

GIRARD

Water Heater Checklist for Warranty Request

Once completed - E-mail to gptech@girardrv.com

*Incomplete or inaccurate information will delay processing. Replacement parts will be shipped unless otherwise noted.

Dealer Name GREENEWAY RV Dealer Account # _____
 Dealer Phone (715) 325-5170 E-mail mgray@greenewayrv.com
 Dealer Contact MICHELLE Dealer PO # _____
 Customer Name THOMAS BIRSCHBACH Original Owner ☒ Yes / No
 Shipping Address 8220 ST HWY 13 S Case # _____
 City WISCONSIN RAPIDS State WI Zip 54494
 Coach Manufacturer FOREST RIVER Model of Coach 402LFT Floorplan _____
 Complete Coach VIN # 41A1PUS2XSP104353 Year of Coach 2025
 Date of Manufacture _____ Original Date of Purchase 4/25/2025
 Model # _____ Serial # _____
 Nature of the Complaint & Troubleshooting Performed: HOT WATER STOPS FLOWING & IT TURNS INTO COLD WATER. WATER HEATER JUST STOPS RUNNING.

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 NONE
 Incoming Voltage (Red+/Black-): 12.43 Power Switch On/Off _____
 10 Amp Fuse Blown Yes / ☒ No Blue Wires Connected to Wall Controller Yes / ☒ No
 Voltage on Blue Wires: 11.78 Can Temperature Setting be Adjusted Yes / ☒ No
 Flame Light Present on Wall Controller Yes / ☒ No Shower Symbol on Wall Controller Yes / ☒ No

Water Pressure PSI 45 Water Flow Rate GPM 1.5
 Temperature Setting 124 Incoming Water Temperature 75 Output Water Temperature UP / ? AND DOWN
 Bypass Valve Installed Yes / ☒ No
 Have any Faucets or Shower Heads been Replaced? Yes / ☒ No
 If so Residential or ☒ RV Replacements Used? SHOWER FAUCET AND HANDLE
 Gas Pressure inches WC 11 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.

AT THE control board AT water heater
THE TWO BLUE WIRE
Voltage 11.78 but RAMPING up and down