

2021 Ascent

Job#1

Complaint-FURNACE NOT GETTING PROPANE OR IGNITION

Cause- Truma Vario furnish has a code E 18 spoke with Truma she spoke and said that it is a motherboard inside of the appliance then it is non-replaceable the whole furnace will need to be replaced

Correction- Try to reboot system by shutting power down from the unit for 10 minutes and rebooting and trying to ignite furnace appliance will not ignite and keeps throwing a E 18 error code will need to remove water heater to access furnace remove gas lines and water lines invent lines from furnace install new Verio heat and install vent lines and gas line also will need to install water heater in waterlines 1.0 hour approved (to help)R/R furnace. As per our furnace installer, your tech should have not removed the water heater to replace the furnace. There's lots of room inside coach by the access hole to pull out furnace. You are only removing the black slinky pipe on top of furnace, then remove 3 screws (2 at top and 1 at bottom) holding the furnace. then at back of furnace undo LP line and you can pull out furnace. Warranty part and labor for the furnace will come directly from Truma, warranty part (furnace) will come directly from Truma do not order part but obtain as warranty.

Time-2 hrs

Part Needed- Truma Vario furnish