

REFRIGERATOR CHECKLIST FOR WARRANTY REQUEST

WARRANTY

FURRION® REFRIGERATOR CHECKLIST FOR WARRANTY REQUEST

Once completed – E-mail to support@Furrion.com

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

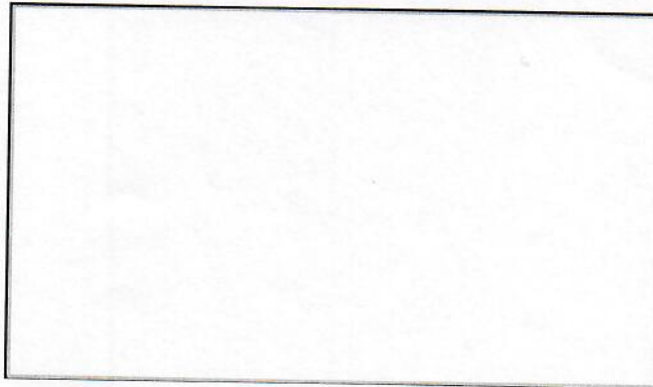
Dealer Name: GREENEWAY RV Dealer Account #: 005092
 Dealer Phone: 715-325-5170 E-mail: afreeman@greenewayrv.com
 Dealer Contact: ANNA FREEMAN Dealer PO #: _____
 Customer Name: MICHAEL ROBILLARD Original Owner: Yes No
 Shipping Address: 8220 STATE HWY 13 S Case #: 5206189
 City: WISCONSIN RAPIDS State: WI Zip: 54494
 Coach Manufacturer: GRAND DESIGN Model of Coach: REFLECTION Floorplan: 260RD
 Complete Coach VIN #: 573FR3123P3347034 Year of Coach: 2023
 Date of Manufacture: 2023 Original Date of Purchase: 04-08-2024
 Model #: FCR16DCASA-SS Serial #: 10001242676052200036

Nature of the Complaint & Troubleshooting Performed:

*Customer states fridge will not get cold enough.
 Verified proper wiring, voltage, etc.*

Diagnostic Information

Is there a visible refrigerant leak within or behind the refrigerator? Yes No
 If Yes Photo Required - Click Box Below to Add Photo



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

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Does compressor run? Yes No

Starting Amps: 7.5-8amps AC Volts: X DC Volts: 13.1

If 12V

Wire Length: 30ft Size: 8ga

With refrigerator running (battery only), What is the voltage drop between the battery and Refrigerator Terminal Block? 0.5v loss

With converter on (shore power), What is the voltage drop between the Battery and Refrigerator Terminal Block? .5v loss

Does light operate? Yes No

Does door seal and latch properly (if equipped)? Yes No

Is there airflow through the front vent (Use piece of paper to check)? Yes No *There is no front vent*

Does compressor cycle on and off? Yes No

Temperature Checks

Temp control set to mid setting

Ambient temperature in RV: 74°F

Prior to Operating

Fresh Food: 71°F Freezer: 71°F

Wine Compartment (14CUFT only): _____

After 2 Hour Run Time

Fresh Food: 38°F Freezer: -2°F

Wine Compartment (14CUFT only): _____

Amp Draw: 8.2

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

Additional Refrigerator Troubleshooting: 16-20cu.

Once completed – E-mail to customerservice@lci1.com

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Test 1: Use function button to turn off unit wait 5 mins and turn back on. See if unit starts back up and cools normally.

Results: Yes it starts back up

Test 2: Do a "hard reset". This can be done by removing the unit from shore power, disconnecting the battery, and disconnecting the solar system in the RV. Let sit for 5-10 mins and restore power. See if unit starts back up and cools normally.

Results: _____

Test 3: Check fuses (2 – 40-amp blade fuses) on the control board in the top of the unit. Remove and reinsert. Check continuity of the fuse to determine if they are blown.

Results: fuses are good

Test 4: Check for any loose or disconnected terminals on the control board, compressor control module, and the connector between the control module and the compressor.

Results: Connections look good

Test 5: The wire pigtail coming off the unit has 3 wires on it; disconnect the green wire. Check operation. You may need to wait 5-10 mins for the unit to try restarting. If it starts operating, there is a short to ground on the refrigerator. Check for loose or pinched wiring. Be sure to check wires between the compressor control module and compressor.

Results: Fridge works with ground hooked up

Test 6: Bench test on an alternate power source that is not the RV. Check operation.

Results: No change

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