

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: 08 MAY 25 Stock No:
: Year:
Customer Name: 1020 - GRAND DESIGN Manufacturer:
Address: 11333 COUNTY RD 2 Brand: 2024 FW GRAND DESIGN I
: MIDDLEBURY, IN Model:
Postal/Zip: 46540 Miles/Hrs:
Phone#(res): 888-825-2820 Exterior Color:
Phone#(bus): Unit Type:
Cell Phone: License#:
Email: NONE Tag#:
Purchased Date: :
Delivery Date: :
InService Date: :
Serial#: :

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*****
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.
CAUSE: States fireplace doesn't stay at temp or
kick back on after gets to temp. TECH
HAS BEEN RESERCHING BUT BECAUSE UNIT IS
UNBRANDED WE DO NOT KNOW HOW TO PROCEED
WITH A REPAIR OR WHAT TO REQUEST FOR
LABOR. WE HAVE DO NOT HAVE ANY REFERANCE
TO TROUBLESHOOTING FAULT CODES ON UNIT..
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Work Order : 11966

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*****
Job #   Description           JOB INFORMATION           Type Bill To
*****
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.

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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  0.00  140.00  0.00
ARR02 Z992  MISC LABOUR CODE (WARR RW  W-1020  0.27  140.00  37.80

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*****
Job #  Excode  Description  EXTRAS  bill to  Qty  Price  Total
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ARR01  SSE     SHOP SUPPLIES - EXTERNAL  W-1020  1.00  0.00  0.00

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*****
                                BILLINGS SUMMARY
Type Bill Id  Parts  Labour  Sublet  Extras  Tax  Total
*****
W  1020  0.00  107.80  0.00  0.00  0.00  107.80
Totals  0.00  107.80  0.00  0.00  0.00  107.80

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&k2S
&k0S