 Vac applications
  • LCD remote panel and temperature sensor included
  • Supports power sharing off shore power with onboard AC loads
  • Meets UL458 with marine supplement, CSA, ABYC and KKK-A-1822
  • 2000W/100A model

FREEDOM 458 INVERTER/CHARGER  BETTER
• The original best selling inverter/charger for RVs and boats
  • Exceptional surge for demanding loads
  • Battery temperature sensor included
  • Meets UL458 regulatory standards
  • 2000W/100A and 2500W/130A models

FREEDOM HF INVERTER/CHARGER  GOOD
• Economical, compact and lightweight
  • Quick connect AC terminal block on both AC input and output for easy wiring and fast installation
  • Plug electronics directly on the unit or hardwire
  • Detachable digital remote
  • Meets UL458 with marine supplement, CSA and FCC Class B
  • 1000W/20A, 1000W/55A and 1800W/40A models
NEW GENERATION TRUECHARGE™2

- Lightweight, ultra-compact, universal chargers
- Settings for flooded, gel, AGM or lead-calcium batteries
- Parallel stacking enables two chargers* to work together to combine the output achieving up to 120A for large battery banks
- Drip-proof design characteristics enable the charger to be mounted in multiple orientations
- Meets CE/EMC, ABYC, UL1564 and UL1236 with marine supplement standards

“Easy to read full-featured display panel”

NOTE: 12V (80A, 100A, 120A) and 24V (40A, 50A, 60A) achieved through stacking.
* Doesn’t apply to TRUECHARGE2 12V/10A charger

“Every RV'er who has ever experienced less-than-stellar performances from the stock converter/charger should seriously consider adding the TRUECharge2 to the 12-volt DC battery systems”
— Gary Bunzer of RV Doctor.
**POWERPACK 1500**

- **Portable power companion - Take it with you wherever you go!**
- Ideal for recreational outdoor activities and power outages
- Recharge at home, in your vehicle or from a Solar/PV Panel
- Excellent alternative to a power generator

**POWERHUB 1800**

- **Clean, green, independent power solution**
- Primary power solution for an off-grid cottage/cabin or backup power for grid-connected homes during power outages
- Operate with solar, wind, generator or home AC input

## BACK-UP POWER SELECTOR GUIDE

<table>
<thead>
<tr>
<th>Features</th>
<th>PowerPack 1500</th>
<th>PowerHub 1800</th>
</tr>
</thead>
<tbody>
<tr>
<td>Max. continuous power</td>
<td>1350 watts</td>
<td>1440 watts</td>
</tr>
<tr>
<td>Waveform output</td>
<td>Modified sine wave</td>
<td>Modified sine wave</td>
</tr>
<tr>
<td>Automatic transfer to AC power</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Battery capacity</td>
<td>Built-in 51 Ah</td>
<td>100-400 Ah¹</td>
</tr>
<tr>
<td>Charger capacity (12 V)</td>
<td>5 amps</td>
<td>40 amps</td>
</tr>
<tr>
<td>AC receptacles</td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td>AC hardwire capability</td>
<td>Yes</td>
<td>No</td>
</tr>
<tr>
<td>12 volt DC port</td>
<td>No</td>
<td>Yes (advanced)</td>
</tr>
<tr>
<td>Digital display</td>
<td>No</td>
<td>Yes (advanced)</td>
</tr>
<tr>
<td>Solar input²</td>
<td>Yes¹</td>
<td>Yes (hardwire, up to 12V/32A)</td>
</tr>
<tr>
<td>Wind input²</td>
<td>Yes¹</td>
<td>Yes (hardwire, up to 12V/80A)</td>
</tr>
<tr>
<td>Installation</td>
<td>Mobile</td>
<td>Stationary</td>
</tr>
<tr>
<td>Operating time</td>
<td>8 hours*</td>
<td>17-68 hours¹⁺</td>
</tr>
</tbody>
</table>

¹ customer installs 100-200 Ah battery (ies) in the included battery enclosure, second battery enclosure (sold separately) can accommodate another 200 Ah = total 400 Ah. Battery not included.
² charge controller not included
³ solar or wind may be connected through 12V DC port (max. 8 amps) or hardwired to direct DC terminal, requires external charge controller

* small office combo consisting of laptop, inkjet printer, cordless phone and wireless modem/router

* battery life may be extended using low energy devices and by reducing the number of loads.
**LINKLITE AND LINKPRO BATTERY MONITORS**

- Reads battery bank like a fuel gauge
- Selectively display voltage, charge and discharge current, consumed amp hours and remaining percentage of battery capacity
- LinkPRO displays time remaining and can measure up to 9,999 amp-hours
- LinkLITE can measure currents up to 1000 amp-hours

**DIGITAL ECHO CHARGE**

- Designed to charge auxiliary or starting batteries from an inverter/charger or other charging source with minimal voltage drop
- Compatible with either 12 or 24 volt battery banks

**FREEDOM SEQUENCE EMS**

- Automatic power and load management center for Recreational Vehicles (RVs)
- Designed to be used with the Freedom SW series products and other components to offer a fully integrated onboard power system
- Automatically sheds and re-engages loads to avoid the nuisance circuit breaker tripping
- Enables you to monitor and control all the power components from a single, easy to use System Control Panel, rather than multiple, mismatched control panels.
REGULATORY STANDARDS

- Xantrex certifies its products to comply with various national and international testing standards for safety, quality, efficiency and environment
- Examples of regulatory marks you will find on Xantrex products:

H.A.L.T. – A NEW BENCHMARK IN PRODUCT QUALITY

- Extremely effective product evaluation method to test the robustness of each electronic design
- Products are subjected to extreme thermal and mechanical stresses to accurately predict how, when and where product degradation may occur and its anticipated life span
- Allows us to refine the design early in the product development cycle to improve reliability and performance
**RECOMMENDED XANTREX PRODUCT REPLACEMENT**

Swapping out a Magnum ME or MS series inverter/charger with full featured Freedom sine wave is exceptionally easy and cost-effective; drop-in replacement, no cable changes, no extra labor charges.

<table>
<thead>
<tr>
<th>PRODUCT NAME</th>
<th>PART NUMBER</th>
<th>XANTREX REPLACEMENT</th>
<th>XANTREX PART NUMBER</th>
<th>BENEFITS OF THE XANTREX OFFER</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>MAGNUM MODIFIED SINE WAVE INVERTER/CHARGERS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Magnum ME 2012</td>
<td>ME2012</td>
<td>Freedom 458</td>
<td>81-2010-12</td>
<td>Original RV inverter/charger, higher surge, proven reliability &amp; robustness.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Freedom SW 2012</td>
<td>815-2012</td>
<td>Pure sine wave upgrade, feature-rich include stacking &amp; generator support mode.</td>
</tr>
<tr>
<td>Magnum ME 2512</td>
<td>ME2512</td>
<td>Freedom 458</td>
<td>81-2530-12</td>
<td>Original RV inverter/charger, higher surge, proven reliability &amp; robustness.</td>
</tr>
<tr>
<td>Magnum ME 3112</td>
<td>ME3112</td>
<td>Freedom SW 3012</td>
<td>815-3012</td>
<td>Pure sine wave upgrade, feature-rich include stacking &amp; generator support mode.</td>
</tr>
<tr>
<td><strong>MAGNUM SINE WAVE INVERTER/CHARGERS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Magnum MS 2000</td>
<td>MS2000</td>
<td>Freedom SW 2012</td>
<td>815-2012</td>
<td>Feature-rich include stacking &amp; generator support mode, lower cost.</td>
</tr>
<tr>
<td>Magnum MS 2812</td>
<td>MS2812</td>
<td>Freedom SW 3012</td>
<td>815-3012</td>
<td></td>
</tr>
<tr>
<td><strong>GO POWER SINE WAVE INVERTERS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Go Power 600</td>
<td>GP-SW600</td>
<td>PROwatt SW 600</td>
<td>806-1206</td>
<td>PROwatt has a better overall build. PROwatt is a cost-effective branded sine wave solution with a proven track record in multiple industries including marine, RV and commercial truck.</td>
</tr>
<tr>
<td>Go Power 1000</td>
<td>GP-SW1000</td>
<td>PROwatt SW 1000</td>
<td>806-1210</td>
<td></td>
</tr>
<tr>
<td>Go Power 1500</td>
<td>GP-SW1500</td>
<td>PROwatt SW 2000</td>
<td>806-1220</td>
<td></td>
</tr>
<tr>
<td>Go Power 2000</td>
<td>GP-SW2000</td>
<td>PROwatt SW 2000</td>
<td>806-1220</td>
<td></td>
</tr>
<tr>
<td><strong>GO POWER MODIFIED SINE WAVE INVERTERS</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Go Power 300</td>
<td>GP-3000HD</td>
<td>Xpower 450</td>
<td>851-0451</td>
<td>Entry level Xantrex inverter series, simple to install, 2 year warranty.</td>
</tr>
<tr>
<td>Go Power 600</td>
<td>GP-600HD</td>
<td>Xpower 1000</td>
<td>813-1000-UL</td>
<td>Full featured, built-in AC transfer/hardwire capability, GFCI on the unit, used by OEMs.</td>
</tr>
<tr>
<td>Go Power 1000</td>
<td>GP-1000HD</td>
<td>XM 1000</td>
<td>806-1010</td>
<td>Entry level Xantrex inverter series, simple to install, 2 year warranty.</td>
</tr>
<tr>
<td>Go Power 1750</td>
<td>GP-1750HD</td>
<td>XM 1800</td>
<td>806-1810</td>
<td>Full featured, built-in AC transfer/hardwire capability, GFCI on the unit, used by OEMs.</td>
</tr>
<tr>
<td>Go Power 3000</td>
<td>GP-3000HD</td>
<td>Xpower 3000</td>
<td>813-3000-UL</td>
<td>Entry level Xantrex inverter series, simple to install, 2 year warranty.</td>
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RECOMMENDED XANTREX PRODUCT REPLACEMENT

Swapping out a Magnum ME or MS series inverter/charger with full featured Freedom sine wave is exceptionally easy and cost-effective; drop-in replacement, no cable changes, no extra labor charges.

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<td>SAMLEX SINE WAVE INVERTERS</td>
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<tr>
<td>SSW Series</td>
<td>SSW-600-12A</td>
<td>PROwatt SW 600</td>
<td>806-1206</td>
<td></td>
</tr>
<tr>
<td>SSW Series</td>
<td>SSW-1000-12A</td>
<td>PROwatt SW 1000</td>
<td>806-1210</td>
<td>PROwatt has a better overall build and a built-in digital display. PROwatt offers efficient and quiet power conversion with a longer fan life and the ability to operate all types of electronics and appliances in its power range.</td>
</tr>
<tr>
<td>SSW Series</td>
<td>SSW-1500-12A</td>
<td>PROwatt SW 2000</td>
<td>806-1220</td>
<td></td>
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<tr>
<td>SSW Series</td>
<td>SSW-2000-12A</td>
<td>PROwatt SW 2000</td>
<td>806-1220</td>
<td></td>
</tr>
</tbody>
</table>

I think the level of sophistication Xantrex has brought to this sort of system is really pretty special – Ed Sherman, Noted Writer & AC Power Expert about the Freedom SW Inverter/Charger

The Freedom SW from Xantrex gives me the ability to focus on the adventure at hand and the confidence to know I’ll have the power when I need it – Bryan Brawdy, Survival Expert & Environmental Pioneer
# RECOMMENDED XANTREX PRODUCT REPLACEMENT

The TRUECharge2 series battery chargers from Xantrex lead the industry with compact, lightweight design, universal input voltage range and super efficient multi-stage charging.

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<tbody>
<tr>
<td><strong>PROMARINER</strong></td>
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<tr>
<td>ProNautic1210P</td>
<td>63110</td>
<td>TC2 10A 12V</td>
<td>804-2010</td>
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</tr>
<tr>
<td>ProNautic1215P</td>
<td>63115</td>
<td>TC2 20A 12V</td>
<td>804-1220-02</td>
<td>AC hardwire for flexible system install. Power Factor Correction. ProNautic not stackable.</td>
</tr>
<tr>
<td>ProNautic1220P</td>
<td>63120</td>
<td>TC2 20A 12V</td>
<td>804-1220-02</td>
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<tr>
<td>ProNautic1230P</td>
<td>63130</td>
<td>TC2 40A 12V</td>
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<tr>
<td>ProNautic1240P</td>
<td>63140</td>
<td>TC2 40A 12V</td>
<td>804-1240-02</td>
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<tr>
<td>ProNautic1250P</td>
<td>63150</td>
<td>TC2 60A 12V</td>
<td>804-1260-02</td>
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<tr>
<td>ProNautic1260P</td>
<td>63160</td>
<td>TC2 60A 12V</td>
<td>804-1260-02</td>
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<tr>
<td>ProNautic2420P</td>
<td>63170</td>
<td>TC2 20A 24V</td>
<td>804-2420</td>
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<tr>
<td>ProNautic2430P</td>
<td>63180</td>
<td>TC2 30A 24V</td>
<td>804-2430</td>
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</tr>
<tr>
<td><strong>GUEST</strong></td>
<td></td>
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</tr>
<tr>
<td>Intelligent Charger</td>
<td>16153</td>
<td>TC2 20A 12V</td>
<td>804-1220-02</td>
<td>AC hardwire for flexible system install. Power Factor Correction. Guest not stackable.</td>
</tr>
<tr>
<td>Intelligent Charger</td>
<td>2613A</td>
<td>TC2 20A 12V</td>
<td>806-1220-02</td>
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<tr>
<td>Intelligent Charger</td>
<td>2632A</td>
<td>TC2 40A 12V</td>
<td>806-1240-02</td>
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<tr>
<td>Intelligent Charger</td>
<td>2631A</td>
<td>TC2 40A 12V</td>
<td>806-1240-02</td>
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<tr>
<td>Intelligent Charger</td>
<td>16202</td>
<td>TC2 20A 12V</td>
<td>806-1220-02</td>
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<tr>
<td><strong>MASTERVOLT</strong></td>
<td></td>
<td></td>
<td></td>
<td>Stacking capability enables future expansion.</td>
</tr>
<tr>
<td>PowerCharger</td>
<td>44210200</td>
<td>TC2 20A 12V</td>
<td>806-1220-02</td>
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</tr>
<tr>
<td>PowerCharger</td>
<td>44210400</td>
<td>TC2 40A 12V</td>
<td>806-1240-02</td>
<td></td>
</tr>
</tbody>
</table>

* TRUECharge2 12V/10A is not equipped with parallel stacking feature
**RECOMMENDED XANTREX PRODUCT REPLACEMENT**

The TRUECharge2 series products feature parallel stacking which enables 2 chargers* of either 12V or 24V configuration to work together to double the charging output.

<table>
<thead>
<tr>
<th>PRODUCT NAME</th>
<th>PART NUMBER</th>
<th>XANTREX REPLACEMENT</th>
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<th>BENEFITS OF THE XANTREX OFFER</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHARLES</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>5000SP Series 93-12105SP-A</td>
<td>TC2 10A 12V</td>
<td>804-2010</td>
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<tr>
<td>5000SP Series 93-12155SP-A</td>
<td>TC2 40A 12V</td>
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<td>5000SP Series 93-12205SP-A</td>
<td>TC2 40A 12V</td>
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<tr>
<td>5000SP Series 93-12305SP-A</td>
<td>TC2 40A 12V</td>
<td>806-1240-02</td>
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<tr>
<td>5000SP Series 93-12405SP-A</td>
<td>TC2 40A 12V</td>
<td>806-1240-02</td>
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<tr>
<td>5000SP Series 93-12505SP-A</td>
<td>TC2 60A 12V</td>
<td>806-1260-02</td>
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<tr>
<td>5000SP Series 93-12605SP-A</td>
<td>TC2 60A 12V</td>
<td>806-1260-02</td>
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</tr>
<tr>
<td>5000SP Series 93-12805SP-A</td>
<td>TWO TC2 40A 12V</td>
<td>2 x 806-1240-02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5000SP Series 93-121005SP-A</td>
<td>TWO TC2 40A 12V</td>
<td>2 x 806-1240-02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5000SP Series 93-121005SP-A</td>
<td>TWO TC2 60A 12V</td>
<td>2 x 806-1260-02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5000SP Series 93-124105SP-A</td>
<td>TC2 10A 24V</td>
<td>806-2410</td>
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</tr>
<tr>
<td>5000SP Series 93-24205SP-A</td>
<td>TC2 20A 24V</td>
<td>806-2420</td>
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<tr>
<td>5000SP Series 93-24305SP-A</td>
<td>TC2 30A 24V</td>
<td>806-2430</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5000SP Series 93-24405SP-A</td>
<td>TWO TC2 20A 24V</td>
<td>2 x 806-2420</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5000SP Series 93-24505SP-A</td>
<td>TWO TC2 30A 24V</td>
<td>2 x 806-2430</td>
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<td></td>
</tr>
<tr>
<td>5000SP Series 93-24605SP-A</td>
<td>TWO TC2 30A 24V</td>
<td>2 x 806-2430</td>
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<td></td>
</tr>
</tbody>
</table>

Regardless of the batteries used, the Xantrex TRUECharge2 represents the ultimate in onboard vehicle battery charging – Chris Dougherty, FMCA Magazine April 2013
XANTREX PRODUCT WARRANTY HANDLING PROCESS

Customer satisfaction is a number one priority at Schneider Electric. We are pleased to offer you a new “Destroy in Field” policy enabling you to immediately take care of the end customer with any warranty issue without prior consultation with Xantrex/Schneider Electric. This new policy will not only increase the speed of handling any warranty claim, but will also reduce the cost of handling such claims for you.

Most of our products are part of this new policy with the few exceptions listed in the table below. If you have the product in stock to replace the failed product under warranty, please waste no time in offering replacement to your customer so he’s up and running right away. Please consult your distributor with details including serial number, proof of purchase, nature/explanation of failure and ask for an immediate replacement for your stock.

The Xantrex distributor is your first point of contact for all issues pertaining to warranty claims. For the select products that are to be returned you are encouraged to call Xantrex/Schneider Electric using our Dealer Only hotline (1-800-693-1226) for assistance with warranty diagnosis or authorization prior to proceeding with an immediate warranty swap for the end customers failed product. No hassles waiting for products to be returned for warranty diagnosis prior to getting our mutual end customer back up and running.

For products that are out-of-warranty or repairable, please consult the nearest Xantrex Authorized Service Center. This list is available on the back cover page and also on the Xantrex website.

Xantrex/Schneider Electric reserves the right at any time to revoke privileges in this new program and return to our standard warranty policy if it believes misuse of the policy is resulting in significant increases in warranty claims.

Quality and field performance continues to be important for Xantrex/Schneider Electric and as such we will monitor field performance by randomly requesting warranty claimed units be returned to us for inspection from time to time.

<table>
<thead>
<tr>
<th>PRODUCT FAMILY</th>
<th>DESTROY IN FIELD OR RETURN</th>
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<tbody>
<tr>
<td>Freedom SW</td>
<td>Return</td>
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<tr>
<td>Freedom 458</td>
<td>Return</td>
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<tr>
<td>Freedom HF</td>
<td>Destroy in Field</td>
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<tr>
<td>XM</td>
<td>Destroy in Field</td>
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<tr>
<td>Pro sine</td>
<td>Destroy in Field</td>
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<tr>
<td>Prowatt SW</td>
<td>Destroy in Field</td>
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<tr>
<td>X power</td>
<td>Destroy in Field</td>
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<tr>
<td>TrueCharge</td>
<td>Destroy in Field</td>
</tr>
<tr>
<td>All Accessories (i.e. remotes, Links, EchoCharge, etc.)</td>
<td>Destroy in Field</td>
</tr>
</tbody>
</table>

Subject to change without notice.
TROUBLESHOOTING AND INSTALLATION SUPPORT

Need technical information on our products? Need help with troubleshooting? Go to Xantrex.com to access comprehensive resource of technical documents including FAQs, white papers, installation manuals etc. These resources can help you diagnose and resolve majority of product related issues. Our friendly and knowledgeable tech support team is just a call away if you cannot resolve your problem using available information on the support pages.

- Hours of operation 6:30am-4:30pm PST, Monday-Friday
- Dealer Only Hotline - 1-800-693-1226
- Customer Service / Tech Support - 1-800-670-0707
  or customerservice@xantrex.com

Rob Syversten
Technical Support Manager

Mike Mui

Jeff Chen

Shaun Lemay

Amir Hajimaneshi

Wendy Li

Jas Sandhu

Azra Fadaee
OPERATIONS SUPPORT
The Logistics and Order Management department is responsible for ensuring your orders are processed and shipped on time. For inquiries about your order, or for order tracking information please contact a member of our Order Management team at:

1-877-566-6268 or solar.orderdesk@schneider-electric.com

Sarah Turnbull
Manager, Logistics & Order Management

Dana Doiculescu
Order Management Administrator

Dustin Yerdon
Order Management Administrator

Ngoc Nguyen
Order Management Administrator

Erika Custodio
Order Management Administrator

Yvonne Duncan
Order Management Administrator

PRODUCT/MARKETING SUPPORT

Albert Shuen
Product Manager

Mitul Chandrani
Marketing Manager

Clara Garcia
Marketing Communications Specialist

Robert Heckenast
Project Management
YOUR SALES TEAM

John McMillan
Director of Sales

Nathan Costa
Territory Manager (East)
nathan.costa@schneider-electric.com
401-297-5752

Cory Manley
Territory Manager (West)
cory.manley@schneider-electric.com
714-878-7463

Donald Hasler
Territory Manager (Mid West)
donald.hasler@schneider-electric.com
636-688-9870

Will Tomkinson
Strategic Account Manager
william.tomkinson@schneider-electric.com
778-870-1031

Steve Carlson
Strategic Account Manager
steve.carlson@schneider-electric.com
574-214-8780

Esmat Sarwary
International Account Manager
esmat.sarwary@schneider-electric.com
604-613-6042

Wendy Liu
Inside Sales
wendy.liu@schneider-electric.com
604-422-2576

Don Wilson
Sales Application Engineer
don.f.wilson@schneider-electric.com
574-214-5649

Jarmo Venalainen
Sales Application Engineer
jarmo.venalainen@schneider-electric.com
604-505-0291
WHERE TO BUY
The Xantrex website gets thousands of unique visitors every month. Are you missing out on sales in your area? Are you listed on the Xantrex website?
Check on www.xantrex.com to see if your dealership is listed in our where to buy section; If not, contact your Xantrex account manager to get yourself listed!

DEALER TRAINING
AC power sales can be complex and intimidating for store associates. The installation of technically advanced products such as an inverter/charger could be a challenge for the service/parts department. Is your staff up-to date on the latest installation procedures and regulatory standards? Consult us for details.
We offer training for the following:
• How to sell? Sales focused training for store associates
• How to install and troubleshoot? Technical training for the service/parts department

WEB SUPPORT
We have a comprehensive repository of support documents for product installation and troubleshooting available on our website. This will help you to diagnose and resolve the majority of your product related issues. If you still need help, please consult our tech experts at 1-800-693-1226.
The following documents are available on the our website:
• Data sheets, installation manuals, owner’s guide
• FAQs
• Tech-doctor articles, videos and white papers
• Warranty policy and repair help
• Installation, troubleshooting, how-to and expert review videos
• Editorials and product reviews
ENERGIZE YOUR STORE ... AND AC POWER SALES

Xantrex merchandising solutions offer a great way to create a new power category, educate store associates and provide valuable information to end-users/installers seeking to learn about onboard AC power solutions.

Enhance your overall store appeal with the following material which will help your clients in selecting the right power solution for their application.

OPTION 1
ATTRACTIVE, IN-STORE POP AVAILABLE AT NO CHARGE

- 36” X 8” Aisle header sign
- 36” X 20” On-the-shelf display
- Booklet of 100 product selectors (which client can take with them)

OPTION 2
RETAIL MODEL UNIT OF THE FREEDOM SW AVAILABLE AT A COST OF $100

- Portable, lightweight sample unit of the Freedom SW 3012 inverter/charger ideal for instore display and for use at regional events and tradeshows.
- Retail box included

For details on these programs, please consult your Xantrex representative.

Note - Merchandises may not be exactly as illustrated. Artwork, dimensions and merchandising offer subject to change without notice.
### Inverter Selector Guide

#### Modified Sine Wave Inverters
- **X-Power 400**: 813-0400-01
- **X-Power 1000**: 813-1000-UL
- **X-Power 1500**: 813-1500-UL
- **X-Power 3000**: 813-3000-UL
- **X-Power 5000**: 813-5000-UL
- **PRO (XM) 1000**: 806-1010
- **PRO (XM) 1800**: 806-1810
- **PROwatt SW 600**: 806-1200
- **PROwatt SW 1000**: 806-1210
- **PROwatt SW 2000**: 806-1220
- **PROsine 1000**: 806-1000
- **PROsine 1800**: 806-18xx
- **Freedom HF 1000**: 806-1020
- **Freedom HF 1555**: 806-1055
- **Freedom HF 1800**: 806-1840
- **Freedom 458-20**: 81-20xx-12
- **Freedom 458-25**: 81-2530-12
- **Freedom SW 2000**: 815-20xx
- **Freedom SW 3000**: 815-30xx
- **PROsine 2.0**: 805-2020

#### Pure Sine Wave Inverters

### Inverter/Charger Selector Guide

#### Modified Sine Wave
- **X-Power 400**: 813-0400-01
- **X-Power 1000**: 813-1000-UL
- **X-Power 1500**: 813-1500-UL
- **X-Power 3000**: 813-3000-UL
- **X-Power 5000**: 813-5000-UL
- **PRO (XM) 1000**: 806-1010
- **PRO (XM) 1800**: 806-1810
- **PROwatt SW 600**: 806-1200
- **PROwatt SW 1000**: 806-1210
- **PROwatt SW 2000**: 806-1220
- **PROsine 1000**: 806-1000
- **PROsine 1800**: 806-18xx
- **Freedom HF 1000**: 806-1020
- **Freedom HF 1555**: 806-1055
- **Freedom HF 1800**: 806-1840
- **Freedom 458-20**: 81-20xx-12
- **Freedom 458-25**: 81-2530-12
- **Freedom SW 2000**: 815-20xx
- **Freedom SW 3000**: 815-30xx
- **PROsine 2.0**: 805-2020

### Pure Sine Wave

Please note the selector charts above are a general guide line. Research shows inverter/chargers are best suited for RVs because they offer reliable on board AC power and battery charging capability in one package. Each RV is different in terms of its need for AC power and battery charging so please consult a qualified installer or licensed electrician before installing our products.

**Different variants available; refer to the Xantrex brochure for details.**
OFFER THE BEST

Scenario
Times have changed, technologies have evolved, now is the perfect time to offer your patrons AC power solution that will operate all types of electronics within its power range. Replace the Magnum ME or MS series or upgrade the old Freedom 458 with the new state-of-the-art Freedom SW pure sine wave inverter/charger.

Solution
Swapping is extremely easy, no need to replace cables, easy drop-in replacement.
The Freedom SW series is equipped with a host of new advanced features to offer the most robust and reliable onboard AC power system in the market.

Freedom SW
Available in 2000W and 3000W models in 12V and 24V configurations.

Dealer benefit
• Higher level of customer satisfaction with the state-of-the-art Freedom SW technology
• Increased parts and service revenue

Customer benefit
• Ability to easily expand the power system in the future
• No extra labor or installation cost

Freedom SW Telephone to Network Cable Adapter (part#808-9010)
Enables quick and easy replacement of an old inverter/charger with a phone cable with the new Freedom SW
DON’T MISS THE ADDITIONAL $$$ OPPORTUNITY

Scenario
Most towables and class B and C RVs are not equipped with an inverter from the manufacturer and almost all end up having one within 5 years. The built-in converter powers DC loads but what about AC power for TV, Blender, Coffee Maker, Fridge?

Solution
Offer the sale and installation of a Xantrex inverter which your customers will very much appreciate and at the same time present a revenue opportunity for your parts and service departments.

Dealer benefit
- Enhance your customer satisfaction and loyalty with a solution that is almost indispensable in today’s age of proliferating AC powered devices
- New sales and service revenue opportunity

Customer benefit
- Power to operate essential electronics and charging capability in one compact box
- Reduces or eliminates dependence on fuel consuming generators
- Available 24 hour AC power to use at night when camping
UPGRADE ... DON’T REPLACE YOUR CONVERTER!

Scenario
Converters have a limited life span, they overcharge batteries and most RVers go through a few converters during the lifetime ownership of their RV. While cheap, converters are not a good option – no AC power and substandard charging.

Solution
Replace a converter with an inverter/charger from Xantrex without breaking the bank. Installation is SUPER EASY.

Freedom HF • Three models – 1000W/20A, 1000W/55A and 1800W/40A

Dealer benefit
• Enhance customer loyalty with a solution that will offer more to your customers
• Increase your parts and service revenue

Customer benefit
• Reliable power in AC receptacles to operate essential electronics and appliances
• Reduces dependence on fuel consuming generators
• All in one solution that covers everything – AC power, DC power, charge batteries - eliminates the need for a converter
• Saves time and labor cost involved replacing unreliable converters

If you are looking for an affordable, easy to install and use Inverter/Charger, the Freedom HF1800 should be your first choice – Darryl Skelton of Toy Hauler Adventures
EXPERT VIEWS

Xantrex power solutions are used in variety of green, sustainable living and innovative projects across the world. Noted industry experts and project champions have become our brand ambassadors. Here’s what some of them had to say about us.

- Abigail Alling, President of the Planetary Coral Reef Foundation “Xantrex’s valuable contribution provides us the necessary support for our programs at sea.”

- Jim Hughes, owner of the Green Country RV Doctor “I didn’t look at any options other than Xantrex Corporation because I knew they would be able to offer everything that I needed to complete this build.”

- Keenan Campbell, founder of ILChase “The Xantrex system allows our team to complete our mission with greater efficiencies and reliability.”

- Ryan McCormick, Vice President of Floating Doctors “The Xantrex Freedom SW is allowing us to keep all of our systems aboard operating at peak efficiency throughout our transport from clinic to clinic.”

- Kevin McKenzie, Toy Hauler Adventures “Once installed, the Freedom Sequence can be programmed using the System Control Panel by giving each device a priority from 1 to 8. Now you can relax and not worry about blowing breakers anymore.”

- Bob May, noted broadcaster and writer in the marine industry “Tim, the Toolman once said that you can never have enough power and that’s why I have installed the Xantrex PROwatt SW Inverter.”
“My Xperience” PROGRAM

A unique platform for Xantrex users to contribute and learn from their fellow boaters, truckers and RVers’ real life experiences. This is not just about the Xantrex brand, it’s about peoples’ lives, their adventures and the special moments they enjoy using Xantrex power solutions.

- Jim Kennif, about his Xantrex power inverter, “In fact, it has worked every day for the last 10 years without fail. It’s never ever failed. And I don’t know about you but when I find a piece of equipment like that - that works that well, I stick with it”

- Tom Dilenschneider, about his Xantrex TRUECharge battery charger. “It has provided us with terrific performance. We had no glitch. It has functioned very well and we are so happy with that”

- Tom Young, about Xantrex products “It’s quiet, it’s run everything that I have asked it to run including laser printers and computers. I never had any problems with it. It has out-performed my expectations”

- Joe Tocci, about Xantrex products “I have used Xantrex and several other brands and I got to tell you that Xantrex is a brand I count on”

- Howard Testerman, about his Xantrex Freedom HF Inverter/Charge “LOVE IT! It does what its supposed to - powers my laptops, I have got a CPAP machine - it powers it, my microwave, so about anything I need in my truck, it takes care of the job for me”

- Bob Knoop, about his Xantrex Freedom 458 Inverter/Charger “I am very happy with their product and looking at their other options”
North American Authorized Service Centers

USA

NORTH EAST
CONNECTICUT
Brewer Pilots Point Marina
63 Pilots Point Drive
Westbrook, CT  06498
Ph. 860-399-7906

MASSACHUSETTS
Voyager Marine
75 Eastern Avenue
Essex, MA  01929
Ph. 978-768-7260

NEW JERSEY
Tekris Power Electronics
1675 HWY 34
Farmingdale, NJ  07727
Ph. 732-938-4996

VIRGINIA
BC&C, LLC
252-B Tyson Drive
Winchester, VA  22603
Ph. 540-662-7796

EAST
NORTH CAROLINA
Lynn Butts
920 Newsom Road
Denton, NC  27239
Ph. 336-859-5960

SOUTH EAST
FLORIDA
Jaytron Marine Electronics
2635 Manatee Ave, East
Bradenton, FL  34208
Ph. 941-748-1941

SOUTH
TEXAS
Field Technical Services
6804 E. HWY 6 South, #305
Houston, TX  77083
Ph. 281-561-7149

TENNESSEE
Buddy Gregg Motor Homes
11730 Synder Road
Knoxville, TN  37922
Ph. 800-421-0031

MID WEST
TENNESSEE
Inverter Sales and Service
102 SCT Drive
White House, TN  37188
Ph. 615-285-0611

ARIZONA
Tekris Power Electronics
1015 N McQueen Road,
Suite 167
Gilbert, AZ  85233
Ph. 1-877-483-5747

FLORIDA
Lamplighter Marine
837 South Kings Highway
Ft. Pierce, FL  34945
Ph. 772-595-5910

ARIZONA
Tekris Power Electronics
1015 N McQueen Road,
Suite 167
Gilbert, AZ  85233
Ph. 1-877-483-5747

SOUTH
TEXAS
Field Technical Services
6804 E. HWY 6 South, #305
Houston, TX  77083
Ph. 281-561-7149

CALIFORNIA
Biobenefit Energy
3368 California Street
Costa Mesa, CA  92626
Ph. 714-809-4003

SOUTH WEST
ARIZONA
RVMD
4232 E. Lee Street
Tucson, AZ  85712
Ph. 520-270-9922

FLORIDA
Southeast Power Systems
4220 N. Orange Blossom Trail
Orlando, FL  32804
Ph. 407-293-7971

CALIFORNIA
Mark Snyder Electric
12900 Brook Printer Plc #200
Poway, CA  92064
Ph. 619-992-5932

TEXAS
National Indoor RV Service
1, LLC
498 E State Hwy 121
Lewisville, TX  75057
Ph. 469-277-1330

COLORADO
One Stop Custom Shop
*Silverleaf Certified*
6923 Wyoming Lane
Col. Springs, CO  80923
Ph. 719-495-2740

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