

2021 MANUAL

DEALER WARRANTY POLICY AND PROCEDURES MANUAL

REVISION

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ELKHART, IN 46516

TELEPHONE

TECHNICAL SERVICE AND WARRANTY AUTHORIZATION

Dometic 888 867 4188 Option 4
Sealand 800 321 9886

WARRANTY CLAIM STATUS

Dometic 888 867 4188 option 5
Sealand 800 321 9886

INDEX

Warranty Procedures	3
Warranty Service Report (Blank)	4
Procedure to Complete a Warranty Claim Form	5
Warranty Service Report Example	6
Technical Service Appliance Diagnostic Sheets	7-13
Model & Serial Number Identification	14-17
Warranty Coverage	18
Dometic Air Conditioner Flat Rate Schedule	19
Dometic Awning Flat Rate Schedule	20
Dometic Fantastic Vent Flat Rate Schedule	21
Dometic Furnace Flat Rate Schedule	22
Dometic Mobile Cooling Flat Rate Schedule	23
Dometic Ranges/Cooktops Flat Rate Schedule	24
Dometic Refrigerator Flat Rate Schedule	25
Dometic Toilet Flat Rate Schedule	26
Dometic Water Heater Flat Rate Schedule	27
Dometic Miscellaneous Product Flat Rate Schedule	28

DEALER-ONLY CONTACT INFORMATION

Technical Service and Warranty Return Authorization

Dometic (US): (888) 867-4188 option 4	techservice@dometic.com
Sealand (800) 321-9886	sealand@dometic.com
Environmental Brands: (800) 542-2477 (Florida)	marineserviceus@dometic.com

Claim Payment Information

Dometic (US): (888) 867-4188 option 5	claimpayments@dometic.com
Sealand (800) 321-9886	sealand@dometic.com
Environmental Brands: (800) 542-2477 (Florida)	marineserviceus@dometic.com

RETAIL OWNER CONTACT INFORMATION

Service Center Referral and Customer Assistance

Dometic Brands: (800) 544-4881 Option 1
customersupportcenter@dometic.com

WARRANTY PROCEDURES

1. REPLACEMENT PARTS

Replacement warranty part(s) will be supplied at no charge by Dometic freight prepaid. You must supply the following information to order warranty parts:

- | | | |
|---|-----------------------------|----------------------------------|
| A. Model Number of Defective Appliance | D. Retail Customer's Name | F. Part number of defective part |
| B. Serial Number of Defective Appliance | E. Full VIN Number of Coach | G. Description of defect |
| C. Date of Purchase | | |

To place a warranty part order with Dometic call (888) 867-4188.

If you have removed the part from your stock, please indicate this when calling Dometic or completing a Dometic warranty claim form. **Dometic will ship a replacement to you at no charge, freight prepaid, to put back into your inventory.**

Only authentic Dometic replacement parts used in the repair of in-warranty appliances will be warranted for the remainder of the appliance warranty coverage period. Non-Dometic parts used in a warranty repair will void the warranty claim and will not be paid to the service provider. Dometic will NOT assist in any product liability issues involving non-authentic parts.

2. DEFECTIVE PARTS

Repairs requiring defective parts to be returned are identified in this manual on the flat rate schedules with an "R" in the RET REQD section. Contact technical service to receive a Service Event and RMA to return defective parts.

ITEMS TO RETURN (Make sure RMA and Service Event numbers are written on all ppwk and Parts)

- a. All defective parts requested on RETURN ORDER ACKNOWLEDGEMENT/CONFIRMATION
- b. Return Order confirmation
- c. Warranty Claim Ppwk fully filled out with reimbursement amounts requested

- Returns must be made within 90 days after repair to the location listed on your Return Order Confirmation (RMA). If the claim ppwk and part return requirement is not returned to Dometic within the 90-day time period you will be charged back for the no charge replacement sent to you and the claim will be closed with no labor reimbursement.

Keep all non-returnable defective parts for 30 days tagged with the warranty claim or authorization number for a possible return request. For repairs that do not require parts to be returned, or for data tag return requests, simply email the warranty claim form with reimbursement totals requested and required pictures within 90 days after repair to claimpayments@dometic.com. (data tags sent in must be removed from the appliance and on a separate sheet of paper. Scraps of the data tag are allowed as long as it still shows some of the numbers.)

3. FREIGHT

Expenses for return shipment of defective parts must be prepaid and added to the warranty claim form. See pages 5 and 6 for details on how to file a Dometic warranty claim.

Any returnable item that is too large for a common ground service carrier such as UPS, FedEx, or Purolator must be returned freight collect. Contact Dometic at (888) 867-4188 to receive a Bill of Lading with collect payment terms for these items. Dometic will not reimburse freight expenses if the Bill of Lading supplied by Dometic is not used. Dometic will not pay C.O.D. fees.

4. REPLACEMENT OF COMPLETE PRODUCT

You must obtain a Pre-Authorization for any complete product that requires replacement. Contact Dometic at (888) 867-4188. A Service Event and RMA is required to return any product to Dometic Corporation.

5. PARTS WARRANTY

Authentic Dometic parts used for out-of-warranty repairs are warranted against defects for one year. Any part that is found to be defective within this period will be replaced by Dometic at no charge, freight prepaid and labor will be authorized at flat rate to replace the part if the defective part was installed.

Using a Non-Dometic part will not be reimbursed under warranty for any reason. Dometic will NOT assist in any product liability issues involving non-authentic parts.



Mobile living made easy.

Warranty Service Report

(Please Print Clearly or Type)

Service Event # _____

Work Order/RO # _____

*Service Center Hourly Rate \$ _____

Account # _____

Name _____

Address _____

City _____ State _____ Zip _____

Phone # _____ Fax # _____

Email _____

*Retail Owner:

Name _____

Address _____

City _____ State _____ Zip _____

Phone # _____

*Date of Purchase _____

First Owner Y or N _____

Appliance Information:

*Model # _____

*Serial # _____

*SKU # _____

*Date of Repair _____

Coach Information:

Year of RV _____ MFG _____

Model _____

*Complete VIN: _____

*Customer Complaint: _____

*Diagnostic Information/*Work Performed:

*Qty:

*Part #:

*Time:

*Amount:

MISC AMT Description:

Please call, email, or fax Dometic Technical Service for a return authorization number and instructions on returning the defective part. Dometic will send you a **no charge** replacement part/unit. Only authentic Dometic parts/products are to be used for warranty replacement and coverage.

Technical Service & Warranty Authorization:

PH: 800-216-5115 - Option 4 (Dealer Account Number Required)

Email: techservice@dometic.com

Email claim ppwk to claimpayments@dometic.com for warranty reimbursement.

* Required information if appliance is a serial numbered item.

Part: \$ _____

Labor: \$ _____

Freight: \$ _____

Miscellaneous: \$ _____

*TOTAL: \$ _____

Full unit pre-authorization required prior to submitting for payment. Once authorization is provided the claim must be submitted within **90 days** of the date of authorization or be subject to cancellation and/or denial.

PROCEDURE TO COMPLETE A WARRANTY CLAIM FORM

1. Insert the Service Event/RMA number given to you by technical service here.
2. Insert your debit memo or work order number here. This number will be referenced on your payment when the claim is processed.
3. Put your hourly labor rate for this claim here.
4. Enter your account number here.
5. Insert your company information here. Please fill in as much detail as you can.
6. Insert retail customer's information here. Please fill in as much detail as you can.
7. Please enter the date of purchase of the unit/coach. *A Service Event/RMA cannot be entered without this information.
 - a. enter if this is a first owner or not
8. Put your model number of the complete unit that was repaired **required for warranty coverage
9. Put your serial number of the complete unit that was repaired **required for warranty coverage
10. Put the SKU number of the product repaired.
11. Enter the date of the repair for the unit repaired.
12. Enter the Coach Information here. Please fill in as much detail as you can.
13. Put the complete VIN # of your coach that the repair was done on **required for warranty
14. Describe original complaint or problem with appliance here.
15. Enter the diagnostic results you received for testing here along with a description of defect found and the work performed to fix the problem. (if a pre-authorization diagnostic sheet is required, you must fill that sheet out separate from this form)
16. Insert quantity of parts used here.
17. **IMPORTANT:** Insert part number of part installed on appliance. Replacement warranty parts are to be supplied at no charge by Dometic. (Prior authorization must be made to receive part credit instead of a no charge replacement. If prior authorization is not made, a no charge replacement will be sent to you)
18. Insert the flat rate allowance here. Refer to the product flat rate schedules on pages 13-25. If the repair cannot be performed in the standard warranty time allowance, call for special authorization.
19. Multiply flat rate hours by your hourly labor rate and insert total here.
20. Enter the description of any miscellaneous charges here.
21. Enter any part costs; total labor amount; freight and any miscellaneous costs (miscellaneous costs must be detailed with a description in the space provided) and then the total amount you are looking for reimbursement here.
22. Service technician and retail owner sign here.

IMPORTANT:

CLAIMS MUST BE SUBMITTED WITHIN 90 DAYS AFTER REPAIR



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Warranty Service Report

(Please Print Clearly or Type)

Service Event # **1**

Work Order/RO # **2**

*Service Center Hourly Rate \$ **3**

Account # **4**

Name **5**

Address **5**

City **5** State **5** Zip **5**

Phone # **5** Fax # **5**

Email **5**

*Retail Owner:

Name **6**

Address **6**

City **6** State **6** Zip **6**

Phone # **6**

*Date of Purchase **7**

First Owner Y or N **7a**

Appliance Information:

*Model # **8**

*Serial # **9**

*SKU # **10**

*Date of Repair **11**

Coach Information:

Year of RV **12** MFG **12**

Model **12**

*Complete VIN: **13**

*Customer Complaint: **14**

*Diagnostic Information/*Work Performed:

15

*Qty:

16

*Part #:

17

*Time:

18

*Amount:

19

MISC AMT Description: **20**

Please call, email, or fax Dometic Technical Service for a return authorization number and instructions on returning the defective part. Dometic will send you a **no charge** replacement part/unit. Only authentic Dometic parts/products are to be used for warranty replacement and coverage.

Technical Service & Warranty Authorization:

PH: 800-216-5115 - Option 4 (Dealer Account Number Required)

Email: techservice@dometic.com

Email claim ppwk to claimpayments@dometic.com for warranty reimbursement.

* Required information if appliance is a serial numbered item.

Part: \$
Labor: \$
Freight: \$
Miscellaneous: \$
*TOTAL: \$
21

Full unit pre-authorization required prior to submitting for payment. Once authorization is provided the claim must be submitted within **90 days** of the date of authorization or be subject to cancellation and/or denial.



Air Conditioner Performance Check-List for Warranty Coverage

Once Completed – Email to techservice@dometic.com

Incomplete or inaccurate information will delay processing.

Replacement parts/product will be sent at no charge unless prior approval has taken place.

Dealer Name: _____ Dealer Account # _____
Dealer Phone: _____ Dealer Fax: _____
Dealer Contact: _____ Dealer PO # / Ref # _____
Dealer Email: _____

Customer Date of Purchase – or – Stock Unit: _____
Customer Name: _____

RV Manufacturer: _____ Year of Coach: _____
Compete RV VIN: _____

Dometic AC Model / Mfg. # _____
Dometic AC Serial # _____

Nature of Complaint: _____

Diagnostic / Testing Information

Is there is a visible leak within the AC unit? _____

Describe location of leak: _____

***** *If a leak is identified, no additional testing is required.* *****

Compressor running? _____ Amp draw from blue compressor wire: _____

Ambient roof temperature during testing: _____ AC volts: _____

***** After running the AC unit for at least 15 minutes above 65 deg F *****

Return / Intake Air Temp: _____ Discharge / Output Air Temp: _____

***** If the problem lies with the fan motor please provide *****

Fan Motor Amp Draw: _____ Fan Motor AC Voltage: _____

***** If the problem lies within the control board or thermostat *****

Control Board / Box Part # _____ Thermostat Part # _____

- Or – Describe the Thermostat (Number of Buttons, ect.) _____

NOTE: This form is used for authorization only. This is NOT used for labor reimbursement.

For labor reimbursement please submit a warranty service report to

claimpayments@dometic.com



Awning Performance Check-List for Warranty Coverage

Once Completed – Email to techservice@dometic.com

****Incomplete or inaccurate information will delay processing.****

****Replacement parts/product will be sent at no charge unless prior approval has taken place.****

Dealer Name:	Dealer Account #
Dealer Phone:	Dealer Fax:
Dealer Contact:	Dealer PO # / Ref #
Dealer Email:	

Customer Date of Purchase – or – Stock Unit:	
Customer Name:	
RV Manufacturer:	Year of Coach:
Complete RV VIN:	

***** If problem involves fabric, torsion, motor, or roller tube, please provide FRTA # *****

FRTA Model # (Data tag on Roller Tube):	
FRTA Serial # (Data tag on Roller Tube):	
Hardware Model #	
Hardware Serial #	

Nature of Complaint:	
Part Required for Repair:	

Diagnostic / Testing Information

*** General Awning Issues ***

Fabric:	
Roller Tube:	
Hardware:	
Torsion Spring (Left or Right):	
Metal Weather Guard:	
Other:	

*** Power Awning Specific Issues ***

Drive Assembly / Motor:	
Voltage Supplied to Motor:	Amps:
Direct Wired Motor with Separate Power:	
LED Lights:	Light Track:
Wind Sensor:	
Control Box:	
Wiring:	

NOTE: This form is used for authorization only. This is NOT used for labor reimbursement.
For labor reimbursement, please submit a warranty service report to

claimpayments@dometic.com



Fantastic Vent Performance Check-List for Warranty Coverage

Once Completed – Email to techservice@dometic.com

****Incomplete or inaccurate information will delay processing.****

****Replacement parts/product will be sent at no charge unless prior approval has taken place.****

Dealer Name:	Dealer Account #
Dealer Phone:	Dealer Fax:
Dealer Contact:	Dealer PO # / Ref #
Dealer Email:	

Customer Date of Purchase – or – Stock Unit: _____
Customer Name: _____

RV Manufacturer: _____ Year of Coach: _____
Complete RV VIN: _____

Fantastic Vent Model # _____
Fantastic Vent Serial # _____

Nature of Complaint: _____

Part Required for Repair: _____

Diagnostic / Testing Information

DC Voltage Supplied to Unit:
Lift Arm:
Dome:
Fan Motor:
Reverse Switch:
Fan Speed Switch:
Wall Control:
Thermostat:
Remote:
Rain Sensor:
Plunger Switch:
Fan Blade:

NOTE: This form is used for authorization only. This is NOT used for labor reimbursement.
For labor reimbursement, please submit a warranty service report to
claimpayments@dometic.com



Refrigerator Performance Check-List for Warranty Coverage

Once Completed – Email to techservice@dometic.com

Incomplete or inaccurate information will delay processing.

Replacement parts/product will be sent at no charge unless prior approval has taken place.

Dealer Name: _____ Dealer Account # _____
Dealer Phone: _____ Dealer Fax: _____
Dealer Contact: _____ Dealer PO # / Ref # _____
Dealer Email: _____

Customer Date of Purchase – or – Stock Unit: _____
Customer Name: _____
RV Manufacturer: _____ Year of Coach: _____
Complete RV VIN: _____

Dometic Model # _____
Dometic Serial # _____
Dometic Product / Mfg. # _____

Nature of Complaint: _____
Part Required for Repair: _____

Diagnostic / Testing Information

Is there is a visible leak from the cooling unit? _____

***** *If a leak is identified, no additional testing is required.* *****

Upon complaints of an absorption fridge not cooling to the customers satisfaction, often, the issue is due to poor venting. Verify the following for venting issues; NO open air space on the left, right, or top of the fridge. NO more than 1" from the cooling unit to the side wall of the RV. If installed with two side wall vents, verify there is a fan and that it is working, verify there is a baffle extension or "false wall" leading up to within ½" – ¼" from the bottom of the condensing fins, and verify there is a turning vein or "deflecting shield" above the condensing fins. If the unit is installed and vented properly but not cooling, proceed with a cooling unit bypass test as follows.

Unplug the thermistor from the lower control board and run the unit like this for 8 hrs.

*****RM1350, RM3762, RM3962, & DMR702-D units need a spare thermistor plugged into lower control board and hanging outside lower access door with above 50 degree F outside.*****

After 8 hours of running wide open, what is the substance temperature? _____

12V DC: _____ 120V AC: _____ Heating Element AC Amps: _____

Heating Element Ohms: _____ Thermistor Ohms (while in ice water): _____

***** If the problem is specific to gas operation please provide the following *****

Gas Pressure: _____ Gas Valve Ohms: _____

If a Complete fridge replacement is deemed necessary, will the fridge fit through the RV door? _____

NOTE: This form is used for authorization only. This is NOT used for labor reimbursement.
For labor reimbursement, please submit a warranty service report to

claimpayments@dometic.com



Furnace Performance Check-List for Warranty Coverage

Once Completed – Email to techservice@dometic.com

****Incomplete or inaccurate information will delay processing.****

****Replacement parts/product will be sent at no charge unless prior approval has taken place.****

Dealer Name:	Dealer Account #
Dealer Phone:	Dealer Fax:
Dealer Contact:	Dealer PO # / Ref #
Dealer Email:	

Customer Date of Purchase – or – Stock Unit: _____
Customer Name: _____

RV Manufacturer: _____ Year of Coach: _____
Complete RV VIN: _____

Furnace Model # _____
Furnace Serial # _____

Nature of Complaint: _____

Part Required for Repair: _____
Thermostat Type: _____

Diagnostic / Testing Information

Gas Pressure at Furnace with at least 50% of Gas Appliances Running:		
DC Voltage Supplied to unit:	AC Voltage if applicable:	
Sail Switch:	Volts:	
Limit Switch:	Volts:	
Fan Motor:	Volts:	Amps:
Electrode:		
Gas Valve:	Volts:	Ohms:
Circuit Breaker Switch:		
Ducting (Photos may be required – see furnace specific IOM for specifications):		

Circuit Board:		
Thermostat:		
Other:		

NOTE: This form is used for authorization only. This is NOT used for labor reimbursement.
For labor reimbursement, please submit a warranty service report to

claimpayments@dometic.com



Range/Oven Performance Check-List for Warranty Coverage

Once Completed – Email to techservice@dometic.com

****Incomplete or inaccurate information will delay processing.****

****Replacement parts/product will be sent at no charge unless prior approval has taken place.****

Dealer Name:	Dealer Account #
Dealer Phone:	Dealer Fax:
Dealer Contact:	Dealer PO # / Ref #
Dealer Email:	

Customer Date of Purchase – or – Stock Unit: _____
Customer Name: _____

RV Manufacturer: _____ Year of Coach: _____
Complete RV VIN: _____

Model # _____
Serial # _____

Nature of Complaint: _____

Part Required for Repair: _____

Diagnostic / Testing Information

Gas Pressure at Furnace with at least 50% of Gas Appliances Running:
Gas Regulator:
Stove Burner:
Oven Burner:
Oven Thermocouple:
Igniter/Igniter Wires:
Piezo Igniter:
Burner Control Panel:
Thermostat/Oven Control:
Pilot Assembly:
Door:
Knobs:
Grates:
Other:

NOTE: This form is used for authorization only. This is NOT used for labor reimbursement.
For labor reimbursement, please submit a warranty service report to

claimpayments@dometic.com



Water Heater Performance Check-List for Warranty Coverage

Once Completed – Email to techservice@dometic.com

Incomplete or inaccurate information will delay processing.

Replacement parts/product will be sent at no charge unless prior approval has taken place.

Dealer Name:	Dealer Account #
Dealer Phone:	Dealer Fax:
Dealer Contact:	Dealer PO # / Ref #
Dealer Email:	

Customer Date of Purchase – or – Stock Unit:	
Customer Name:	
RV Manufacturer:	Year of Coach:
Complete RV VIN:	

Water Heater Model #
Water Heater Serial #

Nature of Complaint:

Part Required for Repair:

Diagnostic / Testing Information

Gas Pressure at Water Heater with at least 50% of Gas Appliances on:		
DC Voltage Supplied to unit:	AC Voltage if applicable:	
Relay:	Volts:	
E.C.O:	Volts:	
Pressure Relief Valve:		
Heating Element:	Volts:	Ohms:
Electrode:		
Gas Valve:	Volts:	Ohms:
Control Board:		
Tank Issues:		
Pilot Assembly:		
Thermal Cut Off (pictures may be required):		
*** The following applies to On Demand Water Heaters only ***		
Pressure Switch:	Modulating Valve:	
Cold Weather T-stat:	Heat Exchanger:	
Water Flow (GPM):	Burner Assem:	
Orifice:	Fan/Blower:	

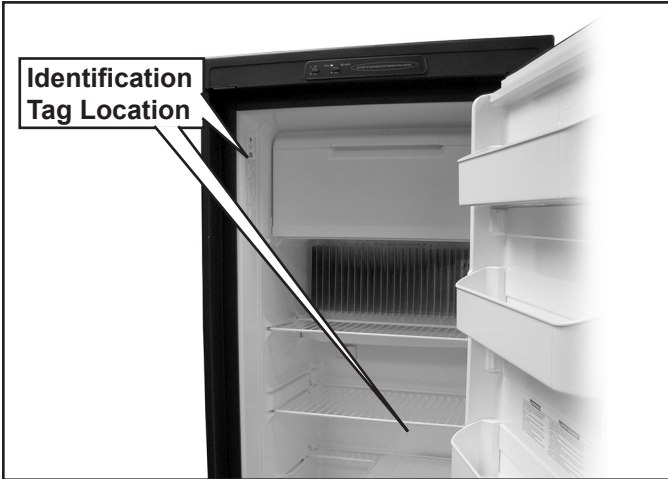
NOTE: This form is used for authorization only. This is NOT used for labor reimbursement.
For labor reimbursement, please submit a warranty service report to

claimpayments@dometic.com

MODEL & SERIAL NUMBER IDENTIFICATION TAG LOCATION

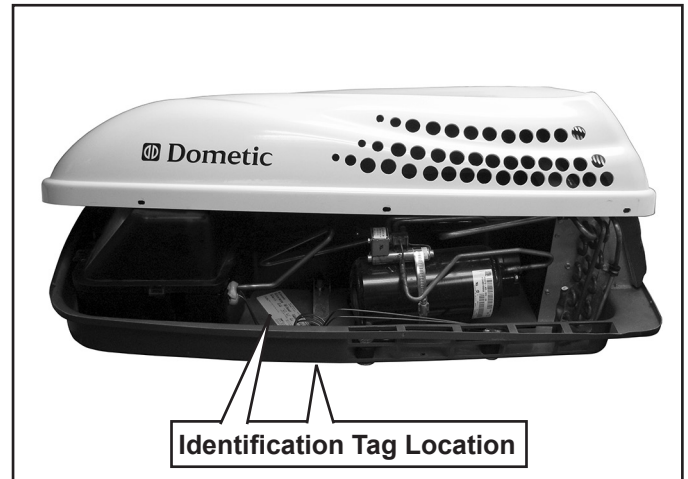
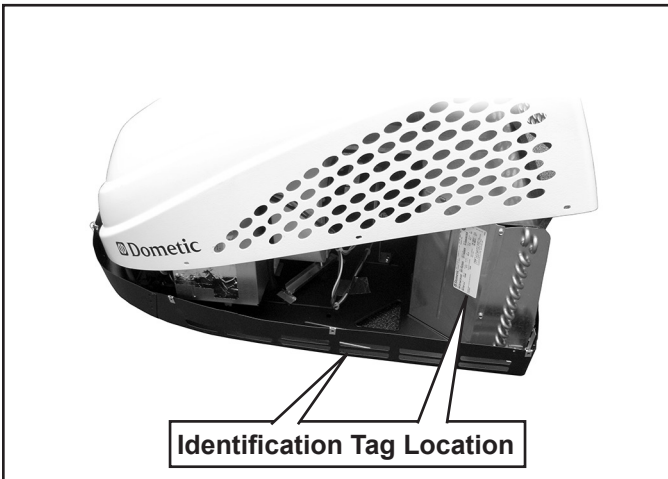
REFRIGERATOR

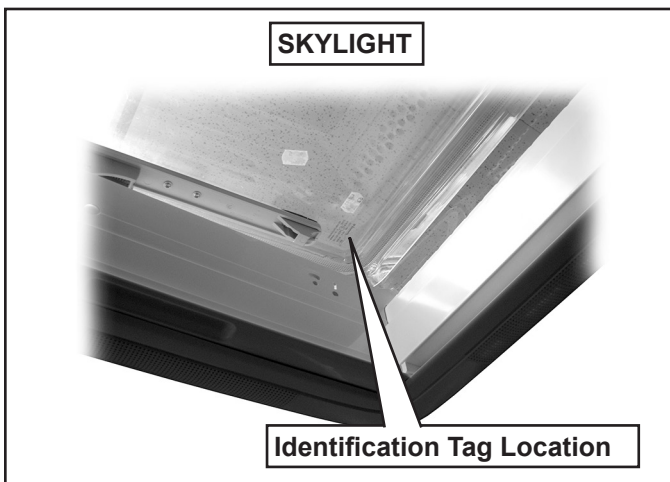
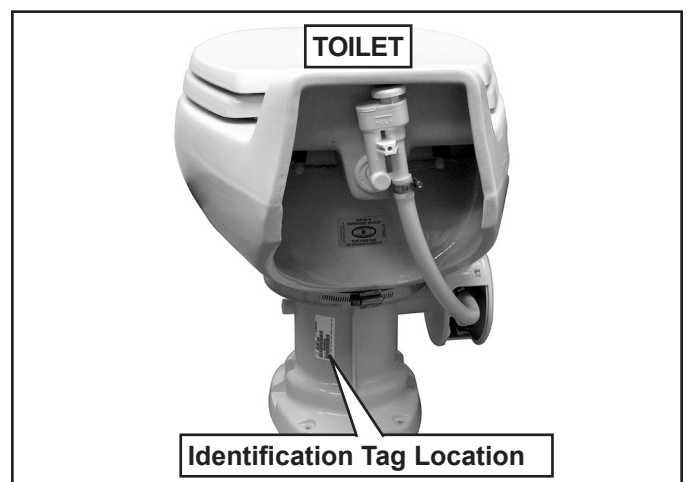
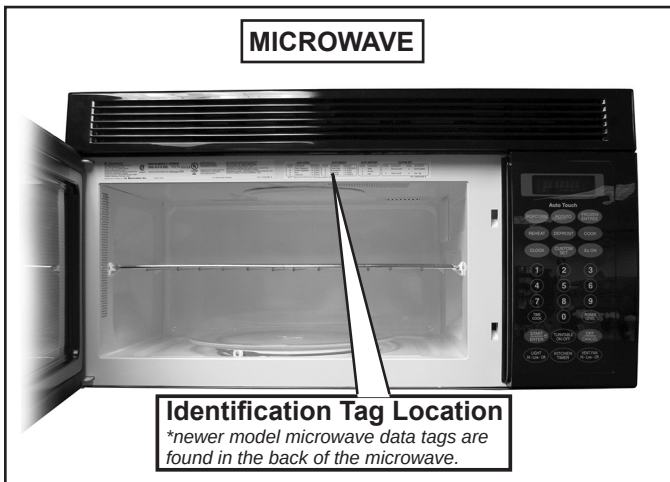
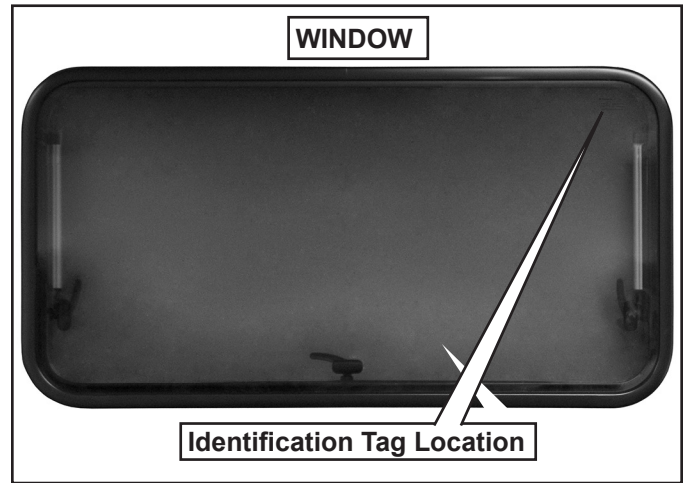
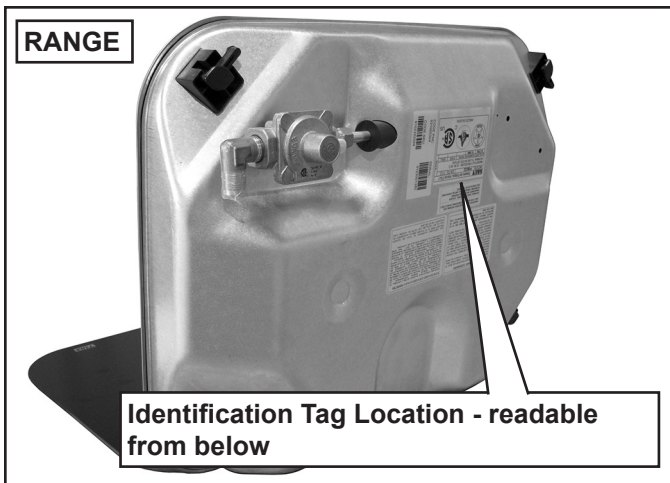
The Identification Tag is located on the inside wall of the refrigerator. Open the door and locate the Identification Tag on left side or rear wall of the liner in the refrigerator. The exact location may vary but is generally placed on the liner inside the refrigerator. On smaller units it may be on backside accessible thru lower sidewall vent.



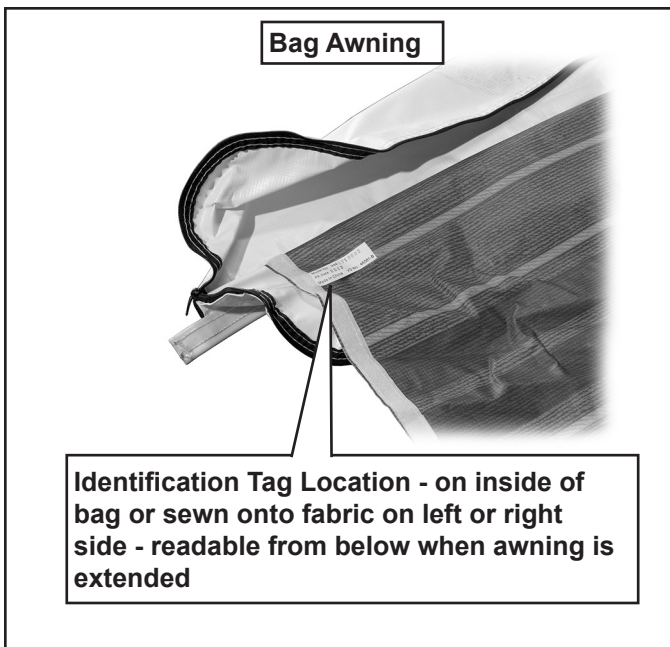
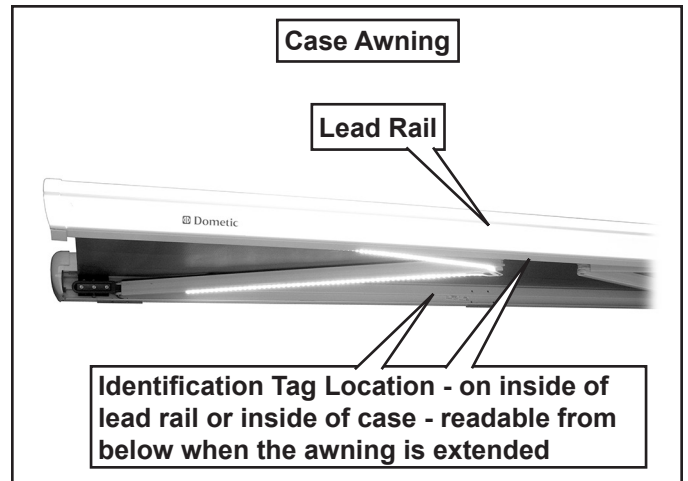
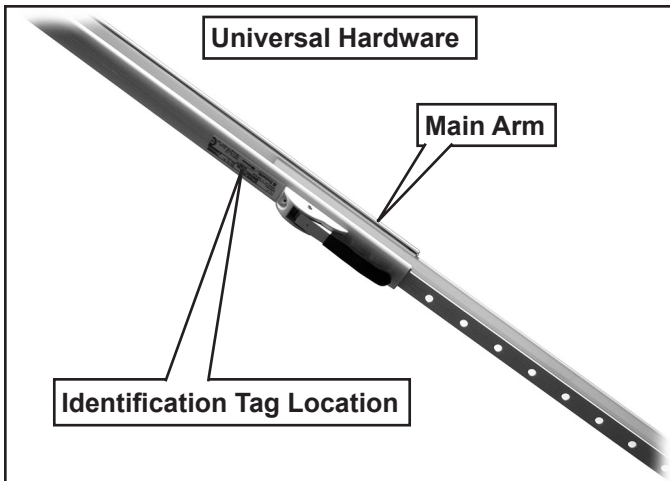
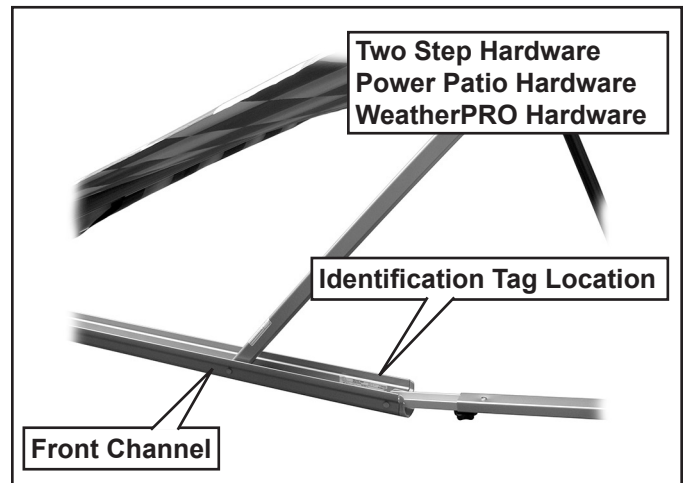
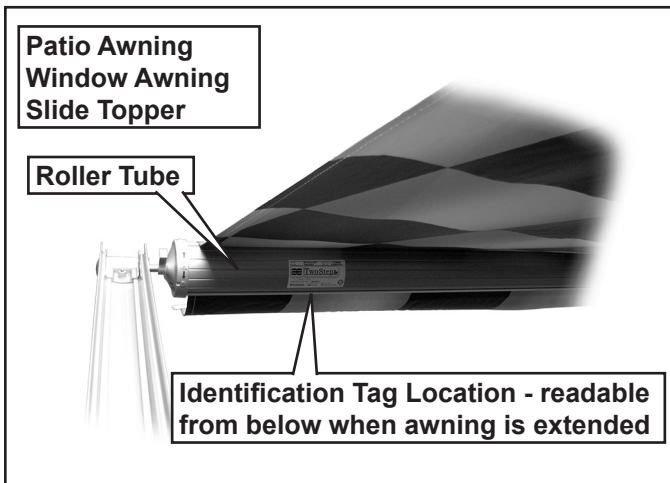
DOMETIC AIR CONDITIONER

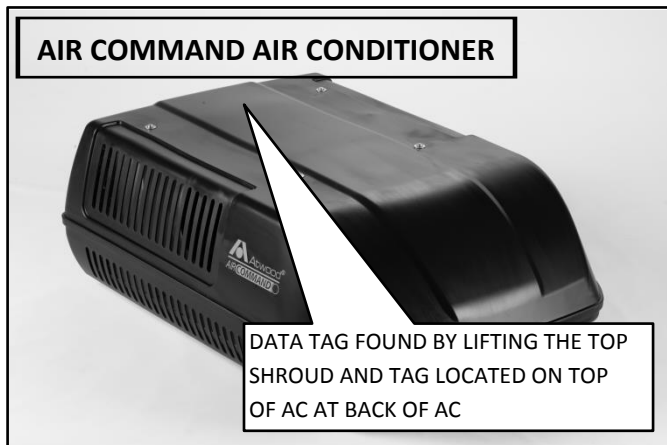
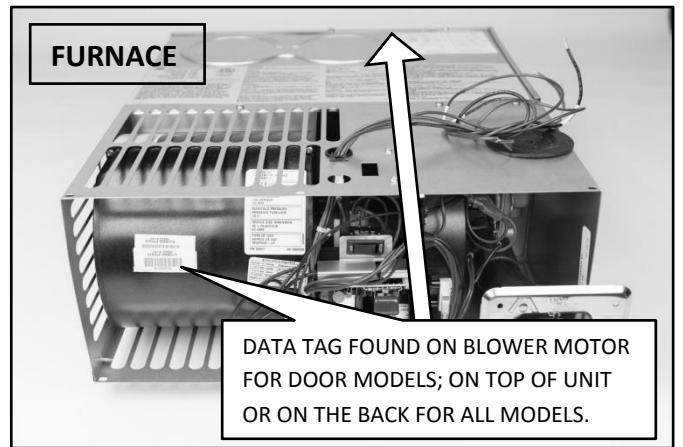
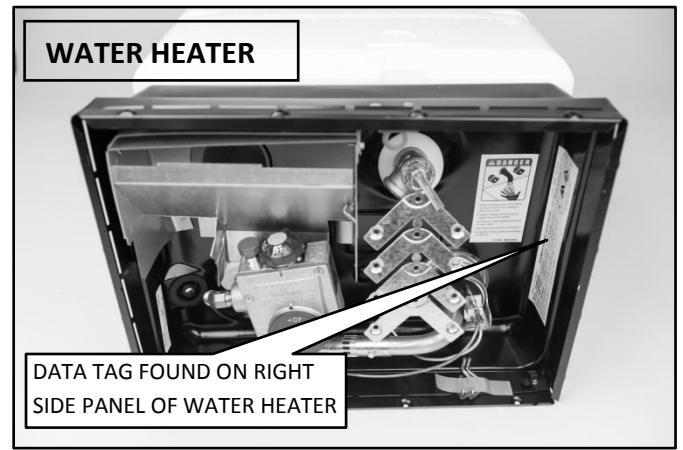
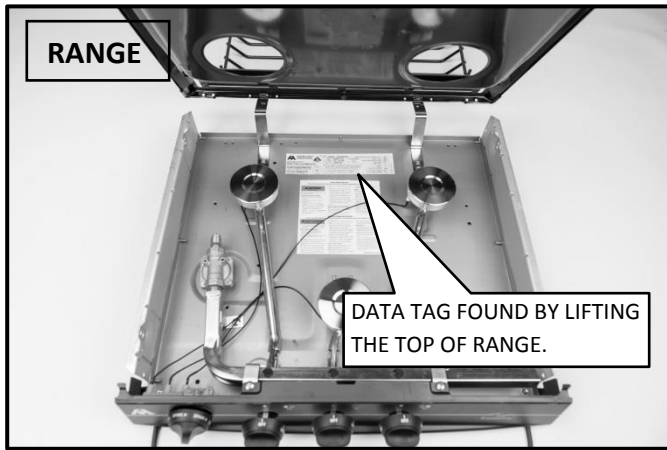
Model and Serial Number of upper unit are located on the bottom of base pan & under shroud near compressor. For systems using modular control kits be sure to obtain the model and serial number from the Identification Tag affixed to the base pan as opposed to the control kit.





DOMETIC AWNING





WARRANTY COVERAGE

Product	Warranty	Parts	Labor	Freight
Dometic Refrigerator*	2 year limited	2 years	2 years	2 years
Dometic Microwave	2 year limited	2 years	2 years	2 years
Dometic Brand Air Conditioner / Heat Pump - Personal Use	2 year limited	2 years	2 years	2 years
Dometic Brand Air Conditioner / Heat Pump - Commercial Grade or Use	1 year limited	1 years	1 year	1 year
Patio Awnings *	1 year limited	1 years	1 year	1 year
Slide Topper Awnings *	1 year limited	1 year	1 year	1 year
Window and Door Awnings *	1 year limited	1 year	1 year	1 year
* Note: Awning fabric has a 30 day material and freight damage examination period				
Toilets – Gravity Flush Personal Use	2 year limited	2 years	2 years	2 years
Toilets – Non-Gravity Flush Personal Use	1 year limited	1 year	1 year	1 year
Toilets – Commercial Use	90 days	90 days	90 days	90 days
Portable Ice Makers	1 year limited	1 year	1 year	1 year
Windows	1 year limited	1 year	1 year	1 year
Skylights	1 year limited	1 year	1 year	1 year
Sinks/Dometic Brand Stoves/Faucets	1 year limited	1 year	1 year	1 year
CFX3 Portable Coolers	5 Year limited	5 Years	3 Years	3 Years
CFX Portable Coolers	2 year limited	2 year	2 year	2 year
Avalanche Portable Cooler	5 year limited	5 years	5 years	5 years
Aldi's Portable Coolers	3 year limited	3 years	3 years	3 years
Furnaces	2 year limited	2 years	2 years	2 years
Water Heaters	2 year limited	2 years	2 years	2 years
Ranges (Atwood Brand)	2 year limited	2 years	2 years	2 years
Detectors	5 year limited	5 years	5 years	5 years
Fantastic Vent (***) see notes below)	7 year limited	7 years	2 years	2 years
Ultra Breeze Cover	3 year limited	3 years	3 years	3 years
Create-A Breeze/Endless Breeze	1 year limited	1 year	1 year	1 year
*** after the first 2 years, customer is responsible for freight on replacement parts				
*** Curved Domes have a lifetime warranty; full warranty for 4 years; customer is responsible for freight after initial 4 years. (flat lid domes not included)				
Parts Purchased For Out-Of-Warranty Repairs				
Authentic Dometic Parts	1 year limited	1 year	n/a	1 year
Authentic Dometic Cooling Unit Items 3313470.000/002/003/006/008 only	2 year limited	2 years	2 years	2 years

* The purchaser must provide proof of preventative maintenance starting on the anniversary of the date of purchase.

NOTE: PLEASE REFER TO THE WARRANTY INFORMATION SHEET PROVIDED WITH THE PRODUCT FOR COMPLETE DETAILS REGARDING COVERAGE.

Dometic Air Conditioners Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been listed out and a total amount allowed for each part includes these two times. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer. Flat rate time allowances may be adjusted for multiple repairs.

PRE-AUTH REQ'D	RET PT?	PART	Blizzard/Brisk Air II Rooftop AC/Heat Pump			Penguin Rooftop AC/Heat Pump			Air Command AC/Heat Pump		
			R/R	Diag	Total	R/R	Diag	Total	R/R	Diag	Total
		Air Distribution Box	0.25	0.50	0.75	0.25	0.50	0.75	0.25	0.50	0.75
	R	Ambient Sensor	0.25	0.50	0.75	0.25	0.50	0.75	0.25	0.50	0.75
	R	Blower Motor	0.50	0.50	1.00	.75	0.50	1.25	0.75	0.50	1.25
		Condenser Wheel/Fan Blade	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
		Evaporator Blower Wheel	0.50	0.50	1.00	1.00	0.50	1.50	1.00	0.50	1.50
	R	Fan/Run Capacitor	0.75	0.50	1.25	0.75	0.50	1.25	0.75	0.50	1.25
	R	Freeze Sensor	0.25	0.50	1.00	0.25	0.50	1.00	0.25	0.50	1.00
	R	Module Board/Main	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
	R	Remote Sensor	0.25	0.50	0.75	0.25	0.50	0.75	0.25	0.50	0.75
	R	Reversing Valve Solenoid Coil	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
		Shroud	0.50	0.00	0.50	0.50	0.00	0.50	0.50	0.00	0.50
	R	Start Capacitor/PTCR	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
		Wall Or ADB Thermostat	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
#	PDT	Complete AC	2.00	0.50	2.50	2.00	0.50	2.50	2.00	0.50	2.50

Contact Dometic Technical Service Department at 888-867-4188 option 4 to obtain a SERVICE EVENT number and RMA with return instructions. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

PDT – Photo of data tag removed from appliance on separate sheet of paper required

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 Option 4 to obtain the pre-authorization for this repair.

Email requests to techservice@dometic.com

Dometic Warranty does not cover service calls, tax, shop supplies or excess labor above flat rate.

Dometic Awnings Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been listed out and a total amount allowed for each part includes these two times. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer. Flat rate time allowances may be adjusted for multiple repairs.

PRE-AUTH REQ'D	RET PT?	PART	MANUAL			POWER			SLIDE TOPPER		
			R/R	Diag	Total	R/R	Diag	Total	R/R	Diag	Total
#	PDT	Fabric	1.50	0.00	1.50	1.50	0.00	1.50	0.70	0.00	0.70
		LED Light Strip				0.50	0.00	0.50			
		Light Rail				1.00	0.00	1.00			
		Manual Adjustable Arm	0.20	0.50	0.70						
	R	Module Board				0.50	0.50	1.00			
#	R	Motor				0.50	0.50	1.00			
		Mounting Bracket - Bottom	0.20	0.50	0.70	0.20	0.50	0.70			
#	PDT	Roller Tube	2.00	0.50	2.50	2.00	0.50	2.50	2.00	0.50	2.50
		Torsions (L or R)	0.75	0.50	1.25	0.75	0.50	1.25	0.75	0.50	1.25
	R	Wind Sensor				0.25	0.50	0.75			
#	PDT	Complete Awning/Topper	2.50	0.50	3.00	3.00	0.50	3.50	1.50	0.50	2.00
#	PDT	Complete Hardware	1.00	0.50	1.50	1.00	0.50	1.50	1.00	0.50	1.50
PRE-AUTH REQ'D	RET PT?	PART	CASE			WINDOW & DOOR AWNINGS			TRIMLINE		
			R/R	Diag	Total	R/R	Diag	Total	R/R	Diag	Total
#	PDT	Fabric	1.50	0.00	1.50	0.70	0.00	0.70			
		LED Light Strip	0.50	0.00	0.50	0.50	0.00	0.50			
	R	Module Board				0.50	0.50	1.00			
#	R	Motor	0.50	0.50	1.00	0.50	0.50	1.00			
		Mounting Bracket - Bottom				0.20	0.50	0.70	0.20	0.50	0.70
#	PDT	Roller Tube				1.00	0.50	1.50			
		Torsions (L or R)				0.75	0.50	1.25			
	R	Wind Sensor	0.25	0.50	0.75						
#	PDT	Complete Awning/Topper	1.50	0.50	2.00	1.50	0.50	2.00	1.50	0.50	2.00
#	PDT	Complete Hardware	1.00	0.50	1.50	1.00	0.50	1.50	1.00	0.50	1.50

FABRIC HOLES; TEARS; OUT OF SQUARE MUST BE REPORTED WITHIN 30 DAYS

Contact Dometic Technical Service Department at 888-867-4188 Option 4 to obtain a SERVICE EVENT number and RMA with return instructions. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

PDT – Photo of data tag removed from appliance on separate sheet of paper required

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 Option 4 to obtain the pre-authorization for this repair.

Email requests to techservice@dometic.com

Dometic Warranty does not cover service calls, tax, shop supplies or excess labor above flat rate.

Dometic Fantastic Vent Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been listed out and a total amount allowed for each part includes these two times. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer. Flat rate time allowances may be adjusted for multiple repairs.

PRE-AUTH REQ'D	RETURN PART?	PART	Ranges/Cooktops		
			R/R	DIAG	TOTAL
		3 Speed Switch	0.25	0.50	0.75
		Black Seal Kit	0.50	0.00	0.50
		Blade Motor Assembly	0.50	0.50	1.00
		Circuit Board	0.50	0.50	1.00
		Dome Switch	0.25	0.50	0.75
		Dome/Lid	0.50	0.00	0.50
		Honeywell Thermostat	0.25	0.00	0.25
		Lift Knob Kit	0.10	0.00	0.10
		Lift Motor	0.20	0.50	0.70
		Manual or Auto Lift Arm	0.25	0.50	0.75
		Pop N Lock Screen	0.10	0.00	0.10
		Rain Sensor	0.25	0.50	0.75
		Remote Controls	0.10	0.00	0.10
		Reverse Switch	0.25	0.50	0.75
		Screen Assemble	0.50	0.50	1.00
		Wall Controllers	0.50	0.00	0.50
#	PDT	Complete Fan	1.00	0.50	1.50

Contact Dometic Technical Service Department at 888-867-4188 option 4 to obtain a SERVICE EVENT number and RMA with return instructions. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

PDT – Photo of data tag removed from appliance on separate sheet of paper required

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 Option 4 to obtain the pre-authorization for this repair.

Email requests to techservice@dometic.com

Dometic Warranty does not cover service calls, tax, shop supplies or excess labor above flat rate.

Dometic Furnace Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been listed out and a total amount allowed for each part includes these two times. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer. Flat rate time allowances may be adjusted for multiple repairs.

PRE-AUTH REQ'D	RET PT?	PART	Furnaces/Access Door Models			Furnaces/Door-less Models		
			R/R	DIAG	TOTAL	R/R	DIAG	TOTAL
		Blower Air Wheel	0.75	0.50	1.25	1.25	0.50	1.75
		Blower Housing	0.50	0.50	1.00	1.00	0.50	1.50
		Burner	0.75	0.50	1.25	1.25	0.50	1.75
	R	Circuit Board	0.25	0.50	0.75	0.75	0.50	1.25
		Combustion Air Wheel	0.75	0.50	1.25	1.25	0.50	1.75
		Circuit Breaker Switch	0.25	0.50	0.75	0.75	0.50	1.25
		Electrode	0.50	0.50	1.00	1.00	0.50	1.50
		Exhaust Tube	0.30	0.00	0.30	0.30	0.00	0.30
		Furnace Door	0.50	0.00	0.50			
		Limit Switch	0.50	0.50	1.00	1.00	0.50	1.50
	R	Motor	1.25	0.50	1.75	1.75	0.50	2.25
		Orifice	0.50	0.50	1.00	1.00	0.50	1.50
		Sail Switch	0.50	0.50	1.00	1.00	0.50	1.50
	R	Solenoid Valve	0.50	0.50	1.00	1.00	0.50	1.50
		Wall Thermostat	0.25	0.50	0.75	0.75	0.00	0.75
		Wire Harness	0.75	0.50	1.25	1.25	0.50	1.75
#	PDT	Complete Furnace	1.00	0.50	1.50	1.50	0.50	2.00

Contact Dometic Technical Service Department at 888-867-4188 option 4 to obtain a SERVICE EVENT number and RMA with return instructions. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

PDT – Photo of data tag removed from appliance on separate sheet of paper required

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 Option 4 to obtain the pre-authorization for this repair.

Email requests to techservice@dometic.com

Dometic Warranty does not cover service calls, tax, shop supplies or excess labor above flat rate.

Dometic Mobile Cooling Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been listed out and a total amount allowed for each part includes these two times. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer. Flat rate time allowances may be adjusted for multiple repairs.

PRE-AUTH REQ'D	RET PT?	PART	Mobile Cooling		
			R/R	DIAG	TOTAL
#	R	Compressor Module	.25	.5	.75
#	R	Display Board	.25	.25	.5
#	R	Fan	.25	.5	.75
		Hall Element	.25	.25	.5
		Handle	.25	0	.25
		Latch	.25	0	.25
		Light	.5	0	.5
		Light Housing	.25	.5	.75
		Main PC Board	.25	.5	.75
#	PDT	Complete Unit (if installed in a coach)	.5	.5	1

Contact Dometic Technical Service Department at 888-867-4188 option 4 to obtain a SERVICE EVENT number and RMA with return instructions. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

PDT – Photo of data tag removed from appliance on separate sheet of paper required

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 Option 4 to obtain the pre-authorization for this repair.

Email requests to techservice@dometic.com

Dometic Warranty does not cover service calls, tax, shop supplies or excess labor above flat rate.

Dometic Ranges/Cooktops Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been listed out and a total amount allowed for each part includes these two times. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer. Flat rate time allowances may be adjusted for multiple repairs.

PRE-AUTH REQ'D	RETURN PART?	PART	Ranges/Cooktops		
			R/R	DIAG	TOTAL
	R	Burner Assembly	0.50	0.50	1.00
		Burner Head	0.25	0.50	0.75
#	R	Burner Valve	0.50	0.50	1.00
		Control Panel Label	0.20	0.00	0.20
	R	Electrode/Spark Generator	0.50	0.50	1.00
#	PDT	Main Top/Slide In	0.25	0.50	0.75
		Manifold	0.50	0.50	1.00
		Mounting Hardware	0.25	0.50	0.75
	R	Oven Burner	0.25	0.50	0.75
	R	Oven Control Thermostat	0.75	0.50	1.25
		Oven Handle	0.25	0.00	0.25
		Oven Seal	0.30	0.00	0.30
	R	Oven Thermocouple	0.50	0.50	1.00
	R	Piezo Ignitor	0.25	0.50	0.75
		Piezo Wires (3-piece kit)	0.25	0.50	0.75
	R	Pilot Assembly	0.25	0.50	0.75
	R	Regulator	0.25	0.50	0.75
#	PDT	Complete Range	1.00	0.50	1.50

Contact Dometic Technical Service Department at 888-867-4188 option 4 to obtain a SERVICE EVENT number and RMA with return instructions. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

PDT – Photo of data tag removed from appliance on separate sheet of paper required

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 Option 4 to obtain the pre-authorization for this repair.

Email requests to techservice@dometic.com

Dometic Warranty does not cover service calls, tax, shop supplies or excess labor above flat rate.

Dometic Refrigerators Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been listed out and a total amount allowed for each part includes these two times. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer. Flat rate time allowances may be adjusted for multiple repairs.

Pre Auth	RET PT?	PART	Single Door			Double Door			Side By Side		
			R/R	Diag	Total	R/R	Diag	Total	R/R	Diag	Total
		Burner Assembly	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
		Cooling Unit	3.00	1.00	4.00	3.00	1.00	4.00	4.50	1.00	5.50
		Door Gasket	0.30	0.20	0.50	0.30	0.20	0.50	0.30	0.20	0.50
		Door Handle	0.50	0.00	0.50	0.50	0.00	0.50	0.50	0.00	0.50
		Door Lock	0.50	0.00	0.50	0.50	0.00	0.50	0.50	0.00	0.50
		Doors (Freezer or Refrigerator) per door	0.50	0.00	0.50	0.50	0.00	0.50	0.50	0.00	0.50
		Electrode	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
	R	Gas Solenoid Valve	0.25	0.50	0.75	0.25	0.50	0.75	0.25	0.50	0.75
	R	Heating Element	0.50	0.50	1.00	0.50	0.50	1.00	0.75	0.50	1.25
		Ice Maker Mechanism				0.50	0.50	1.00	0.50	0.50	1.00
		Light Switch	0.10	0.50	0.60	0.10	0.50	0.60	0.10	0.50	0.60
	R	Module Board (lower)	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
	R	Module Board (upper display)	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
		On/Off Switch	0.50	0.50	1.00						
		Orifice	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
	R	Piezo Ignitor	0.75	0.50	1.25						
		Relay (Hydra-board)	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
	R	Safety Valve	0.75	0.50	1.25						
	R	Thermal Fuse (Wire)	0.50	0.50	1.00	0.50	0.50	1.00	0.50	0.50	1.00
	R	Thermistor	0.75	0.50	1.25	0.75	0.50	1.25	0.75	0.50	1.25
		Thermocouple	1.00	0.50	1.50						
	R	Thermo-fuse (Disc)	0.30	0.50	0.80	0.30	0.50	0.80	0.30	0.50	0.80
	R	Thermostat	0.75	0.50	1.25						
		Ventilator Fan	1.00	0.50	1.50	1.00	0.50	1.50	1.00	0.50	1.50
		Water Valve				0.50	0.50	1.00	0.50	0.50	1.00
#	PDT	Complete Refrigerator ***** Additional .5 hrs for removal of Door to remove refrigerator or 1 hr for removal of windshield if required for removal of refrigerator (must be pre-authorized)	2.00	1.00	3.00	2.00	1.00	3.00	3.00	1.00	4.00

Contact Dometic Technical Service Department at 888-867-4188 option 4 to obtain a SERVICE EVENT number and RMA with return instructions. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

PDT – Photo of data tag removed from appliance on separate sheet of paper required

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 Option 4 to obtain the pre-authorization for this repair.

Email requests to techservice@dometic.com

Dometic Warranty does not cover service calls, tax, shop supplies or excess labor above flat rate.

Dometic Toilets Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been listed out and a total amount allowed for each part includes these two times. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer. Flat rate time allowances may be adjusted for multiple repairs.

PRE-AUTH REQ'D	RET PT	PART	300/310/320			510/510H			Gravity - All China (4310)		
			R/R	Diag	Total	R/R	Diag	Total	R/R	Diag	Total
		Ball Seal	0.50	0.25	0.75	0.50	0.25	0.75	1.00	0.25	1.25
		Base	0.50	0.25	0.75	0.50	0.25	0.75	1.00	0.25	1.25
		Floor Seal	0.50	0.25	0.75	0.50	0.25	0.75			
		Flush Ball Shaft				0.50	0.25	0.75	1.00	0.25	1.25
		Flush Lever	0.50	0.25	0.75	0.50	0.25	0.75	1.00	0.25	1.25
		Seat	0.50	0.00	0.50	0.50	0.00	0.50	0.50	0.25	0.75
		Spring Cartridge	0.50	0.25	0.75	0.50	0.25	0.75			
		Vacuum Breaker	0.50	0.25	0.75	0.50	0.25	0.75	0.50	0.25	0.75
	R	Water Valve	0.50	0.25	0.75	0.50	0.25	0.75	0.75	0.25	1.00
#	DATA TAG	Complete Toilet	0.50	0.25	0.75	0.50	0.25	0.75	1.00	0.25	1.25
PRE-AUTH REQ'D	RET PT	PART	Vacuflush			Masterflush					
			R/R	Diag	Total	R/R	Diag	Total			
		Ball Seal	0.50	0.25	0.75						
		Base	0.50	0.25	0.75						
#	R	Complete Vacuum Generator	2.00	0.25	2.25						
#	R	Control Module				1.00	0.25	1.25			
		Floor Seal	0.50	0.25	0.75						
		Flush Lever	0.50	0.25	0.75						
#	R	Pump & Motor Assembly				1.00	0.25	1.25			
		Seat	0.50	0.25	0.75	1.00	0.25	1.25			
		Spring Cartridge	0.50	0.25	0.75	1.00	0.25	1.25			
		Vacuum Breaker	0.50	0.25	0.75	1.00	0.25	1.25			
#	R	Vacuum Generator Pump	2.00	0.25	2.25						
#	R	Vacuum Generator Switch	2.00	0.25	2.25						
#	R	Wall Switch				1.00	0.25	1.25			
	R	Water Valve	0.50	0.25	0.75	1.00	0.25	1.25			
#	pdt	Complete Toilet	1.00	0.25	1.25	1.00	0.25	1.25			

Contact Dometic Technical Service Department at 888-867-4188 option 4 to obtain a SERVICE EVENT number and RMA with return instructions for 300 Series Toilets. All other toilets contact Sealand division at 800-321-9886. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

PDT—Photo of data tag removed from appliance on separate sheet of paper required

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 Option 4 for 300 Serial or 800-321-9886 for all other toilets to obtain the pre-authorization for this repair.

Email requests to techservice@dometic.com for 300 series toilets and sealand@dometic.com for all other model toilets.

Dometic Warranty does not cover service calls, tax, shop supplies or excess labor above flat rate.

Dometic Water Heaters Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been listed out and a total amount allowed for each part includes these two times. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer. Flat rate time allowances may be adjusted for multiple repairs.

PRE-AUTH REQ'D	RET PT?	PART	Electronic Ignition Model		
			R/R	DIAG	TOTAL
		Access Door	0.50	0.00	0.50
	R	Circuit Board	0.25	0.50	0.75
	R	Electrode	0.50	0.50	1.00
	R	Gas Solenoid Valve	0.50	0.50	1.00
	R	Heating Element	0.25	0.50	0.75
	R	Main Burner	0.25	0.50	0.75
	R	Mixing Valve (XT models)	0.25	0.50	0.75
	Photo of stem	Pressure/Temperature Relief Valve (PT Valve)	0.25	0.50	0.75
		Relay	0.50	0.50	1.00
		Thermostat & ECO	0.25	0.50	0.75
		Wall Switch	0.25	0.50	0.75
		Wire Harness	0.25	0.50	0.75
#	PDT	Complete Water Heater	0.50	1.50	2.00

Contact Dometic Technical Service Department at 888-867-4188 option 4 to obtain a SERVICE EVENT number and RMA with return instructions. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

PDT – Photo of data tag removed from appliance on separate sheet of paper required

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 Option 4 to obtain the pre-authorization for this repair.

Email requests to techservice@dometic.com

Dometic Warranty does not cover service calls, tax, shop supplies or excess labor above flat rate.

Dometic Miscellaneous Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been listed out and a total amount allowed for each part includes these two times. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer. Flat rate time allowances may be adjusted for multiple repairs.

PRE-AUTH REQ'D	RET PT?	PART	Window/Skylights/Sinks		
			R/R	DIAG	TOTAL
		Strut	.25	.5	.75
		Handle	.2	0	.2
		Window Panel	.2	.5	.7
#	PDT	Complete Window or Skylight	.5	.5	1
#	PDT	Complete Faucet	.25	.5	.75
#	PDT	Complete Sink	.25	.5	.75

Contact Dometic Technical Service Department at 888-867-4188 option 4 to obtain a SERVICE EVENT number and RMA with return instructions. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

PDT – Photo of data tag removed from appliance on separate sheet of paper required

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 Option 4 to obtain the pre-authorization for this repair.

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