

INCOMPLETE INFORMATION WILL BE RETURNED. PLEASE FILL OUT THE FORM CAREFULLY AND INCLUDE PHOTOS SHOWING VENTING!

Dealer Name \_\_\_\_\_ Dealer Phone # \_\_\_\_\_

Refrigerator Model # \_\_\_\_\_ Refrigerator Serial # \_\_\_\_\_

Date of Testing \_\_\_\_\_ Contact Name: \_\_\_\_\_

**STEP 1. DOCUMENT WITH PHOTOS.**

Take THREE (3) pictures.

1. Remove roof vent.
2. Take a photo showing where the fins sit in relation to the opening.
3. Take a photo showing top of the refrigerator.
4. Take a photo showing the wall opposite of the fins.

**NOTICE**

Failure to submit ALL pictures described above, and all information on this form will seriously delay warranty processing!

**STEP 2. ACTIVATE BOS.**

1. Turn to highest temp setting.
2. Unplug thermistor at the connection near the fins at the top of refrigerator.

Run refrigerator on highest setting with thermistor disconnected for 6 HR:

TEMPS in FRZ: \_\_\_\_\_ FF: \_\_\_\_\_ Temperature Setting: \_\_\_\_\_

Thermistor Connected? YES NO

AC Heating Element: AMP Draw(s): \_\_\_\_\_ Ohm Reading: \_\_\_\_\_

AC Voltage: \_\_\_\_\_

Diagnostic Mode Reading on SCREEN 3: \_\_\_\_\_

Fans Running? YES NO

Any frost or moisture on vertical tube coming out top of Absorber Tank?

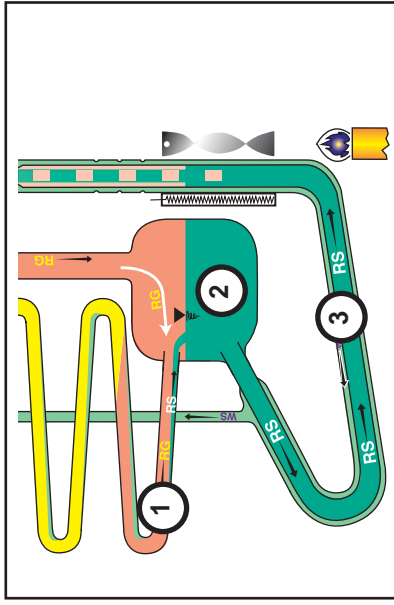
YES NO

Any signs of soft spots, water stains/streaks on the back of the unit?

YES NO Ambient Temp: \_\_\_\_\_

**STEP 3. EVALUATE TEMPERATURE.**

After SIX (6) hours with thermistor disconnected, record THREE temperatures.



1. Record temperature of horizontal tube 6" from the tank: \_\_\_\_\_
2. Record tank temperature just below center line of tank: \_\_\_\_\_
3. Record temperature of the tube inserted into burner box: \_\_\_\_\_

**STEP 4. EVALUATE INSULATION.**

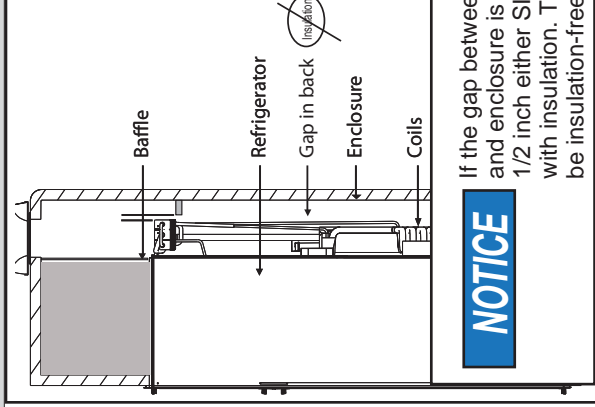
Answer FOUR (4) questions.

1. Record gap between enclosure and refrigerator on both sides:  
 R: \_\_\_\_\_ L: \_\_\_\_\_

2. Record gap between refrigerator coils and back of enclosure: \_\_\_\_\_

3. Is there a baffle installed within shaded area (above refrigerator and below top of enclosure)?  
 YES NO

4. If top baffle is not installed, record gap between top of refrigerator and top of enclosure: \_\_\_\_\_



**NOTICE**

If the gap between refrigerator and enclosure is greater than 1/2 inch either SIDE, fill the gap with insulation. The back must be insulation-free!

**STEP 5. SUBMIT CLAIM DETAILS.**

1. Submit to the Customer Service Technician assisting you:
  - Form: Press Submit Button. ATTACH photos with email prompt. Send email.
  - Paper: Scan this worksheet. Create email; ATTACH Photos.

**2. CALL TECH SUPPORT AT 1.800.444.7210 TO START THE CLAIM!**