



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 _____ **Dealer Account #** _____
Dealer Phone _____ **E-mail** _____
Dealer Contact _____ **Dealer PO #** _____
Customer Name _____ **Original Owner** Yes / No
Shipping Address _____ **Case #** _____
City _____ **State** _____ **Zip** _____
Coach Manufacturer _____ **Model of Coach** _____ **Floorplan** _____
Complete Coach VIN # _____ **Year of Coach** _____
Date of Manufacture _____ **Original Date of Purchase** _____
Model # _____ **Serial #** _____

Nature of the Complaint & Troubleshooting Performed: _____

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 _____
 Incoming Voltage (Red+/Black-): _____ Power Switch On/Off
 10 Amp Fuse Blown Yes / No Blue Wires Connected to Wall Controller Yes / No
 Voltage on Blue Wires: _____ 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 _____ Water Flow Rate GPM _____
 Temperature Setting _____ Incoming Water Temperature _____ Output Water Temperature _____
 Bypass Valve Installed Yes / No
 Have any Faucets or Shower Heads been Replaced? Yes / No
 If so Residential or RV Replacements Used? _____

Gas Pressure inches WC _____ 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.

