

Dometic Water Heaters Flat Rate Schedule

The time required to access, diagnose, and repair or replace parts has been combined. Additional time due to product not being accessible is not the responsibility of Dometic and should be run through the Coach Manufacturer.

Flat rate time allowances may be adjusted for multiple repairs.

PRE-AUTH REQD	RETURN PART	PART	Standard Pilot Model	Electronic Ignition Model	On Demand Tankless
		Access Door	0.3	0.3	N/A
	R	Burner Assembly	N/A	N/A	1.25
	R	Circuit Board	N/A	0.5	0.75
#	Data Tag	Complete Water Heater	1.5	1.75	1.5
		Drain Plug	0.1	0.1	N/A
	R	ECO	N/A	N/A	0.5
	R	Electrode	N/A	0.8	N/A
	R	Gas Solenoid Valve	N/A	0.5	2
		Harness with Relay	N/A	N/A	1.3
	R	Heating Element	0.7	0.7	N/A
	R	Igniter	N/A	N/A	1.5
	R	Main Burner	0.5	0.5	N/A
	R	Mixing Valve (only on EXT Models)	N/A	0.5	N/A
#	R	Modulation Valve Assembly	N/A	N/A	1.5
	R	Pilot Assembly	0.5	N/A	N/A
	R	Pilot Valve	1	N/A	N/A
	R	Pressure Switch	N/A	N/A	0.3
	Picture	Pressure/Temperature Relief Valve	0.5	0.5	N/A
	R	Relay	N/A	0.5	0.3
		Thermocouple	0.5	N/A	N/A
	R	Thermostat & ECO (ECO only for On Demand)	N/A	0.5	0.5
		Wall Switch	N/A	0.5	N/A
		Wire Harness	N/A	0.75	N/A

Contact Dometic Technical Service Department at 888-867-4188 to obtain a return authorization number and return instructions. All parts must be returned to Dometic at the location listed on the return authorization within **90 days of the date of repair** to be considered for warranty reimbursement.

Data Tag MUST be removed from the unit before scrapping the product. A picture of the data tag on a piece of paper should be emailed to claimpayments@dometic.com with the claim ppwk.

***Failure to follow the 90 day return policy will result in being billed back for any no charge parts you receive under warranty.**

R—Defective parts must be returned to Dometic for warranty consideration.

- Requires prior authorization—please call technical service at 888-867-4188 to obtain the pre-authorization for this repair.

Fax RGA requests to 574-389-3975 or email to techservice@dometic.com