

Welcome to the new Interactive Flat Rate Chart.

Features include live links in the table of contents and links to product documentation and videos.

A video tutorial of the Flat Rate Chart is available @ <https://support.lci1.com/videos/lippert-flat-rate-chart-and-how-to-use-it>

Boxes highlighted in blue indicate a new product or updated information has been added to the Flat Rate Chart since the last revision.



FLAT RATE CHART -RV

Tel: 432-LIPPERT (432-547-7378)

Web: lippert.com | Email: customerservice@lci1.com

Diagnostic time is not covered by the Lippert Limited Warranty. Warranty reimbursement consideration is based upon testing and condition of the required part return as noted below.

Certain circumstances may require additional photos and/or video be supplied, in order to effectively determine root cause and appropriate repair.

Component replacements need a clear picture of the full assembly and serial tag.

In the occasion where additional labor time is needed for a repair, please contact our Customer Service team via phone, chat or email.

⚠ NOTICE

IF THE RV IS OUTSIDE OF THE UNITED STATES AND THE INVOLVED ITEM IS LISTED AS A REQUIRED PART RETURN LIPPERT DOES REQUIRE PHOTOS IN PLACE OF THE PART RETURN, THIS IS APPLICABLE ONLY TO UNITS OUTSIDE OF THE UNITED STATES.

⚠ NOTICE

PLEASE REFER TO OUR WEBSITE: <https://support.lci1.com/flat-rate-chart> FOR THE LATEST VERSION OF THE FLAT RATE CHART. LIPPERT RECOMMENDS UTILIZING THE URL LINK IN LIEU OF PRINTING A COPY OR DOWNLOADING THE PDF TO YOUR COMPUTER.

⚠ NOTICE

NOT EVERY PRODUCT WILL HAVE A SPECIFIC DOCUMENT OR VIDEO RESOURCE. TECHNICAL PUBLICATION TEAM IS WORKING WITH THE VARIOUS TEAMS WITHIN THE LIPPERT FAMILY TO PROVIDE VIDEOS AND TI-SHEETS TO HELP ASSIST IN THE PARTS REPLACEMENTS OR TIME FOR LABOR TO MAKE ADJUSTMENTS.

Video	Document
	
	
	
	

The video column indicates a video related to the repair or replacement. Click on the "🎥" to access the video.

The document column indicates a specific document related to this product. Click on the "📄" to access the document.

Titles in blue with no specific document indicated are links to a section of Lippert's Support website. For instance, clicking on [Remove & Replace Complete Awnings](#) will take the user to the top level Awning page, which hosts a variety of technical information.

TABLE OF CONTENTS
















At the bottom of each page you will see Table of Contents highlighted in gray. Click on Table of Contents to return to the Table of Contents on Page 3.
















Clicking on any linked header in the **TABLE OF CONTENTS** will take you to the appropriate section of the Flat Rate Chart.

ATWOOD	4-6	OneControl	18	Multiplexer	30	SLIDE-OUT	55-57
Brake System	4	OneControl Continued	19	Power Center (35A/45A)	30	Hydraulic Slide-Out	55
Coupler	4	Liquid Propane Sensors	20	Rangehood	30	Electric Slide-Out	55
DuraLeg	4	Temperature Sensor	20	RV Grill	30	Power Gear Electric Slide-Out	56
5th Wheeling Landing Leg	4	Anti-Lock Braking System	20	Compact Refrigerator	31	Power Gear Slimrack Electric In-Wall Slide	56
Levelers	4	FURNITURE	21-24	Refrigerator 8CF -10CF	31-32	Schwintek In-Wall Slide-Out System	57
Top Wind Jack	5	Interior Electrical	21	Refrigerator 14CF 110V	32-33	Dewald (Power Gear) - Hydraulic Slide-Out	57
Ball Screw Camper Jack	5	Hide-A-Bed	21	Refrigerator 16CF, 20CF - 21CF	33	Happijac Electric Slide Components	57
Power Jack	6	Flip-Sofa	22	Remotes	34	STEPS	58-59
Side Wind Jack	6	Recliners/Rocker	22	Speakers	34	Manual Step	58
Stabilizer Jack	6	Happijac/Sit-N-Sleep/Rollover	22	Solar Panel Controller	34	Coach Step	58
AWNINGS	7-8	U Dinette & Dinette	22	Solar Panel	34	Kwikkee Steps	58
Awning (Solera)	7	Mattresses	23	Sound Bars	34	SolidStep 2.0 and SolidStep 3.0	58
Awning (Thule)	8	Seating Structures and Mechanism	23	Sound Bars (Outdoors)	34	Project 2000 Step	59
AXLES & SUSPENSION	9-10	Specialty Sofas	23	Stereos	35	Step Wells Covers	59
Frame/Chassis Components	9	Theater Seating/Entertainment Center	23	Sub Woofers	35	Miscellaneous	59
Operation and Description 2K-7K Axle	9	Miscellaneous Interior	24	Tankless Water Heater	35	STORAGE & CONVENIENCE	60
Axle Beams-Operation & Description	9	Law and Production Label Placement	24	Indoor/Outdoor TV	35	Storage Trays	60
Brakes-Electric - Operation	9	FURRION & WAY	25-40	Serial Tag Locations	36-40	PowerGear Travel Latch	60
Hub Equipment - Operation & Description	9	Air Conditioner	25	GIRARD	41-45	Bike, Tire and Storage Racks	60
Suspension - Operation & Description	9	A/C Control Box	25	Awnings	41-44	Sewer and Fresh Water	60
Independent Suspension	10	A/C Wall Thermostat	25	Water Heater	45	Convenience Accessories	60
Touring Coil Suspension	10	Air Distribution Box (Manual/Electric	25	KITCHEN & BATH	46-48	TJ SNUGGLES	61
BEDS	11	Antenna (UHF/WIFI)	25	Lippert Kitchen & Bath	46-48	Sequoia Camper Top	61
Happijac Electric Bed Lift Components	11	Router	25	LEVELING & STABILIZATION	49-53	TOWING	62
Vela PopTop	11	Camera System (Single/Multi Camera)	26	Motorized Towable Leveling	49	Pin Boxes	62
CHASSIS	12	Cooktop - Induction	26	Elec. Landing Gear and Leveling Components	50	Hitches	62
Chassis	12	2N1 Range Oven	26	Electric Landing Gear and Leveling	50	Couplers	62
CAMPING ACCESSORIES	13	2N1 Range Oven Continue	27	Power Gear Electric Leveling	50	WINDOWS	63-65
Camping	13	2N1 Drawer Front	27	Power Gear Hydraulic Leveling	51	Lippert Windows	63
DOORS - LIPPERT & CHALLENGER	14-17	Chef Series - Cooktop	27	Power Gear Level Best (KWIKKEE)	51	Stargazer Sky Light	65
Ramp Doors	14	Chef Series - Oven	27	Ground Control 2.0 & Ground Control 3.0	52	Polyplastic Window	65
Entry Doors	15	Converter (60A/80A)	28	Tongue Jacks	52		
Door Parts and Screen Parts	15	Cord Sets / Adapters	28	QuickDrop	53		
Patio Doors	15	AC/DC Distribution Box	28	Electric Stabilizer	53		
Baggage/Compartment Doors	16	Dishwasher	28	JT's Strong Arm	53		
ELECTRONICS	18-20	Fireplace	29	POWER AND MOTION	54		
Level-Up Lite	18	Furnace	29	TV& Cabinets Lifts	54		
CAT Sensor	18	Inlet 30/50 AMP	29	Manual Bed Lift	54		
Keyless Entry	18	Inlet TV	29	Power Bed Lift/Tilt	54		
Wireless Remote	18	Inverter	29	Power Gear Bunk Lift	54		
Tire Linc Tire Pressure Monitor System	18	Microwaves 0.9CF	29				
Sway Control	18	Microwaves	30				





ATWOOD

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
BRAKE SYSTEM						
		Complete Actuator - Bolt On	1.00	Yes	Yes	No
		Complete Actuator - Weld On	2.00	Yes	Yes	No
		Release Handle	1.00	Yes	Yes	No
		Foundation Brake (per axle)	1.50	Yes	Yes	No
COUPLER						
		Complete Actuator - Bolt On	0.50	No	Yes	Yes
		Complete Actuator - Weld On	1.50	No	Yes	Yes
DURALEG						
		Key Pad	0.50	Yes	Yes	No
		Complete Jack Leg (per leg)	0.80	Yes	Yes	No
5TH WHEEL LANDING LEG						
		Both Legs (inner ram not available, replace appropriate leg)	1.50	Yes	Yes	No
		One Leg (inner ram not available, replace appropriate leg)	0.80	Yes	Yes	No
		Bevel Gears (per leg)	0.80	Yes	Yes	No
		Cap	0.30	Yes	Yes	No
		Gear Box	0.80	Yes	Yes	No
		Motor	0.50	Yes	Yes	No
		Switch	0.50	Yes	Yes	No
		Control Box: #66574	0.50	Yes	Yes	No
LEVELEGS						
		Front Legs (per leg)	0.80	Yes	Yes	No
		Rear Legs (per leg)	1.00	Yes	Yes	No
		Relay Control	0.80	Yes	Yes	No
		Key Pad	0.80	Yes	Yes	No





ATWOOD

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
TOP WIND JACKS						
		Complete Jack - Bolt On	0.50	No	Yes	Yes
		Complete Jack - Weld On	1.00	No	Yes	Yes
		Bearing	1.00	No	Yes	Yes
		Handle	0.50	No	Yes	Yes
BALL SCREW CAMPER JACK						
		Electric - Complete Jack	0.50	No	Yes	Yes
		Electric - Bevel Gears	0.80	No	Yes	Yes
		Electric - Brackets	0.50	No	Yes	Yes
		Electric: Cover Top/Bottom	0.30	No	Yes	Yes
		Electric - Motor	0.50	No	Yes	Yes
		Electric - Motor Switch	0.50	Yes	Yes	No
		Electric - 2-Way Plug or 4-Way Plug	0.50	No	Yes	Yes
		Electric - Truck Jack Remote Control	0.20	Yes	Yes	No
		Electric - Relay Control Module	1.00	Yes	Yes	No
		Electric - Activation Switch	0.50	Yes	Yes	No
		Manual - Complete Jack (added 0.30 for each additional jack)	0.50	No	Yes	Yes
		Manual - Cover	0.30	No	Yes	Yes
		Manual - Bevel Gears	0.80	No	Yes	Yes
		Manual - Brackets	0.50	No	Yes	Yes

ATWOOD


Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
BRAKE SYSTEM						
		Complete Jack	0.50	No	Yes	Yes
		Jack Cover Kits	0.30	No	Yes	Yes
		Lens	0.30	No	Yes	Yes
		Light Socket	0.30	No	Yes	Yes
		Light Switch	0.30	No	Yes	Yes
		Motor	0.50	No	Yes	Yes
		Motor Switch	0.30	No	Yes	Yes
SIDE WIND JACK						
		Complete Jack - Bolt On	0.50	No	Yes	Yes
		Complete Jack - Weld On	0.50	No	Yes	Yes
		Bevel Gears	0.50	No	Yes	Yes
		Cover	0.50	No	Yes	Yes
		Handle	0.50	No	Yes	Yes
STABILIZER JACK						
		Complete Jack	0.50	No	Yes	Yes

AWNINGS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
AWNINGS (SOLERA)						
		Awnings - Unit Replacement	1.50	No	No	Yes
		Roller Tube Assembly - Replacement	1.50	No	No	Yes
		Fabric - Replacement	1.50	No	Yes	Yes
		Fabric - Pinholes	0.20	No	No	Yes
		Slide Topper	1.00	No	No	Yes
		Slide Topper - Fabric Replacement	1.00	No	No	Yes
		Torsion Spring Assembly - Manual Awning or Slide Topper	0.70	No	Yes	Yes
		Support Arm Assembly	0.50	No	No	Yes
		Pull Down Rod	0.20	No	Yes	Yes
		Power Awning Interior Switch	0.30	Yes	No	No
		Awning LED Dimmer Switch	0.30	Yes	No	No
		Power Awning Wiring Harness	0.30	No	No	Yes
		Awning LED Lights	0.50	No	No	Yes
		Awning Serenity Lights - Security, Awning Arm	0.50	Yes	No	No
		Awning Power Supply for LED Lights	0.50	No	No	Yes
		Awning Speakers	0.30	No	No	Yes
		RGB Light Strip	0.50	Yes	No	No
		RGB Light Remote	0.20	Yes	No	No
		RGB Light Power Wire	0.50	Yes	No	No
		RGB Light Remote Sensor	0.50	Yes	No	No
		Awning - Guide/Bracket Awning LED Motor Brush	0.50	Yes	No	No
		Gas Struts	0.30	No	No	Yes
		Awning Head Assembly	0.50	No	No	Yes
		Power Awning Motor Replacement	0.50	Yes	No	No
		Travel Lock (Jayco product only)	0.30	No	No	Yes
		Awning Smart Arm Controller	0.20	Yes	No	No
		Awning Smart Arm Harness	0.80	Yes	No	No
		Awning Pitch Arm	0.50	No	No	Yes
NOTE: All fabric - wrinkles in fabric is not under warranty and for any other issue, a photo is required.						
















AWNINGS

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION

Item/Product	Location	Photo Examples
Awning Tag	When facing the unit, the tag is to the right side sewn into the seam up against the unit.	

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
AWNING (THULE)						
		Thule TO5200 - Unit Replacement	1.00	No	Yes	Yes
		Thule TO6300 - Unit Replacement	0.50	No	Yes	Yes
		Thule TO6300 - Cover Housing	0.30	No	No	Yes
		Thule TO5200 PVC/Aluminum Roller Tube Support	0.30	No	No	Yes
		Thule TO6300 PVC/Aluminum Roller Tube Support	0.40	No	No	Yes
		Thule Lead Rail	0.50	No	No	Yes
		Thule TO5200 - Fabric Change	0.60	No	Yes	Yes
		Thule TO6300 - Fabric Change	0.70	No	Yes	Yes
		Thule Awning gear	0.30	No	No	Yes
		Thule End Caps	0.20	No	No	Yes
		Thule TO5200 Support Springs	0.20	No	No	Yes
		Thule TO6300 Support Springs	0.40	No	No	Yes
		Thule TO5200 Support Legs	0.20	No	No	Yes
		Thule TO6300 Support Legs	0.20	No	No	Yes
		Thule TO5200/TO6300 Spring Arms	0.40	No	No	Yes
		Thule TO5200/TO6300 Tension Arms	0.20	No	No	Yes
		Thule TO5200/TO6300 Motor	0.40	No	No	Yes
		Thule LED Strip Change	0.70	No	No	Yes
		Thule TO1200 Fabric Change	0.40	No	No	Yes
		Thule TO1200 Front Profile End Cap	0.20	No	No	Yes
		Thule TO1200 Front Profile	0.40	No	No	Yes
		Thule TO1200 Spring Arm	0.30	No	No	Yes
		Thule TO1200 Support Leg	0.20	No	No	Yes

AXLES & SUSPENSION

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
FRAME/CHASSIS COMPONENTS						
		Correct Track	1.00	No	Yes	Yes
OPERATION AND DESCRIPTION 2K-7K AXLE						
		Turn Hub and Drum Diameter (with signed waiver - prior approval required)	PAR	No	Yes	Yes
AXLE BEAMS- OPERATION & DESCRIPTION						
		Complete Axle Assembly -*2K-7K **8K-16K (includes reconnecting and testing)	*1.00 **1.50	No	Yes	Yes
		Axle Assembly - Torsion Axle Bolted to Frame (includes remove and replace axle beam)	0.80	No	Yes	Yes
BRAKES - ELECTRIC/HYDRAULIC - OPERATION & DESCRIPTION						
		Brake Assembly Each (includes remove and replace grease seal)	0.50	No	Yes	Yes
		Rotor On Oil Bath/Lube	0.80	No	Yes	Yes
		Caliper Bracket On Oil Bath/Lube	0.30	No	Yes	Yes
		Rewire an Axle (simple wire job)	0.20	No	No	Yes
		Adjust Brakes (normal maintenance)	0.00	No	No	Yes
		Brake Assembly 10/12K (includes remove and replace grease seal)	1.50	No	Yes	Yes
		Brake Rotors 10/12K	1.50	Yes	Yes	Yes
HUB EQUIPMENT - OPERATION & DESCRIPTION						
		Hub and Drum or Idler Hub Complete (each)	0.50	No	Yes	Yes
		Two Piece Hub/Drum Assembly 10/12K	1.00	No	Yes	Yes
		Grease/Oil Seal Each (includes repacking bearings)	0.50	No	Yes	Yes
		Bearings, Inner/Outer per Wheel (includes cup and cone)	0.50	No	Yes	Yes
		Wheel Studs per Hub (includes remove and replace grease seal)	0.40	Yes	Yes	Yes
		Wheel Bullet Cap (Dust Cap) (no rack time allowed)	0.20	No	No	Yes
SUSPENSION - OPERATION & DESCRIPTION						
		Leaf Spring (each)	0.30	Yes	Yes	Yes
		Equalizer (each)	0.40	Yes	Yes	Yes
		Attaching Parts (AP) Kit	0.80	No	Yes	Yes
NOTE: The axle serial number, model, and date of manufacture must be documented for repair claims to be eligible for reimbursement.						
NOTE: For ABS Brakes See Electronics Section: Anti-Lock Braking System page 18						






AXLES & SUSPENSION

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
INDEPENDENT SUSPENSION						
		Frame Box Module	0.80	No	Yes	Yes
		Side Stub Arm	0.80	No	Yes	Yes
		Coil Spring	0.50	Yes	Yes	No
		Gas Shock	0.30	Yes	Yes	No
		Bumper Stop	0.50	Yes	Yes	No
		Spindle Welds	0.80	Yes	Yes	No
		Arm Welds	0.80	Yes	Yes	No
TOURING COIL SUSPENSION						
		Touring Coil Suspension - Bump Stop	0.30	No	No	Yes
		Touring Coil Suspension - Chassis Coil Spring Mount	0.30	No	Yes	Yes
		Touring Coil Suspension - Coil Spring	0.50	Yes	Yes	No
		Touring Coil Suspension - Shock	0.30	Yes	Yes	No
		Touring Coil Suspension - Track Bar	0.30	No	Yes	Yes
		Touring Coil Suspension - Trailing Arm	0.50	No	Yes	Yes
		Touring Coil Suspension - U-Bolt	0.30	No	No	Yes

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION

Item/Product	Location	Photo Examples
Axle Tag	Located on the Axle Beam	
Chassis Tag	<p>Larger Sticker (PHOTO: A) is located on the curb side front of I-beam for both travel trailers and fifth wheels.</p> <p>If larger sticker is not visible smaller sticker (PHOTO: B) is located on curb side of pinbox side plates for fifth wheels and on interior road side of drawbars for travel trailers.</p>	



BEDS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
HAPPIJAC ELECTRIC BED LIFT COMPONENTS						
		Plug and Play Control Module Replacement	0.30	Yes	Yes	No
		Plug and Play Brake Replacement	0.30	Yes	Yes	No
		Non-Plug and Play Brake Replacement	0.50	Yes	Yes	No
		Plug and Play Motor Replacement	0.50	Yes	Yes	No
		Non-Plug and Play Motor Replacement	0.80	Yes	Yes	No
		UP Down Control Switch Replacement	0.30	Yes	Yes	No
		Limit Switch - Upper Plug and Play	0.30	Yes	Yes	No
		Limit Switch - Upper Non-Plug and Play	0.40	Yes	Yes	No
		Limit Switch - Lower Plug and Play	0.40	Yes	Yes	No
		Limit Switch - Lower Non - Plug and Play	0.40	Yes	Yes	No
		Drive Sprocket - Long	1.50	Yes	Yes	No
		Drive Sprocket - Short	1.00	Yes	Yes	No
		Lower Chain Idler Assembly	0.80	Yes	Yes	No
		Trolley Tab Replacement	0.20	No	Yes	Yes
		Happijac Manufactured Bed Support Rail	0.30	No	Yes	Yes
		Murphy Bedlift Elec Controller PWR w/2 Relays P2K	0.20	Yes	Yes	No
VELA POP TOP						
		One Side Full Arm Assembly Replacement	0.50	No	Yes	Yes
		One Side Spring Replacement	0.20	No	Yes	Yes
		One Side Strut Replacement	0.20	No	Yes	Yes
		One Side Outside Latch Assembly	0.20	No	Yes	Yes
		Key Panel	0.20	No	Yes	Yes
		Key Panel and One Latch Cable Replacement	0.20	No	Yes	Yes
		Light or USB Panel	0.20	No	Yes	Yes
		Canvas	3.00	No	Yes	Yes
		Cap Replacement	6.00	No	Yes	Yes

CHASSIS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
CHASSIS						
		Safety Chain	0.50	No	No	Yes
		Outriggers	Varies	Varies	Yes	Yes
		Spring Hanger 1 (includes prep time to remove hangers) (One Side of Unit)	2.50	No*	Yes	Yes
		Spring Hanger 3 (includes prep time to remove hangers) (Both Sides of Unit)	3.50	No*	Yes	Yes
		Spring Hanger 6 (includes prep time to remove hangers) (Both Sides of Unit)	5.00	No*	Yes	Yes
		Spring Hanger 8 (includes prep time to remove hangers) (Both Sides of Unit)	6.00	No*	Yes	Yes
NOTE: Part return required if hanger is broken off, cracked, or has any other visible defect.						
		Step Paint Issue	Varies	No	No	Yes
		Lippert Tread Lock	0.40	No	No	Yes

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION

Item/Product	Location	Photo Examples
Frame Rail	To have a safe piece of frame rail to work with, it must be 18"+, for complete clamping force. Anything under 12" will not allow to safely cut the dog bone samples out. This is currently having a dog bone cut out of the sample. Example at the right.	
Frame Rail	To the Right is a warranty sample with two dog bones cut out of it. 18"+ is recommended to safely cut the samples out.	

CAMPING ACCESSORIES

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
CAMPING						
		Pressure Washer Battery - Power Pro Max	0.20	No	Yes	Yes

DOORS - LIPPERT & CHALLENGER





Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
RAMP DOOR - STANDARD						
		Ramp Door - Frame Paint	1.00	No	Yes	Yes
		Ramp Door- All Other Issues	1.00	No	Yes	Yes
		Complete Plain Ramp Door - Unit Replacement*	1.00	No	Yes	Yes
		Patio Ramp - Door Cable	0.50	No	Yes	Yes
		Ramp Door - Caster Wheel	0.30	Yes	Yes	Yes
		Bracket - Upper or Lower (each)	0.30	No	Yes	Yes
		Spring (each)	0.30	No	Yes	Yes
		Infinite Hinge	2.00	No	Yes	Yes
		Rail Kit	0.50	No	Yes	Yes
		Handle/ Lock	0.30	No	Yes	Yes
RAMP DOOR - TRIPLE PLAY						
		3 Stage Self Deploy Sensor	0.40	Yes	Yes	No
		Patio Ramp Power Harness	0.40	Yes	Yes	No
		3 Stage Garage Door Touch Pad	0.30	Yes	Yes	No
		Mini TP Prep Harness	0.40	Yes	Yes	No
		Lock	0.30	No	Yes	Yes
		Lock Cylinder	0.20	No	Yes	Yes
RAMP DOOR - BI-FOLD SUN DECK						
		Deck Barlock	0.30	No	No	Yes
		Stop Linkage	0.30	No	No	Yes
		Spring Assist	0.20	No	No	Yes
		Power Top Glass Panel	1.50	No	Yes	Yes
		Power Bottom Panel	2.50	No	Yes	Yes
		Complete Door	2.50	No	Yes	Yes

*For full color paint units add 2 hours per color for ramp doors. For units with minor graphics, add 0.30 hours for ramp doors.

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION

Item/Product	Location	Photo Examples
Ramp Door	Tag is located on the Roadside of the Unit.	

DOORS - LIPPERT & CHALLENGER

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
ENTRY DOOR						
		Door Lock - Entry *	0.30	No	No	Yes
		Door Latch - Screen	0.20	No	No	Yes
		Slider - Screen Door	0.20	No	No	Yes
		Plastic Frame Surrounding Entry Door Window	0.30	No	No	Yes
		Entry Door Window	0.50	No	No	Yes
		Hinge Replacement - 3 Hinges ***	1.00	No	Yes	Yes
		Controlled Motion Friction Hinge - 3 Hinges ***	1.00	No	Yes	Yes
		Entry Door - Shock/Strut	0.30	No	No	Yes
		Entry Door - Unit Replacement**	1.00	No	Yes*	Yes
		Entry Door - Core	0.50	No	Yes	Yes
		Entry Door - Window Shade	0.30	No	No	Yes
		Entry Door - Camber Adjustment	0.50	No	No	Yes
DOOR PARTS AND SCREEN PARTS						
		Screen Door - Unit Replacement	0.20	No	No	Yes
		Kick Plate Screen	0.20	No	No	Yes
		Entry Door - Weatherstrip Repair	0.30	No	No	Yes
		Entry Door - Weatherstrip	0.40	No	No	Yes
		Threshold Cover - Replacement	0.50	Yes	No	Yes
		Kanga Vinyl Door Replacement	1.00	Yes	No	Yes
PATIO DOOR						
		Complete Patio Door	1.00	No	Yes	Yes
		Patio Wall System	0.80	No	Yes	Yes
		Patio Wall System Velcro Strip (per panel)	0.20	No	Yes	Yes
		Patio Door Lock	0.20	No	Yes	Yes

DOORS - LIPPERT & CHALLENGER

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
BAGGAGE/COMPARTMENT DOOR						
		Baggage/Compartment Door - Replacement**	0.50	No	Yes	Yes
		Baggage/Compartment Door - Lock/Latch Replacement*	0.20	No	No	Yes
		Baggage/Compartment Door - Seal Replacement	0.30	No	No	Yes
		Hinge Replacement***	0.30	No	No	Yes

NOTE: Entry door and Screen door adjustments are not covered under warranty & prior contact must include photos.

* Photos of the door tag are required for entry door and baggage/compartment door locks.

**For full body paint units add 2 hours per color for entry doors and baggage/compartment doors. For decals/graphics add .30 per decal/graphic.

*** If the issue only involves the hinges, the complete door replacement will not be covered. The hinges can be replaced.


















PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION

Item/Product	Location	Photo Examples
Entry Door Tag	Tag is located on the hinge side of the inner door frame and is only visible when the door is fully open.	
Patio Door Tag	Tag is located on the right hand door handle behind the latching mechanism bracket.	
Baggage Door Tag	Tag is located on the inside of the panel near the hinge side of the door.	

























DOORS - LIPPERT & CHALLENGER

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION		
Item/Product	Location	Photo Examples
De-lamination	Requires full front facing photo, photo of product sticker, and photo of damage or defect.	
Leaking	Requires full front facing photo, photo of product sticker, inner frame measurements at top/middle/bottom showing measuring tape in image, and photo of hinges including screws, photo showing water/light intrusion.	
Alignment	Requires full font facing photo, photo of product sticker, inner frame measurements at top/middle/bottom showing measuring tape in image, and photo of hinges including screws.	
Latch	Requires full front facing photo, photo of product sticker, inner frame measurements at top/middle/bottom showing measuring tape in image, and photo of striker plate.	
Hitch	Requires full front facing photo, photo of product sticker, inner frame measurements at top/middle/bottom showing measuring tape in image, and photo of hinges including screws.	

ELECTRONICS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
LEVEL-UP LITE						
		Level-Up Lite Level Sensor	0.30	No	No	Yes
CAT SENSOR						
		Sensor	0.50	No	No	Yes
		Striker	0.80	No	No	Yes
KEYLESS ENTRY						
		Remote Receiver	0.50	No	No	Yes
		Door Latch Assembly	0.30	No	No	Yes
		Key Pad/Fob Programming	0.30	No	No	Yes
		Keyless Entry Wire Harness	0.50	No	No	Yes
		Contact Replacement	0.50	No	No	Yes
		Bauer Keyless Entry Door Handle	0.30	No	No	Yes
WIRELESS REMOTE						
		Remote Receiver and Sync with Fob	0.80	Yes	No	Yes
		Remote Control Only and Synchronize	0.30	Yes	No	Yes
		Pop-Up Camper Receiver and Sync with Fob	0.50	Yes	No	Yes
		Linc Pad Remote	0.20	Yes	No	Yes
		Linc Pad Remote Charger	0.20	Yes	No	Yes
TIRE LINC TIRE PRESSURE MONITOR SYSTEM						
		Tire Linc - Tire Pressure Monitor Panel	0.30	Yes	No	No
		Tire Linc - Tire Pressure External Stem/Valve Sensor	0.20	Yes	No	No
		TPMS - Internal Tire Sensor	0.50	Yes	No	No
		TPMS - Docking Station	0.30	Yes	Yes	No
		TPMS - Alert Indicator	0.20	Yes	Yes	No
		TPMS - Repeater	0.40	Yes	Yes	No
SWAY CONTROL						
		Sway Control - Module	0.30	Yes	Yes	Yes
		Sway Control - Main Harness	0.30	Yes	Yes	No
ONECONTROL						
		OneControl Touch Panel (OCTP)	0.20	Yes	Yes	No
		OneControl ConnectAnywhere Cellular Gateway Replacement	0.20	Yes	Yes	No






ELECTRONICS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
ONECONTROL CONTINUE						
		Cloud Gateway	0.20	Yes	Yes	No
		Bluetooth Gateway	0.20	Yes	Yes	No
		HVAC Control 2.0 Modules	0.30	Yes	Yes	No
		Generator Genie Control Module	0.40	Yes	Yes	No
		HVAC/ Generator Combo	0.30	Yes	Yes	No
		X1 Control Board	0.50	Yes	Yes	No
		X1J Control Board	0.50	Yes	Yes	No
		X1.5 Board	0.50	Yes	Yes	No
		X4 Board	0.80	Yes	Yes	No
		Unity M2 Board	0.30	Yes	Yes	No
		Unity M2.5 Board	0.30	Yes	Yes	No
		Lighting Control Module	0.20	Yes	Yes	No
		Omega Board	0.30	Yes	No	No
		Multi-Function Board	0.50	Yes	No	No
		RGB Lighting Controller	0.30	Yes	Yes	No
		Dimming Lighting Control Module	0.30	Yes	Yes	No
		Tank Monitor Controller	0.30	Yes	Yes	No
		Terminating Resistor	0.20	Yes	No	No
		Roof Mount Antenna	0.20	Yes	No	No
		Tank Sensor Resistor Pack	0.30	Yes	No	No
		Monitor Panel Tank Sensors	0.50	No	Yes	Yes
		Wi-Fi Gateway	0.30	Yes	No	No
		X0 Controller	0.20	Yes	Yes	No
		LINC2CAN (Smart Switch) - Switch Module/ Interface	0.50	Yes	No	No
		LINC2CAN (Smart Switch) - Data Cable	0.40	No	No	Yes
		LINC2CAN (Smart Switch) - Wireless Receiver	0.50	Yes	No	No
		Lippert Insight Back-up Camera	0.50	Yes	Yes	No
		Lippert Insight Display Monitor	0.50	Yes	Yes	No
		Dual USB Port	0.20	No	Yes	Yes
		Total Control Monitor Panel	0.20	Yes	Yes	No

ELECTRONICS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
ONECONTROL CONTINUE						
		OneControl (formerly MyRV) - Wall Mounted Tablet Replacement	0.20	Yes	Yes	No
		OneControl (formerly MyRV) - Digital Switch Replacement	0.20	Yes	No	No
		Compass Connect - Monitor Panel	0.20	Yes	Yes	No
		One Control Thermostat RV-C Controller	0.30	Yes	Yes	No
		One Control Leveling RV-C Controller	0.30	Yes	Yes	No
LIQUID PROPANE SENSORS						
		LP Tank Sensor	0.30	Yes	Yes	No
TEMPERATURE SENSORS						
		Temperature Sensor	0.30	Yes	Yes	No
ANTI-LOCK BRAKING SYSTEM						
		Replacement Sensor Wiring Harness	0.20	Yes	Yes	Yes
		Replacement ABS Hub Sensor	0.20	Yes	Yes	Yes
		Replacement Power Wiring Harness	0.20	Yes	Yes	Yes
		Replacement Control Module	0.20	Yes	Yes	Yes

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION

Item/Product	Location	Photo Examples
Component ID:	<p>Requires the 16-digit serial number. No picture is required if unit is located in the United States. If located outside the United States the 16 digit number along with a picture is required.</p> <p>Other photos are example of what is required for proper documentation with the date of manufacture noted.</p>	  
USB Port Tags	Lippert requires pictures of the USB port tag that is located on the body of the part.	 

FURNITURE

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
INTERIOR ELECTRICAL						
		Recliner/Rocker - Brain Box	0.40	No	Yes	Yes
		Theater Seating - Brain Box	0.30	No	Yes	Yes
		Recliner/Rocker - LED Light Strip	0.30	No	Yes	Yes
		Theater Seating - LED Light Strip	0.40	No	Yes	Yes
		Recliner/Rocker - Powered Cup Holder	0.40	No	Yes	Yes
		Theater Seating - Powered Cup Holder	0.40	No	Yes	Yes
		Recliner/Rocker - Motor	0.40	No	Yes	Yes
		Theater Seating - Motor	0.40	No	Yes	Yes
		Recliner/Rocker - Remote	0.30	No	Yes	Yes
		Theater Seating - Remote	0.30	No	Yes	Yes
		Furniture USB Port	0.30	No	Yes	Yes
		Seat Massage Component	0.60	No	Yes	Yes
		Ceiling Fan Garnish	0.50	No	Yes	Yes
		Thomas Payne Heat Pad	0.60	No	No	Yes
HIDE-A-BED						
		Back/Seat	0.50	No**	No	Yes
		Tri-fold / Hide-A-Bed	1.00	No**	No	Yes
		Tri-fold from the arm down	0.50	No**	No	Yes
		Tri-fold Middle Seat Cover	0.50	No**	No	Yes
		Cushion Cover	0.20	No**	No	Yes
		Seat Foam	0.20	No**	No	Yes
		Loose Cushion	0.20	No**	No	Yes





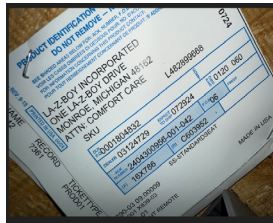

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION

Item/Product	Location	Photo Examples
Interior Imports	Vendor Imports image is required.	

The picture above is of our vendor label on imports only. This is a required picture for imported interiors.

**NO RETURNS REQUIRED unless there is a fabric issue (ONLY 12" x 12" Section Required)

FURNITURE

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
FLIP SOFA						
		Flip Sofa - Unit Replacement	0.50	No**	No	Yes
		Hinge (per each)	0.30	No	No	Yes
RECLINER/ROCKER						
		Mechanism	0.50	No	No	Yes
		Recliner/Rocker - Unit Replacement	0.40	No**	No	Yes
		Recliner/Rocker - Replacement From the Arms Down	0.50	No	No	Yes
		Handle/Cable	0.50	No	No	Yes
		Legget & Platt Mechanism	0.50	Yes	Yes	No
		Thomas Payne - Recliner Power Handle/Side Switch	0.50	No	Yes	Yes
LA-Z-BOY RECLINER						
		La-Z-Boy Recliner (Flat Rate per La-Z-Boy)				
Pictures required are located on the bottom of the foot rest.			<div></div>			
HAPPIJAC / SIT-N-SLEEP / ROLLOVER						
		Hinge - 1 Replaced	0.30	No	No	Yes
		Happijac Sit-n-Sleep - Unit Replacement	1.00	No**	No	Yes
		Foam	0.50	No**	No	Yes
U DINETTE & DINETTE						
		Dinette - Unit Replacement	0.50	No	No	Yes
		Drawer - Entire	0.20	No	No	Yes
		Drawer - Face	0.30	No	No	Yes
		Drawer Glides	0.30	No	No	Yes
		Cushion	0.20	No**	No	Yes
		Cushion Cover	0.20	No**	No	Yes

FURNITURE

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
MATTRESSES						
NOTE: Air Mattresses: soapy water test is required for all claims.						
		Air Mattress	0.50	No	No	Yes
		Inner Spring & Evergreen	0.20	No	No	Yes
		Bunk Mattress	0.20	No	No	Yes
		Mattress Cover	0.20	No**	No	Yes
		Heated Mattress	0.20	No	No	Yes
		Mattress Controller	0.20	No	No	Yes
SEATING STRUCTURE AND MECHANISM						
		Seat Power Switch	0.50	No	No	Yes
		Atwood Pedestal Base - Driver Side	0.50	No	No	Yes
		Atwood Pedestal Base - Passenger Side	0.50	No	No	Yes
		Atwood Power Seat Motor	0.50	No	No	Yes
		Motorized Seats	0.60	No	No	Yes
SPECIALTY SOFA						
		Complete Sofa	0.75	No	No	Yes
		Partial Section	0.40	No	No	Yes
		Back/Seat	0.50	No	No	Yes
		Cushion Cover	0.20	No	No	Yes
		Seat Foam	0.20	No	No	Yes
		Loose Cushion	0.20	No	No	Yes
THEATER SEATING / ENTERTAINMENT CENTER						
		Theater Seating - Unit Replacement	1.00	No	No	Yes
		Replacement part - Left Hand Facing Piece	0.50	No	No	Yes
		Replacement part - Right Hand Facing Piece	0.50	No	No	Yes
		Replacement part - Center Console	0.25	No	No	Yes
		Replacement part - From the Arms Down (1 side)	0.50	No	No	Yes













FURNITURE

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
MISCELLANEOUS INTERIOR						
		Ottoman	0.20	No	No	Yes
		Bolster/ Pillow/ Pontoon Arm	0.20	No	No	Yes
		Padded Part	0.20	No**	No	Yes
		J Cube - Complete	0.30	No**	No	Yes
		Leg/ Bar/ Bracket/ Foot (all sofas)	0.20	No	No	Yes
		Euro Chair	0.20	No	No	Yes
		Table Stand	0.30	No	No	Yes
		Standard Cup Holder	0.30	No	No	Yes


**** No returns required unless there is a fabric issue. (ONLY 12"x12" section is required)**

LAW AND PRODUCTION LABEL PLACEMENT	
PRODUCT	LOCATION
Hide-A-Bed (HAB)	Effective 6-1-19 - Production Label inside of the back rail. Law label inside of the front rail.
Tri-Fold Sofa	Effective 6-1-19 - Production Label inside of the back rail. Law label inside of the front rail.
Dinette	It is sewn on the bottom side of cushions near the zipper.
Flips - Jack Knife - Roll Over -HappyJac	It is sewn on the back of the seat.
Specialty Items (U-sofa, Sectionals, J-Lounge)	Right or left side lower base. If a pullout drawer is present, then inside the pullout drawer
Rockers	It is stapled to the bottom of the rocker next to the base.
Recliners	It is stapled under the foot kick out.
Euro Chairs	It is glued to the bottom of the seat or ottoman.
Thomas Payne Collection Theater Seating	It is stapled under the foot kick out.
Thomas Payne Tri-Fold Sofa	Production label is inside of the back rail. Law label is inside of the front rail.
Thomas Payne Jack Knife HappyJac	It is sewn on the back of the seat.
Lazy-Boy Recliners	Located on the bottom of the foot rest. Shown below

FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
AIR CONDITIONER						
		Complete Roof Unit	2.00	No	Yes	Yes
		Air Conditioner Rooftop Cover (Shroud)	0.40	No	No	Yes
		Evaporator Fan	0.60	No	No	Yes
		Evaporator Fan Motor	0.60	No	No	Yes
		Condenser Fan	0.60	No	No	Yes
		Condenser Fan Motor	0.60	No	No	Yes
		Start Capacitor	0.50	No	No	Yes
		Replace/Reseal Evaporator Shroud	0.50	No	No	Yes
		Replace Roof Gasket Seal	1.00	No	No	Yes
		Heat Strip & Replacement	0.70	No	No	Yes
A/C CONTROL BOX						
		Electronic/Manual Air Conditioner Controller Box	0.50	No	Yes	Yes
		Temperature/Freeze Sensor	0.50	No	No	Yes
A/C WALL THERMOSTAT						
		Electronic Wall Thermostat	0.30	No	Yes	Yes
AIR DISTRIBUTION BOX (MANUAL/ELECTRONIC)						
		Complete Air Distribution Box	0.80	No	No	Yes
		Plastic Air Distribution Box Cover/Vent	0.20	No	No	Yes
		Filter	0.20	No	No	Yes
		Control Knob	0.20	No	No	Yes
		LED Strip	0.20	No	No	Yes
ANTENNA (UHF/WIFI)						
		Complete Roof Top Antenna	0.50	No	No	Yes
		TV/AM/FM Rooftop Antenna (Head)	0.30	No	Yes	Yes
		Rooftop Antenna Locking Screw	0.20	No	No	Yes
		12V Interior Wall plate	0.30	No	No	Yes
ROUTER						
		Slide in Router	0.20	No	No	Yes
		Ceiling Mount Bracket	0.20	No	No	Yes

FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
CAMERA SYSTEM (SINGLE /MULTI CAMERA)						
		Camera Only	0.20	No	No	Yes
		Running/Marker Light Cover (per light)	0.20	No	No	Yes
		Replace/Repair Running/Marker Light Prep Bracket	0.30	No	No	Yes
		Replace/Repair Sharkfin Bracket	0.30	No	No	Yes
		Replace/Reseal/Prep Bracket Gasket	0.30	No	No	Yes
		Antenna	0.20	No	No	Yes
		Monitor Power Cable Fuse	0.20	No	No	Yes
		Replace/Repair Camera Power Cable	0.30	No	No	Yes
		Monitor Only	0.20	No	No	Yes
COOKTOP - INDUCTION						
		Complete Unit Replacement	0.70	No	No	Yes
2N1 RANGE OVEN						
		Complete Unit Replacement	0.70	No	Yes	Yes
		Wired/Diecast Grate	0.20	No	No	Yes
		Cooktop Grate Holding Gasket (per gasket)	0.20	No	No	Yes
		Top-Tray Module	0.20	No	Yes	Yes
		Top-Tray Glass Cover Middle Hinge	0.20	No	No	Yes
		Glass Cover Holding Rubber Bumpers	0.20	No	No	Yes
		Cooktop Left/Middle/Right Burner Module	0.40	No	No	Yes
		Replace/Repair Ignition Module	0.30	No	No	Yes
		Replace Range Knob	0.20	No	No	Yes
		Replace Light Switch	0.50	No	No	Yes
		Replace Knob LED	0.30	No	No	Yes
		Front Panel Module-Gas Pipe Assembly	1.00	No	No	Yes
		Door Seal	0.20	No	No	Yes
		Light Bulb/Light Bulb Cover	0.20	No	No	Yes
		Oven Burner Module	0.70	No	No	Yes
		Oven Bake Rack/Wire Oven Rack	0.20	No	No	Yes
		Oven Door	0.20	No	No	Yes
		Door Handle	0.20	No	No	Yes

FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
2N1 RANGE OVEN CONTINUED						
		Oven Ignition Module	0.50	No	No	No
		Pressure Regulator	0.40	No	No	No
2N1 DRAWER FRONT						
		Complete Unit Replacement	0.20	No	No	Yes
		Replace Drawer Door Handles	0.20	No	No	Yes
CHEF SERIES - COOKTOP						
		Complete Unit Replacement	0.40	No	No	Yes
		AA 1.5V Igniter Battery	0.20	No	No	Yes
		Cooktop Burner Kit	0.20	No	No	Yes
		Venturi Tube Left/Middle/Right	0.20	No	No	Yes
		Replace/Repair Spark Igniter (Wires)	0.70	No	No	Yes
		Ignition Module	0.70	No	No	Yes
		Cooktop Knob	0.20	No	No	Yes
		Wired/Diecast Grate	0.20	No	No	Yes
		Corrugated Pipe	0.40	No	No	Yes
		FFD Thermocouple	0.70	No	No	Yes
		Stainless Steel Top Tray	0.50	No	No	Yes
		Cooktop Trivet Support (One, Multiple or All)	0.20	No	No	Yes
		Valve/Knob Waterproofing Ring	0.20	No	No	Yes
CHEF SERIES - OVEN						
		Unit Replacement	0.70	No	Yes	Yes
		Unit Replacement with Cooktop	1.00	No	Yes	Yes
		Oven Knob	0.20	No	No	Yes
		Light Switch	0.40	No	No	Yes
		Knob LED	0.30	No	No	Yes
		Door Seal	0.20	No	No	Yes
		Light Bulb/Light Bulb Cover	0.20	No	No	Yes
		Oven Burner Module	0.70	No	No	Yes
		Oven Bake Rack/ Wire Oven Rack	0.20	No	No	Yes
		Oven Door	0.20	No	No	Yes
		Door Handle	0.20	No	No	Yes

FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
CHEF SERIES - OVEN CONTINUED						
		Oven Pilot/Ignition/ Thermocouple Module	0.50	Yes	Yes	No
		Pressure Regulator	0.40	No	No	Yes
		Cooling Fan Motor	0.50	No	No	Yes
		Display PCBA	0.50	No	No	Yes
		Regulator & Gas Valve Assembly	0.50	No	No	Yes
		12V Igniter Assembly	0.50	No	No	Yes
		Injector Assembly	0.50	No	No	Yes
		Inner Wire Assembly	0.50	No	No	Yes
		Stone Support Assembly	0.20	No	No	Yes
		Temperature Probe	0.50	No	No	Yes
		Timer	0.50	No	No	Yes
		Vent Assembly	0.20	No	No	Yes
		Power Cord and Wire Lock	0.30	No	No	Yes
		Front Decoration Assembly	0.30	No	No	Yes
CONVERTER (60A/80A)						
		Unit Replacement	0.50	No	No	Yes
CORD SETS / ADAPTERS						
		Unit Replacement	0.20	No	No	Yes
		30A/50A Injection Metal Ring	0.20	No	No	Yes
AC/DC DISTRIBUTION BOX						
		Unit Replacement	1.00	No	No	Yes
DISHWASHER						
		Unit Replacement	0.70	No	No	Yes
		Complete Door	0.50	No	No	Yes
		Dispenser	0.30	No	No	Yes
		Outer Door, Stainless Steel Cover	0.50	No	No	Yes
		Handle Assembly with Door Switch	0.50	No	No	Yes
		Cutlery Basket	0.20	No	No	Yes
		Rail Block	0.20	No	No	Yes
		Dish Rack Rail	0.20	No	No	Yes
		Water Hose	0.20	No	No	Yes






FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
FIREPLACE						
		Unit Replacement	0.30	No	No	Yes
FURNACE (60A/80A)						
		Unit Replacement	1.00	No	Yes	Yes
		Blower	2.00	No	No	Yes
		TOD	1.30	No	No	Yes
		Control	1.30	Yes	No	Yes
		Sail Switch	1.30	No	No	Yes
		Harness	1.50	No	No	Yes
INLET 30/50 AMP						
		Unit Replacement	0.30	No	No	Yes
INLET TV						
		Unit Replacement	0.20	No	No	Yes
INVERTER						
		Unit Replacement	0.50	No	No	Yes
MICROWAVE - 0.9CF						
		Unit Replacement	0.50	No	No	Yes
		Trim Kit	0.20	No	No	Yes
		Turntable/Turntable Ring Assembly	0.20	No	No	Yes

FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
MICROWAVES						
		Unit Replacement	0.50	No	No	Yes
		Wall Mounting Plate	0.60	No	No	Yes
		Cover for Surface Lights	0.20	No	No	Yes
		Door Assembly	0.50	No	No	Yes
		Vent Filters	0.20	No	No	Yes
		Charcoal Filter	0.30	No	No	Yes
		Light Bulb for Microwave Oven	0.30	No	No	Yes
		Turntable / Turntable Ring Assembly	0.20	No	No	Yes
		Shelf Supports (Per Support)	0.20	No	No	Yes
		Trim Cover	0.20	No	No	Yes
		Vent Assembly for Exterior Venting	0.20	No	No	Yes
		Round Wire Rack Assembly	0.20	No	No	Yes
		Wire Shelf	0.20	No	No	Yes
MULTIPLEXER						
		Unit Replacement	0.20	No	No	Yes
POWER CENTER (35A/45A)						
		Unit Replacement	1.00	No	No	Yes
RANGE HOOD						
		Unit Replacement	0.50	No	No	Yes
		Filter Charcoal/Aluminum	0.20	No	No	Yes
		Electrical Switch/Button	0.20	No	No	Yes
		Fan Blade	0.20	No	No	Yes
RV GRILL						
		Unit Replacement	0.30	No	No	Yes
		Lid/Splash Guard and Warming Rack	0.30	No	No	Yes
		Warming Rack	0.20	No	No	Yes
		Grates and Rubber Rings	0.20	No	No	Yes
		Knob/Drip Tray	0.20	No	No	Yes
		Grate Rubber Ring	0.20	No	No	Yes

FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
COMPACT REFRIGERATORS						
		Unit Replacement	0.50	No	No	Yes
		Replacement of Upper/Bottom Hinge	0.30	No	No	Yes
		Replace Thermostat Knob	0.20	No	No	Yes
		Cover	0.20	No	No	Yes
		Adjustable Leg	0.30	No	No	Yes
		Door Seal	0.30	No	No	Yes
		Dry Filter	0.20	No	No	Yes
		LED Cover	0.20	No	No	Yes
		Small Glass Shelf/Big Glass Shelf	0.20	No	No	Yes
		Fridge Door	0.30	No	No	Yes
		Crisper Drawer	0.20	No	No	Yes
		Replace Mini Refrigerator below 6CF 12V or 110W (Everchill)	0.30	No	No	Yes
		Replace T50 Electric Cooler (Everchill)	0.20	No	No	Yes
		Replace Wine Cooler (Everchill)	0.30	No	No	Yes
		Replace Whole Portable Ice Maker HVB-12/B (Greystone)	0.20	No	No	Yes
		Replace Temperature Control Panel Board	0.50	No	No	Yes
		Replace Temperature Control Wind channel	0.50	No	No	Yes
		Replace Freezer Fan Panel	0.30	No	No	Yes
REFRIGERATOR - 8CF AND 10CF						
		Unit Replacement	1.50	No	Yes	Yes
		Fuse/Blade Fuse	0.50	Yes	Yes	No
		Thermostat Temperature Controller	0.30	Yes	Yes	No
		Thermostat Knob	0.20	No	No	Yes
		Charcoal/Dry Filter	0.20	No	No	Yes
		LED Light/Bar/Light Cover/Light Assembly Base	0.30	No	No	Yes
		Drawer	0.20	No	No	Yes
		Big/Small/Freezer - Crisper Door Bin	0.20	No	No	Yes
		Door Stopper/Door Catch	0.20	No	No	Yes
		Door Panel	0.20	No	No	Yes
		Storage Lock	0.20	No	No	Yes

FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
REFRIGERATOR - 8CF AND 10CF						
		Door Switch	0.30	No	No	Yes
		Compressor Control Module	1.10	No	No	Yes
		Glass/Wire Shelf of Freezer/ Fresher Compartment	0.20	No	No	Yes
		Freezer/Fresher Door Assembly	0.50	No	No	Yes
		Freezer/Fresher Door Side Cover	0.20	No	No	Yes
		Door Latch	0.20	No	No	Yes
		Drainage Tube	0.70	No	No	Yes
		Cooling Fan	1.00	No	No	Yes
		Freezer Fan Assembly	0.30	No	No	Yes
		Fresher/Freezer Temp Sensor	0.40	No	No	Yes
		Terminal Block	0.50	No	No	Yes
		Ventilation Cover	0.20	No	No	Yes
		Top Hinge/Bottom Hinge	0.30	No	No	Yes
		Freezer/Refrigerator Door Gasket	0.50	No	No	Yes
		Middle Hinge	0.50	No	No	Yes
		Readjust/Realign Door Hinge(s)	0.40	No	No	Yes
		Air Duct Assembly	1.00	No	No	Yes
REFRIGERATOR - 14CF 110V						
		Unit Replacement	2.00	No	Yes	Yes
		Cooling Fan	0.70	No	No	Yes
		Top/Bottom Door Latch	0.20	No	No	Yes
		Top Hinge/Bottom Hinge	0.30	No	No	Yes
		Middle Hinge	0.50	No	No	Yes
		Crisper Door Bin	0.20	No	No	Yes
		Crisper Drawer	0.20	No	No	Yes
		Freezer/Fresher Door Gasket	0.50	No	No	Yes
		Back Door Cover	0.20	No	No	Yes
		Air Duct Assembly	1.00	No	No	Yes



FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
REFRIGERATOR - 14CF 110V						
		Freezer/Fresher Door Assembly	0.50	No	No	Yes
		Freezer/Fresher Door Side Cover	0.20	No	No	Yes
		Glass Shelf of Freezer/Fresher Compartment	0.20	No	No	Yes
		LED Light/Light Cover/Light Assembly Base	0.30	No	No	Yes
		Plastic Top/Side Trim/Plastic Bottom Vent	0.20	No	No	Yes
		Display Panel	0.50	No	Yes	Yes
REFRIGERATOR - 16CF, 20CF AND 21CF						
		Unit Replacement	2.00	No	Yes	Yes
		LED Light	0.30	No	No	Yes
		Door Stopper	0.20	No	No	Yes
		Ice Maker Assembly	0.50	No	Yes	Yes
		Crisper Box Cover/Crisper Box	0.20	No	No	Yes
		Fresh Drawer Cover/Fresh Drawer	0.20	No	No	Yes
		Upper Shelf/Lower Shelf/Middle Shelf	0.20	No	No	Yes
		Inner/Freezer/Refrigerator Door Gasket	0.50	No	No	Yes
		Freezer Lower Drawer/Upper Drawer	0.20	No	No	Yes
		Serving Tray	0.20	No	No	Yes
		Left/Right/Freezer Door	0.30	No	No	Yes
		Left/Right/Freezer Door Handle	0.20	No	No	Yes
		Compressor Control Module	1.10	Yes	Yes	Yes
		Main PCB	0.70	Yes	Yes	Yes
		Water Valve	0.50	No	No	Yes
		Air Duct Assembly	1.00	No	No	Yes
		Water Valve Connection Kit	0.30	No	No	Yes
		Display Panel PCB and Cover	0.50	Yes	Yes	Yes
		Freezer Fan Assembly	1.00	No	No	Yes
		Freezer Temperature Sensor	1.10	No	No	Yes







FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
REMOTE (ANY)						
		Unit Replacement	0.20	No	No	Yes
SPEAKER						
		Unit Replacement	0.20	No	No	Yes
SOLAR CONTROLLER						
		Unit Replacement of 25A/ 50A MPPT Main Unit	0.20	No	Yes	No
		Replacement of 25A/ 50A MPPT prep-base	0.50	No	No	Yes
		Unit Replacement of 10A PWM Charger	0.20	No	Yes	Yes
		Battery Monitor	0.30	No	No	Yes
SOLAR PANEL						
		Unit Replacement	0.20	No	Yes	Yes
		Replace and Reseal Solar Prep Bracket	0.40	No	No	Yes
		Replace and Reseal Solar Inlet	0.40	No	No	Yes
		Rooftop Electrical Box	0.40	No	Yes	Yes
		Solar Connectors	0.20	No	Yes	Yes
SOUND BAR						
		Unit Replacement	0.30	No	No	Yes
		Replacement and Rewire Harness for 2-Zone Soundbar	0.40	No	No	Yes
		Replacement and Rewire Harness for 4-Zone Soundbar	0.50	No	No	Yes
		Replace Fuse (located in wire-harness)	0.40	No	No	Yes
		Replace Speaker Cover	0.20	No	No	Yes
SOUND BAR (OUTDOOR)						
		Unit Replacement	0.20	No	No	Yes
		Wall Mount Key Hole Brackets	0.30	No	No	Yes
		L-Brackets	0.30	No	No	Yes










FURRION & WAY

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
STEREO						
		Unit Replacement	0.30	No	No	Yes
		Replace and Rewire Harness	0.40	No	No	Yes
		Fuse (either in wire-harness or back of unit)	0.40	No	No	Yes
		Replace Knob	0.20	No	No	Yes
		Replace Faceplate	0.20	No	No	Yes
		Replace Trim Kit	0.20	No	No	Yes
SUBWOOFER						
		Unit Replacement	0.30	No	No	No
TANKLESS WATER HEATER						
		Unit Replacement	1.20	No	Yes	Yes
		Wall Control Unit	0.30	Yes	Yes	No
		Door	0.20	Yes	Yes	No
		Fuse Replacement	0.20	No	No	Yes
		Door Locker Assembly	0.20	No	No	Yes
		Flue Duct Seal	0.20	No	No	Yes
		Repair/ Clean Igniter	1.00	No	No	Yes
		Water Filter Assembly	0.30	No	No	Yes
		Water Heater - Main Control Board	0.70	No	Yes	Yes
		Water Heater - O-Ring	0.30	No	Yes	Yes
		Flow Sensor	0.60	No	No	Yes
TRANSFER SWITCH						
		Unit Replacement	0.20	No	No	Yes
INDOOR/OUTDOOR TV						
		Replace TV (using standard wall mount bracket	0.50	No	No	Yes
		Replace TV (installed in a casement)	0.70	No	No	Yes
		Power Cord/ 12V Cigarette Lighter Adapter	0.50	No	No	Yes
		AC/DC Adapter	0.20	No	No	Yes
		Unit Replacement	0.50	No	No	Yes
		Unit Replacement (installed in a casement)	0.70	No	No	Yes


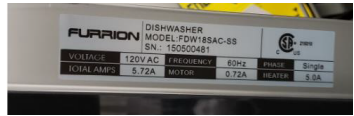









PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION






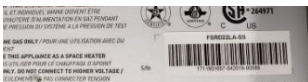


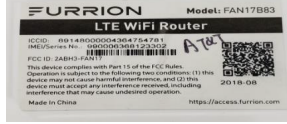





Product	Location	Picture Needed
A/C (Air Conditioner)	Serial label is found in the air duct and can be viewed by removing the air distribution box shroud and looking through the room air return	 
A/C Wall Thermostat	Serial Label Found Inside Bracket	 
A/C Control Box (Single and Multi)	Serial Label is found on the front of the control box as shown	
Air Dist Box (Manual/Electric)	Serial label is found on the front of the ADB metal frame under the plastic shroud cover	 
Antenna (UHF / WiFi)	Serial label is found on the underside of the antenna head	 

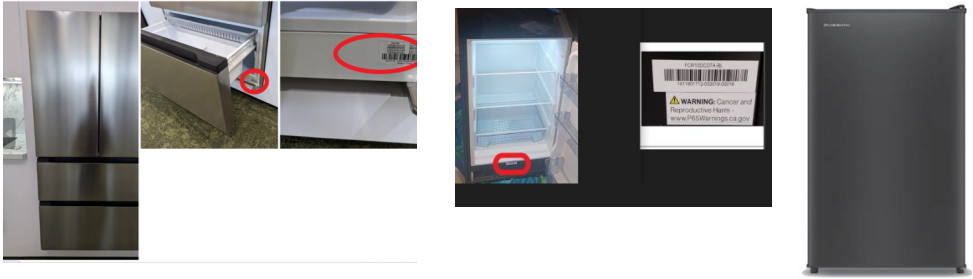







FURRION & WAY

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION		
Product	Location	Picture Needed
Camera System (Single/Multi)	Serial label is found on the back of the camera monitor	 
Cooktop - Induction	Serial label is found either on the front edge or on the back of the cooktop	 
Cooktop - Range Oven	Serial tag is found inside the cooktop in the front left corner. The cooktop cover will need to be removed to see the label	 
Cooktop - Chef Series	Serial label is found on the backside of the base pan	 
Cord Set - Detachable	Part picture only, item not serialized	

FURRION & WAY

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION		
Product	Location	Picture Needed
Dishwasher	Serial tag is found on the inside frame of the door on both the short and the tall dishwasher models	 
Drawer	Serial label is found on the underside of the drawer in the forward right hand corner	 
Fireplace	Serial label is found on the back of the fireplace	 
Inlet 30 / 50 Amp	Part picture only, item not serialized	 
Inlet TV	Part picture only, item not serialized	
Microwave -.9cf	Serial label is found on the back of the microwave	 

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION		
Product	Location	Picture Needed
Microwave - 1.5 and 1.6cf	Serial label is found on the lower frame of the door when the door is open	 
Oven - Range Oven	Serial label can be found on the inside of the oven door along the edge of the cavity or under the cook top on the left side on the top of the oven	 
Oven - Chef Oven	Serial label is found on the top of the casement. The oven will need to be removed to see the serial number	 
Remotes (Any)	Part picture only, item not serialized	
Router	Serial label is found on the back of the router. The router must be removed from the mount to find the label	 
Stereos / Infotainment	Serial label is found: DV1XXX - On top of radio frame (Stereo removal required) DV3XXX - Under stereo faceplate DV5XXX - On top of radio frame (Stereo removal required) DV7XXX - On side of radio frame (Stereo removal required)	  
Range Hood	Serial label is found underneath	 

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION		
Product	Location	Picture Needed
Refrigerator-20cf	Serial label is found on the bottom, right corner once the freeze door is opened	
Refrigerator-8 and 10cf	Serial label is found on the inside door on the bottom edge of the fresher cavity	
Refrigerator-4.3cf	Serial label is found in the right corner of the back of the fridge	
Speakers	Part Picture only, item not serialized	
Solar Controller	Serial label is found on the side of solar controller	
Soundbars	Serial label is found on the back of the sound bar	
Subwoofers	Part picture only, item not serialized	
Transfer Switch	Serial label is found on the side of the switch box	
Televisions	Serial label is found on the back panel of the TV	
Water Heater -	Found behind the door	

GIRARD

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
AWNINGS						
		Ultra Window Awning	1.00	No	Yes	Yes
		Ultra Window Awning - Fabric	0.50	No	Yes	Yes
		Ultra Window Awning - Cover Housing	1.00	No	Yes	Yes
		Ultra Window Awning - Arm	0.50	Yes	Yes	No
		Ultra Window Awning - Spring	1.00	No	Yes	Yes
		Ultra Window Awning - Rubber Gasket	0.50	No	Yes	Yes
		GG750 Door/Patio Awning -	2.00	No	Yes	Yes
		GG750 Door/Patio Awning - -Fabric	2.00	No	Yes	Yes
		GG750 Door/Patio Awning - - Motor	2.00	Yes	Yes	No
		GG750 Door/Patio Awning - Lateral Arm (per arm)	1.00	Yes	Yes	No
		GG750 Door/Patio Awning - Shoulder RH or LH	0.80	Yes	Yes	No
		GG750 Door/Patio Awning - Shoulder Center	1.50	Yes	Yes	No
		GG750 Door/Patio Awning - Lead Rail	1.50	No	Yes	Yes
		GG750 Door/Patio Awning - Motor Limit (adjust)	0.40	No	Yes	Yes
		GG750 Door/Patio Awning - Motion Sensor, (wired)	0.40	Yes	Yes	No
		GG750 Door/Patio Awning - Motion Sensor, RF	0.50	Yes	Yes	No
		GG750 Door/Patio Awning - Remote Control, Wall Switch	0.40	No	Yes	Yes
		GG750 Door/Patio Awning - Dry Contact Module	0.40	No	Yes	Yes
		GG750 Door/Patio Awning - Motor Control Receiver RF	0.50	Yes	Yes	No
		GG750 Door/Patio Awning - Motor Control Receiver (wired)	0.50	Yes	Yes	No
		GG750 Door/Patio Awning - LED Light Strip	0.50	No	Yes	Yes
		GG750 Awning - Reprogramming Without Response	0.40	No	Yes	Yes

GIRARD

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
AWNINGS CONTINUED						
		Vision Patio Awning - Complete Roof Mount	2.00	No	Yes	Yes
		Vision Patio Awning - Fabric Roof Mount	2.00	No	Yes	Yes
		Vision Patio Awning - Motor Roof Mount	3.50	Yes	Yes	No
		Vision Patio Awning - Lateral Arm (per arm)	1.00	Yes	Yes	No
		Vision Patio Awning - Shoulder Replacement (right-hand or left-hand)	0.80	Yes	Yes	No
		Vision Patio Awning - Shoulder Replacement (center)	1.50	Yes	Yes	No
		Vision Patio Awning - Lead Rail Lateral Adjustment	0.40	No	Yes	Yes
		Vision Patio Awning - Lead Rail	2.00	Yes	Yes	No
		Vision Patio Awning - Motor Limit Adjustment	0.40	No	Yes	Yes
		Vision Patio Awning - Anemometer	0.50	Yes	Yes	No
		Vision Patio Awning - Motion Sensor	0.40	Yes	Yes	No
		Vision Patio Awning - Motor Control Receiver	0.50	Yes	Yes	No
		Vision Patio Awning - Reprogramming w/out Replacement	0.40	No	Yes	Yes
		Vision Patio Awning - Restraining the Crossbar	1.00	No	Yes	Yes
		Vision Patio Awning - LED Light Strip	0.50	No	Yes	Yes
		Vision Patio Awning - Remote Control, Wall Switch	0.40	No	Yes	Yes
		Vision Patio Awning - Dry Contact Module	0.40	No	Yes	Yes
		Nova Patio Awning - Complete Surface Mount	2.00	No	Yes	Yes
		Nova Patio Awning - Complete Roof Mount	2.00	No	Yes	Yes
		Nova Patio Awning - Fabric Surface Mount	1.00	No	Yes	Yes
		Nova Patio Awning - Fabric Roof Mount	2.00	No	Yes	Yes
		Nova Patio Awning - Motor Surface Mount	2.00	Yes	Yes	No
		Nova Patio Awning - Motor Roof Mount	3.50	Yes	Yes	No
		Nova Patio Awning - Lateral Arm (Per Arm)	1.00	Yes	Yes	No
		Nova Patio Awning - Shoulder RH or LH	0.80	Yes	Yes	No
		Nova Patio Awning - Shoulder Center	1.50	Yes	Yes	No
		Nova Patio Awning - Lead Rail Lateral Adjustment	0.40	No	Yes	Yes
		Nova Patio Awning - Lead Rail	2.00	Yes	Yes	No
		Nova Patio Awning - Motor Limit Adjustment	0.40	No	Yes	Yes

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
AWNINGS CONTINUED						
		Nova Patio Awning - Anemometer	0.50	Yes	Yes	No
		Nova Patio Awning - Motor Sensor	0.40	Yes	Yes	No
		Nova Patio Awning - Motor Control Receiver	0.50	Yes	Yes	No
		Nova Patio Reprogramming without Replacement	0.40	No	Yes	Yes
		Nova Patio Awning - Rubber Seal	1.00	No	Yes	Yes
		Nova Patio Awning - Restraining the Crossbar	1.00	No	Yes	Yes
		Nova Patio Awning - LED Light Strip	0.50	No	Yes	Yes
		Nova Patio Awning - Remote Control, Wall Switch	0.40	No	Yes	Yes
		Nova Patio Awning - Dry Contact Module	0.40	No	Yes	Yes
		ULTRA Slide Topper Awning - Complete	1.00	No	Yes	Yes
		ULTRA Slide Topper Awning - Fabric	1.00	No	Yes	Yes
		ULTRA Slide Topper Awning - Rail	0.50	No	Yes	Yes
		ULTRA Slide Topper Awning - Cover Housing	1.00	No	Yes	Yes
		ULTRA Slide Topper Awning - Brush	0.50	No	Yes	Yes
		ULTRA Slide Topper Awning - Spring	1.00	No	Yes	Yes
		ULTRA Slide Topper Awning - Rubber Gasket	1.00	No	Yes	Yes
		G1500 Door/G2000 Patio Awning - Surface Mount	2.00	No	Yes	Yes
		G1500 Door/G2000 Patio Awning - Roof Mount	2.00	No	Yes	Yes
		G1500 Door/G2000 Patio Awning - Fabric Surface Mount	1.00	No	Yes	Yes
		G1500 Door/G2000 Patio Awning - Fabric Roof Mount	2.00	No	Yes	Yes
		G1500 Door/G2000 Patio Awning - Motor Surface Mount	2.00	Yes	Yes	No
		G1500 Door/G2000 Patio Awning - Motor Roof Mount	3.50	Yes	Yes	No
		G1500 Door/G2000 Patio Awning - Lateral Arm (per arm)	1.00	Yes	Yes	No
		G1500 Door/G2000 Patio Awning - Shoulder (right-hand or left-hand)	0.80	Yes	Yes	No
		G1500 Door/G2000 Patio Awning - Shoulder Center	1.50	Yes	Yes	No
		G1500 Door/G2000 Patio Awning - Lead Rail Lateral Adjustment	0.40	No	Yes	Yes
		G1500 Door/G2000 Patio Awning - Lead Rail	2.00	Yes	Yes	No
		G1500 Door/G2000 Patio Awning - Motor Limit Adjustment	0.40	No	Yes	Yes


GIRARD

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
AWNINGS CONTINUED						
		G1500 Door/G2000 Patio Awning - Anemometer	0.50	Yes	Yes	No
		G1500 Door/G2000 Patio Awning - Motion Sensor	0.40	Yes	Yes	No
		G1500 Door/G2000 Patio Awning - Motor Control Receiver	0.50	Yes	Yes	No
		G1500 Door/G2000 Patio Awning - Reprogramming w/out replacement	0.40	No	Yes	Yes
		G1500 Door/G2000 Patio Awning - Rubber Seal	1.00	No	Yes	Yes
		G1500 Door/G2000 Patio Awning - LED Light Strip	0.50	No	Yes	Yes
		G1500 Door/G2000 Patio Awning - Remote Control, Wall Switch	0.40	No	Yes	Yes
		G1500 Door/G2000 Patio Awning - Dry Contact Module	0.40	No	Yes	Yes
		G5000 Slide Topper Awning - Complete	1.50	No	Yes	Yes
		G5000 Slide Topper Awning - Fabric	1.00	No	Yes	Yes
		G5000 Slide Topper Awning - Lead Rail	0.50	No	Yes	Yes
		G5000 Slide Topper Awning - Screw Cover	0.50	No	Yes	Yes
		G5000 Slide Topper Awning - Spring Tension Adjustment	0.50	No	Yes	Yes
		G5000 Slide Topper Awning - Articulation	0.50	No	Yes	Yes
		G5000 Slide Topper Awning - Spring	1.00	No	Yes	Yes
		G5000 Slide Topper Awning - Rubber Seal	1.00	No	Yes	Yes
		G5000 Slide Topper Awning - Brush	0.50	No	Yes	Yes
		G2085 Window Awning - Complete	1.00	No	Yes	Yes
		G2085 Window Awning - Fabric	0.50	No	Yes	Yes
		G2085 Window Awning - Arm	0.50	Yes	Yes	No
		G2085 Window Awning - Motor	0.80	Yes	Yes	No
		G2085 Window Awning - Limit Adjustment	0.40	No	Yes	Yes
		G2085 Window Awning - Remote Motor Re-Program	0.40	No	Yes	Yes
		G2085 Window Awning - Remote Switch Re-Program	0.40	No	Yes	Yes
		G2085 Window Awning - Wall Switch	0.40	Yes	Yes	No

GIRARD





Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
WATER HEATER						
		Water Heater - Complete	1.20	Yes	Yes	Yes
		Water Heater - Heat Exchanger	2.00	Yes	Yes	Yes
		Water Heater - Blower Motor Assembly	1.50	No	Yes	Yes
		Water Heater - Door and Door Frame (Flange)	0.50	No	Yes	Yes
		Water Heater - Door Only	0.30	No	Yes	Yes
		Water Heater - Recess Door Flange and Door	0.60	No	Yes	Yes
		Water Heater - Gas Valve (Prop) (Aftermarket Serial #2GWH0007400)	1.00	No	Yes	Yes
		Water Heater - Control Board (Main Board)	0.70	No	Yes	No
		Water Heater - User Control Panel	0.50	No	Yes	Yes
		Water Heater - Pressure Relief Valve Assembly	0.30	No	Yes	Yes
		Water Heater - Water Flow Sensor	0.60	No	Yes	Yes
		Water Heater - Pressure Switch	0.50	No	Yes	Yes
		Water Heater - Eco	0.50	No	Yes	Yes
		Water Heater - Power Switch and Fuse Holder	0.50	No	Yes	Yes
		Water Heater - WUD Thermostat	0.50	No	Yes	Yes
		Water Heater - Temperature Probe Outlet (Hot Water)	0.60	No	Yes	Yes
		Water Heater - Temperature Probe Inlet (Cold Water)	0.60	No	Yes	Yes
		Water Heater - Burner Orifice Block	0.80	No	Yes	Yes
		Water Heater - Burner Assembly	1.20	No	Yes	Yes
		Water Pipe - Assembly	0.50	No	No	Yes

KITCHEN & BATH

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
LIPPERT KITCHEN & BATH						
		Stainless Steel Sink - Single Bowl (27 X16 X 7)	1.00	No	Yes	Yes
		Stainless Steel Sink - Double Bowl Drawn Sink	1.00	No	Yes	Yes
		Stainless Steel Sink - Single Bowl (Under-Mount Only)	1.50	No	Yes	Yes
		Stainless Steel Sink - Double Bowl (Under-Mount Only)	1.50	No	Yes	Yes
		Stainless Steel Troff Sink	1.00	No	Yes	Yes
		Stainless Steel Single Bowl Farm Sink	1.00	No	Yes	Yes
		Stainless Steel Double Bowl Farm Sink	1.00	No	Yes	Yes
		Stainless Steel Single Bowl Drawn Sink	1.00	No	Yes	Yes
		Stainless Steel Drawn Oval Sink	1.00	No	Yes	Yes
		Tub and Shower Surround	2.00	No	Yes	Yes
		Shower Pan	1.00	No	Yes	Yes
		Shower Shelf - Bamboo	0.20	No	Yes	Yes
		45" Tub	1.00	No	Yes	Yes
		Plastic Kitchen Sink	0.50	No	Yes	Yes
		Plastic Lavatory Sink	0.50	No	Yes	Yes
		EZ Glide Shower Door Complete	0.75	No	Yes	Yes
		Magnetic Knife Holder	0.20	No	Yes	Yes
		34 Shower Door	0.40	No	Yes	Yes
		Knob for Shower Door (#2021092096)	0.20	No	Yes	Yes
		Top Roller for Shower Door (#2021092097)	0.20	No	Yes	Yes
		Bottom Roller for Shower Door (#2021092098)	0.20	No	Yes	Yes
		Magnetic Strip for Shower Door (2021092099)	0.20	No	Yes	Yes
		Anti-Water Strip for Shower Doors (#2021092100) & (#2021092101)	0.20	No	Yes	Yes
		Sanitation Toilet	0.60	No	Yes	Yes
		Kitchen Faucet	0.80	No	No	Yes
		Kitchen Faucet - Cartridge	0.50	No	No	Yes
		Kitchen Faucet- Bullet Sprayer	0.40	No	No	Yes
		Lavatory Faucet	0.40	No	No	Yes
		Hand Sanitizer Pump	0.30	No	No	Yes
		Glass Rinser	0.50	No	No	Yes
		Lighted Mirror	0.40	No	No	Yes

KITCHEN & BATH

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
OUTDOOR SHOWER HOOKUP W/ HOSE						
		Outdoor Shower Hookup w/Hose Complete	0.40	No	No	Yes
OUTDOOR SHOWER BOX						
		Outdoor Shower Box Black Set with 4227 Shower Faucet with 5514 Hand Shower	0.40	No	No	Yes
		Outdoor Shower Box Champagne Set with Black Faucet Inside	0.40	No	No	Yes
		Outdoor Shower Box Keys for Box 769917	0.40	No	No	Yes


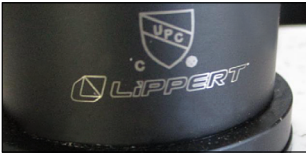


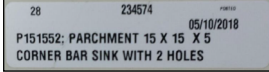
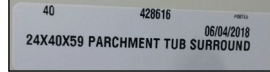
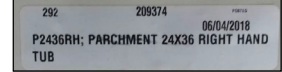
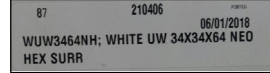
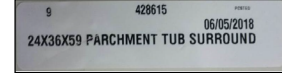
PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION		
Item/Product	Location	Photo Examples
Outdoor Shower Hookup w/Hose	No Product Tag, Photos are required.	
Outdoor Shower Box	No Product Tag, Photos are required.	  

KITCHEN & BATH

SHOWER TOWER

		Shower Tower 2022302358 Shower Panel Black w/Square Shower Head A7648BLK	0.40	No	No	Yes
		Shower Tower 2022302396 Round Shower Head w/SS Panel A7648	0.40	No	No	Yes
		Shower Tower 2022302113 Shower Black Aluminum Top Shower, Wand Shower. 2Body Jets 107902, NSSP01B	0.40	No	No	Yes

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION

Item/Product	Location	Photo Examples
Lippert Shower Tower	No Product Tag, Photos are required.	
All Faucets – Lippert requires pictures showing the defective area, etching on faucet neck, as well as tag showing complete PO# & Part#. Location – PO/Part # tag is located on the faucet water line.	PO Number and Part Number is located on the white tag	    
Sinks and Tubs Tag	Tags are located on the under-side (bottom) of the sink/tub. Lippert requires a photo for identification. That verifies it is a Lippert product.	      






















LEVELING & STABILIZATION

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
MOTORIZED/TOWABLE LEVELING - LEVEL-UP - HYDRAULIC LANDING GEAR COMPONENTS						
		Standard Hydraulic Landing Gear Legs Pin/Pinless (per leg)	1.50	No	No	Yes
		Aluminum Hydraulic Landing Gear Legs 14K per leg (per leg)	1.00	No	No	Yes
		Hydraulic Landing Gear - Pull Pin	0.20	No	No	Yes
		All Hydraulic Leveling Jacks Steel - 7K, 12K, 22K Aluminum: 8K, 14K, 20K (per leg)	1.00	No	No	Yes
		Motorized Leveling Pump Only, No Slide-out (Fohon Pump)	1.50	No	No	Yes
		Motorized Leveling Power AND Slide-out (Fohon Pump)	3.00	No	No	Yes
		Towable Level-Up Pump (Parker Pump)	1.50	Yes	No	No
		Touch Pad	0.30	Yes	No	No
		Controller and Programming	0.50	Yes	No	No
		Leveling Harness	0.50	Yes	No	No
		Pump Motor Only	0.50	No	No	Yes
		Rear Sensor	0.30	Yes	No	No
		Hydraulic Hoses	0.50	below	No	Yes
		Hydraulic Valve	0.30	Yes	No	No
		Flow Divider	0.30	No	No	Yes
		Solenoid	0.30	Yes	No	No
		Pressure Switch	0.30	Yes	No	No
		LED Lights for Titan Leveling	0.20	No	No	Yes
		LED Lights Harness for Titan Leveling	1.00	Yes	Yes	No





















PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION

Item/Product	Location	Photo Examples
Titan Leveling Legs	The following tags are required when submitting a claim for ALL jacks to help Customer Service identify the proper supplier of the jacks. If no tag, please submit photos of the leveling jacks.	<div>Motorized</div> <div>Hydraulic</div>
Hydraulic Hoses	VIN number is located on the end of the hose see example. When returning hoses, please cut and return 24" section from both end of the hose with fitting still attached. Be sure to drain fluid before placing in bag. Place VIN number on the outside of plastic bag.	

















LEVELING & STABILIZATION

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
ELECTRIC LANDING GEAR AND LEVELING COMPONENTS						
		Easy Approach - Hydraulic Power Unit (HPU)	1.00	Yes	No	No
		Easy Approach - Hydraulic Cylinder	0.80	Yes	No	No
		Easy Approach - Accumulator	0.80	Yes	No	No
		Easy Approach - Hydraulic Manifold	0.80	Yes	No	No
		Easy Approach - Solenoid	0.30	Yes	No	No
		Easy Approach - Sensor Light	0.30	Yes	No	No
		Easy Approach - Pressure Switch	0.30	Yes	No	No
		Easy Approach - Cartridge Valve	0.30	Yes	No	No
ELECTRIC LANDING GEAR AND LEVELING						
		Landing Gear - Front and Back Jack Legs (Pac Rim & Venture - no return, need picture)	1.00	Yes	No	No
		Landing Gear - Box (Pac Rim & Venture - no return, need picture)	0.50	No	No	Yes
		Landing Gear - Pull Pin	0.20	No	No	Yes
		Landing Gear - Manual Crank (Move Hole)	1.00	No	No	Yes
		Landing Gear - Switch	0.30	Yes	No	No
		Landing Gear - Motor (Venture no part return needed - 1 motor)	0.50	Yes	No	No
		Landing Gear - Reduction Box	0.50	Yes	No	No
		Landing Gear - Cross Shaft	0.30	No	No	Yes
POWER GEAR ELECTRIC LEVELING						
		12V DC Motor	1.20	Yes	No	No
		Brake Kit (per jack)	0.50	No	No	Yes
		Boot Kit (per jack)	0.20	No	No	Yes
		Control Box	1.00	Yes	No	No
		Control Panel/Touch Pad	0.30	Yes	No	No
		Leveling Harness	0.50	Yes	No	No
		Jack Assembly	0.80	No	No	Yes
		Jack Pin Kit	1.40	No	No	Yes







LEVELING & STABILIZATION

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
POWER GEAR HYDRAULIC LEVELING						
		Fluid Tank	1.00	No	No	Yes
		Hose	1.30	Yes	Yes	No
		Pump Motor/Gear Unit	1.50	No	Yes	Yes
		Spring Return Jack Valve Assembly	0.50	No	Yes	Yes
		Spring Return Jack Seal Kit	1.50	No	Yes	Yes
		Power Up/Power Down Leveling Control Box	1.00	Yes	No	No
		Touch Pad	0.30	Yes	No	No
		Power Up/Power Down Leveling Jack Legs	1.00	No	No	Yes
		Power Up/Power Down Jack Valve Assembly	1.30	No	No	Yes
		Spring Return Hydraulic Leveling Jack Leg	1.00	No	No	Yes
		Spring Return Hydraulic Leveling Control Box	1.00	Yes	Yes	No
		Fluid Sensor	0.50	Yes	Yes	No
		Pressure Switch	0.50	Yes	No	No
		Pump Motor	1.00	No	No	Yes
<i>Units with Underbelly add one hour to time and NOTE Lippert does not warranty s/o adjustment issues</i>						
POWER GEAR LEVEL BEST (KWIKEE)						
		Cylinder	0.90	No	No	Yes
		Control	1.00	Yes	No	No
		Hose	1.00	Yes	No	No
		Leg	0.20	No	No	Yes
		Level Sensor	1.00	Yes	No	No
		O-Ring	1.00	No	No	Yes
		Pump/Manifold/Reservoir	2.00	No	No	Yes
		Reed Switch	0.60	No	No	Yes
		Solenoid (Pump)	0.80	No	No	Yes
		Valve (2-Way or 4-Way)	0.80	No	No	Yes




LEVELING & STABILIZATION

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
GROUND CONTROL 2.0 AND GROUND CONTROL 3.0						
		Ground Control 2.0 - Front Leg	0.50	No	No	Yes
		Ground Control 2.0 - Rear Leg	0.50	No	No	Yes
		Ground Control 2.0 and 3.0 - Pull Pin	0.20	No	No	Yes
		Ground Control 2.0 - Landing Gear Manual Crank (Move Hole)	1.00	No	No	Yes
		Ground Control 2.0 and 3.0 - Touch Pad	0.30	Yes	No	No
		Ground Control 2.0 - Gear Reduction Box	0.50	No	No	Yes
		Ground Control 3.0 Front and Rear Jacks	0.50	No	No	Yes
		Ground Control 2.0 and 3.0 - Leveling Harness - Middle/Rear	1.50	Yes	No	No
		Ground Control 2.0 and 3.0 - Leveling Harness - Front	0.50	Yes	No	No
		Ground Control 2.0 and 3.0 - Controller	0.50	Yes	No	No
		Ground Control 2.0 - Electric Landing Gear Motor (1 motor)	0.50	No	No	Yes
		Ground Control 3.0 - Leveling Leg Motor Replacement	0.50	No	No	Yes
TONGUE JACKS						
		Manual Tongue Jack - Unit Replacement	0.30	No	No	Yes
		Power Tongue Jack - Unit Replacement	0.30	No	No	Yes
		Power Tongue Jack - Light	0.20	No	No	Yes
		Power Tongue Jack - Light Switch	0.20	No	No	Yes
		Power Tongue Jack - Extend/Retract Switch	0.20	No	No	Yes
		Scissor Jack - Unit Replacement	0.50	No	No	Yes
		Quick Drop Tongue Jack - Unit Replacement	0.50	Yes	Yes	No


















LEVELING & STABILIZATION

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
QUICK DROP						
		Quick Drop Stabilizer Jack (complete)	0.50	No	No	Yes
		Quick Drop Stabilizer Jack (per side)	0.25	No	No	Yes
		Quick Drop Stabilizer Jack - Spring Latch	0.20	No	No	Yes
		Quick Drop Stabilizer Jack - Chain	0.20	No	No	Yes
		Quick Drop Stabilizer Jack - Footpad	0.30	No	No	Yes
ELECTRIC STABILIZER						
		Electric Stabilizer Jack Switch - Exterior	0.30	Yes	No	No
		Electric Stabilizer Jack Switch - Interior	0.30	Yes	No	No
		Electric Stabilizer Jack - Unit Replacement	1.00	No	No	Yes
		Electric Stabilizer Jack Motor C-800 motor - Unit Replacement	0.50	No	No	Yes
		Electric Stabilizer Jack - Shear Pin (Broken)	0.50	No	No	Yes
JT STRONG ARM STABILIZER						
		JT's Strong Arm Stabilizer	1.00	No	Yes	Yes
		JT's Strong Arm Individual Stabilizer Arms	0.25	No	Yes	Yes
HAPPIJAC						
		Camper Jack Motor	0.40	Yes	Yes	No
		Camper Jack Complete Leg	0.50	Yes	Yes	No


































PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION

Item/Product	Location	Photo Examples
Leveling Jack Legs	The following tags are required when submitting a claim for ALL jacks to help Customer Service identify the proper supplier of the jacks. If no tag, please submit photos of the leveling jacks.	 
Jack Stabilizer Motor	Photograph of the end of the motor is required.	




























POWER & MOTION

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
TV & CABINET LIFTS						
		Upright Captured 30" TV Lift - Unit Replacement	1.00	No	No	Yes
		TV Mount Brackets Hook-On	0.30	No	No	Yes
		TV Lift Switch	0.30	Yes	No	No
		TV Lift Motor Only - (If TV Lift is Behind A Fireplace Then Add an Additional .50 for a Total of 1.00 hours)	0.50/1.00	Yes	No	No
		TV Lift Transmitter Receiver Kit	0.30	Yes	No	No
		Switch Harness (One Touch)	0.50	Yes	No	No
		Replace TV Lift Mechanism	1.00	No	No	Yes
MANUAL BED LIFT						
		Ball Studs	0.30	No	No	Yes
		Ball Stud on Wall Arm	0.50	No	No	Yes
		Gas Struts	0.30	Yes	No	No
		Pucks	0.30	No	No	Yes
		Manual Bed Lift - Unit Replacement	1.00	No	Yes	Yes
POWER BED LIFT/TILT						
		Bedlift Motor	0.50	Yes	No	No
		Bedlift Controller	0.30	Yes	No	Yes
		Power Bedlift - Unit Replacement	1.00	No	Yes	Yes
		Power Bed Tilt - Unit Replacement	0.50	No	Yes	Yes
		Bed Tilt Head Assembly Motor	0.50	No	Yes	Yes
		Bed Tilt Head Assembly Bearing Block	0.50	No	Yes	Yes
		Bed Tilt Head Assembly Coupler/ Torque Shaft	0.50	No	Yes	Yes
		Bed Tilt Head Assembly Controller	0.30	No	Yes	Yes
POWER GEAR BED LIFT						
		Power Gear Bunk Lift- Touch Pad	0.80	Yes	No	Yes
		Power Gear Bunk Lift- Control Box	0.30	Yes	No	Yes
		Power Gear Bunk Lift- Motor/ Encoder	1.00	Yes	No	No
		Power Gear Bunk Lift- End Brackets	0.50	No	No	Yes
		Power Gear Bunk Lift- Gear Rack	1.00	No	No	Yes














SLIDE-OUTS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
HYDRAULIC SLIDE-OUT						
		Hydraulic Pump Motor (Fohon NO return, Parker Pump return)	1.00	Yes	No	No
		Hydraulic Pump (Fohon pump NO return, Parker Pump return)	1.00	Yes	No	No
		Hydraulic Hoses	0.50	Yes	No	Yes
		Solenoid	0.30	Yes	No	No
		Individual Room Control (IRC) Valve	0.30	Yes	No	No
		Hydraulic Cylinder	0.80	No	No	Yes
		Switch	0.30	Yes	No	No
		Hydraulic Valve	0.30	Yes	No	No
		Room Bar	0.50	No	Yes	Yes
ELECTRIC SLIDE-OUT						
		Cable Slide - Motor Replacement	1.00	Yes	Yes	No
		Slide-Out Actuator (Tuson)	0.50	No	No	Yes
		Slide-Out Actuator (Venture)	0.50	No	No	Yes
		Slide-Out Actuator Mount Assembly	0.80	No	No	Yes
		Slide-Out Motor (Tuson)	0.50	No	No	Yes
		Slide-Out Motor (Venture)	0.50	No	No	Yes
		Slide-Out Controller	0.50	Yes	No	No
		Gear Pack Assembly (Per Side)	0.50	No	Yes	Yes
		Head Assembly	0.50	No	Yes	Yes
		Rollers	1.00	No	Yes	Yes
		Inner Arm Gear Rack Assembly	1.00	No	Yes	Yes
		Flexguard	0.30	No	No	Yes
		Cross Shaft	0.50	No	No	Yes
		Cross Shaft Bolt	0.30	No	No	Yes
		Room Bar	0.50	No	Yes	Yes
		Manual Slide-Out Tube	0.50	No	No	Yes
		Above Floor Slide-out Gear Only	1.00	No	No	Yes
		Above Floor Slide-out Motor/Gear Box	0.50	No	No	Yes
		Above Floor Slide-out Coupler	2.00	No	Yes	Yes
		Above Floor Slide-out CAM Follower	1.00	No	No	Yes







SLIDE-OUTS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
POWER GEAR ELECTRIC SLIDE-OUT						
		12V DC Motor (Below Floor)	1.00	No	No	Yes
		12V DC Motor (Above Floor)	1.00	No	No	Yes
		Breaker Relay Board (14-1098/14-1130)	0.80	No	No	Yes
		Circuit Breaker	0.50	No	Yes	Yes
		Programmable Control Box	1.10	Yes	No	No
		Controller and Reset (Full Wall)	2.00	Yes	No	No
		Current Limit/Sensing Control	0.80	Yes	No	No
		Gear Sheer Pin - Drive Side	1.00	No	No	Yes
		Gear Sheer Pin - Idler Side	1.00	No	No	Yes
		In/Out Switch	0.50	Yes	No	No
		Key Switch	0.50	Yes	No	No
		Digi Sync (Kwikiee) Encoder	1.30	Yes	No	No
		Digi Sync (Kwikiee) Linear Actuator	2.30	Yes	No	No
		Digi Sync (Kwikiee) Linear Drive Control	0.80	Yes	No	No
		Digi Sync (Kwikiee) Operator Panel	0.80	Yes	No	No
POWER GEAR SLIMRACK ELECTRIC IN-WALL SLIDE-OUT						
		Power Gear Slimrack In-Wall Slide-Out - Touch Pad	0.80	Yes	No	No
		Power Gear Slimrack In-Wall Slide-Out - Control Box	0.30	Yes	No	No
		Power Gear Slimrack In-Wall Slide-Out - Harness	0.30	Yes	No	No
		Power Gear Slimrack In-Wall Slide-Out - Motor/Encoder	1.00	Yes	No	No
		Power Gear Slimrack In-Wall Slide-Out - End Brackets	0.50	No	No	Yes
		Power Gear Slimrack In-Wall Slide-Out - Gear Rack	1.00	No	No	Yes
		Power Gear Slimrack In-Wall Slide-out - Unit Replacement (per side)	2.00	No	Yes	Yes

SLIDE-OUTS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
SCHWINTERK IN-WALL SLIDE-OUT						
		Schwinterk In-Wall - Motor (only)	1.00	Yes	No	No
		Schwinterk In-Wall - Wire Harness (only)	0.40	Yes	No	No
		Schwinterk In-Wall - Repair Kit (includes column R/R)	2.20	No	Yes	Yes*
		Schwinterk In-Wall - Unit Replacement (per side)	1.50	No	Yes	Yes*
		Schwinterk In-Wall - Reassembly of Replacement In-Wall Full System - (shipped in tube)	0.20	No	Yes	Yes*
		Schwinterk In-Wall - Brain/Controller (Only)	0.30	Yes	No	No
		Schwinterk In-Wall - Switch (only) 3-prong	0.30	Yes	No	No
<p><i>*Measurements required when a repair kit is needed or a complete in-wall system is replaced.</i></p> <p><i>For measurement reference please utilize QR-085A : https://lci-support-doc.s3.amazonaws.com/quickreferences/ccd-0002661.pdf</i></p>						
DEWALD (POWER GEAR) - ** HYDRAULIC SLIDE-OUT						
		Dewald (Power Gear) - Hydraulic Cable Assembly	1.30*	No	Yes	Yes
		Dewald (Power Gear) - Hydraulic Cylinders	1.00*	No	No	Yes
		Dewald (Power Gear) - Hydraulic Leg Valve Coil	1.00*	No	Yes	Yes
		Dewald (Power Gear) - Hydraulic O-Ring Seals Pump	2.00*	No	Yes	Yes
		Dewald (Power Gear) - Hydraulic Pump	1.30*	No	No	Yes
		Dewald (Power Gear) - Hydraulic Pump Motor	1.00*	No	No	Yes
HAPPIJAC ELECTRIC SLIDE COMPONENTS						
		Slide-Out Motor -Removal and Reinstall	0.50	Yes	Yes	No
		Slide-Out Relay Control Board - Replacement	0.50	Yes	Yes	No
		Slide-Out Control Switch - Replacement	0.30	Yes	Yes	No
		PNP Control Module - Replacement	0.30	Yes	Yes	No
		Micro Limit Switch - Replacement	0.50	Yes	Yes	No
		Drive Rail Replacement	2.00	No	Yes	Yes
		Drive Sprocket Sheer Pin - Replacement	2.00	No	Yes	Yes
		Slide-Out Assembly - Replacement	3.00	No	Yes	Yes
<p>**Unit with an underbelly, ADD 1.0 hour for time allotment.</p> <p>Lippert does <i>NOT</i> warranty slide-out adjustment issues.</p>						




STEPS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
MANUAL STEP						
		Manual Step Unit Replacement	0.50	No	No	Yes
COACH STEP						
		Slide Step Rail (add 0.30 for each additional rail)	0.80	No	No	Yes
		Step Bushings on a Single Step	0.20	No	No	Yes
		Step Bushings on a Double Step	0.30	No	No	Yes
		Step Bushings on a Triple Step	0.50	No	No	Yes
		Light	0.20	No	No	Yes
		Motor	0.50	No	No	Yes
		Module	0.50	Yes	No	No
		Gear	0.30	No	No	Yes
		Ball Joint Assembly (linkage)	0.30	No	No	Yes
		Unit Replacement	0.50	No	No	Yes
		Broken Shoulder Bolt	0.80	No	No	Yes
		Anti-Skid Tape (per step)	0.20	No	No	Yes
NOTE: Need Color Picture for ALL Rust/Paint Issues						
KWIKEE STEPS						
		Control Unit	0.60	Yes	No	No
		Door Switch	0.50	Yes	No	No
		Unit Replacement	1.00	No	No	Yes
		Gear/Gear Case	0.80	No	No	Yes
		Linkage	0.30	No	No	Yes
		Motor	0.60	No	No	Yes
SOLID STEP 2.0 AND SOLID STEP 3.0						
		Unit Replacement	0.50	No	Yes	Yes
		SolidStep 3.0 Lift Assist Strut	0.20	No	Yes	Yes

STEPS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
PROJECT 2000 STEP						
		Motor	1.00	No	Yes	Yes
		Reducer	1.00	No	Yes	Yes
		Control Unit	0.50	No	Yes	Yes
		Motor Coupling Pins	1.00	No	Yes	Yes
		Transmission Rod	3.00	No	Yes	Yes
		Replacement one platform (step)	0.50	No	Yes	Yes
		Whole Step	1.50	No	Yes	Yes
		Non-Slip Rubber	0.20	No	Yes	Yes
		Opening Limit Switch	0.30	No	Yes	Yes
		Closing Limit Switch	1.00	No	Yes	Yes
		Side Panels	0.20	No	Yes	Yes
STEP WELL COVER						
		Step Well Cover - Linear Actuator	1.00	Yes	Yes	No
		Step Well Cover - With Linear Actuator Limit Switch	0.50	Yes	Yes	No
		Step Well Cover - With Linear Actuator Harness	0.30	Yes	Yes	No
MISCELLANEOUS						
		Steps Paint Issue	Varies	No	No	Yes
NOTE: Color pictures needed for all rust or paint issues						




STORAGE & CONVENIENCE

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
STORAGE TRAYS						
		Manual Kwikkee Storage Tray - Latch	0.50	No	No	Yes
		Manual Kwikkee Storage Tray - Bearing	0.50	No	No	Yes
		Power Kwikkee Storage Tray - Control	0.60	Yes	No	No
		Power Kwikkee Storage Tray - Limit Switch (EA)	0.50	Yes	No	No
		Power Kwikkee Storage Tray - Motor (each)	0.60	Yes	No	No
		Sliding LP Tray	0.50	No	Yes	Yes
POWERGEAR TRAVEL LATCH						
		Electric Travel Locks (Kwikkee) Limit Switch	0.50	Yes	No	No
		Electric Travel Locks (Kwikkee) LH Motor for Right-Hand Latch	0.70	Yes	No	No
		Electric Travel Locks (Kwikkee) RH Motor for Left-Hand Latch	0.70	Yes	No	No
BIKE, TIRE AND STORAGE RACKS						
		Bumper Repair	0.50	No	No	Yes
		Spare Tire Winch	0.50	No	No	Yes
		Spare Tire Carrier	0.50	No	No	Yes
SEWER AND FRESH WATER						
		Sump Pump 12V	0.50	No	No	Yes
		Flow Max Fluid Pump	0.50	No	No	Yes
CONVENIENCE ACCESSORIES						
		Toy Lok (picture of tag required)	0.50	No	No	Yes

TJ SNUGGLES

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
TJ SNUGGLES						
		Sequoia Camper Top Repair - Puncture	1.00	No	No	Yes
		Sequoia Camper Top Repair - Tear	1.00	No	No	Yes
		Sequoia Camper Top Repair - Pin Hole	1.00	No	No	Yes
		Sequoia Camper Top Repair - Zipper Repair	1.00	No	No	Yes
		Sequoia Camper Top Repair - Velcro Repair	1.00	No	No	Yes

TOWING

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
PIN BOXES						
		Pin Box Unit - Replacement	0.80	No	Yes	Yes
		Tri-Glide - Air Spring	0.50	No	No	Yes
		Tri-Glide - Pin Box Lower Jaw	1.00	No	Yes	Yes
		Tri-Glide - Rod and Bushings	0.30	No	Yes	Yes
		Schrader Valve for Tri-Glide Air Spring	0.20	No	Yes	Yes
		Pin Box Assembly Paint	0.50	No	Yes	Yes
HITCHES						
		Hitch Assembly Paint	0.50	No	Yes	Yes
		Rear Bumper Assembly Paint	0.50	No	Yes	Yes
COUPLERS						
		Remove and Replace Couplers	0.80	No	No	Yes

WINDOWS



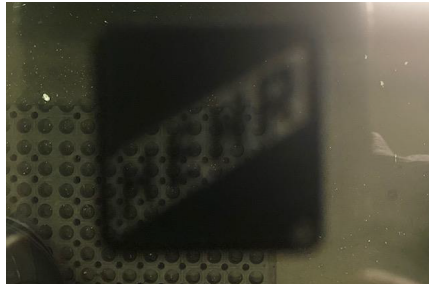

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
LIPPERT WINDOWS						
		Lock	0.20	No	No	Yes
		Rubber Seal	0.50	No	No	Yes
		Screen Track	0.20	No	No	Yes
		Screen	0.20	No	No	Yes
		Complete - Unit Replacement	1.00	No	Yes	Yes
		Crank Mechanism	0.20	No	No	Yes
		Frame	1.00	No	Yes	Yes
		Glass	0.50	No	Yes	Yes
		Glazing	0.30	No	No	Yes
		Knob	0.20	No	No	Yes
		Operator	0.20	No	No	Yes
		Screw	0.20	No	No	Yes
		Slider Window Track	0.40	No	No	Yes
		Egress (escape window) - Arm Push Bar	0.20	No	No	Yes
		Egress (escape window) - Latch	0.20	No	No	Yes
		Egress (escape window) - Red Scissor Latch	0.30	No	No	Yes
		Slider Vent/Crank Out	0.50	No	No	Yes
		Window - Weep Holes Missing on Windows (add 0.20 Hour per additional window)	0.30	No	No	Yes
		Interior Seal Slider Series	0.20	No	No	Yes
		Vent Guide Slider Series	0.20	No	No	Yes
		Vent Guide Single Pane Series	0.20	No	No	Yes
		Seal Single Vent	0.50	No	Yes	Yes
		Seal Double Vent	1.00	No	Yes	Yes
		Foam Filler Per Corner	0.20	No	No	Yes
		Window Shades R&R	0.30	No	No	Yes
		Strike Guard Film	0.50	No	Yes	Yes
		Front Glass	1.50	No	Yes	Yes

NOTE: Complete window replacements must be held for 30 days from the date of contact for prior authorizations in the event a return is requested.

NOTE: If window is having a leaking issue please perform a cascade rain test and provide clear pictures or video of the water coming into the interior.

NOTE: Water in slide track of window does not constitute a leak, see Lippert RV/Transit Window Water Management System on Lippert website.

WINDOWS

PART/SERIAL TAG, PICTURE EXAMPLES AND LOCATION		
Item/Product	Location	Photo Examples
Window Tag	Tag is located on the inner extrusion at the top of the windows. There is a laser etching on the window itself with the identification information needed	 
Hehr Window Tag	Hehr uses two different etched logos. Lippert logo switched April/May of 2018	 

WINDOWS

Video	Document	Part Replaced	Time Allotment (hrs)	Part Return	Lippert Prior Contact	Picture Required
STARGAZER SKY LIGHT						
		Startgazer Skylight	1.00	No	No	Yes
		Window Handle	0.20	No	No	Yes
		Window Latch	0.30	No	No	Yes
		Window Shock	0.20	No	No	Yes
POLYPLASTIC WINDOW						
		Polyplastic Window	1.00	No	No	Yes
		Window Shock	0.20	No	No	Yes
		Window Latch	0.30	No	No	Yes



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