

**\*\*\* INCOMPLETE INFORMATION WILL NOT BE ACCEPTED \*\*\***  
COMPLETE THE FORM BELOW AND SUBMIT TO [SERVICE@KEYSTONERV.COM](mailto:SERVICE@KEYSTONERV.COM)

**Step 1. ACTIVATE BACKUP OPERATING SYSTEM (BOS).**

1. Turn to highest temp setting.
2. Unplug thermistor at light connection.
3. RUN REFRIGERATOR FOR SIX HOURS. Anything less than SIX hours can produce inaccurate results!

**Step 2. PROVIDE DEALER CONTACT INFORMATION.**Customer Type: OEM: ☐ DEALER: ☐

Dealer Acct. # \_\_\_\_\_ Dealer Phone # \_\_\_\_\_

Dealer/Serv. Center: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Contact Name: \_\_\_\_\_

**Step 3. PROVIDE CUSTOMER INFORMATION.**

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_ Customer Phone # \_\_\_\_\_

Refrigerator Serial # \_\_\_\_\_

Purchase Date: \_\_\_\_\_ Vehicle Mfg.: \_\_\_\_\_

Model Name: \_\_\_\_\_

Vehicle Model Year: \_\_\_\_\_ Vehicle VIN # \_\_\_\_\_

**Step 4. DESCRIBE INSTALLATION ENVIRONMENT.**

1. What is the ambient temp outside of the RV? \_\_\_\_\_
2. What is the ambient temp inside the RV? \_\_\_\_\_
3. Was the air conditioning on while testing? YES: ☐ NO: ☐
4. Is there a baffle installed? YES: ☐ NO: ☐
5. Baffle Material: Aluminum: ☐ Wood: ☐ Other: \_\_\_\_\_
6. Exhaust Vent Type: Side: ☐ Roof: ☐
7. Are there any vent obstructions (Examples: Bug Screen, Tape, etc.)? YES: ☐ NO: ☐
8. If YES describe obstruction: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Step 5. PROVIDE BACKUP OPERATING SYSTEM (BOS) RESULTS.**

1. Has the refrigerator run in BOS mode for at least six hours?  
**IF NO, STOP UNTIL THAT STEP IS COMPLETE!**
2. TEMPS in FRZ: \_\_\_\_\_ FF: \_\_\_\_\_
3. AC Heating Element AMP Draw: \_\_\_\_\_
4. Ohm Reading: \_\_\_\_\_ AC Voltage: \_\_\_\_\_  
Fan(s) Running? YES: ☐ NO: ☐
5. Any frost or moisture on vertical tube coming out top of absorber tank? YES: ☐ NO: ☐
6. Are there water droplets on ceiling of fresh food compartment? YES: ☐ NO: ☐
7. Any signs of soft spots, water stains/streaks on back of unit? YES: ☐ NO: ☐