
AC Unit - Greenway RV WO 12262

RVP CPW <rvpcpw@airxcel.com>

Tue, Nov 18, 2025 at 8:22 AM

To: Alix Mongiat <alix@dealer-advisors.com>, RVP CPW <rvpcpw@airxcel.com>

The order for the replacement freeze sensor to put back into stock has been submitted. You have been approved for 0.8 hour labor under INC-143494.

You will send your invoice with a picture of the data tag from the defective unit to:

RVPWARRANTYCLAIMS@AIRXCEL.COM

Please be sure to note the serial number and/or INC number in the subject line.

Amanda Semonick

Technical Assistance Coordinator

Coleman-Mach and Maxxair Brands of Airxcel

3050 N. St. Francis

Wichita, Kansas 67219

Office: 574.247.9235

Fax: 316.832.3417

www.Airxcel.com

Office Closure: Thursday & Friday, November 27-28, 2025



From: Alix Mongiat <alix@dealer-advisors.com>

Sent: Monday, November 17, 2025 4:00 PM

To: RVP CPW <rvpcpw@airxcel.com>

Subject: Re: [External] AC Unit - Greenway RV WO 12262

Externally Sent Email - Do not click any links or open attachments that you are not expecting, even if you know the sender. If you are unsure please call the sender.

Good evening,

PO #12262

Shipping address: [8220 State HWY 13 South](#)

Wisconsin Rapids, WI

54494

Contact Information: Kaitlyn Reinwand - 715-325-5170 and myself, Alix Mongiat - alix@dealeradvisors.com, 906-201-2399

On Mon, Nov 17, 2025 at 4:53 PM RVP CPW <rvpcpw@airxcel.com> wrote:

What is a good po number, shipping address, and contact information for the warranty claim please?

Amanda Semonick

Technical Assistance Coordinator

Coleman-Mach and Maxxair Brands of Airxcel

3050 N. St. Francis

Wichita, Kansas 67219

Office: 574.247.9235

Fax: 316.832.3417

www.Airxcel.com

Office Closure: Thursday & Friday, November 27-28, 2025



From: Alix Mongiat <alix@dealer-advisors.com>

Sent: Monday, November 17, 2025 7:58 AM

To: RVP CPW <rvpcpw@airxcel.com>

Subject: Re: [External] AC Unit - Greenway RV WO 12262

Externally Sent Email - Do not click any links or open attachments that you are not expecting, even if you know the sender. If you are unsure please call the sender.

Good morning,

Here is the information you requested:

pn: 41-0030

mfg part number: 7330A3231

Thank you!

On Fri, Nov 14, 2025 at 5:20 PM RVP CPW <rvpcpw@airxcel.com> wrote:

What was the part number of the freeze sensor replaced please?

Amanda Semonick

Technical Assistance Coordinator

Coleman-Mach and Maxxair Brands of Airxcel

3050 N. St. Francis

Wichita, Kansas 67219

Office: 574.247.9235

Fax: 316.832.3417

www.Airxcel.com

Office Closure: Thursday & Friday, November 27-28, 2025



From: Alix Mongiat <alix@dealer-advisors.com>
Sent: Friday, November 14, 2025 3:54 PM
To: RVP CPW <rvpcpw@airxcel.com>
Subject: [External] AC Unit - Greenway RV WO 12262

Externally Sent Email - Do not click any links or open attachments that you are not expecting, even if you know the sender. If you are unsure please call the sender.

Good evening,

We had an AC unit that needed to be fixed, I have attached the info, but if you are needing something further, please let me know. This work was done back in June, but the customer believes this should still be under warranty.

Complaint: AC unit just installed over the winter, Customer states AC unit will turn on the fan but doesn't sound like compressor is firing or cold air is blowing.

Cause: Bad freeze sensor not allowing AC to function

Correction: Replaced the freeze sensor and the AC is now working.

Asking 0.8 hours of labor

Thank you,

--

Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

--

Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.

--

Alix Mongiat

Warranty Administrator

iClaims Services

www.iclaimsservices.com

906.201.2399

This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system.