

GIRARD

VIN # _____
Keystone Preauth # _____

Water Heater Checklist for Warranty Request

Once completed – E-mail to service@keystonerv.com

*Incomplete or inaccurate information will delay processing.

Dealer Name	<u>American RV Center</u>	Dealer Account #	_____
Dealer Phone	<u>812 867 5200</u>	E-mail	<u>BHoffman@AmericanRVCenter.com</u>
Dealer Contact	<u>Ben Hoffman</u>	Dealer PO #	_____
Customer Name	<u>Aaron Simpson</u>	Original Owner	Yes / No
Shipping Address	<u>600 E Baseline</u>	Case #	_____
City	<u>Evansville</u>	State	<u>IN</u> Zip <u>47725</u>
Coach Manufacturer	<u>KeyStone</u>	Model of Coach	_____
Original date of purchase	<u>10-23-25</u>	Year of Coach	<u>2025</u>
Girard Model #	<u>G5WH-2</u>	Girard Serial #	<u>2GWH0323511</u>

Nature of the Complaint & Troubleshooting Performed: Water heater will not work. It shows an E7 code. I checked the gas pressure. The LP pressure was set at 11 WC, I adjusted it to 13 WC. I checked the red and white wire for resistance on the gas valve wires. 084 ohms. I checked power output to gas valves and I did not have any output to gas valves.

Diagnostic Information

Water Leak Yes ☒ No Location _____ If Yes Submit Photo
Gas Leak Yes ☒ No Location _____ If Yes Submit Photo

***** If a leak is identified, no additional testing is required *****

Error Code E7Incoming Voltage (Red+/Black-): 13.810 Amp Fuse Blown Yes ☒ NoVoltage on Blue Wires: 10Flame Light Present on Wall Controller Yes ☒ NoPower Switch ☒ On / Off

Blue Wires Connected to Wall Controller Yes / No

Can Temperature Setting be Adjusted Yes / No

Shower Symbol on Wall Controller Yes / No

Water Pressure PSI 65 Water Flow Rate GPM 1.8Temperature Setting 108 Incoming Water Temperature 72.2 Output Water Temperature 68.5Bypass Valve Installed Yes ☒ NoHave any Faucets or Shower Heads been Replaced? Yes ☒ No

If so Residential or RV Replacements Used? _____

Gas Pressure inches WC 13 Other Gas Appliances Operating ☒ Yes / No

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