

RE: 10944A - 2021 TT RIVERSIDE RV INTREPID 260RB Ser#: 59CCC2923ML003790 RO 66896

Warranty @Riverside RV <warranty@goriversiderv.com>

Tue 4/12/2022 12:34 PM

To: Ben Hoffman <bhoffman@americanrvcenter.com>

Hi Ben,

Auth. # 041222-4 – 2.00 hrs. labor.

The minimum requirement for heating ducts is 3. We recommend getting rid of a lot of the bends in the ducting that are reflected in the photos. If you can run some of the additional that you added in as straight of lines as you can get, your flow will be better. You do need to remove the ducting that was placed over the cold are return. This is against the installation instructions stated in the furnace manual.



Thank you and have a good day,

Laura Kay Meyers

Warranty Manager

Riverside RV

1775 E US 20

Lagrange, IN 46761

260-499-4578

Ext. 110

From: Ben Hoffman <bhoffman@americanrvcenter.com>

Sent: Friday, April 8, 2022 5:08 PM

To: Warranty @Riverside RV <warranty@goriversiderv.com>

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1. FURNACE IS SHORT CYCLING AND WILL NOT GET HOT INSIDE CHECK AND ADVISE

- a. FURNACE DID NOT HAVE ENOUGH AIR FLOW ADDED 2- 4INCH AIR DUCTS ONE OF THEM COMES DIRECTLY OUT THE FRONT OF THE FURNACE AND THE OTHER BY THE CONVERTER. 1-2 INCH AIR DUCT RUNS BEHIND THE CONVERTER IN TO THE UNDERBELLY. ALL 6 OPENINGS ON THE FURNACE ARE VENTED.
- b. ADDED 2 - 4IN VENTS ADDED 1 - 2IN VENTS THERE WAS NOT ENOUGH AIR FLOW AND IT WAS OVER HEATING AND SHUTTING DOWN AFTER ADDING THE VENTS IT FINNALLY WAS ABLE TO FLOW RIGHT AND NOT SHUTDOWN BECUASE IT GOT TOO HOT

i. LABOR 4.

PLEASE LET ME KNOW IF YOU DIDNT GET THE PHOTOS

BEN HOFFMAN

WARRANTY/SERVICE

AMERICAN RV CENTER

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****OUR PHONES SYSTEM DOES NOT ACTIVATE UNTIL 9 A.M. CENTRAL****

I'M NOT YELLING AT YOU. OUR SYSTEM ONLY RECOGNIZES CAPITOL LETTERS