



Trucking Industry Warranty Policy Statements & Time Allowances Manual

Revision C – Effective March 20, 2017

Numbers You Need

- **Technical Support**----- **1-800-444-7210**
 - This number is to assist authorized Theftford & Norcold Service Centers and dealers **ONLY**.
 - To access Technical Support
 - For Warranty Claim Payment Status or Warranty Claim Assistance
- **Consumer Service** ----- **1-800-543-1219**
 - These numbers are to assist the consumer with general and warranty questions for both Theftford & Norcold products. Direct all consumers to one of these numbers.
- **Product Safety**----- **1-800-767-9101**
 - This number is to assist all customers with recall questions.
- **Literature Request**----- **1-888-263-9259**
- **Fax** ----- **1-937-497-3183**
- **Web Site** ----- **www.norcold.com** or **www.thetford.com**
- **Customer Support Email**----- **info@thetford.com**

*For claim submission information,
please see the Warranty Procedure Manual.*

NORCOLD INC.

DUAL-ELECTRIC REFRIGERATOR

TWO-YEAR LIMITED WARRANTY

Norcold Inc. warrants to the original purchaser, dual electric refrigerators to be free from defects in material and workmanship for a period of two (2) years from the date of purchase as long as the refrigerator is used for personal, family, or domestic purposes. Dual electric refrigerators used in commercial trucking applications are warranted for a period of one (1) year from the date of purchase. The limited warranty applies to the original purchaser and is non-transferable.

THE LIMITED WARRANTY COVERAGE INCLUDES

1. Parts and labor coverage.
2. Freight (ground service only) for shipment of a replacement part and for shipment of a part required to be returned to Norcold Inc.

LIMITATION OF WARRANTY

1. This warranty does not apply to products which have been subjected to misuse, negligence, accident, fire, improper repair, improper installation, or any other unreasonable use.
2. The refrigerator must be installed, maintained, and used as described in the Installation manual and in the Owner's manual.
3. Warranty work must be completed by an authorized Norcold service facility.
4. All replacement parts must meet Norcold Inc. specifications.
5. Claims must be submitted within thirty (30) days after the repair is completed.
6. The duration of any implied warranty is limited to two (2) years from date of purchase.

LIMITATION OF REMEDY

What the Limited Warranty does NOT Cover:

1. Shipping methods other than ground service.
2. Defects in glassware, electric light bulbs, or fuses.
3. Mileage or travel expense to obtain warranty service.
4. Labor when no parts are used for repair.
5. Incidental or consequential loss or damage including but not limited to charges or claims for labor, lost business, lost time, lost profits, loss of food, and loss of use.

LEGAL RIGHTS

This warranty gives the owner specific legal rights and you may have other rights, which may vary from state to state.

NORCOLD INC.

AC/DC PORTABLE REFRIGERATOR

ONE-YEAR LIMITED WARRANTY

Norcold Inc. warrants to the original purchaser, AC/DC portable refrigerators to be free from defects in material and workmanship for a period of one (1) year from the date of purchase as long as the refrigerator is used for personal, family, or domestic purposes. AC/DC portable refrigerators used in commercial trucking applications will be warranted for a period of ninety (90) days from the date of purchase.

THE LIMITED WARRANTY COVERAGE INCLUDES

1. Part and labor coverage.
2. Freight (ground service only) for shipment of a replacement part and for shipment of a part required to be returned to Norcold Inc.

LIMITATION OF WARRANTY

1. This warranty does not apply to products which have been subjected to misuse, negligence, accident, fire, improper repair, improper installation, or any other unreasonable use.
2. The refrigerator must be installed, maintained, and used as described in the Installation manual and in the Owner's manual.
3. Warranty work must be completed by an authorized Norcold service facility.
4. All replacement parts must meet Norcold Inc. specifications.
5. Claims must be submitted within thirty (30) days after the repair is completed.
6. The duration of any implied warranty is limited to one (1) year from date of purchase.

LIMITATION OF REMEDY

What the Limited Warranty does NOT Cover:

1. Shipping methods other than ground service.
2. Defects in glassware, electric light bulbs, or fuses.
3. Mileage or travel expense to obtain warranty service.
4. Labor when no parts are used for repair.
5. Incidental or consequential loss or damage including but not limited to charges or claims for labor, lost business, lost time, lost profits, loss of food, and loss of use.

LEGAL RIGHTS

This warranty gives the owner specific legal rights and you may have other rights, which may vary from state to state.

THETFORD CORPORATION

PORTABLE TOILET

ONE-YEAR LIMITED WARRANTY

Thetford Corporation warrants Portable toilets to be free from defect for a period of one (1) year from the date of purchase as long as the Portable toilet is used for personal, family, or domestic purposes. Portable toilets used in commercial trucking applications will be warranted for a period of ninety (90) days from the date of purchase.

THE LIMITED WARRANTY COVERAGE INCLUDES

1. Part coverage and labor coverage.
2. Freight (ground service only) for shipment of a replacement part and for shipment of a part required to be returned to Thetford.

LIMITATIONS OF WARRANTY

1. This warranty does not apply to products which have been subjected to misuse, negligence, accident, fire, improper repair, improper installation, or any other unreasonable use.
2. This warranty will be void if the identification number or date of manufacture stamp has been effaced, altered, or removed, or if the product has been repaired or altered by persons other than Thetford Corporation.
3. The owner must contact Thetford customer service for warranty repair parts or replacement. The owner may transport the Portable toilet to a Thetford service center for warranty repair or replacement. All labor and transportation costs or charges are the responsibility of the owner.


LIMITATION OF REMEDY

1. Under this warranty Thetford Corporation is responsible only for the repair or replacement of the defective component part(s) (at Thetford's option).
2. In no event shall Thetford Corporation be responsible for: consequential or incidental damages, damages arising from improper installation, improper use, abuse, alteration or failure to follow the usage or winterization instructions contained in the owner's manual; or damages resulting from spills of holding tank deodorants or additives.
3. The duration of any implied warranty is limited to one (1) year from date of purchase.

LEGAL RIGHTS

This warranty gives the owner specific legal rights and you may have other rights, which may vary from state to state.

Refrigerator Identification Labels



NORCOLD SIDNEY, OHIO		TESTED FOR LP GAS; EQUIPPED FOR PROPANE	
SERIAL NUMBER 123456AB		REFRIGERANT R717	SUPPLY 11" WC BURNER 10.5" WC
MODEL NO. N841	LBS. 2.5	120 VOLTS - AC	60 HZ
GROUP CODE 10209	TEST PRESSURE 800 PSI	12 VOLTS - DC	300 WATTS
INPUT 1500 BTUH		1.2 AMPS	14 WATTS

FOR REG. VEHICLE INSTALLATION
MIN. INSTALLATION CLEARANCE:
0" SIDES, TOP, BOTTOM, BACK
INSTALL ONLY WITH KIT NO.
SEE INSTALLATION INSTR.

618860

ANSI Z21.190-1992 REFRIGERATORS

CAN/CGA-1.4-1994 REFRIGERATORS

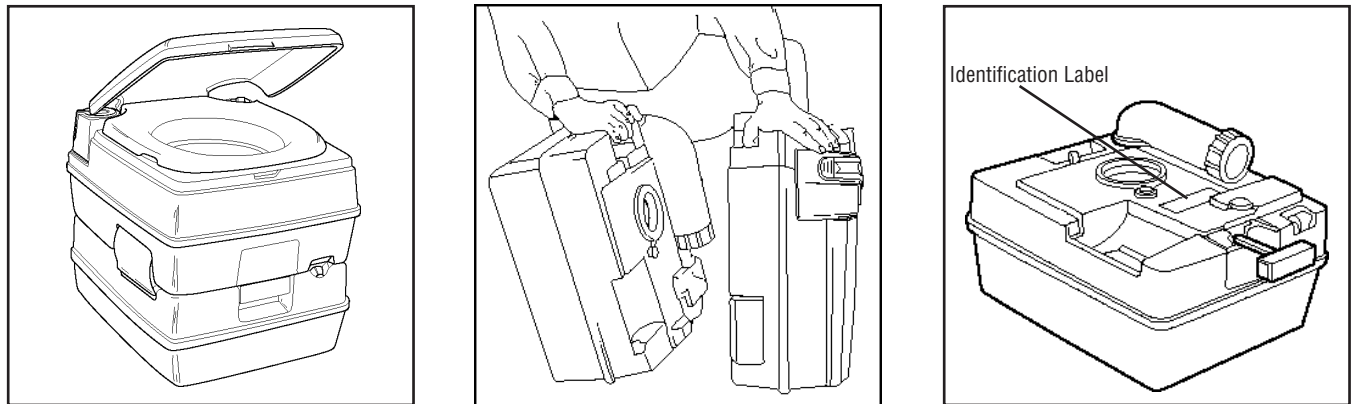
① Model Number
② Serial Number

Refrigerator's Model and Serial Numbers

The model number (1) and the serial number (2) are on the Identification Label inside of the refrigerator. The Identification Label is attached to upper right side of the fresh food compartment (above).

Portable Toilet Identification Label

Models covered: Curve, 260, 320, 550



To locate the Identification Label

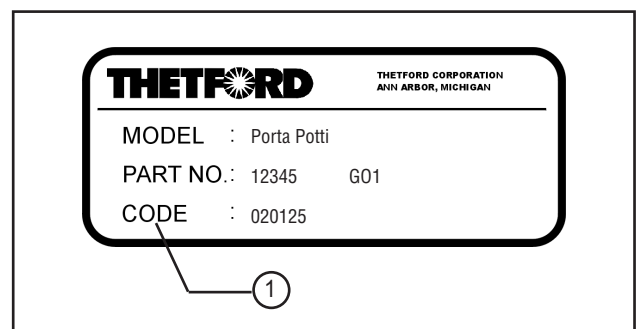
- Stand the unit up vertically on front end with locking latch facing upward.
- Slide latch to unlock.
- Separate the top of the toilet from the bottom.
- The Identification Label is located on the top surface of the bottom half of the toilet.

How to Read the Portable Toilet Identification Label

The model, part number, and code/serial number is on the Identification Label.

IMPORTANT

The manufacture date of the toilet can be determined by looking at the identification label on the toilet. The line entitled CODE (1) has the date of manufacture located in the first 6 numerical digits. The format is year-month-day (YYMMDD).



Sample Warranty Claim Form

IMPORTANT


Complete the Warranty Claim Form in its entirety. Form must be legible and must provide all required information.

Reimbursement will only be made when required returnable part and Claim Form are received together.

Warranty Claims must be submitted no later than 30 days after completion of warranty service or repairs. Warranty Claims submitted beyond 30 days will delay claim processing or result in claim denial.

Warranty Claims that are illegible or missing the required information will be returned to the originator without action. The returned Claim must be resubmitted with all required information to Thetford/Norcold within 15 days of receipt.

(The Warranty Claim Form on page 11 may be duplicated and used.)



Customer Service
PO Box 4248
2655 Campbell Rd
Sidney, OH 45365
1-800-444-7210

Warranty Claim Form

Claim # _____
Date _____

Service Facility
Include your dealership name, complete address, complete phone and fax numbers.

Product Identification
Model number.
Serial number.
Cooling unit serial number.
Date of purchase.

Products
Installation verification.
Vehicle Manufacturer.
Vehicle Brand
Vehicle D.O.P.
Vehicle Vin #.

Repair Information
Part Description.
Part Number.
Description of Repair.
Repair authorization number (RMA) number if applicable.

Repair Verification
Service Technician/Customer's signature & date to verify repair completion.

Service Facility
Name American RV Center
Address 1500 Pennsylvania Ave.
City Anytown State US Zip 12345
Telephone 123-555-4567 Fax 456-555-7890

Customer
Name John Q. Public
Address P.O. Box 1111
City Anytown State US Zip 12345
Telephone 123-555-6789

Product Identification
Refrigerator
Model # 19569 Serial # 19569
Date of Purchase 11/01/07
Cooling Unit Serial # 010110
Extended Warranty Yes No
Expiration Date 11/01/10

Sanitation Equipment
Model Name Aria China High CP White
Model # 19569
Code/Serial # 010110
Purchase Date 11/01/07
Original Owner Yes No

Customer's Complaint
Cooling deteriorated over a
period of 2 months
OR
Mechanism is non-functional -
leaks

Reimbursement Information
Labor Rate \$60
Time Allowance 3
Time Allowance x Hourly Labor Rate \$180
Tax (if applicable) \$0
Total \$180
Part supplied by Distributor or Thetford/Norcold at no Charge? Yes No
Was replacement part from your purchased stock? Yes No
If yes, Thetford/Norcold will replace part at no charge with proof of purchase.

Service Facility & Customer Verification Of Repairs
Service Facility: I certify that I have performed the above repair(s) American RV Center signature _____ Date 01/01/08
Customer: I certify that my product has been serviced and it is operating to my satisfaction. Customer John Q. Public Date 01/01/08

Part No. 622768

Customer info
Include Owner's name, complete address and phone number.

Product Identification
Model, Part and Serial numbers. Date of purchase.

Customer Complaint
Detailed description of customer complaint

Reimbursement
Labor rate on file. Flat Rate Allowance.
Applicable tax.
Total reimbursement.
Check if you want part replaced to your inventory

Distribution Copies
White copy - Thetford/Norcold
Yellow copy - Consumer
Pink copy - Service facility

White - Thetford/Norcold Copy
Yellow - Customer Copy
Pink - Service Facility Copy

RETURNABLE PARTS, PARTS THAT REQUIRE PREAUTHORIZATION

RETURNABLE PARTS

Please see the Time Allowances charts to determine if the part is required to be returned.

To return parts shipped from Thetford Corp. or Norcold Inc.:

- Pack the faulty part in the same package the replacement came in.
- Pack the white copy of the warranty claim form in the same package with the returnable faulty part. Return within 30 days after completion of repair.
- **IMPORTANT:** Write the claim number or authorization number on the outside of the carton. If the number is not clearly visible the carton will be returned at the expense of the sender.

If you request reimbursement for shipping charges greater than \$50, you must provide a bill of lading. No return shipping charges will be paid for non-returnable parts.

Cooling Units

- Follow the instructions on the back of PRP label that was enclosed with the replacement cooling unit.
- Affix the PRP label on the outside of the package being returned.
- Call Federal Express Ground, 1-888-777-6040, to schedule a pickup.

PREAUTHORIZATION

Please see the Time Allowances charts to determine if the part requires pre-authorization.

Some parts covered under this warranty require pre-approval before any warranty service is completed. If so, contact Technical Support at 1-800-444-7210 to obtain pre-approval and to make arrangements to have the part shipped at no charge.

No parts requiring pre-approval will be covered under any warranty if the ordering facility does not obtain an approval authorization number. All parts that are returned should have the pre-approval number legibly written on the outside of the shipping container. Any products returned without this number written on the outside of the container will be refused and returned to the sender at their expense.

When submitting claims for entire toilet replacement, you must remove the serial sticker from the toilet, and adhere it to the claim form or the claim will not be paid.

Note: All complete units that are replaced require Preauthorization!

Refrigerator Flat Rate Time Allowance

Please see the tables that follow to determine the appropriate time allowance for an authorized repair. Multiply the service facility shop labor rate times Thetford Corp. and Norcold Inc.'s Flat Rate Allowance.

Portable Refrigerators

NRF Series (30, 45, 60)

	Repair Time	Diagnosis Time	Removal Time	Total Time	Pre-Authorization Required?
Replace Refrigerator X	0.20	0.30	–	0.50	Yes
Door Assembly	0.20	0.30	–	0.50	Yes
Control Board	0.50	0.30	–	0.80	Yes
Fan Assembly X	0.50	0.30	–	0.80	No
AC/DC Power Supply X	0.20	0.30	–	0.50	Yes
DC Power Cord	0.20	0.30	–	0.50	No

MRFT40

	Repair Time	Diagnosis Time	Removal Time	Total Time	Pre-Authorization Required?
Replace Refrigerator X	0.25	0.25	0.50	1.00	Yes
Door Assembly	0.50	–	–	0.50	No
Power Supply	0.50	0.50	–	1.00	Yes
Fan X	0.30	0.20	1.00	1.50	No
Cooling Unit X	0.50	0.50	0.50	1.50	Yes
Thermostat X	0.80	0.20	–	1.00	No

X = Parts Required to be Returned

DE0040/EV0040

	Repair Time	Diagnosis Time	Removal Time	Total Time	Pre-Authorization Required?
Replace Refrigerator X	0.25	0.25	1.00	1.50	Yes
AC Power Supply	0.25	0.25	0.50	1.00	Yes
DC Power Supply	0.25	0.25	0.50	1.00	Yes
Fan X	0.30	0.20	0.50	1.00	No
Cooling Unit X	0.75	0.25	0.50	1.50	Yes
Door Assembly	0.50	–	–	0.50	No
Handle Assembly	0.50	–	–	0.50	No
Evaporator Thermister X	0.30	0.20	0.50	1.00	No

DE0041/EV0041

	Repair Time	Diagnosis Time	Removal Time	Total Time	Pre-Authorization Required?
Replace Refrigerator X	0.25	0.25	1.00	1.50	Yes
Door Assembly	0.30	0.20	–	0.50	No
AC Power Supply	0.25	0.25	0.50	1.00	Yes
DC Power Supply	0.25	0.25	0.50	1.00	Yes
Fan X	0.30	0.20	0.50	1.00	No
Cooling Unit X	0.80	0.20	0.50	1.50	Yes
Evaporator Door Assembly	0.50	–	–	0.50	No
Evaporator Thermister X	0.30	0.20	0.50	1.00	No
Power Modular Control X	0.25	0.25	0.50	1.00	Yes

DE0051/EV0051

	Repair Time	Diagnosis Time	Removal Time	Total Time	Pre-Authorization Required?
Replace Refrigerator X	0.50	0.50	1.00	2.00	Yes
AC Power Supply	0.50	0.25	0.50	1.25	Yes
DC Power Supply	0.50	0.25	0.50	1.25	Yes
Fan X	0.80	0.20	0.50	1.50	No
Cooling Unit X	0.80	0.20	0.50	1.50	Yes
Door Assembly – Upper	0.50	–	–	0.50	No
Door Assembly – Lower	0.50	–	–	0.50	No
Evaporator Thermister X	0.30	0.20	0.50	1.00	No

X = Parts Required to be Returned

DE0061/EV0061

	Repair Time	Diagnosis Time	Removal Time	Total Time	Pre-Authorization Required?
Replace Refrigerator X	0.50	0.50	1.00	2.00	Yes
AC Power Supply	0.50	0.25	0.25	1.00	Yes
DC Power Supply	0.50	0.25	0.25	1.00	Yes
Fan X	0.80	0.20	0.50	1.50	No
Cooling Unit X	1.30	0.20	1.00	2.50	Yes
Door Assembly – Upper	0.50	–	–	0.50	No
Door Assembly – Lower	0.50	–	–	0.50	No
Evaporator Thermister X	0.30	0.20	1.00	1.50	No
Power Modular Control X	0.50	0.25	0.25	1.00	Yes

NR740, NR751, 0788

	Repair Time	Diagnosis Time	Removal Time	Total Time	Pre-Authorization Required?
Replace Refrigerator X	0.25	0.25	1.00	1.50	Yes
Replace Cooling Unit X	0.75	0.25	1.00	2.00	Yes
Thermistat X	0.25	0.25	1.00	1.50	Yes
Door Assembly	0.25	0.25	1.00	1.50	No
Handle Assembly	0.25	–	–	–	No
Evaporator Door	0.25	0.25	1.00	1.50	No
Fan Assembly X	0.30	0.20	1.00	1.50	No
Power Supply	0.50	0.25	1.00	1.75	Yes
Support Bottom Rail	0.25	0.25	0.50	1.00	No
AC Cord Assembly	0.25	0.25	0.50	1.00	No
DC Cord Assembly	0.25	0.25	0.50	1.00	No

Volvo DCL-4, DCL-5, DC-41, DC-68, DC-73, DC-85

	Repair Time	Diagnosis Time	Removal Time	Total Time	Pre-Authorization Required?
Replace Refrigerator X	0.25	0.25	1.00	1.50	Yes
Cooling Unit X	0.80	0.20	1.00	2.00	Yes
Power Supply (in system)	0.80	0.20	1.00	2.00	Yes
Fan (in system) X	0.30	0.20	1.00	1.50	Yes
Thermister Evaporator X	0.30	0.20	1.00	1.50	No
Thermostat X	0.80	0.20	1.00	2.00	Yes
Evaporator Door	0.30	0.20	–	0.50	No
Door Latch	0.30	0.20	–	0.50	No
Door Assembly	0.30	0.20	–	0.50	No
Door Gasket	0.50	0.20	–	0.70	No
Support Rail	0.30	0.20	–	0.50	No
Heat Insulator	0.30	0.20	1.00	1.50	Yes
Control Board X	0.80	0.20	1.00	2.00	Yes

X = Parts Required to be Returned