DOMETIC AIR CONDITIONERS

PRODUCT TRAINING

FEBRUARY 2021

Mobile living made easy.

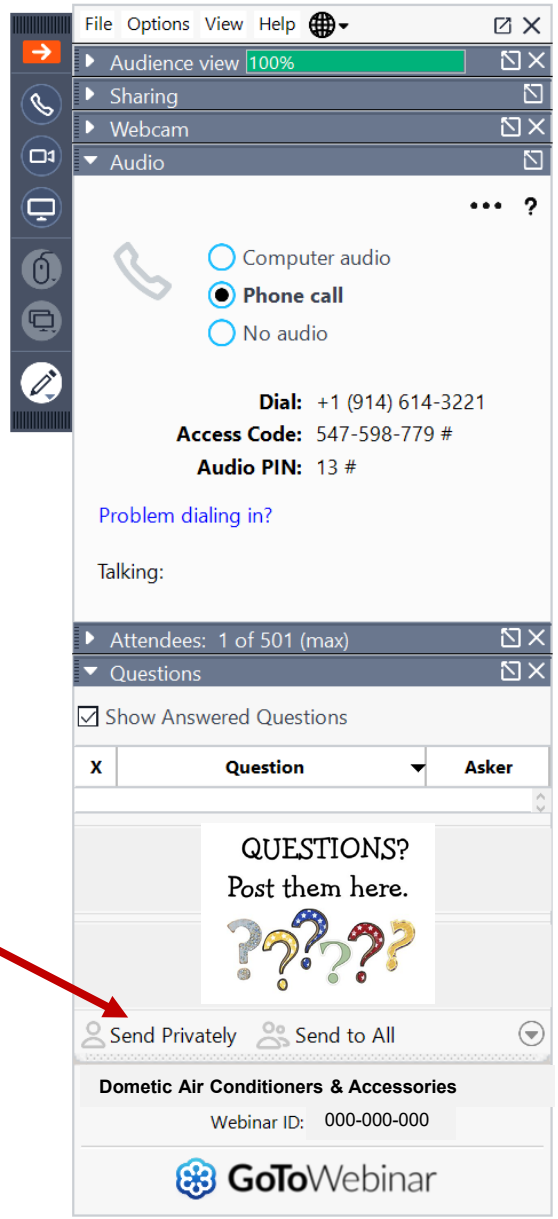
DOMETIC

HOUSEKEEPING

Welcome To Training

Dana Bright, Product Training Manager

- **MUTED** during training
- **QUESTIONS** during training, send **Privately** or **Send to All**
- **QUESTIONS** after training, email me at training@dometic.com
- **DURATION** ‘1’ hour
- **FREQUENCY** ‘1’ per month

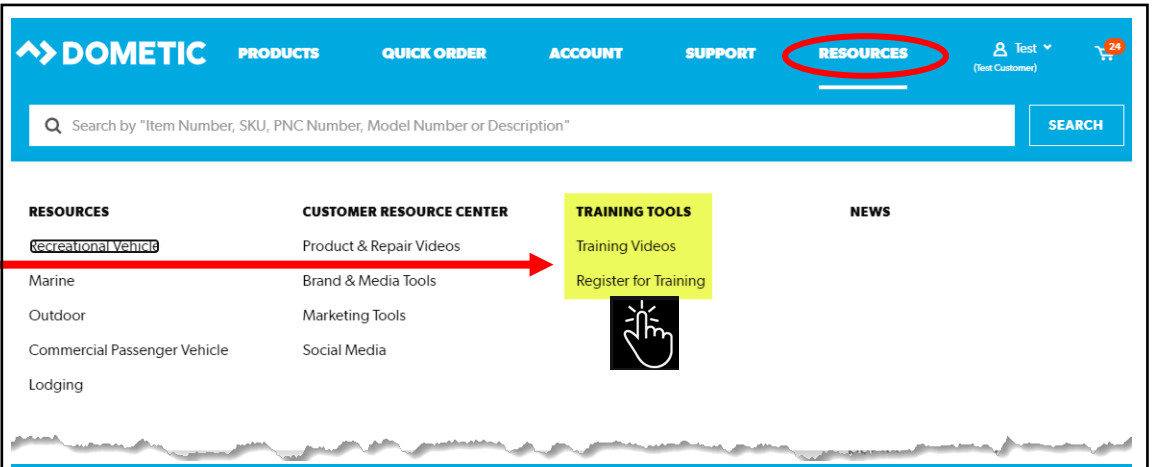


DOMETIC FOR BUSINESS

the new B2B eCommerce Dealer Portal

1. Go to www.dometic.com
   Select **FOR BUSINESS** at top of page and LOGIN

2. Click **RESOURCES** tab
   Select **Training Videos** for RECORDED WEBINARS
   Select **Register for Training** for webinar calendar invite



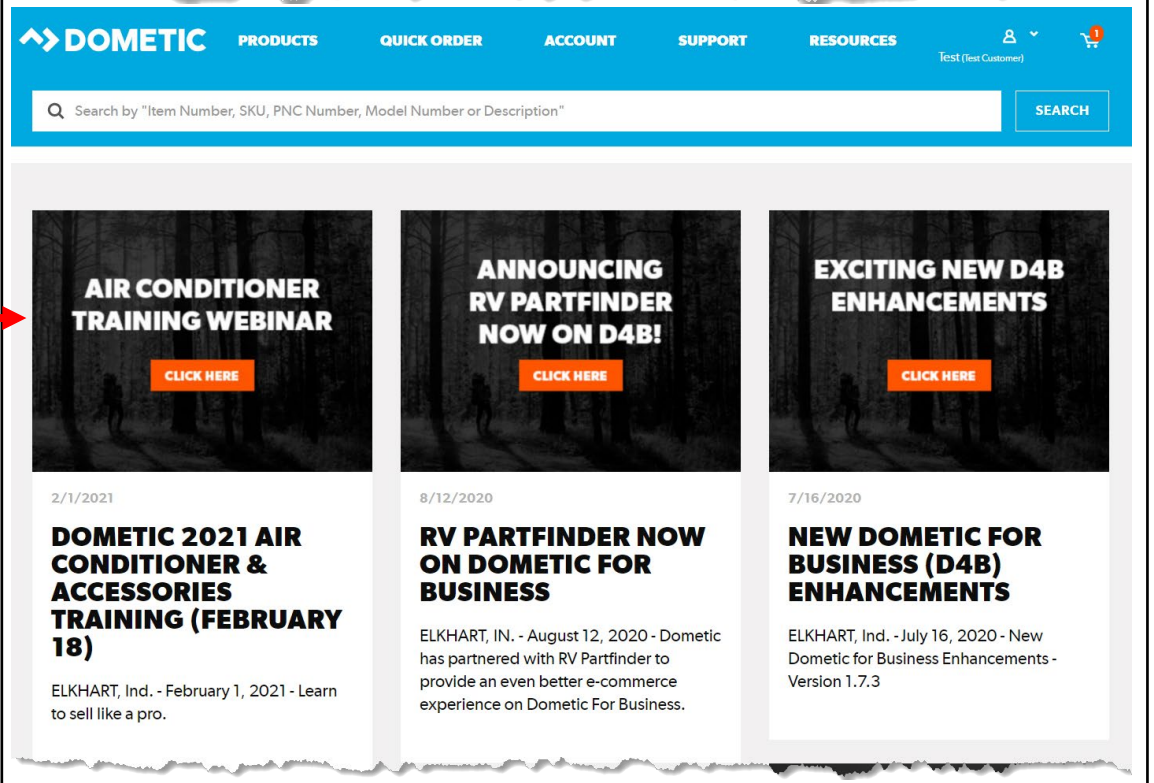
On HOME PAGE of D4B website, scroll down to **TRAINING WEBINAR** tile, select CLICK HERE

Knowledge is power, so why not attend our monthly product webinars? Sign up by registering in the link below, don't forget to accept the invite into your calendar when you receive the confirmation e-mail.

Register for Training

Best of all, live training sessions are recorded and made available to watch at your leisure by clicking the past training's button. Enter this password Training2020! when prompted.

Past Training Sessions



AGENDA

- Family of Air Conditioners
- Voice of Customer
- Brisk II Evolution “New”
- Brisk II Commercial Grade
- Blizzard NXT
- Penguin II
- Air Command
- Cool Cat
- FreshJet “Teaser”
- Accessories
- Online Resources: Less Phone Time
- Questions

MOTORHOME AWARDS

HVAC - Gold ■
Awnings - Silver
Water Heater - Gold
Refrigerator - Gold
Toilet - Gold

+ 165,000 monthly subscribers

TRAILER LIFE AWARDS

Awnings - Silver
HVAC - Gold ■
Water Heater - Gold
Refrigerator - Gold
Toilet - Gold

+ 260,000 monthly subscribers

FAMILY OF AIR CONDITIONERS

DOMETIC 2021 FAMILY OF AIR CONDITIONERS

Brisk II Evolution
Small Footprint

Blizzard NXT
Aerodynamic
High Output

Penguin II
Low Profile

Brisk II Evolution
High Efficiency

Brisk II Commercial Grade
Rugged Environments

Air Command
Dual Motor
w/Remote

Next Generation
RV Rooftop AC
(Ref. Press Release)

FreshJet

Cool Cat
Under Bench

VOICE OF CUSTOMER

VOICE OF CUSTOMER

BRISK II EVOLUTION

PRODUCT TESTING

- **Products**
  Stock Dometic Brisk II (Ducted) 13.5K and 15K BTU
  Modified Dometic Brisk II Evo (Ducted) 13.5K and 15K BTU
  Stock RVP Coleman Mach 15 (Ducted) 15K BTU

- **Test Environment**
  Ducted Simulation (4 vents)
  76° F ambient room temperature
  Same test equipment for all models
  Same test parameters for all models
  Only high and low fan speeds tested
  No compressor operation (not needed for CFM testing)

- **Tests Performed**
  Airflow from the 4 discharge air vents ‘CFM’
  Noise levels measured in decibels ‘dB’
  Amp Draw of fan motor
  Static Pressure

TEST RESULTS – BRISK II VS. BRISK II EVOLUTION

Stock Dometic Brisk II 13.5K (Ducted)

Low fan mode	High fan mode
CFM: 165	CFM: 184
Noise level: 64.4 dB	Noise level: 68.4 dB
Amps: 2.17	Amps: 2.79
Static pressure: 0.13	Static pressure: 0.15

Modified Dometic Brisk II Evolution 13.5K (Ducted)

Low fan mode	High fan mode	
CFM: 228	CFM: 272	48% ⬆
Noise level: 62.1 dB	Noise level: 67.0 dB	2.3 dB ⬇
Amps: 2.32	Amps: 2.96	
Static pressure: 0.13	Static pressure: 0.20	

WHAT CHANGED

- Reduced Noise
- Increased Airflow
- Improved Performance

Stock Dometic Brisk II 15K (Ducted)

Low fan mode	High fan mode
CFM: 159	CFM: 177
Noise level: 64.2 dB	Noise level: 66.4 dB
Amps: 2.00	Amps: 2.60
Static pressure: 0.08	Static pressure: 0.10

Modified Dometic Brisk II Evolution 15K (Ducted)

Low fan mode	High fan mode	
CFM: 220	CFM: 264	49% ⬆
Noise level: 62.2 dB	Noise level: 67.0 dB	2.0 dB ⬇
Amps: 2.32	Amps: 2.90	
Static pressure: 0.14	Static pressure: 0.18	

TEST RESULTS – BRISK II EVOLUTION VS. COLEMAN MACH 15

Modified Dometic Brisk II Evolution 15K (Ducted)

Low fan mode	High fan mode	
CFM: 220	CFM: 264	More Airflow
Noise level: 62.2 dB	Noise level: 67.0 dB	Talking Level
Amps: 2.32	Amps: 2.90	More Capacity
Static pressure: 0.14	Static pressure: 0.18	Less Friction

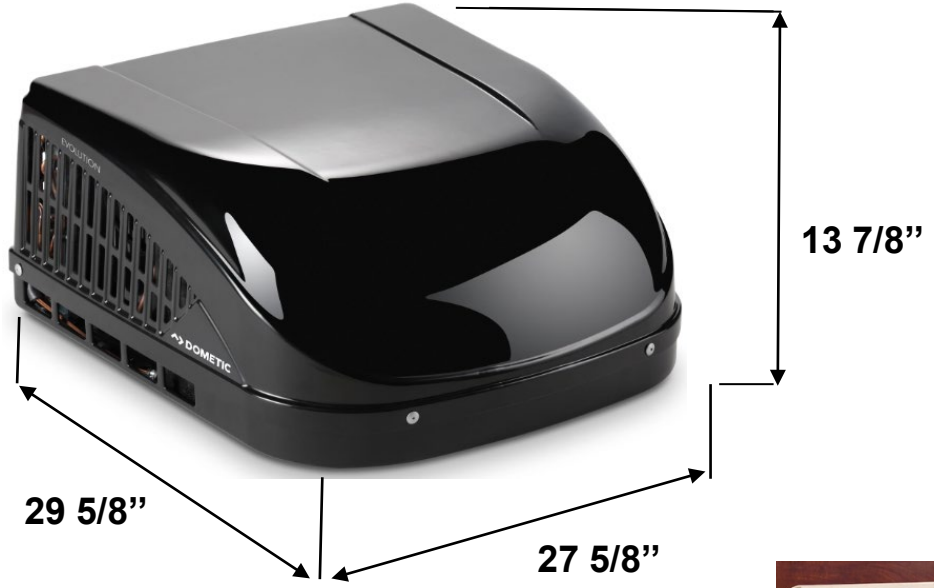
Coleman Mach 15K (Ducted)

Low fan mode	High fan mode	
CFM: 207	CFM: 217	Less Airflow
Noise level: 62.0 DB	Noise level: 62.0 dB	Talking Level
Amps: 2.50	Amps: 2.83	Less Capacity
Static pressure: 0.53	Static pressure: 0.53	More Friction

Sounds	Decibels ‘dB’
Needle Dropping	5
Whispering	20
Library	35
Refrigerator	45
Classroom At Work	50
Talking	60
Urban Traffic	75

BRISK II EVOLUTION (GOOD)

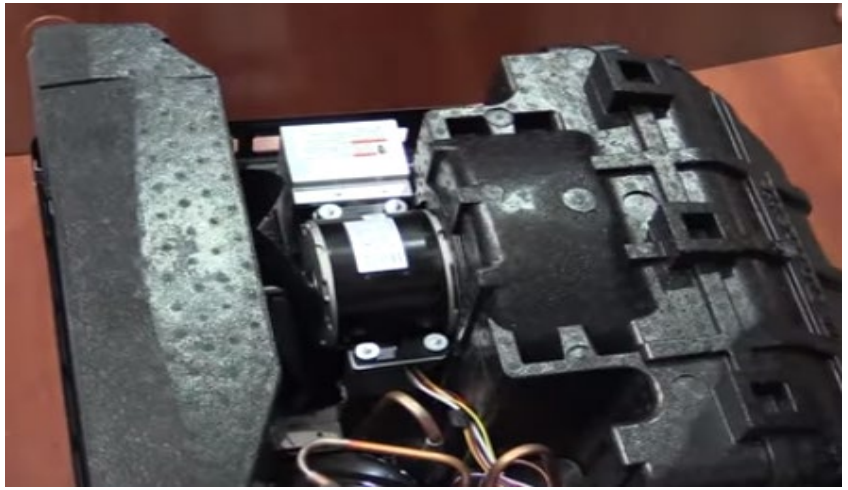
- Improved interior design
  Optimized blower wheel13% more airflow over previous Brisk II models
  New Air Diverter increases airflow 'CFM' & reduces noise
  Ducted systems only, attaches to AC side of Return Air Grille
  Air flows smoothly over it and directly into ducts
  Sold separate w/Return Air Grille, used with ducted systems ONLY, air
  Works with old Return Air Grille 3105935.047 and new RAG 3315930.010
  Enhanced Evaporator Coils improve cooling performance & longevity
- 13,500 BTU (B57915) 15,000 BTU (B59516)
- Available in cool only or heat pump (heat pump only available in 15,000 BTU, built-in at factory
- Cool only will function with any thermostat
  (B59196) requires CCC3 button T-Stat
  (B59186) requires CCC2 10 button T-Stat
- Can be used in a ducted or non-ducted applications
- 13.5K weighs 71 lbs 15K weighs 75 lbs
- 2 year warranty on parts, labor **and freight** (extended warranty available when registered online)



All this information is same as Brisk II
to make ordering Brisk II Evolution painless

‘EPP’ EXPANDED POLYPROPYLENE FOAM

- RV ac’s are typically comprised of sheet metal, an evaporator coil, a condenser coil and a compressor
- Sheet metal is heavy and the square corners restrict air flow
- We use EPP foam to modernize our RV air conditioners
- We’ve designed an EPP housing with rounded corners to **decrease air resistance, increase air flow and reduce weight**
- This design allows **air to move more easily with less noise**
- EPP foam is durable, solid, lightweight and acts as insulation



BRISK II EVOLUTION - HIGH EFFICIENCY

- Member of the Brisk II family (B59530), cool only, no HP/HS option
- No official BTU rating, though they perform between 11,000 and 13,500 BTUs
- Uses less power (8.6 amps@ compressor and 2.5 amps@ fan = 11.1 total amps)
- Run on a smaller breaker (15-amp) than standard units (20-amp)
- Run ‘2’ HE units on one 30-amp service (in cooler ambient temps)
- Weighs 71 lbs
- 2 year warranty on parts, labor **and freight** (extended warranty available when registered online)

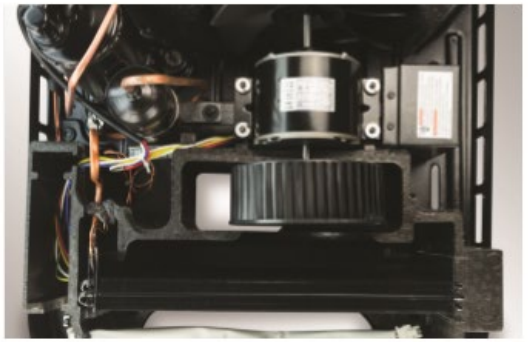
BRISK II COMMERCIAL GRADE

BRISK II COMMERCIAL GRADE AC

BUILT FOR THE RUGGED HARSH CONDITIONS OF COMMERCIAL & OFF ROAD USE

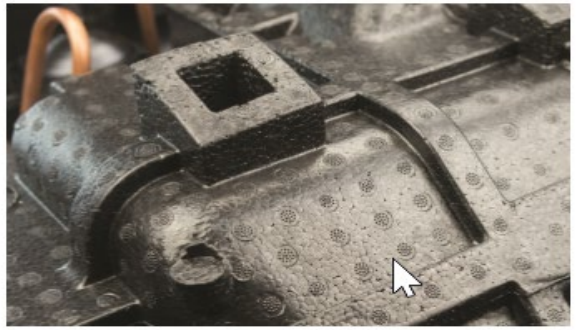
- Shock and vibration tested
- E-coated coils to resist corrosion
- EPP foam, reduces weight and noise, increased air flow
- **Stainless steel components** added for longevity
- Redesigned blower wheel for maximum output
- Warranty 1 Year Parts Labor Freight – Commercial & Marine Use
  Warranty 2 Year Parts Labor Freight – RV Consumer Use

B79516.XX1J0 SKU 9600005532 COMMERCIAL GRADE AC BLK 410A
B79516.XX1C0 COMMERCIAL GRADE AC PW 410A



LASTING STRENGTH
Stainless steel components for long lasting strength

VIBRATION TESTED
Motor, compressor and evaporator bracketed together for durability



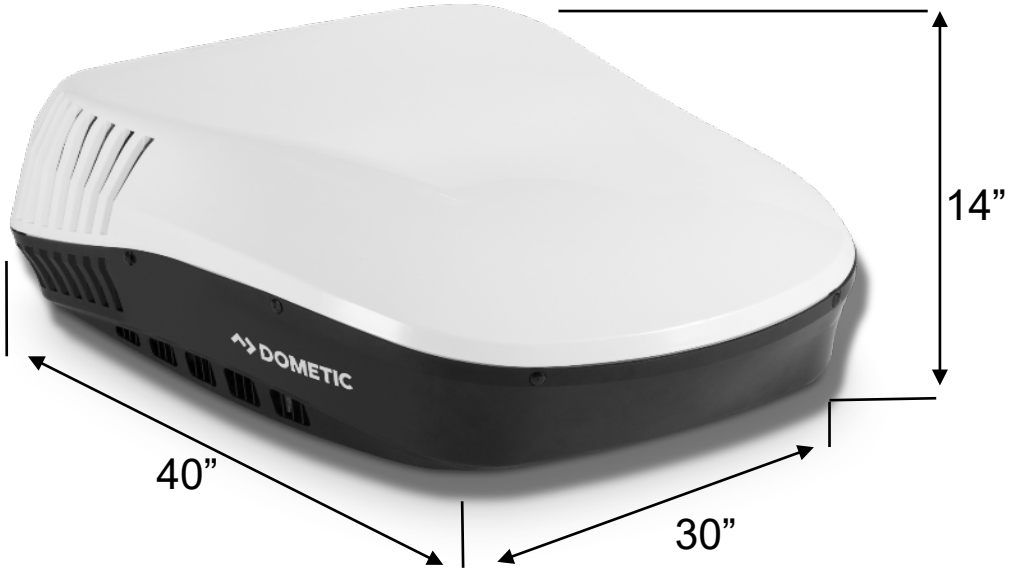
SOUND DAMPENING
Rubber bushings and EPP foam dampen vibrations and noise

E-COATED COILS
Coils are e-coated for lasting strength

BLIZZARD NXT

BLIZZARD NXT (BETTER)

- Available in 13.5 or 15K cool only (H54) or 15K Heat Pump (H55)
- Aerodynamic, injection molded **high impact-resistant polypropylene shroud & base**
- Oversized evaporator coil to **remove heat quickly**
- EPP foam **reduces weight and noise, increases air flow**
- High efficiency blower (redesigned fan motor) **reduces power consumption**
- 13.5 weighs 88 lbs, 15K weighs 90 lbs
- 2 year warranty parts, labor **and freight** (extended warranty available after registering online)



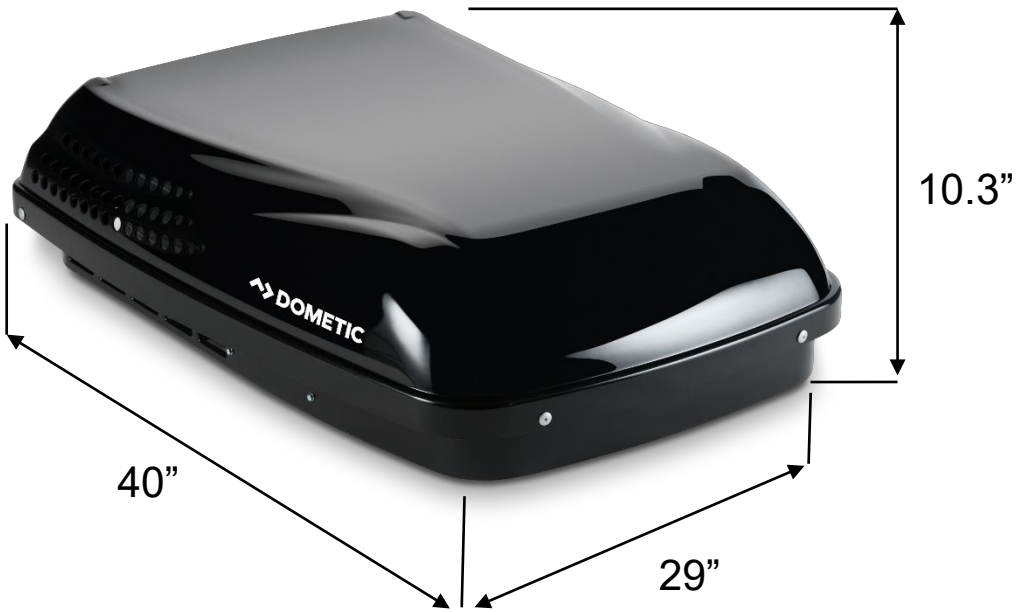
H541816AXX1C0 – cool only, CCC2, 15k, top mount, white
H541816AXX1J0 – cool only, CCC2, 15k, top mount, black
H541916AXX1C0 – cool only, SZLCD, 15k, top mount, white
H541916AXX1J0 – cool only, SZLCD, 15k, top mount, black
H551816AXX1C0 – heat pump, CCC2, 15k, top mount, white
H551816AXX1J0 – heat pump, CCC2, 15k, top mount, black
H551916AXX1J0 – heat pump, SZLCD, 15k, top mount, black

H541915AXX1C0 – cool only, SZLCD, 13.5, top mount, white
H541915AXX1J0 – cool only, CCC2, 13.5k, top mount, black

PENGUIN II

PENGUIN II (BEST)

- Available in 13,500 BTU, High Capacity (640316C), or High Efficiency (640310C)
- Cool Only (Prefix 640 and 641 preinstalled control board)
  Heat Pump (Prefix 650 and 651 preinstalled control board)
- Generally comes with preinstalled circuit board for specific t-stat
- 13.5K weighs 95 lbs
- Can be used in a ducted or non-ducted application
- 2 year warranty on parts, labor **and freight** (extended warranty available when registered online)



AIR COMMAND

AIR COMMAND

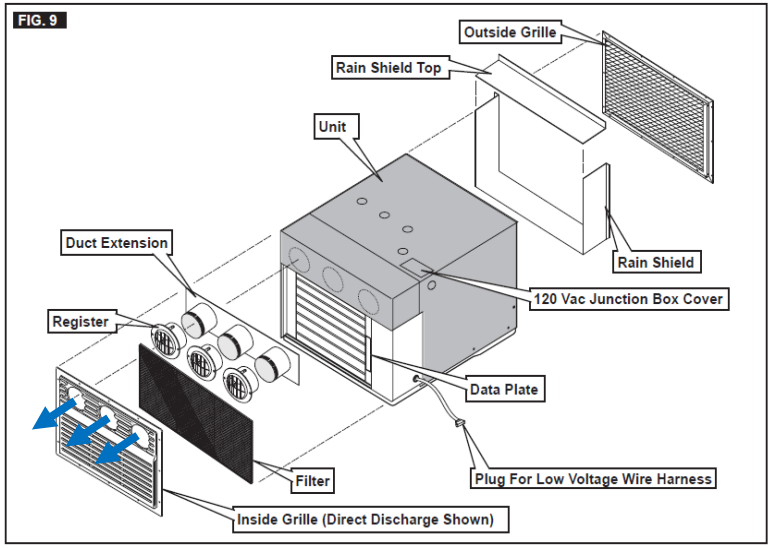
- 13.5k (15032) model delivers the equivalent of 16k BTU's – Cool only
  As 1/30/2020 roughly 700 in stock to sell

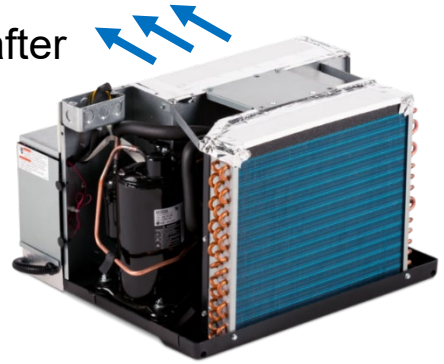
  15k (15033) model delivers the equivalent of 18k BTU's – Heat Pump
  As 1/30/2020 roughly 600 in stock to sell
- **Dual motor** = **low amp draw** at high ambient temps (12.2 amps at 108°F)
- Patented V-Flow air distribution (low noise emission)
- **Remote control** (both models 15023)
- Dehumidifier mode (low speed)
- Ducted units only (15022 ducted plenum), no non-ducted models available
- Dimensions (H x W x D) are 12.8" x 26.6" x 38.4"
- 2 year warranty on parts, labor **and freight**
- As of 2020, black only, no white

COOL CAT

COOL CAT HEAT PUMP

- 10,500 BTU Heat Pump (Model 441003AXX1)
- Ducted or Non-Ducted applications
- This AC is MUCH more sturdy than a window AC, built for rigors of the road
- Nothing else in the market that addresses this need
- Installs inside coach under bunk, counter, table (or) cutout similar to window air conditioner (or) on trailer tongue to conserve space inside trailer
- Common applications might be **tent trailers, teardrops**, etc.
- Easy access, washable micro weave air filter
- Installation Kit PN 3314087.069 (includes outside grille, inside grille, and t-stat)
- Replacement units require new CT Single Zone thermostat
- 2 year warranty on parts, labor **and freight** (extended warranty available after registering online





FRESHJET

Press Release

FreshJet Press Release

Dometic Introduces Next Generation RV Rooftop AC Unit

By: RVBusiness | Published on: Dec 22, 2020 | Categories: Today's Industry News |

Dometic FreshJet FJX3000 series

Dometic today (Dec. 22) announced the launch of its next generation RV rooftop air conditioner, Dometic FreshJet FJX3000 series, which the company says is quieter, more efficient and more powerful than similar products in the market.

The retrofittable Value Mechanical model will be introduced to the aftermarket first and RVers can place their orders during 2021 at authorized retailers, according to a company release.

Dometic conducted extensive user research and pain point analysis to develop the Dometic FreshJet FJX3000 series RV rooftop air conditioners.

This research lead to the development of a generation of air conditioners that have lower interior noise, better airflow and significantly increased cooling capacity over similar products in the market.

Press Release

Interior noise is the biggest pain point for consumers who use RV rooftop air conditioners. The FreshJet units are one of the quietest air conditioners Dometic has ever designed. Allowing RVers a cool and quiet RV to retreat to and rest up in before their next big adventurous day.

The new custom blower system delivers more airflow, pushing air further and faster to allow the RV to cool down quicker than ever. Dometic has also developed a new Air Distribution Box that provides consistent front to back airflow to evenly distribute cool air throughout the RV. Setting the temperature and fan speed is as easy as twisting a knob.

The Value Mechanical FreshJet air conditioner can be retrofitted to work with existing Dometic air returns, making it an easy upgrade for consumers.

Performance is also important for RVers. Which is why Dometic FreshJet FJX3000 air conditioners have been designed to achieve significantly more cooling power over the competition. Consumers will stay cooler for longer, no matter where their trip takes them.

The Dometic FreshJet is also one of the RV industry's lightest rooftop air conditioners available. This will help save fuel and energy consumption of the vehicle for greener RVing. The weight savings was achieved by using the latest techniques in engineering and carefully selected materials. EPP foam insulation on the inside of the unit reduces noise, reduces weight and protects the unit simultaneously. The composite base pan and shroud offer a modern look while also reducing weight.

Dometic took special care in the design of the product itself, featuring a slim, flatter design with modern touches – with details like design gap for fitment and hidden screws. These details help this unit seamlessly integrate into any consumer's RV.

The FreshJet comes in a Value Mechanical 13,500 BTU/h option and a Value Mechanical 15,000 BTU/h option, both powerful enough to keep the coach cool even on the warmest of days.

https://rvbusiness.com/dometic-introduces-next-generation-rv-rooftop-ac-unit/

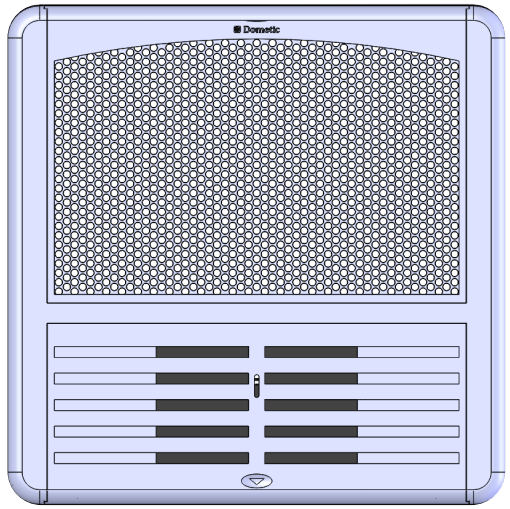
AIR CONDITIONER ACCESSORIES

AIR DISTRIBUTION BOX / RETURN GRILLE KIT / HEAT STRIPS

ADB Non-Ducted
Manual Controls
PN 3314851.000

ADB Non-Ducted
Wall Mount Thermostat
(not included with ADB)
PN 3314850.000

Heat Strip Kit Non-Ducted
PN 3314998.000



Return Air Grille for Ducted
PN 3315930.010

Heat Strip Kit Ducted
PN 3315450.000
Works in non-ducted too

Heat Strip Kit for Commercial Grade PN 3105164.002

CT / BLUETOOTH SINGLE ZONE THERMOSTAT

- Single-Zone LCD
- Capacitive Touch ‘CT’ e.g. smartphones
- **Bluetooth** technology controls thermostat remotely from app on iOS or Android device Bluetooth is not standard, it’s optional Available until run out of stock
- Can purchase with or without control box

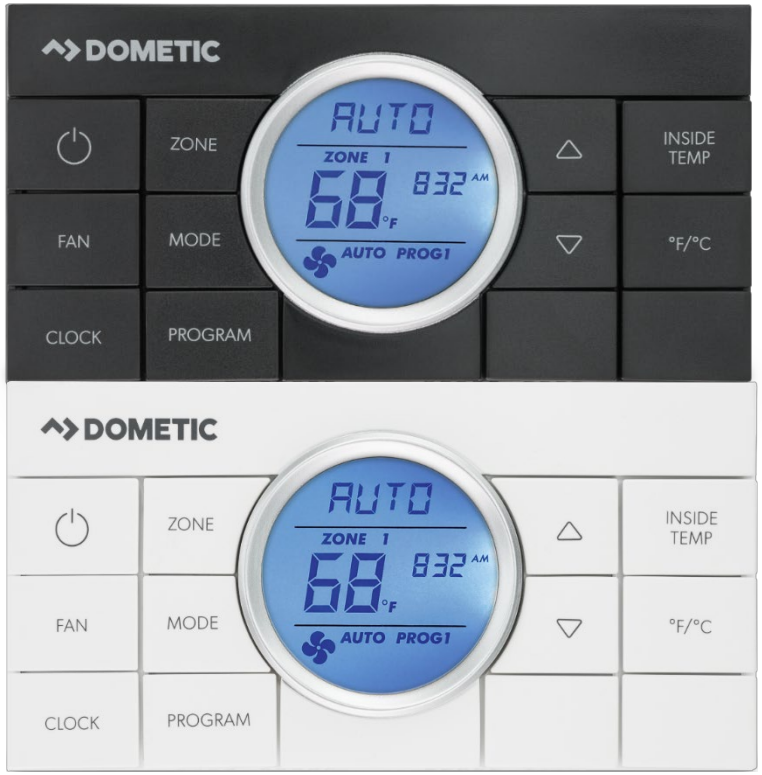
CT ‘Bluetooth’
Single Zone Control Kit
Cool/Furnace
3316400.013 Black
3316400.000 White

CT
Single Zone Control Kit
Cool/Furnace
3316230.014 Black
3316230.000 White

Note! hard button was put back in the line up.

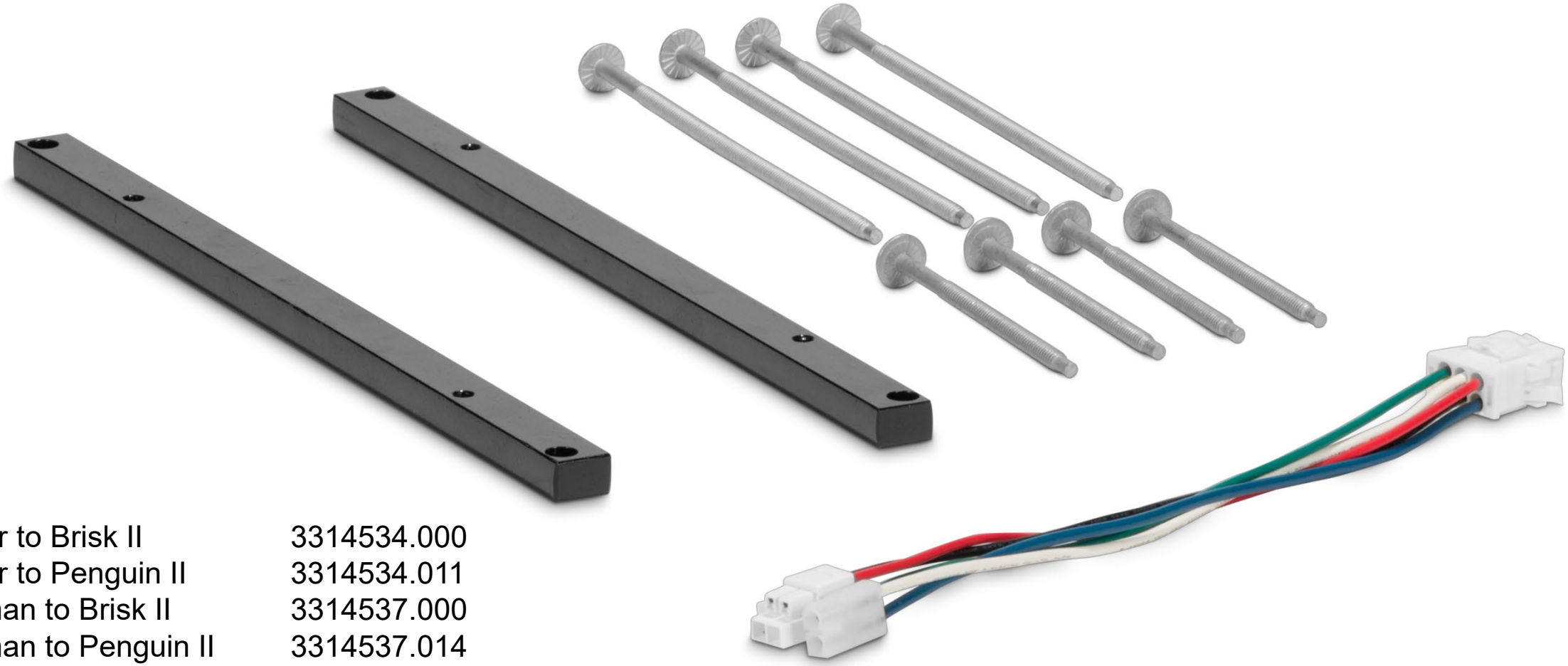
CCC2 - COMFORT CONTROL CENTER II THERMOSTAT

- Multi Zone – 4 zones (up to 8 ACs and 4 furnaces)
- 10 button, replaces 4 & 5 button CCCs (for cool only models)
- Control box and thermostat **DO NOT come as a kit**
- Same control board and thermostat for Cool Only, Heat Strip, and Heat Pump for Second Gen Units (Brisk II, Penguin II, Blizzard NXT)
- Circuit boards can come installed inside the AC or purchased separately as a Control Box, depends on the AC Model
- Soft blue LED display



CCC2 Control Box – 3312020.000
CCC2 Thermostat – White 3314082.011
CCC2 Thermostat – Black 3314082.000

AC CONVERSION KIT



- Carrier to Brisk II 3314534.000
- Carrier to Penguin II 3314534.011
- Coleman to Brisk II 3314537.000
- Coleman to Penguin II 3314537.014

VALUE PROPOSITION

DOMETIC ADVANTAGES

- **Broad Line** – Good, Better, Best / Standard, High Efficiency, Commercial Grade / Ducted, Non-Ducted
- **Quality** – Best materials, above industry standards
- **Innovation** – Global market leader in branded solutions for mobile living
- **Longevity** – We have withstood the test of time and have seen a lot of competition come and go
- **Performance** – Dometic continues to improve year over year (36 Reader's Choice Awards 2017 thru 2020)
- **Support** – Over 8000 service centers throughout US and Canada, tech support, customer service

RESOURCES

SPEND LESS TIME ON THE PHONE

WWW.DOMETIC.COM/D4B

AC MODEL BREAKDOWN

Brisk

XXXXXX

CONFIGURATION

AIR CONDITIONER

7915 -13.5BTU
7935 -13.5 - BUILT IN HS
9516 -15K BTU
9536 -15K- BUILT IN HS
9530 - HIGH EFFICIENCY

HEAT PUMP
9136- 15K CCC VERSION
9146- 15K ANALOG
9156- 15K DIGITAL
9186- 15K CCC2
9196- 15K SZLCD

TYPE
5- STANDARD
7- COMMERCIAL

FAMILY
4(BRISK I)
B(BRISK II)

Penguin

X X X X X X X

STANDARD
A- SPECIAL TOP MOUNT
C- CHINA MADE
H- NEWMAR SPECIAL
K- REV A FOR CCC2

BTU
2-11K
5-13.5K
6-15K

HEAT STRIP AVAILABILTY
1- NO HEAT STRIP
3- HEAT STRIP

CONTROL TYPE
3- NONE
4- ANALOG
5- CCC
8 – CCC2
9- SZLCD

BUILT IN CONTROL AVAILABILITY
0- NO CONTROLS BUILT IN
1- CONTROL BUILT IN

TYPE
4-AC
5-HEAT PUMP

FAMILY
6 (PENGUIN)

High Performance

X X X X X X X

STANDARD
A- SPECIAL TOP MOUNT
K- REV A FOR CCC2

BTU
2-11K
5-13.5K
6-15K

HEAT STRIP AVAILABILITY
1- NO HEAT STRIP
3 – HEAT STRIP

CONTROL TYPE
3- NONE
4- ANALOG
5- CCC
8 – CCC2
9- SZLCD

BUILT IN CONTROL AVAILABILITY
0- NO CONTROLS BUILT IN
1- CONTROL BUILT IN

TYPE
4-AC
5-HEAT PUMP

FAMILY
5 (HIGH PERFORMANCE)

Blizzard

XX XXXXXX

STANDARD
A- SPECIAL TOP MOUNT
K- REV A FOR CCC2

BTU
5-13.5K
6-15K

HEAT STRIP AVAILABILITY
1- NO HEAT STRIP
3 – HEAT STRIP

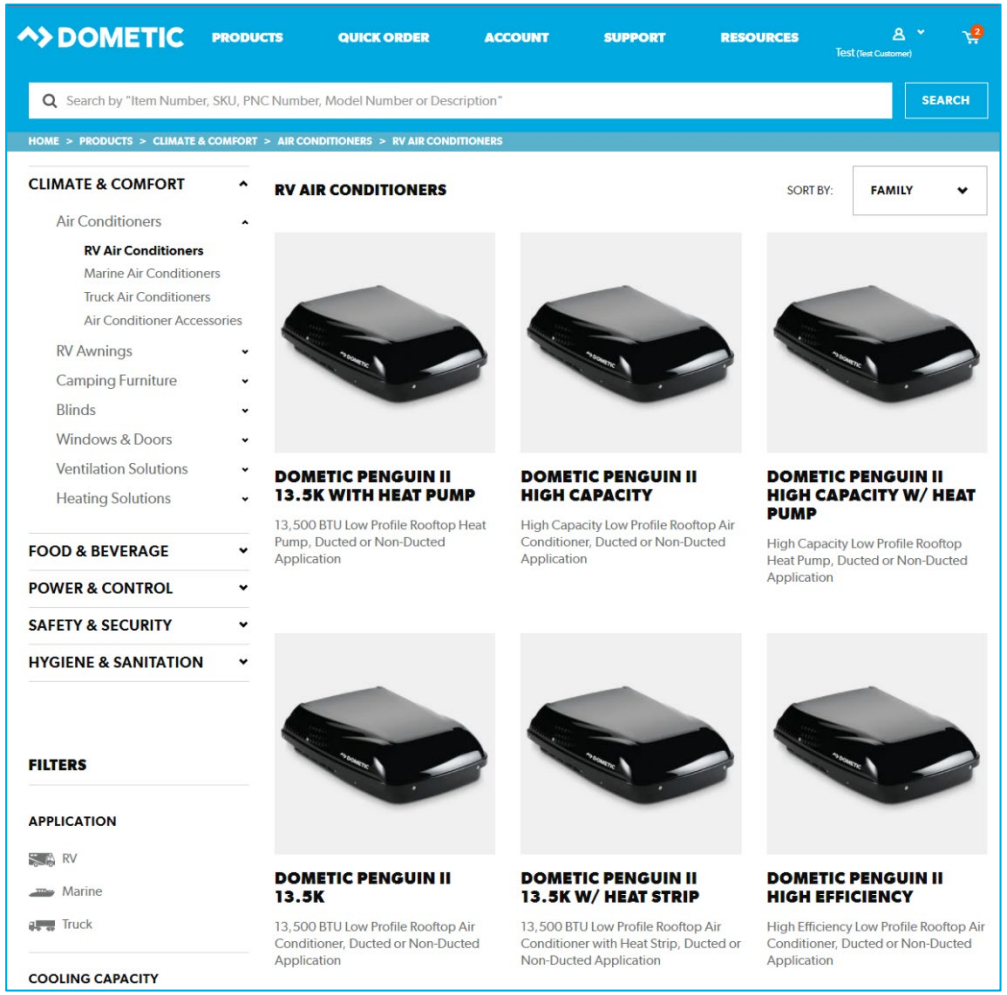
CONTROL TYPE
3- NONE
8 – CCC2
9- SZLCD

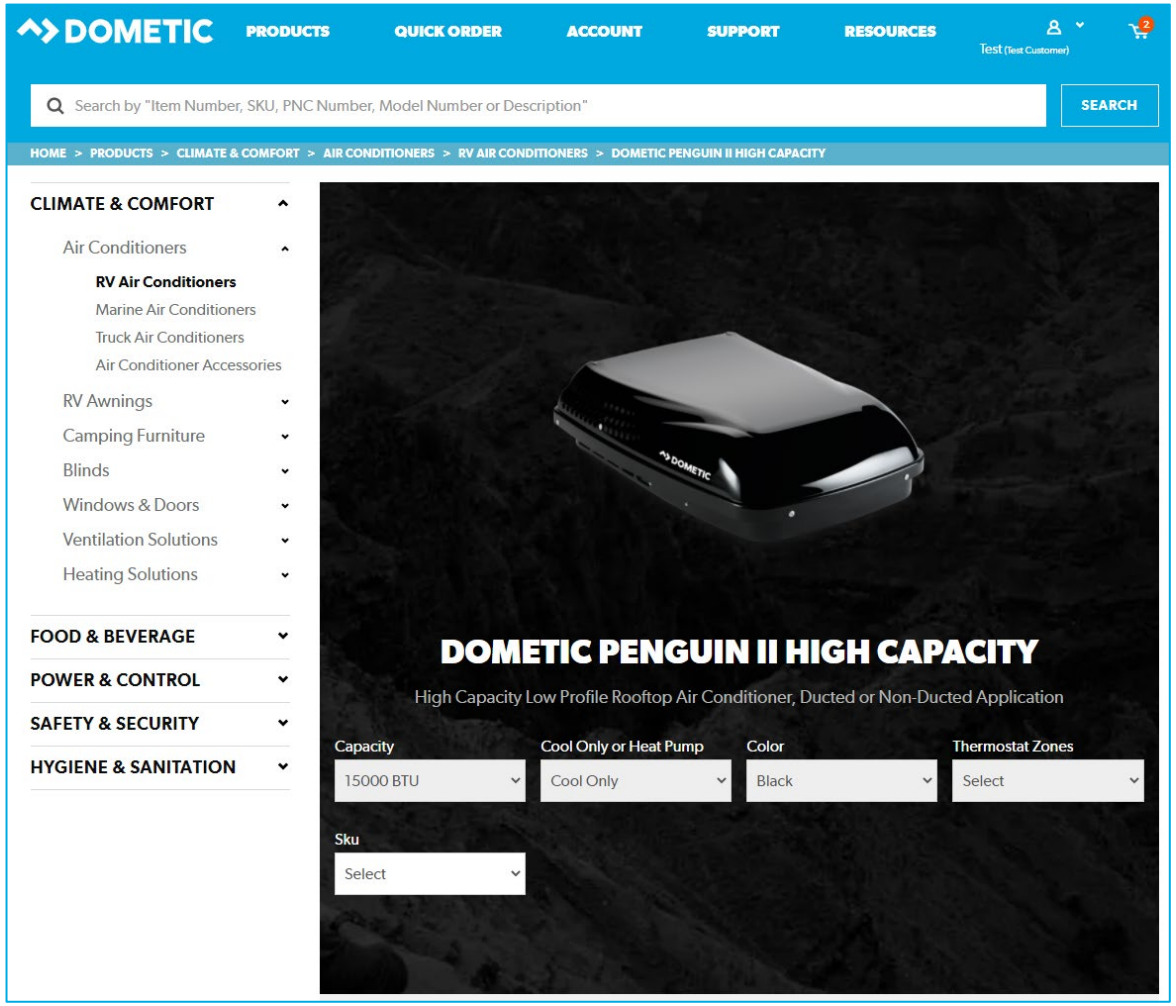
BUILT IN CONTROL AVAILABILITY
0- NO CONTROLS BUILT IN
1- CONTROL BUILT IN

TYPE
4-AC
5-HEAT PUMP

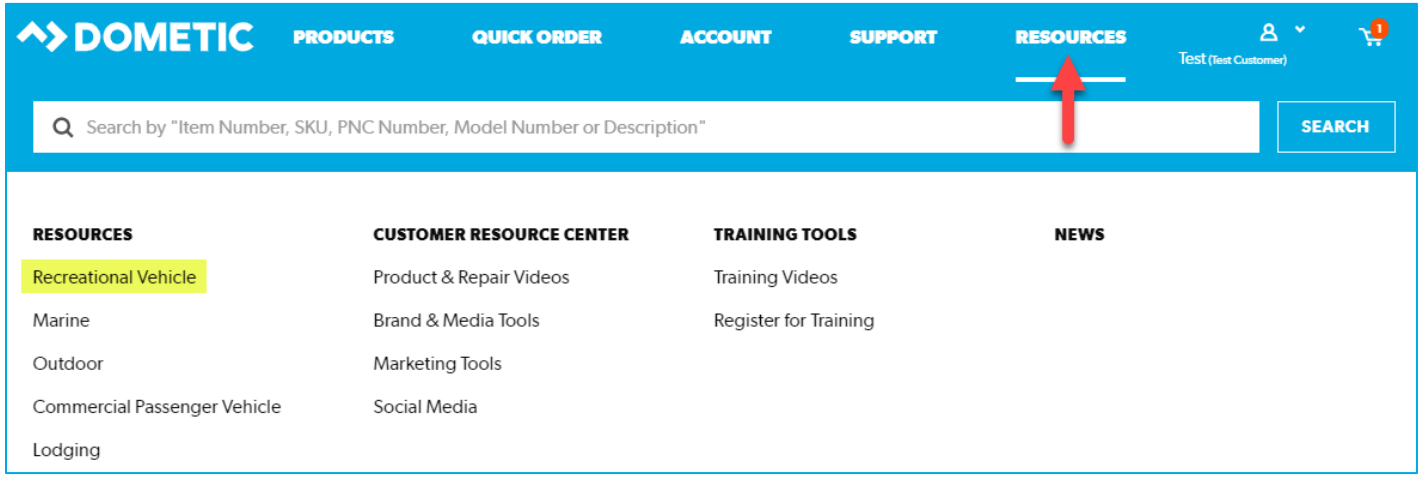
FAMILY
H5 (BLIZZARD)

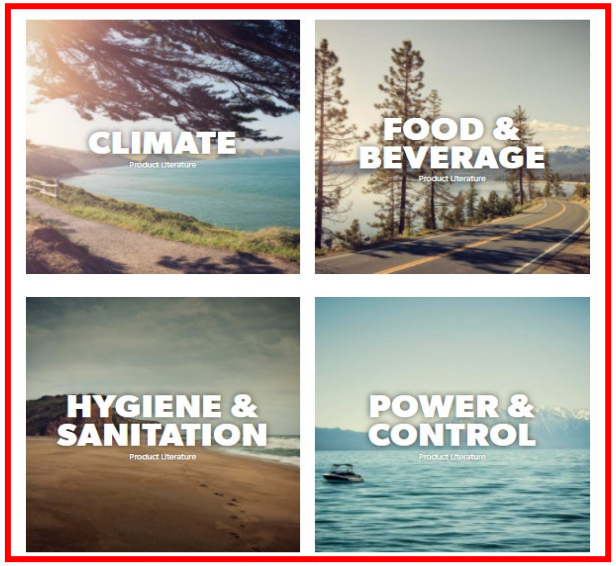
D4B AIR CONDITIONER ASSORTMENT & CONFIGURATOR TOOL





D4B ‘RESOURCES’ TAB – PRODUCT LITERATURE





- Climate - Air Conditioner, Awning, Fantastic Vent, Furnace & Slidetopper product literature.
- Food & Beverage - Cooktop, Powered Cooler, Range & Refrigerator product literature.
- Hygiene & Sanitation - Toilet & Water Heater product literature.
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- Marketing Tools - Access to Swag Site, Merchandising Site, Literature Site & various Catalogs
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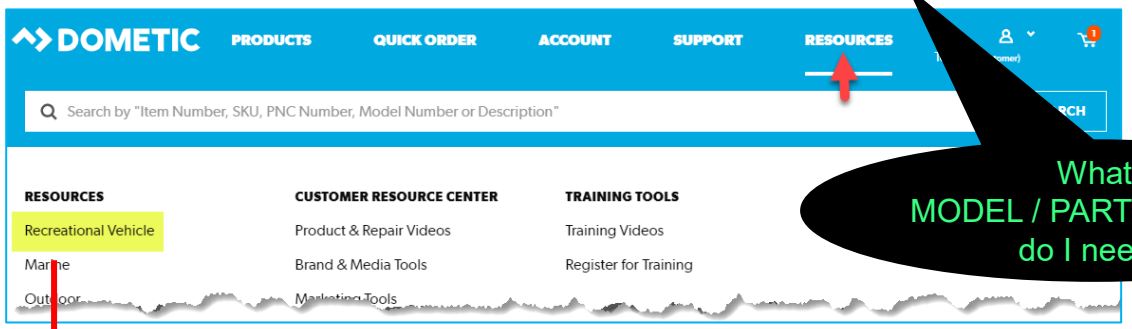
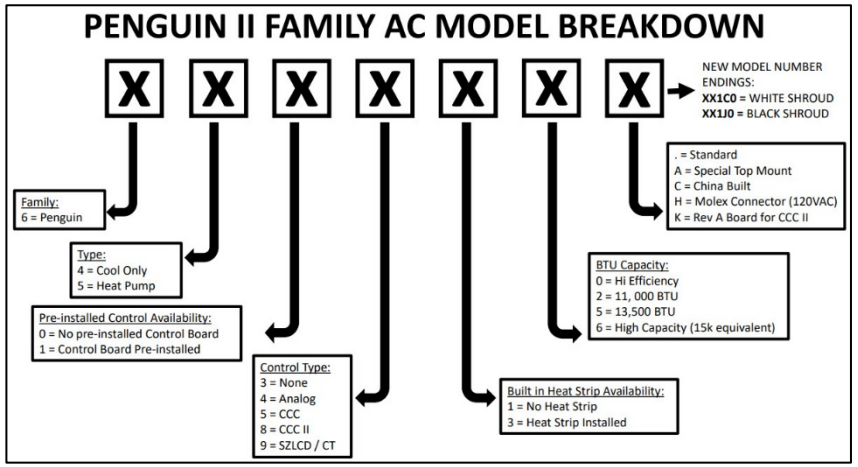
- Stay Connected - Access to Dometic Facebook, Instagram, LinkedIn & our Dometic Capital Fund
- Training - Register for training and access past training sessions

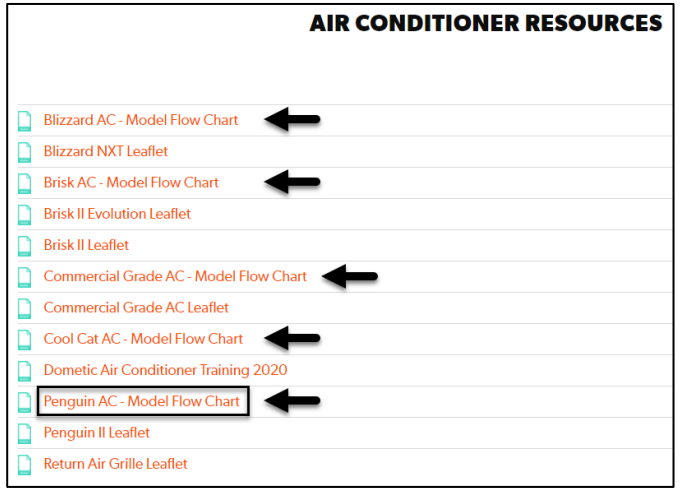
MODEL FLOW CHARTS

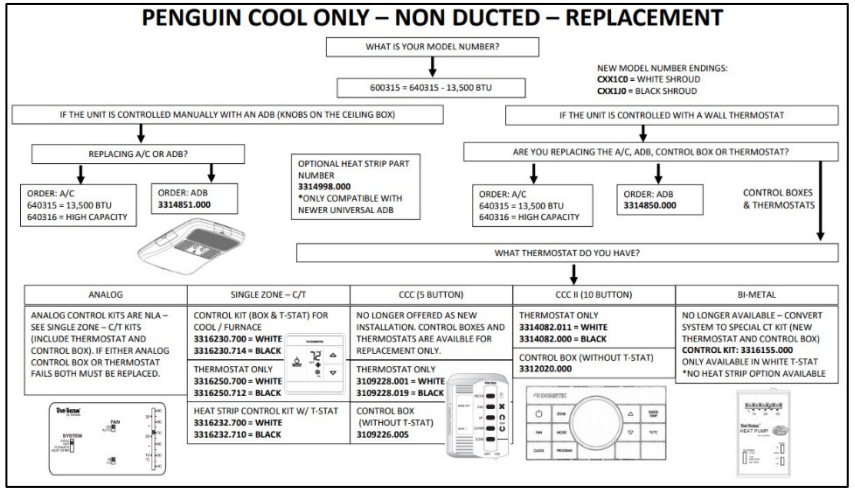


What
MODEL / PART NUMBER
do I need?

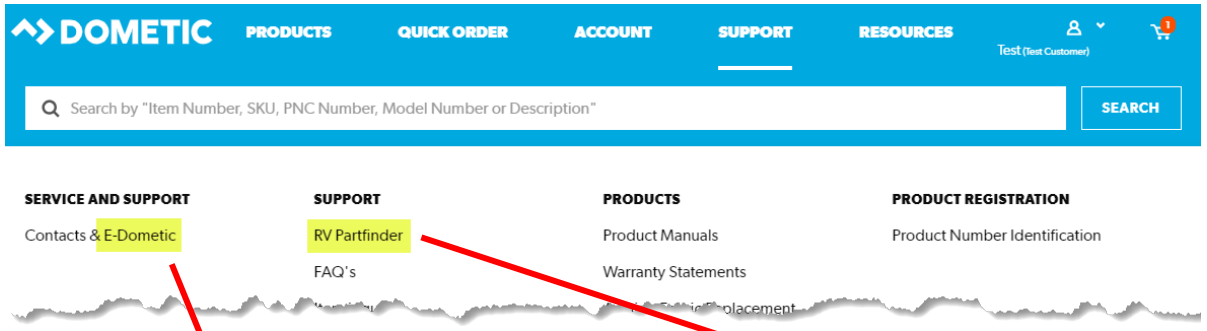
- Awnings
- SlideToppers
- Air Conditioners
- Refrigerators
- Window & Door Awnings
- Furnaces
- Water Heaters (coming soon!)



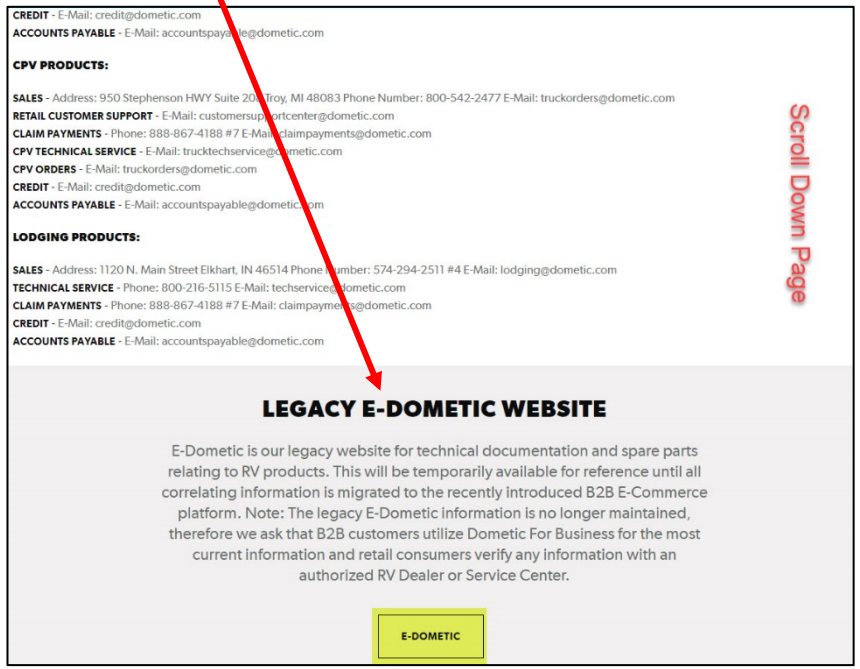




E-DOMETIC & RV PARTFINDER

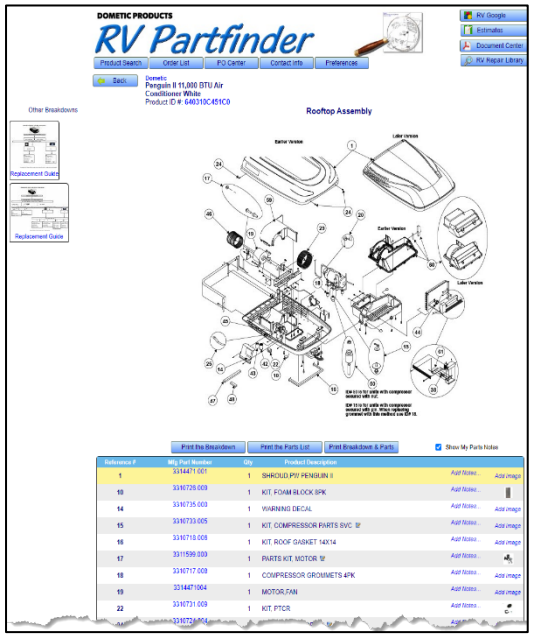


Need help finding Part Numbers, Manuals, Part Breakdowns?

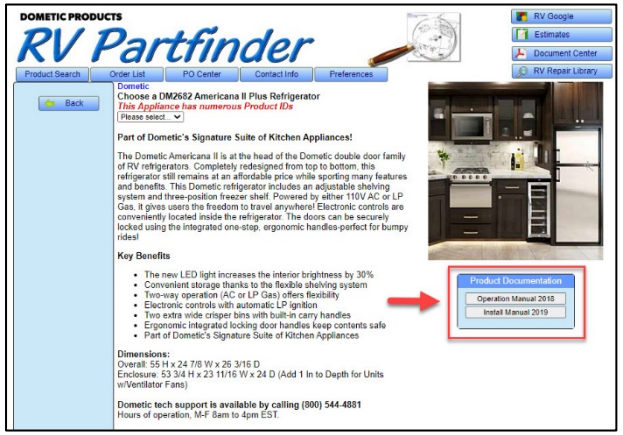


Home Page / Breakdown Search

Part Breakdowns



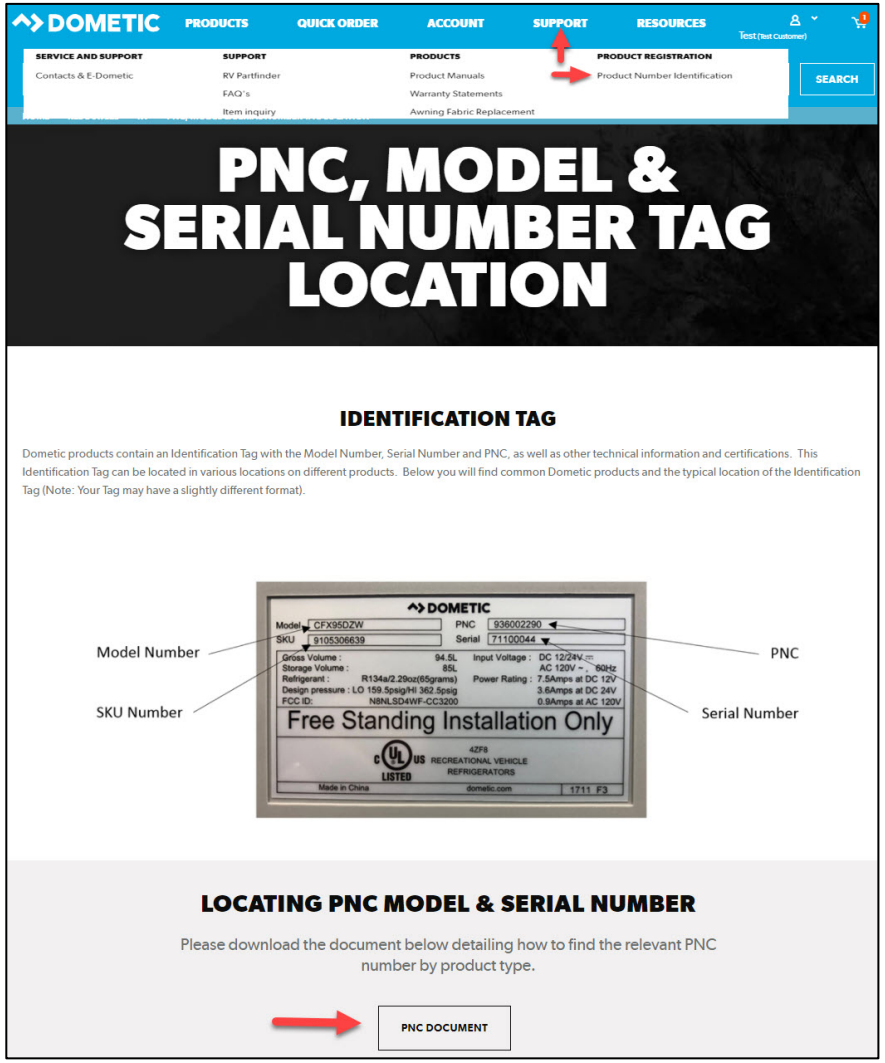
Manuals

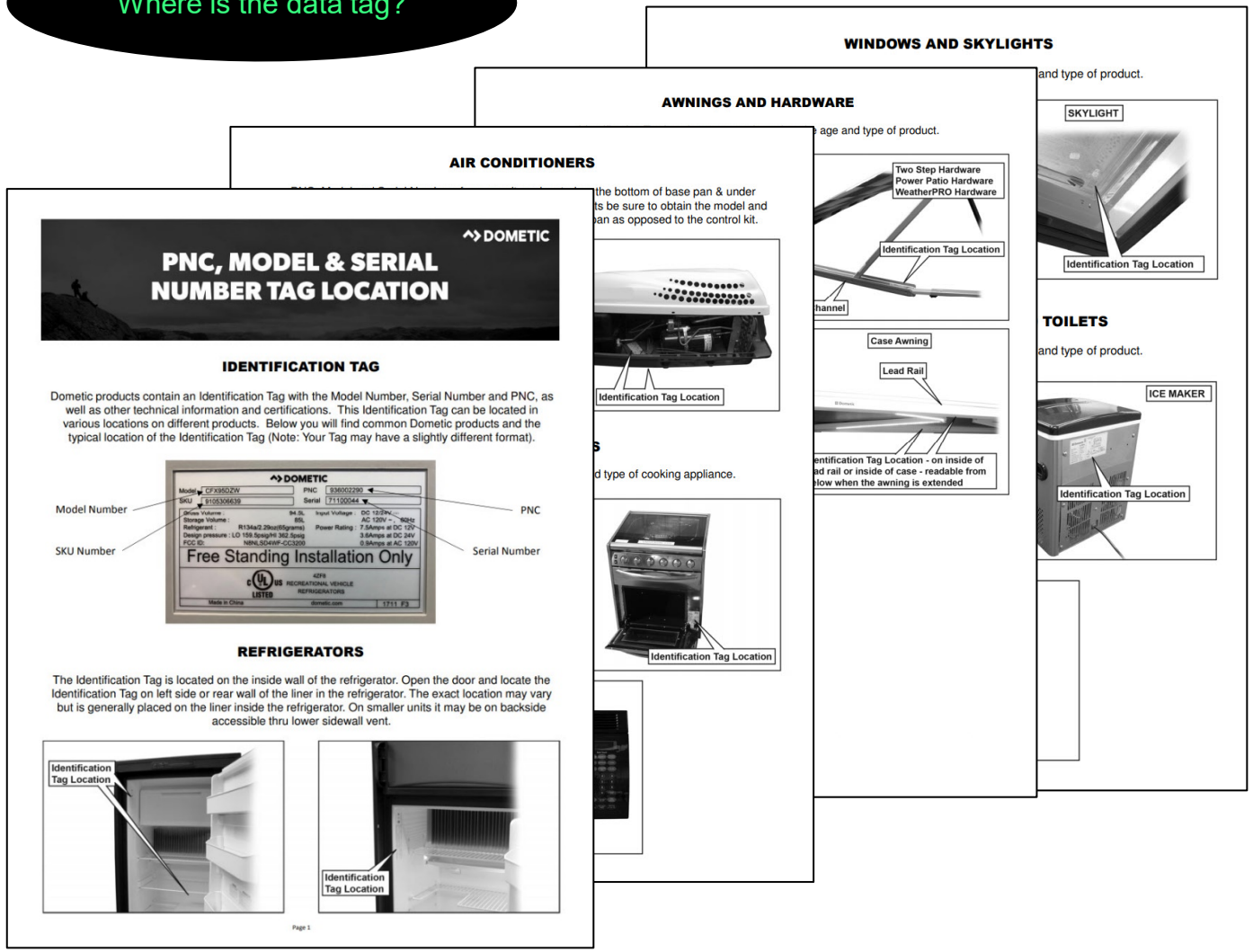


PRODUCT NUMBER IDENTIFICATION

Home Page > SUPPORT > Product Number Identification

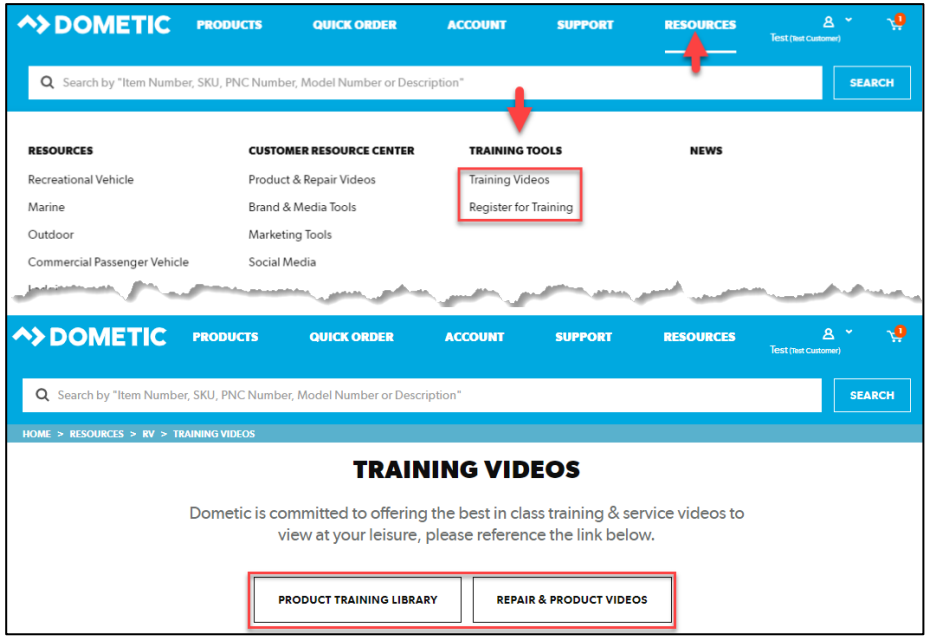
Where is the data tag?

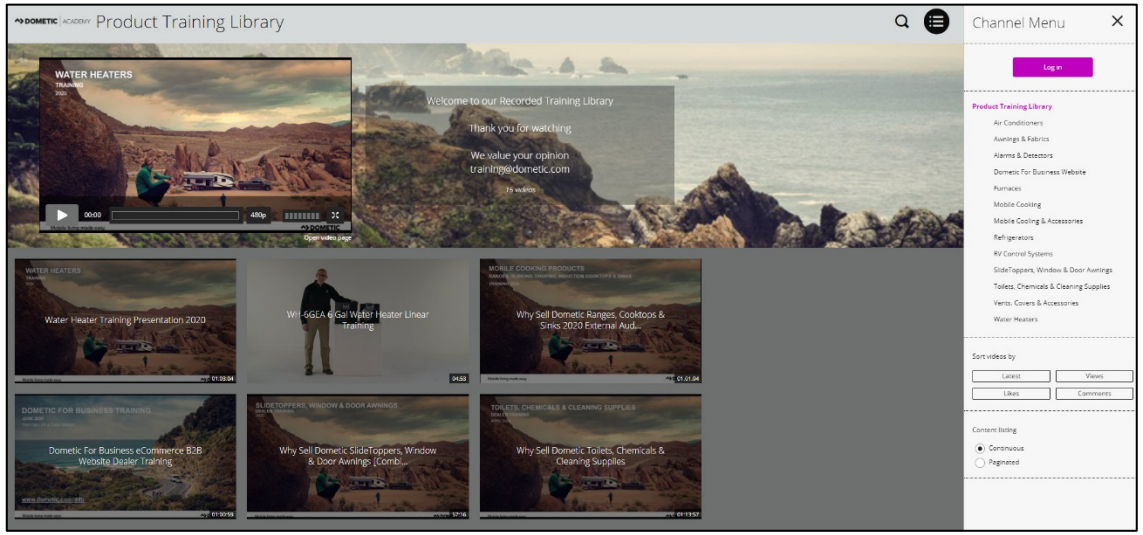


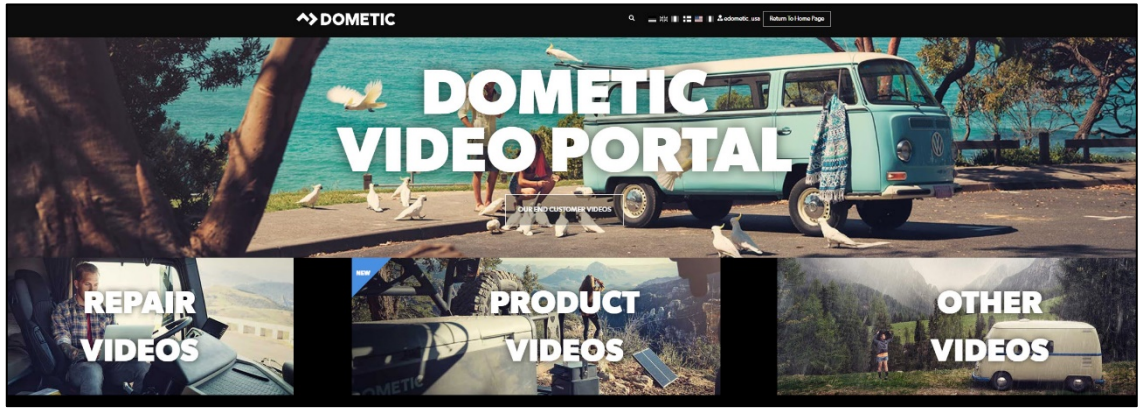


TRAINING – REPAIR & PRODUCT VIDEOS

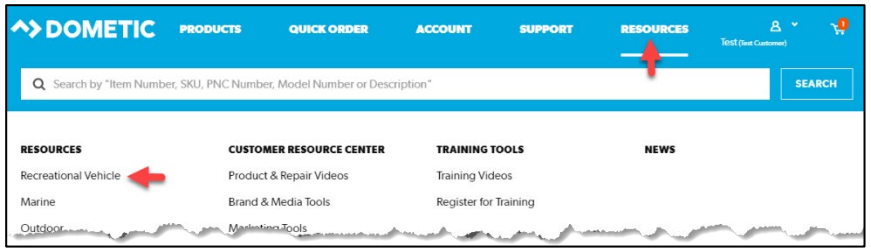
https://dreambroker.com/channel/wsgs6sui#/menu

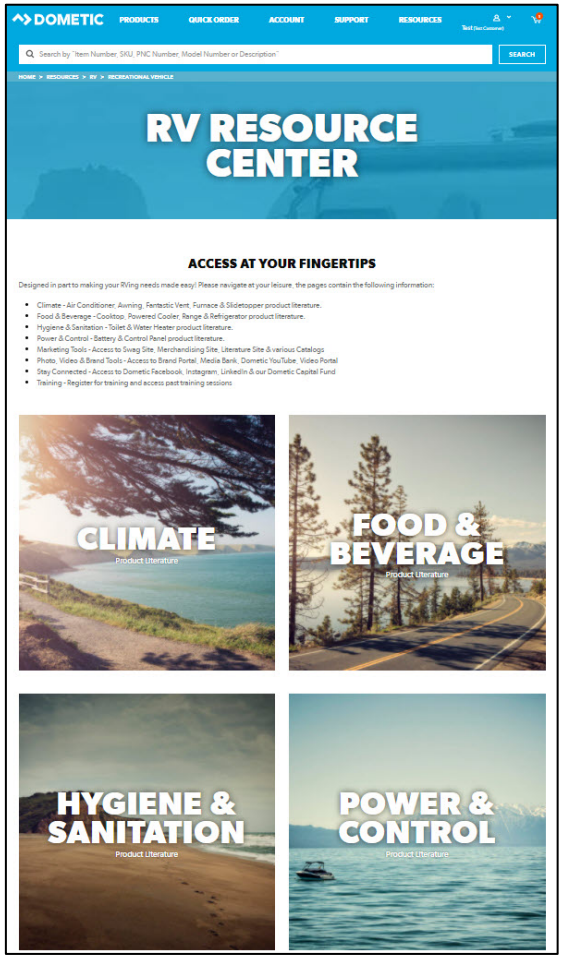


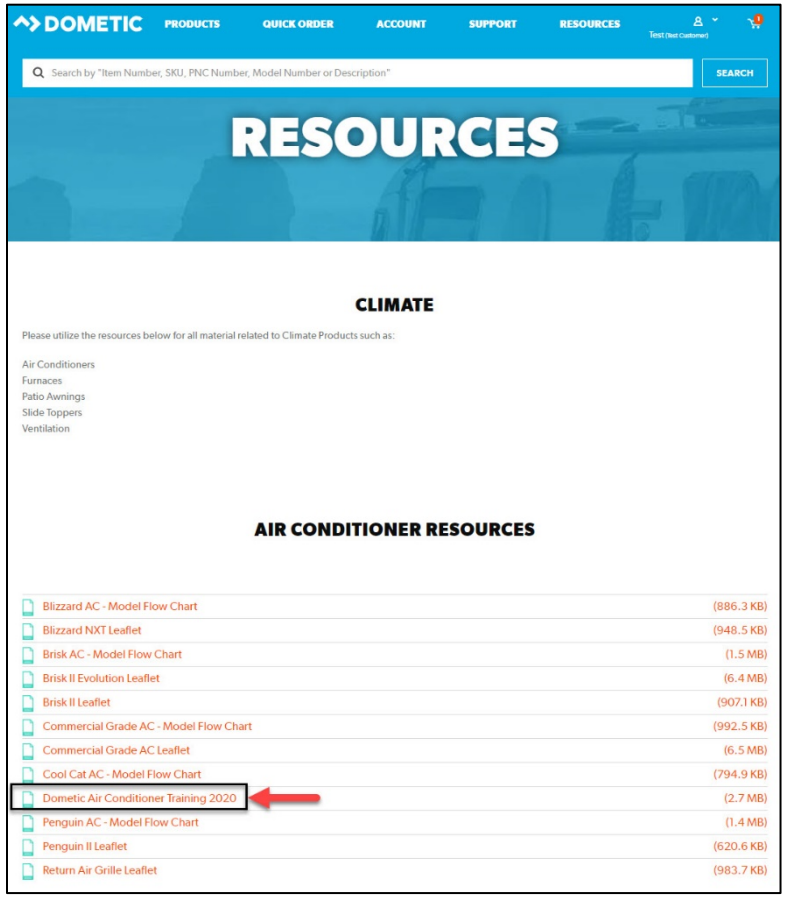




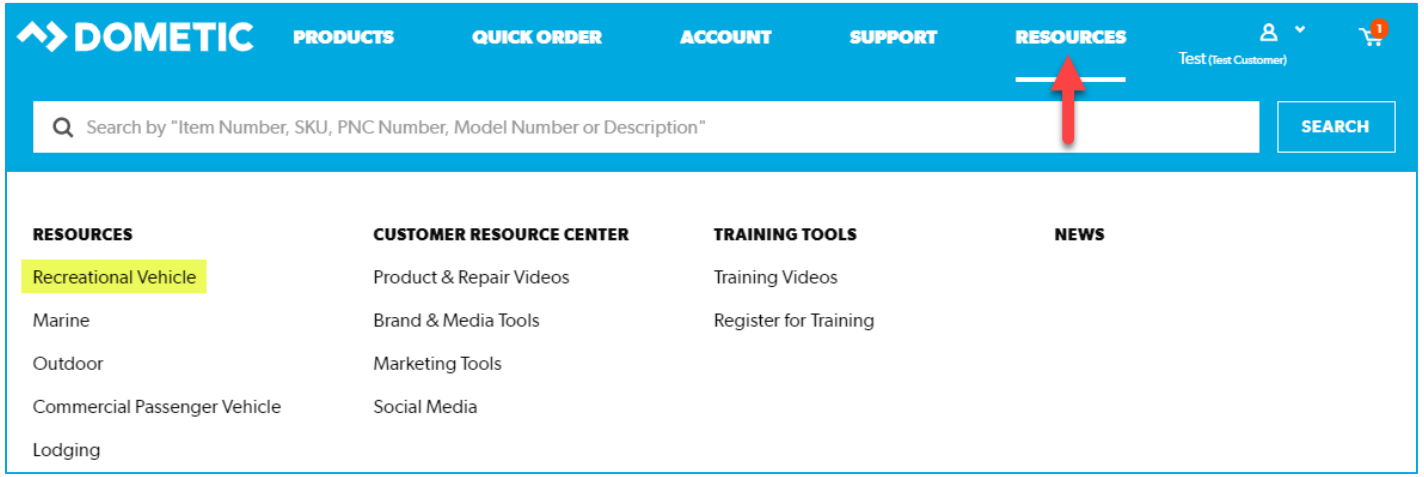
TRAINING – PRODUCT POWERPOINT PRESENTATIONS

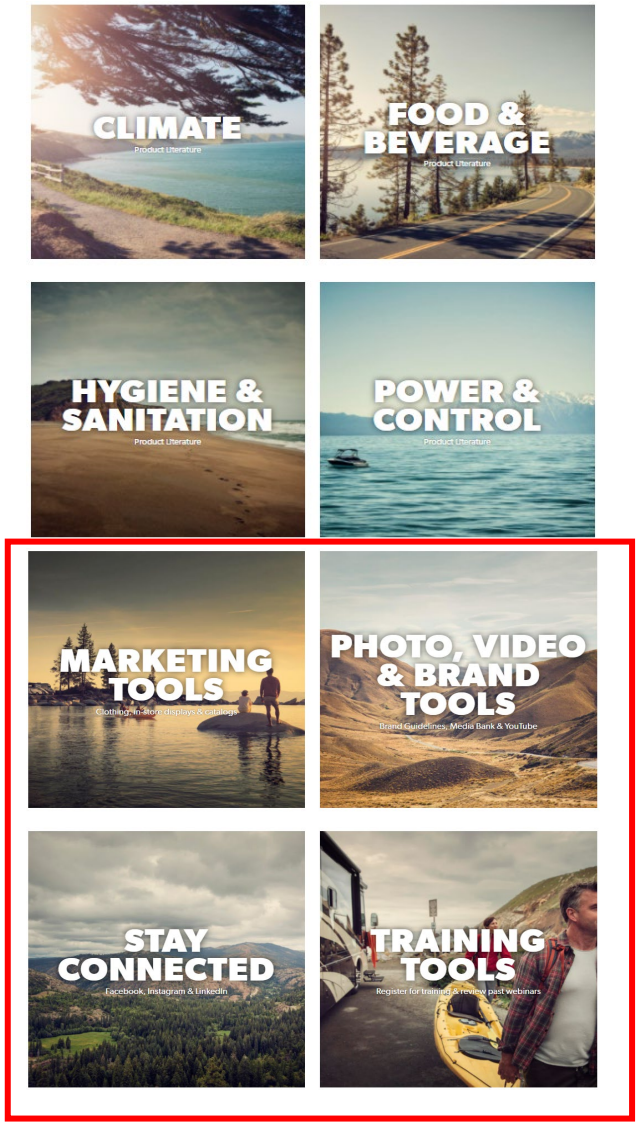






D4B ‘RESOURCES’ TAB – PRODUCT LITERATURE





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RESOURCES - MARKETING TOOLS

Dometic offers various marketing tools including a Swag Site to obtain branded clothing, office accessories, drinkware and more. A Merchandising Site for in-store displays, tools and signage. A Literature Site for easy access and ordering of brochures, catalogs and other print collateral, and a link to the various full line Catalogs for product categories in both online and PDF formats.

SWAG SITE | MERCHANDISING SITE | LITERATURE SITE | CATALOGS

LOG-IN CREDENTIALS

First time MERCHANDISING SITE visitors must select Create New Account and wait email with sign in credentials.

First time LITERATURE SITE visitors must select Request A Login and wait email with sign in credentials.

RESOURCES - PHOTO, VIDEO & BRAND TOOLS

Dometic is committed to offering the highest quality, impactful assets to most effectively showcase and sell products. The Brand Portal provides in-depth standards to ensure cohesive brand guidelines in all areas. The Media Bank is the source for Dometic product and lifestyle images, logos and additional assets for online and print utilization. For video assets, the Dometic YouTube site features brand, lifestyle, product and how-to videos for even more impactful activations.

BRAND PORTAL | **MEDIA BANK** | **DOMETIC YOUTUBE** | **VIDEO PORTAL**

LOG-IN INFORMATION

BRAND PORTAL credentials – E-Mail: brandportalinternal@dometic.com
Password: smartreliable

MEDIA BANK credentials - Username: mediabank2 Password: MobileLiving-16

RESOURCES - TRAINING TOOLS

TRAINING

Knowledge is power, so why not attend our monthly product webinars? Sign up by registering in the link below, don't forget to accept the invite into your calendar when you receive the confirmation email. Best of all, live trainings are recorded and made available to watch at your leisure by clicking the past training's button.

REGISTER FOR TRAINING | PAST WEBINARS

RESOURCES - STAY CONNECTED

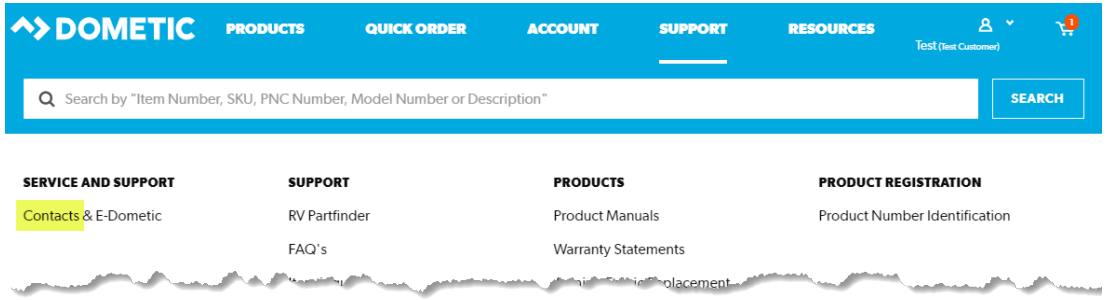
STAY CONNECTED

Stay connected with Dometic by following us on various social media channels to see the latest news, ambassador stories, product launches, videos, and more. You can also learn more about the Dometic Capital Fund and our partnership with Care Camps, a non-profit that sends children affected by cancer to medically supervised camps where they can have fun with other kids who understand what they're going through, receive treatment and make lasting, joyful memories.

DOMETIC FACEBOOK | DOMETIC INSTAGRAM | DOMETIC LINKEDIN | CARE CAMPS

DOMETIC CONTACTS

www.dometic.com www.dometic.com/d4b



SUPPORT CONTACT DETAILS

Feel free to utilize the contacts below for any questions or comments you may have.

RV PRODUCTS:

SALES - Address: 1120 N. Main Street Elkhart, IN 46514 Phone Number: 800-Dometic E-Mail: fdd@dometic.com
TECHNICAL SERVICE - Phone: 800-216-5115 E-Mail: techservice@dometic.com
CLAIM PAYMENTS - Phone: 888-867-4188 #7 E-Mail: claimpayments@dometic.com
RETAIL CUSTOMER SUPPORT - E-Mail: customersupportcenter@dometic.com
OEM CUSTOMER SERVICE - E-Mail: customerservice@dometic.com
OEM TECHNICAL SUPPORT - E-Mail: oemtechservice@dometic.com
DEALER/RETAILERS - E-Mail: fdd@dometic.com
CREDIT - E-Mail: credit@dometic.com
ACCOUNTS PAYABLE - E-Mail: accountspayable@dometic.com
SANITATION - Address: 13128 State Rt 226 Big Prairie, OH Phone Number: 800-321-9886 E-Mail: sealand@dometic.com
FRENCH - Phone: 800-701-2944

MARINE PRODUCTS:

SALES - Address: 2000 N. Andrews Ave Pompano Beach, FL 33069 Phone Number: 800-542-2477 E-Mail: marinesales@dometic.com
SANITATION - Address: 13128 State Rt 226 Big Prairie, OH Phone Number: 800-321-9886 E-Mail: sealand@dometic.com
CLAIM PAYMENTS - Phone: 888-867-4188 #7 E-Mail: claimpayments@dometic.com
CREDIT - E-Mail: credit@dometic.com
ACCOUNTS PAYABLE - E-Mail: accountspayable@dometic.com

OUTDOOR PRODUCTS:

SALES - Address: 1120 N. Main Street Elkhart, IN 46514 Phone Number: 800-Dometic E-Mail: fdd@dometic.com
RETAIL CUSTOMER SUPPORT - E-Mail: customersupportcenter@dometic.com
TECHNICAL SERVICE - Phone: 800-216-5115 E-Mail: techservice@dometic.com
CLAIM PAYMENTS - Phone: 888-867-4188 #7 E-Mail: claimpayments@dometic.com
DEALER/RETAILERS - E-Mail: fdd@dometic.com
CREDIT - E-Mail: credit@dometic.com
ACCOUNTS PAYABLE - E-Mail: accountspayable@dometic.com

CPV PRODUCTS:

SALES - Address: 950 Stephenson HWY Suite 208 Troy, MI 48083 Phone Number: 800-542-2477 E-Mail: truckorders@dometic.com
RETAIL CUSTOMER SUPPORT - E-Mail: customersupportcenter@dometic.com
CLAIM PAYMENTS - Phone: 888-867-4188 #7 E-Mail: claimpayments@dometic.com
CPV TECHNICAL SERVICE - E-Mail: trucktechservice@dometic.com
CPV ORDERS - E-Mail: truckorders@dometic.com
CREDIT - E-Mail: credit@dometic.com

QUESTIONS

Mobile living made easy.

DOMETIC