



Invision Refrigerator checklist for warranty request

**Incomplete or inaccurate information will delay the warranty processing. Photos and videos of the product issues are required when submitting a warranty request.*

Dealer name _____
Coach manufacture _____
Coach VIN # _____ Date of purchase _____
Invision Model # _____ Invision Serial # _____
Complaint _____

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 12V Wire Length _____ Size _____

With refrigerator running (battery only), what does the voltage drop to between the Battery and Refrigerator Terminal Block? _____

With converter on (shore power), what does the voltage drop to between the Battery and Refrigerator Terminal Block? _____

Seeing error codes **Yes/No**

CODES DISPLAYED: _____

Refrigerator powers on, is temperature properly adjusted? **Yes/No**

Does the light operate? **Yes/No**

Does door seal and latch properly (If equipped)? **Yes/No**

Does compressor cycle on and off? **Yes/No**

Is the regulator knob at 0? **Yes/no**

Is your refrigerator staying too hot?

Yes/No

If yes please confirm if the appliance is located near a heat source.

Is your refrigerator freezing?

Yes/No

If yes try changing the regulator knob to a warmer setting temporarily.

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 a replacement will be issued. Invision may request additional details based on the documentation you have completed.*