

NEWMAR CORPORATION WARRANTY DEPARTMENT

TECHNICAL SERVICE BULLETIN							
DATE ISSUED	MODEL YEAR(S) AFFECTED	MODEL(S) AFFECTED	TSB #				
08/09/01	2001-2002	ALL	225				
BRAND		TYPE					
All <input checked="" type="checkbox"/>	American Star <input type="checkbox"/>	Kountry Star <input type="checkbox"/>	Dutch Star <input type="checkbox"/>	All <input checked="" type="checkbox"/>	T T <input type="checkbox"/>	F W <input type="checkbox"/>	
NewAire <input type="checkbox"/>	Mountain Aire <input type="checkbox"/>	Kountry Aire <input type="checkbox"/>	London Aire <input type="checkbox"/>	C A <input type="checkbox"/>	D P <input type="checkbox"/>	D B <input type="checkbox"/>	
<input type="checkbox"/> Air Conditioning & Heating				<input checked="" type="checkbox"/> Electrical Components			
<input type="checkbox"/> Appliances & Accessories				<input type="checkbox"/> Exterior Components			
<input type="checkbox"/> Cabinets & Furniture				<input type="checkbox"/> Interior Components			
<input type="checkbox"/> Chassis Components				<input type="checkbox"/> Plumbing & Bath Components			
<input type="checkbox"/> Construction Components				<input type="checkbox"/> Windows, Awnings, Vents, & Doors			
DESCRIPTION OF PROBLEM							
IOTA Engineering Co. Warranty/Repair guidelines.							
RECOMMENDED SOLUTION							
Please review the attached information and if you have any questions, please contact a Newmar warranty representative.							

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If you have any questions regarding this T.S.B., please contact a Warranty Service Representative at Newmar Corporation.

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WARRANTY / REPAIR GUIDELINES

The following are the warranty return guidelines for returned Iota Engineering converters.

1. Iota Engineering power converters carry a 2 year warranty.
2. The end user may, at his discretion, go to his local dealer or repair facility for service.
3. The dealer/customer must contact Iota Engineering customer service @ 1-800-866-4682 for an RGA number.
4. If it is determined that a replacement is needed, Iota will send a new replacement at our expense. If necessary, the replacement can be sent Next Day Air at Iota's expense. **Next day delivery is only for the first year of the warranty.**
5. The dealer/customer must then send the returned unit back to Iota Engineering Co. for evaluation and or repair. The defective unit must be received by Iota within 90 days of the RGA issue date or the RGA will be canceled. (In some cases, the retail customer will be required to provide a credit card # to guarantee the return of the defective unit).
6. Iota Engineering Co. will issue a labor reimbursement check to the dealer/customer upon receipt of the returned unit and proper paperwork. The proper paperwork will consist of, dealer work order #, proof of purchase of the unit (if date code on converter is more than two years old), and an invoice for labor and ground freight for returned unit. If the returned unit is not defective, no reimbursement will be issued.
7. Iota Engineering Co. will reimburse up to one hour of normal shop labor (up to \$65.00) and UPS ground charges.

The DLS series battery charger/power supply is warranted from defects in materials and workmanship for two years from date of retail purchase, and limits the remedies to repair or replacement. This warranty is valid only in the continental United States and Canada. *During the second year of the warranty, we will replace units by UPS ground.*

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www.iotaengineering.com



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