



Warranty Authorization Form

Date: 8/25/2023

Basden RV Center, Inc. DBA/ American RV
600 E Baseline Rd,
Evansville, IN 47725
Ph. (812) 867-5200

General Information

Pre-Auth #: 45281 Unit: 7M5FP3421NB201643
Series: Paradigm Model: 2022PAR295MK
Notes:
Status: Approved

Dealer Information

American RV
(812) 867-5200

Basden RV Center, Inc. DBA/ American RV
600 E Baseline Rd,
Evansville, IN 47725

Requestor: Ben Hoffman
Return Fax #:
Email: bhoffman@americanrvcenter.com

Operation Line 1

Flat Rate Code: 22440 INVERTER - REMOTE - REPLACE (Part Return Required in US)

Fault Code: GOODWILL DEALER

Serial #: 00 *Model #:*
1600

Notes: 8.25.23 John-Goodwilling time to cover diag and testing. Inverter will not fail again, so we are releasing the unit to the customer. If issues come back we will need to be able to diag the problem to get to a root cause. 8.21.23 John-Please check and make sure that the supply from the breaker is wired to the input side of the inverter and the output to the circuits is wired to the out side of the inverter. Include photos so we can be sure this is wired correctly. Disconnect the wires from the out side of the inverter and show us if you have voltage on those wires with unit plugged in. If those wires are hot when disconnected from the inverter and unit plugged in, check the wires to the input side. If both sides are hot then we have wiring issue. If just the out side is hot, then the wires have been reversed. Also can you manually restart the inverter and make it work, or is it now ruined? WE INSTALLED THE INVERTER 8-16 AND PLUGGED IT IN ALL DAY AND LET IT CHARGE AND DIDNT HAVE A ISSUE. AFTER POWERING DOWN AND COMING BACK IN THE NEXT MORNING AND TURNING EVERYTHING ON WE ARE GETTING A E5 CODE WITCH IS A INTERNALLY FAILED WE ALSO CYCLED IT 3 TIMES AND CALLED PDI AND SPOKE WITH TODD AND HE SAID TO CALL ALLIANCE AND TRY AGAIN

Problem: THE INVERTER WE JUST INSTALLED HAS FAILED GIVING A E5 CODE

Time Requested: 1.5

Cause: WE INSTALLED THE INVERTER 8-16 AND PLUGGED IT IN ALL DAY AND LET IT CHARGE AND DIDNT HAVE A ISSUE. AFTER POWERING DOWN AND COMING BACK IN THE NEXT MORNING AND TURNING EVERYTHING ON WE ARE GETTING A E5 CODE WITCH IS A INTERNALLY FAILED WE ALSO CYCLED IT 3 TIMES AND CALLED PDI AND SPOKE WITH TODD AND HE SAID TO CALL ALLIANCE AND TRY AGAIN

Time Allowed: 1.5

Sublet Repairs: 0.00

Remedy: INSTALL NEW INVERTER AGAIN

Part Return Req: Yes

Status: Approved