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.

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: REFRIGERANT LEAK INSPECTION

	YES	NO
Is there a visible refrigerant leak inside or behind refrigerator? Look for visible oil or residue (blue/greasy) on any components.	☐	☐

If YES, perform bubble test, steps below.

Bubble Test Procedure:
Mix ~1 liter of water with 0.5 tsp dish soap. Apply solution to the following areas:

- Compressor
- Evaporator
- Refrigerant lines
- Joints and connections

Observe for bubbles, which indicate a refrigerant leak.

	YES	NO
Did bubbles appear (indicating a leak)? **IF A LEAK IS IDENTIFIED, NO ADDITIONAL TESTING IS REQUIRED.**	☐	☐

SECTION 4: ELECTRICAL DIAGNOSTICS

All readings must be taken at the terminal block on the rear of the refrigerator.

	YES	NO
Does the compressor run?	☐	☐
Amperage (A):		
AC Voltage (VAC):		
DC Voltage (VAC):		
Wire Length (if 12V):		
Wire Gauge (if 12V):		

Voltage Drop Testing

Battery only: With refrigerator running (battery only), what does the voltage drop to between the Battery and Refrigerator Terminal Block?)	_____V
Shore power: With converter on (shore power), what does the voltage drop to between the Battery and Refrigerator Terminal Block?)	_____V

SECTION 5: OPERATIONAL CHECKS

	YES	NO	NA
Does the refrigerator power on?	☐	☐	
Does the interior light operate?	☐	☐	
Are any error codes being displayed?	☐	☐	
Codes Displayed:			
Is the temperature setting properly adjusted?	☐	☐	
Is the regulator knob set to "0"?	☐	☐	
Are the door seals and latches functioning properly?	☐	☐	☐

Does the compressor cycle ON and OFF as expected?	YES ☐	NO ☐
Cooling Performance		
Is the refrigerator staying too hot?	YES ☐	NO ☐
If YES, is the appliance located near a heat source?	YES ☐	NO ☐
Is the refrigerator freezing food?	YES ☐	NO ☐
If YES, try adjusting the regulator knob to a warmer setting and note results.		

SECTION 6: TEMPERATURE PERFORMANCE TEST

Food Load Status During Diagnosis:		
Is freezer full of food?	YES ☐	NO ☐
Is refrigerator full of food?	YES ☐	NO ☐
Test Environment:		
RV Diagnosed:	OUTDOORS ☐	INDOORS ☐
Ambient Temperature Outside:		
Ambient RV Temperature:		
If indoors, ambient room temperature:		
Temperature control set to mid-range setting	YES ☐	NO ☐

TEMPERATURE RECORDING TABLE

Test Stage	Fresh Food Temp	Freezer Temp
Prior to Operation		
After 8-hour Run Time		

SECTION 7: NOISE EVALUATION (IF APPLICABLE)

Is the unit level?	YES ☐	NO ☐
Is there a minimum of 1" clearance around the unit?	YES ☐	NO ☐
Is there any noise coming from the compressor?	YES ☐	NO ☐
Is there any noise coming from the fan?	YES ☐	NO ☐
Is there any ice buildup on the coils?	YES ☐	NO ☐

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