

July 2014

# Dometic Corporation

## Warranty Policy & Procedures

### Telephone

Technical Service (US)

(800)216-5115

Sealand - (800)321-9886

Warranty Authorization (US)

(888)867-4188

Sealand - (800)321-9886

Warranty Claim Status(US)

(888)867-4188 Option 7

Sealand - (800)321-9886

Technical Service & Warranty

Authorization (CAN) (800)576-6546



#### REVISION

3311352.029 06/14

(Replaces 3311352.011)

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LaGrange, IN 46761

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### DEALER-ONLY CONTACT INFORMATION

#### Technical Service

(US) : (800) 216-5115

(Sealand Brand Products) : (800) 321-9886

(Environmental Brand Products) : (800) 542-2477 (Florida)

(Canada) : (800) 576-6546

#### Warranty Authorization

(US) : (888) 867-4188

(Sealand Brand Products) : (800) 321-9886

(Canada) : (800) 576-6546

#### Warranty Claim Status

(US and Canada) : (888) 867-4188 Option 7

(Sealand Brand Products) : (800) 321-9886

### RETAIL OWNER CONTACT INFORMATION

Service Center Referral & Customer Assistance : (800) 544-4881

## WARRANTY PROCEDURES

### 1. REPLACEMENT PARTS

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

- |                              |                                  |                          |
|------------------------------|----------------------------------|--------------------------|
| A. Model Number of Product   | D. Date of Purchase              | G. Description of defect |
| B. Serial Number of Product  | E. Retail Customer's Name        | H. Vin. #                |
| C. Product Number of Product | F. Part Number of Defective Part |                          |

To place a warranty part order with Dometic or to locate a Dometic parts distributor call (888) 867-4188 (US) or (800) 576-6546 (Canada).

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 are to be used in the repair of in-warranty product. Dometic will **NOT** assist in any product liability issues involving non-authentic parts. Any authentic Dometic part replaced under warranty will carry the remainder of the original product warranty.

### 2. DEFECTIVE PARTS

Repairs requiring defective parts to be returned are identified in this manual on pages 11-17 with an "R" suffix after the fault code. Return all defective parts and the warranty claim form, eDPICS warranty claim acknowledgement within 30 days after repair to:

**DOMETIC CORPORATION  
WARRANTY RETURNS  
509 SOUTH POPLAR STREET  
LAGRANGE, IN 46761  
(US dealers only)**

OR

**DOMETIC CORPORATION  
46 ZATONSKI UNIT 3  
BRANTFORD, ONTARIO  
N3T 5L8  
(Canada dealers only)**

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 simply mail the warranty claim form, eDPICS warranty claim acknowledgement or signed repair order with claim number within 30 days after repair to:

**DOMETIC CORPORATION  
WARRANTY RETURNS  
509 SOUTH POPLAR STREET  
LAGRANGE, IN 46761**

See page 4 for details on how to file a Dometic warranty claim. **Claims submitted after 30 days following the repair will not be eligible for payment.**

### 3. FREIGHT

Expenses for return shipment of defective parts must be prepaid and added to the warranty claim form, eDPICS warranty claim acknowledgement. See page 4 for details on how to file a Dometic warranty claim.

Any returnable item that is too large for a common ground service such as UPS, FedEx or Purolator must be returned freight collect. Contact Dometic at (888) 867-4188 (US) or (800) 576-6546 (Canada). We will issue 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 Return Goods Authorization (RGA) for any complete product that requires replacement. Contact Dometic at (888) 867-4188 (US) or (800) 576-6546 (Canada). Any product replaced under warranty will carry the remainder of the original product warranty. Please return the Warranty registration card from the new product with return of defective product.

### 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 or a Dometic parts distributor at no charge, freight prepaid. This warranty coverage does not include labor.

**Dometic will NOT assist in any product liability issues involving non-authentic parts.**

**\*PARTS WARRANTY EXCEPTION:** When the following authentic Dometic cooling units are used for out-of-warranty repairs they will be warranted against defects for two years.

3313470.000 Cooling Unit - 6 cu. ft., 3313470.002 Cooling Unit - 6 cu. ft.

3313470.003 Cooling Unit - 6 cu. ft., 3313470.006 Cooling Unit - 8 cu. ft.

3313470.008 Cooling Unit - 8 cu. ft.

## Dometic now offers 2 easy ways to file your warranty claim!

| INTERNET                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |  | MAIL                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1:</b> Login to your account at <a href="http://www.edometric.com">www.edometric.com</a>. <b>NOTE:</b> If you do not already have an account go to <a href="http://www.edometric.com">www.edometric.com</a> and complete the eDPICS registration form.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |  | <p><b>Step 1:</b> Complete required information for all fields. See pages 5-6 for procedure to complete a Dometic warranty claim form.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| <p><b>Step 2:</b> Once you are logged into your eDPICS account go to <b>Warranty Claim Entry</b>. Please provide complete information for all fields. Click on the <b>Help</b> button at any point for assistance. Once you have completed the claim you will receive an acknowledgment with a claim number. Print two copies--one for your record keeping and one to submit to Dometic. If you require parts for the repair or if you need a replacement part to put back into your inventory go to <b>Order Entry</b> and select <b>Warranty Orders</b>. You will need your eDPICS warranty claim number to complete the order. Go to the <b>Shopping Cart</b> and <b>Check Out</b>. Orders for warranty parts will be shipped at no charge, freight prepaid.</p> |  | <p><b>Step 2:</b> If the repair requires a prior authorization US dealer-only customers call (888) 867-4188. Canada dealer-only customers call (800) 576-6546. <b>When calling you must indicate that you intend to file a Dometic warranty claim form by mail.</b> An authorization number will be issued verbally for you to include on the warranty claim form.</p>                                                                                                                                                                                                                                         |
| <p><b>Step 3:</b> Mail a printed copy of the eDPICS warranty claim acknowledgment along with a copy of your repair order signed by the retail owner and any returnable parts (if required) within 30 days after repair to:</p> <p style="text-align: center;">DOMETIC CORPORATION<br/>WARRANTY RETURNS<br/>509 SOUTH POPLAR STREET<br/>LAGRANGE, IN 46761<br/>(US dealers only)</p> <p style="text-align: center;">or</p> <p style="text-align: center;">DOMETIC CORPORATION<br/>46 ZATONSKI UNIT 3<br/>BRANTFORD, ONTARIO<br/>N3T 5L8<br/>(Canada dealers only)</p> <p><b>Note: Claims submitted after 30 days following the repair will not be eligible for payment.</b></p>                                                                                      |  | <p><b>Step 3:</b> Mail a copy of the warranty claim form signed by the retail owner and any returnable parts (if required) within 30 days after repair to:</p> <p style="text-align: center;">DOMETIC CORPORATION<br/>WARRANTY RETURNS<br/>509 SOUTH POPLAR STREET<br/>LAGRANGE, IN 46761<br/>(US dealers only)</p> <p style="text-align: center;">or</p> <p style="text-align: center;">DOMETIC CORPORATION<br/>46 ZATONSKI UNIT 3<br/>BRANTFORD, ONTARIO<br/>N3T 5L8<br/>(Canada dealers only)</p> <p><b>Note: Claims submitted after 30 days following the repair will not be eligible for payment.</b></p> |

**NOTE: Claims must be sent in by mail, with the part (if a returnable part) or entered at [www.edometric.com](http://www.edometric.com). Faxed claims will be denied.**

## PROCEDURE TO COMPLETE A WARRANTY CLAIM FORM

1. Insert your debit memo, reference number or work order number here. This number will be referenced on your payment when the claim is processed.
2. Insert your account number here. If you do not know your account number please leave it blank.
3. If you received a special warranty authorization or return goods authorization number from the Technical Service or Warranty Authorization Department insert the number here.
4. Insert your company name, address and telephone number here.
5. Insert retail customer's name, address and telephone number here.
- 6-9. **INSERT MODEL NUMBER, SERIAL NUMBER, DATE OF PURCHASE AND DATE OF REPAIR HERE. WE CAN NOT PAY A CLAIM WITHOUT THESE FOUR MAJOR ITEMS OF INFORMATION.**
10. If a retail customer has a service contract or a DometiCare extended warranty on the cooling unit insert the contract number here.
11. Insert complete VIN # here.
12. Describe original complaint or problem with product here.
13. Describe service performed or any information useful in determining what repairs were made.
14. Insert fault code here. If no code is available be certain the explanation given in item 13 is complete and leave the fault code section blank.
15. Insert quantity of parts used here.
16. **IMPORTANT:** Insert part number of part installed on product. Replacement warranty parts are to be supplied at no charge by Dometic or a Dometic Parts Distributor. Refer to page 3 for details.
17. Insert the flat rate allowance here. Refer to the product flat rate schedules on pages 11-17. If the repair cannot be performed in the standard warranty time allowance, call for special authorization at (888) 867-4188 (US) or (800) 576-6546 (Canada).
18. Multiply flat rate hours by your hourly rate and insert total here.
19. Any shipping charges should be inserted here. Refer to page 3 for more information regarding freight.
20. Insert miscellaneous expenses here.
21. If Dometic or a Dometic parts distributor supplied a part no charge, place an "X" in the corresponding box. If the part was taken from your stock, place an "X" in the corresponding box and **Dometic will ship a replacement to you at no charge, freight prepaid, to put back into your inventory.**
- 22-23. Retail owner signs and dates here. Give yellow copy to the retail customer.
- 24-25. Service technician signs and dates here.

### **IMPORTANT:**

**CLAIMS MUST BE SUBMITTED WITHIN 30 DAYS AFTER REPAIR. CLAIMS SUBMITTED AFTER 30 DAYS FOLLOWING THE REPAIR WILL NOT BE ELIGIBLE FOR PAYMENT.**

# Dometic WARRANTY CLAIM FORM

Work Order # 1

W.C.F. # \_\_\_\_\_

Account # 2

Special Warranty # 3

## (SERVICE COMPANY - TYPE OR PRINT)

Name \_\_\_\_\_

Address 4

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone # \_\_\_\_\_

Fax # \_\_\_\_\_

## (RETAIL OWNER - PRINT OR TYPE)

Name \_\_\_\_\_

Address 5

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone # \_\_\_\_\_

\* Dometic Model # 6 \* Dometic Serial # 7

Purchase Date 8 Repair Date 9 Extended Warranty # 10

Complete Vin # 11

\* You must list the Dometic Model and Serial Numbers. All refrigerators, air conditioners, air conditioner control box kits, awning fabric roller tube assemblies, awning hardware, ranges, ovens, microwaves, ice makers, toilets, Optima and storage pods have model and serial numbers. **Without this information this claim cannot be processed.**

Customer Complaint: 12

## Service Work Performed:

13

Fault  
Code

14

Qty.

15

Part #

16

Flat Rate  
Allowance

17

I certify my appliance has been serviced and is operating to my satisfaction.

Owner's Signature 22 Date 23

I certify that I performed the above service.

Service Tech.'s Signature: 24 Date 25

Total Hours X Labor Rate \$ 18  
Freight \$ 19  
Miscellaneous \$ 20  
TOTAL \$

Was part/s supplied "no charge" by your Distributor or Dometic? ☐ YES 21

Was replacement part from your stock? ☐ YES

## INSTRUCTIONS

Claims must be returned within 30 days after repair.

RETURNABLE PARTS: Return defective parts to:

DOMETIC CORPORATION  
WARRANTY RETURNS  
509 SOUTH POPLAR STREET  
LAGRANGE, IN 46761

## DOMETIC RECEIVING DEPARTMENT

Receiver # \_\_\_\_\_

Date Received \_\_\_\_\_

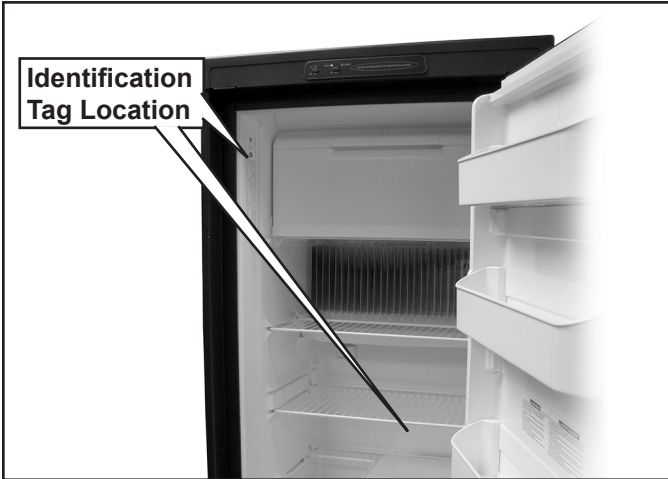
Defective \_\_\_\_\_

Others \_\_\_\_\_

# MODEL & SERIAL NUMBER IDENTIFICATION TAG LOCATION

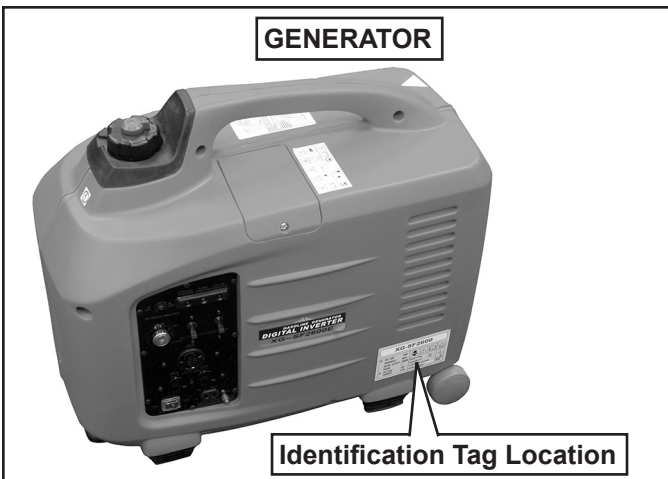
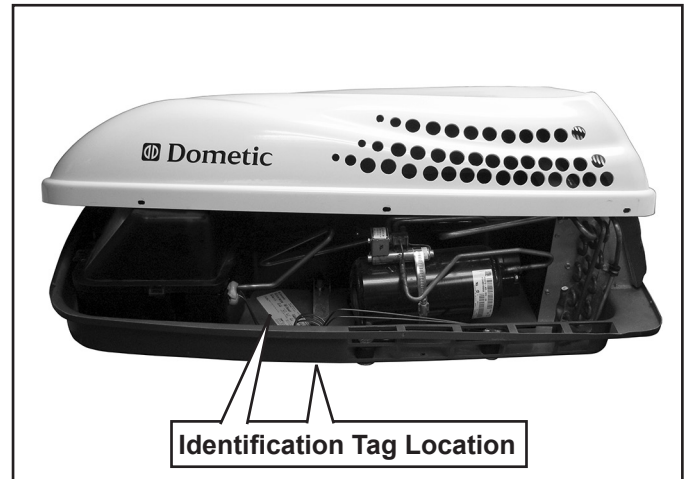
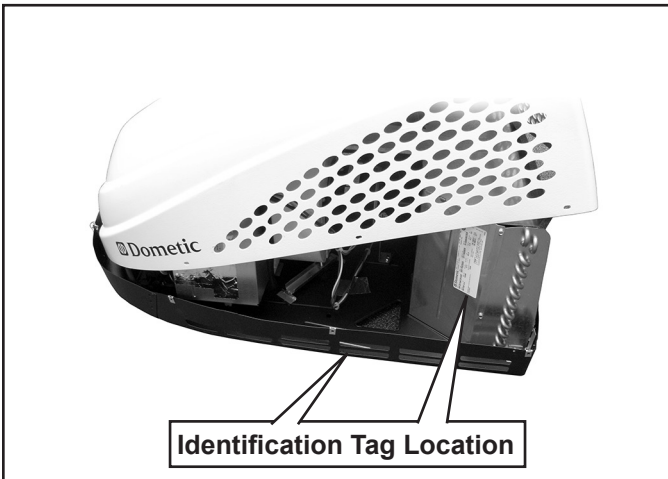
## REFRIGERATOR

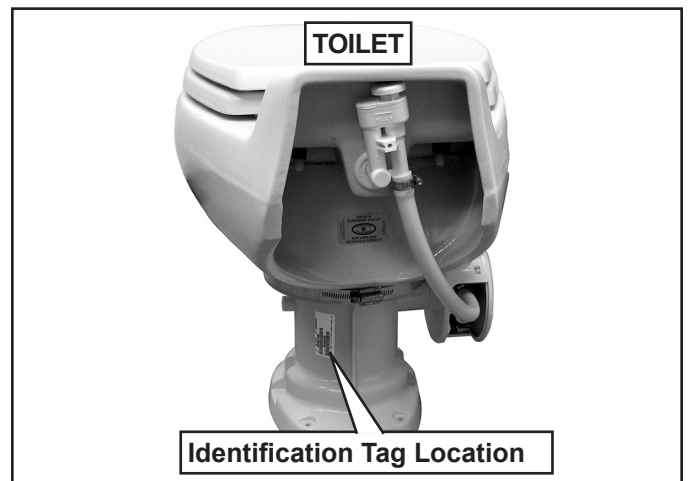
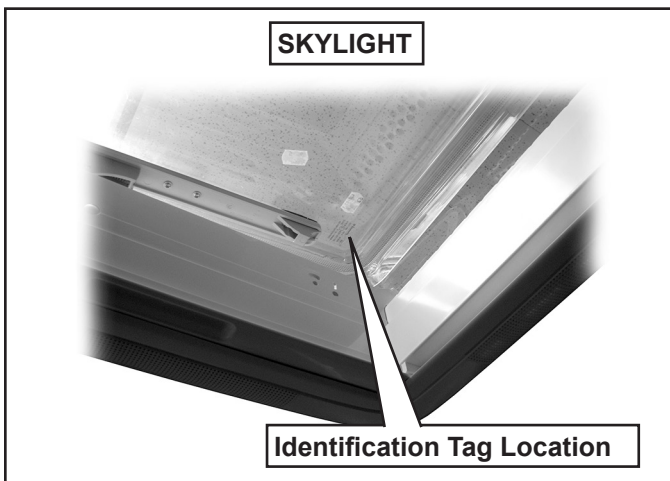
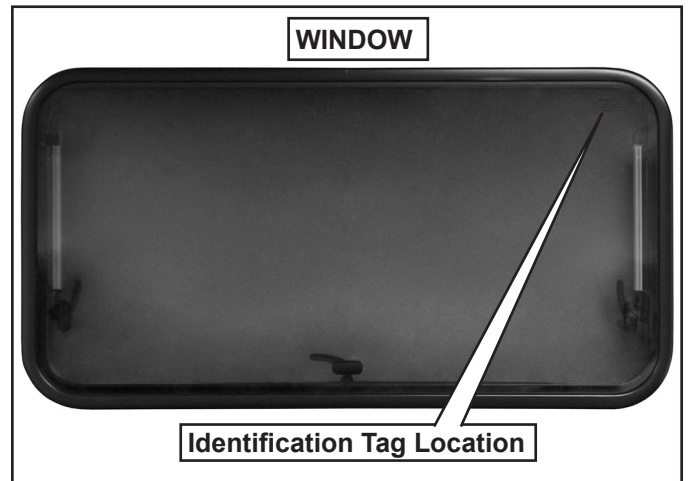
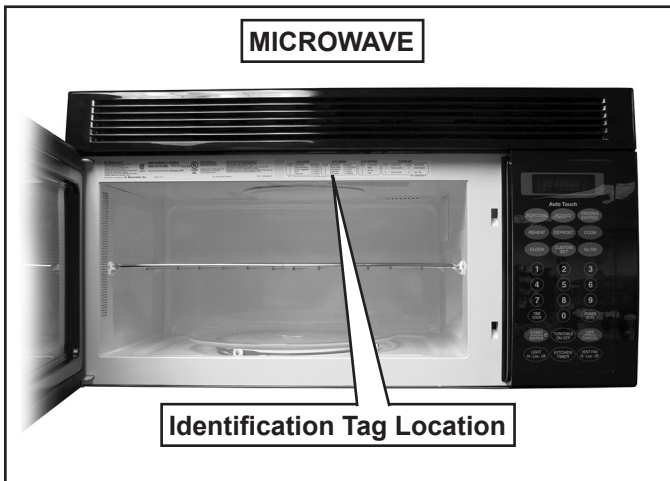
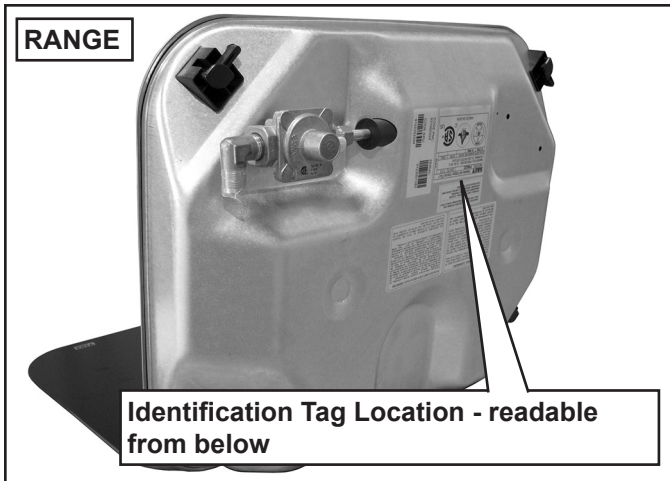
The Identification Tag is located on the inside wall of the refrigerator. Open the door and locate the Identification Tag on left side or rear wall of the liner in the refrigerator. The exact location may vary but is generally placed on the liner inside the refrigerator. On smaller units it may be on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



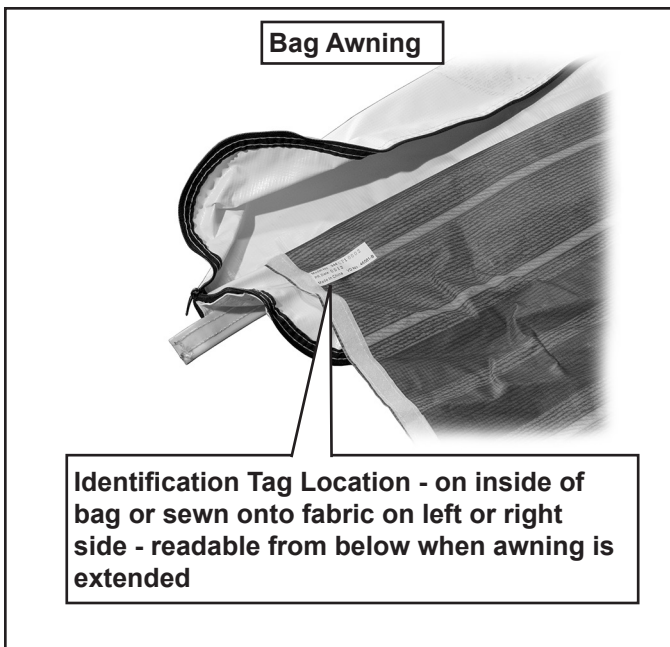
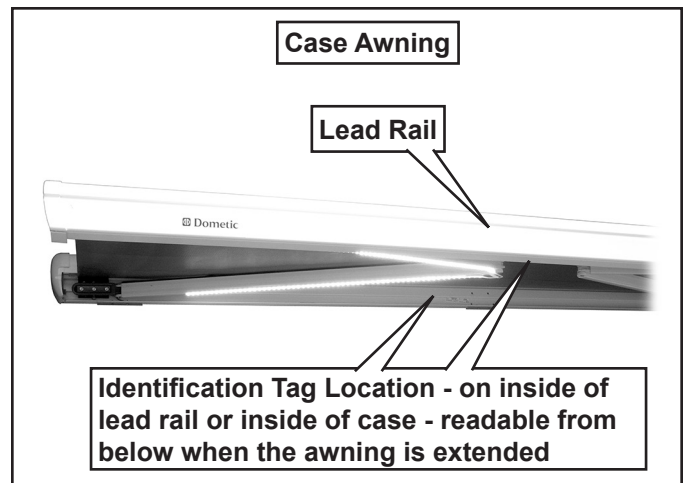
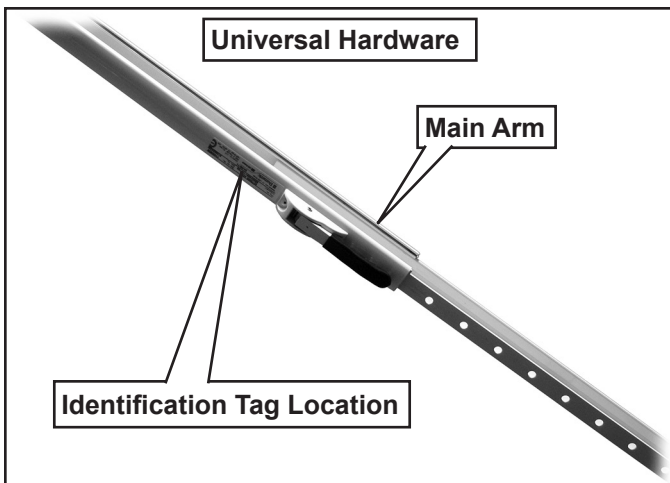
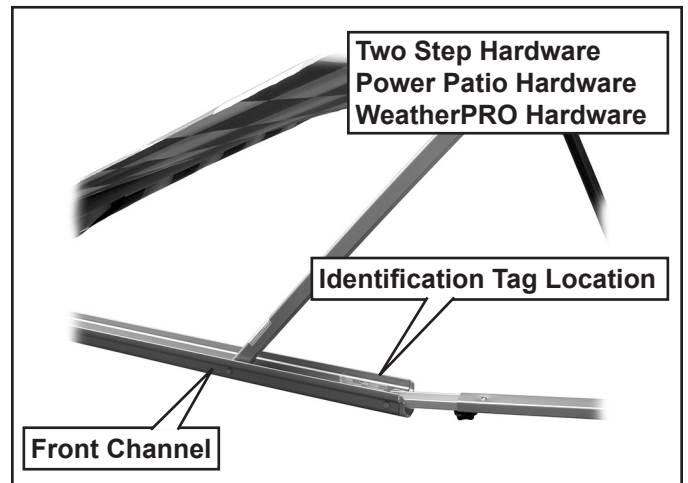
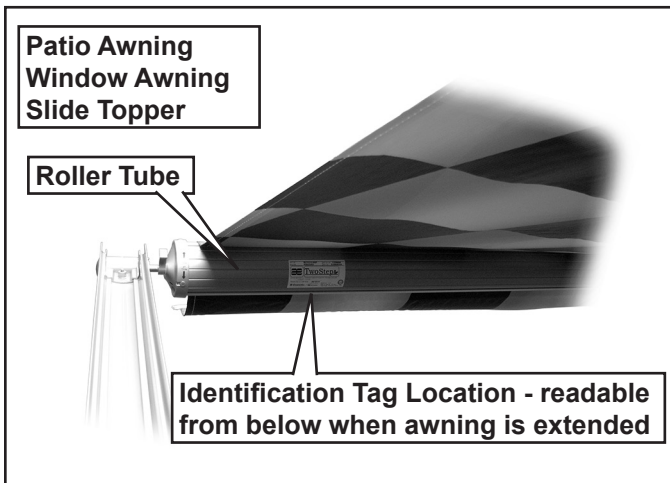
## DOMETIC AIR CONDITIONER

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

## Complete Products Purchased After July 1, 2009

| Product                                | Warranty       | Parts   | Labor   | Freight |
|----------------------------------------|----------------|---------|---------|---------|
| Dometic Portable Refrigerator          | 2 year limited | 2 years | 2 years | 2 years |
| Dometic Portable Freezer/Refrigerator  | 2 year limited | 2 years | 2 years | 2 years |
| Dometic Refrigerator                   | 2 year limited | 2 years | 2 years | 2 years |
| Dometic Ice Maker                      | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Microwave                      | 2 year limited | 2 years | 2 years | 2 years |
| Dometic Air Conditioner/Heat Pump      | 2 year limited | 2 years | 2 years | 2 years |
| Dometic Generator                      | 2 year limited | 2 years | 2 years | 2 years |
| Dometic Electric Cassette Awning       | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic 9000/9000 Plus Patio Awning    | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic 8500/8500 Plus Patio Awning    | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic WeatherPRO Patio Awning        | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic Power Patio Awning             | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic Two Step Patio Awning          | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic Sunchaser Patio Awning         | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic Sunchaser Plus Patio Awning    | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic Sunchaser Express              | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic Trimline Awning                | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic Horizon Awning                 | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Catalina 2500 Awning           | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Slide Topper Awning            | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Window Awning                  | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Awning Accessories             | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Patty O'Room                   | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Patty O'Mat                    | 1 year limited | 1 year  | N/A     | N/A     |
| Dometic Patty O'Shade                  | 1 year limited | 1 year  | N/A     | N/A     |
| Dometic AlumaRoom*                     | 90 day limited | 90 days | 90 days | 90 days |
| Dometic 8700 MasterFlush Series Toilet | 2 year limited | 2 years | 2 years | 2 years |
| Dometic 4300-4400 Series Toilet        | 2 year limited | 2 years | 2 years | 2 years |
| Dometic 320 Series                     | 2 year limited | 2 years | 2 years | 2 years |
| Dometic 310 Series                     | 2 year limited | 2 years | 2 years | 2 years |
| Dometic 300 Series                     | 2 year limited | 2 years | 2 years | 2 years |
| Dometic 970 Portable Toilet            | 1 year limited | 1 year  | 1 year  | 1 year  |
| Dometic LED Light                      | 1 year limited | 1 year  | N/A     | N/A     |
| Dometic Sink                           | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Range & Oven                   | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Faucet                         | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Heki Skylight                  | 1 year limited | 1 year  | 1 year  | 90 days |
| Dometic Window                         | 1 year limited | 1 year  | 1 year  | 90 days |

\* Note: 5 day material and freight damage examination period

### Parts Purchased For Out-Of-Warranty Repairs

| Product                                                            | Warranty       | Parts   | Labor   | Freight |
|--------------------------------------------------------------------|----------------|---------|---------|---------|
| Authentic Dometic Parts*                                           | 1 year limited | 1 years | N/A     | 1 year  |
| Authentic Dometic Cooling Unit 3313470.000                         | 2 year limited | 2 years | 2 years | 2 years |
| Authentic Dometic Cooling Unit 3313470.002                         | 2 year limited | 2 years | 2 years | 2 years |
| Authentic Dometic Cooling Unit 3313470.003                         | 2 year limited | 2 years | 2 years | 2 years |
| Authentic Dometic Cooling Unit 3313470.006                         | 2 year limited | 2 years | 2 years | 2 years |
| Authentic Dometic Cooling Unit 3313470.008                         | 2 year limited | 2 years | 2 years | 2 years |
| * See page 3, number 5, for cooling unit parts warranty exception. |                |         |         |         |

# DOMETIC REFRIGERATOR

## FAULT CODE, SERVICE DESCRIPTION & FLAT RATE TIME ALLOWANCE

The time required to access, diagnose and repair or replace parts has been combined.

Flat rate time allowance may be adjusted for multiple repairs.

|                                                        |                                             | FLAT RATE TIME ALLOWANCE<br>(HOURS) |                                     |                                      |
|--------------------------------------------------------|---------------------------------------------|-------------------------------------|-------------------------------------|--------------------------------------|
| <u>FAULT CODE</u>                                      | <u>SERVICE</u>                              | <u>Single Door<br/>Refrigerator</u> | <u>Double Door<br/>Refrigerator</u> | <u>Side-by-Side<br/>Refrigerator</u> |
| <b>Outer Cabinet &amp; Vent Grille</b>                 |                                             |                                     |                                     |                                      |
| 108.01                                                 | Vent Grille Discolored                      | 0.20                                | 0.20                                | 0.20                                 |
| 108.08                                                 | Vent Grille Broken/Cracked                  | 0.20                                | 0.20                                | 0.20                                 |
| <b>Door &amp; Door Parts</b>                           |                                             |                                     |                                     |                                      |
| 154.02                                                 | Freezer Door Warped                         | 0.50                                | 0.50                                | 0.50                                 |
| 201.02                                                 | Refrigerator Door Warped                    | 0.50                                | 0.50                                | 0.50                                 |
| 201.05                                                 | Refrigerator Door Adjusted                  | 0.20                                | 0.20                                | 0.20                                 |
| 205.08                                                 | Door Gasket Split/Broken                    | 0.50                                | 0.50                                | 0.50                                 |
| 206.08                                                 | Door Lock Broken                            | 0.20                                | 0.20                                | 0.20                                 |
| 207.08                                                 | Door Handle Broken                          | 0.20                                | 0.20                                | 0.20                                 |
| 208.08                                                 | Door Hinge Broken                           | 0.20                                | 0.20                                | 0.20                                 |
| <b>Cooling Unit &amp; Related Gas/Electrical Parts</b> |                                             |                                     |                                     |                                      |
| 371.11#***                                             | Cooling Unit External Leak                  | #                                   | #                                   | #                                    |
| 371.13#***                                             | Cooling Unit Blocked                        | #                                   | #                                   | #                                    |
| 371.82#***                                             | Cooling Unit Poor Performance               | #                                   | #                                   | #                                    |
| 373.22R                                                | Heating Element Grounded                    | 0.50                                | 0.50                                | 0.50                                 |
| 374.08                                                 | Burner Replaced                             | 0.50                                | 0.50                                | 0.50                                 |
| 376.22R                                                | Reignitor Grounded                          | 0.50                                | 0.50                                | 0.50                                 |
| 377.21R                                                | Flame Safety Valve Replaced                 | 1.00                                | — —                                 | — —                                  |
| 381.21R                                                | Thermocouple Replaced                       | 1.00                                | 0.50                                | 0.50                                 |
| 382.08                                                 | Electrode Stem Cracked/Broken               | 0.50                                | 0.50                                | 0.50                                 |
| 384.21                                                 | Flame Indicator Replaced                    | 1.00                                | — —                                 | — —                                  |
| 387.21R                                                | Piezo Ignitor Replaced                      | 1.00                                | — —                                 | — —                                  |
| 388.22R                                                | Gas Solenoid Valve Replaced                 | 0.50                                | 0.50                                | 0.50                                 |
| <b>Thermostat or Thermistor</b>                        |                                             |                                     |                                     |                                      |
| 385.21R                                                | Gas or Gas/Electric Thermostat Replaced     | 1.00                                | — —                                 | — —                                  |
| 385.82R                                                | By-Pass Screw Replaced                      | 1.00                                | — —                                 | — —                                  |
| 401.85R                                                | Thermistor Replaced                         | 0.50                                | 0.50                                | 0.50                                 |
| <b>Electrical Components</b>                           |                                             |                                     |                                     |                                      |
| 604.08                                                 | Wiring Cracked/Broken                       | 0.50                                | 0.50                                | 0.50                                 |
| 604.30                                                 | Wiring Incorrectly Routed                   | 0.50                                | 0.50                                | 0.50                                 |
| 605.22R                                                | Main Switch Replaced                        | 1.00                                | — —                                 | — —                                  |
| 606.22R                                                | Climate Control/Low Ambient Switch Replaced | 0.50                                | 0.50                                | 0.50                                 |
| 608.22R                                                | Door Switch Replaced                        | 0.50                                | 0.50                                | 0.50                                 |
| 621.22R#                                               | Module Board Replaced                       | 0.70                                | 0.70                                | 0.70                                 |
| 623.22R                                                | Upper Switch Card Replaced                  | 0.50                                | 0.50                                | 0.50                                 |
| <b>Ice Maker Parts</b>                                 |                                             |                                     |                                     |                                      |
| 701.08R                                                | Water Hose Broken/Split                     | — —                                 | 1.00                                | 1.00                                 |
| 703.21R                                                | Water Solenoid Leaks Through                | — —                                 | 0.70                                | 0.70                                 |
| 703.22R                                                | Water Solenoid Won't Open                   | — —                                 | 0.70                                | 0.70                                 |
| 704.21R                                                | Ice Maker Replaced                          | — —                                 | 0.70                                | 0.70                                 |
| <b>Ventilator Fan</b>                                  |                                             |                                     |                                     |                                      |
| 800.22R                                                | Ventilator Fan Replaced                     | 1.00                                | 1.00                                | 1.00                                 |
| <b>Product Replaced</b>                                |                                             |                                     |                                     |                                      |
| — — — — #                                              | Refrigerator Replaced                       | 1.00                                | 1.00                                | 2.00                                 |

**R** – Defective parts must be returned to Dometic. See page 3 for procedure to return defective parts.

**#** – Requires prior authorization - In some cases, we may elect to replace the complete product.

Call (888) 867-4188 (US) or (800) 576-6546 (Canada)

**\*\*\*** – When replacing the cooling unit remove the data tag from the defective cooling unit and return the data tag to Dometic.

# DOMETIC AIR CONDITIONER

## FAULT CODE, SERVICE DESCRIPTION & FLAT RATE TIME ALLOWANCE

The time required to access, diagnose and repair or replace parts has been combined.

Flat rate time allowance may be adjusted for multiple repairs.

| FLAT RATE TIME ALLOWANCE<br>(HOURS)                    |                                             |                          |              |                          |
|--------------------------------------------------------|---------------------------------------------|--------------------------|--------------|--------------------------|
| FAULT CODE                                             | SERVICE                                     | Brisk Air                | Basement     | Penguin                  |
|                                                        |                                             | Roof Top<br>AC/Heat Pump | AC/Heat Pump | Roof Top<br>AC/Heat Pump |
| Shroud/Cover                                           |                                             |                          |              |                          |
| 102.08                                                 | Shroud Broken/Cracked                       | 0.30                     | — —          | 0.30                     |
| Base pan & Related Parts                               |                                             |                          |              |                          |
| 141.05#                                                | Base pan Broken/Warped                      | #                        | #            | #                        |
| 143.08#                                                | Drip Tray Broken/Cracked                    | #                        | #            | #                        |
| 144.07                                                 | Anchor Bolts Stripped                       | 0.50                     | — —          | 0.50                     |
| 145.08                                                 | Mounting Gasket Replaced                    | 0.30                     | — —          | 0.30                     |
| Compressor & Related Parts                             |                                             |                          |              |                          |
| 301.07#                                                | Compressor Seized                           | #                        | #            | #                        |
| 301.09#                                                | Compressor Noisy                            | #                        | #            | #                        |
| 301.23#                                                | Compressor Grounded/Shorted                 | #                        | #            | #                        |
| 301.26#                                                | Compressor Open Circuit                     | #                        | #            | #                        |
| 303.26R                                                | Overload Open Circuit                       | 0.50                     | 0.70         | 0.50                     |
| 304.22R                                                | Start Relay/Start Capacitor/PTCR Replaced   | 0.50                     | 0.70         | 0.50                     |
| 305.22R                                                | Run Capacitor Replaced                      | 0.50                     | 0.70         | 0.50                     |
| Fan Motor & Related Parts                              |                                             |                          |              |                          |
| 321.22R#                                               | Blower Motor Replaced                       | 1.30                     | #            | 1.00                     |
| 323.08                                                 | Evaporator Blower Wheel Replaced            | 1.20                     | #            | 1.00                     |
| 324.08                                                 | Condenser Blower Wheel/Fan Blade Replaced   | 0.70                     | #            | 1.00                     |
| 326.22R                                                | Fan Capacitor Replaced                      | 0.50                     | 0.70         | 0.50                     |
| Refrigerant System & Related Parts                     |                                             |                          |              |                          |
| 342.12#                                                | Evaporator Coil Leak                        | #                        | #            | #                        |
| 343.12#                                                | Condenser Coil Leak                         | #                        | #            | #                        |
| 344.12#                                                | Filter/Drier Plugged                        | #                        | #            | #                        |
| 345.12#                                                | Capillary Tube Leak                         | #                        | #            | #                        |
| 345.13#                                                | Capillary Tube Plugged                      | #                        | #            | #                        |
| 346.08#                                                | Suction Line Broken/Split                   | #                        | #            | #                        |
| 346.29#                                                | Suction Line Leak at Solder Joint           | #                        | #            | #                        |
| 349.12#                                                | Reversing Valve Leaks                       | #                        | #            | #                        |
| 349.21#                                                | Reversing Valve Will Not Switch             | #                        | #            | #                        |
| 361.08#                                                | Discharge Line Broken/Split                 | #                        | #            | #                        |
| 361.29#                                                | Discharge Line Leak at Solder Joint         | #                        | #            | #                        |
| Thermostat/Cold Control/Ambient Sensor & Remote Sensor |                                             |                          |              |                          |
| 401.21R***                                             | Thermostat/Wall Replaced                    | 0.50                     | 0.50         | 0.50                     |
| 408.21R                                                | Evaporator Cold Control Replaced            | 0.50                     | 0.50         | 0.50                     |
| 612.22R                                                | Ambient Sensor Replaced                     | 0.50                     | 0.50         | 0.50                     |
| 614.22R                                                | Remote Sensor Replaced                      | 0.50                     | 0.50         | 0.50                     |
| Electrical Components & Wiring                         |                                             |                          |              |                          |
| 501.22R                                                | Solar Panel Replaced                        | 0.50                     | — —          | 0.50                     |
| 604.08                                                 | Wiring Cracked or Broken                    | 0.50                     | 0.50         | 0.50                     |
| 604.30                                                 | Wiring Incorrectly Routed                   | 0.50                     | 0.50         | 0.50                     |
| 606.21R                                                | Selector Switch Replaced                    | 0.50                     | — —          | 0.50                     |
| 617.22R                                                | Transformer Replaced                        | — —                      | 0.70         | — —                      |
| 631.22R                                                | Relay/Compressor Replaced                   | — —                      | 0.70         | — —                      |
| 634.22R                                                | Relay/Fan Replaced                          | — —                      | 0.70         | — —                      |
| 635.22R                                                | Solenoid Coil/Reversing Valve Replaced      | 0.50                     | #            | 0.50                     |
| Circuit Boards                                         |                                             |                          |              |                          |
| 651.22R                                                | Comfort Control Center Wall Module Replaced | 0.30                     | 0.30         | 0.30                     |
| 652.22R#                                               | Module Board/Main Replaced                  | 0.80                     | 1.00         | 0.80                     |
| 653.22R                                                | Remote Comfort Control Replaced             | 0.30                     | 0.30         | 0.30                     |
| 654.22R                                                | Receiver/Auxiliary Receiver Replaced        | 0.50                     | 0.50         | 0.50                     |
| 655.22R                                                | Single Zone LCD Replaced                    | 0.30                     | 0.30         | 0.30                     |
| Product Replaced                                       |                                             |                          |              |                          |
| — — — — #                                              | Air Conditioner Replaced                    | 1.00                     | 2.00         | 1.00                     |

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# – Requires prior authorization - In some cases we may elect to replace the complete product.  
Call (888) 867-4188 (US) or (800) 576-6546 (Canada)

\*\*\* – When replacing a Comfort Control Center wall thermostat use fault code 651.22R and flat rate.  
– When replacing a Remote Comfort Control use fault code 653.22R and flat rate.  
– When replacing a Single Zone LCD wall thermostat use fault code 655.22R and flat rate.

# DOMETIC PATIO & SLIDETOPPER AWNING FABRIC ROLLER TUBE ASSEMBLY (FRTA) & HARDWARE

## Fault CODE, SERVICE DESCRIPTION & FLAT RATE TIME ALLOWANCE

The time required to access, diagnose and repair or replace parts has been combined.  
Flat rate time allowances may be adjusted for multiple repairs.

| FLAT RATE TIME ALLOWANCE<br>(HOURS) |                                                         |                                        |                                       |              |
|-------------------------------------|---------------------------------------------------------|----------------------------------------|---------------------------------------|--------------|
| Fault CODE                          | SERVICE                                                 | 8500/Plus<br>9000/Plus<br>Sunchaser II | Power Patio<br>Two Step<br>WeatherPro | Slide Topper |
| Fabric Roller Tube Assembly         |                                                         |                                        |                                       |              |
| 101.01#                             | Roller Cover/Wrap Dents/Scratches                       | 1.50                                   | 1.50                                  | 1.00         |
| 101.10#                             | Roller Cover/Wrap Paint Peeling/Discoloration           | 1.50                                   | 1.50                                  | 1.00         |
| 121.01#                             | Roller Tube Dents/Scratches                             | 1.50                                   | 2.20                                  | 1.50         |
| 121.02#                             | Roller Tube Bowed/Distorted                             | 1.50                                   | 2.20                                  | 1.50         |
| 121.10#                             | Roller Tube Paint Peeling/Discoloration                 | 1.50                                   | 2.20                                  | 1.50         |
| 122.08R                             | Right Hand Torsion Broken                               | 0.50                                   | 0.50                                  | 0.50         |
| 123.08                              | Left Hand Torsion Broken                                | 0.50                                   | 0.50                                  | 0.50         |
| 127.02                              | End Cap Distorted                                       | 0.50                                   | 0.50                                  | 0.50         |
| 127.10                              | End Cap Paint Peeling/Discoloration                     | 0.50                                   | 0.50                                  | 0.50         |
| 201.01R#***                         | Fabric Scratches/Scrapes                                | 1.50                                   | 2.20                                  | 0.70         |
| 201.80R#***                         | Fabric Holes/Tears                                      | 1.50                                   | 2.20                                  | 0.70         |
| 201.81R#***                         | Fabric Seams/Sewing                                     | 1.50                                   | 2.20                                  | 0.70         |
| 201.82R#***                         | Fabric Out of Square                                    | 1.50                                   | 2.20                                  | 0.70         |
| 201.85R#***                         | Fabric Delamination/Color Separation                    | 1.50                                   | 2.20                                  | 0.70         |
| Electrical Components               |                                                         |                                        |                                       |              |
| 301.22R#                            | Torsion Drive Assembly (motorized) Replaced             | — —                                    | 0.70                                  | — —          |
| 351.22R#                            | Control Box Replaced                                    | — —                                    | 0.70                                  | — —          |
| 613.21R#                            | Wind Sensor Replaced                                    | — —                                    | #                                     | — —          |
| Hardware                            |                                                         |                                        |                                       |              |
| 151.01                              | Outer Arm/Front Channel Dents/Scratches                 | 0.50                                   | #                                     | — —          |
| 151.07                              | Outer Arm/Front Channel Jammed/Seized                   | 0.50                                   | #                                     | — —          |
| 151.10                              | Outer Arm/Front Channel Paint Peeling/Discoloration     | 0.50                                   | #                                     | — —          |
| 152.01                              | Inner Arm/Back Channel Dents/Scratches                  | 0.20                                   | #                                     | — —          |
| 152.08                              | Inner Arm/Back Channel Broken                           | 0.20                                   | #                                     | — —          |
| 152.10                              | Inner Arm/Back Channel Paint Peeling/Discoloration      | 0.20                                   | #                                     | — —          |
| 161.08                              | Universal Spring Arm                                    | 0.20                                   | 0.50                                  | — —          |
| 162.08                              | Slide Lock                                              | 0.20                                   | — —                                   | — —          |
| 152.21                              | Inner Arm Foot/Pin Cracked/Broken                       | 0.20                                   | — —                                   | — —          |
| 154.08                              | Travel Lock/Strap or Anti-Billow Device Broken          | 0.20                                   | 0.20                                  | 0.20         |
| 155.08                              | Slider Catch Broken                                     | 0.20                                   | — —                                   | — —          |
| 156.08                              | Lift Handle Broken                                      | 0.20                                   | — —                                   | — —          |
| 261.01                              | Main Rafter/Top Arm Dents/Scratches                     | 0.20                                   | #                                     | — —          |
| 261.08                              | Main Rafter/Top Arm Broken                              | 0.20                                   | #                                     | — —          |
| 261.10                              | Main Rafter/Top Arm Paint Peeling Discoloration         | 0.20                                   | #                                     | — —          |
| 262.01                              | Secondary Rafter/Bottom Arm Dents/Scratches             | 0.20                                   | #                                     | — —          |
| 262.08                              | Secondary Rafter/Bottom Arm Broken                      | 0.20                                   | #                                     | — —          |
| 262.10                              | Secondary Rafter/Bottom Arm Paint Peeling/Discoloration | 0.20                                   | #                                     | — —          |
| 263.03                              | Rafter Knob Rusted/Corroded                             | 0.20                                   | — —                                   | — —          |
| 263.08                              | Rafter Knob Jammed/Stripped                             | 0.20                                   | — —                                   | — —          |
| 264.03                              | Nut/Insert Rusted/Corroded                              | 0.20                                   | — —                                   | — —          |
| 264.07                              | Nut/Insert Jammed/Stripped                              | 0.20                                   | — —                                   | — —          |
| 281.08                              | Top Bracket Cracked/Broken                              | 0.20                                   | 0.20                                  | 0.20         |
| 282.08                              | Bottom Bracket Cracked/Broken                           | 0.20                                   | 0.20                                  | — —          |
| Product Replaced                    |                                                         |                                        |                                       |              |
| — — — — #                           | FRTA Replaced                                           | 1.00                                   | 1.50                                  | 0.50         |
| — — — — #                           | Hardware Replaced                                       | 0.50                                   | 1.00                                  | — —          |

**R** – Defective parts must be returned to Dometic. See page 3 for procedure to return defective parts.

**#** – Requires prior authorization - In some cases we may elect to replace the complete product. Call (888) 867-4188 (US) or (800) 576-6546 (Canada)

**\*\*\*** – When replacing an awning fabric return a 4" wide swatch from awning rail to roller tube ( FULL PROJECTION, CIRCLE THE AREA IN QUESTION ) of the fabric unless otherwise specified by Dometic. In the event we request the complete fabric be returned, please mark the defective area for ease of identification.

# DOMETIC MISC. AWNINGS

## FAULT CODE, SERVICE DESCRIPTION & FLAT RATE TIME ALLOWANCE

The time required to access, diagnose and repair or replace parts has been combined.

Flat rate time allowances may be adjusted for multiple repairs.

|                             |                                                              | FLAT RATE TIME ALLOWANCE<br>(HOURS) |                          |          |
|-----------------------------|--------------------------------------------------------------|-------------------------------------|--------------------------|----------|
| FAULT CODE                  | SERVICE                                                      | Window<br>Awning                    | Horizon<br>2500<br>Oasis | Trimline |
| Fabric Roller Tube Assembly |                                                              |                                     |                          |          |
| 101.01#                     | Roller Cover/Wrap or Awning Case Dents/Scratches             | 1.00                                | #                        | — —      |
| 101.07#                     | Trimline Bag Zipper Jammed/Seized                            | — —                                 | — —                      | 0.50     |
| 101.10#                     | Roller Cover/Wrap or Awning Case Paint Peeling/Discoloration | 1.00                                | #                        | — —      |
| 121.01#                     | Roller Tube Dents/Scratches                                  | 1.00                                | #                        | — —      |
| 121.02#                     | Roller Tube Bowed/Distorted                                  | 1.00                                | #                        | — —      |
| 121.10#                     | Roller Tube Paint Peeling/Discoloration                      | 1.00                                | #                        | — —      |
| 122.08R                     | Right Hand Torsion Broken                                    | 0.30                                | 0.30                     | — —      |
| 123.08                      | Left Hand Torsion Broken                                     | 0.30                                | 0.30                     | — —      |
| 127.08                      | End Cap Cracked/Broken                                       | 0.30                                | 0.30                     | — —      |
| 127.10                      | End Cap Paint Peeling/Discoloration                          | 0.30                                | 0.30                     | — —      |
| 201.01R#***                 | Fabric Scratches/Scrapes                                     | 1.00                                | 1.50                     | 0.50     |
| 201.80R#***                 | Fabric Holes/Tears                                           | 1.00                                | 1.50                     | 0.50     |
| 201.81R#***                 | Fabric Seams/Sewing                                          | 1.00                                | 1.50                     | 0.50     |
| 201.82R#***                 | Fabric Out of Square                                         | 1.00                                | 1.50                     | 0.50     |
| 201.85R#***                 | Fabric Delamination/Color Separation                         | 1.00                                | 1.50                     | 0.50     |
| 221.08                      | Gear/Winch (non-motorized) Replaced – Horizon & Oasis Only   | — —                                 | 0.50                     | — —      |
| Electrical Components       |                                                              |                                     |                          |          |
| 301.22R                     | Torsion Drive Assembly (motorized) Replaced – Oasis Only     | — —                                 | 0.70                     | — —      |
| 351.22R                     | Control Box Replaced – Oasis Only                            | — —                                 | 0.70                     | — —      |
| 606.22R                     | Remote Switch Replaced – Oasis Only                          | — —                                 | 0.30                     | — —      |
| Hardware                    |                                                              |                                     |                          |          |
| 151.01                      | Outer Arm Dents/Scratches                                    | 0.20                                | — —                      | — —      |
| 151.08                      | Outer Arm Broken                                             | 0.20                                | — —                      | — —      |
| 151.10                      | Outer Arm Paint Peeling/Discoloration                        | 0.20                                | — —                      | — —      |
| 157.08                      | Vertical Support Pole Broken                                 | — —                                 | 0.50                     | 0.10     |
| 241.02                      | Lead Rail Distorted/Twisted                                  | — —                                 | 0.70                     | 0.50     |
| 261.01                      | Main Rafter Dents/Scratches                                  | — —                                 | 0.50                     | — —      |
| 261.08                      | Main Rafter Broken                                           | — —                                 | 0.50                     | — —      |
| 261.10                      | Main Rafter Paint Peeling/Discoloration                      | — —                                 | 0.50                     | — —      |
| 262.01                      | Secondary Rafter Dents/Scratches                             | — —                                 | 0.50                     | — —      |
| 262.08                      | Secondary Rafter Broken                                      | — —                                 | 0.50                     | — —      |
| 262.10                      | Secondary Rafter Paint Peeling/Discoloration                 | — —                                 | 0.50                     | — —      |
| 281.08                      | Top Bracket Broken                                           | — —                                 | — —                      | — —      |
| 282.08                      | Bottom Bracket Broken                                        | 0.20                                | 0.20                     | — —      |
| Product Replaced            |                                                              |                                     |                          |          |
| — — — — #                   | FRTA Replaced                                                | 0.50                                | 1.00                     | 0.50     |
| — — — — #                   | Hardware Replaced                                            | 0.50                                | — —                      | — —      |

**R – Defective parts must be returned to Dometic. See page 3 for procedure to return defective parts.**

**# – Requires prior authorization - In some cases we may elect to replace the complete product.  
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**\*\*\* – When replacing an awning fabric return a 4" wide swatch from awning rail to roller tube ( FULL PROJECTION, CIRCLE THE AREA IN QUESTION ) of the fabric unless otherwise specified by Dometic. In the event we request the complete fabric be returned, please mark the defective area for ease of identification.**

## DOMETIC MISC. PRODUCT

### FAULT CODE, SERVICE DESCRIPTION & FLAT RATE TIME ALLOWANCE

The time required to access, diagnose and repair or replace parts has been combined.

Flat rate time allowances may be adjusted for multiple repairs.

#### FLAT RATE TIME ALLOWANCE (HOURS)

### DOMETIC WINDOW/SKYLIGHT

| <u>FAULT CODE</u>       | <u>SERVICE</u>                       |      |
|-------------------------|--------------------------------------|------|
| 100.01#                 | Stay Support Defective               | 0.50 |
| 703.09#                 | Window Panel Cracked Visual Only     | 0.40 |
| 703.10R#                | Window Handle, Broke                 | 0.20 |
| 703.23R#                | Window Is Leaking                    | 1.00 |
| 703.24R#                | Window Frame Is Cracked              | 1.00 |
| 703.25#                 | Window Panel Cracked Tactile         | 0.40 |
| <b>Product Replaced</b> |                                      |      |
| -----#                  | Product Replaced, Undetermined Fault | 1.00 |

### DOMETIC PATTY O'ROOM

| <u>FAULT CODE</u>       | <u>SERVICE</u>                                        |      |
|-------------------------|-------------------------------------------------------|------|
| 101.07#                 | Front Panel, Zipper Jammed/Seized                     | 0.20 |
| 101.30                  | Front Screen, Assembled Incorrectly                   | 0.50 |
| 101.81#                 | Front Panel/Screen, Seams/Sewing                      | 0.20 |
| 102.07#                 | Side Panel/Screen, Zipper Jammed/Seized               | 0.20 |
| 102.81#                 | Side Panel/Screen, Seams/Sewing                       | 0.20 |
| 103.03                  | Common Sense Fastener, Rusty                          | 0.20 |
| 103.08                  | Common Sense Fastener, Cracked/Split/Broken/Fractured | 0.20 |
| 104.81#                 | Door Panel/Screen, Seams/Sewing                       | 0.20 |
| 105.80#                 | Skirt, Holes/Tears                                    | 0.10 |
| 105.81#                 | Skirt, Seams/Sewing                                   | 0.10 |
| 106.81#                 | Skirt, Wheel Well, Seams/Sewing                       | 0.10 |
| 158.07#                 | Pole Horizontal, Jammed/Seized                        | 0.50 |
| 159.08                  | Rubber Tips, Cracked/Split/Broken/Fractured           | ---  |
| 800.20                  | Accessories, Missing                                  | ---  |
| <b>Product Replaced</b> |                                                       |      |
| -----#                  | Patty O'Room Replaced                                 | 0.50 |

### DOMETIC PATTY O'MAT/PATTY O'SHADE

| <u>FAULT CODE</u>       | <u>SERVICE</u>                        |     |
|-------------------------|---------------------------------------|-----|
| 101.81#                 | Front Panel/Screen, Seams/Sewing      | --- |
| 101.82#                 | Front Panel/Screen, Out Of Square     | --- |
| <b>Product Replaced</b> |                                       |     |
| -----#                  | Patty O'Mat or Patty O'Shade Replaced | --- |

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**#** – Requires prior authorization - In some cases we may elect to replace the complete product.

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## DOMETIC MISC. PRODUCT

### FAULT CODE, SERVICE DESCRIPTION & FLAT RATE TIME ALLOWANCE

The time required to access, diagnose and repair or replace parts has been combined.

Flat rate time allowances may be adjusted for multiple repairs.

FLAT RATE TIME ALLOWANCE  
(HOURS)

### Dometic Range & Oven

| <u>FAULT CODE</u>       | <u>SERVICE</u>                            |      |
|-------------------------|-------------------------------------------|------|
| 144.08#                 | Fixings/Mounting Hardware, Cracked/Broken | 0.50 |
| 156.10#                 | Burner Grates, Replaced                   | 0.20 |
| 201.20#                 | Door Lid Glass, Replaced                  | 0.50 |
| 208.08#                 | Door Lid Glass Hinge, Broken              | 0.50 |
| 376.20R#                | Spark Generator, Replaced                 | 0.20 |
| 377.20R#                | Pressure Regulator, Replaced              | 0.50 |
| 377.21R#                | Gas Valve, Replaced                       | 0.50 |
| 379.08#                 | Gas Fittings, Cracked/Broken              | 0.50 |
| 381.21R#                | Thermocouple, Replaced                    | 0.50 |
| 382.08R#                | Electrode, Cracked/Broken                 | 0.50 |
| 387.21R#                | Piezo Ignitor, Replaced                   | 0.20 |
| 605.09                  | Stove Knobs, Replaced                     | 0.20 |
| 605.11R#                | Burner, Replaced                          | 0.50 |
| 605.12#                 | Burner Cover, Replaced                    | 0.20 |
| 605.20R#                | Rocker Ignitor Switch, Replaced           | 0.50 |
| <b>Product Replaced</b> |                                           |      |
| -----#                  | Range or Oven Replaced                    | 1.00 |

### Dometic Microwave

| <u>FAULT CODE</u>       | <u>SERVICE</u>                                |      |
|-------------------------|-----------------------------------------------|------|
| 142.01R#                | Casing/Wrapper, Paint/Surface Defect, Dented  | 0.50 |
| 143.01#                 | Trim Kit, Dents/Paint Defects                 | 0.50 |
| 231.08R#                | Door, Cracked/Split/Broken/Fractured          | 0.50 |
| 244.17                  | Door Switch, Adjusted                         | 0.20 |
| 331.22R#                | Magnetron                                     | 0.50 |
| 463.08                  | Glass Tray, Cracked/Split/Broken/Fractured    | ---  |
| 464.08                  | Rotating Ring, Broken                         | ---  |
| 724.22R#                | Touch Control/Circuit Board, Electrical Fault | 0.50 |
| 724.30R#                | Incorrectly Assembled, Cannot Read Display    | 0.50 |
| 733.22                  | Light Bulb, Replaced                          | 0.50 |
| <b>Product Replaced</b> |                                               |      |
| -----#                  | Microwave Replaced                            |      |
|                         | Countertop                                    | 0.50 |
|                         | OTR                                           | 1.00 |

### Dometic Ice Maker

| <u>FAULT CODE</u>       | <u>SERVICE</u>                             |     |
|-------------------------|--------------------------------------------|-----|
| 101.08R#                | Casing/Cabinet, Broken/Split               | --- |
| 106.08R#                | Front/Control Cover/Fascia, Cracked/Broken | --- |
| 111.08R#                | Frame, Damaged/Broken                      | --- |
| 163.08R#                | Ice Bucket, Cracked/Broken                 | --- |
| 301.82R#                | Compressor, Insufficient Pumping           | --- |
| 704.21R#                | Ice Maker Mechanism, Will Not Operate      | --- |
| <b>Product Replaced</b> |                                            |     |
| -----#                  | Ice Maker Replaced                         | --- |

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**#** – Requires prior authorization - In some cases we may elect to replace the complete product.

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## DOMETIC MISC. PRODUCT

### FAULT CODE, SERVICE DESCRIPTION & FLAT RATE TIME ALLOWANCE

The time required to access, diagnose and repair or replace parts has been combined.

Flat rate time allowances may be adjusted for multiple repairs.

### Dometic Faucet

#### FLAT RATE TIME ALLOWANCE (HOURS)

#### FAULT CODE

#### SERVICE

|          |                 |      |
|----------|-----------------|------|
| 802.01R# | Faucet Replaced | 0.50 |
|----------|-----------------|------|

### Dometic LED Light

#### FAULT CODE

#### SERVICE

|          |                                  |      |
|----------|----------------------------------|------|
| 705.50R# | Key FOB Not Communicating        | 0.20 |
| 705.70R# | Receiver Not Communicating       | 0.25 |
| 705.71R# | Dimmer Function Inoperable       | 0.25 |
| 705.72R# | No Color/Limited Color In Lights | 0.50 |

#### **Product Replaced**

|        |                                    |      |
|--------|------------------------------------|------|
| -----# | Light Replaced, Undetermined Fault |      |
|        | After Market Kit                   | 0.50 |
|        | Factory Installed                  | 1.50 |

### Dometic Toilet

#### FAULT CODE

#### DESCRIPTION

#### Flat Rate Time Allowance (Hours)

|                         |                                     |  |
|-------------------------|-------------------------------------|--|
| <b>351.08</b>           | Bowl Cracked/Broken                 |  |
| <b>352.08</b>           | Seat Cracked/Broken                 |  |
| <b>353.08</b>           | Ring Cracked/Broken                 |  |
| <b>354.08</b>           | Clamp Cracked/Broken                |  |
| <b>355.11</b>           | Ball Seal Leaks (Won't Hold Water)  |  |
| <b>501.08</b>           | Base Cracked/Broken                 |  |
| <b>503.11</b>           | Floor Seal Leaks                    |  |
| <b>504.08</b>           | Flush Lever Cracked/Broken          |  |
| <b>505.08</b>           | Pedal Cover Cracked/Broken          |  |
| <b>506.08</b>           | Water Valve Cracked/Broken          |  |
| <b>507.08</b>           | Flush Ball/Shaft Cracked/Broken     |  |
| <b>509.08</b>           | Vacuum Breaker Cracked/Broken       |  |
| <b>511.08</b>           | Pedestal Cover Cracked/Broken       |  |
| <b>512.08</b>           | Spring Cartridge Cracked/Broken     |  |
| <b>513.08</b>           | Vacuum Breaker Cover Cracked/Broken |  |
| <b>802.08</b>           | Hand Sprayer Cracked/Broken         |  |
| <b>Product Replaced</b> | Toilet Replaced                     |  |

#### All toilet models, including all 300 series toilets.

|                                           |      |
|-------------------------------------------|------|
| Remove and replace toilet seat            | 0.50 |
| Remove and replace vacuum breaker         | 0.50 |
| Remove and replace hand spray             | 0.50 |
| Remove and replace Teflon and rubber seal | 0.50 |
| Remove and replace water valve            | 0.50 |
| Remove and replace floor flange seal      | 0.50 |
| Remove and replace complete toilet        | 0.50 |

#### Toilet models that are NOT 300 series

|                                               |      |
|-----------------------------------------------|------|
| Remove and replace ball, shaft, and cartridge | 1.00 |
| Remove and replace toilet bowl                | 0.50 |
| Remove and replace ring and half clamp        | 0.50 |
| Remove and replace cartridge                  | 0.50 |
| Remove and replace pedal cover                | 0.50 |
| Remove and replace flush lever                | 0.50 |
| Remove and replace pedestal cover             | 0.50 |
| Remove and replace complete toilet            | 0.75 |

**R – Defective parts must be returned to Dometic. See page 3 for procedure to return defective parts.**

**# – Requires prior authorization - In some cases we may elect to replace the complete product.**

**Call (888) 867-4188 (US) or (800) 576-6546 (Canada)**

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