Warranty and Claim Guidelines

Dometic
MARINE

Marine Air Conditioning:
- Cruisair
- Dometic
- Marine Air

Marine Refrigeration:
- Adler/Barbour
- Dometic
- Grunert
- KRA
- Waeco

Marine Ice Machines:
- Eskimo Ice

Marine Cooking Stoves:
- Origo

Marine Battery Chargers:
- Sentry

Effective Date: 03/01/2010

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INTRODUCTION

This book of information has been developed for your convenience and includes guidelines on how to handle a warranty situation when it occurs. The guidelines explain how to fill out a claim form; lists procedures for acquiring a Return of Goods Authorization (RGA) number; and also answer questions regarding warranty allowances and coverage periods.

Not sure what to do next? Where to call for Customer service and technical service for Dometic Environmental products is based on the product line. Please consult the lists below for the appropriate contact phone number. Still not sure? Contact either phone number and we will direct you to the appropriate person.

Sorted by LOCATION:

	Virginia 800-234-8778	**Florida 800-542-2477**
Marine Air Conditioning	Cruisair	Marine Air Dometic
Marine Refrigeration	Dometic KRA Waeco Adler/Barbour	Grunert
Ice Machines	Eskimo Ice Split System	Eskimo Ice Self Contained
Cook Stoves		Origo
Battery Chargers	Sentry	

Sorted by PRODUCT LINE:

Marine Air Conditioning	Cruisair	800-234-8778
	Dometic	800-542-2477
	Marine Air	800-542-2477
	Polar Bay	800-542-2477
Marine Refrigeration	Grunert	800-542-2477
	Dometic	800-234-8778
	KRA	800-234-8778
	Waeco	800-234-8778
	Adler/Barbour	800-234-8778
Ice Machines	Eskimo Ice – Self Contained	800-542-2477
	Eskimo Ice – Split System	800-234-8778
Cook Stoves	Origo	800-542-2477
Battery Chargers	Sentry	800-234-8778

Limited Warranty Periods

MARINE AIR CONDITIONING

IMPORTANT NOTES:

1. Warranty periods begin from the date of possession of the boat by the first owner if OEM installed or date of installation if dealer installed, but not to exceed three (3) years from date of production. The warranty is transferable and will carry the remainder of the original owner's warranty based on the original date of purchase or date of installation.
2. Proof of purchase or installation may be required to verify warranty coverage.
3. Any unit or replacement part installed due to a warranty failure carries the remainder of the original warranty. Warranty coverage does not start over from the repair/replacement date.
4. Warranty coverage shall not exceed three (3) years from the date of production.
5. These warranty periods are effective March 1, 2010.

Product	Sale Type	Warranty Coverage
CRUISAIR – Direct Expansion, Self Contained, Remote and Modulating Systems		
Stowaway Turbo Stowaway Emerald Series Condensing and Evaporators	OEM or Dealer Installed with digital or mechanical controls.	2 Year Warranty 1st Year parts and labor, 2nd Year parts only. Not to exceed three (3) years from date of production. *Pump warranty, see Pump Section
CRUISAIR - Tempered Water Systems		
Product	**Sale Type**	**Warranty Coverage**
Chilled Water Systems	OEM or Dealer Installed w/TWLC or latest series control.	2 Year Warranty 1st Year parts and labor, 2nd Year parts only. Not to exceed three (3) years from date of production. *Pump warranty, see Pump Section.
New Model sold as a replacement unit or partial retro-fit to an existing installation	Installed with old controls or competitor's control	Parts and Labor: 90 Days

CRUISAIR CHILLER REFIT POLICY

Dometic chillers installed in conjunction with a control system other than a Cruisair or Marine Air control, or a control system that is outdated carries a 90 day warranty on defective material or workmanship from the date it is put into service. There will be no warranty coverage for operation failures such as control malfunctions, freeze failure and the like. Dometic's Customer Service and Applications departments will be glad to assist with recommendations on the installation, but Dometic will not be responsible for the controls.

Product	Sale Type	Warranty Coverage
CRUISAIR – Pumps, Compressors, Replacement Parts		
Pumps	OEM or Dealer Installed with complete system	I Year warranty, parts and labor **Pump seals are not covered under warranty.**
	Dealer Installed and Aftermarket sales	1 Year warranty, parts only **Pump seals are not covered under warranty**.
Compressors	Aftermarket sales	1 Year warranty parts, only
Replacement parts and components	Aftermarket sales	90 Day warranty parts, only

MARINE AIR CONDITIONING (Cont'd.)

MARINE AIR SYSTEMS

Product	Sale Type	Warranty Coverage
MARINE AIR - Direct Expansion		
Vector Turbo Vector Compact Central Systems Emerald Series Condensers and Evaporators	OEM or Dealer Installed W/Passport I/O or Elite or Mechanical Control	2 Year Warranty 1st Year parts and labor, 2nd Year parts only. Not to exceed three (3) years from date of production.
Cabin Mate Cool Mate	Catalog Sales	Parts: 1 year from date of purchase of unit. Labor: 6 mos. from date of purchase of unit. Not to exceed three (3) years from the date of manufacture.
	OEM or Dealer Installed	1 Year Warranty, parts and labor Not to exceed three (3) years from date of manufacture.
Defroster Cabin Comfort	OEM or Dealer Installed	1 Year Warranty, parts and labor Not to exceed three (3) years from date of manufacture.
MARINE AIR - Chilled Water Systems		
Product	**Sale Type**	**Warranty Coverage**
Chilled Water Systems	OEM or Dealer Installed	2 Year Warranty 1st Year parts and labor, 2nd Year parts only. Not to exceed three (3) years from date of production.
Chiller sold as a partial system retro-fit to an existing installation	Installed with competitor's control	Parts and Labor: 90 Days Not to exceed three (3) years from date of manufacture.
MARINE AIR CHILLER REFIT POLICY		
Dometic chillers installed in conjunction with a control system other than a Cruisair or Marine Air control or a control system that is outdated carries a 90 day warranty on defective material or workmanship from the date it is put into service. There will be no warranty coverage for operation failures such as control malfunctions, freeze failure and the like. Dometic's Customer Service and Applications departments will be glad to assist with recommendations on the installation, but Dometic will not be responsible for the controls.		
MARINE AIR - Replacement / Miscellaneous Parts		
Product	**Sale Type**	**Warranty Coverage**
Pumps	OEM or Dealer Installed with complete system	I Year warranty, parts and labor **Pump seals are not covered under warranty.**
	Aftermarket Sales	1 Year warranty, parts only **Pump seals are not covered under warranty**.
Compressors	Aftermarket sales	1 Year warranty, parts, only
Replacement parts and components	Aftermarket sales	90 Day warranty parts, only

MARINE AIR CONDITIONING (Cont'd.)		
DOMETIC		
DOMETIC – Direct Expansion		
Product	**Sale Type**	**Warranty Coverage**
ECD ECM	Catalog Sales	Parts: 1 year from date of purchase of unit. Labor: 6 mos. from date of purchase of unit. Not to exceed three (3) years from date of manufacture.
	OEM or Dealer Installed	1 Year Warranty, parts and labor Not to exceed three (3) years from date of manufacture.
Radome Units	Dealer Installed	6 Month Warranty, parts only Not to exceed six (6) months from date of manufacture.
Golf Green Units	Dealer Installed	6 Month Warranty, parts only Not to exceed six (6) months from date of manufacture.
DOMETIC - Air Conditioning Accessories		
Breathe Easy Air Purifiers	Aftermarket sales	1 Year warranty, parts only **UV bulb is not covered under warranty**
Smart Start Control	Aftermarket sales	1 Year warranty, parts only

MARINE REFRIGERATION		
Product	**Sale Type**	**Warranty Coverage**
ADLER/BARBOUR		
CU Series	Catalog Sales	Parts: 1 Year warranty from date of purchase Labor: 6 months from date of purchase Not to exceed three (3) years from the date of manufacture.
	OEM or Dealer Installed	1 Year Warranty, parts and labor Not to exceed three (3) years from the date of manufacture.
DOMETIC		
Compressor Driven Refrigerators Portable Coolers	OEM or Dealer installed	1 Year Warranty, parts and labor Not to exceed three (3) years from the date of manufacture.
GRUNERT		
Polar Mate	Catalog Sales	Parts: 1 year from date of purchase of unit Labor: 6 mos. from date of purchase of unit. Not to exceed three (3) years from the date of manufacture.
	OEM or Dealer Installed	1 Year Warranty, parts and labor Not to exceed three (3) years from the date of manufacture.
Mariner DC Belt Driven Caribbean Engine Driven Docksider AC Voltage Passagemaker AC Voltage Baysider	OEM or Dealer Installed	1 Year Warranty, parts and labor Not to exceed three (3) years from the date of manufacture.
KRA		
Refrigeration Systems	OEM or Dealer Installed, complete or partial system	1 Year Warranty, parts and labor Not to exceed three (3) years from date of manufacture.
New Condensing Unit installed with line sets or evaporators that were built by others (Not Cruisair pre-charged line sets and evaporators)	OEM or Dealer Installed	1 Year Warranty, parts and labor, but just on mechanical and electrical parts of **condensing unit only.** Not to exceed three (3) years from date of manufacture.
WAECO		
Thermoelectric Coolers	All sales types	1 Year Warranty, parts only Not to exceed three (3) years from date of manufacture.
80 – 90 Series	All sales types	1 Year Warranty, parts and labor Not to exceed three (3) years from date of manufacture.

MARINE ICE MACHINES		
Product	**Sale Type**	**Warranty Coverage**
ESKIMO ICE		
Self Contained Units and Split Systems	All sales types	1 Year Warranty, parts and labor Not to exceed three (3) years from date of manufacture.
MARINE COOK STOVES		
Product	**Sale Type**	**Warranty Coverage**
ORIGO		
Origo Stoves	All sales types	1 Year Warranty, parts and labor Not to exceed three (3) years from date of manufacture.
MARINE BATTERY CHARGERS		
Product	**Sale Type**	**Warranty Coverage**
SENTRY		
FR Series	All sales types	1 Year Warranty, parts and labor Not to exceed three (3) years from date of manufacture.

WARRANTY SERVICE ON DOMETIC PRODUCTS

The following is a summary of how we (Dometic) would like to assist you, the servicing dealer, in handling service, which you believe includes a warranty obligation on the part of Dometic to you and your customer.

WITH RESPECT TO DOMETIC ENVIRONMENTAL PRODUCTS: If you are unsure of a warranty situation, secure the product/model and serial number of the product involved and the vessel manufacturer and hull identification number (HIN) and contact the Dometic Service Department at (954) 973-2477 or (804) 746-1313 (see page 2 for the appropriate phone number depending on the unit in question). The purpose of this contact will be to secure our assistance in evaluating whether or not the problem you are having is in fact a matter of warranty, and to give us an opportunity to provide assistance in solving the problem in the most effective way for all involved.

If it is determined the product involved is covered by the applicable Dometic limited warranty and the owner elects to have you make repairs, warranty authorization will be issued to you for performing that service.

CONCERNING RETURNS OF WARRANTY PARTS: Before any parts are returned to Dometic for evaluation, contact the Service Department for RGA # (Return Authorization Number). This number must be referenced on the outside of the box used to ship the defective parts back to Dometic. .

Dometic has the option to write the RGA up for a credit, repair, or an advanced replacement. We would prefer to write it as a credit under warranty. This insures Dometic that the defective part will be returned. If we write it up for a repair, we will try to have it ready to be shipped back to you in 15 working days. If it's written for an advance replacement, we will try to ship it out in 5 working days or sooner if the customer needs it as soon as possible. Your account will be invoiced up front with a 60-day delay billing. Upon return of the defective parts and warranty determination, your account will be credited. We solicit your assistance in avoiding whenever possible, providing parts on an advanced replacement basis.

If the part is determined by Dometic not to be faulty, or to have been damaged by factors not covered by the Dometic limited warranty, credit will be denied and the cost of the advance replacement (if applicable) will be billed. If you request us to do so, the part will be returned postage collect.

CONCERNING LABOR AND EXPENSES: Payment for warranty and expenses will not be made until Dometic receives and evaluates the defective part, unless other arrangements were authorized in advance. Also a payment will not be made unless a Dometic warranty claim form is used. This claim form must be filled out **completely**. These claim forms, are supplied by Dometic, your distributor, or master dealer. **Dometic reserves the right to deny any payment that is not on our claim form and filled out completely.**

Dometic will pay the amount of labor and Freon allocated by our **schedule of limited warranty allowances.** We will also reimburse you for the freight to send the defective part back to Dometic and any small miscellaneous materials used.

Dometic will not pay for welding/brazing fees or recovery fees. We feel that these expenses are covered in our schedule of warranty allowances. If there is any deviation from our schedule, the overage must be preapproved by the Dometic Service Department.

Dometic's warranty covers defective materials and workmanship in the production of our **products.** Dometic is not responsible for faulty installations or normal maintenance that an owner or boat dealer is responsible for.

The Dometic Service Department is anxious to participate in warranty service matters to insure that both you and your customers receive all the benefits due under the terms of our stated limited warranty. Keep in mind however, that our warranty is limited, is not all-inclusive, and in some cases, may not provide complete "no charge" service for our mutual customer.

It's in our best interest, to provide you with the very best products in the industry, and to stand behind our products, so that we will be extended the privilege of servicing you and your customers again.

What's NOT Covered Under Warranty?

- Failures resulting from abuse, misuse, accident, fire, or submergence.
- Any part manufactured by Dometic which has been altered so as to impair its original characteristics.
- Any parts or components which fail as a result of improper installation or improper application. Dometic has no control or authority over the selection of the application or location of the installation of the components.
- Items not manufactured by Dometic, i.e., items, which are purchased from another manufacturer and supplied as received by Dometic without alteration or modification except as any part of a Dometic manufactured unit or component.
- Components or parts used by or applied by the purchaser as an integral part of products not manufactured by Dometic.
- Labor resulting from difficult access to a Dometic product. The original installer or OEM is responsible for accessibility of unit.
- Leaks due to improper installation of split systems and refrigeration systems, for example; packing glands, flare nuts, quick disconnects. The adjustment of the refrigerant charge on a split system should be charged to the original installer or OEM.
- Freight Damage (see page 10 for instructions for handling freight damage).
- Pumps that have been run dry, are water damaged or have blown freeze plugs.
- Pumps with cracked heads.
- Pump seals are not covered.
- UV light bulbs are not covered.
- Blowers with water damage.
- Logic boards with water damage.
- Logic boards with blown MOV's (Power Surge)
- Mis-programmed displays.
- Display heads with water damage.
- Dirty Condensers and/or Evaporators.
- Failures due to improper winterization.
- Unit damage as a result of improper return packaging.
- Replacement of freon with substitute without authorization from factory.
- Environmental and/or Recovery Fees.
- Welding and Nitrogen Fees.
- Travel costs are included in the hourly labor allowances and should not be billed as a separate item without preapproval form the factory.

Please see the Owners Limited Warranty section at the end of this book for more information.

GUIDELINES FOR HANDLING FREIGHT DAMAGE

FREIGHT DAMAGE

A) Dometic is not responsible for damage which occurs in transit.
B) Any visible damage should be reported to the freight company at once.
C) All shipment should be inspected within 10 days of receipt and carrier must be notified of any concealed damage. Packing materials must be held until inspection occurs.
D) Dometic suggests that a new purchase order be submitted to meet customer requirements while the freight claim is pursued with the carrier.

PACKAGE DAMAGED BY UPS OR FED EX

If you receive a package damaged by UPS or Fed Ex:

1. Call UPS or Fed Ex for a damage inspection.
2. A UPS or Fed Ex agent will come to your facility to inspect the damaged merchandise.
3. The inspecting UPS or Fed Ex agent will issue an authorization to file a claim or instructions.
4. The package will be returned to the shipper to file the claim.

PACKAGE DAMAGED BY MOTOR CARRIER

There are two types of motor carrier damage:

1. Visible damage or loss
2. Concealed damage or loss

VISIBLE DAMAGE is the easiest for obvious reasons. Be alert for dents, punctures, flattened corners, short counts, etc. Note any discrepancies on the freight bill and have the carrier's driver initial it. Once a consignee accepts goods with no qualifications or notation of discrepancies on the freight bill, the burden of proof is on the consignee to show where damage occurred.

If handled properly, claims for visible damage cause no problem for either the shipper or the consignee. Assuming that both the receiving clerk and the driver acknowledge the damage or loss on the freight bill, the shipper or consignee needs only to fill out the proper forms and file them with the carrier's claim agent to collect.

The consignee has the right to inspect any carton showing signs of rough handling or damage and can refuse that piece and accept the rest of the shipment. When this occurs, the burden of disposition of the damaged piece lies with the carrier. The carrier must contact the shipper for permission to return the piece for repair or replacement.

CONCEALED DAMAGE OR LOSS causes the most trouble. The burden of proof for concealed damage or loss is on the owner of the goods (usually the consignee). Normally carriers allow fifteen days to report concealed damage loss. To protect yourself, notify the carrier the moment you suspect concealed damage or loss. Arrange to have the carrier inspect the goods as soon as possible and confirm your intention to file a claim in writing. Do not throw away cartons or inner packing until the inspection has been made. If they pay for a replacement, carriers may require that the merchandise be held for nine months.

If equipment is shipped **freight collect**, the consignee has the responsibility to file the claim.

If the equipment is shipped **freight prepaid**, the shipper has the responsibility to file the claim. However, it is imperative that the consignee note any visual damage on the freight bill or call for a concealed damage inspection. He must then forward all the supporting paperwork to the shipper for filing. Failure on the consignee's part, to follow this procedure in a timely manner, will create a situation where the shipper may not be able to file a claim with the carrier. Therefore, we ask for your complete cooperation and assistance.
The two most important things to remember when you suspect damage or loss are:

1. Note any discrepancies on the freight bill.
2. Notify the carrier as soon as possible.

If this is done, the process of recovery will be no problem for the shipper or the consignee.

As a reminder, all Dometic boxes have one or more of the following disclaimers printed on the outside:

REPORT DAMAGE NOW

IN CASE OF DAMAGE, CALL CARRIER'S AGENT AT ONCE FOR INSPECTION AND REQUEST INSPECTION REPORT. DO NOT WRITE US FIRST. NOTIFY THE CARRIER INSTEAD. IF THIS PRECAUTION IN NOT TAKEN, WE CANNOT ASSIST YOU IN RECOVERING THE AMOUNT OF CLAIM AGAINST THE CARRIER.

IMPORTANT

THIS MERCHANDISE HAS BEEN THOROUGHLY INSPECTED AND CAREFULLY PACKED BEFORE LEAVING OUR PLANT. RESPONSIBILITY FOR ITS SAFE DELIVERY WAS ASSUMED BY THE CARRIER AT THE TIME OF SHIPMENT. CLAIMS FOR LOSS OR DAMAGE TO THE CONTENTS, SHOULD THEREFORE, BE MADE UPON THE CARRIER, AS FOLLOWS:

CONCEALED LOSS OR DAMAGE

CONCEALED LOSS OR DAMAGE MEANS LOSS OR DAMAGE WHICH DOES NOT BECOME APPARENT UNTIL THE MERCHANDISE HAS BEEN UNPACKED. THE CONTENTS MAY BE DAMAGED IN TRANSIT DUE TO ROUGH HANDLING EVEN THOUGH THE CARTON MAY NOT SHOW EXTERNAL DAMAGE. WHEN THE DAMGE IS DISCOVERED UPON UNPACKING, MAKE A WRITTEN REQUEST FOR INSPECTION BY THE CARRIER'S AGENT WITHIN FIFTEEN DAYS OF THE DELIVERY DATE. THEN FILE A CLAIM WITH THE CARRIER SINCE SUCH DAMAGE IS THE CARRIER'S RESPONSIBILITY. BY FOLLOWING THESE INSTRUCTIONS CAREFULLY, WE GUARANTEE OUR FULL SUPPORT OF YOUR CLAIMS TO PROTECT YOU AGAINST LOSS FROM CONCEALED DAMAGE.

VISIBLE LOSS OR DAMAGE

ANY EXTERNAL EVIDENCE OF LOSS OR DAMAGE MUST BE NOTED ON THE FREIGHT BILL OR EXPRESS RECEIPT AND SIGNED BY THE CARRIER'S AGENT. FAILURE TO ADEQUATELY DESCRIBE SUCH EXTERNAL EVIDENCE OF LOSS OR DAMAGE MAY RESULT IN THE CARRIER REFUSING TO HONOR A DAMAGE CLAIM. THE FORM REQUIRED TO FILE SUCH A CLAIM WILL BE SUPPLIED BY THE CARRIER.

DO NOT RETURN DAMAGED MERCHANDISE TO DOMETIC.
FILE YOUR CLAIM AS ABOVE

Return of Goods Authorization (RGA) POLICY

RGA NUMBER

A number must be assigned to any equipment being returned to Dometic.
This number is referred to as a RGA (Return of Goods Authorization).

A) If the return involves equipment repair or the failure of equipment under warranty, the Service Department should be contacted for the assignment of the RGA number. The information is taken by the Service Department and an authorization with the RGA number displayed is faxed/mailed to the customer. If there is a distributor involved then the authorization would then be faxed to the distributor.

B) If the return involves an order error or shipping error or an overstock situation, Sales Administration should be contacted for the assignment of the RGA number. All overstock returns are subject to a 20% restocking fee. The information is taken by the Sales Administration and an authorization with the RGA number displayed would be faxed/mailed to the customer.

WARRANTY RETURNS

It is the dealer's responsibility to properly package any product returning to the factory. Due care must be taken to minimize the chance of freight damage. Freight damage resulting from improper packaging will void the warranty and credit will be denied. Dometic will provide packaging at no charge upon request.

REPAIR

A) Equipment may be returned to Dometic for repair under warranty. Upon receipt of the equipment at Dometic, the equipment will be evaluated. If it proves to be under warranty, the equipment will be repaired and returned at no charge.

B) Equipment which does not fall under warranty, is not defective or has clearly been damaged through mishandling or incorrect installation will be handled in the following manner:
   - Customer will be notified.
   - Customer has 20 days from date of notification to authorize return/and or repair at customer's expense.
   - If Dometic does not receive authorization for return within 20 days, the equipment will become property of Dometic.
   - A minimum $25.00 handling charge will be applied for the return of non-warranty repair plus freight.

C) Dometic is responsible for normal ground or regular motor freight shipment of warranty parts. Any expedited freight charges are the customer's responsibility.

REPLACEMENT

A) Equipment which has been inspected by an authorized servicing dealer can be replaced. The new equipment will be charged to the established account (with 60 day terms, see below) which authorizes the shipment. Upon receipt of the failed equipment at Dometic, the equipment will be evaluated. If it proves to be under warranty, the account will be credited for the charge of the replaced equipment.

   Any defective equipment which is replaced under warranty must be returned to Dometic for evaluation within 60 days of shipment. If the equipment is not received at Dometic within 60 days, the invoice for the replaced equipment will be considered due, interest will accrue and standard A/R collection will take place.

B) Equipment which is returned but does not fall under warranty, is not defective or has clearly been damaged through mishandling or incorrect installation will be handled in the following manner:
   - Customer will be notified.
   - Customer has 20 days from date of notification to authorize return of equipment at customer expense.
   - If Dometic does not receive authorization for return within 20 days, the equipment will become property of Dometic.
   - Invoice for replacement equipment will become payable.

C) Dometic is responsible for normal ground or regular motor freight shipment of warranty parts. Any expedited freight charges are the customer's responsibility.

CREDIT

A) Equipment can be returned to Dometic for credit to account. After the equipment is received at Dometic and if it is found to be defective and under warranty, a credit to account will be issued.

B) Equipment which does not fall under warranty, is not defective or has clearly been damaged through mishandling or incorrect installation will be handled in the following manner:
   - Customer will be notified
   - Customer has 20 days from date of notification to authorize return of equipment at his expense.
   - If Dometic does not receive authorization for return within 20 days, the equipment will become property of Dometic.

NON-WARRANTY RETURNS

A) Contact Service department for equipment which has been returned for repair. The service will be performed at the current Dometic labor rate per hour plus parts. The minimum labor charge for any repair job is 1 hour. Dometic will estimate the cost and contact the customer for approval by fax/e-mail before work is performed. The customer would need to fax/e-mail estimate approval. If the customer does not choose to have the equipment repaired and would like the equipment returned, he will be charged shipping plus $25 handling fee. If the customer does not authorize return of equipment, freight collect, within 20 days of notification, the equipment will become the property of Dometic.

B) Contact Sales Administration for any equipment which is being returned to Dometic for credit because of an error in ordering or shipping. The returned equipment must be in new condition and must be in original packing box.
   - If the error is a Dometic error, the customer will be issued full credit.
   - If the error is a customer error, the customer will be issued credit less 15% of total with a minimum of $25 plus any material and labor required to return it to stock. Freight will be charged if appropriate and applicable.

INSTRUCTIONS FOR RETURNING EQUIPMENT TO DOMETIC

INFORMATION FOR OBTAINING AN AUTORIZATION

1. The Customer Name and/or Account Number OR the distributor/dealer you buy from.
2. The Product/Item/Model Number
3. The Serial Number
4. The reason for this return: Warranty or Non-Warranty.
   - Warranty: Detailed description of the problem. "Doesn't work" is not acceptable.
   - Non-Warranty: Overstock, ordered wrong, shipped wrong, etc.
5. Boat manufacturer
6. Boat hull identification number (HIN).
7. The Purchase Date

CALL FOR RGA AUTHORIZATION

1. Call Dometic. Where to call is equipment specific. Please see the charts on page 2 for the appropriate telephone number.
   - Warranty or repair: contact the Customer Service/Warranty Department.
   - Non-Warranty: contact Sales Administration.
2. Return Authorization displaying the RGA number will be faxed/mailed/emailed to you for your records.

RETURN MATERIAL WITHOUT DELAY

1. The Return Authorization Number must be prominently displayed on the **outside of the package, on the packing slip, and on all other correspondence.**
2. Each unit must be clearly tagged with the RGA number.
3. Product MUST be properly packaged to avoid freight damage.

If within warranty labor period: File claim on appropriate Dometic warranty claim form

DOMETIC WILL PERFORM THE SERVICE REQUESTED OR ADVISE IF A DIFFERENT ACTION IS NECESSARY AT IT'S DESCRETION.

The Dometic RGA Policy and a step by step warranty claim procedure are included in this document for your convenience.

WARRANTY SERVICE LABOR CLAIMS

A warranty claim is a claim for labor, which has been performed, and supplies, which have been used to repair Dometic equipment under warranty.

A warranty claim will be paid only after a completed claim form is filed, and defective equipment has been returned to Dometic, evaluated and verified to be defective and under warranty. Any claim form, which is received incomplete, will be returned to the customer.

NOTE: A completed claim form must be returned within 90 days of job completion in order to be eligible for payment.

Any equipment normally supplied by Dometic should be secured from Dometic or an authorized servicing agent. Dometic will not make reimbursement of parts and/or equipment available from Dometic but purchased elsewhere.

Warranty Labor Claim & Work Summary

Dometic Corporation – Environmental Division

Claim # 103048 RGA # _____ Date of Failure: ____/____/____ Today's Date: ____/____/____

FOR Cruisair, Waeco/AB, Dometic Refrigeration products	**FOR Marine Air, Grunert, Eskimo Ice, Origo products**
MAIL CLAIM TO:	MAIL CLAIM TO:
Dometic Corporation – Warranty Dept.	Dometic Corporation – Warranty Dept.
P.O. Box 15299	2000 North Andrews Avenue Ext.
Richmond, VA 23227-0699	Pompano Beach FL 33069
Phone (804) 746-1313 Fax: (804) 730-6781	Phone (954) 973-2477 Fax (954) 973-8795

Return parts on a Return of Goods Authorization (RGA) to the address shown on the RGA confirmation sheet. Call if you are not sure.

Distributor/Master Dealer Name: _____ **Reference Number:** _____

Servicing Dealer:

Name: _____

Address: _____

City, State, Zip: _____

Phone: _____

Registered Owner:

Name: _____

Address: _____

City, State, Zip: _____

Phone: _____

Vessel Manufactured By: _____ Length _____ Name _____

Vessel Hull Identification # (HIN) _____

Brand of Equipment
(Check ALL applicable brands)

☐ CRUISAIR ☐ ESKIMO ICE ☐ DOMETIC ☐ ORIGO
☐ MARINE AIR ☐ GRUNERT ☐ WAECO/Adler Barbour

Model No. of Equipment Serviced _____ Serial Number _____ Product No. _____

Model No. of Equipment Serviced _____ Serial Number _____ Product No. _____

Model No. of Equipment Serviced _____ Serial Number _____ Product No. _____

Please indicate why you feel this should be covered under warranty (circle one and write in the date).

A. Warranty registration date ____/____/____ B. Serial # of defective part _____

C. Date of possession of boat ____/____/____ D. Date of equipment purchased ____/____/____

E. Other _____

*** If there is a question with respect to warranty dates, a copy of the "Bill of Sale" may be required***

Please provide a detailed summary of the problem and any additional information regarding this warranty labor payment request:

_____

_____

_____

_____

Summary of Labor, Material and Expenses:

Labor: _____ **hrs. @ $** _____ **/ hr= Total Labor Charge $** _____

Material(s): _____ **$** _____

Refrigerant Allowance: _____ **$** _____

Freight: _____ **$** _____

***Special Allowance / Approval Code:** _____ **$** _____

*Refer to the Warranty & Claim Guidelines for more information **TOTAL DUE $** _____

Additional Notes _____

~~~ Warranty claims must be submitted within 90 days of the failure date ~~~

WHITE – Dometic YELLOW – Distributor / OEM PINK – Service Dealer / Owner

STEP BY STEP WARRANTY CLAIM FORM INSTRUCTIONS

All Dometic Corporation warranty claims must be filled out completely on an original Dometic pre-numbered warranty claim form. To obtain a warranty claim form, please contact Dometic Environmental Customer Service Department at one of the phone numbers shown on page 2 (phone number dependant on the product line) and we either provide one for you or direct you to the distributor in your area.

For your convenience, the following should provide you with a step by step guide on how to complete the warranty claim form. As always, feel free to contact the Customer Service Department if you have any questions.

1. RGA (Return of Goods Authorization) number associated with the repair (if applicable).

2. Approximate date of failure and the date the warranty claim form is filled out.

3. The address the warranty claim form should be mailed to is contingent on the brand name of the product you are servicing.

4. Distributor/Master Dealer for your area (if applicable) and a reference number(s) for the claim.

5. Servicing Dealer name, address and phone number. This information is vital in case there are any questions regarding the repair and reimbursement of the labor.

6. Name, address and phone number of the owner of the vessel.

7. Vessel manufacturer's name, vessel length, vessel name and hull identification number (HIN) or USCG or other agency's official number.

8. Check all applicable brands of equipment you serviced/repaired.

9. Complete model and serial numbers of the unit(s) being repaired. This is obtained from the Dometic data plate located on the unit.

10. Indicate why you feel the service work should be covered under warranty. Check all applicable boxes and provide dates or serial numbers.

11. Provide a detailed description of the problem and the service rendered to correct the problem.

12. Summary of Labor, Material and Expenses:

    A. Fill in the total hours, the approved rate per hour and list the total labor charges to the right.

    B. List all parts and materials used during the repair, including Dometic parts from your inventory and/or parts supplied by Dometic or your Distributor or Master Dealer. Write the cost of any miscellaneous materials other than Dometic parts (wire terminals, etc.) in the space provided to the right.

    IMPORTANT NOTE:
    Dometic parts used from your inventory or supplied under a Dometic RGA will be credited under the RGA system and should NOT be listed on the warranty labor form.

STEP BY STEP CLAIM FORM INSTRUCTIONS (Cont'd.)

C. Refrigerant allowances are contingent on the unit being serviced. Consult the Schedule of Limited Warranty Allowances section that immediately follows for the appropriate allowance.

D. List any freight charges incurred during the repair. Our preferred carrier is Federal Express. Dometic will provide either a preprinted prepaid Federal Express airbill or an account number for 2nd party billing to return Dometic parts to the factory. Should you chose to use an alternate shipper, warranty reimbursement will be limited to standard ground rates. Expediting charges must be preapproved by Dometic.

E. Any extra labor, travel, materials, etc. over those listed on the Schedule of Limited Warranty Allowances must be pre-approved by the Customer Service Department and evidenced by an extended authorization number or special allowance on the warranty claim. Contact the Customer Service Department immediately if you anticipate a problem.
NOTE: Normal travel time and troubleshooting is included in the Schedule of Limited Warranty Allowances of each repair and should not be listed as a separate billable line item on the warranty claim.

F. Add the lines and enter TOTAL DUE.

1. Provide any additional notes you feel would be appropriate for this claim.

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

DIRECT EXPANSION MARINE ENVIRONMENTAL SYSTEMS

As described in the Dometic Owner's Limited Warranty, Dometic limits the duration of any implied warranty to the duration of the underlying expressed warranty and also disclaims any liability for consequential damages arising from any application, installation, use or malfunction of any warranty product.

This schedule lists the maximum allowance for refrigerant gas, freight and other costs payable by Dometic.

A. Refrigerant gas will be refunded to the dealer per this schedule for R22, and all other refrigerants such as R417A, R410A NU22B, R407C, etc.
B. Freight on parts used on a warranty repair is covered by Dometic. Federal Express is our preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Federal Express is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.
C. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless preapproved by Dometic Service Department.
D. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.
E. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.
F. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other		Service Factor (Hrs.)
ALL SELF-CONTAINED SERIES:			
Cruisair: SHF, SHR, SNR, STQ, STX, SXF, SXL, SXR, ZF etc.			
Marine Air: CLM, CMCD, VCD, VCM, VTD, etc.			
Dometic: ECD, ECM			
Unit change out	N/A		5.0 Hrs
Compressor change out	$20.00	*$30.00	6.5 Hrs
Condenser change out	$20.00	*$30.00	6.5 Hrs
Reversing valve change out	$20.00	*$30.00	7.0 Hrs
Evaporator change out	$20.00	*$30.00	6.5 Hrs
Repair leak from faulty solder joint	$20.00	*$30.00	6.0 Hrs
Repair leak from screw-on pressure switch	$20.00	*$30.00	2.0 Hrs
Cap tube/strainer change out	$20.00	*$30.00	6.0 Hrs
Braze on hi/low pressure switch change out	$20.00	*$30.00	4.5 Hrs
Screw on hi/low pressure switch change out	$20.00	*$30.00	1.5 Hrs
Blower motor assembly change out	N/A		3.5 Hrs
Start relay change out	N/A		1.5 Hrs
Run/start capacitor, or start assist	N/A		1.5 Hrs
Overload protector (Klixon)	N/A		2.0 Hrs
Reversing valve solenoid coil	N/A		1.5 Hrs
Recover, Evacuate & Recharge	$20.00	*$30.00	2.5 Hrs
Diagnose and Adjust Charge	$20.00	*$30.00	2.0 Hrs
Replace/Repair Shrader Valve			1.5 Hrs
Remove and Replace Drain Pan	N/A		6.0 Hrs
Start/run caps, start relay, Smart Start, start assist (up to 3 items)			2.5 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)

ALL REMOTE CONDENSING UNITS:
Cruisair: F, FN, FX, J, JX, M, R, RX, W,WFAH, etc.
Marine Air: CSD, CSM, CSP, etc.
Dometic: DCA, RSC, SCE
6,000 TO 16,000 BTU/hr

Unit change out	$30.00 *$40.00	5.25 Hrs
Compressor change out	$30.00 *$40.00	6.5 Hrs
Condenser change out	$30.00 *$40.00	5.5 Hrs
Reversing valve change out	$30.00 *$40.00	5.75 Hrs
Repair leak from faulty solder joint	$30.00 *$40.00	5.5 Hrs
Repair leak from screw on pressure switch	$30.00 *$40.00	2.0 Hrs
Braze on hi/low pressure switch change out	$30.00 *$40.00	3.0 Hrs
Screw on hi/low pressure switch change out	$30.00 *$40.00	1.5 Hrs
Overload protector (Klixon)	N/A	2.0 Hrs
Reversing valve solenoid coil	N/A	1.5 Hrs
Start/run caps, start relay, Smart Start, start assist (up to 3 items)		2.5 Hrs

ALL REMOTE CONDENSING UNITS:
Cruisair: F, FN, FX, RX,R, M, WFAH, J, JX, W, etc.
Marine Air: CSD, CSM, CSP, etc.
24,000 TO 60,000 BTU/hr
***** NOTE: 24K TO 60K ALLOWANCES INCLUDE MECHANIC AND HELPER.***

Unit change out	$40.00 *$50.00	9.0 Hrs
Compressor change out	$40.00 *$50.00	9.75 Hrs
Condenser change out	$40.00 *$50.00	9.75 Hrs
Reversing valve change out	$40.00 *$50.00	9.75 Hrs
Expansion valve change out	$40.00 *$50.00	9.25 Hrs
Repair leak from faulty solder joint	$40.00 *$50.00	9.5 Hrs
Repair leak from screw on pressure switch	$40.00 *$50.00	3.75 Hrs
Braze on hi/low pressure switch change out	$40.00 *$50.00	6.25 Hrs
Screw on hi/low pressure switch change out	N/A	3.25 Hrs
Reversing valve solenoid coil	N/A	3.25 Hrs
Start/run caps, start relay, Smart Start, start assist, (up to 3 items)		3.25 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)

ALL REMOTE EVAPORATOR UNITS:
Cruisair: EBA, EBD, EBL, EBLP, EBO, EBU, EHBU, RE, REU, etc.
Marine Air: EFBCD/Z/QD, EFD/Z, ETFBD/Z/QD, etc.
4,000 TO 18,000 BTU/hr

Unit change out	$30.00 *$40.00	5.5 Hrs
Repair leak from faulty solder joint	$30.00 *$40.00	5.5 Hrs
Expansion valve change out	$30.00 *$40.00	6.0 Hrs
Cap tube/strainer change out	$30.00 *$40.00	6.0 Hrs
Evaporator change out	$30.00 *$40.00	6.5 Hrs
Blower motor assembly change out	N/A	5.5 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
Cruisair: EBO. EBOH, EDB, EDS, RE, etc.		
Marine Air: ESPZM		
20,000 TO 48,000 BTU/hr		
***** NOTE: 20K TO48K ALLOWANCES INCLUDE MECHANIC AND HELPER.***		
Unit change out	$40.00 *$50.00	6.0 Hrs
Repair leak from faulty solder joint	$40.00 *$50.00	7.0 Hrs
Expansion valve change out	$40.00 *$50.00	6.0 Hrs
Evaporator change out	$40.00 *$50.00	7.0 Hrs
Blower motor assembly change out	N/A	5.5 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
SELF-CONTAINED & REMOTE UNITS		
CIRCUIT BOARD AND CONTROLS, ETC		
Circuit board change out	N/A	2.5 Hrs
Display change out	N/A	1.5 Hrs
Display cable change out	N/A	2.5 Hrs
Outside air and alternate air sensors	N/A	1.5 Hrs
Transformer and contactor change out	N/A	2.0 Hrs
Triac change out	N/A	2.0 Hrs
Smart Start (internal) change out	N/A	1.5 Hrs
***2 & 3 KNOB CONTROL**		
Unit change out	N/A	3.0 Hrs
*Thermostat change out	N/A	2.5 Hrs
*Rotary switch change out (Off-On-Run)	N/A	1.5 Hrs
Speed control/SCR change out	N/A	1.5 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
MODULATING CONDENSING UNITS		
Cruisair: FM, RM		
Unit Change out	45.00 *55.00	10.0 Hrs
Compressor change out	45.00 *55.00	11.0 Hrs
Hot gas bypass or TX valve change out	45.00 *55.00	10.0 Hrs
Faulty solder joint repair	45.00 *55.00	9.5 Hrs
Recover, evacutate and recharge unit	45.00 *55.00	3.0 Hrs
Repair leak at pressure switch (screw on)	45.00 *55.00	3.75 Hrs
Pressure switch change out (screw on)	N/A	3.25 Hrs
Start/run caps, start relay, Smart Start, start assist (up to 3 items)		3.25 Hrs
Other electrical component change out	N/A	2.0 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
MODULATING EVAPORATOR UNITS		
Cruisair: EHMB, EMB		
Unit change out	45.00 *55.00	5.5 Hrs
Faulty solder joint repair	45.00 *55.00	6.5 Hrs
Blower motor change out	N/A	5.0 Hrs
Blower capacitor change out	N/A	2.0 Hrs
Solenoid coil change out	N/A	3.0 Hrs
Heater assembly change out	N/A	4.5 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
MODULATING SERIES CONTROLS AND CIRCUIT BOARDS		
Display change out	N/A	1.5 Hrs
Power logic box change out	N/A	3.0 Hrs
Circuit board change out	N/A	3.5 Hrs
Triac change out	N/A	2.0 Hrs
Display cable change out	N/A	2.5 Hrs
Temperature sensor change out	N/A	2.0 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
PUMP RELAYS AND TRIGGERS		
PR3X - PR8X change out	N/A	2.5 Hrs
Electrical component change out	N/A	2.0 Hrs
2 & 2/6 PRP circuit board change out	N/A	2.0 Hrs
2 & 2/6 PRP module change out	N/A	2.0 Hrs
PUMP ASSEMBLIES		
SMALL PLASTIC PUMP HEAD		
Unit change out	N/A	3.0 Hrs
Pump wet end assembly change out	N/A	2.0 Hrs
Pump impeller change out	N/A	2.0 Hrs
Pump housing change out	N/A	2.0 Hrs
Pump spindle change out	N/A	2.0 Hrs
LARGE BRONZE PUMP HEAD		
Unit change out	N/A	3.5 Hrs
Pump impeller change out	N/A	2.25 Hrs
Pump motor change out	N/A	3.0 Hrs
SEAWATER MANIFOLDS		
Unit change out	N/A	3.0 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
Breathe Easy Air Purifier		
Unit change out	N/A	2.0 Hrs
Ballast change out	N/A	2.0 Hrs

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

CHILLED / TEMPERED WATER SYSTEMS

As described in the Dometic Owner's Limited Warranty, Dometic limits the duration of any implied warranty to the duration of the underlying expressed warranty and also disclaims any liability for consequential damages arising from any application, installation, use or malfunction of any warranty product.

This schedule lists the maximum allowance for refrigerant gas, freight and other costs payable by Dometic.

A. Refrigerant gas will be refunded to the dealer per this schedule for R22, and all other refrigerants such as R417A, R410A NU22B, R407C, etc.
B. Freight on parts used on a warranty repair is covered by Dometic. Federal Express is our preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Federal Express is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.
C. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless preapproved by Dometic Service Department.
D. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.
E. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.
F. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

PRODUCT CATEGORY	Refrigerant Allowance R22	/ *Other	Service Factor (Hrs.)
CHILLED WATER UNITS			
CHILLER COMPACT: CHC, TWC, etc.			
Unit change out	N/A	*N/A	6.75 Hrs
Compressor change out	$20.00	*$30.00	7.75 Hrs
Condenser/Evap. Box Assy.	$20.00	*$30.00	4.0 Hrs
Reversing valve change out	$20.00	*$30.00	5.0 Hrs
Leak from faulty solder joint	$20.00	*$30.00	5.0 Hrs
Leak from hi/low pressure switch	$20.00	*$30.00	2.0 Hrs
Screw on Pressure switch change out	$20.00	*$30.00	1.5 Hrs
PVC manifold raw water OR circulating water	N/A		2.0 Hrs
Pump package change out	N/A		3.0 Hrs
SINGLE STAGE CHILLER: MTD, MTC, MCW, etc.			
***** NOTE: ALLOWANCES INCLUDE MECHANIC AND HELPER***			
Unit change out	$30.00	*$40.00	16.0 Hrs
Compressor change out	$30.00	*$40.00	18.0 Hrs
Condenser change out	$30.00	*$40.00	18.0 Hrs
Evaporator change out	$30.00	*$40.00	18.0 Hrs
Reversing valve change out	$30.00	*$40.00	18.0 Hrs
Leak from faulty solder joint	$30.00	*$40.00	11.0 Hrs
Leak from screw on pressure switch	$30.00	*$40.00	2.0 Hrs
Screw on hi or low pressure switch change out	$30.00	*$40.00	2.0 Hrs
Expansion Valve Assembly	$30.00	*$40.00	7.0 Hrs
PVC manifold raw water	N/A		3.0 Hrs
PVC manifold circulating water	N/A		3.0 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
MULTI STAGE CHILLER: SCW. etc.		
***** NOTE: ALLOWANCES INCLUDE MECHANIC AND HELPER***		
Unit change out	$30.00 *$40.00	16.00 Hrs
Compressor change out	$30.00 *$40.00	18.00 Hrs
Condenser change out	$30.00 *$40.00	18.00 Hrs
Evaporator change out	$30.00 *$40.00	18.00 Hrs
Reversing valve change out	$30.00 *$40.00	18.00 Hrs
Repair leak from faulty solder joint	$30.00 *$40.00	11.00 Hrs
Repair leak from screw on pressure switch	$30.00 *$40.00	3.75 Hrs
Screw on hi/lo pressure switch change out	$30.00 *$40.00	3.25 Hrs
Expansion Valve Assembly	$30.00 *40.00	7.0 Hrs
PVC manifold raw water	N/A	3.0 Hrs
PVC manifold circulating water	N/A	3.0 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
CHILLED WATER ACCESSORIES		
Contactors	N/A	2.0 Hrs
Circuit breaker	N/A	2.0 Hrs
Chiller control: CWMC/DDC/TWLC/Multi-Panels	N/A	3.0 Hrs
Electrical boxes (panels): MPA, MPB, OTS, etc.	N/A	4.5 Hrs
Display panels & cables	N/A	2.0 Hrs
Electrical component change out (triac, c/o stat, air & water sensors)	N/A	2.0 Hrs
Transformer/timers	N/A	2.0 Hrs
Start/run capacitors, start relay, Smart Start, start assist (PTCR) (up to 3 items)		3.25 Hrs
Freeze/aqua stat-hi limit switch (MCW, SCW-up to 4 stats)	N/A	2.5 Hrs
Flow switch	N/A	2.5 Hrs
Heater [(circulating water) Barrel]	N/A	10.0 Hrs
Heater [(circulating water) Element]	N/A	3.5 Hrs
Reed replacement	N/A	1.5 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
CHILLED WATER AIR HANDLERS		
ALL MODELS		
Unit change out	N/A	5.0 Hrs
Evaporator (water) coil change out	N/A	6.5 Hrs
Blower motor change out	N/A	5.0 Hrs
Water valve motor or pop-off assembly change out	N/A	3.5 Hrs
Water valve body change out	N/A	4.5 Hrs
Leak from faulty solder joint	N/A	5.5 Hrs
Electric chill chaser change out	N/A	4.0 Hrs
Power logic box change out	N/A	3.0 Hrs
Power logic circuit board change out	N/A	3.5 Hrs
Display change out	N/A	1.5 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
CHILLED WATER		
***2 & 3 KNOB CONTROL**		
Unit change out	N/A	3.0 Hrs
*Thermostat change out	N/A	2.0 Hrs
*Rotary switch change out	N/A	2.0 Hrs
Speed control change out	N/A	2.0 Hrs

PRODUCT CATEGORY	Refrigerant Allowance R22 / *Other	Service Factor (Hrs.)
CHILLED WATER		
SEAWATER AND CIRCULATING PUMPS, ETC.		
Chiller Compact pump package change out	N/A	4.0 Hrs
Unit change out	N/A	4.0 Hrs
Pump impeller change out	N/A	2.5 Hrs
Pump motor change out	N/A	2.5 Hrs

DOMETIC CHILLER REFIT POLICY

Dometic chillers installed in conjunction with a control system other than a Cruisair or Marine Air control or a control system that is outdated carries a 90 day warranty on defective material or workmanship from the date it is put into service. There will be no warranty coverage for operation failures such as control malfunctions, freeze failure and the like. Dometic's Customer Service and Applications departments will be glad to assist with recommendations on the installation, but Dometic will not be responsible for the controls.

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

ADLER/BARBOUR REFRIGERATION EQUIPMENT

As described in the Dometic Owner's Limited Warranty, Dometic limits the duration of any implied warranty to the duration of the underlying expressed warranty and also disclaims any liability for consequential damages arising from any application, installation, use or malfunction of any warranty product.

This schedule lists the maximum allowance for refrigerant gas, freight and other costs payable by Dometic.

A. Refrigerant gas will be refunded to the dealer per this schedule for R134A.
B. Freight on parts used on a warranty repair is covered by Dometic. Federal Express is our preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Federal Express is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.
C. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless preapproved by Dometic Service Department.
D. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.
E. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.
F. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

PRODUCT CATEGORY	Refrigerant Allowance R134A	Service Factor (Hrs.)
CU W/ VD EVAP		
Condenser unit change out	N/A	4.0 Hrs
Evaporator change out	N/A	4.0 Hrs
Thermostat change out	N/A	2.5 Hrs
Module change out	N/A	2.0 Hrs
Front PCB change out	N/A	2.0 Hrs
Fan change out	N/A	2.0 Hrs
Bad solder joint repair	$12.00	4.0 Hrs
Undercharged from factory	$12.00	3.0 Hrs

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

DOMETIC MARINE REFRIGERATION (COMPRESSOR DRIVEN)

As described in the Dometic Owner's Limited Warranty, Dometic limits the duration of any implied warranty to the duration of the underlying expressed warranty and also disclaims any liability for consequential damages arising from any application, installation, use or malfunction of any warranty product.

This schedule lists the maximum allowance for refrigerant gas, freight and other costs payable by Dometic.

A. Freight on parts used on a warranty repair is covered by Dometic. Federal Express is our preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Federal Express is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.
B. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless preapproved by Dometic Service Department.
C. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.
D. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.
E. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

PRODUCT CATEGORY	Refrigerant Allowance R134A	Service Factor (Hrs.)
Marine Refrigerators: 1.8 cf through 4.2 cf		
Unit change out	N/A	3.5 Hrs
Thermostat change out	N/A	2.5 Hrs
Electronic Module change out	N/A	2.5 Hrs
Door change out	N/A	2.0 Hrs
Power supply change out	N/A	2.5 Hrs
Resistor (speed setting) change out	N/A	2.0 Hrs
Fan Motor change out	N/A	2.5 Hrs
Door lock change out	N/A	1.5 Hrs
Marine Refrigerators: Larger than 4.2 cf		
Unit change out	N/A	5.0 Hrs
Thermostat change out	N/A	2.5 Hrs
Electronic Module change out	N/A	2.5 Hrs
Door change out	N/A	2.0 Hrs
Power supply change out	N/A	2.5 Hrs
Resistor (speed setting) change out	N/A	2.0 Hrs
Fan Motor change out	N/A	2.5 Hrs
Door lock change out	N/A	1.5 Hrs

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

GRUNERT REFRIGERATION EQUIPMENT

As described in the Dometic Owner's Limited Warranty, Dometic limits the duration of any implied warranty to the duration of the underlying expressed warranty and also disclaims any liability for consequential damages arising from any application, installation, use or malfunction of any warranty product.

This schedule lists the maximum allowance for refrigerant gas, freight and other costs payable by Dometic.

A. Refrigerant gas will be refunded to the dealer per this schedule for R134A and other refrigerants such as R404A and R409A.
B. Freight on parts used on a warranty repair is covered by Dometic. Federal Express is our preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Federal Express is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.
C. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless preapproved by Dometic Service Department.
D. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.
E. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.
F. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

PRODUCT CATEGORY	Refrigerant Allowance *R134A, +R404A, #R409A	Service Factor (Hrs.)
POLAR MATE AIR & AIR/WATER COOLED SERIES:		
Unit change out	*$8.00	3.0 Hrs
Compressor change out	*$8.00	5.0 Hrs
Condenser coil change out	*$8.00	4.5 Hrs
Evaporator plate change out	*$8.00	3.0 Hrs
Faulty solder joint	*$8.00	3.5 Hrs
Fan motor change out	N/A	1.5 Hrs
Compressor module change out	N/A	1.5 Hrs
Thermostat change out	N/A	2.0 Hrs
Relay change out	N/A	1.0 Hrs
DC ENGINE DRIVEN SYSTEM		
Compressor change out	#$25.00	4.0 Hrs
150 ED condenser (flow through) change out	#$25.00	3.0 Hrs
Accumulator (A-HX-R) palate change out	#$25.00	4.0 Hrs
Filter (dehydrator) change out	#$25.00	2.0 Hrs
Evaporator (holdover) plate change out	#$25.00	4.5 Hrs
Expansion valve change out	#$25.00	3.0 Hrs
Thermostat change out - Internal	N/A	2.5 Hrs
Thermostat change out - Bulkhead	N/A	2.0 Hrs
Engine drive timer	N/A	2.0 Hrs
Hi or low pressure switch (screw on)	N/A	1.5 Hrs
Clutch (ED compressor) change out	N/A	2.0 Hrs
Remove and replace hoses	N/A	2.0 Hrs

PRODUCT CATEGORY	Refrigerant Allowance *R134A, +R404A, #R409A	Service Factor (Hrs.)
DC BELT DRIVEN SYSTEM		
Sight Glass change out	#$25.00	3.5 Hrs
Unit change out	#$25.00	4.0 Hrs
Compressor change out	#$25.00	6.0 Hrs
Faulty solder joint	#$25.00	3.5 Hrs
Condenser change out	#$25.00	6.0 Hrs
Filter (dehydrator) change out	#$25.00	2.0 Hrs
Evaporator (holdover) plate change out	#$25.00	4.5 Hrs
Expansion valve change out	#$25.00	3.0 Hrs
Thermostat change out - Internal	N/A	2.5 Hrs
Thermostat change out – Bulkhead	N/A	2.0 Hrs
Hi or low pressure switch (screw on)	N/A	1.5 Hrs
Motor (belt driven) change out	N/A	2.5 Hrs
Belt change out	N/A	1.5 Hrs
Oil pressure switch	N/A	1.5 Hrs
Run/start capacitor, start relay change out	N/A	1.5 Hrs
Motor Brushes	N/A	2.0 Hrs
AC VOLTAGE SYSTEM - WATER & AIR COOLED		
Unit change out	+$30.00	6.0 Hrs
Compressor change out	+$30.00	7.0 Hrs
Faulty solder joint	+$30.00	5.5 Hrs
Water cooled condenser change out	+$30.00	7.0 Hrs
Air cooled Condenser change out	+$30.00	7.0 Hrs
Evaporator (holdover) plate change out	+$30.00	4.5 Hrs
Expansion valve change out	+$30.00	4.0 Hrs
Thermostat change out - Internal	N/A	2.5 Hrs
Thermostat change out - Bulkhead	N/A	2.0 Hrs
Hi or low pressure switch (screw on)	N/A	1.5 Hrs
Condenser fan change out	N/A	2.0 Hrs
Run/start capacitor, start relay change out	N/A	1.5 Hrs
Transformer change out	N/A	1.5 Hrs
Rectifier Bridge	N/A	1.0 Hrs
PUMP ASSEMBLIES: P 800-P 1010 SEAWATER PUMPS DC CENTRIFUGAL MAGNETIC DRIVE		
Unit change out	N/A	2.5 Hrs
Pump wet end assembly change out	N/A	1.5 Hrs
Pump impeller or spindle change out	N/A	1.5 Hrs
P900 & P1010 brushes	N/A	1.5 Hrs

ALL OTHER PUMP SERIES REFER TO THE PUMP CATAGORIES IN THE DX SECTION

MISCELLANEOUS GRUNERT REPAIRS		
½" Check valve	N/A	1.0 Hrs
½" Check valve Tee	N/A	2.0 Hrs
¼" – 12 or 24 volt solenoid coil	N/A	1.0 Hrs
¼" – 12 or 24 volt solenoid coil w/body	N/A	2.0 Hrs
¼" – 12 0r 24 volt solenoid Tee	N/A	2.5 Hrs
Recover, Evacuate and Recharge		4.0 Hrs
Diagnose and recharge system		2.0 Hrs

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

KRA REFRIGERATION EQUIPMENT

As described in the Dometic Owner's Limited Warranty, Dometic limits the duration of any implied warranty to the duration of the underlying expressed warranty and also disclaims any liability for consequential damages arising from any application, installation, use or malfunction of any warranty product.

This schedule lists the maximum allowance for refrigerant gas, freight and other costs payable by Dometic.

A. Refrigerant gas will be refunded to the dealer per this schedule for R134A and other refrigerants such as R404A and R409A.
B. Freight on parts used on a warranty repair is covered by Dometic. Federal Express is our preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Federal Express is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.
C. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless preapproved by Dometic Service Department.
D. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.
E. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.
F. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

PRODUCT CATEGORY	Refrigerant Allowance *R134A, +R404A, #R409A	Service Factor (Hrs.)
Cabinet Condensing Units		
Unit change out	*$15.00	5.5 Hrs
CPU / TXV change out	*$15.00	3.0 Hrs
Evaporator plate change out	*$15.00	3.5 Hrs
Faulty solder joint	*$15.00	4.5 Hrs
Refrigerant fitting change out	*$15.00	3.0 Hrs
Thermostat change out	N/A	2.0 Hrs
Electrical component change out	N/A	2.0 Hrs

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

WAECO REFRIGERATION/FREEZER EQUIPMENT

As described in the Dometic Owner's Limited Warranty, Dometic limits the duration of any implied warranty to the duration of the underlying expressed warranty and also disclaims any liability for consequential damages arising from any application, installation, use or malfunction of any warranty product.

This schedule lists the maximum allowance for refrigerant gas, freight and other costs payable by Dometic.

A. Freight on parts used on a warranty repair is covered by Dometic. Federal Express is our preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Federal Express is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.
B. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless preapproved by Dometic Service Department.
C. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.
D. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.
E. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

PRODUCT CATEGORY	Refrigerant Allowance R134A	Service Factor (Hrs.)
CF PORTABLES		
Main power board change out	N/A	3.0 Hrs
Control PCB assembly (touchpad)	N/A	2.0 Hrs
Electronic Module change out	N/A	4.0 Hrs
AC/DC power converter	N/A	4.0 Hrs
Fan change out	N/A	1.5 Hrs
Cover change out	N/A	1.0 Hrs
CB/CD & CR/R SERIES		
Unit change out	N/A	3.5 Hrs
Thermostat change out	N/A	2.5 Hrs
Module change out	N/A	2.5 Hrs
Door change out	N/A	2.0 Hrs
Power supply change out	N/A	2.5 Hrs
Speed resistor (speed setting) change out	N/A	2.0 Hrs
Fan motor change out	N/A	2.5 Hrs
Door lock change out	N/A	1.5 Hrs
MF/TB/CR (Thermo)/TC		
Unit change out	N/A	3.5 Hrs

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

ESKIMO ICE MACHINES

As described in the Dometic Owner's Limited Warranty, Dometic limits the duration of any implied warranty to the duration of the underlying expressed warranty and also disclaims any liability for consequential damages arising from any application, installation, use or malfunction of any warranty product.

This schedule lists the maximum allowance for refrigerant gas, freight and other costs payable by Dometic.

A. Refrigerant gas will be refunded to the dealer per this schedule for R134A.
B. Freight on parts used on a warranty repair is covered by Dometic. Federal Express is our preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Federal Express is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.
C. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless preapproved by Dometic Service Department.
D. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.
E. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.
F. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

PRODUCT CATEGORY	Refrigerant Allowance R 134 A	Service Factor (Hrs.)
EI600 MC CONTROL OR DIGITAL – SELF CONTAINED & SPLIT SYSTMS		
***** NOTE: ALLOWANCES INCLUDE MECHANIC AND HELPER***		
Unit change out	N/A	5.0 Hrs
Compressor change out	$18.00	9.75 Hrs
Water cooled condenser change out	$18.00	7.75 Hrs
Evaporator with auger change out	$18.00	8.25 Hrs
CP valve change out	$18.00	5.25 Hrs
Faulty solder joint	$18.00	4.00 Hrs
High & Low pressure, spout switch		1.5 Hrs
Auger motor & gear box change out		5.75 Hrs
Gear box only		6.25 Hrs
Auger motor only		4.0 Hrs
Run, start capacitor, start relay		1.5 Hrs
Display		1.5 Hrs
Circuit board		2.5 Hrs
Water reservoir with float assembly		1.5 Hrs
MECHANICAL UNITS		
Transformer, Relay or Contactor change out	N/A	1.5 Hrs
Hi/ Lo/ Auger Pressure switches	$18.00	3.5 Hrs
Low water pressure control	N/A	2.5 Hrs
ETC Control	N/A	2.5 Hrs

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

ORIGO COOK STOVES

As described in the Dometic Owner's Limited Warranty, Dometic limits the duration of any implied warranty to the duration of the underlying expressed warranty and also disclaims any liability for consequential damages arising from any application, installation, use or malfunction of any warranty product.

This schedule lists the maximum allowance for freight and other costs payable by Dometic.

A. Freight on parts used on a warranty repair is covered by Dometic. Federal Express is our preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Federal Express is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.
B. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless preapproved by Dometic Service Department.
C. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.
D. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.
E. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

PRODUCT CATEGORY	Service Factor (Hrs.)
Oven Change out	3.5 Hrs
Stove change out	3.0 Hrs
Circuit Board change out	2.0 Hrs
Stove Door change out	2.0 Hrs
2500/4300 Stove lid change out	2.0 Hrs
Replace Hinges	1.5 Hrs
Replace burner element	1.5 Hrs
Replace Control Slide Assembly	1.5 Hrs
Replace Control Knobs	1.0 Hrs
Replace Oven Thermometer	1.0 Hrs

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

SENTRY BATTERY CHARGER

As described in the Dometic Owner's Limited Warranty, Dometic limits the duration of any implied warranty to the duration of the underlying expressed warranty and also disclaims any liability for consequential damages arising from any application, installation, use or malfunction of any warranty product.

This schedule lists the maximum allowance for refrigerant gas, freight and other costs payable by Dometic.

A. Freight on parts used on a warranty repair is covered by Dometic. Federal Express is our preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Federal Express is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.
B. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless preapproved by Dometic Service Department.
C. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.
D. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.
E. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

PRODUCT CATEGORY	Service Factor (Hrs.)
Charger change out	3.0 Hrs
Transformer change out	3.5 Hrs
Control circuit change out	2.0 Hrs
Control circuit calibration	2.00 Hrs
Auto/Manual Switch change out	2.0 Hrs
Diode change out	2.0 Hrs
Capacitor change out	2.0 Hrs
Meter, pilot light, fan motor, fan blade circuit change out	2.0 Hrs

OWNERS LIMITED WARRANTY

As hereinafter described, Dometic Environmental, Inc. limits the duration of any implied warranty to the duration of the underlying express warranty and also disclaims any liability for consequential or incidental damages arising from any application, installation, use or malfunction of any warranted product.

Section I
What does the Limited Warranty cover?

Products manufactured by Dometic Corporation (Dometic) are under limited warranty to be free from defects in workmanship or materials. This being under normal use and service, with the obligation of Dometic under this limited warranty, being limited to replacing or repairing any component(s) which shall disclose defects within the limits defined in **Section III.** Which upon examination by Dometic, shall appear to the satisfaction of Dometic to be defective or not up to specifications.

This Limited Warranty is made in lieu of all other express warranties, obligations, or liabilities on the part of Dometic. In addition, Dometic shall not be responsible for any incidental or consequential damages. In those instances in which a cash refund is made, such refund shall effect the cancellation of the contract of sale without reservation of rights on the part of the purchaser. **Such refund shall constitute full and final satisfaction of all claims which the purchaser has or may have against Dometic due to any actual or alleged breach of warranty, either express or implied, including, without limitation, any implied warranty or merchantability or fitness for a particular purpose.** Some states do not allow the exclusion or limitation of incidental or consequential damages so the above limitation may not apply to you.

The Dealer is not an agent for Dometic, except for the purpose of administering the above warranty to the extent herein provided. Dometic does not authorize the dealer or any other person to assume for Dometic any liability in connection with such warranty, or any liability or expense incurred in the replacement or repair of its products other than those expressly authorized herein. Dometic shall not be responsible for any liability or expense except as is specifically authorized and provided in this section.

Dometic reserves the right to improve its products, through changes in design or material without being obligated to incorporate such changes in products of prior manufacture. Dometic can make changes at any time in design, materials, or part of units of any one, model year, without obligation or liability to owners of units of the same year's model of prior manufacture.

This warranty gives you; the purchaser, specific legal rights, and you may also have other rights which vary from state to state. You also have implied warranty rights, including an implied warranty of merchantability, which means that your product must be fit for the ordinary purposes for which such goods are used. **The duration of any implied warranty rights is limited to the duration of the express warranty as found in Section III.** Some states do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Section II
What does this Limited Warranty not cover? This Warranty Shall Not Apply to:

1. Failures resulting from improper installation or use contrary to instructions.
2. Failures resulting from abuse, misuse, accident, fire, or submergence.
3. Any part manufactured by Dometic, which shall have been altered so as to impair its original characteristics.
4. Any parts which fail as a result of misuse, improper application or improper installation.
5. Items not manufactured by Dometic, i.e., items, which are purchased from another manufacturer and supplied as received by Dometic without alteration or modification except as any part of a Dometic manufactured unit or component.
6. Components or parts used by or applied by the purchaser, as an integral part of products not manufactured by Dometic.

Installation and application of Dometic components is not warranted by Dometic, because Dometic has no control or authority over the selection, location, application, or installation of these components.

Section III
What is the period of coverage?
(See Warranty Period Section at the beginning of this book).

All Dometic components bear a data plate on which there are model and serial numbers. The serial number is date coded. To determine whether or not any Dometic component is in warranty, proceed as follows:

1. Determine the manufacture date of the component from the serial number on the data plate. If you are not familiar with the date code, write or call the Dometic Customer Service Department to obtain the manufacture date. The hours of the Customer Service Department are 8:00 a.m. – 5:00 p.m. (USA, Eastern Standard Time Zone) Monday through Friday excluding holidays.
2. It is possible that there might exist a considerable time lag between the date a component is manufactured and the date it is put in service. In such instances, the date of manufacture could indicate that the item is out of warranty. However, based on the date the equipment is first put in service, the item may still be covered by the Dometic warranty as described in **Section I**. For proof of date put in service, Dometic will require a copy of the bill of sale of the Dometic equipment from the installer or new boat dealer to the original owner.

Section IV
How do you get service? Please read the following Warranty Procedure:

If the failure of a Dometic component is determined to be covered under the Dometic warranty and the time in service is determined to be within the warranty time limit, the owner has the following three options:

1. Preferred option: Have a Dometic authorized Servicing Dealer, perform the work needed. The customer needs to call Dometic Customer Service Department for a recommendation as to the closest dealer. If the customer already knows an authorized servicing dealer, the dealer should be contacted directly.

2. Second option: If the customer contacts Dometic Service Department for a Servicing Dealer and Dometic has no one in that particular area, Dometic will authorize the use of a local service company and Dometic will work with the local company to assist in any way possible.

*3. Third option: The customer may send his equipment back to the factory to have the repair work done. Dometic will make every effort to return the equipment to the customer within a three week time period. If the claim represents a legitimate warranty problem, Dometic will pay the freight both ways. Dometic prefers option one first, option two second, and **<u>*option three only if one and two are not available.</u>**

The customer may contact the Dometic Service Departments at (804) 746-1313 (Virginia plant) or (954) 973-2477 (Florida plant) Monday through Friday, 8:00am – 5:00pm.

After hours (evenings and weekends) technical support is offered through Dometic's 24/7 Hotline at (888) 440-4494.

<u>WARNING</u>

Dometic Environmental, Inc. (Dometic) manufacturers of Dometic, Marine Air, Grunert, Cruisair, Chilled and Tempered Water, Sentry and Waeco Adler/Barbour Products, makes the following safety warnings concerning the application, installation, use and care of its products. Although these warnings are extensive, there may be specific hazards, which may arise out of circumstances which; we have not outlined herein. Use this as a guide for developing an awareness of potential hazards of all kinds. Such an awareness; will be a key factor in assuring your <u>SAFETY</u> and comfort.

<u>ELECTRICITY</u>-Many Dometic products operate on 115, 230 or 440 volt AC power. Such voltages can be <u>LETHAL</u>; therefore, the chassis, cabinets, bases, etc., on all components must be grounded together and connected to the vessel's grounding system. Sparks can occur as switch's, thermostats and relays open and close in the normal operation of the equipment. Since this is the case, ventilation blowers for the removal of hazardous fumes or vapors should be operated at least five minutes before and during operation of any Dometic product or group of Dometic products. All electrical connections must be covered and protected so accidental contact cannot be made by persons using the equipment, as such contact could be <u>LETHAL</u>.

<u>ELECTROLYSIS</u>-Electrical leakage of any component can cause electrolytic deterioration (electrolysis) of through-hull components, which could result in leakage serious enough to sink a vessel, which could result in loss of life. All Dometic components must be kept clean and dry and checked periodically for electrical leakage. If any electrical leakage is detected, the component should be replaced or the fault causing the leakage corrected before the component is put back into service.

<u>GAS</u>-Dometic, Marine Air, Grunert, Cruisair, Chilled and Tempered Water, and Waeco components utilize R-22 (chlorodifluoromethane), R134a refrigerant (Tetrafluoroethane), R-407C [which contains Diflouromethane (HFC-32), Pentafluoroethane (HFC125), and 1.1.1.2-Tetrafluoroethane (HFC134a)], R404A [(R125/R143a/R134) 44%/52%/4%], R409A (R22/R124/R142b), R410A [(R32/R125) 50%/50%] or R417A which are non-toxic, non-flammable gases. However, these gases contain no oxygen and will not support life. Refrigerant gas tends to settle in the lowest areas of the compartment. If you experience a leak, evacuate all personnel, and ventilate area. Do not allow open flames in the area of leaks because refrigerant gas, when burned, decomposes into other potentially <u>LETHAL</u> gases. Refrigerant components operate at high pressure and no servicing should be attempted without gloves, long-sleeved clothing and eye protection. Liquid refrigerant gas can cause severe frost burns to the skin and eyes.

<u>VENTILATION</u>-To cool or heat air, Marine Air, Cruisair, Tundra, and Grunert components are designed to move air through a heat exchanger by a blower or propeller fan. This design necessarily produces suction on one side of the air handling component and a pressure on the other side. Air-handling components must be installed so that the suction-pressure action does not pressurize an area to the extent that structural failure occurs. This could cause harm to occupant's bystanders, or could cause a suction or low pressure in an area where hydrogen gas from batteries or raw fuel vapor from fuel tanks could exist. Also where carbon monoxide from operating propulsion engines, power generators or heaters, methane gas from sewage holding

tanks, or any other dangerous gas or vapor could exist. If an air-handling unit installed in such a manner that allows potentially lethal gases or vapors to be discharged by the air handling unit into the living space, this could result in loss of life.

Maximum protection against the introduction of dangerous gases or vapors into living spaces can be obtained by providing living spaces which are sealed from all other spaces by use of airtight bulkheads and decks, etc., and through the introduction of clean air into the living space. Bear in mind that the advent of air conditioning, whether it is for cooling or for heating, naturally leads to the practice of closing a living space tightly. Never close all windows and doors unless auxiliary ventilating systems, which introduce clean outside air into the living space, are used. Always leave enough window and door openings to provide adequate ventilation in the event potentially lethal gases or fumes should escape from any source.

CONDENSATE-All cooling units produce water condensate when operating on the cooling cycle. This water must be drained from the cooling unit overboard. If condensate is allowed to drip on a wooden structure, rotting or decay and structural failure may occur which could result in loss of life. If condensate is allowed to drip on electrical components, deterioration of the electrical components could result in hazardous conditions. When an air conditioning system is in operation, condensate drains may be subjected to negative pressure. Always locate condensate drains as far as possible from points where engine waste and other dangerous gases are exhausted so no such dangerous gases can be drawn into the condensate drains.

Warning
Never sleep in a closed area on a boat when any equipment, which functions as a result of the combustion of a volatile fuel, is in operation (such as engines, generators, power plants, or oil-fired heaters, etc.). At any time, the exhaust system of such devices could fail, resulting in a build-up of LETHAL gases within the closed area.