FAQs

I'd love to purchase some of your products, or obtain further details. Where should I start?

Please contact our sales team for assistance, and they'll be able to offer details on our products, as well as give you an idea of pricing. Their contact info can be found here: http://www.wulfsberg.com/ContactUsSales.htm

I'm ready to start my installation. Where can I download the installation and operation manuals?

Our installation and operation manuals for current product can be located here: http://www.wulfsberg.com/cgi-bin/cp.cgi?which=Display

Do you have a service center, and what products do you service?

You can view our repair certifications, as well as our capabilities list here: http://www.wulfsberg.com/certific.htm

I need to return a product. Where do I go?

Once you're verified the product is on our repair capabilities list, you can fill out an RMA here: https://cac-rma.cobhamna.com/

I have specific questions concerning the DACS Audio system.

We have a separate FAQ list for the DACS Audio system that can be found here: IT to supply link after posting.

I have an Artex ELT and/or battery that says was manufactured at your location, but it's not on your repair list. Why is that?

Artex is now owned by ACR Electronics in Florida and can be reached at 1-800-432-0227, or check their contacts page here: http://www.acrartex.com/support/contact-us/

I have an AOG situation, but your office is closed. Who can I contact?

Please call our AOG hotline: 928-708-1531

I need assistance troubleshooting my unit before sending it in, can you help?

You can contact our customer service department, and they'll gladly assist you. You can find the contact info for that, as well as technical publications and repairs here: http://www.wulfsberg.com/ContactUsService.htm

What if I'm having software problems?

Our customer service department also handles questions for all of the software customers may use for our products; to include, but not limited to: CPS, RpWin, FCT, DACS, and the NUDP software.

I'm still having issues with my installation and/or software. What can I do next?

We do offer field service support. Please contact our service department for further information.

My installation is good, but I could use a better understanding of the system and/or programming.

We also offer various training packages. Details including pricing, and course syllabi can be found here: http://www.wulfsberg.com/download.htm

I've checked all the FAQs, and I still have questions and/or couldn't find the information I need.

Please feel free to contact our customer service department at:
928-756-1615
cac.prc.support@cobham.com