

Replacement of Circuit Boards on Electronically Controlled Appliances



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Dometic requires the return of all in-warranty printed circuit boards. Returned boards are tested and shipped to our supplier for credit. Many of the boards returned have physical damage such as missing or broken components. Testing of these boards is not possible, and our suppliers refuse to issue credit for their return.

The purpose of this Bulletin is to review with the service technicians the proper procedure to change-out and return in-warranty printed circuit boards and thermostats. This will reduce the chance of damage at the time of repair and when parts are returned.

1. Whenever possible replace the entire control box.
2. In units where the control box is not replaceable, use care when removing printed circuit boards.
3. Save the carton and antistatic bag that the replacement part was shipped in, for return of the defective part.

NOTE: Remember that any handling or shipping damage to the item is considered non-warranty and will be refused.

4. Do not place packaged circuit boards or thermostats loose in a carton with other heavy, bulk items.
5. A return goods authorization is not required. A properly filled-out warranty claim will serve the same purpose.

If there are any questions concerning this Bulletin, they should be directed to the Dometic Technical Service Department (219-463-4858).