Invision Range checklist for warranty request

Once completed- E-mail to Customerservice.Invision@airxcel.com

**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_____

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Diagnostic Information

-Is there a visible gas leak within or behind the Range? **YES/NO**

-If Yes Photo Required ********** If a leak is identified, no additional testing is required.

-Is range entirely turned on? **YES/NO** (please see step-by-step listed below)

HIT ON/OFF, OVEN, TEMP, TURN OVEN KNOB TO LIGHT IGNITOR LIGHT, SET COOK TEMP.

-Is the power connection cord inside the range hooked up? **YES/NO**

-Is the fan operating properly? **YES/NO**

-Is the oven ignitor operating properly? **YES/NO**

-Are the range wires grounded? **YES/NO**

-Is the pilot light staying lit? **YES/NO**

-Is your range popping a fuse? **YES/NO**

-Does you range have the correct polarity hookups at the power? **YES/NO**

-Are all surface burners lighting properly? **YES/NO**

-Are any of the range knobs sticking? **YES/NO**

-Do you have a red knob light that stays on when the knob is in the off position? **YES/NO**

-Are you having difficulty getting the stove burner/burners to light or stay lit? **YES/NO**

If YES, please answer the following tips to assist in resolution.

All InVision ranges have flame sense. Please press in the knob and hold for 15 seconds then turn the knob to cooking position. Did this fix the issue? **YES/NO**

After holding the knob down for 15 seconds, if the flame still won't stay lit, there could be an issue with the stove knob being too short. If this is the case, please reach out for a replacement knob.