

GREENEWAY, INC.  
8220 STATE HWY 13 SOUTH  
WISCONSIN RAPIDS WI  
US  
54494  
(715) 325-5170

WORK ORDER # 11966

Date In: 01 MAY 25 Author: MGRAY  
Promised Date: 12 JUN 25 Stock No:  
: Year: 2024  
Customer Name: 106164 - BALSIGER, WAL Manufacturer: Grand Design Influence  
Address: W 5743 S. PARTRIDGE DR Brand:  
: NEW LISBON, WI Model: 3503GK  
Postal/Zip: 53950 Miles/Hrs:  
Phone#(res): 608-565-3908 Exterior Color:  
Phone#(bus): Unit Type:  
Cell Phone: 608-547-9510 License#:  
Email: Tag#: \*\*\*PART INQURY 101846\*  
Purchased Date: :  
Delivery Date: :  
InService Date: :  
Serial#: 573FS3823RAA17955 :

\*\*\*\*\*  
Job # Description JOB INFORMATION Type Bill To  
\*\*\*\*\*  
WARR COMPLAINT: WARRANTY REPAIR 1 - CMR STATES THAT THE W 1020 GRAND  
OVEN IS NOT WORKING PROPERLY. WHEN YOU  
START THE OVEN, IT HEATS UP NORMALLY BUT  
THEN DOES NOT CYCLE TO KEEP OVEN UP TO  
TEMP.  
CAUSE: States oven is not working correctly.  
Testing oven for functionality.  
CORRECTION: Placed thermometer in oven, light oven.  
Observing temperature rise and run. Ran  
the oven for an hour set the knob at  
425. Thermometer is reading 400. It  
maintained that temperature the entire  
time. Looks like the oven runs about  
25degrees low from what the knob says.  
Did not see the temperature drop until I  
shut burner off.  
WARR COMPLAINT: WARRANTY REPAIR 2 - FIRST TIME YOU PLUG W 1020 GRAND  
IN FIREPLACE IT WORKS NORMAL WHEN FIRST  
CYCLING, THEN WHEN GETS TO HEAT DOES NOT  
CYCLE NORMALLY. DOESN'T SEEM TO PUT OUT  
ANY FURTHER HEAT. \*\*Warranty Repair 2:  
approved for 0.5 hour This is pre-auth  
for the R&R of the fireplace. Mobile  
fees are not covered under the Lippert  
warranty for this product. Please  
provide pictures of the complete serial  
number tag with your claim submission as  
this product is not required to be

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Work Order : 11966

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*****
Job #   Description           JOB INFORMATION                               Type Bill To
*****
      returned for testing. Note: Your coach
      information will need to satisfy the
      conditions for Warranty credit.***
CAUSE:   States fireplace doesn't stay at temp or
      kick back on after gets to temp.
CORRECTION: Ran fireplace for two hours, got coach
      to temperature 68degrees the wall
      thermostat verified.  Fireplace did
      kick out, heat won't come back on. When
      I power cycle fireplace, throws an F1
      error code. Unbranded appliance. See
      picture for model# details.
1  CUSTOMER REQUESTS A SERVICE CALL TO THEIR SITE AT  W    1020  GRAND
      PETENWELL (JUNEAU COUNTY) SITE #:81

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Job # Part No   Description           PARTS           Bill to   Qty   Price   Total
*****
WARR0 8220730078 FIREPLACE 26" GREYSTONE CU W-1020      1   292.96   292.96

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Job# Lab Code  Description           LABOUR    Mech Bill to   Hrs   Rate   Total
*****
ARR01 Z992     MISC LABOUR CODE (WARR RW  W-1020     0.50  140.00   70.00
ARR02 Z992     MISC LABOUR CODE (WARR RW  W-1020     0.23  140.00   32.20
ARR02 Z992     MISC LABOUR CODE (WARR RW  W-1020     0.27  140.00   37.80
ARR02 Z992     MISC LABOUR CODE (WARR JS  W-1020     0.50  140.00   70.00

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Job # Excode   Description           EXTRAS           bill to   Qty   Price   Total
*****
ARR01 SSE      SHOP SUPPLIES - EXTERNAL  W-1020     1.00   0.00    0.00
ARR02 FRT     FREIGHT FOR WARR02       W-1020     1.00  71.12   71.12
  1  SC      SERVICE CALL             W-1020     0.00   3.75    0.00

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*****
                                BILLINGS SUMMARY
Type Bill Id           Parts    Labour    Sublet    Extras    Tax    Total
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W    1020              292.96   210.00     0.00    71.12     0.00   574.08

      Totals          292.96   210.00     0.00    71.12     0.00   574.08

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&k2S  
&k0S