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ALPHA SYSTEMS LLC.

Dear Sir or Madam:

To initiate the claim review process, please provide the following:

- Complete and return the Warranty Claim Form.
- Please also provide at least one photograph of the entire roof.
- Several close-up photos of the area(s) in question.
- Proof of your original ownership such as a copy of your Bill Of Sale or a Purchase Agreement to show you purchased the unit new. (Warranty is NOT transferable)

Please note that failure to provide this information to Alpha within a timely fashion will delay processing of this claim, or may invalidate your claim. Photos and documents can be sent via email. Please include customer name and phone number in each email.

An Alpha representative will investigate the claim within a reasonable period of time upon receipt of all required documentation and pictures. To assist in the determination process, Alpha may direct you to take the unit to an authorized RV service center for inspection. The warranty does not cover anything installation related, owner maintenance related (cracked sealant) or anything caused by an outside source (i.e. hitting a tree branch).

If a warrantable claim is found to exist the next steps will be dependent on your particular warranty coverage that is based on the date you purchased the unit. This will determine if material and/or labor charges will be covered. (Incidental charges are not covered).

If you have any questions regarding the process, or desire additional information, please feel free to contact your Alpha representative at warranty@alphallc.us. The claims process typically takes between 2 ó 4 weeks after receipt of the completed Warranty Claim Form, but may vary depending on the availability of service centers.

Regards,

Monica Workman, Warranty Coordinator
(574) 295-5206
fax (574) 970-2703

- Mailing address for Alpha Systems, LLC. is 5120 Beck Drive, Elkhart, IN 46516