

We need to get information of the following in email please:

1. Inverter serial number - located in the passenger ottoman seat. There are 2 vents on the face frame (one by the aisle and the second is behind the wall).

You need to access the one behind that is facing the power sofa and pry out the inner circle vent. Use a flash light and you can see the serial number on the bottom part of the inverter.

2. Last 6 digits of the chassis VIN number.

3. Enumerate and run the inverter with different modes of power. Examples below:

a. Microwave running on shore power. Light stayed on green at inverter control panel and microwave worked fine. **works correct on shore power Yes**

b. Microwave running on battery power. **Light stayed on orange at inverter control panel and microwave worked fine. works correct on battery power Yes**

c. Microwave running on generator power. Light stayed on green and when tried using microwave, it went to orange and stayed in orange. If there is an error code, please mention it. **Light stayed in orange while generator runs with microwave on then after running microwave for 5 minutes turned off.....light goes green.....turn microwave back on light goes to orange.....occasionally as I have used it the generator picks up the microwave load as I can tell by the sound of the generator...but it is intermittent**

d. Inverter controller went to E03 code without using anything. ONLY if there is an error code showing. **no codes**

Thank you for the information. I copied you on this email to Xantrex. I've already forwarded your email and information to Xantrex for warranty review. If this is approved, Xantrex will be communicating with you. They will send you a new inverter and if they need the old inverter back, just use the box of the new inverter to ship back to Xantrex the old inverter. You may also need a shipping return label which Xantrex will provide you.

Once you receive the new inverter, take to the dealer and they don't need to diagnose, just have them remove and replace the inverter. Then test the microwave-inverter in three modes of power: shore power, generator, and house batteries.