INVISION MICROWAVE 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.

Once completed: E-mail to **CUSTOMERSERVICE.INVISION@AIRXCEL.COM**

SECTION 1: CLAIM SUBMISSION INFORMATION

Dealer Name:	
Coach Manufacture:	
Coach VIN:	Date of Purchase:
Invision Model #:	Invision Serial #:

SECTION 2: DESCRIPTION OF ISSUE

Complaint:
(Provide a clear description of the issue)

SECTION 3: TROUBLESHOOTING INFORMATION

Microwave door is not opening

	YES	NO
Is the trim kit installed correctly? In the event the microwave trim kit is installed upside down, this may prevent the door from opening properly.	☐	☐
Are the screws on top of the unit too tight? Occasionally if the screws have been installed too tight, this can also prevent the door from opening. Remove the microwave from the cabinet and loosen the screw.	☐	☐
Did this resolve the issue of microwave door not opening?	☐	☐

SECTION 4: ADDITIONAL TIPS AND QUESTIONS

Check the microwaves controls, make sure your microwave controls are turned to the appropriate setting for what you are trying to heat.

If the current settings are operating at a lower power level or cook time than what is needed to heat your dish, this is likely the reason why your food is coming out cold and you will need to adjust the power level accordingly. Refer to your unit's manual for instructions on properly setting power levels.

Check the microwave's power supply, if the outlet appears to be operating correctly, check to see if a circuit has been tripped or a fuse has blown in your unit.

WHAT HAPPENS NEXT

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

Please allow up to 24 hours for review. Our warranty team may contact you for additional information. Approved claims will be handled according to the terms of the applicable limited warranty.

Questions? Contact Customer Support at:
CUSTOMERSERVICE.INVISION@AIRXCEL.COM

Send completed form and supporting documentation to:
CUSTOMERSERVICE.INVISION@AIRXCEL.COM