



Ashlee Olsen <ashlee@dealer-advisors.com>

Warranty claim

16 messages

Ashlee Olsen <ashlee@dealer-advisors.com>
To: athompson@airxcel.com

Fri, Jun 6, 2025 at 12:20 PM

Good afternoon,

We have an air conditioner that we need to replace, and I am hoping you can help me out with this matter:

Customer said the A/C is not cooling
A/C is faulty and stopped cooling
Replace the A/C

We are asking 1.5 to R&R the faulty A/C unit. I have attached pictures and necessary documents, but if you need anything further, please let me know.

Thank you,

Ashlee Olsen
Warranty Administrator
iClaims Services
www.iclaimsservices.com
A Route 66/RV Surance Affiliate Company
208.716.2887

6 attachments



LINE 1.jpg
765K



LINE 1 -1.jpg
420K



LINE 1 AC TAG.jpg
577K



LINE 1 - EXT PART CONTRACT.pdf
728K



WO.pdf
383K



LINE 1 AC PREFORMANCE SHEET.pdf
1256K

Ashlee Olsen <ashlee@dealer-advisors.com>
To: laborclaims@airxcel.com

Mon, Jun 9, 2025 at 4:38 PM

[Quoted text hidden]

6 attachments



LINE 1.jpg
765K



LINE 1 -1.jpg
420K



LINE 1 AC TAG.jpg
577K

 **LINE 1 - EXT PART CONTRACT.pdf**
728K

 **WO.pdf**
383K

 **LINE 1 AC PREFORMANCE SHEET.pdf**
1256K

This doesn't seem to be a suburban claim as we do not produce air conditioning units.

No shipping or receiving June 25th-July 4th, office closed July 3rd and 4th due to holiday and inventory.*

Justin Patrick

Skilled Specialist

Suburban, An Airxcel Brand

676 Broadway St.

Dayton, TN 37321

Office: 423-775-2131 EXT: 7017



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AIRXCEL, INC. 3050 North St. Francis Street • Wichita, KS 67219 • 316.832.3400 • www.Airxcel.com

From: Ashlee Olsen <ashlee@dealer-advisors.com>

Sent: Monday, June 9, 2025 6:39 PM

To: Suburban Labor Claims <laborclaims@airxcel.com>

Subject: [External] Fwd: Warranty claim

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: rvpsupport@airxcel.com

Tue, Jun 10, 2025 at 9:57 AM

Good morning,

We have an air conditioner that we need to replace, and I am hoping you can help me out with this matter:

Customer said the A/C is not cooling

A/C is faulty and stopped cooling

Replace the A/C

We are asking 1.5 to R&R the faulty A/C unit. I have attached pictures and necessary documents, but if you need anything further, please let me know.

Thank you,

Ashlee Olsen

Warranty Administrator

iClaims Services

www.iclaimsservices.com

A Route 66/RVSurance Affiliate Company

208.716.2887

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6 attachments



LINE 1 -1.jpg
420K



LINE 1 AC TAG.jpg
577K



LINE 1.jpg
765K

 **LINE 1 - EXT PART CONTRACT.pdf**
728K

 **LINE 1 AC PREFORMANCE SHEET.pdf**
1256K

 **WO.pdf**
383K

Ashlee Olsen <ashlee@dealer-advisors.com>
To: RVPWarrantyclaims@airxcel.com

Thu, Jun 12, 2025 at 12:41 PM

Good afternoon,

[Quoted text hidden]

6 attachments



LINE 1 -1.jpg
420K



LINE 1 AC TAG.jpg
577K



LINE 1.jpg
765K

 **LINE 1 - EXT PART CONTRACT.pdf**
728K

 **LINE 1 AC PREFORMANCE SHEET.pdf**
1256K

 **WO.pdf**
383K

This is the a/c labor payments email, I am unable to assist you. Please look at list below of our emails and pick the one that best fits your needs, thank you.

For a/c replacement email

rvpcpw@airxcel.com

For a/c parts replacement email

rvpsupport@airxcel.com

Upcoming Office Closure: Independence Day Friday July 4, 2025

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

www.airxcel.com

From: ashlee@dealer-advisors.com
Sent: Thu Jun 12 2025 13:41:11 GMT-0500 (Central Daylight Time)
To: RVPWarrantyclaims@airxcel.com
Subject: Fwd: [External] Fwd: Warranty claim

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Good afternoon,

[Quoted text hidden]

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Ashlee Olsen <ashlee@dealer-advisors.com>
To: rvpcpw@airxcel.com

Thu, Jun 12, 2025 at 12:52 PM

Good afternoon,
[Quoted text hidden]

6 attachments



LINE 1 -1.jpg
420K



LINE 1 AC TAG.jpg
577K



LINE 1.jpg
765K

 **LINE 1 - EXT PART CONTRACT.pdf**
728K

 **LINE 1 AC PREFORMANCE SHEET.pdf**
1256K

 **WO.pdf**
383K

Ashlee Olsen <ashlee@dealer-advisors.com>
To: rvpwarrantyclaims@airxccl.com

Thu, Jun 12, 2025 at 12:52 PM

Sorry about that, thank you for the information!

Have a good day!

[Quoted text hidden]

--

[Quoted text hidden]

rvpcpw@airxccl.com <rvpcpw@airxccl.com>
To: ashlee@dealer-advisors.com

Thu, Jun 12, 2025 at 1:47 PM

URL
1.5

Amanda Semonick

Technical Assistance Coordinator

Coleman-Mach and Maxxair Brands of Airxccl

3050 N. St. Francis

Wichita, Kansas 67219

Office: 574.247.9235

Fax: 316.832.3417

www.Airxcel.com

Office closure May 26th for Memorial Day

From: ashlee@dealer-advisors.com

Sent: Thu Jun 12 2025 13:52:17 GMT-0500 (Central Daylight Time)

To: rvpcpw@airxcel.com

Subject: Fwd: [External] Fwd: Warranty claim

[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>

Thu, Jun 12, 2025 at 1:49 PM

To: rvpcpw@airxcel.com

Does your response mean it's been approved for 1.5 hours?

[Quoted text hidden]

--

[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>

Fri, Jun 13, 2025 at 9:54 AM

To: rvpcpw@airxcel.com

Good morning,

Can I please get an update on this? Thank you!

[Quoted text hidden]

rvpcpw@airxcel.com <rvpcpw@airxcel.com>

Fri, Jun 13, 2025 at 12:37 PM

To: ashlee@dealer-advisors.com

Please see attached

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

From: ashlee@dealer-advisors.com
Sent: Fri Jun 13 2025 10:54:41 GMT-0500 (Central Daylight Time)
To: rvpcpw@airxcel.com
Subject: Re: Fwd: [External] Fwd: Warranty claim
[Quoted text hidden]

 **135387 REP VER.pdf**
105K

Ashlee Olsen <ashlee@dealer-advisors.com>
To: rvpcpw@airxcel.com

Fri, Jun 13, 2025 at 12:43 PM

Thanks for your help! Can you tell me what the approved labor time is?
[Quoted text hidden]

Ashlee Olsen <ashlee@dealer-advisors.com>
To: rvpcpw@airxcel.com

Fri, Jun 13, 2025 at 12:45 PM

And how do I go about getting a labor claim to send to you? Is that just the final work order? I apologise for all the questions, I am new to submitting to Airxcel
[Quoted text hidden]

rvpcpw@airxcel.com <rvpcpw@airxcel.com>
To: ashlee@dealer-advisors.com

Mon, Jun 16, 2025 at 6:58 AM

1.5 HOURS

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

From: ashlee@dealer-advisors.com
Sent: Fri Jun 13 2025 13:43:59 GMT-0500 (Central Daylight Time)
To: rvpcpw@airxcel.com
Subject: Re: Re: Fwd: [External] Fwd: Warranty claim
[Quoted text hidden]

rvpcpw@airxcel.com <rvpcpw@airxcel.com>
To: ashlee@dealer-advisors.com

Mon, Jun 16, 2025 at 6:59 AM

You will submit your bill with a picture of the data tag from the defective unit to:

RVPWARRANTYCLAIMS@AIRXCEL.COM

Please include 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

From: ashlee@dealer-advisors.com
Sent: Fri Jun 13 2025 13:45:03 GMT-0500 (Central Daylight Time)
To: rvpcpw@airxcel.com
Subject: Re: Re: Fwd: [External] Fwd: Warranty claim

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sender.

And how do I go about getting a labor claim to send to you? Is that just the final work order? I apologise for all the questions, I am new to submitting to Airxcel

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