



VIN # _____
Keystone Preauth # _____

Air Conditioner 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: _____

Control Type / Thermostat _____
 Thermostat Model and Version _____ Controller Model and Version _____
 ADB Model _____ Heat Strip Model If Installed _____

Diagnostic Information

Is there a visible refrigerant leak within the AC unit, location of leak? Yes \ No
If Yes Photo Required

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

*After running the unit for 15 minutes at the coldest setting, please provide the following:
 Does compressor run? _____ Amp draw on blue compressor wire: _____
 Outdoor temperature at the upper unit while testing: _____ AC Volts: _____
 Outdoor temp must be higher than 65 degrees F
 Return/Intake Temperature: _____ Discharge/Supply Temperature: _____
 Blower Motor Condition: _____ Amp Draw: _____ AC Volts: _____
 Blower Wheel Condition: _____
 Condenser Motor Condition: _____ Amp Draw: _____ AC Volts: _____
 Condenser Fan Blade Condition: _____
 Run Capacitor/MFD: IF: _____ OF: _____ CP: _____
 Wiring Condition/Correct: _____
 Thermostat DC Volts _____ Control DC Volts: _____ Control Dip Settings: _____
 Freeze Sensor Location/Ohms: _____ ICE Build UP on Evaporator: YES / NO
 Room Temperature Sensor Location: _____
 Roof Thickness _____ Air leakage Kit Used: 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.