DOMETIC GAS DETECTORS & ALARMS

TRAINING

OCTOBER 2020

Mobile living made easy.

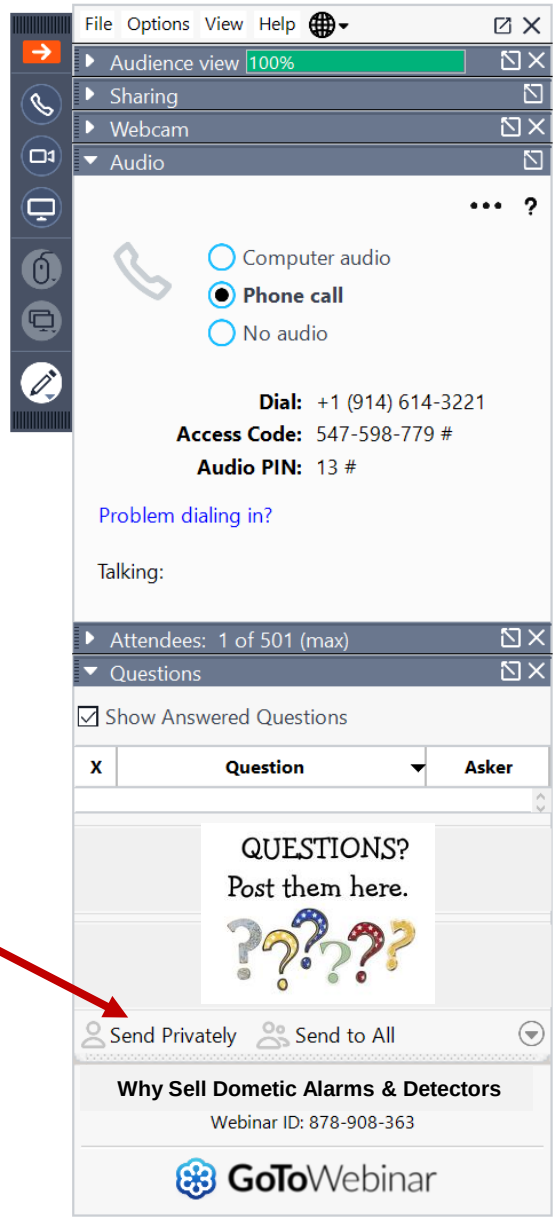
DOMETIC

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 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** and LOGIN

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

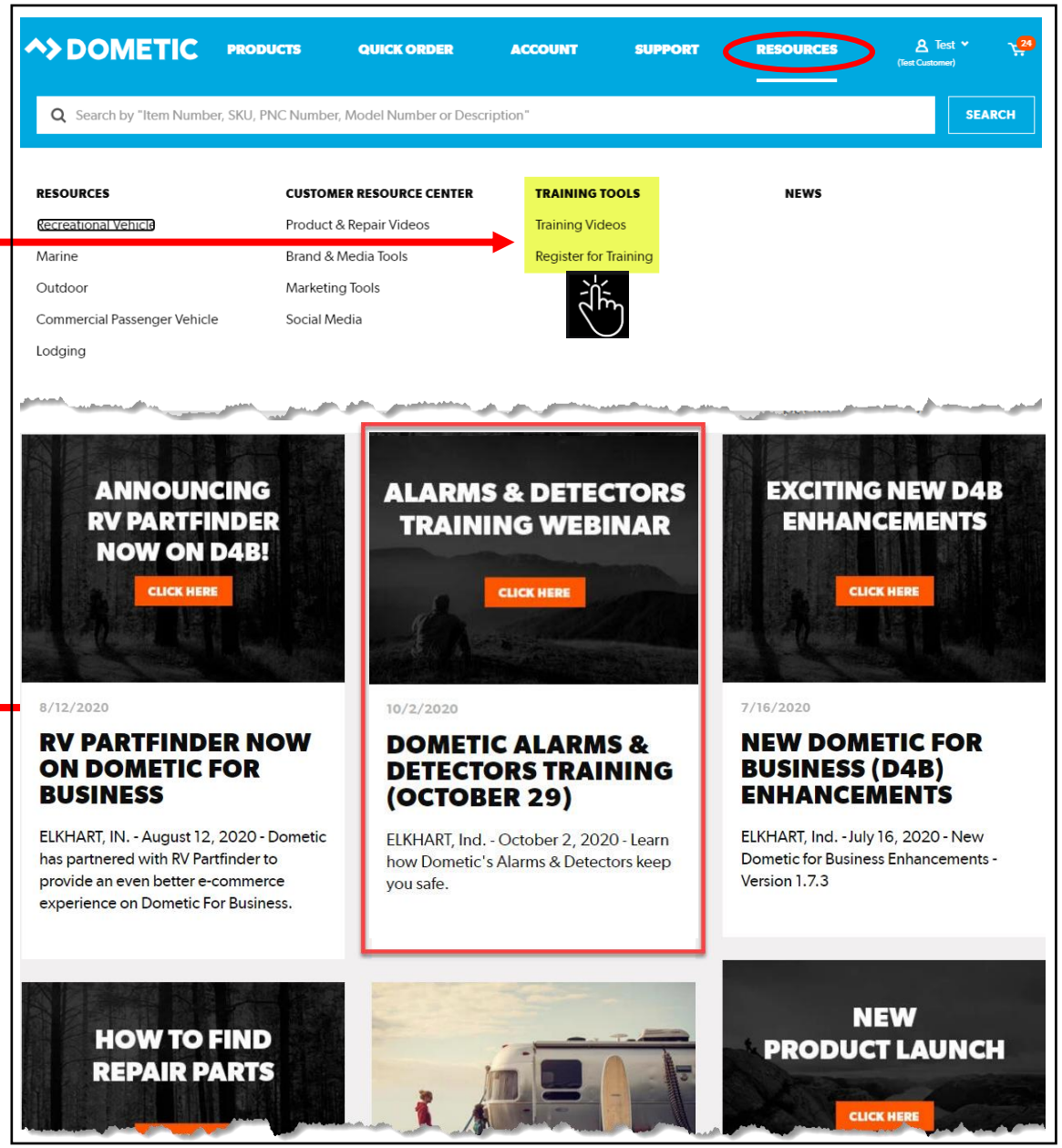
On HOME PAGE of D4B website, scroll down to **TRAINING WEBINAR** tile, select CLICK HERE

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



COMPANY OVERVIEW

PRODUCT CATEGORIES:

- CLIMATE
- FOOD & BEVERAGE
- HYGIENE & SANITATION
- POWER & CONTROL
- OUTDOOR / CAMPING

Employees

8,400

27 manufacturing assembly plants in

11

countries

Sales offices in

30

countries

Products sold in

100

countries

AGENDA

- **A Great Opportunity!**
  - Inventory Clearance
  - LP, LPCO, CO Detectors
- **Detectors & Gas 101**
  - How Detectors Work
  - Carbon Monoxide
  - Liquid Propane
  - Detector Maintenance
- **Customer Service / Warranty**
- **Questions**

A GREAT OPPORTUNITY

INVENTORY CLEARANCE – WHILE SUPPLIES LAST

These are in RETAIL PACKAGING

Legacy Number	SKU	Description	On-Hand Inventory 10/22/20	Channel	Dometic MSRP / Price	Safe-T-Alert Equivalent	Safe-T-Alert MSRP / Price
32703	9108859706	ALARM, GAS CO W/LCD WHT – Retail Packaging	191	AFTERMARKET	$86.70 / $24.90	Surface Mount CO Alarm	$99.49 / $63.16
36681	9108860167	ALARM, LP/CO COMBINATION WHT – Retail Packaging	5542	AFTERMARKET	$132.60 / $30.29	Flush Mount 35 Series LP/CO	$129.99 / $77.89
36720	9108860173	ALARM, GAS LP WHT – Retail Packaging	4381	AFTERMARKET	$82.62 / $18.72	Flush Mount 30 Series LP	$84.95 / $55.64

5542 x $30.29 per unit = $167,867 cost
5542 x $60.00 per unit = $332,520 price
$164,653 profit

$\frac{(\text{Price-Cost})}{\text{Cost}}$ $\frac{(\$60.00-\$30.29)}{\$30.29}$ **98% margin**

4381 x $18.72 per unit = $ 82,012 cost
4381 x $50.00 per unit = $219.050 price
$137,038 profit

$\frac{(\text{Price-Cost})}{\text{Cost}}$ $\frac{(\$50.00-\$18.72)}{\$18.72}$ **167% margin**

INVENTORY CLEARANCE PRODUCTS

36681 LP/CO – White
9108860167
D4B Status: Phase Out

36720 LP – White
9108860173
D4B Status: Out of Production

32703 CO – White
9108859706
D4B Status: Out of Production

36720

DOMETIC DUAL LP/CO ALARM

Dual LP/CO Alarm 12V White

- Portable, can be mounted or used on a tabletop
- Runs of on-board power
- Has a long-lasting 10-year life
- Compliant in all UL standards
- Non-obtrusive mounting position in wall or cabinet surface

36720

DOMETIC LP GAS DETECTOR

12V DC Gas detector - White

- Runs off 12V and on-board power
- Has a lower profile than other detectors
- Meets all UL criteria for RV and residential use
- Screws into the wall and mounts near baseboard

32703

DOMETIC CARBON MONOXIDE DETECTOR

Digital Alarm System

- Portable, can be mounted or used on a tabletop
- Runs off 3 AA batteries
- Has a long lasting 10-year life
- Compliant in all UL standards
- Can be mounted high, low or to the ceiling
- Easy DIY install

DETECTORS / GAS 101

HOW DETECTORS WORK

Gas detectors work by **monitoring different levels of gas in the air** i.e. parts per million 'ppm' of gas to air molecules

- They work on a threshold system
- Once the sensor detects a higher than normal concentration of gas in the air (ppm), the alarm sounds
- **Photo sensors**: measure the size of CO and LP molecules (particulates)
  When a molecule passes by, the photo sensor holds the info until '3' of same size are seen before alerting

  Patch sensors: collect CO and LP molecules
  When it catches enough, goes into alarm state e.g. 100 ppm of gas to 1 air molecule

  Most CO test equipment is set to signal at 100 ppm

  At 100 ppm can feel a headache after 1-2 hours, an unborn baby can be harmed at 17 ppm

  The burner on a stove is considered an "intermittent" appliance so the dilution rate is rapid due to infrequent burning so guidelines allow 800 ppm. Furnaces are "continuous duty" appliances so guidelines allow 400 ppm.
- Our bodies absorb CO molecules more readily than a molecule of air

  Cannot induce artificial odor (like sulfur with LPG) as CO is produced from incomplete combustion, so it burns off

  Less efficient the flame (air to gas mixture) the more CO

CARBON MONOXIDE

Like home, RVs need CO detectors. Modern RVs are equipped with them, not always older campers. Should be installed in every sleeping compartment.

- CO is produced when fuel is burned. Only occurs from incomplete combustion, which produces a yellow flame.
- CO is odorless, colorless and tasteless – the silent killer. It kills by slowly replacing the oxygen in the blood at the cellular level.
- Most gas appliances vent to the outside; however, a blocked flue, exhaust pipe, or a breeze in the wrong direction can bring CO inside the motorhome.
- Generators are frequent offenders, especially in tight quarters where the exhaust can flow from one motorhome to another.
- Early symptoms are flu-like and include a headache, nausea, fatigue and dizziness. Eventually, the victim falls asleep and doesn't wake up.
- This is why CO detectors are now a mandatory fixture in all RVs. Most motorhomes will have separate CO and smoke detectors mounted on the ceiling. CO detectors generally have a 10-year lifespan from the time they are first activated. Most CO detectors have a sticker that indicates service and replacement dates. If it's not filled out, then the manufacturing date starts the "clock."
- If the CO detector in your motorhome uses a battery, it should be replaced annually. Use only the type of battery recommended by the manufacturer. Changing the batteries can be an annual spring opener activity, or if you're a full-timer, when you change the clocks (for daylight-saving time, if necessary). Many, but not all detectors have a low-battery and/or an end-of-life signal.
- If the CO alarm activates, immediately ventilate the RV and turn off all fuel-burning appliances until the culprit can be found. Many alarms have a function that temporarily silences the alarm. Never remove the battery while people are in the motorhome. The detectors have a safety feature that prevents the battery door from being closed when no battery is present.
- If anyone is having CO symptoms, call 911 immediately.

LIQUID PROPANE

LP-gas, or propane, is used to fuel appliances in many motorhomes. It is a safe and stable fuel that is energy efficient when used correctly.

- LP is heavier than air, most of the time the gas connection is on the outside of the RV which is good. But could still have failure at Piezo ignition.
- If propane is allowed to flow into a space, it can become a significant hazard.
- Propane has a distinct sulfur odor, and LP-gas detectors provide a loud alert in the event of a leak, long before it can become a hazard.
- Propane detectors in motorhomes are 12-volt DC powered and generally connect to the house batteries. Some alarms are connected to an electric solenoid valve on the LP-gas tank that closes in the event of a power failure or during an alarm event.
- Since propane is heavier than air, propane detectors are always mounted near the floor.
- Most LP-gas detectors have a 5-7 year lifespan before replacement becomes necessary. Unlike other detectors, the years are counted when the device is powered up, not from the date put in service. Many will have an end-of-life signal to indicate the need to replace the unit.
- If the LP-gas alarm sounds, leave the motorhome immediately, close the LP-gas tank valve and ventilate the interior.
- Be cognizant of any source of ignition, like light switches, which should not be turned on while vacating the interior.
- Most detectors have a feature that will temporarily silence the alarm.
- Sometimes other gases, like those from aerosol cans, can cause an alarm in the right concentrations.
- If you’re confident this is the cause, ventilate the area and silence the alarm.

DETECTOR MAINTENANCE

Gas detectors are meant to protect you and your family, maintenance and operation are the owners responsibility.

- **Replace batteries** (use batteries recommended by the manufacturer)
- **Remove dust** from inside the detector with a can of compressed air
- **Test detectors** when the RV comes out of storage, before each trip, and weekly while living in the motorhome (simply press the button and listen for the alarm)
- **Replace detectors** as directed by the manufacturer. It may be necessary to remove or dismount the detector to see the date stamp, but this process only takes a few seconds. Add a sticker near the detector with the replacement date.
- **Add additional detectors** as needs dictate. They can be found online or at a local home center.
- ETL Edison Testing Laboratories is a equipment safety certification program operated by the laboratory Intertek who is one of the few NRTLs Nationally Recognized Testing Laboratories overseen by OSHA. Accredited with ISO 17025 as a company competent in testing and calibration techniques. Our products are certified to

  UL 2034 Single & Multi Station Carbon Monoxide Detectors, North America Std for CO Alarms (on back of device)
  UL 1484 Residential Gas Detectors, North America Std for LP Alarms (on back of device)

CUSTOMER SERVICE / WARRANTY

What is expiration date of an alarm?
Is there a backup battery?
What is warranty?
Alarm sounding but no leak, how trouble shoot?

2 YEARS (LP & LPCO ALARMS)

DOMETIC

LIMITED TWO-YEAR WARRANTY (LP & LPCO DETECTORS)

THE SELLER NAMED BELOW MAKES THE FOLLOWING WARRANTY WITH RESPECT TO LP & LPCO DETECTORS (HEREINAFTER REFERRED TO AS THE "DOMETIC PRODUCT"):

1. This Warranty is made only to the fist purchaser (hereinafter referred to as the "Original Purchaser"), who acquires the Dometic Product for his or her own use and when the Dometic Product is installed and operated within the continental United States and Canada.
2. WARRANTY PERIOD: This Warranty will be in effect for two (2) years from the date of purchase by the Original Purchaser. The Original Purchaser should retain a copy of the dated bill of sale as evidence of the date of purchase.
3. WARRANTY: This Warranty covers labor, specified parts, and freight. The Dometic Product shall be free from defects in material and workmanship at the time of sale and under normal use. All Dometic Products (except those specifically built for commercial use) are warranted only when installed per the Seller's installation instructions on vehicles built to R.V.I.A. A119-2 and C.R.V.A. Z-240 Standards. This Warranty does NOT cover conditions unrelated to the material and workmanship of the Dometic Product. Such unrelated conditions include, but are not limited to: (a) damage not reported within ten (10) days of ownership; (b) failure or damage caused by storms, rain, water pooling, or any acts of God; (c) faulty installation or installation that does not comply with the Seller's instructions or R.V.I.A. and C.R.V.A. Standards, and any damage resulting caused by installation of accessories not manufactured and marketed by the Seller or any non-Dometic parts that the need for normal maintenance and any damage resulting from the failure to provide such maintenance; (f) fail for use of this Dometic Product; (g) any accident to, or misuse of, any part of the Dometic Product and any altera or its authorized representative; (h) cosmetic issues caused during installation; (i) normal wear; (j) Dometic Prod
4. WARRANTY REMEDY: In order to obtain the benefits of this Warranty, the Original Purchaser has the followin WARRANTY PERIOD:
   a. Preferred option: Deliver the Dometic Product for inspection to the nearest Authorized Dometic Service Ce obtain the location of the nearest Authorized Dometic Service Center, refer to https://www.dometic.com/en Dometic Service Center will work with the Seller to obtain Warranty coverage if a Seller defect is identifie CENTER IS AN AUTHORIZED DOMETIC SERVICE CENTER. DO NOT PAY THE SERVICE CENTE
   b. Second option: If it is not feasible under the circumstances to deliver the Dometic Product to an Authorized 1-800-544-4881 for additional Warranty assistance. Seller prefers option a. first and only option b. if option under the circumstances.
5. Any item returned in the manner described in paragraph 4 will be examined by the Authorized Dometic Service item was defective in material and workmanship at the time of sale, the Authorized Dometic Service Center will coverage. The Seller shall, at Dometic's sole option, repair or replace the Dometic Product, or refund Original Pu determines that repairs to the Dometic Product are to be made, then only authorized Dometic parts will be used.
6. The Seller does not authorize any person or company to create any Warranty obligations or liability on its behalf length of time which you are deprived of the use of the Dometic Product.
7. **IN NO EVENT SHALL SELLER BE LIABLE FOR EITHER INCIDENTAL OR CONSEQUENTIAL DA DAMAGE TO ANOTHER PRODUCT OR PRODUCTS RESULTING FROM SUCH A DEFECT. SOME EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABO APPLY TO YOU.**
8. **ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY A PURPOSE, IS LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO N HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY T**
9. **THIS WARRANTY GIVES SPECIFIC LEGAL RIGHTS, YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.** No action to enforce this Warranty shall be commenced later than ninety (90) days after the expiration of the Warranty Period. Claims must be submitted in writing to the Dometic Customer Support Center.
10. The Seller reserves the right to change the design of any Dometic product without notice and with no obligation to make corresponding changes in Dometic products previously manufactured.

PROTECTION FOR YOUR NEW INVESTMENT
We appreciate that you have chosen to purchase a Dometic product for your recreational vehicle and we want to help you protect this wise investment. We at Dometic, back our products with one of the most comprehensive warranties in the industry.
Register your product online at: www.eDometic.com.

Dometic Corporation
Customer Support Center
1120 North Main Street
Elkhart, Indiana 46514
1-574-294-2511
Register Your Product @ www.eDometic.com

REVISION
Form No. 30118 (06/18)
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LaGrange, IN 46761

5 YEARS (CO ALARMS)

DOMETIC

LIMITED FIVE-YEAR WARRANTY (CO ALARMS)

THE SELLER NAMED BELOW MAKES THE FOLLOWING WARRANTY WITH RESPECT TO CO ALARMS (HEREINAFTER REFERRED TO AS THE "DOMETIC PRODUCT"):

1. This Warranty is made only to the fist purchaser (hereinafter referred to as the "Original Purchaser"), who acquires the Dometic Product for his or her own use and when the Dometic Product is installed and operated within the continental United States and Canada.
2. WARRANTY PERIOD: This Warranty will be in effect for five (5) years from the date of purchase by the Original Purchaser. The Original Purchaser should retain a copy of the dated bill of sale as evidence of the date of purchase.
3. WARRANTY: This Warranty covers labor, specified parts, and freight. The Dometic Product shall be free from defects in material and workmanship at the time of sale and under normal use. All Dometic Products (except those specifically built for commercial use) are warranted only when installed per the Seller's installation instructions on vehicles built to R.V.I.A. A119-2 and C.R.V.A. Z-240 Standards. This Warranty does NOT cover conditions unrelated to the material and workmanship of the Dometic Product. Such unrelated conditions include, but are not limited to: (a) damage not reported ship; (b) failure or damage caused by storms, rain, water pooling, or any acts of God; (c) faulty installation or installation Seller's instructions or R.V.I.A. and C.R.V.A. Standards, and any damage resulting from such; (d) damage or failure sories not manufactured and marketed by the Seller or any non-Dometic parts that are installed as replacement parts; (e) ce and any damage resulting from the failure to provide such maintenance; (f) failure to follow the Seller's instructions t; (g) any accident to, or misuse of, any part of the Dometic Product and any alteration by anyone other than the Seller e; (h) cosmetic issues caused during installation; (i) normal wear; (j) Dometic Product abuse.

rder to obtain the benefits of this Warranty, the Original Purchaser has the following two options during the

the Dometic Product for inspection to the nearest Authorized Dometic Service Center during the Warranty Period. To nearest Authorized Dometic Service Center, refer to https://www.dometic.com/en-us/us/find-a-dealer. The Authorized will work with the Seller to obtain Warranty coverage if a Seller defect is identified. CONFIRM THE SERVICE RIZED DOMETIC SERVICE CENTER. DO NOT PAY THE SERVICE CENTER FOR WARRANTY REPAIRS.

t feasible under the circumstances to deliver the Dometic Product to an Authorized Dometic Service Center, please call tional Warranty assistance. Seller prefers option a. first and only option b. if option a. is determined not to be feasible

er described in paragraph 4 will be examined by the Authorized Dometic Service Center. If it is found that the returned and workmanship at the time of sale, the Authorized Dometic Service Center will contact the Seller for Warranty Dometic's sole option, repair or replace the Dometic Product, or refund Original Purchaser's purchase price. If the Seller Dometic Product are to be made, then only authorized Dometic parts will be used.

ny person or company to create any Warranty obligations or liability on its behalf. This Warranty is not extended by the eprived of the use of the Dometic Product.

LER BE LIABLE FOR EITHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS INCLUDES ANY RODUCT OR PRODUCTS RESULTING FROM SUCH A DEFECT. SOME STATES DO NOT ALLOW THE TION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT

Y, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR ANY D THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.

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DOMETIC

Parts, Labor
and Freight

QUESTIONS

Mobile living made easy.

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