

Fw: FWH09AFA Concern Case #: 6846252 thread::NwPRc5TTeue5iFhzjVI7MR8::

From jayson stebbins <ilm350r13@yahoo.com>
Date Mon 6/8/2026 9:27 AM
To Tri-Am Tennessee Warranty <tnwarranty@triamrv.com>

 1 attachment (1 MB)

TI-514 Furrion Tankless Water Heater E5.pdf;

Yahoo Mail: Search, Organize, Conquer

----- Forwarded Message -----

From: "EmailToCase" <customerservice@lci1.com>
To: "ilm350r13@yahoo.com" <ilm350r13@yahoo.com>
Sent: Mon, Jun 8, 2026 at 10:19 AM
Subject: RE: FWH09AFA Concern Case #: 6846252 thread::NwPRc5TTeue5iFhzjVI7MR8::

Good day, Jayson,
Case:6846252

Thank you for contacting Lippert customer support. I will need to collect some additional information in order to determine the next step in the case. Please reply to this email with the information requested below.

- VIN of the RV:
- Year, Make, and Model of the RV:
- Floorplan and Date of Manufacturer of RV:
- Photo of model/serial tag of the product:
- Date of purchase:
- Proof of purchase (If purchased after market):
- Original owners of the RV: (Y/N)
- Completed diagnostics or photos of affected areas: E5 testing:

This troubleshooting will require 2 people, and cannot be performed by yourself.

1: Person 1 will need to be at the water heater, person 2 will need to be at the sink/shower/faucet.

2: Make sure all faucets are closed, so no water is running. Person 1 will shut the water heater off for 30 seconds at the switch by switching to "O" position.

3: After the time elapses turn the water heater back on by switching to the "I" position.

4: Person 1 will instruct person 2 to turn the hot water on at any sink/faucet.

5: Person 1 will need to look at the blower flue exhaust. There is a one way baffle on there that should open pretty far. They should also feel a good amount of airflow.

5a: If there is no airflow present, repeat the above steps one more time.

6: If there is still no airflow present and the blower is still not spinning, they will need to confirm the blower is properly plugged in. There are 2 separate connections for the blower. One on the board, one between the wiring and the blower.

6a: If properly plugged in and not kicking on at all, blower motor will need replaced. (Flue Fan Assembly).

7: If blowing air but still kicking E5 blow out tube and verify pressure switch is working following the standard E5 troubleshooting guidelines (See TI-514, https://lci-support-doc.s3.amazonaws.com/furrion_comfort/water_heater/ccd-0008794.pdf).

A technician may be required to complete the diagnostics if you are unable to do so. Per policy for all Lippert products within their warranty period, service call charges are not covered under any warranty claims. Lippert will cover the removal and replacement of the product or component once it is determined to be problematic. Diagnostic time is built into the flat-rate allowance and is not reimbursed separately under the Lippert Limited Warranty. Our flat rate chart is located here: <https://support.lci1.com/flat-rate-chart/>

A copy of our warranty policy can be found here: https://lci-support-doc.s3.amazonaws.com/forms/consumer_1_year_warranty_2017_final.pdf

Please reply directly to this email to ensure you get a timely response.

Julie B
Care Center Customer Service Representative
P: 432-LIPPERT | F: 537.534.7161
www.lippert.com

----- Original Message -----

From: Lippert Customer Care Center [customerservice@lci1.com]

Sent: 6/8/2026 10:17 AM

To: ilm350r13@yahoo.com

Subject: FWH09AFA Concern Case #: 6846252 thread::NwPRc5TTeue5iFhzjVI7MR8::

Case #6846252

Thank you for contacting Lippert Customer Care Center. It was a pleasure speaking with you.

Case #6846252, has been created in response to your call. This number will be used in all communications regarding your case; please reference this number in the event you need to call us. If you prefer to email us, simply **reply to this email**. Additional resources are also available on the web at support.lci1.com.

Thank you,

Julie

Lippert Customer Care

 [Facebook](#)  [LinkedIn](#)  [Instagram](#)  [Youtube](#)

1902 W Sample St, South Bend, IN 46619

thread::NwPRc5TTeue5iFhzjVI7MR8::