



Invision Refrigerator checklist for warranty request

Once completed- E-mail to Customerservice.Invision@airxcel.com

*Incomplete or inaccurate information will delay the warranty processing. Photos and videos of the product issues are required when submitting a warranty request.

Dealer name TRI AM RV of East TN Dealer phone 423-235-1167
 Customer name _____ Original owner _____ Yes / No
 Customer shipping address _____
 City _____ State _____ Zip _____
 Coach manufacture _____

Coach VIN # _____ Date of purchase _____
 Invision Model # 100-2552 Invision Serial # 2024042200097
 Complaint Controls Panel Does NOT work, only Button that works is Power Button, light of Panel is Real Dim at All Times
only the power button works'

Diagnostic Information

Is there a visible refrigerant leak within or behind the Refrigerator? Yes \ No

If Yes Photo Required ***** If a leak is identified, no additional testing is required
*****All electrical readings must be taken at the terminal block on the back of the refer

Does compressor run? Yes Amp: 5.2 AC Volts: NA DC Volts: 13.6
If 12V

Wire Length 15' Size 10g.

With refrigerator running (battery only), What does the voltage drop between the battery and Refrigerator Terminal Block? 0/

With converter on (shore power), What does the voltage drop between the Battery and Refrigerator Terminal Block? 0/

Seeing error codes Yes No

Refrigerator powers on, temperature properly adjusted. Yes No Can't adjust Temp

Does the light operate? Yes \ No

Does door seal and latch properly (If equipped)? Yes \ No

Does compressor cycle on and off? Yes \ No

Is the regulator knob at 0? Yes/no

Is your refrigerator staying too hot? Yes/No No If yes please confirm if the appliance is located near a heat source.

Is your refrigerator freezing? Yes/No No If yes try changing the regulator knob to a warmer setting temporarily.

Temperature Checks

Temp control set to mid setting Ambient temperature in RV ~~44~~ 77

Prior to Operating 77
Fresh Food ~~27~~ Freezer ~~27~~

After 2 Hour Run Time
Fresh Food 45° Freezer 41°

**Please note: Submitting this form does not guarantee your claim will be paid or replacement will be issued. Invision may request additional details based on the documentation you have completed.*

Ambient 77
Right Door 45 of
Left Door ~~45~~
Bottom Drawer 41

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