

# WATER HEATERS

TRAINING

DECEMBER 2019



Mobile living made easy.

 **DOMETIC**

# WHY WE EXIST

Dometic is a global market leader in branded solutions for mobile living in the areas of Food & Beverage, Climate, Power & Control, Safety & Security and Hygiene & Sanitation. Dometic operates in the Americas, EMEA and Asia Pacific, providing products for use in recreational vehicles, trucks and premium cars, pleasure and workboats, and for a variety of other uses.

Our motivation is to create smart and reliable products with outstanding design. We sell our products in approximately 100 countries and we have a global distribution and dealer network in place to serve the aftermarket. Dometic employs approximately 8,000 people worldwide, had net sales of more than SEK 18.0 billion (2 billion USD) in 2018 and is headquartered in Stockholm, Sweden.

# AGENDA

- History
- 2020 Water Heater Family
- 2019 to 2020 Conversion Chart
- Voice of Customer / Attribute Importance
- Feature Comparison / Current vs. Future
- Dometic vs. Suburban
- Why Sell Dometic Water Heaters
- Sales & Marketing Support
- Model & Replacement Part Numbers
- Questions



# HISTORY

- 1909 Atwood Vacuum Machine Company later becomes Atwood Mobile Products
- 1936 Atwood enters RV industry with Trailer Couplers
- 1949-60 Atwood expands RV product line with screw-type Trailer Jacks and Surge Brakes
- 1964 Atwood **adds water heaters** by merging with Bowen Company a supplier of RV water heaters
- 1965-80 Atwood manufactures ***pilot ignition*** water heaters (Gas only)
- 1980's Atwood adds ***electronic ignition*** water heaters (separate Gas or Electric models, no combo Gas/Electric units)
- 1990's Atwood adds ***combo gas/electric ignition*** (one T-stat controls temp via circuit board and dual switch)
- 2000's Atwood introduces ***mixing valve XT*** model (higher inlet temp, cooled by mixing cold water, faster recovery rates)
- 2014 **Dometic acquires Atwood** Mobile Products
- 2017 **Dometic rebrands Atwood** products
- 2019-20 Dometic launches ***new water heater*** *WH-6GA, WH-6GEA, WH-10GEA (Q4'20), WH-9GEA, WH-16GEA*



# 2020 WATER HEATER FAMILY

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# 2020 WATER HEATER FAMILY

**New Platform**



6 gal Gas **WH-6GA** - coming January 2020  
6 gal Gas/Electric **WH-6GEA** - coming January 2020  
10 gal Gas/Electric **WH-10GEA** - not avail till Q4 2020  
6 gal XT Gas/Electric **WH-9GEA** - coming January 2020  
10 gal XT Gas/Electric **WH-16GEA** - not avail till Q4 2020

**Current Platform**



10 gal Gas/Electric **GC10A-4E** <sup>1</sup>  
10 gal XT Gas/Electric **GE16EXT** <sup>1</sup>

<sup>1</sup> Sell old 10 gal until new 10 gal PNs in Q4 2020

\* Item/SKU description have packaging designations: BP (Bulk Pack), SU (Single Pack), SP (Retail Pack)



# 2019 > 2020 CONVERSION CHART

# 2019 → 2020 CONVERSION CHART

6 gal gas **standard pilot** → discontinued all standard pilot ignition Q1 2019, all models will now be direct spark ignition <sup>1</sup>  
10 gal gas **standard pilot** → discontinued all standard pilot ignition Q1 2019, all models will now be direct spark ignition <sup>1</sup>

6 gal Gas → 6 gal Gas **WH-6GA** --- coming January 2020 ..... **GOOD**  
10 gal Gas → discontinued

6 gal Gas/Electric → 6 gal Gas/Electric **WH-6GEA** --- coming January 2020 ..... **BETTER**  
10 gal Gas/Electric → 10 gal Gas/Electric **WH-10GEA** --- target Q4 2020 <sup>2</sup>  
6 gal Gas/Electric w/ heater exchanger → discontinued  
10 gal Gas/Electric w/ heater exchanger → discontinued

6 gal XT Gas → 6 gal XT Gas/Electric **WH-9GEA** --- coming January 2020 ..... **BEST**  
10 gal XT Gas → 10 gal XT Gas/Electric **WH-16GEA** --- target Q4 2020 <sup>2</sup>  
6 gal XT Gas/Electric w/ heater exchanger → discontinued  
10 gal XT Gas/Electric w/ heater exchanger → discontinued

<sup>1</sup> remaining standard pilot ignition inventory used for warranty claims

<sup>2</sup> sell old 10 gal models until new 10 gal PNs come Q4 2020



# VOICE OF CUSTOMER / ATTRIBUTE IMPORTANCE

# PRODUCT ATTRIBUTE RANKING

OEM

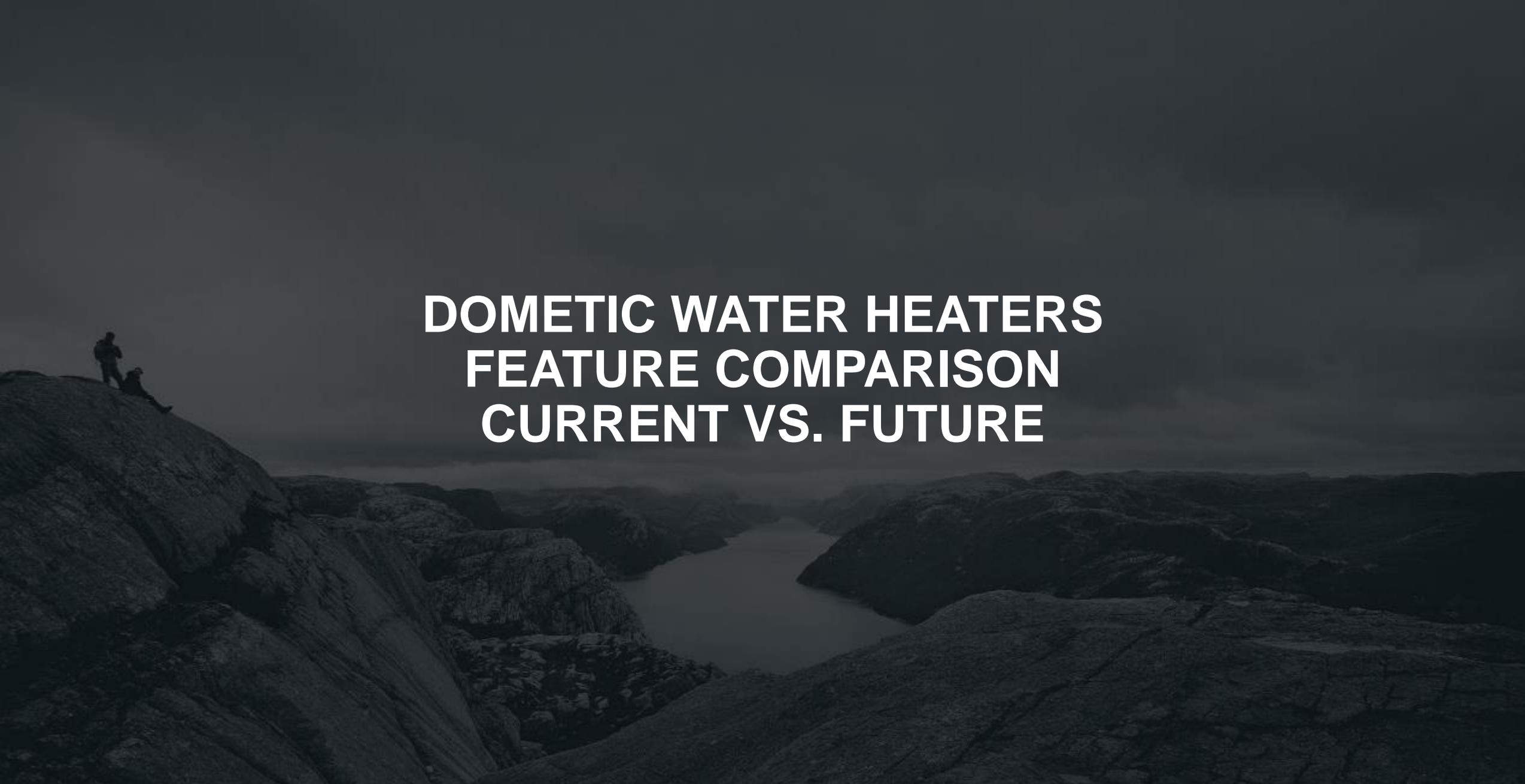
Recovery Rate	5
Minutes of Hot Water at 100°F	4
Pre-installed winterizing by-pass kit	3
Presence of Anode Rod	2
Tank Material (Aluminum vs. Steel with and without Porcelain coating)	1

DEALER and  
RETAILER

Price	5
Recovery Rate	4
Minutes of Hot Water at 100°F	3
Amp Draw	2
What is temp with adjustable thermostat	1

END USER

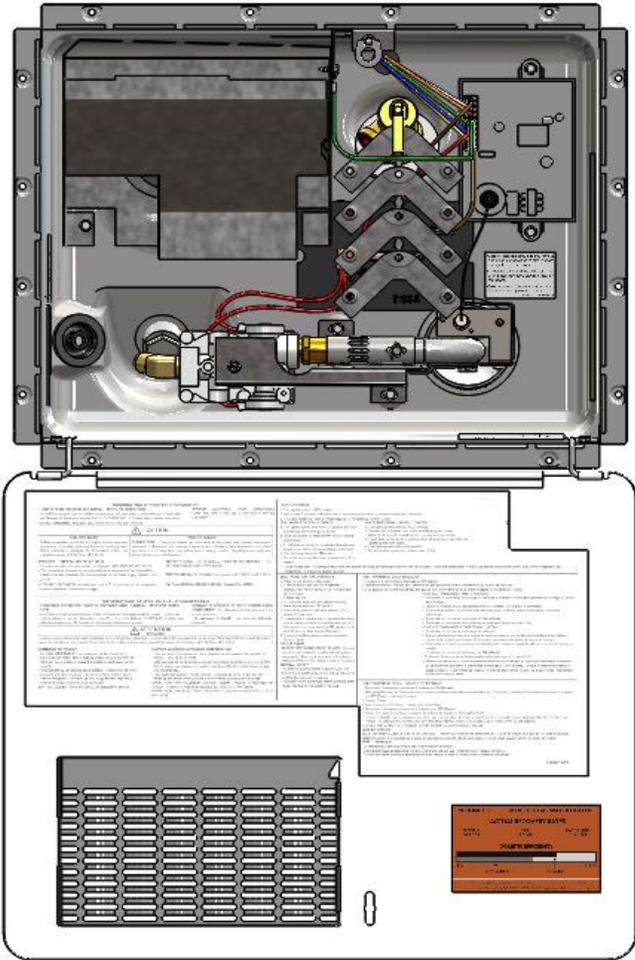
Minutes of Hot Water at 100°F	5
Recovery Rate	4
Amount of maintenance	3
2 year warranty	2
What is temp with adjustable thermostat	1



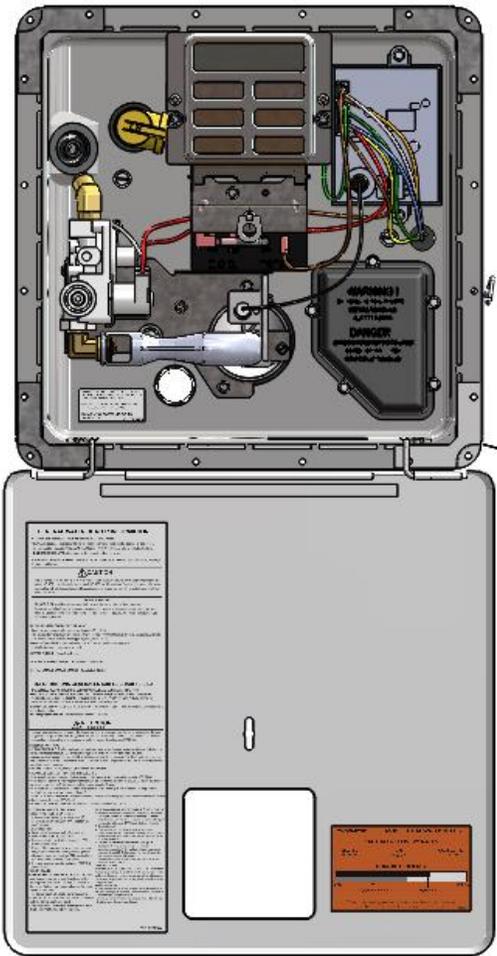
# DOMETIC WATER HEATERS FEATURE COMPARISON CURRENT VS. FUTURE

# FRONT VIEW

## CURRENT

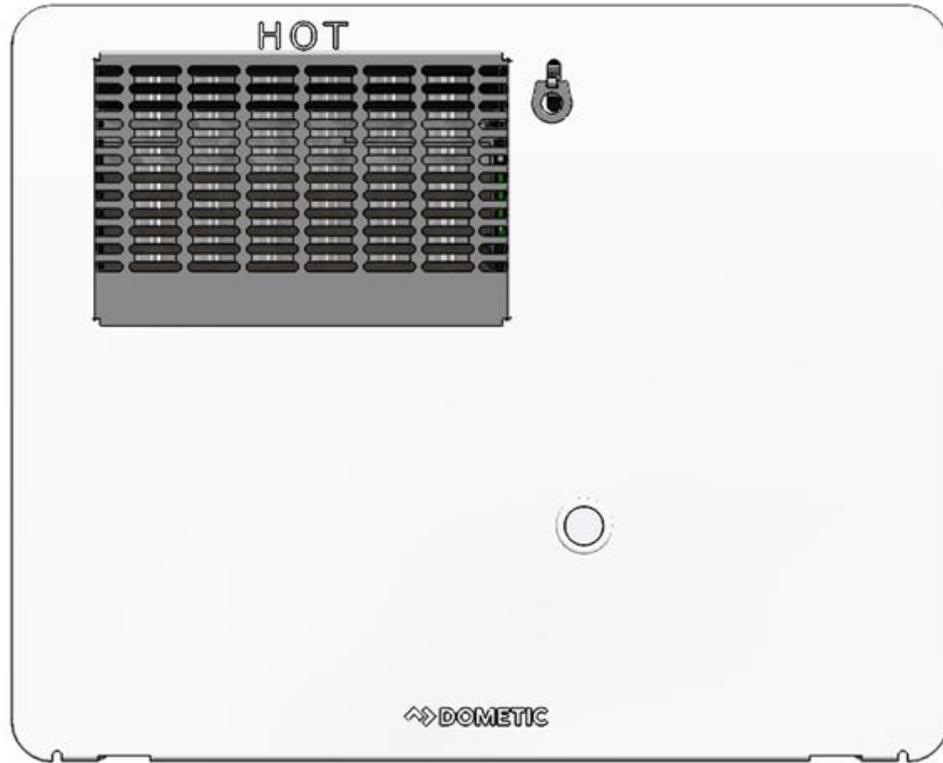


## FUTURE



# DOOR SHAPE

CURRENT



FUTURE

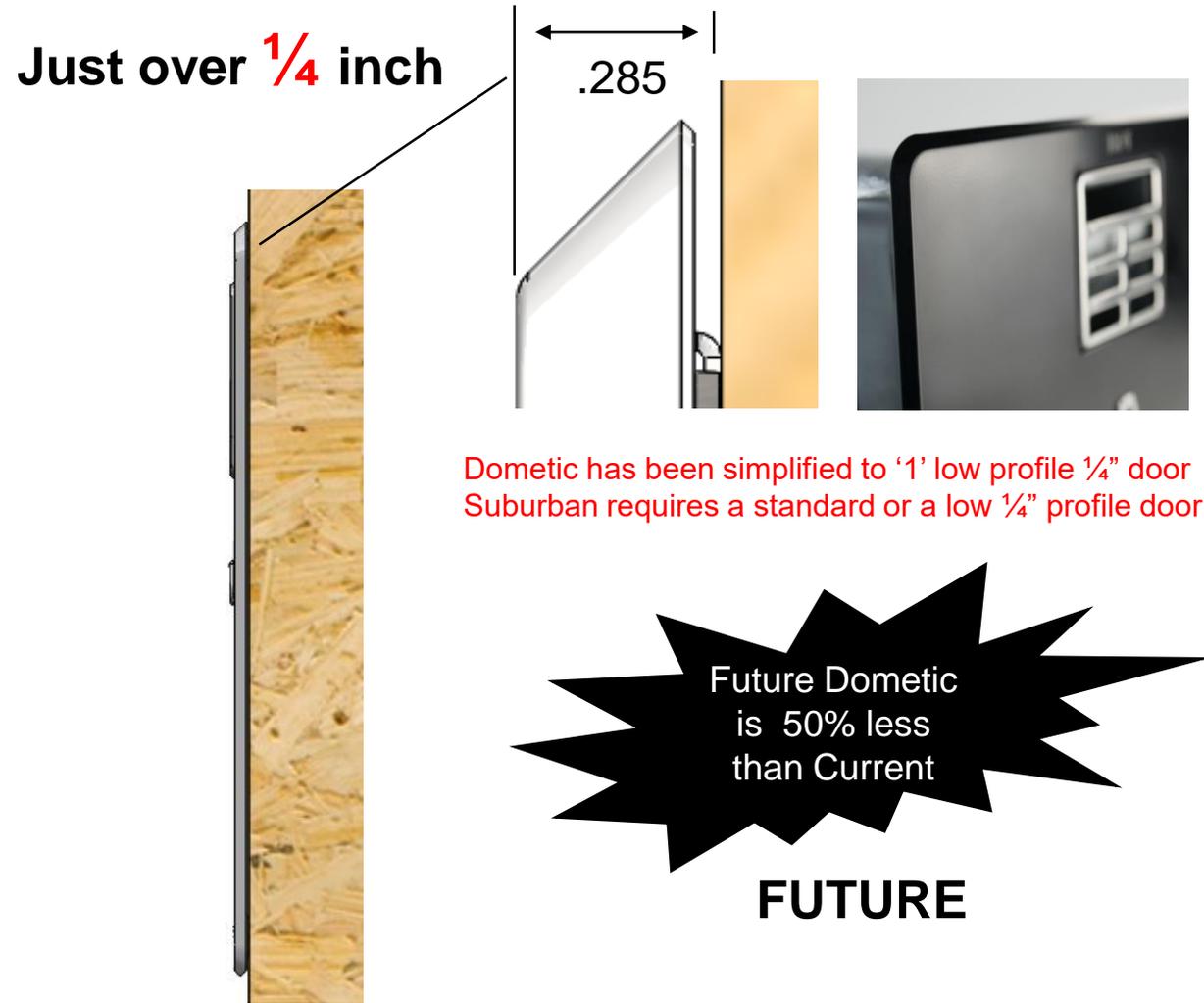
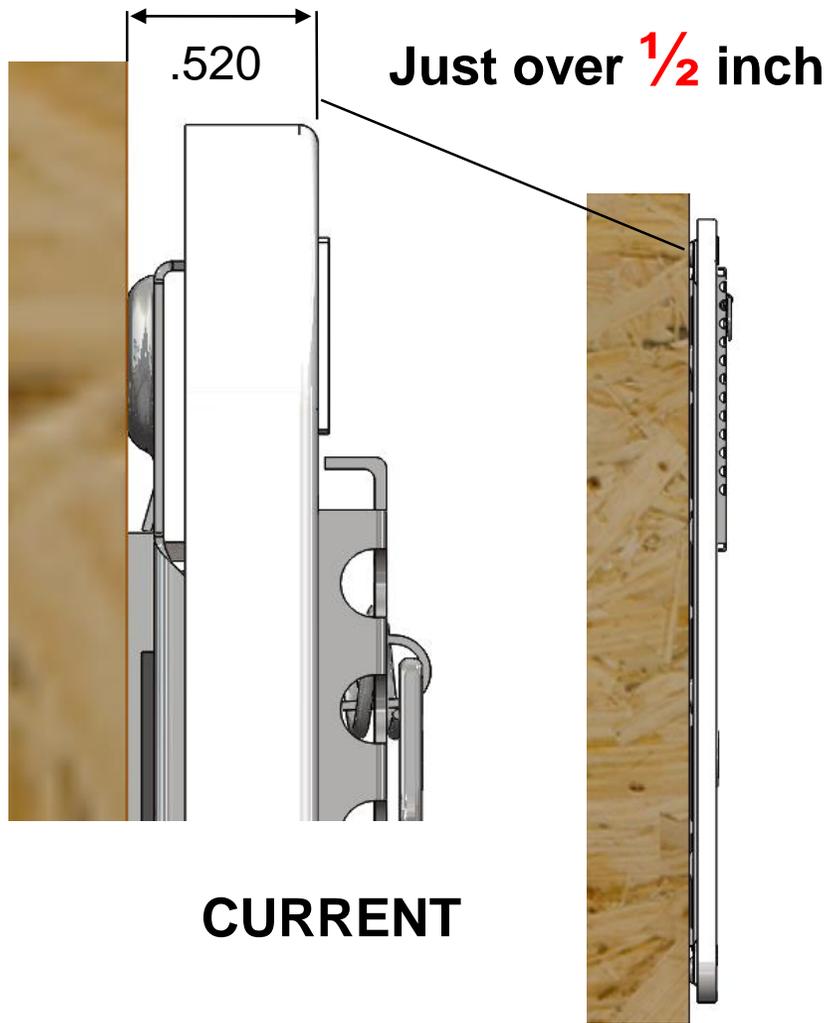


Redesigned Intake / Exhaust



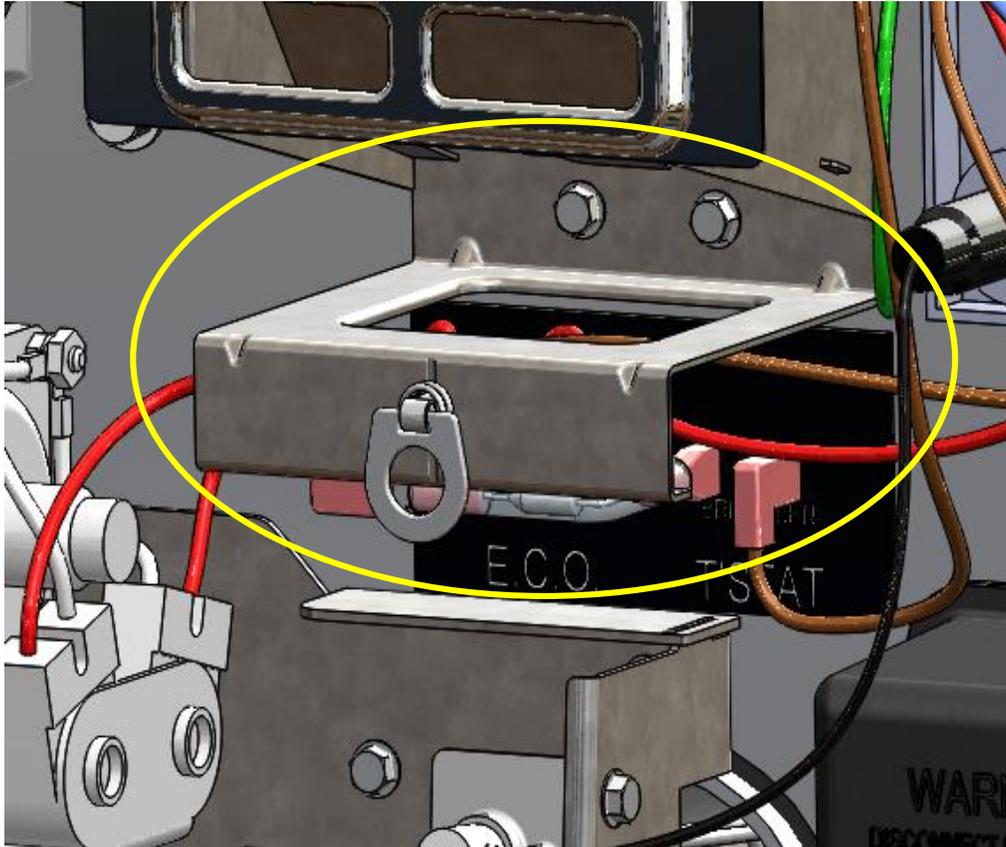
The smaller intake and exhaust passed all standard & high elevation, wind, heating performance, and CO tests

# DOOR PROTRUSION



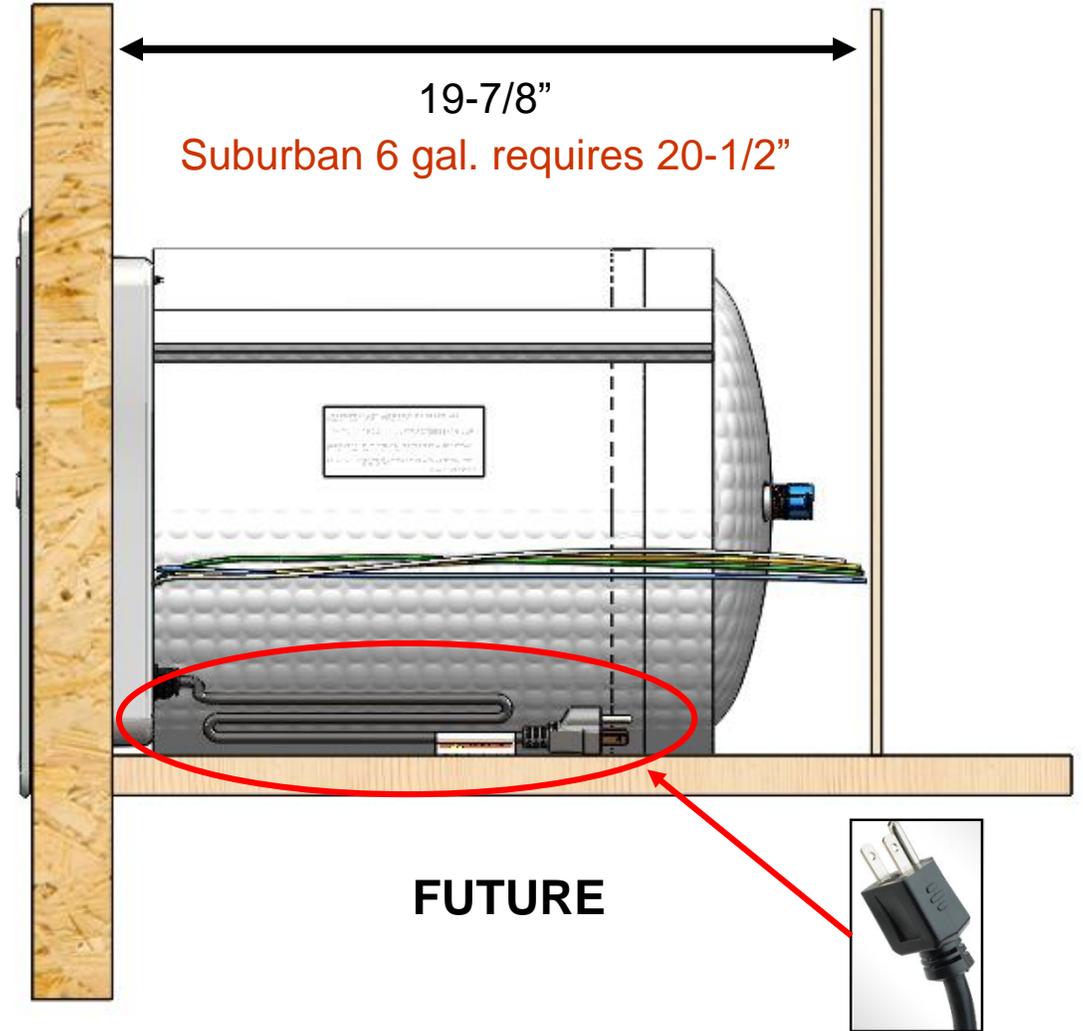
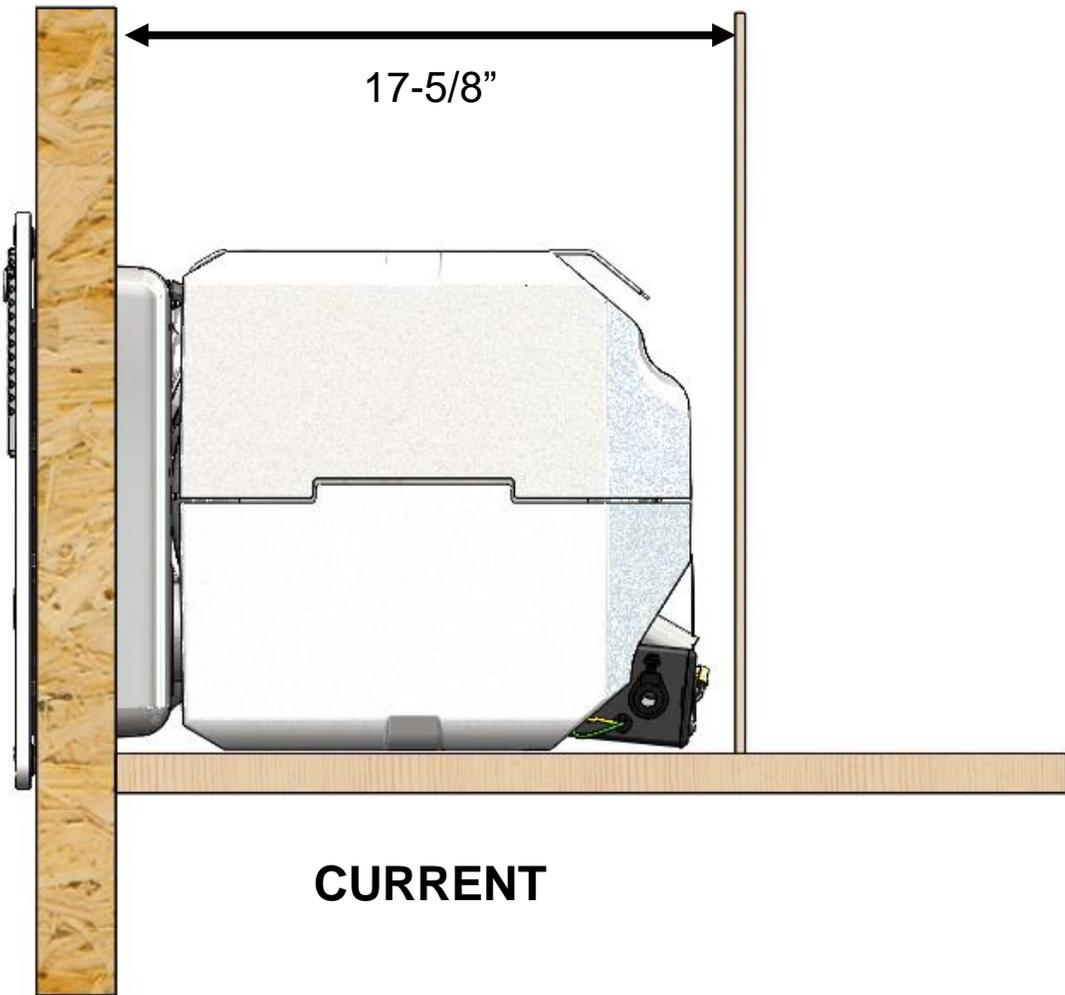
# HANDLING BRACKET

## FUTURE



- Added to discourage installers & technicians from carrying the water heater by the burner which causes a lot of customer calls related to poor burner performance, all due to improper mixture of air and gas caused by the misalignment of burner and gas line at fixture
- 3.5" wide with a comfort inner-grip flange
- Doubles as the exterior door screw fastener

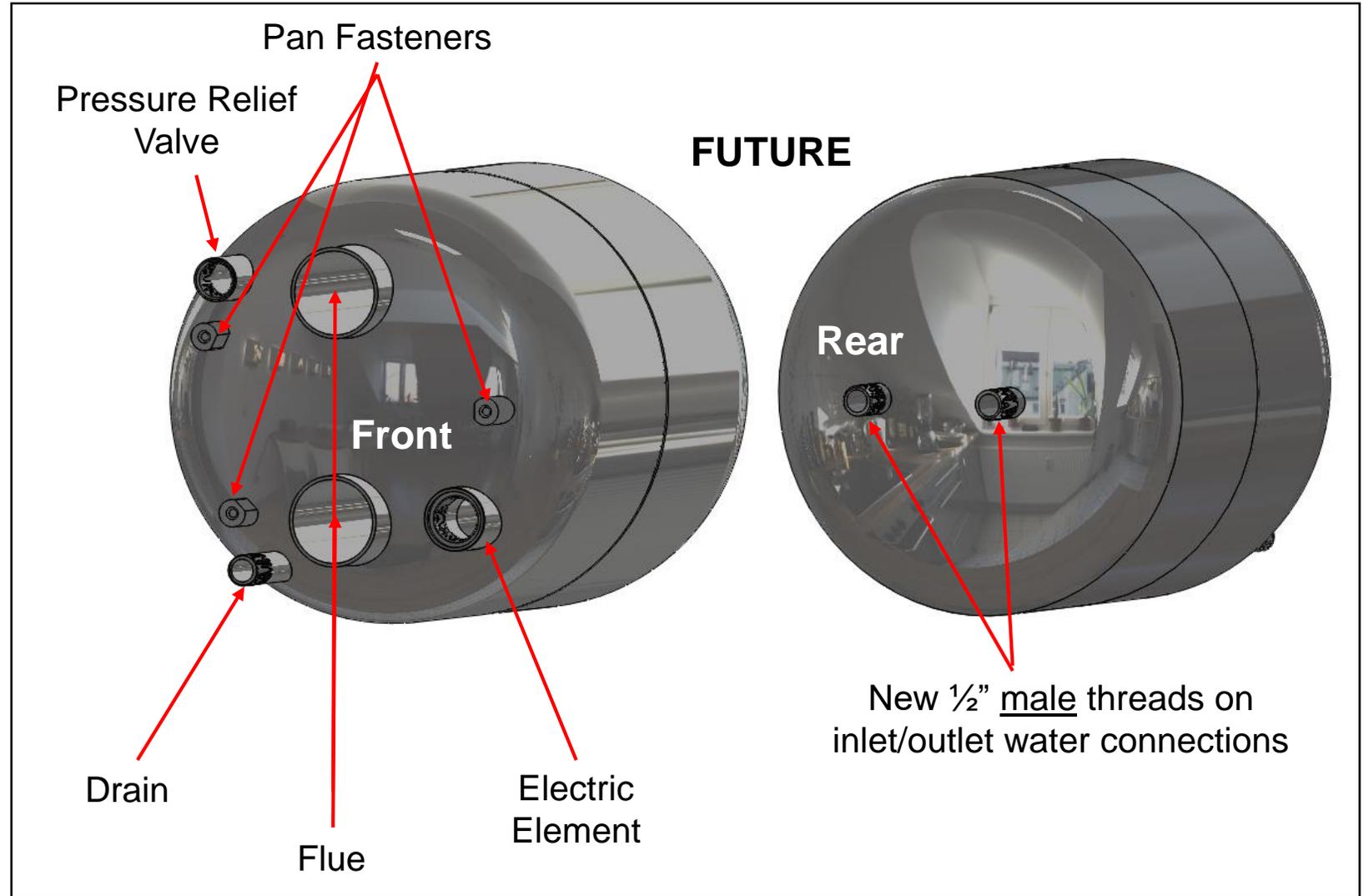
# INSTALLATION



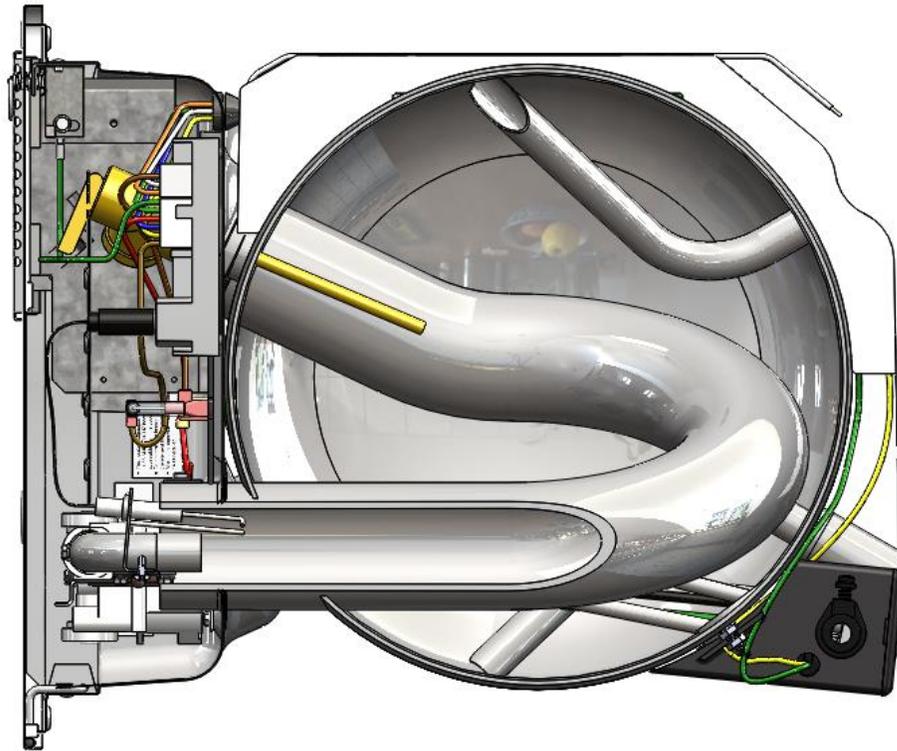
# TANK DESIGN



**CURRENT**



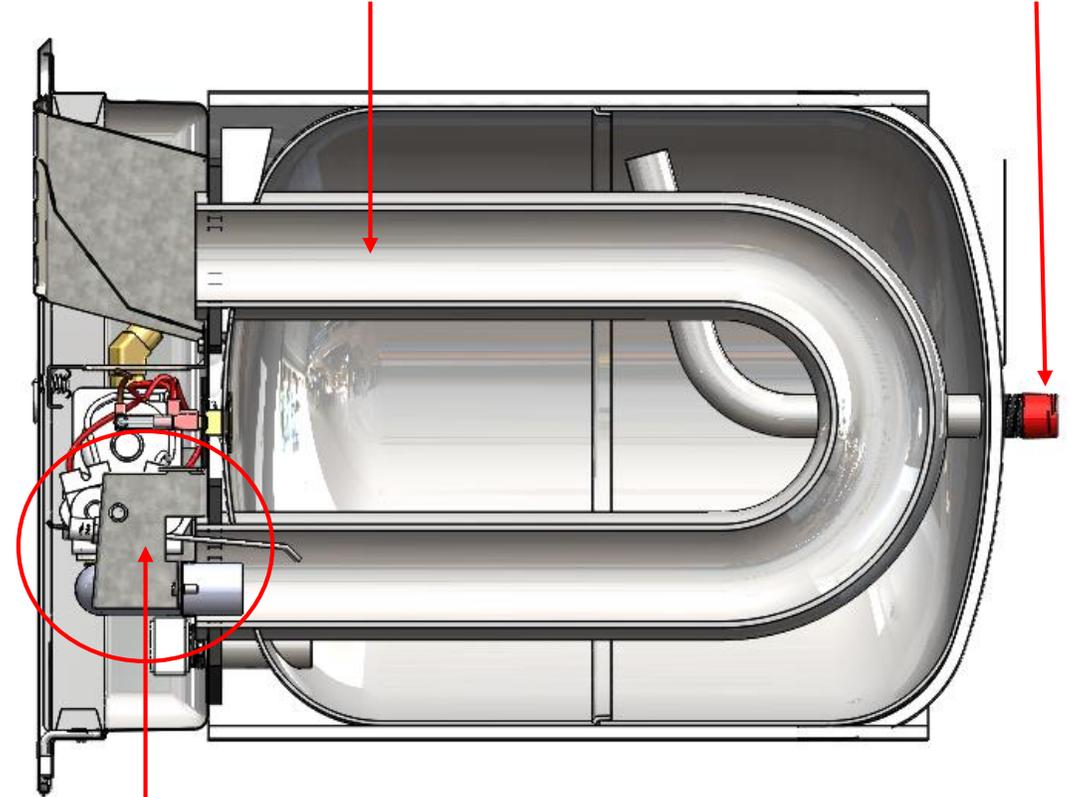
# CROSS SECTION



**CURRENT**

New flue tube easier during manufacturing for welding

Outlet changed to male thread connection

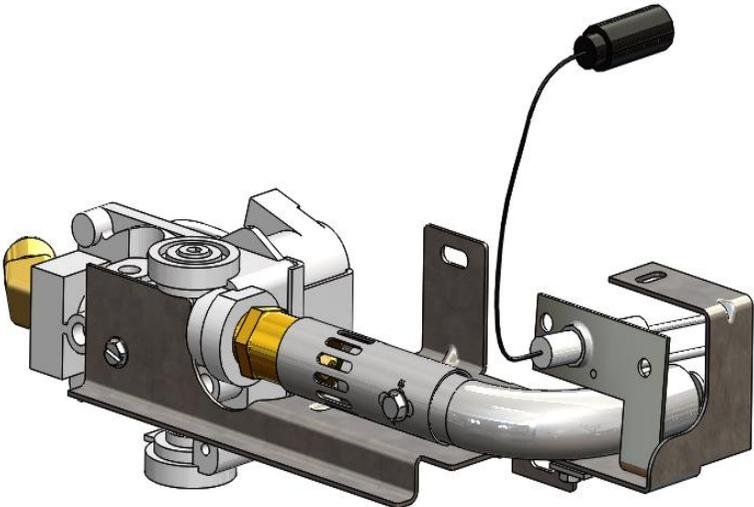


Heating Element with access cover moved from back to front

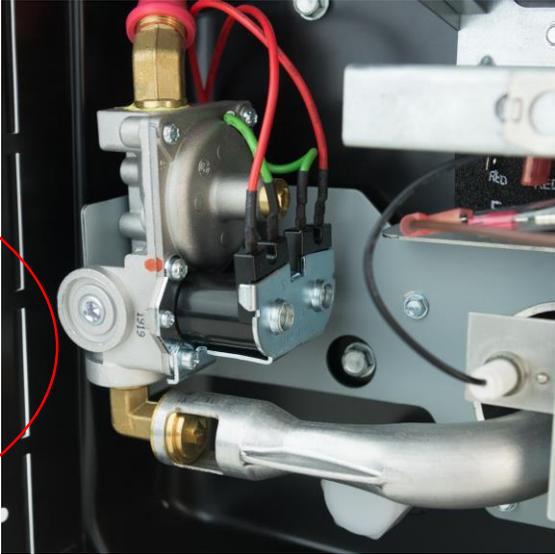
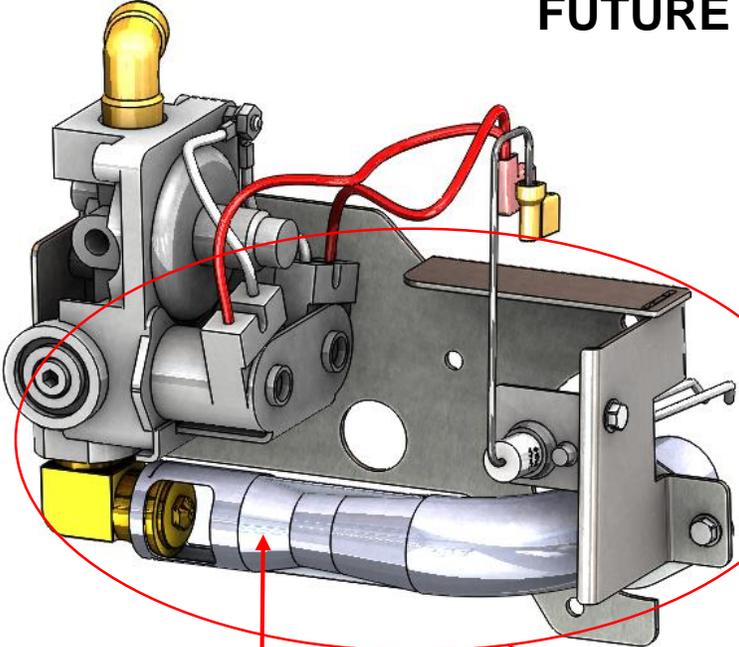
**FUTURE**

# BURNER

CURRENT



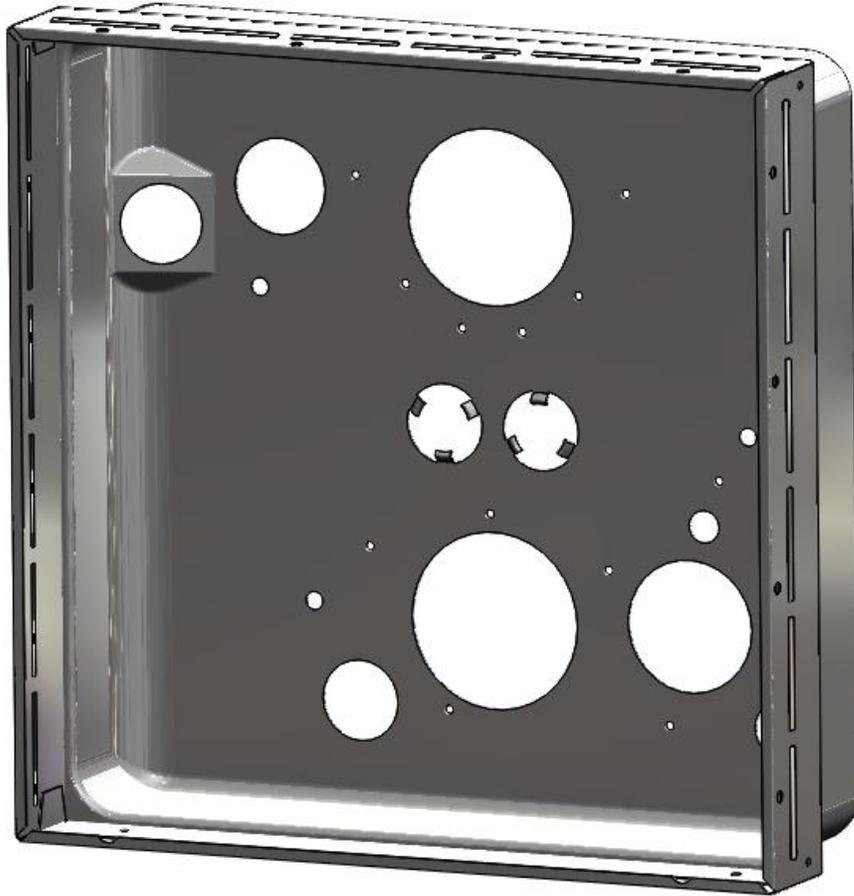
FUTURE



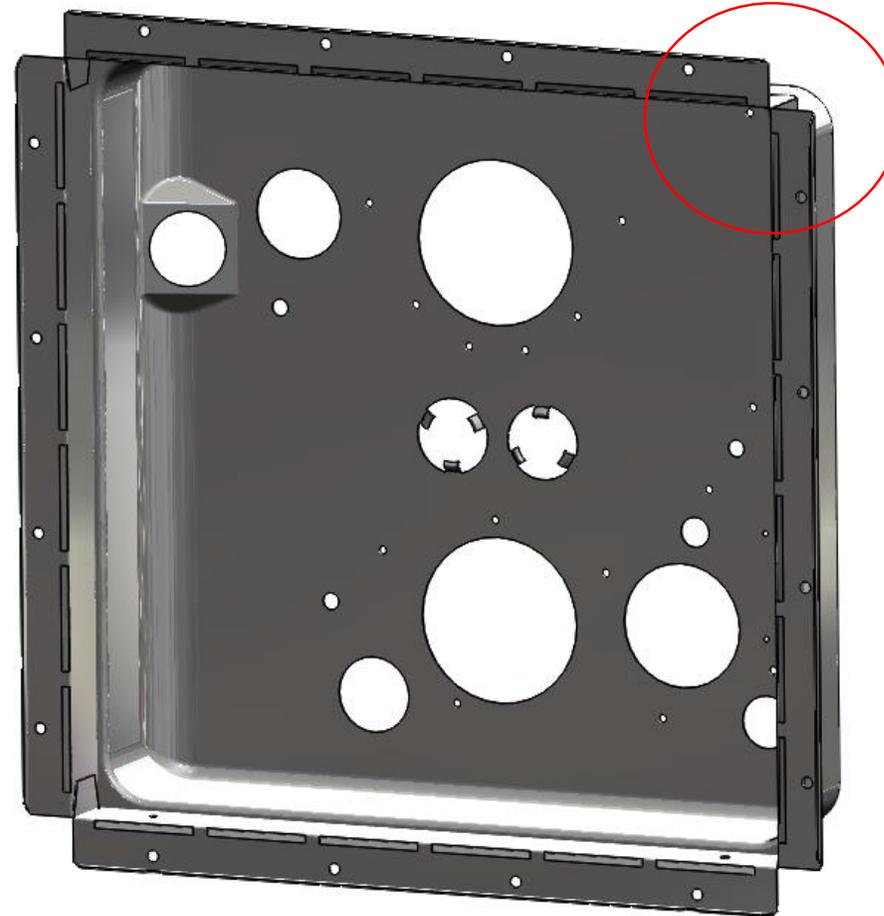
No manual air-adjustment, less noise, 10k BTU (was 8.8k BTU)

More robust burner bracket to help keep things aligned if the installer grabs by the burner

# FUTURE PAN DESIGN



**PRE-INSTALL**

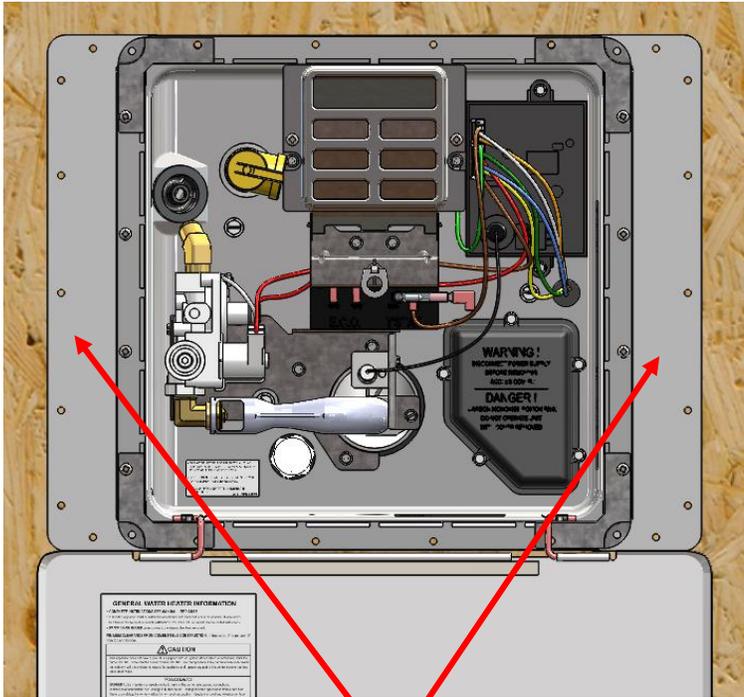


Installer  
bends flange  
after inserting  
thru wall

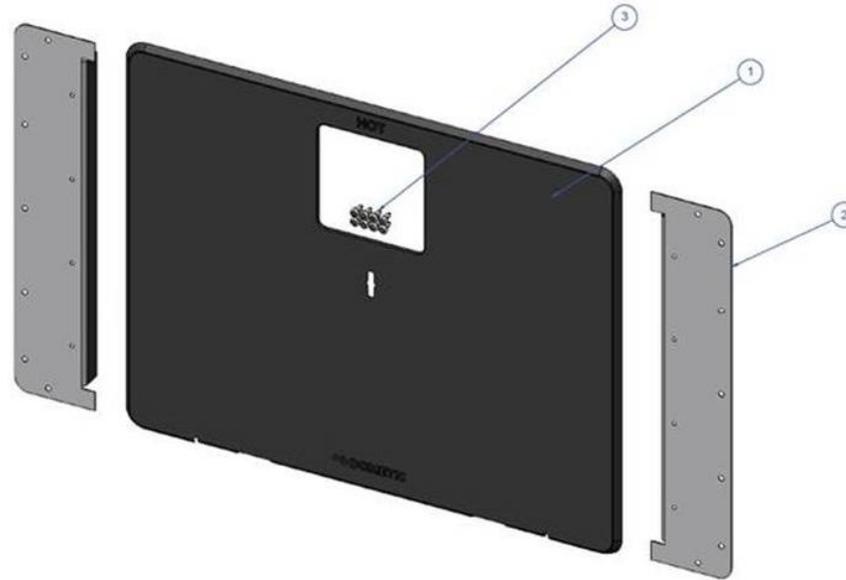
**POST-INSTALL**

# AFTERMARKET 'RECTANGULAR' DOOR CONVERSION KIT

Replace older Dometic and Atwood branded water heaters with this rectangular adapter/door conversion kit  
New water heater has square face plate, so need conversion kit to cover sides of old rectangular opening



**ADAPTER PLATES  
(2 pieces)**



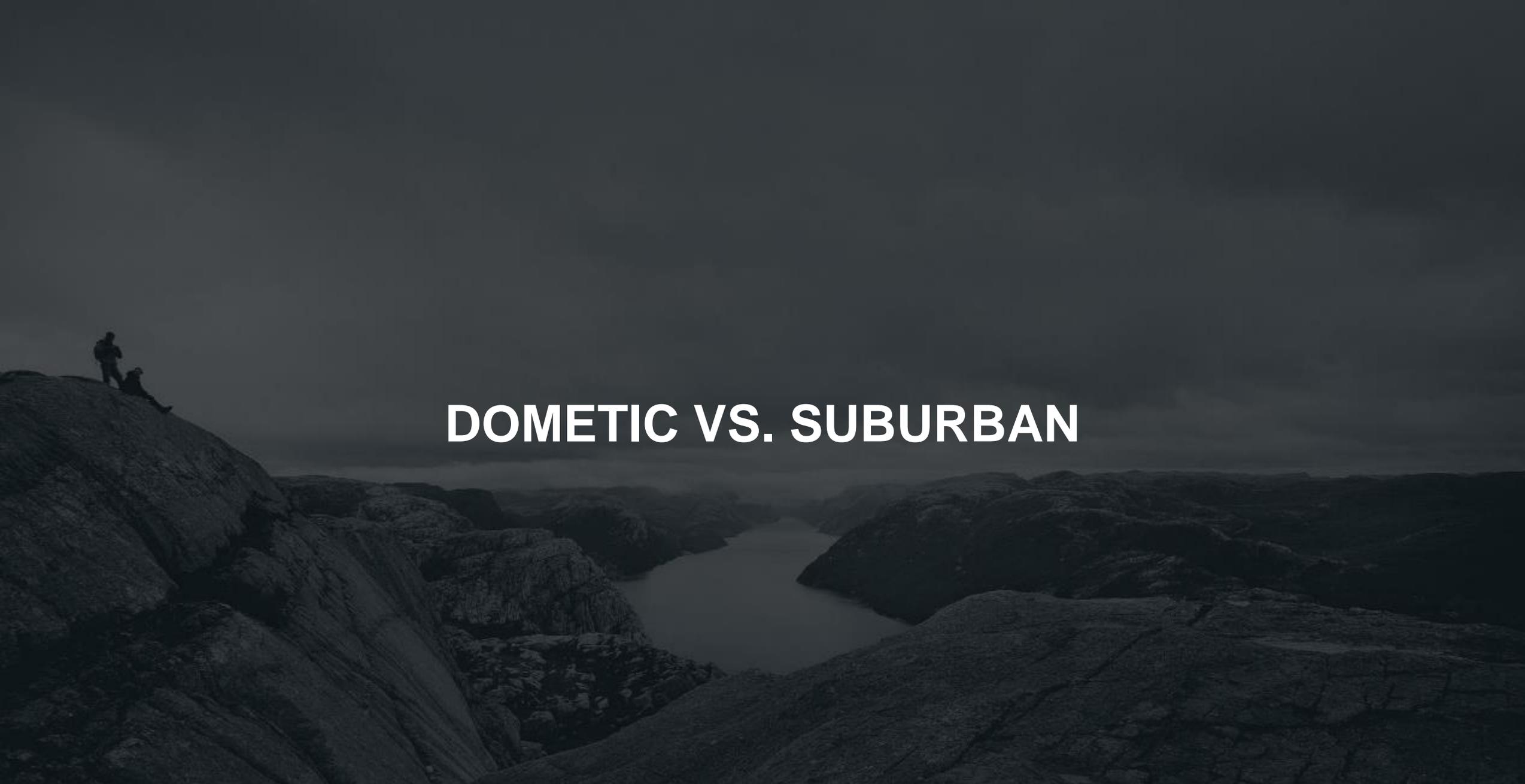
**REPLACEMENT DOOR**

## Service Door Kit

BLACK 6gal PN 94067

WHITE 6gal PN 94016

- 6 gallon cutout
- Includes 2 adapter plates (left & right) with pre-drilled holes, 8 screws for attaching plates to the new W/H pan (no screws for aftermarket), also 1 rectangular door to fit new water heater (old rectangular door not designed to work with new water heater)
- Installer affixes both adapter plates to the wood frame of coach with screws (not nuts and bolts, p(assed field tests) – we provide screws to OE but not AM.
- Installer affixes door to water heater pan via hinge pins & clips that come with W/H
- First install the adapter plates, then slide new water heater into square opening, then attach door to water heater pan.
- Conversion kits are in stock at Greenbrier
- New W/H is shipped with a square door, cannot order without the door. Must order conversion kit if replacing old models.



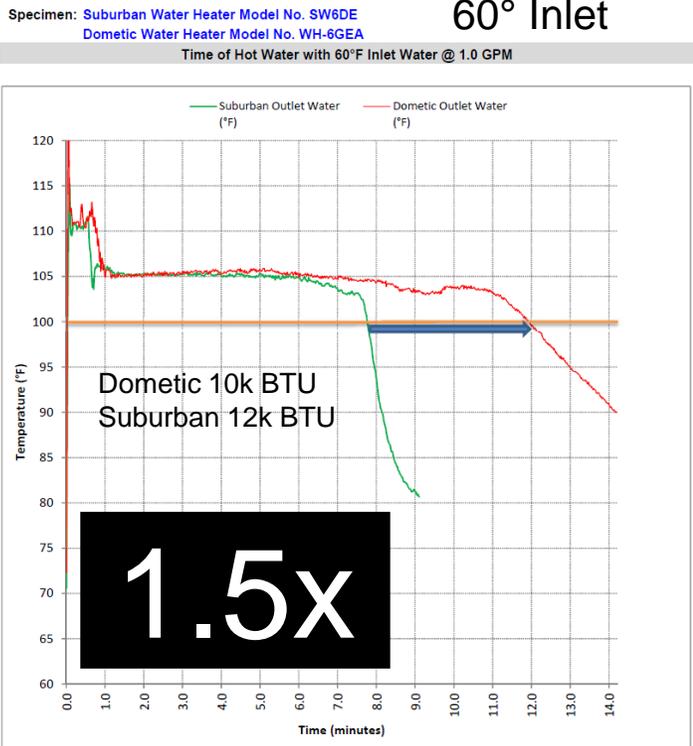
# DOMETIC VS. SUBURBAN

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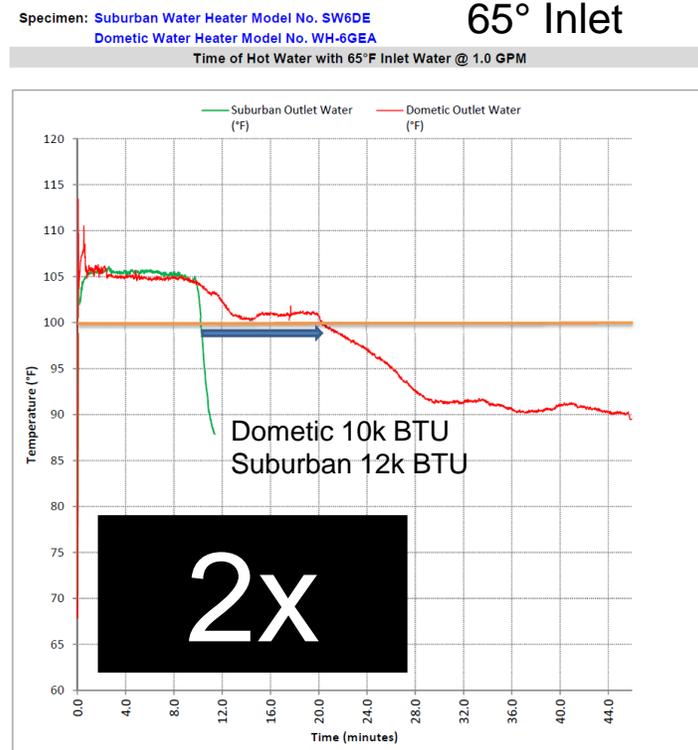
 **DOMETIC**

# MINUTES ABOVE 100°F WATER TEMPERATURE

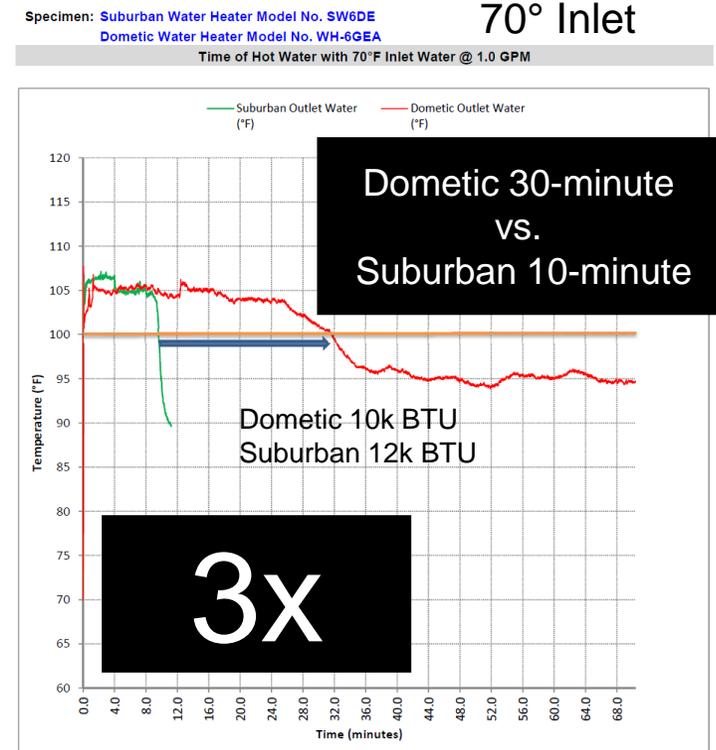
Independent 3<sup>rd</sup> party tests revealed Dometic provides 3x the duration of hot water <sup>1</sup>



Dometic fell below 100°F at 12m  
Suburban fell below 100°F at 8m  
Dometic delivers **50% longer shower**



Dometic fell below 100°F at 20.5m  
Suburban fell below 100°F at 10.5m  
Dometic delivers **95% longer shower**



Dometic fell below 100°F at 31m <sup>1</sup>  
Suburban fell below 100°F at 10m <sup>1</sup>  
Dometic delivers **210% longer shower <sup>1</sup>**

# LIGHTWEIGHT

**DOMETIC**

6 Gal. = 19 lbs.  
10 Gal. = 24 lbs.

~ 50%  
**LIGHTER**



Aluminum tank = less weight

**SUBURBAN**

6 Gal. = 37.4 lbs.  
10 Gal. = 45.5 lbs.



Steel tank (porcelain lining) = extra weight

# NO ANODE ROD NEEDED

**↗ DOMETIC**



Aluminum and zinc lined tank  
No Anode Rod

**SUBURBAN**

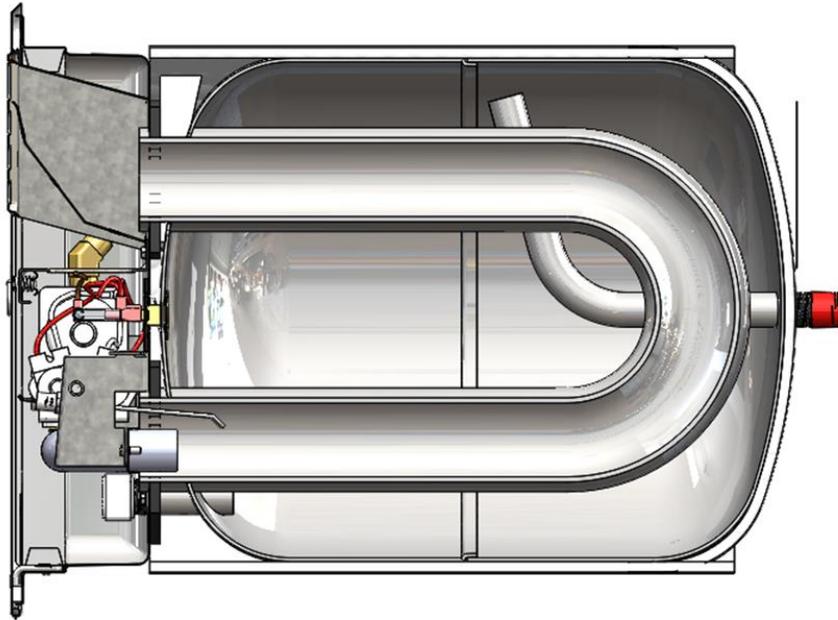


Steel tanks require an anode rod and  
recommended changing annually

Use of an Anode Rod voids the warranty as it causes the materials in the aluminum tank to break down

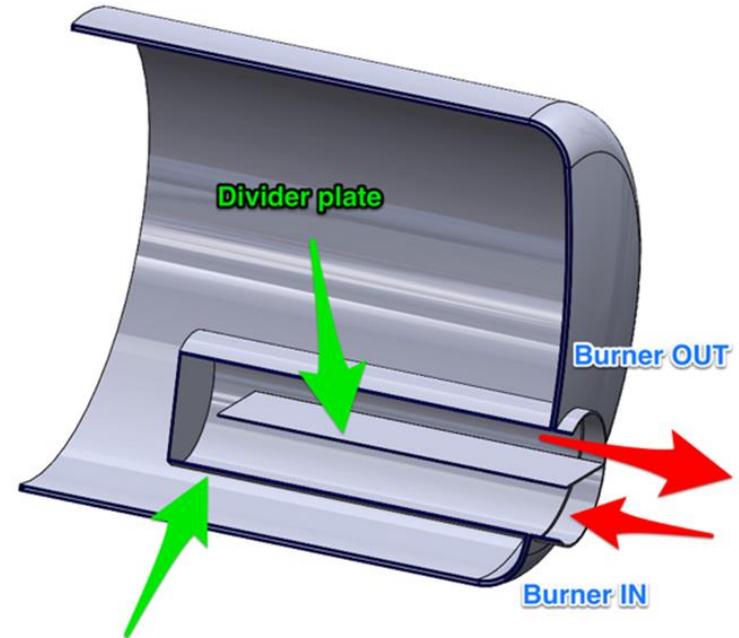
# MORE HEATING SURFACE

**DOMETIC**



Flue tube winds throughout tank  
MORE heating surface

**SUBURBAN**



Flue tube goes straight in and out  
LESS heating surface

# REPLACEABLE TANK

**↗ DOMETIC**



Dometic tanks are bolted on  
making it easier to replace

**Svc Kit Gas (6gal) 92098**

**Svc Kit Gas/Electric (6gal) 92099**

**SUBURBAN**



Suburban tanks is welded on  
and cannot be replaced

# CAM LOCK (~LATCH) DURABILITY

**DOMETIC**



Exposure to elements  
doesn't affect stainless steel.

**SUBURBAN**



Exposure to elements  
causes fatigue and breakage

# DOMETIC WARRANTY 2 YEAR PARTS, LABOR AND FREIGHT



Adobe Acrobat Document

Parts & Labor  
no Freight



A Division of AIRXCEL

## TWO YEAR LIMITED WARRANTY FOR SUBURBAN RECREATIONAL VEHICLE WATER HEATER

### TWO YEAR LIMITED WARRANTY

This Suburban product is warranted to the original purchaser to be free from defects in material and workmanship under normal use and maintenance for a period of two years from date of purchase whether or not actual use begins on that date. It is the responsibility of the consumer/owner to establish the warranty period. Suburban does not use warranty registration cards for its standard warranty. You are required to furnish proof of purchase date through a Bill of Sale or other payment records.

Suburban will replace any parts that are found defective within the first two years and will pay a warranty service allowance directly to the recommended Suburban Service Center at rates mutually agreed upon between Suburban and its recommended service centers. Replacement parts will be shipped FOB the shipping point within the Continental United States, Alaska and Canada to the recommended service center performing such repairs. All freight, shipping and delivery costs shall be the responsibility of the owner. The exchanged part or unit will be warranted for only the unexpired portion of the original warranty. Before having warranty repairs made, confirm that the service agency is a recommended service center for Suburban. DO NOT PAY THE SERVICE AGENCY FOR WARRANTY REPAIRS; SUCH PAYMENTS WILL NOT BE REIMBURSED.

Suburban reserves the right to examine the alleged defect in the water heater or component parts, and it is the owner's obligation to return the water heater and/or component parts to Suburban or its representative. When returning a water heater, it must include all component parts and the serial number plate. Returned component parts must be individually tagged and identified with the water heater's model number, serial number and date of installation.

For warranty service, the owner/user should contact the nearest recommended Suburban Service Center, advising them of the model and serial numbers (located on the water heater) and the nature of the defect. Transportation of the RV to and from the Service Center and/or travel expenses of the Service Center to your location is the responsibility of the owner/user. A current listing of recommended service center may be obtained from our website: [www.Airxcel.com/Suburban](http://www.Airxcel.com/Suburban). If you cannot locate a recommended service center locally, the service agency chosen to perform warranty repairs must contact our Service Department at 423-775-2131 for authorization before making repairs. Unauthorized repairs made will not be paid by Suburban.

### THREE YEAR LIMITED WARRANTY ON TANK

The inner tank is further warranted to be free from defects in material and workmanship during the third year after the date of original purchase. A replacement water heater will be provided under the same conditions as stated in the two year warranty EXCEPT no labor reimbursement will be provided.

Product	Warranty	Parts	Labor	Freight
Domestic Refrigerator*	2 year limited	2 years	2 years	2 years
Domestic Microwave	2 year limited	2 years	2 years	2 years
Domestic Brand Air Conditioner / Heat Pump (except Cab Comfort or Sunchaser models**)	2 year limited	2 years	2 years	2 years
Patio Awnings *	1 year limited	1 years	1 year	1 year
Slide Topper Awnings *				1 year
Window and Door Awnings *				1 year
* Note: Awning fabric has a 30 day material				
Toilets – Personal Use				1 year
Toilets – Commercial Use				1 year
Portable Ice Makers				1 year
Windows				1 year
Skylights				1 year
Sinks/Domestic Brand Stoves/Faucets				1 year
CFX Portable Coolers				1 year
Avalanche Portable Cooler				1 year
Aldi's Portable Coolers				1 year
Furnaces	2 year limited	2 years	2 years	2 years
Water Heaters	2 year limited	2 years	2 years	2 years
Ranges (Atwood Brand)	2 year limited	2 years	2 years	2 years
Detectors	5 year limited	5 years	5 years	5 years
Fantastic Vent (***) see notes below)	7 year limited	7 years	2 years	2 years
Ultra Breeze Cover	3 year limited	3 years	3 years	3 years
Create-A Breeze/Endless Breeze	1 year limited	1 year	1 year	1 year
**** after the first 2 years, customer is responsible for freight on replacement parts				
*** Curved Domes have a lifetime warranty; full warranty for 4 years; customer is responsible for freight after initial 4 years. (flat lid domes not included)				
<b>Parts Purchased For Out-Of-Warranty Repairs</b>				
Authentic Dometic Parts	1 year limited	1 year	n/a	1 year
Authentic Dometic Cooling Unit Items 3313470.000/002/003/006/008 only	2 year limited	2 years	2 years	2 years
* The purchaser must provide proof of preventative maintenance starting on the anniversary of the date of purchase.				
<b>NOTE: PLEASE REFER TO THE WARRANTY INFORMATION SHEET PROVIDED WITH THE PRODUCT FOR COMPLETE DETAILS REGARDING COVERAGE.</b>				





# WHY SELL DOMETIC WATER HEATERS

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# REASONS TO SELL DOMETIC WATER HEATERS

- Trusted Dometic Brand – OEM and RVAM Water Heater Supplier 50 Plus Years
- More Minutes Hot Water
- Fast Recovery Rate
- Aluminum Tank – Lightweight, No Rust, No Anode Rod Hassle or Cost
- Easy Maintenance – Front Mounted Components (Heating Element), Male Fittings, 110v Power Cord
- Winterization Kit – installed on XT models GE9EXT, GE16EXT, WH-9GEA, WH-16GEA. Kit for all other units.
- New Handling Bracket – Less Customer Calls for Improved Customer Experience
- Replaceable Tanks – Save Money
- Improved Burner and Bracket – Increased 10k BTUs, Less Noise, Cleaner Emissions, More Robust Bracket
- Improved Insulation – Thermal Blanket instead of Foam
- Improved Door – Flush ¼” Protrusion / Sure Fit Design / Stainless Steel Latch / Aftermarket Conversion Kit
- Interchangeable with Competitors - Reoriented Lengthwise Tank
- 2 Year Warranty (Parts, Labor, Freight) with Extended Warranty Available
- All water heaters meet Prop65 (California) and CSA requirements
- Countrywide Network of Trained Service Technicians



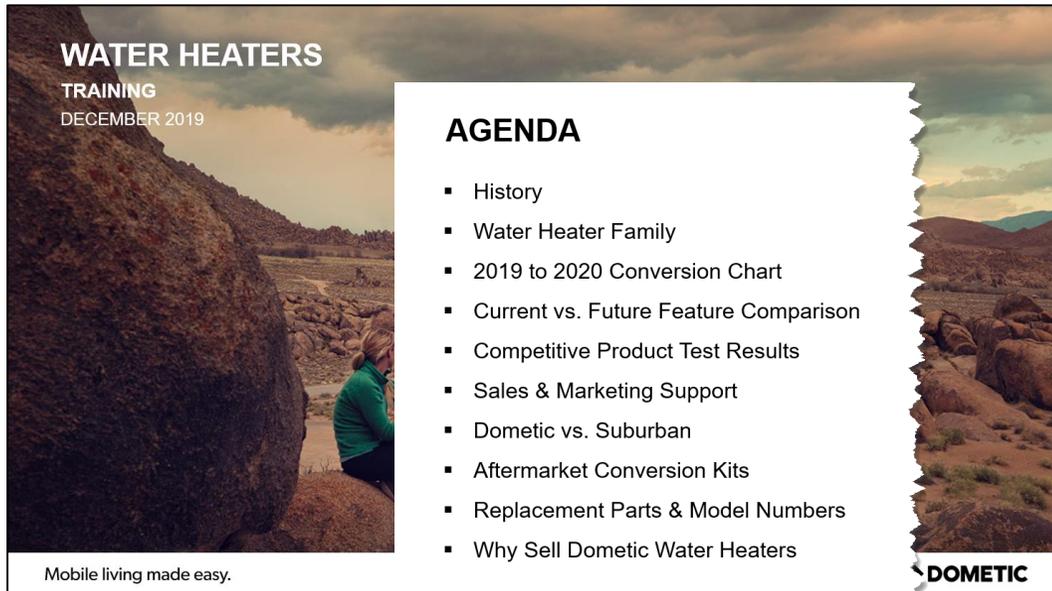
# SALES & MARKETING SUPPORT

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# SALES TOOLS



**WATER HEATERS**  
TRAINING  
DECEMBER 2019

**AGENDA**

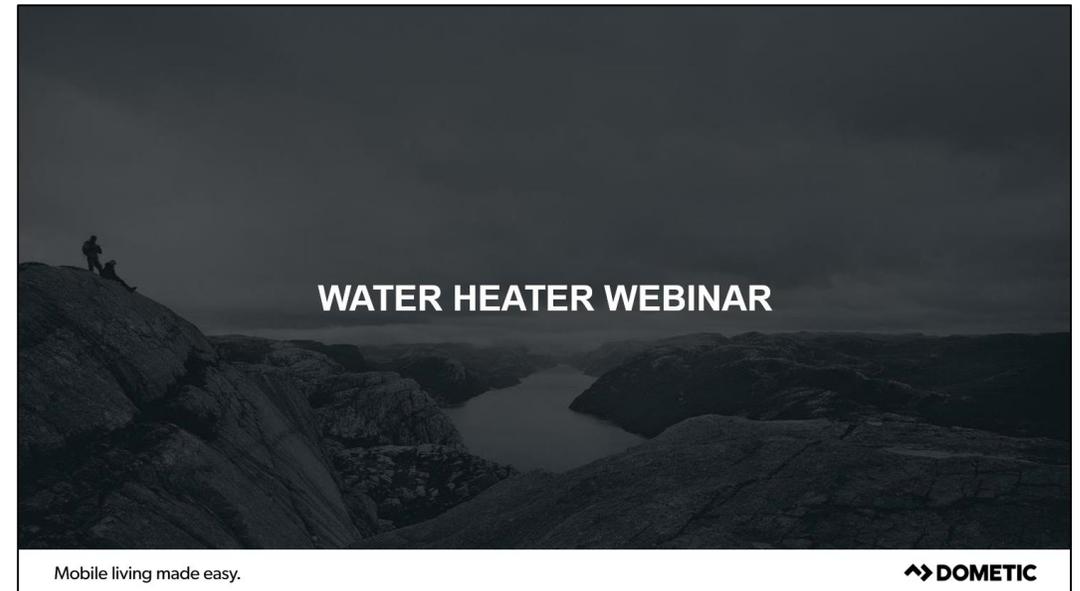
- History
- Water Heater Family
- 2019 to 2020 Conversion Chart
- Current vs. Future Feature Comparison
- Competitive Product Test Results
- Sales & Marketing Support
- Dometic vs. Suburban
- Aftermarket Conversion Kits
- Replacement Parts & Model Numbers
- Why Sell Dometic Water Heaters

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## Water Heater Presentation

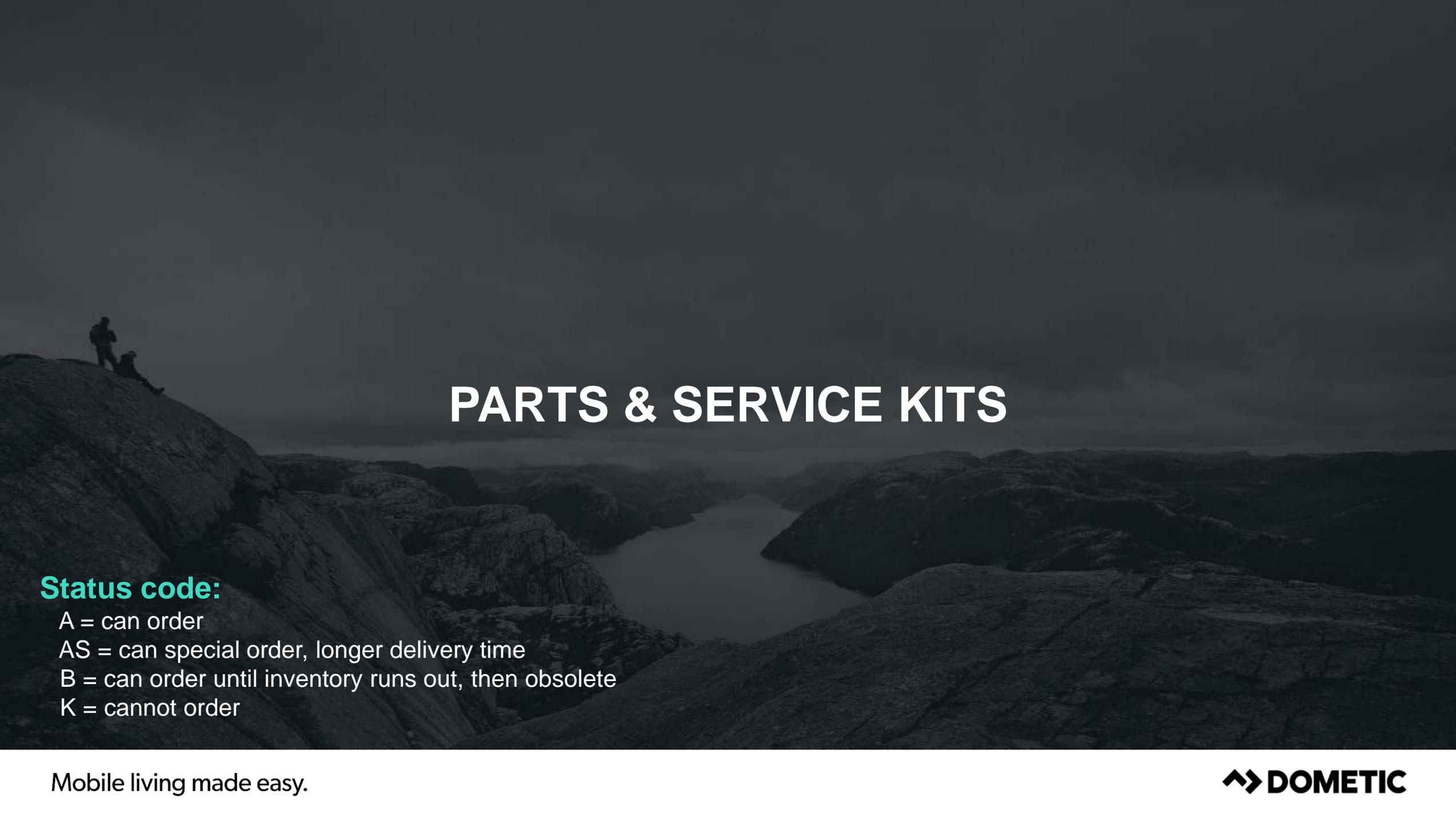


**WATER HEATER WEBINAR**

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## Water Heater Webinar Recording



# PARTS & SERVICE KITS

## Status code:

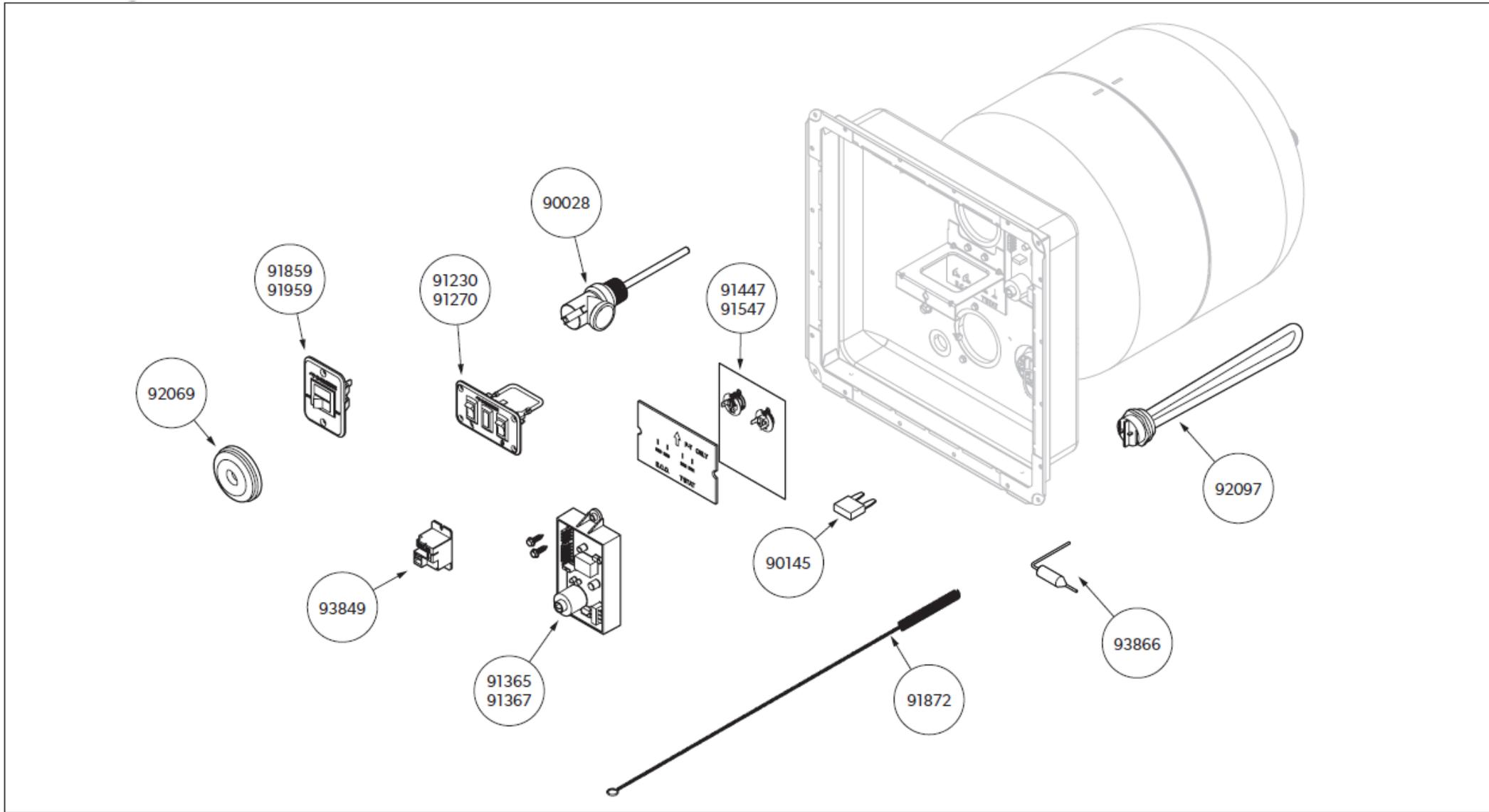
A = can order

AS = can special order, longer delivery time

B = can order until inventory runs out, then obsolete

K = cannot order

# Existing Service Kits for new models **WH-6GA, WH-6GEA, WH-9GEA** that work with old models

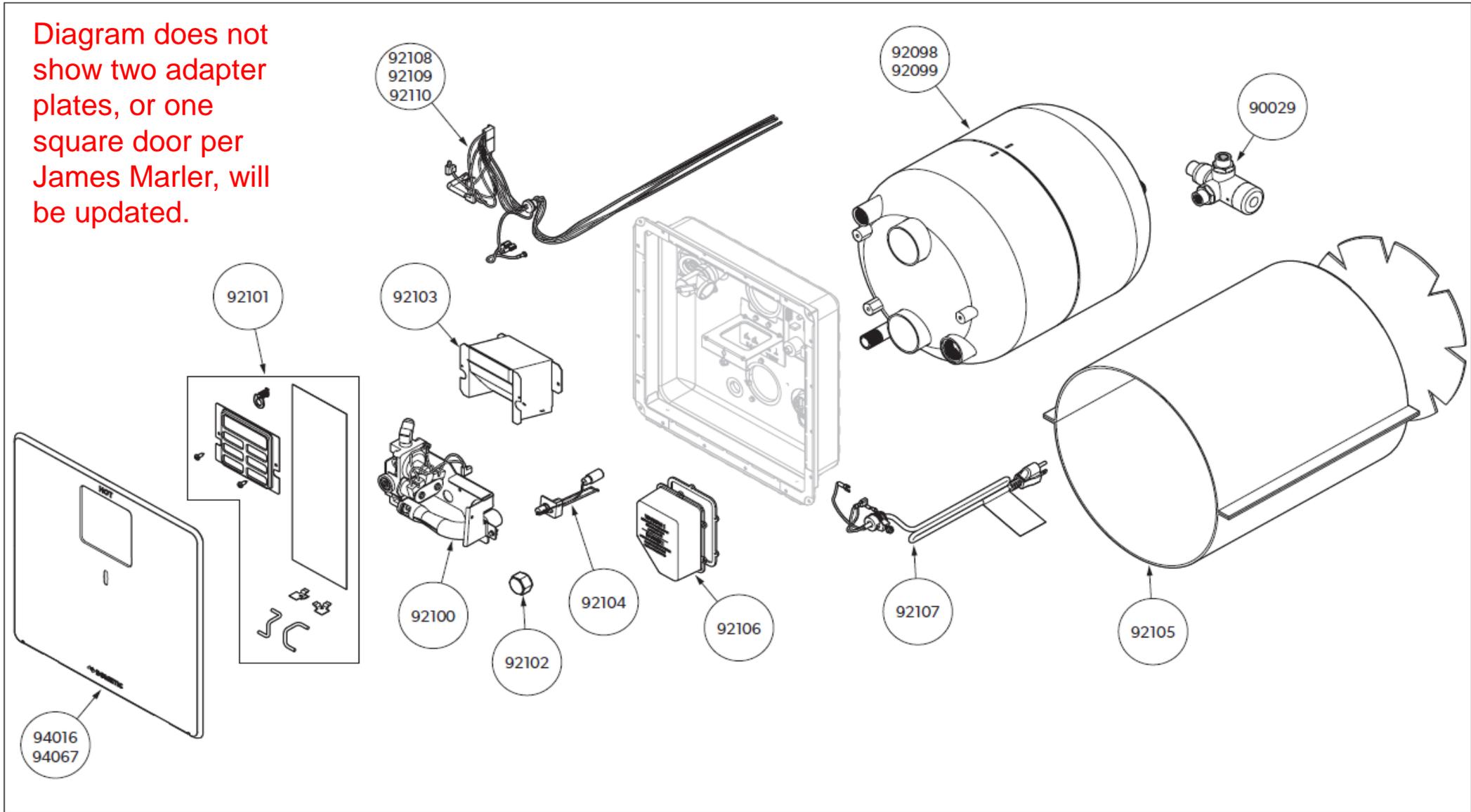


Existing Service Kits for new models **WH-6GA, WH-6GEA, WH-9GEA** that work with old models

Gas-Only Models	Gas/Electric Models	XT Models	Service Kit Number	Service Kit Description
X	X	X	90028	KIT, SVX P&T VALVE 3/4" 150 PSI LD
X	X	X	90145	KIT, SVC FUSE 2 AMP
	X	X	91230	KIT, SVC DUEL SWITCH WHITE
	X	X	91270	KIT, SVC DUEL SWITCH BLACK
	X	X	91365	KIT, SVC IGNITION GAS ELECTRIC BOARD
X			91367	KIT, SVC IGNITION GAS BOARD
X	X		91447	KIT, SVC DSI/TSTAT&ECO (NEW SEAL) (BLISTER)
		X	91547	KIT, SVC DSI/TSTAT&ECO XT (NEW SEAL)
X			91859	KIT, SVC SINGLE SWITCH WHITE
X	X	X	91872	KIT, SVC MAIN BURNER BRUSH
X			91959	KIT, SVC SINGLE SWITCH BLACK
X	X	X	92069	KIT, SVC GROMMET, PAN
	X	X	92097	KIT, SVC ELEMENT
	X	X	93849	KIT, SVC RELAY
	X	X	93866	KIT, SVC THERMAL CUT-OFF

# Service Kits for new models **WH-6GA, WH-6GEA, WH-9GEA** that do not work with old models

Diagram does not show two adapter plates, or one square door per James Marler, will be updated.



## Service Kits for new models **WH-6GA, WH-6GEA, WH-9GEA** that do not work with old models

Gas-Only Models	Gas/Electric Models	XT Models	Service Kit Number	Service Kit Description
X			92098	KIT, SVC 6 GAL E TANK
	X	X	92099	KIT, SVC 6 GAL EV TANK
X	X	X	92100	KIT, SVC 6 GALLON GAS SYSTEM
X	X	X	92101	KIT, SVC DOOR HARDWARE (Like 91858 but with vent and new DOOR label)
X	X	X	92102	KIT, SVC DRAIN CAP X2 (BLISTER)
X	X	X	92103	KIT, SVC FLUE BOX ASSY
X	X	X	92104	KIT, SVC IGNITOR (BLISTER)
X	X	X	92105	KIT, SVC INSULATION
	X	X	92106	KIT, SVC JUNCTION BOX, GASKET, SCREWS
	X	X	92107	KIT, SVC POWER CORD
X			92108	KIT, SVC WIRING E
	X		92109	KIT, SVC WIRING EC
		X	92110	KIT, SVC WIRING EC XT
		X	90029	KIT, SVC XT VALVE
X	X	X	94016	KIT, SVC 6 GALLON WHITE DOOR WITH INSERTS
X	X	X	94067	KIT, SVC 6 GALLON BLACK DOOR WITH INSERTS

1 cam lock  
1 door label  
1 vent and 2 screws  
2 hinge pins and 2 clips



# WATER HEATERS (RETAIL CARTON) DOOR CONVERSION KITS & REPLACEMENT DOORS FUTURE MODELS

## Status code:

A = can order

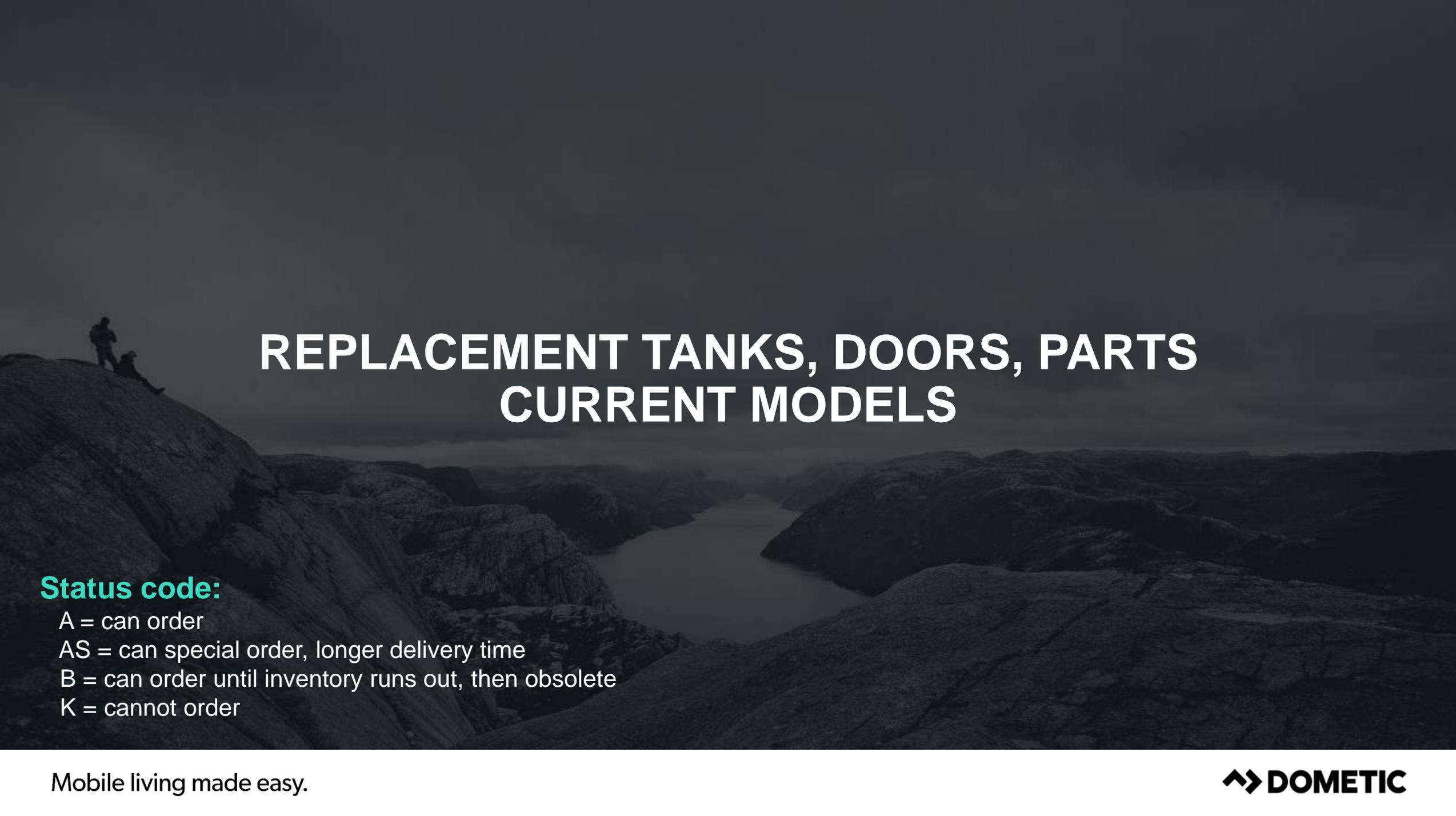
AS = can special order, longer delivery time

B = can order until inventory runs out, then obsolete

K = cannot order

# Water Heaters, Door Conversion Kits, Replacement Doors – Future Water Heaters

94001SP	WH-6GA in retail carton
94002SP	WH-6GEA in retail carton
94003SP	WH-9GEA in retail carton
94016	Door Conversion Kit (Rectangle Door plus adapter plate) – White
94067	Door Conversion Kit (Rectangle Door plus adapter plate) – Black
94050	Replacement Door (Square Door) – White
94010	Replacement Door (Square Door) – Black



# REPLACEMENT TANKS, DOORS, PARTS CURRENT MODELS

## Status code:

A = can order

AS = can special order, longer delivery time

B = can order until inventory runs out, then obsolete

K = cannot order

# Water Heaters and Replacement Tanks – Current Water Heaters

Model	Water Heaters	Status	Part #	Replacement Tanks	Status
90071	Dometic XT GE9EXT, Gas/Electric, 6 Gallon	A	91059	GC6AA-10E	A
90073	Dometic XT G9EXT, Gas, 6 Gallon	K	91060	GC10A-4E	A
96180	Dometic Electronic Ign. GH6-8E Gas, 6 Gallon	AS	91412	G6A-2, G6A-3, G6A-6, G6A-7	A
96121	Dometic Electronic Ign. G6A-8E Gas, 6 Gallon	A	91591	GC6AA	A
94191	Dometic Electronic Ign. G10-3E, Gas 10 Gallon	A	91593	GC6AA-7E, GC6AA-8E Screw- in element	A
94022	Dometic Electronic Ign. GC10-4E Gas/Electric 10 Gallon	A	91641	G6A-4E, G6A-6E, G6A-7E, G6A-8E Front Mt. T-stat	A
			91642	GH6-4E, G6A-4E, G6A-7E, G6A-8E Front Mt. T-stat	A

# Replacement Doors & Parts – Current Water Heater

Part #	Description	Status	Part #	Description	Status
91386	Water Heater Door – 6 gallon (Artic White)	A	91365	Potted Circuit Board w/ Fuse - Combo	A
91514	Water Heater Door – 6 gallon (Colonial White)	A	91367	Potted Circuit Board w/Fuse - Gas Only	A
91507	Water Heater Door – 6 gallon (Black)	A	91602	Gas Control Valve w/ T-Stat	A
91385	Water Heater Door – 10 gallon (Artic White)	A	91604	Relief Valve 1/2"	A
91514	Water Heater Door – 10 gallon (Beige)	A	90028	Relief Valve 3/4"	A
93963	Water Heater Door – 10 gallon (Black)	A	91363	Universal Ignition Control Kit	A
90364	Water Heater Maintenance Kit (Burner and flue tubes, cleaning brushes, drain plugs, thermal cut-offs)	B (8)	91857	Plastic Drain Plug Kit 1/2" (2)	A
			92640	Grill for New Style Door	A



# QUESTIONS

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# DOMETIC SUPPORT

[www.dometic.com](http://www.dometic.com)

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## Technical Service and Warranty Return Authorization

Dometic brands (US): (800) 216-5115 or (888) 867-4188 Email: [techservice@dometic.com](mailto:techservice@dometic.com)

Dometic brands (Canada): (800) 576-6546

Atwood brands (866) 869-3118

Sealand brands (800) 321-9886

Environmental brands: (800) 542-2477 (Florida)

## Claim Payment Information

Dometic/Atwood brands (888) 867-4188 Option 7

Sealand brand (800) 321-9886

Warranty: [claimpayments@dometic.com](mailto:claimpayments@dometic.com)

Freight Claim: [freightclaims@dometic.com](mailto:freightclaims@dometic.com)



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