



INC 143494, Serial Number 230213632

rvpwarrantyclaims@airxcel.com <rvpwarrantyclaims@airxcel.com>
To: alix@dealer-advisors.com

Mon, Nov 24, 2025 at 1:55 PM

Please read all, important information provided.

Received, thank you.

This has been processed by our warranty dept and sent to accounting for payment to be issued.

In 5 – 10 business days from this email if you haven't received check in the mail. Please contact our accounting dept at 316-832-3400 opt 5 or email AP@AIRXCEL.COM

Reference #12262

At this time your labor rate is \$140.00 USD. If you want to change it, you must go here <https://share.hsforms.com/1SjX1YtNtStGejzJGc1VrUQcbjaf>

Upcoming Office Closure: Thanksgiving – Thurs & Fri November 27-28, 2025

Casandra K Gilbert
Warranty Claims Auditor
Airxcel, Inc.
[3050 N St. Francis St.
Wichita, KS 67219](mailto:3050 N St. Francis St. Wichita, KS 67219)
Office: 574-247-9235
Fax: 316-832-3417
www.airxcel.com

From: alix@dealer-advisors.com
Sent: Mon Nov 24 2025 10:03:27 GMT-0600 (Central Standard Time)
To: rvpwarrantyclaims@airxcel.com
Subject: [External] Re: INC 143494, Serial Number 230213632

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,

Attached is the WO with the total on there, I did send this previously as well.

Thank you,

On Mon, Nov 24, 2025 at 9:28 AM <rvpwarrantyclaims@airxcel.com> wrote:

Correct it was. I still cannot process until you send me the correct invoice. The invoice you sent is Northern Wholesale Supply to you. I need invoice your company did the work .8 hr authorized labor to replace the freezer switch for \$112.00.

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From: alix@dealer-advisors.com
Sent: Mon Nov 24 2025 07:37:25 GMT-0600 (Central Standard Time)
To: rvpwarrantyclaims@airxcel.com
Subject: [External] Re: INC 143494 Serial Number 230213632

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Good morning,

The dealership just notified me that the labor rate increase has been approved.

Thank you,

On Thu, Nov 20, 2025 at 3:23 PM <rvpwarrantyclaims@airxcel.com> wrote:

Only way to increase labor is the link below.
Before I can process, you need to contact Corporate because at this time your labor rate is \$105.00 with us. Let me know when your approved and I will then process. Click this link, fill out and submit. Then wait for email with approval/denial, thank you. <https://share.hsforms.com/1SjX1YtNtStGejzJGc1VrUQcbjaf>

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From: alix@dealer-advisors.com
Sent: Thu Nov 20 2025 14:21:27 GMT-0600 (Central Standard Time)
To: rvpwarrantyclaims@airxcel.com
Subject: Re: [External] INC-143494 Serial Number 230213632

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Good afternoon,

Attached is the work order. The labor rate we have down is \$140/hour. I can have the dealership update if it should only be \$105/hour.

Thank you.

On Thu, Nov 20, 2025 at 3:10 PM <rvpwarrantyclaims@airxcel.com> wrote:

Alix

I don't see the \$ amount for the 0.8 hr for labor which is \$84.00 because your labor rate with us is \$105.00 on account 366300. Please advise, thank you.

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From: alix@dealer-advisors.com
Sent: Thu Nov 20 2025 14:01:43 GMT-0600 (Central Standard Time)
To: RVPWARRANTYCLAIMS@airxcel.com
Subject: [External] INC-143494 Serial Number 230213632

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 afternoon,

Please find the invoice for the freeze sensor and photo of the data tag attached to complete this claim.

We were approved for 0.8 hours of labor plus part.

Email of approval is attached as well.

Please let us know if you need anything further.

Thanks,

--

Alix Mongiat

Warranty Administrator
iClaims Services
www.iclaimsservices.com
906.201.2399

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Alix Mongiat

Warranty Administrator
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