

Refrigerator 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	_____
		Floorplan	_____
Complete Coach VIN #	_____	Year of Coach	_____
Date of Manufacture	_____	Original Date of Purchase	_____
Model #	_____	Serial #	_____
Nature of the Complaint & Troubleshooting Performed: _____			

Diagnostic Information

Is there a visible refrigerant leak within or behind the Refrigerator? Yes \ No
If Yes Photo Required

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

*All electrical readings must be taken at the terminal block on the back of the refer

Does compressor run? _____ Amp: _____ AC Volts: _____ DC Volts: _____

If there is proper voltage, and the compressor is not running, remove the lower white wire on the compressor board which is the T terminal and use a piece of 10g wire to jump the T-terminal to the negative terminal on the terminal block. If the compressor comes on replace the main circuit board. If it does not cycle on replace the compressor board. Result: _____

If the compressor starts, what is the amp draw when it is running? _____

Terminal Block Voltage Top: _____ Bottom: _____

Main Circuit Board Voltage: _____ Compressor Control Board Voltage: _____

Does light operate: Yes \ No

Does door seal and latch properly (If equipped): Yes \ No

Is the freezer fan running: Yes \ No Voltage at red & black wires: _____

Circle one: Lefthand hinge \ Righthand hinge \ French doors

Temperature Checks

Temp control set to mid setting

Ambient temperature in RV _____

Prior to Operating

After 2 Hour Run Time

Fresh Food _____ Freezer _____

Fresh Food _____ Freezer _____

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