

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 | 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.

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
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
LEVELLEGS				
 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
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

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
POWER JACK				
 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

Part Replaced	Time Allotment (Hours)	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
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 any other issue photo is required.				

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.	




Part Replaced	Time Allotment (Hours)	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

Part Replaced	Time Allotment (Hours)	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
Hubs, Brakes and Testing (includes remove and replace torsion axle beam)	1.50	No	Yes	Yes
Hubs, Brakes and Testing	1.50	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	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
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	Yes	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

Part Replaced	Time Allotment (Hours)	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
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
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
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

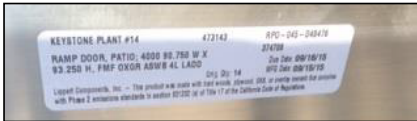
CHASSIS

Part Replaced	Time Allotment (Hours)	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



















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.	

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
RAMP DOOR				
 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
 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

**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.*

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
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
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
Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
BAGGAGE/COMPARTMENT DOOR				

DOORS - LIPPERT & CHALLENGER

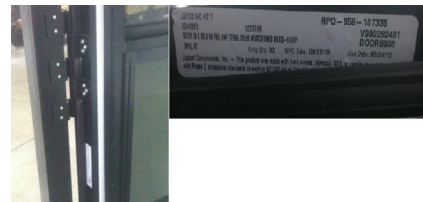

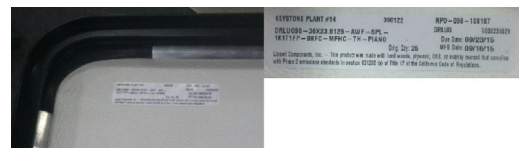
Baggage/Compartment Door - Replacement**	0.50	No	Yes	Yes
Baggage/Compartment Door - Lock/Latch Replacement*	0.20	No	Yes	Yes
Baggage/Compartment Door - Seal Replacement	0.30	No	Yes	Yes
Hinge Replacement***	0.30	No	No	Yes

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.

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
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


Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
ONECONTROL CONTINUED				
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

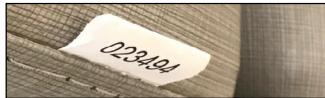
Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
ONECONTROL CONTINUED				
OneControl (formerly MyRV) - Wall Mounted Tablet Replacement	0.20	Yes	Yes	No
OneControl (formerly MyRV) - Digital Switch Replacement	0.20	Yes	No	No
Compass Connect - Monitor Panel	0.20	Yes	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

<i>Product/Locations/Pictures Examples</i>		
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
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	0.30	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
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
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


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

FURNITURE

Part Replaced	Time Allotment (Hours)	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
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

FURRION & WAY

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
AIR CONDITIONER				
Complete Roof Unit	1.00	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 Wallplate	0.30	No	No	Yes
ROUTER				
Slide in Router	0.20	No	No	Yes
Ceiling Mount Bracket	0.20	No	No	Yes

Part Replaced	Time Allotment (Hours)	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

Part Replaced	Time Allotment (Hours)	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

Part Replaced	Time Allotment (Hours)	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 Ignitor 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

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
FIREPLACE				
Unit Replacement	0.30	No	No	Yes
FURNACE				
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

Part Replaced	Time Allotment (Hours)	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

FURRION & WAY

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
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
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 Windchannel	0.50	No	No	Yes
Replace Freezer Fan Panel	0.30	No	No	Yes

FURRION & WAY

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
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
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

FURRION & WAY


Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
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
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










FURRION & WAY










Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
REFRIGERATOR - 16CF, 20CF AND 21CF -CONTINUED				
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


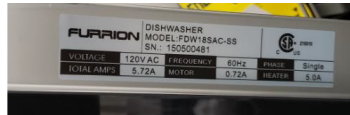









Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
REMOTE (ANY)				
Unit Replacement	0.20	No	No	Yes
SPEAKER				
Unit Replacement	0.20	No	No	Yes
SOLAR CONTROLLER				
Unit Replacement of 25A/ 50A MPPT Main Unit	0.20	No	Yes	No
Replacement of 25A/ 50A MPPT prep-base	0.50	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






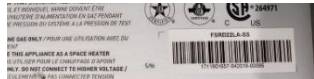


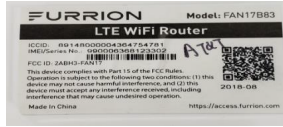





FURRION & WAY


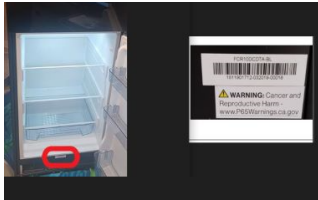








Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
STEREO				
Unit Replacement	0.30	No	No	Yes
Replace and Rewire Harness	0.40	No	No	Yes
Fuse (either in wire-harness or back of unit)	0.40	No	No	Yes
Replace Knob	0.20	No	No	Yes
Replace Faceplate	0.20	No	No	Yes
Replace 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	Yes	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 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	

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 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 Locations		
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	

Part Replaced	Time Allotment (Hours)	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

Part Replaced	Time Allotment (Hours)	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

Part Replaced	Time Allotment (Hours)	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


Part Replaced	Time Allotment (Hours)	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







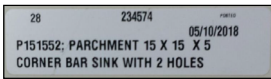
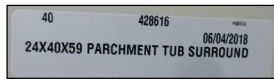
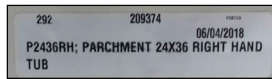
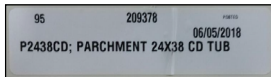
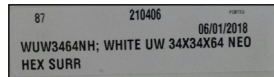
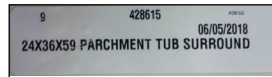



Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
WATER HEATER - PRODUCTS				
Water Heater - Complete	1.20	Yes	Yes	No
Water Heater - Heat Exchanger	2.00	Yes	Yes	No
Water Heater - Blower Motor Assembly	1.50	No	Yes	Yes
Water Heater - Door and Door Frame (Flange)	0.50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









Part Replaced	Time Allotment (Hours)	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



Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
LIPPERT KITCHEN & BATH				
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>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.</p>	<p>PO Number and Part Number is located on the white tag</p>	     
<p>Sinks and Tubs Tag</p>	<p>Tags are located on the underside (bottom) of the sink/tub. Lippert requires a photo for identification. That verifies it is a Lippert product.</p>	      
<p>Shower Boxes</p>	<p>No tags, Product photo is needed.</p>	 

LEVELING & STABILIZATION

Part Replaced	Time Allotment (Hours)	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

Product/Locations/Pictures Examples		
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.	 

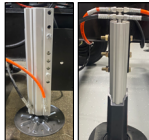



Product/Locations/Pictures Examples		
Item/Product	Location	Photo Examples
Titan Leveling Legs	The following tags are required when submitting a claim for ALL jacks to help Customer Service identify the proper supplier of the jacks. If no tag, please submit photos of the leveling jacks.	<div> <div>Motorized</div>  </div> <div> <div>Hydraulic</div>    </div>





















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Web: - <https://support.lci1.com/documentation/> - Ph: 432-LIPPERT (432-547-7378) - Email: customerservice@lci1.com

















LEVELING & STABILIZATION

Part Replaced	Time Allotment (Hours)	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



Part Replaced	Time Allotment (Hours)	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

Part Replaced	Time Allotment (Hours)	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



Part Replaced	Time Allotment (Hours)	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'S STRONG ARM				
JT's Strong Arm Stabilizer	1.00	No	Yes	Yes
 JT's Strong Arm Individual Stabilizer Arms	0.25	No	Yes	Yes

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.	



MARINE

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
UPHOLSTERY				
Fish Seat Centric	0.30	No	Yes	Yes
Fish Seat Jami	0.30	No	Yes	Yes
Fish Seat Clam Shell	0.30	No	Yes	Yes
Reclining Helm Seat	0.30	No	Yes	Yes
Non-Reclining Helm Seat	0.30	No	Yes	Yes
Coastal Seat	0.30	No	Yes	Yes
Roto Barrel Seat	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
MARINE CANVAS & COVERS				
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 Top - Bow Assembly	0.30	No	Yes	Yes
Bimini Top - RF Control System	0.30	Yes	Yes	No
Bimini Top - Key Fob Remote Control	0.30	Yes	Yes	No
Bimini Top - Toggle Control Switch	0.30	Yes	Yes	No
Bimini Top - Power Arm Complete System	0.80	No	Yes	Yes

POWER & MOTION

Part Replaced	Time Allotment (Hours)	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	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
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	Yes	No	No
Above Floor Slide-out Motor/Gear Box	0.50	Yes	No	No
Above Floor Slide-out Coupler	2.00	No	Yes	Yes
Above Floor Slide-out CAM Follower	1.00	Yes	No	No

SLIDE-OUTS

Part Replaced	Time Allotment (Hours)	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

Part Replaced	Time Allotment (Hours)	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>*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 : 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
<i>**Unit with an underbelly, ADD 1.0 hour for time allotment.</i>				
<i>Lippert does NOT warranty slide-out adjustment issues.</i>				


STEPS

Part Replaced	Time Allotment (Hours)	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

Part Replaced	Time Allotment (Hours)	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

Part Replaced	Time Allotment (Hours)	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 Lock (picture of tag required)	0.50	No	No	Yes

TOWING

Part Replaced	Time Allotment (Hours)	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

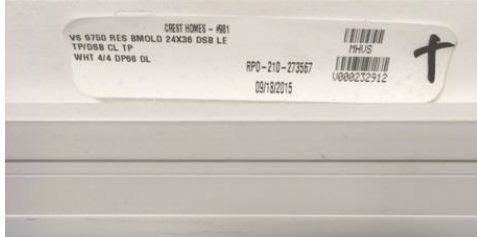



Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
LIPPERT WINDOWS				
Lock	0.20	No	No	Yes
Rubber Seal	0.50	No	No	Yes
Screen Track	0.20	No	No	Yes
Screen	0.20	No	No	Yes
Complete - Unit Replacement	1.00	No	Yes	Yes
Crank Mechanism	0.20	No	No	Yes
Frame	1.00	No	Yes	Yes
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

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	 

WINDOWS

Part Replaced	Time Allotment (Hours)	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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