



## Invision Refrigerator checklist for warranty request

Once completed- E-mail to [Customerservice.Invision@airxcel.com](mailto: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 \_\_\_\_\_ Dealer phone \_\_\_\_\_

Customer name \_\_\_\_\_ Original owner \_\_\_\_\_ Yes / No

Customer shipping address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Coach manufacture \_\_\_\_\_

Coach VIN # \_\_\_\_\_ Date of purchase \_\_\_\_\_

Invision Model # \_\_\_\_\_ Invision Serial # \_\_\_\_\_

Complaint \_\_\_\_\_

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### 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? \_\_\_\_\_ Amp: \_\_\_\_\_ AC Volts: \_\_\_\_\_ DC Volts: \_\_\_\_\_  
\*If 12V\*

Wire Length \_\_\_\_\_ Size \_\_\_\_\_

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

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

Seeing error codes Yes/No

Refrigerator powers on, temperature properly adjusted. Yes/No

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 *If yes please confirm if the appliance is located near a heat source.*

Is your refrigerator freezing? Yes/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\_\_\_\_\_

Prior to Operating

After 2 Hour Run Time

Fresh Food\_\_\_\_\_ Freezer\_\_\_\_\_

Fresh Food\_\_\_\_\_ Freezer\_\_\_\_\_

*\*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.*