LEAKING PUMP CHECKLIST PRIOR TO WARRANTY REPLACEMENT CLAIM

When a pump under warranty appears to be leaking from the reservoir or motor connection to the center section manifold, please follow the few steps below to ensure ordering a replacement pump will repair the leak.

1. Completely retract all slideout rooms and any leveling, landing gear or stabilizing components that operate from the pump unit.
2. Completely wipe down the pump unit including all hose and wiring connections.
3. Run pump for approximately 10 seconds in the extend mode. Check for any leaks at the location first observed to verify leak.
4. Check all hydraulic connections at the fitting into pump or manifold locations, hose connections to fittings and hose and hose coupler locations.
5. If no leaks are observed, operate pump to retract all components.
6. Check all previous locations for leaks.
7. If leak is found at fitting, check to see if fitting is loose. If so, tighten fitting to snug position, do not overtighten.
8. If leak is observed at the hose coupler crimp, check with Lippert to find who crimps the hoses for that particular manufacturer.
9. If leak appears to be in original complaint location, call Lippert for replacement component(s).

We will send out a Component Letter to inform the service center or dealership involved in the repair that the pump will be tested. Upon return of the pump for warranty claim, the pump will be tested for any leaks and if found to be faulty, the warranty claim will be honored. If the pump unit is tested and does not leak, Lippert will inform the dealership or service center that the pump leaking claim will be denied and an invoice for the cost of the pump and the shipping and labor for the testing will be sent out to the service center.

Testing Procedure.

The testing procedure is done with pressurized air. The pump is connected to a series of chambers that force air into the reservoir. If there is any leak whatsoever – no matter how small – air will escape through the pump forcing air to be continually fed into the pump. We can visually see this by watching a fluid filled chamber. If there is any air continuing to move through the pump, it will create bubbles. If bubbles are present and are continuous, the pump fails and will be replaced under Lippert's limited warranty agreement. If the fluid bubbles and trails off to no evidence of bubbles, the pump passes and an invoice for the cost of the pump, shipping and labor for the testing will be sent to the service center.