

2022 Ascent

1- THE INVERTER WILL NOT DO ANYTHING AT ALL AND THE HOUSE BATTERIES DO NOT GET A CHARGE. SPOKE WITH RYAN AT PLEASURE WAY. PLEASURE WAY HAD US ACCESS THE FUSE UNDER THE BACK BED. WE ARE GETTING VOLTAGE TO THE FUSE PLATE AND THE INVERTER WIRE. ALL FINE. CHECKED INVERTER POWER GETTING 13.34 VOLTS TO THE INVERTER. SCREEN ON INVERTER AND REMOTE SCREEN ARE BOTH DEAD. CALLED XANTREX AND SPOKE WITH SHAWN (CASE# 00188938). HE WANTS US TO CYCLE ALL POWER OFF FOR 3 HOURS THEN TURN ALL BACK ON AND SEE IF THIS HARD RESET WILL WORK. CYCLED OFF AT 12:00 PM CYCLED BACK ON AT 3:00 PM. STILL COMPLETELY DEAD. XANTREX TO SEND REPLACEMENT INVERTER. NEED LABOR FOR DIAG AND REPLACEMENT OF INVERTER. TIME REQUESTED- 3.2 3.0 approved maximum. Diagnosis and R/R should only take 2.0 hours and we are giving you an extra 1.0 for this.