

**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 information has been added to the Flat Rate Chart since the last revision.



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

Web: [lippert.com](http://lippert.com) | Email: [customerservice@lci1.com](mailto: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.

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.



The video icon indicates a video related to the repair or replacement. Click on the icon to access the video.



The document icon indicates a specific document related to this product. Click on the icon 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.

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## ATWOOD

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>BRAKE SYSTEM</b>				
 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
<b>COUPLER</b>				
 Complete Actuator: Bolt On	0.50	No	Yes	Yes
Complete Actuator: Weld On	1.50	No	Yes	Yes
<b>DURALEG</b>				
Key Pad	0.50	Yes	Yes	No
Complete Jack Leg (per leg)	0.80	Yes	Yes	No
<b>5TH WHEEL LANDING LEG</b>				
 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
<b>LEVELEGS</b>				
 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

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>TOP WIND JACKS</b>				
 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
<b>BALL SCREW CAMPER JACK</b>				
 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 (0.3 added 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

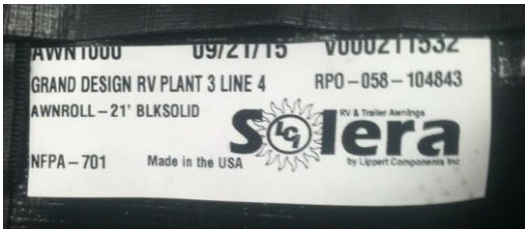
## ATWOOD

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>POWER JACK</b>				
 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
<b>SIDE WIND JACK</b>				
 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
<b>STABILIZER JACK</b>				
 Complete Jack	0.50	No	Yes	Yes

## AWNINGS

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>AWNINGS</b>				
Awnings - Unit Replacement	1.50	No	No	Yes
Thule Awning - Unit Replacement	1.00	No	No	Yes
Roller Tube Assembly,, Replace	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
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 (Security, Awning Arm) Lights	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 Products Only)	0.30	No	No	Yes
 Awning Smart Arm Controller	0.20	Yes	No	No
Awning Smart Arm Harness	0.80	Yes	No	No
<b>NOTE: All fabric - wrinkles in fabric is not under warranty and any other issue photo is required.</b>				

## AWNING

Product/Locations/Pictures Examples		
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.	






## AXLES & SUSPENSION






Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>FRAME/CHASSIS COMPONENTS</b>				
Correct Track	1.00	No	Yes	Yes
<b>OPERATION AND DESCRIPTION 2K-7K AXLE</b>				
Turn Hub and Drum Diameter- with Signed Waiver (Prior Approval Required)	PAR	No	Yes	Yes
<b>AXLE BEAMS- OPERATION &amp; DESCRIPTION</b>				
Complete Axle Assembly, Includes: Reconnecting and Testing	1.00	No	Yes	Yes
Axle Assembly, Torsion Axle Bolted to Frame Remove and Replace Axle Beam	0.80	No	Yes	Yes
Hubs, Brakes and Testing Remove and Replace Torsion Axle Beam	1.50	No	Yes	Yes
Hubs, Brakes and Testing	1.50	No	Yes	Yes
<b>BRAKES - ELECTRIC/ HYDRAULIC - OPERATION &amp; DESCRIPTION</b>				
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	Yes	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
<b>HUB EQUIPMENT - OPERATION &amp; DESCRIPTION</b>				
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	Yes	Yes
<b>SUSPENSION - OPERATION &amp; DESCRIPTION</b>				
Leaf Spring Each	0.30	Yes	Yes	Yes
Equalizer Each	0.40	Yes	Yes	Yes
Attaching Parts (AP) Kit	0.80	No	Yes	Yes
<b>NOTE: The axle serial number, model, and date of manufacture must be documented for repair claims to be eligible for reimbursement.</b>				
<b>NOTE: For ABS Brakes See Electronics Section: Anti-Lock Braking System page 18</b>				

## AXLES & SUSPENSION

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>INDEPENDENT SUSPENSION</b>				
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
Electric Brake Assembly	0.50	Yes	Yes	No
Hub Bearings	0.50	No	Yes	Yes
Oil/Grease Seals	0.50	No	Yes	Yes
Hub/Drum (each)	0.50	Yes	Yes	No
Dust/Grease Cap	0.20	Yes	Yes	No
Spindle Welds	0.80	Yes	Yes	No
Arm Welds	0.80	Yes	Yes	No



Product/Locations/Pictures Examples		
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











Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>HAPPIJAC ELECTRIC BED LIFT COMPONENTS</b>				
Plug n Play Control Module Replacement	0.30	Yes	Yes	No
Plug n Play Brake Replacement	0.30	Yes	Yes	No
Non PNP Brake Replacement	0.50	Yes	Yes	No
Plug n Play Motor Replacement	0.50	Yes	Yes	No
Non PNP Motor Replacement	0.80	Yes	Yes	No
UP Down Control Switch Replacement	0.30	Yes	Yes	No
Limit Switch (Upper Plug n Play)	0.30	Yes	Yes	No
Limit Switch (Upper Non - PNP)	0.40	Yes	Yes	No
Limit Switch (Lower Plug n Play)	0.40	Yes	Yes	No
Limit Switch (Lower Non - PNP)	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
<b>VELA POP TOP</b>				
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	2.50	No	Yes	Yes
Cap Replacement	6.00	No	Yes	Yes

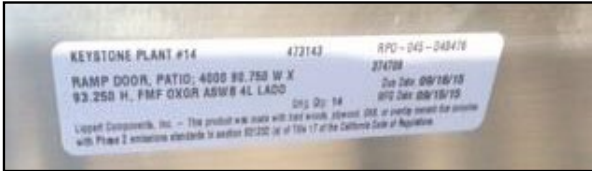
## CHASSIS

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>CHASSIS</b>				
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
* Part return required if hanger is broken off, cracked, or has any other visible defect.				
Step Paint Issue	Varies	No	No	Yes
























Product/Locations/Pictures Examples		
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.	


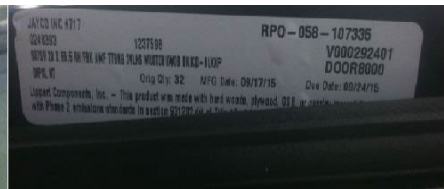

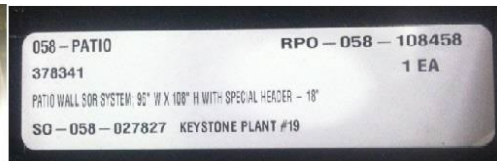
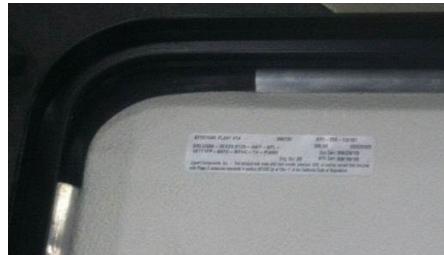

## DOORS - LIPPERT & CHALLENGER

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>RAMP DOOR</b>				
 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
Complete Ramp Door Minor Graphics	1.50	No	Yes	Yes
Complete Ramp Door Major Graphics and/or Paint	2.50	No	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
 Triple Play Ramp Door 3 Stage Self Deploy Sensor	0.40	Yes	Yes	No
 Triple Play Ramp Door Patio Ramp Power Harness	0.40	Yes	Yes	No
 Triple Play Ramp Door 3 Stage Garage Door Touch Pad	0.30	Yes	Yes	No
 Triple Play Ramp Door Mini TP Prep Harness	0.40	Yes	Yes	No
 Triple Play Ramp Door Lock	0.30	No	Yes	Yes
 Triple Play Ramp Door Lock Cylinder	0.20	No	Yes	Yes

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

## DOORS - LIPPERT & CHALLENGER

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>ENTRY DOOR</b>				
 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 and Screen door adjustments are not covered under warranty & prior contact must include photos.				
*** If the issue only involves the hinges, the complete door replacement will not be covered. The hinges can be replaced.				
<b>DOOR PARTS AND SCREEN PARTS</b>				
 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
<b>PATIO DOOR</b>				
 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
<b>BAGGAGE/COMPARTMENT DOOR</b>				
  Compartment Door Replacement	0.50	No	Yes	Yes
  Compartment Door Lock/Latch Replacement	0.20	No	Yes	Yes
 Compartment Door Seal Replacement	0.30	No	Yes	Yes

Product/Locations/Pictures Examples		
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.	 



## ELECTRONICS

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>LEVEL-UP LITE</b>				
Level-Up Lite Level Sensor	0.30	No	No	Yes
<b>CAT SENSOR</b>				
Sensor	0.50	No	No	Yes
Striker	0.80	No	No	Yes
<b>KEYLESS ENTRY</b>				
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
<b>WIRELESS REMOTE</b>				
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
<b>TIRE LINC TIRE PRESSURE MONITOR SYSTEM</b>				
Tire Linc (Tire Pressure Monitor Panel)	0.30	Yes	No	No
Tire Linc (Tire Pressure Stem/Valve Sensor)	0.20	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
TPMS Display Monitor	0.30	Yes	Yes	No
<b>SWAY CONTROL</b>				
Sway Control Module	0.30	Yes	Yes	Yes
Sway Control Main Harness	0.30	Yes	Yes	No
<b>ONECONTROL</b>				
OneControl Touch Panel (OCTP)	0.20	Yes	Yes	No
OneControl ConnectAnywhere Cellular Gateway Replacement	0.20	Yes	Yes	No








## ELECTRONICS


Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>ONECONTROL CONTINUED</b>				
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
 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

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>ONECONTROL CONTINUED</b>				
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
<b>LIQUID PROPANE SENSORS</b>				
LP Tank Sensor	0.30	Yes	Yes	No
<b>TEMPERATURE SENSORS</b>				
Tempature Sensor	0.30	Yes	Yes	No
<b>ANTI-LOCK BRAKING SYSTEM</b>				
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

Product/Locations/Pictures Examples		
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


Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>INTERIOR ELECTRICAL</b>				
 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	0.30	No	Yes	Yes
Theater Seating Powered Cup Holder	0.30	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
Flip Sofa USB Port	0.30	No	Yes	Yes
Seat Massage Component	0.60	No	Yes	Yes
Ceiling Fan Garnish	0.50	No	Yes	Yes

Product/Locations/Pictures Examples		
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

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>HIDE-A-BED</b>				
Back	0.50	No**	No	Yes
Tri-fold / Hide-A-Bed - Unit Replacement	1.00	No**	No	Yes
Cushion Cover	0.20	No**	No	Yes
Seat Foam	0.20	No**	No	Yes
Tri-fold Middle Seat Cover	0.50	No**	No	Yes
Loose Cushion	0.20	No**	No	Yes
<b>FLIP SOFA</b>				
Flip Sofa - Unit Replacement	0.50	No**	No	Yes
Hinge - per each	0.30	No	No	Yes
<b>RECLINER/ROCKER</b>				
 Mechanism	0.50	No	No	Yes
Recliner/Rocker - Unit Replacement	0.40	No**	No	Yes
Handle/Cable	0.50	No	No	Yes
Legget & Platt Mechanism	0.50	Yes	Yes	No
<b>HAPPIJAC / SIT-N-SLEEP/ ROLLOVER</b>				
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
<b>U DINETTE &amp; DINETTE</b>				
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

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>MISCELLANEOUS INTERIOR</b>				
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
<i>** No returns required unless there is a fabric issue. (ONLY 12"x12" section is required)</i>				
<b>MATTRESSES</b>				
<b>NOTE:</b> 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
<b>SEATING STRUCTURE AND MECHANISM</b>				
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
<b>THEATER SEATING/ENTERTAINMENT CENTER</b>				
Theater Seating/Entertainment Center - Unit Replacement	1.00	No	No	Yes

## FURRION & WAY

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

## FURRION & WAY

PART REPLACED	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>CAMERA SYSTEM (SINGLE /MULTI CAMERA)</b>				
Camera Only	0.20	No	No	Yes
Running/Marker Light Cover (per light)	0.20	No	No	No
Replace/Repair Running/Marker Light Prep Bracket	0.30	No	No	No
Replace/Repair Sharkfin Bracket	0.30	No	No	No
Replace/Reseal/Prep Bracket Gasket	0.30	No	No	No
Antenna	0.20	No	No	No
Monitor Power Cable Fuse	0.20	No	No	No
Replace/Repair Camera Power Cable	0.30	No	No	No
Monitor Only	0.20	No	No	Yes
<b>COOKTOP - INDUCTION</b>				
Complete Unit Replacement	0.70	No	No	Yes
<b>COOKTOP - 2-1 RANGE OVEN</b>				
Complete Unit Replacement	0.70	No	Yes	Yes
Wired/Diecast Grate	0.20	No	No	No
Cooktop Grate Holding Gasket (per gasket)	0.20	No	No	No
Top-Tray Module	0.20	No	Yes	Yes
Top-Tray Glass Cover Middle Hinge	0.20	No	No	No
Glass Cover Holding Rubber Bumpers	0.20	No	No	No
Cooktop Left/Middle/Right Burner Module	0.40	No	No	No
Replace/Repair Ignition Module	0.30	No	No	Yes
Replace Range Knob	0.20	No	No	No
Replace Light Switch	0.50	No	No	No
Replace Knob LED	0.30	No	No	No
Front Panel Module-Gas Pipe Assembly	1.00	No	No	No
Door Seal	0.20	No	No	No
Light Bulb/Light Bulb Cover	0.20	No	No	No
Oven Burner Module	0.70	No	No	No
Oven Bake Rack/Wire Oven Rack	0.20	No	No	No
Oven Door	0.20	No	No	No

## FURRION & WAY

PART REPLACED	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>COOKTOP - 2-1 RANGE OVEN CONTINUED</b>				
Door Handle	0.20	No	No	No
Oven Pilot/Ignition Module	0.50	No	No	No
Pressure Regulator	0.40	No	No	No
<b>2-IN-1 DRAWER FRONT</b>				
Complete Unit Replacement	0.20	No	No	Yes
Replace Drawer Door Handles	0.20	No	No	Yes
<b>CHEF SERIES - COOKTOP</b>				
Complete Unit Replacement	0.40	No	No	Yes
AA 1.5V Ignitor Battery	0.20	No	No	No
Cooktop Left/Right/Middle Burner Modules	0.20	No	No	No
Replace/Repair Spark Ignitor (wires)	0.70	No	No	No
Ignition Module	0.70	No	No	No
Cooktop Knob	0.20	No	No	No
Wired/Diecast Grate	0.20	No	No	No
Corrugated Pipe	0.40	No	No	No
FFD Thermocouple	0.70	No	No	No
Stainless Steel Top Tray	0.50	No	No	No
Cooktop Trivet Support (one, multiple or all)	0.20	No	No	No
Valve/Knob Waterproofing Ring	0.20	No	No	No
<b>CHEF SERIES - OVEN</b>				
Unit Replacement	0.70	No	Yes	Yes
Unit Replacement with cooktop	1.00	No	Yes	Yes
Oven Knob	0.20	No	No	No
Light Switch	0.40	No	No	No
Knob LED	0.30	No	No	No
Door Seal	0.20	No	No	No
Light Bulb/Light Bulb Cover	0.20	No	No	No
Oven Burner Module	0.70	No	No	No
Oven Bake Rack/ Wire Oven Rack	0.20	No	No	No
Oven Door	0.20	No	No	Yes
Door Handle	0.20	No	No	No



## FURRION & WAY

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

## FURRION & WAY

PART REPLACED	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>FIREPLACE</b>				
Replace Unit	0.30	No	No	Yes
<b>INLET 30/50 AMP</b>				
Replace Unit	0.30	No	No	Yes
<b>INLET TV</b>				
Replace Unit	0.20	No	No	Yes
<b>INVERTER</b>				
Replace Unit	0.50	No	No	Yes
<b>MICROWAVE - 0.9CF</b>				
Replace Unit	0.50	No	No	Yes
Trim Kit	0.20	No	No	No
Turntable/Turntable Ring Assembly	0.20	No	No	No
<b>MICROWAVE - 1.5CF AND 1.6CF</b>				
Replace Unit	0.50	No	No	Yes
Wall Mounting Plate	0.60	No	No	No
Cover for Surface Lights	0.20	No	No	No
Door Assembly	0.50	No	No	No
Vent Filters	0.20	No	No	No
Charcoal Filter	0.30	No	No	No
Light Bulb for Microwave Oven	0.30	No	No	No
Turntable / Turntable Ring Assembly	0.20	No	No	No
Shelf Supports (per support)	0.70	No	No	No
Trim Cover	0.20	No	No	No
Vent Assembly for Exterior Venting	0.20	No	No	No
Round Wire Rack Assembly	0.20	No	No	No
Wire Shelf	0.20	No	No	No
<b>MULTIPLEXER</b>				
Replace Unit	0.20	No	No	Yes
<b>POWER CENTER (35A/45A)</b>				
Replace Unit	1.00	No	No	Yes

## FURRION & WAY

PART REPLACED	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>RANGE HOOD</b>				
Replace Unit	0.50	No	No	Yes
Filter Charcoal/Aluminum	0.20	No	No	No
Electrical Switch/Button	0.20	No	No	No
Fan Blade	0.20	No	No	No
<b>RV GRILL</b>				
Replace Unit	0.30	No	No	Yes
Lid/Splash Guard and Warming Rack	0.30	No	No	No
Warming Rack	0.20	No	No	No
Grates and Rubber Rings	0.20	No	No	No
Knob/Drip Tray	0.20	No	No	No
Grate Rubber Ring	0.20	No	No	No
<b>REFRIGERATOR - 4.3CF</b>				
Replace Unit	0.50	No	No	Yes
Replacement of Upper/Bottom Hinge	0.30	No	No	No
Replace Thermostat Knob	0.20	No	No	No
Cover	0.20	No	No	No
Adjustable Leg	0.30	No	No	No
Door Seal	0.30	No	No	No
Dry Filter	0.20	No	No	No
Lamp Shade	0.20	No	No	No
Small Glass Shelf/Big Glass Shelf	0.20	No	No	No
Fridge Door	0.30	No	No	No
Crisper Drawer	0.20	No	No	No
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 Windchannel	0.50	No	No	Yes

## FURRION & WAY


PART REPLACED	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>REFRIGERATOR - 4.3CF</b>				
Replace Freezer Fan Panel	0.30	No	No	Yes
Replace Ice Maker (Everchill EM18WIM)	0.30	No	No	Yes
Battery Monitor	0.30	No	No	Yes
<b>REFRIGERATOR - 8CF AND 10CF</b>				
Replace Unit	1.50	No	Yes	Yes
Fuse/Blade Fuse	0.50	No	No	No
Thermostat Temperature Controller	0.30	No	No	No
Thermostat Knob	0.20	No	No	No
Charcoal/Dry Filter	0.20	No	No	No
LED Light/Bar/Light Cover/Light Assembly Base	0.30	No	No	No
Drawer	0.20	No	No	No
Big/Small/Freezer - Crisper Door Bin	0.20	No	No	No
Door Stopper/Door Catch	0.20	No	No	No
Door Panel	0.20	No	No	No
Storage Lock	0.20	No	No	No
Door Switch	0.30	No	No	No
Compressor Control Module	1.10	No	No	No
Glass/Wire Shelf of Freezer/ Fresher Compartment	0.20	No	No	No
Freezer/Fresher Door Assembly	0.50	No	No	No
Freezer/Fresher Door Side Cover	0.20	No	No	No
Door Latch	0.20	No	No	No
Drainage Tube	0.70	No	No	No
Cooling Fan	1.00	No	No	No
Terminal Block	0.50	No	No	No
Ventilation Cover	0.20	No	No	No
Top Hinge/Bottom Hinge	0.30	No	No	No
Freezer/Refrigerator Door Gasket	0.50	No	No	No
Middle Hinge	0.50	No	No	No
Readjust/Realign Door Hinge(s)	0.40	No	No	No










PART REPLACED	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>REFRIGERATOR - 14CF AND 16CF</b>				
Replace Unit	2.00	No	Yes	Yes
Cooling Fan	0.70	No	No	No
Top/Bottom Door Latch	0.20	No	No	No
Top Hinge/Bottom Hinge	0.30	No	No	No
Middle Hinge	0.50	No	No	No
Crisper Door Bin	0.20	No	No	No
Crisper Drawer	0.20	No	No	No
Freezer/Fresher Door Gasket	0.50	No	No	No
Back Door Cover	0.20	No	No	No
Freezer/Fresher Door Assembly	0.50	No	No	No
Freezer/Fresher Door Side Cover	0.20	No	No	No
Glass Shelf of Freezer/Fresher Compartment	0.20	No	No	No
LED Light/Light Cover/Light Assembly Base	0.30	No	No	No
Control/Transfer Module	0.70	No	No	No
Plastic Top/Side Trim/Plastic Bottom Vent	0.20	No	No	No
<b>REFRIGERATOR - 20CF AND 21CF</b>				
Replace Unit	2.00	No	Yes	Yes
LED Light	0.30	No	No	No
Door Stopper	0.20	No	No	No
Icemaker Assembly	0.50	No	Yes	Yes
Crisper Box Cover/Crisper Box	0.20	No	No	No
Fresh Drawer Cover/Fresh Drawer	0.20	No	No	No
Upper Shelf/Lower Shelf/Middle Shelf	0.20	No	No	No
Inner/Freezer/Refrigerator Door Gasket	0.50	No	No	No
Freezer Lower Drawer/Upper Drawer	0.20	No	No	No
Serving Tray	0.20	No	No	No
Left/Right/Freezer Door	0.30	No	No	No
Left/Right/Freezer Door Handle	0.20	No	No	No

## FURRION & WAY










PART REPLACED	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>REMOTE (ANY)</b>				
Unit Replacement	0.20	No	No	Yes
<b>SPEAKER</b>				
Unit Replacement	0.20	No	No	Yes
<b>SOLAR CONTROLLER</b>				
Unit Replacement of 25A/ 50A MPPT Main Unit	0.20	No	Yes	No
Replacement of 25A/ 50A MPPT prep-base	0.50	No	No	No
Unit Replacement of 10A PWM Charger	0.20	No	Yes	No
<b>SOLAR PANEL</b>				
Unit Replacement	0.20	No	Yes	Yes
Replace and Reseal Solar Prep Bracket	0.40	No	No	No
Replace and Reseal Solar Inlet	0.40	No	No	No
<b>SOUND BAR</b>				
Unit Replacement	0.30	No	No	Yes
Replacement and Rewire Harness for 2-Zone Soundbar	0.40	No	No	No
Replacement and Rewire Harness for 4-Zone Soundbar	0.50	No	No	No
Replace Fuse (located in wire-harness)	0.40	No	No	No
Replace Speaker Cover	0.20	No	No	No
<b>SOUND BAR (OUTDOOR)</b>				
Unit Replacement	0.20	No	No	Yes
Wall Mount Key Hole Brackets	0.30	No	No	No
L-Brackets	0.30	No	No	No
<b>STEREO</b>				
Unit Replacement	0.30	No	No	Yes
Replace and Rewire Harness	0.40	No	No	No
Fuse (either in wire-harness or at back of unit)	0.40	No	No	No
Replace Knob	0.20	No	No	No
Replace Faceplate	0.20	No	No	No
Replace Trim Kit	0.20	No	No	No
<b>SUBWOOFER</b>				
Unit Replacement	0.30	No	No	No

## FURRION & WAY


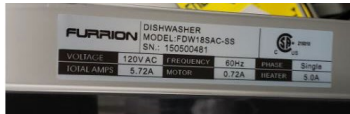









PART REPLACED	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>TANKLESS WATER HEATER</b>				
Unit Replacement	1.20	No	Yes	No
Wall Control Unit	0.30	No	Yes	No
 Door	0.20	No	No	No
Fuse Replacement	0.20	No	No	No
Door Locker Assembly	0.20	No	No	No
Flue Duct Seal	0.20	No	No	No
Repair/ Clean Igniter	1.00	No	No	No
Water Filter Assembly	0.30	No	No	No
Water Heater Main Control Board	0.70	Yes	Yes	No
Water Heater O-Ring	0.30	No	Yes	Yes
<b>TRANSFER SWITCH</b>				
Unit Replacement	0.20	No	No	Yes
<b>INDOOR TV</b>				
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	No
AC/DC Adapter	0.20	No	No	No
<b>OUTDOOR TV</b>				
Unit Replacement	0.50	No	No	Yes
Unit Replacement (installed in a casement)	0.70	No	No	Yes






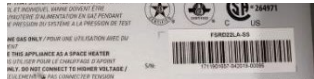


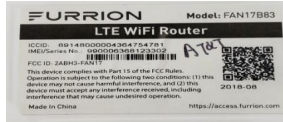





Part/Serial Tag, Picture Examples and Locations		
Product	Location	Picture Needed
A/C (Air Conditioner)	Serial label is found in the air duct and can be viewed by removing the air distribution box shroud and looking through the room air return	 
A/C Wall Thermostat	Serial Label Found Inside Bracket	 
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	 











Part/Serial Tag, Picture Examples and Locations		
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 Locations		
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 Locations		
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 is found under the cooktop on the left side of 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 Locations		
Product	Location	Picture Needed
Refrigerator-20cf	Serial label is found inside the right door on the fridge sidewall	
Refrigerator-8 and 10cf	Serial label is found in the lower right corner of the back of the fridge	
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	

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>AWNINGS</b>				
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

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>AWNINGS CONTINUED</b>				
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 Shoulder Replacement, RH or LH	0.80	Yes	Yes	No
Vision Patio Shoulder Replacement, Center	1.50	Yes	Yes	No
Vision Patio 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 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

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>AWNINGS CONTINUED</b>				
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 RH or LH	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




Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>AWNINGS CONTINUED</b>				
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










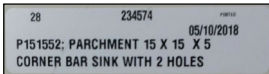
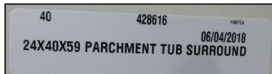
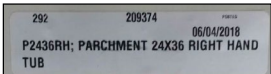
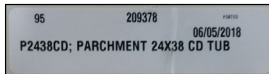
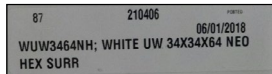
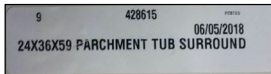



Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>WATER HEATER PRODUCTS</b>				
Water Heater Complete	1.20	Yes	Yes	No
Water Heater Heat Exchanger	2.00	Yes	Yes	No
Water Heater Blower Motor Assembly	1.50	No	Yes	Yes
Water Heater Door and Door Frame (Flange)	0.50	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	Yes	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 Meter	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

## KITCHEN & BATH

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>LIPPERT KITCHEN &amp; BATH</b>				
Stainless Steel Sink Single Bowl (27X16X7)	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	1.00	No	Yes	Yes
Shower Pan	0.50	No	Yes	Yes
45" Tub	0.50	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	0.80	No	No	Yes
Lavatory Faucet	0.40	No	No	Yes
Hand Sanitizer Pump	0.30	No	No	Yes



Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>LIPPERT KITCHEN &amp; BATH</b>				
Black Shower box set with 4227 shower faucet with 5514 hand shower	0.40	No	No	Yes
Champagne Shower box set with black faucet inside	0.40	No	No	Yes
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

<i>Product/Locations/Pictures Examples</i>		
<i>Item/Product</i>	<i>Location</i>	<i>Photo Examples</i>
Lippert Shower Tower	No Product Tag, Photos are required.	

















Product/Locations/Pictures Examples		
Item/Product	Location	Photo Examples
<p><i>All Faucets – Lippert requires pictures showing the defective area, etching on faucet neck, as well as tag showing complete PO# &amp; Part#. Location – PO/Part # tag is located on the faucet water line.</i></p>	<p><i>PO Number and Part Number is located on the white tag</i></p>	     
<p><i>Sinks and Tubs Tag</i></p>	<p><i>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.</i></p>	      
<p><i>Shower Boxes</i></p>	<p><i>No tags, Product photo is needed.</i></p>	 

## LEVELING & STABILIZATION

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>MOTORIZED/TOWABLE LEVELING - LEVEL-UP - HYDRAULIC LANDING GEAR COMPONENTS</b>				
Standard Hydraulic Landing Gear Leg 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 jack)	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	see 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

Product/Locations/Pictures Examples		
Item/Product	Location	Photo Examples
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.	
Jack Stabilizer Motor	Photograph of the end of the motor is required.	

## LEVELING & STABILIZATION



Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>ELECTRIC LANDING GEAR AND LEVELING COMPONENTS</b>				
 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
<b>ELECTRIC LANDING GEAR AND LEVELING</b>				
 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	Yes	No	No
 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

## LEVELING & STABILIZATION

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>POWER GEAR HYDRAULIC LEVELING</b>				
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>				
<b>POWER GEAR LEVEL BEST (KWIKEE)</b>				
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



Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>POWER GEAR ELECTRIC LEVELING</b>				
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
<b>GROUND CONTROL 2.0 AND GROUND CONTROL 3.0</b>				
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

Product/Locations/Pictures Examples		
Item/Product	Location	Photo Examples
Jack Leg Tags	The following tags are required when submitting a claim for ALL jacks. Helps Customer Service identifying the proper supplier of the jacks.	 



## LEVELING & STABILIZATION



Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>TONGUE JACKS</b>				
  Manual Tongue Jack - Unit Replacement	0.50	No	No	Yes
  Power Tongue Jack - Unit Replacement	0.50	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
<b>QUICK DROP</b>				
 Quick Drop Stabilization Jack	1.00	No	No	Yes
Quick Drop Stabilization Jack Spring Latch	0.20	No	No	Yes
Quick Drop Stabilization Jack Chain	0.20	No	No	Yes
Quick Drop Stabilization Jack Footpad	0.30	No	No	Yes
<b>ELECTRIC STABILIZER</b>				
  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
<b>JT'S STRONG ARM</b>				
 JT's Strong Arm Stabilizing	1.00	No	Yes	Yes
JT's Strong Arm Individual Stabilizing Arms	0.25	No	Yes	Yes

Product/Locations/Pictures Examples		
Item/Product	Location	Photo Examples
BaseCamp Leveling Legs	Same as the other Lippert Hydraulic Leveling Jacks	 

## MARINE

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>UPHOLSTERY</b>				
Captain Seat (Bucket)	0.30	No	Yes	Yes
Captain Seat Pedestal	0.30	No	Yes	Yes
Captain Seat Swivel	0.30	No	Yes	Yes
Captain Seat (Double Wide)	0.50	No	Yes	Yes
Seat Base - box	0.50	No	Yes	Yes
Seat Backrest	0.50	No	Yes	Yes
Seat Cushion	0.20	No	Yes	Yes
Seat Complete (Heritage/Royal)	0.30	No	Yes	Yes
Sun Lounge Cushion	0.50	No	Yes	Yes
Arm Rest	0.50	No	Yes	Yes
Seat Hinge	0.20	No	Yes	Yes
Re-Skin Cushion Small	0.80	No	Yes	Yes
Re-Skin Cushion Medium	1.00	No	Yes	Yes
Re-Skin Cushion Large	1.30	No	Yes	Yes
Furniture Storage Doors	0.30	No	Yes	Yes
Furniture Cup Inserts	0.30	No	Yes	Yes
Changing Room Curtain	0.30	No	Yes	Yes
E- Center	2.00	No	Yes	Yes
Carpet	0.50	No	Yes	Yes

## MARINE

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>MARINE CANVAS &amp; COVERS</b>				
Standard Bimini Canvas	0.50	No	Yes	Yes
Double Bimini Canvas	1.50	No	Yes	Yes
Bimini Boot	0.30	No	Yes	Yes
Playpen Covers 22' and Under	1.50	No	Yes	Yes
Playpen Covers 22' and Over	2.00	No	Yes	Yes
 Bimini Top Actuator	0.30	Yes	Yes	No
Bimini Top Actuator End Cap	0.30	No	Yes	Yes
 Bimini Bow Assembly	0.30	No	Yes	Yes
Bimini Top RF Control System	0.30	Yes	Yes	No
Bimini Key Fob Remote Control	0.30	Yes	Yes	No
Bimini Top Toggle Control Switch	0.30	Yes	Yes	No
Bimini Power Arm Complete System	0.80	No	Yes	Yes






























## POWER & MOTION

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>TV &amp; CABINET LIFTS</b>				
 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
<b>MANUAL BED LIFT</b>				
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
<b>POWER BED LIFT/TILT</b>				
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
<b>POWER GEAR BED LIFT</b>				
 Power Gear Bunk Lift- Touch Pad	0.80	Yes	No	Yes
 Power Gear Bunk Lift- Control Box	1.10	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

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>HYDRAULIC SLIDE-OUT</b>				
Hydraulic Pump Motor (Fohon NO return, Parker return)	1.00	Yes	No	No
Hydraulic Pump (Fohon pump NO return, Parker pump yes)	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
<b>ELECTRIC SLIDE-OUT</b>				
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






## SLIDE-OUTS

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>POWER GEAR ELECTRIC SLIDE-OUT</b>				
 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
<b>POWER GEAR SLIMRACK ELECTRIC IN-WALL SLIDE-OUT</b>				
  Power Gear Slimrack In-Wall Slide-out Touch Pad	0.80	Yes	No	No
  Power Gear Slimrack In-Wall Slide-out Control Box	1.10	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 - Unit Replacement (per side)	2.00	No	Yes	Yes

## SLIDE-OUTS

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>SCHWINTEK IN-WALL SLIDE-OUT</b>				
Schwintek In-Wall Motor (ONLY)	1.00	Yes	No	No
Schwintek In-Wall Wire Harness (ONLY)	0.40	Yes	No	No
Schwintek In-Wall Repair Kit (includes Column R/R)	2.20	No	Yes	Yes*
Schwintek In-Wall Unit Replacement (per side)	1.50	No	Yes	Yes*
Schwintek In-Wall Reassembly of Replacement In-Wall Full System - (shipped in a tube)	0.20	No	Yes	Yes*
Schwintek In-Wall Brain/Controller (ONLY)	0.30	Yes	No	No
Schwintek In-Wall Switch (ONLY) 3-prong	0.30	Yes	No	No
<p><i>*Photo 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 : <a href="https://lci-support-doc.s3.amazonaws.com/quickreferences/ccd-0002661.pdf">https://lci-support-doc.s3.amazonaws.com/quickreferences/ccd-0002661.pdf</a></i></p>				
<b>DEWALD (POWER GEAR) ** HYDRAULIC SLIDE-OUT</b>				
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
<b>HAPPIJAC ELECTRIC SLIDE COMPONENTS</b>				
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
<i>**Unit with an underbelly, ADD 1.0 hour for time allotment.</i>				
<i>Lippert does <b>NOT</b> warranty slide-out adjustment issues.</i>				

## STEPS


Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>MANUAL STEP</b>				
 Manual Step Unit Replacement	0.50	No	No	Yes
<b>COACH STEP</b>				
Slide Step Rail (0.3 added 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
<b>NOTE: Need Color Picture for ALL Rust/Paint Issues</b>				
<b>KWIKEE STEPS</b>				
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
<b>SOLID STEP 2.0 AND SOLID STEP 3.0</b>				
Unit Replacement	0.50	No	Yes	Yes
 SolidStep 3.0 Lift Assist Strut	0.20	No	Yes	Yes






## STEPS

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>PROJECT 2000 STEP</b>				
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
<b>STEP WELL COVER</b>				
Step Well Cover (Linear Actuator)	1.00	Yes	Yes	No
Step Well Cover (w/linear actuator limit switch)	0.50	Yes	Yes	No
Step Well Cover (w/linear actuator harness)	0.30	Yes	Yes	No
<b>MISCELLANEOUS</b>				
Steps Paint Issue	Varies	No	No	Yes
<b>NOTE: Color pictures needed for all rust or paint issues</b>				

## STORAGE & CONVENIENCE

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>STORAGE TRAYS</b>				
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 (EA)	0.60	Yes	No	No
Sliding LP Tray	0.50	No	Yes	Yes
<b>POWERGEAR TRAVEL LATCH</b>				
Electric Travel Locks (Kwikkee) Limit Switch	0.50	Yes	No	No
Electric Travel Locks (Kwikkee) LH Motor for RH Latch	0.70	Yes	No	No
Electric Travel Locks (Kwikkee) RH Motor for LH Latch	0.70	Yes	No	No
<b>BIKE, TIRE AND STORAGE RACKS</b>				
Bumper Repair	0.50	No	No	Yes
Spare Tire Winch	0.50	No	No	Yes
Spare Tire Carrier	0.50	No	No	Yes
<b>SEWER AND FRESH WATER</b>				
Sump Pump 12V	0.50	No	No	Yes
 Flow Max Fluid Pump	0.50	No	No	Yes
<b>CONVENIENCE ACCESSORIES</b>				
Toy Lock (Need Picture of the Tag)	0.50	No	No	Yes

## TOWING

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>PIN BOXES</b>				
 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
<b>HITCHES</b>				
Hitch Assembly Paint	0.50	No	Yes	Yes
Rear Bumper Assembly Paint	0.50	No	Yes	Yes
<b>COUPLERS</b>				
 Remove and Replace Couplers	0.80	No	No	Yes

## WINDOWS





Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
<b>LIPPERT WINDOWS</b>				
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

**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

Product/Locations/Pictures Examples		
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	 



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Lippert Components, Inc.

Ph: 432-LIPPERT (432-547-7378) | Web: [lippert.com](http://lippert.com) | Email: [customerservice@lci1.com](mailto:customerservice@lci1.com)