



VIN # _____
Keystone Preauth # _____

Water Heater Checklist for Warranty Request

Once completed – E-mail to service@keystonerv.com

*Incomplete or inaccurate information will delay processing.

Dealer Name _____	Dealer Account # _____
Dealer Phone _____	E-mail _____
Dealer Contact _____	Dealer PO # _____
Customer Name _____	Original Owner Yes / No
Shipping Address _____	Case # _____
City _____ State _____	Zip _____
Coach Manufacturer _____	Model of Coach _____
Original date of purchase _____	Year of Coach _____
Furrion Model # _____	Furrion Serial # _____

Nature of the complaint: _____

Diagnostic Information

Water Leak Yes / No Location _____ If Yes Submit Photo
 Gas Leak Yes / No Location _____ If Yes Submit Photo

***** If a leak is identified, no additional testing is required *****

Error Code _____
 Incoming Voltage (Black+/white-): _____ AMP Draw on White Wire: _____
 Blue Wires Connected to Wall Controller Yes / No
 Flame light Present on Wall Controller Yes / No
 10 Amp Fuse Blown Yes / No
 Power Switch On/Off

Measured as Close to Water Heater as Possible
 Water Pressure PSI _____ Water Flow Rate GPM _____
 Incoming Water Temperature _____ Output Water Temperature _____
 Bypass Valve Installed Yes / No
 Have any Faucets or Shower Heads been Replaced? Yes / No
 If so Residential or RV Replacements Used? _____

Gas Pressure inches WC _____ Other Gas Appliances Operating Yes / No

Please note: Submitting this form does not guarantee your claim will be paid or replacement will be issued. Furrion may request additional details based on the documentation you have completed.