

WARRANTY

Purpose

This document outlines the process for a dealer to submit a warranty claim with Lippert Components, Inc.

Introduction

Be sure to verify the warranty status before performing any service work. Warranties will vary from product to product and some OEMs provide extended warranties while others do not. Warranties are designed to replace parts that wear faster than their expected lifespan and not for parts damaged by OEM installation or using the product outside of its intended purpose.

Flat Rate Chart

The Flat Rate Chart provides all the information and parameters needed to file a warranty claim as well as access to additional information about Lippert's products. Start by going to <https://www.lci1.com/>. On the left side of the browser, click on the Support Icon. In the sub-menu, select Flat Rate Chart.

NOTICE

Once open, scroll down to page 2 of the Flat Rate Chart for the keys and items that aid in navigation through the document.

Procedure

- To start navigation through the Flat Rate Chart, scroll to the Table of Contents on page 3.
- The blue headers for each category, (Fig. 1A) in the Table of Contents are clickable and will navigate to that page.
- As an example for warranty information on a Schwintek In-Wall Slide-out Motor Replacement, click on the header labeled **SLIDE-OUT**, (Fig. 1B).

Fig. 1

LIPPERT FLAT RATE CHART	
ATWOOD	4-7
Brake System	4
Coupler	4
Dawling	4
5th Wheeling Landing Leg	4
Leveling	4
Top Wind Jack	5
Ball Screw Camper Jack	5
Power Jack	6
Side Wind Jack	6
Stabilizer Jack	6
AWNINGS	7
Product/Location/Picture Example	8
AXLES & SUSPENSION	9-10
Frame/Chassis Components	9
Operation and Description 2K-7K Axle	9
Askle Beams - Operation & Description	9
Brake Electric - Operation	9
Hub Equipment - Operation & Description	9
Suspension - Operation & Description	9
Independent Suspension	10
Product/Location/Picture Example	10
BEDS	11
Happijack Electric Bed Lift Components	11
Vela PopTop	11
CHASSIS	12
Product/Location/Picture Example	12
DOORS - LIPPERT & CHALLENGER	13-15
Ramp Doors	13
Product/Location/Picture Example	13
Entry Doors	14
Door Parts and Screen Parts	14
Patio Doors	14
Baggage/Compartment Doors	14
Product/Location/Picture Example	15
ELECTRONICS	16-18
Level-Up Lite	16
CAT Sensor	16
Keyless Entry	16
Wireless Remote	16
Tire Linc Tire Pressure Monitor System	16
Sway Control	16
OneControl	16
OneControl Continued	17
Electronics	18
Product/Location/Picture Example	18
FURNITURE	19-21
Interior Electrical	19
Product/Location/Picture Example	19
Hide-A-Bed	20
Rip-Sofa	20
Recliners/Rocker	20
Happijack/Zip-N-Sleep/Rollover	20
U Dinette & Dinette	20
Miscellaneous Interior	21
Mattresses	21
Theater Seating/Entertainment Center	21
FURBISH & WAX	22-26
Air Conditioner	22
Air Distribution	22
Antenna	22
Router	22
Camera System	23
Cooktop	23
Cooktop Chef	23
Dishwashers	23
Fireplaces	23
Intel	23
Microwaves	27
Rangehood	27
RV Grill	27
Refrigerator	27-29
Remotes	30
Speakers	30
Solar Panel	30
Sound Bars	30
Speakers	30
Sub Woofers	30
Tankless Water Heater	31
TV	31
Furion Specifications on TV	32
Product/Location/Picture Example	33-36
GIRARD	37-41
Awnings Products	37-40
Water Heater Products	41
KITCHEN & BATH	42
Lippert Ritchens & Baths	42
Product/Location/Picture Example	44
LEVELING & STABILIZATION	45-49
Motorized/Towable Leveling	45
Product/Location/Picture Example	45
Electric Landing Gear and Leveling Components	46
Electric Landing Gear and Leveling	46
Power Gear Hydraulic Leveling	47
Power Gear Level Best (KWKEE)	47
Power Gear Electric Leveling	48
Ground Control 2.0 & Ground Control 3.0	48
Product/Location/Picture Example	48
Tongue Jacks	49
Electric Stabilizer	49
JT's Strong Arm	49
Product/Location/Picture Example	49
MARINE	50-51
Upholstery	50
Marine Canvas & Cover	51
POWER AND MOTION	52
TVK Cabinesse Lifts	52
Manual Bed Lift	52
Power Bed Lift/Tilt	52
Power Gear Bank Lift	52
SLIDE-OUT	53-55
Hydraulic Slide-Out Components	53
Electric Slide-Out Components	53
Power Gear Electric Slide-Out	54
Power Gear Slimmax Electric In-Wall Slide	54
Schwintek In-Wall Slide-Out System	55
Denwald (Power Gear) Hydraulic Slide-Out	55
Happijack Electric Slide Components	55
STEPS	56-57
Manual Step	56
Coash Step	56
Kwikkee Steps	56
SolidStep 2.0 and SolidStep 3.0	56
Project 2000 Step	57
Step Walls Covers	57
Miscellaneous	57
STORAGE & CONVENIENCE	58
Storage Trays	58
Power Gear Travel Latch	58
Bike, Tire and Storage Trays	58
Sewer and Fresh Water Convenience Accessories	58
TOWING	59
Pin Boxes	59
Hitches	59
Couplers	59
WINDOWS	60-61
Product/Location/Picture Example	60
Product/Location/Picture Example	61

WARRANTY

A. After clicking on **SLIDE-OUT**, the Flat Rate Chart will navigate to the SLIDE-OUTS page, (Fig.2).

Fig. 2

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
HYDRAULIC SLIDE-OUT				
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	Yes	No	No
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 (TUSONI)	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 (TUSONI)	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
Flareguard	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

B. Scroll down to the SCHWINTEK IN-WALL SLIDE-OUT section, (Fig.3).

C. Look for the Schwintek In-wall Slide-out Motor (ONLY), (Fig. 3A).

Fig. 3

Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
SCHWINTEK IN-WALL SLIDE-OUT				
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
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

*Unit with an underbelly, ADD 1.0 hour for time allotment.
Lippert does NOT warranty slide-out adjustment issues.

WARRANTY

4. There are several available assets on each line of a specific product related to it's warranty and replacement. The details can be seen in the chart detail, (Fig. 4):

Fig. 4

Part Replaced		Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
Schwintek In-Wall Motor (ONLY)		1.00	Yes	No	No
Schwintek In-Wall Wire Harness (ONLY)		0.40	Yes	No	No

- A. The Video Icon refers to an online video repair or replacement, usually found on the Lippert YouTube Channel. Click on the icon to access the video.
- B. The Document Icon indicates a specific document related to this product. Click on this icon to access the document.
- C. Headers in **BLUE** are linked to a specific section in the Lippert Support Website for that product. By clicking on the header, access will be gained to the Top Level page for that product providing several documents and options hosts a variety of related information:
 - I. Product Assembly
 - II. Product Components
 - III. Manuals
 - IV. Quick Reference
 - V. Technical Information
 - VI. FAQs
 - VII. Videos
- D. The Time Allotment, in hours paid for the repair or replacement.
- E. The indication if the part needs to be returned to Lippert, Yes or No.
- F. Lippert Prior Contact requirement for the warranty work to take place, Yes or No.
- G. Picture requirement prior to performing and warranty work, Yes or No.

NOTE: Be sure to also check the bottom of the page for any notes relating to the warranty repair or replacement. The notes will be highlighted in yellow.

5. Return to the Table of Contents by clicking on the Table of Contents button in the lower left hand corner of the page, (Fig. 5A). At the bottom of the page is the Lippert contact information, (Fig. 5B).

Fig. 5

Slide-Out Assembly Replacement	3.00	No	Yes	Yes
*Unit with an underbelly, ADD 1.0 hour for time allotment.				
Lippert does NOT warranty slide-out adjustment issues.				

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

TABLE OF CONTENTS
Page 55
CCD-0003872

WARRANTY

Claim Process

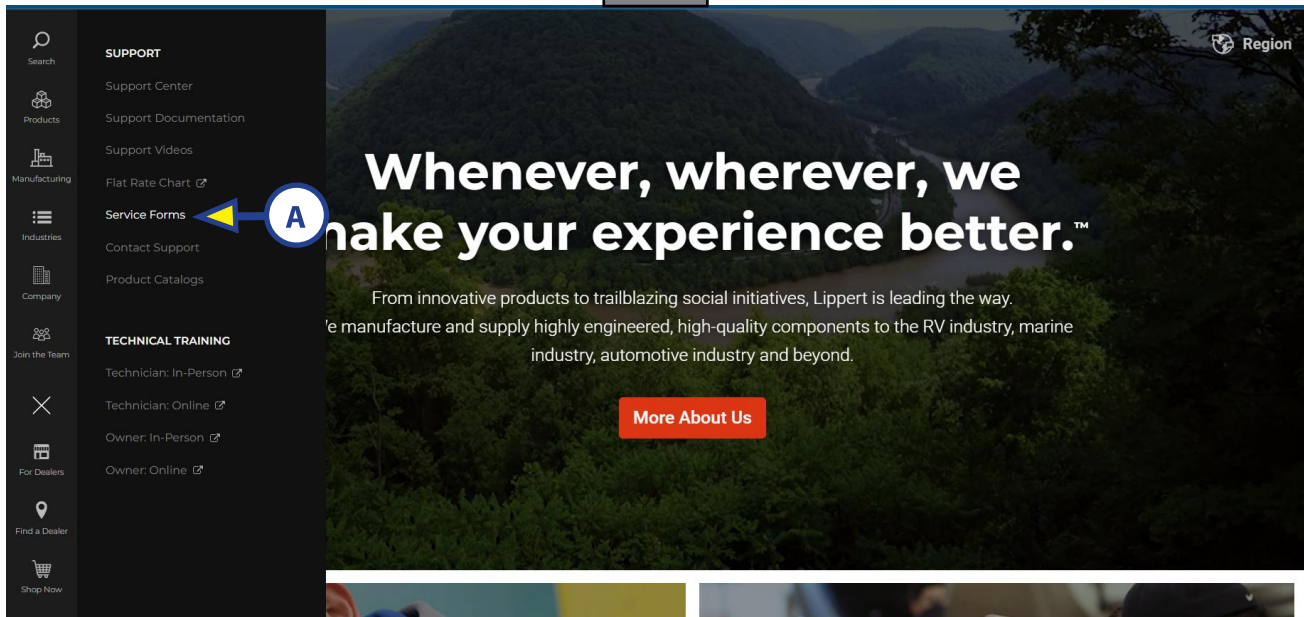
- Utilizing the Schwintek Slide-out Motor as an example, (Fig. 6A). For this particular item, no prior authorization is required, (Fig. 6B) to start the service work, the part will need to be returned, (Fig. 6C), therefore, no pictures are required, (Fig. 6D).

Fig. 6

LIPPERT FLAT RATE CHART				
SLIDE-OUTS				
Part Replaced	Time Allotment (Hours)	Part Return	Lippert Prior Contact	Picture Required
SCHWINTEK IN-WALL SLIDE-OUT				
Schwintek In-Wall Motor (ONLY)	1.00	Yes	No	No
Schwintek In-Wall Wire Harness (ONLY)	0.40	Yes	No	No

- Once the service has been completed, fill out a work order form provided by the dealership or repair facility, or a Lippert Warranty Claims Form that can be found on the website.
- Go to the Lippert Home Page, (Fig. 7), at www.lci1.com.
 - Navigate to the Support tab on the left side of the page.

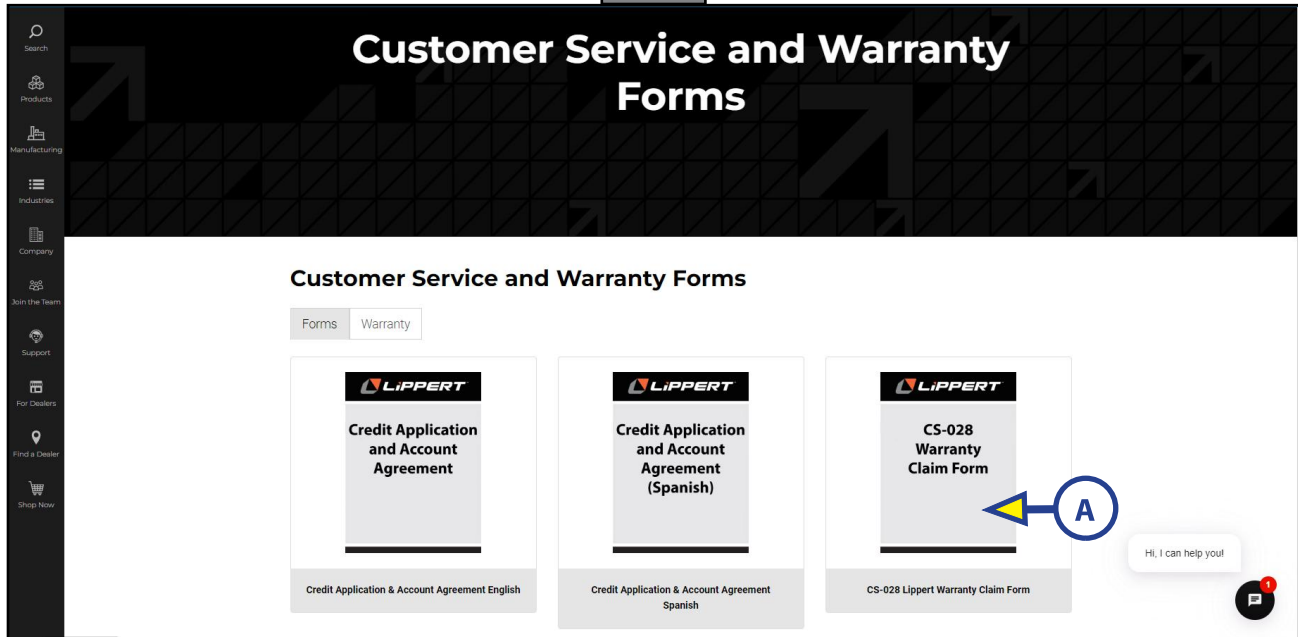
Fig. 7



WARRANTY

- B. Select Service Forms, (Fig. 7A). The Customer Service and Warranty Forms page will open, (Fig. 8).
- C. Click on the Lippert Warranty Claim Form, (Fig. 8A).

Fig. 8

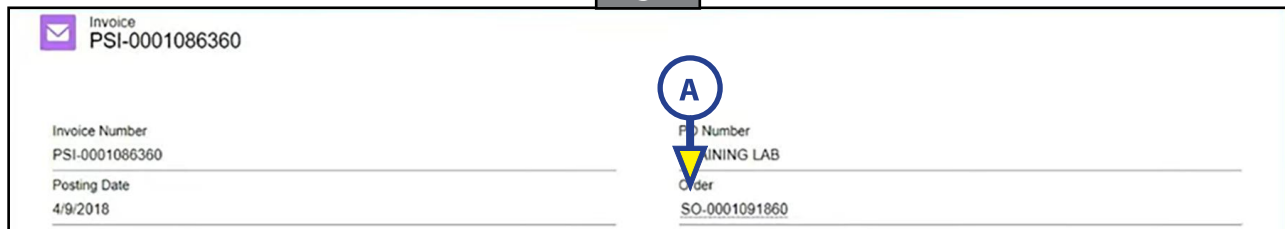


- 4. When filling out either the Dealer Claim Form or the Lippert Warranty Claim Form, the following information must be included:
 - A. Dealer Name
 - B. Dealer Number
 - C. Contact Information
 - D. Address
 - E. Retail Customer Information
 - F. RV Unit Information
 - G. Detailed explanation of the Service Work performed

NOTE: Send the form with a copy of the part invoice from the Lippert Store or other retailer to dealerclaims@lci1.com to begin the warranty claim process.

- 5. All parts ordered from Lippert, (Fig. 9), will include a Service Order Number, (Fig. 9A), that should be linked in the Dealer Portal. If the part was purchased from another retailer, the invoice should include:
 - A. Price
 - B. Product description
 - C. Invoice number
 - D. Transaction date

Fig. 9

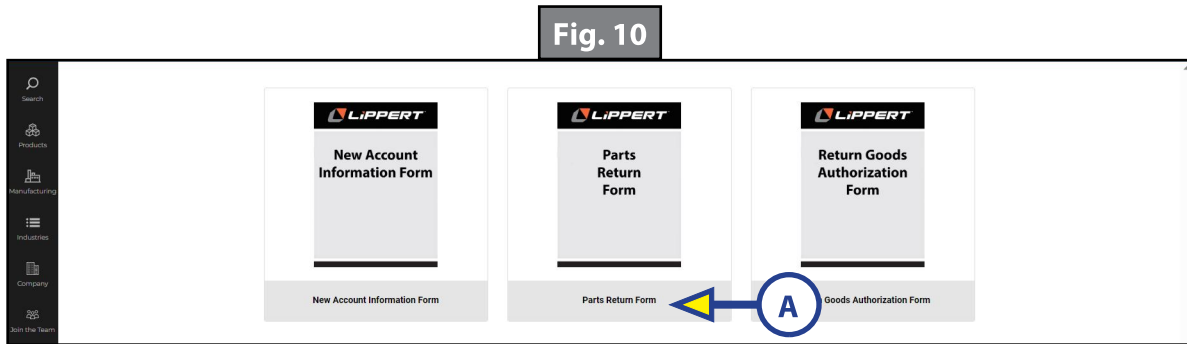


WARRANTY

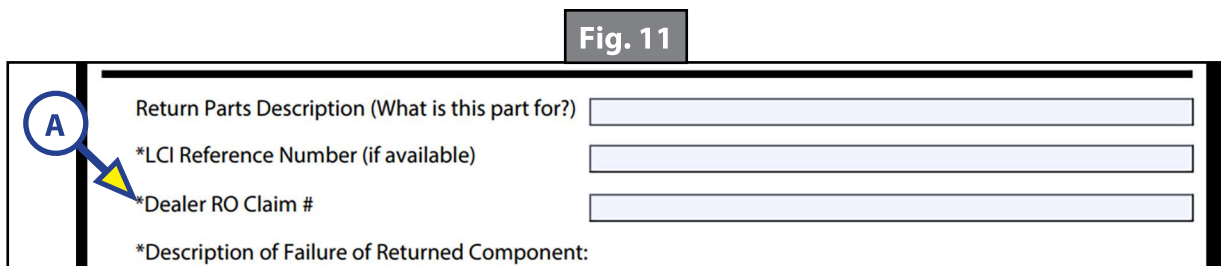
NOTE: If a Lippert SO number is provided, the invoice does not need to be included with the Claim form.

NOTE: These forms and invoices can be mailed in; however, claim processing can be delayed due to postal speed and interruptions. For a timely response and processing, scan and email the forms to dealerclaims@lci1.com.

- To complete the warranty claim process, the part will need to be returned. This starts by filling out the Part Return Form, (Fig. 10A), found on the Service Forms page previously visited for the Dealer Claim Form, (Fig. 10).

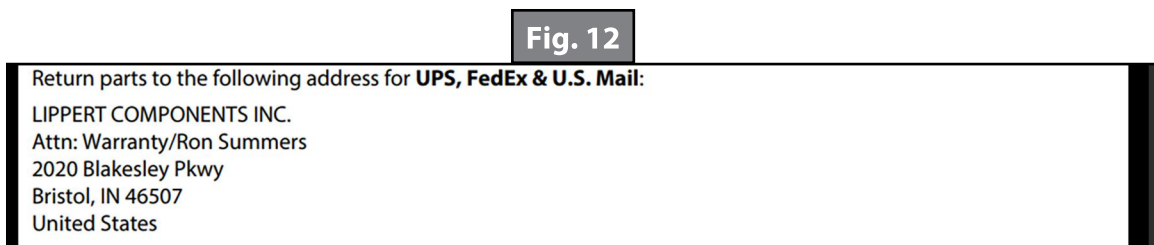


NOTE: Lippert recommends this to be completed after a case number has been assigned so it can be added to the Part Return Form (Fig. 11A).



- Return the part with the Part Return Form to the Lippert address found at the bottom of the Part Return Form (Fig. 12). To avoid any delays, be sure to use the exact address. Include the case number on the outside of the box.

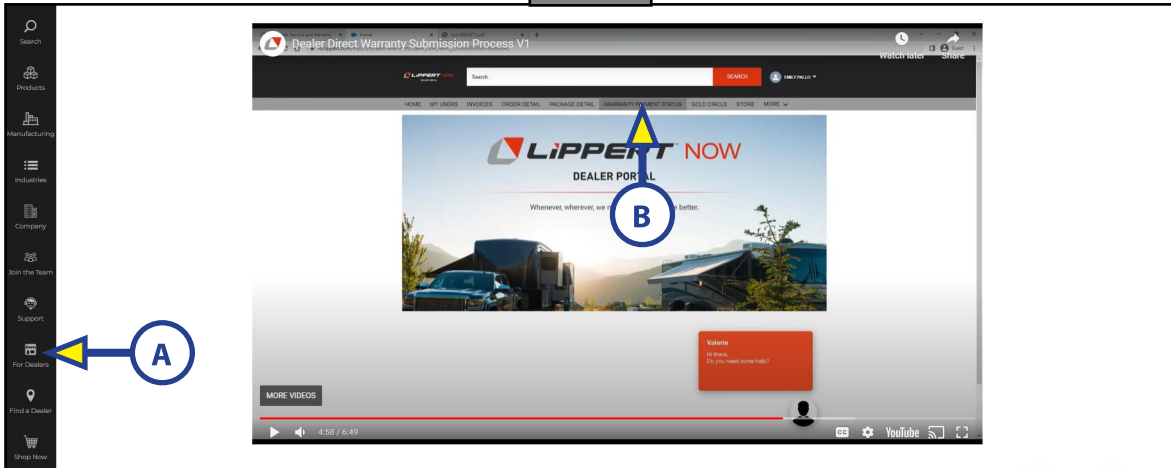
NOTE: Dealers outside of the United States are not required to return the part; however, extensive photos of the part's various codes, part numbers and any damage or wear are required. Any information missing from the Warranty Claim or Part Form could delay the process and reimbursement for the service work.



WARRANTY

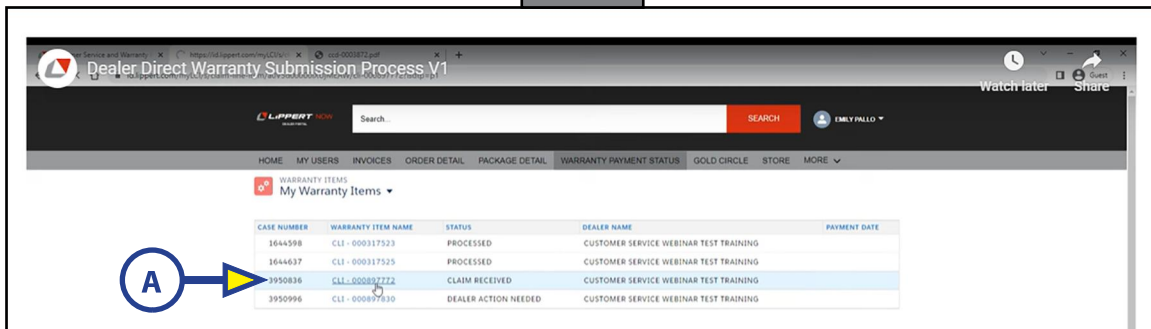
8. Once the forms have been submitted and a case has been created, a confirmation email will be sent. This email will provide reminders for all the steps that must be accomplished for service work to be compensated. Contact information to Lippert Dealer Claims and a link to the Dealer Portal, (Fig. 13A), will also be included so the status of the case can be reviewed.
9. Click on the Warranty Payment Status, (Fig. 13B).

Fig. 13



10. Click on the claim for additional information, (Fig. 14A).

Fig. 14



11. If the claim is still in the initial stage of processing, it is best to review all aspects of the claim to be sure all criteria for the warranty claim have been met.

As a supplier of a broad array of highly-engineered components in the recreation and transportation product markets, safety, education and customer satisfaction are our primary concerns. Should you have any questions, please do not hesitate to contact us at 432-LIPPERT (432-547-7378) or by email at customerservice@lci1.com. Self-help tips, technical documents, product videos and a training class schedule are available at lippert.com or by downloading the LippertNOW app.