



Warranty Procedure Manual

Effective March 20, 2017

*To be used in conjunction with the RV, Marine and Truck
Warranty Statement & Time Allowance Manuals.*

Numbers You Need

- **Technical Support**----- **1-800-444-7210**
 - This number is to assist authorized Thetford & Norcold Service Centers and dealers **ONLY**.
 - For Technical Support
 - For Technical Assistance
 - 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 Thetford & 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** ----- **1-734-769-2332**
- **Web Site** ----- **www.norcold.com** or **www.thetford.com**
- **Email**----- **info@norcold.com** or **info@thetford.com**

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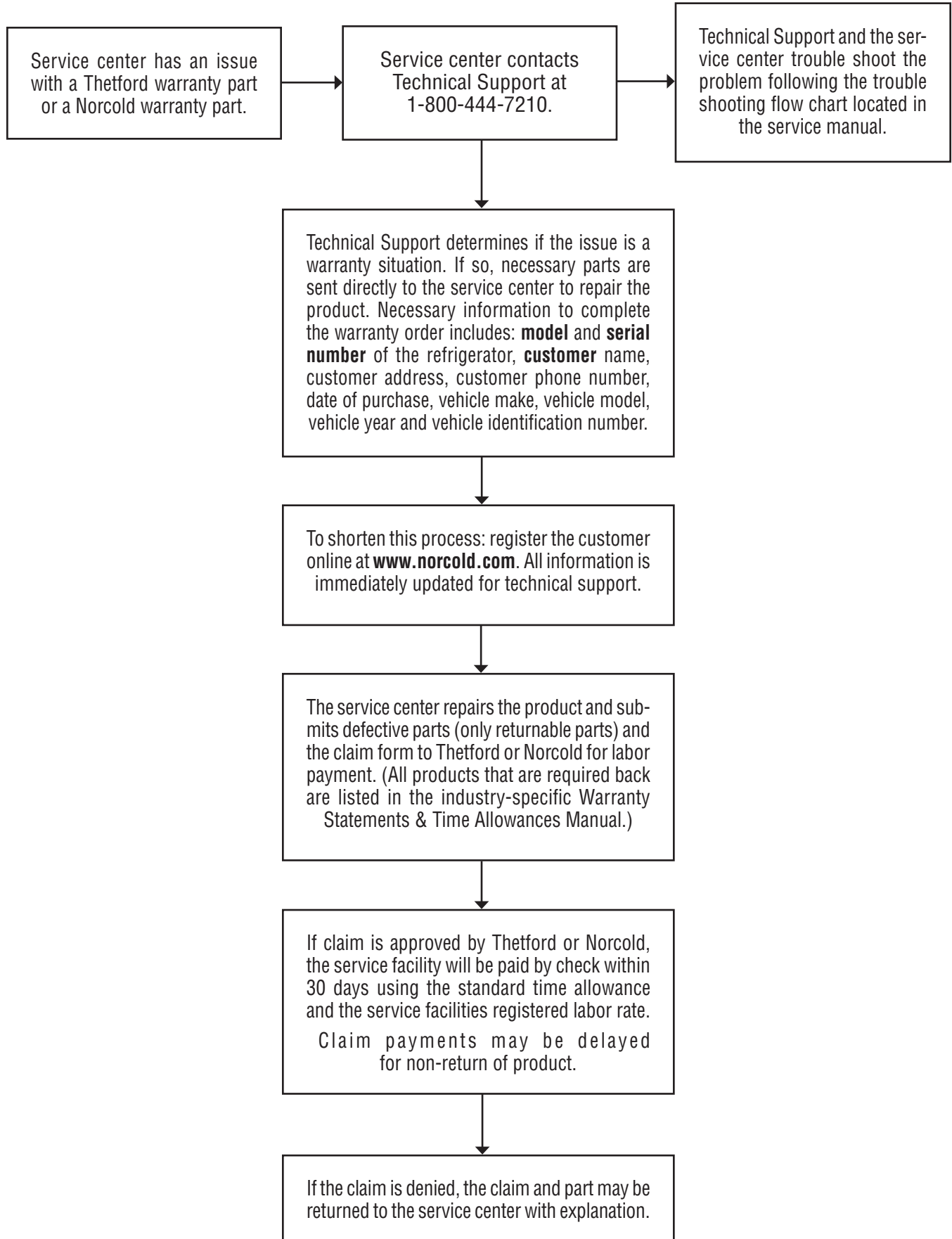
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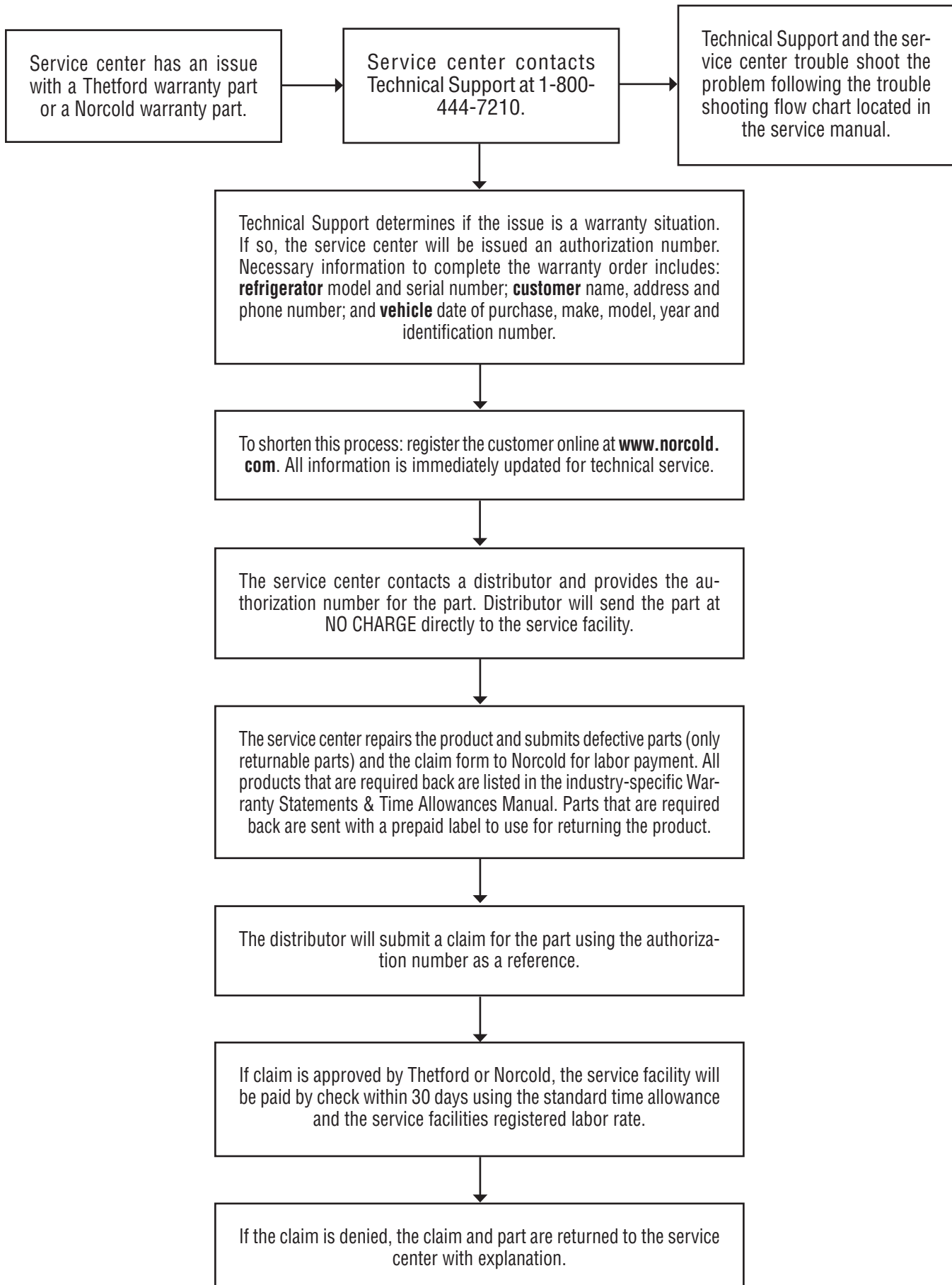
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How to File a Warranty Claim



Procedure for getting Thetford and Norcold Parts through a distributor



Service Center Responsibilities

The service facility responsibilities are to:

- Review and understand both Thetford and Norcold Limited Warranties and their coverage. (Review the RV, Marine or Truck Policy/Time Allowance Manual to determine the length and scope of warranty coverage).
- Determine if the product owner's request for warranty service meet the requirements as a warranty.
- Verify if the part requires pre-approval before replacing. (Review the RV, Marine or Truck Policy/Time Allowance Manual to determine if pre-approval is necessary).
- Retain reference or repair authorization numbers provided when communicating with Thetford and Norcold. These numbers must be used with all communications as well as appearing on a Warranty Claim Form and outside the carton of a returnable part. Reference numbers should be used regardless of who supplies the part. Reference numbers are used for parts coming directly from the manufacturer or parts being sent on behalf of the manufacturer by distributors.
- Replace the failed part only.
- Repair the product at no charge to the product owner.
- Repair the product as stated in this Warranty Policy and Procedure Manual and as stated in the repair procedures in each product's Service Manual.
- Follow all approved Time Allowances. (Review the RV, Marine or Truck Policy/Time Allowance Manual to determine approved time allowance). No additional charges should be charged to the owner.
- Verify if the part is required to be returned. (Review the RV, Marine or Truck Policy/Time Allowance Manual to determine if the part is required back). Any parts received back that are not required will be scrapped.
- Complete a warranty claim in its entirety (an example of a completed claim form is provided on page 10).
- Each warranty replacement part shipped direct from Norcold will include a preprinted warranty claim form. The warranty claim form number is assigned to a specific repair. Fill the claim form out in its entirety. 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.
- Submit a Warranty Claim Form no later than 30 days after the completion of repair. Claims submitted after 30 days may result in denial.
- Provide Thetford/Norcold an annual update (in writing) of your company status i.e.; change of posted labor rate, change of address, change of ownership and change of phone area code.

Consumer Responsibilities

Consumer Responsibilities are to:

- Deliver the product to an authorized service center. Under no circumstances will Thetford Corp. or Norcold Inc. reimburse repairs carried out by unauthorized persons.
- Provide proof of purchase to the repair facility prior to any service work. Proof of purchase of the product or proof of purchase of the vehicle that the product is installed in. Proof of purchase must include: Customer name and address, model and serial number, and date of purchase.
- Use and maintain the product as described in the Owner's manual.

Return Authorization Number (RAN)

Thetford/Norcold designs its products to be serviceable by the service facility. Thetford/Norcold, at its option, may replace a product that proves to be faulty. In this case, a Return or Claim Authorization Number (RAN) will be issued.

A RAN is required for entire refrigerators and toilets. RAN's will only be issued by Thetford/Norcold and will only be issued for current product, for returnable warranted product, and valid for product issued for.

RAN's are valid for 30 days from the date of issue. Please call 1-800-444-7210 to obtain a required RAN.

Any products returned to Thetford Corp or Norcold Inc. that do not have an RAN written legibly on the outside of the carton will be refused and returned to the sender at their expense.

Products returned for credit may be subject to a 30% restocking fee.

Parts that Require Pre-Approval

Some parts covered under this warranty require pre-approval before any warranty service is completed. Please refer to the RV, Marine or Truck Policy & Time Allowance Manual to see if the part you are going to replace requires pre-approval. If so, contact Technical support at 1-800-444-7210 to obtain pre-approval and to make arrangements to have the part sent.

No parts requiring pre-approval will be covered under any warranty if the ordering facility didn't obtain an approval authorization number. All parts that are returned should have the pre-approval number legibly written on the outside of the 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.

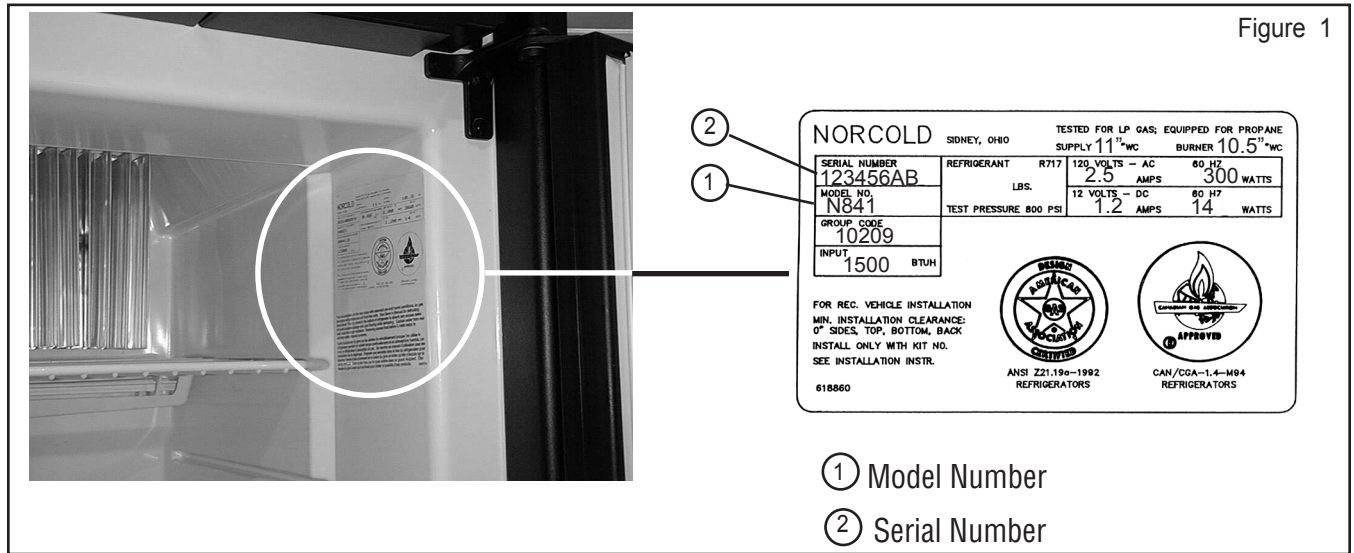
Replacement Warranty Parts

Warranty coverage for an authentic Thetford or Norcold replacement part or assembly used in a warranty repair is warranted for the remainder of either the Limited Warranty or the Extended Service Protection Plan.

Warranty coverage, from the date of purchase, for authentic Thetford/Norcold replacement part or assembly purchased and used for an out of warranty repair is one (1) year. The Warranty covers the part (limited to manufacturing defect) for the thirty (30) days, and the cost of shipping and handling.

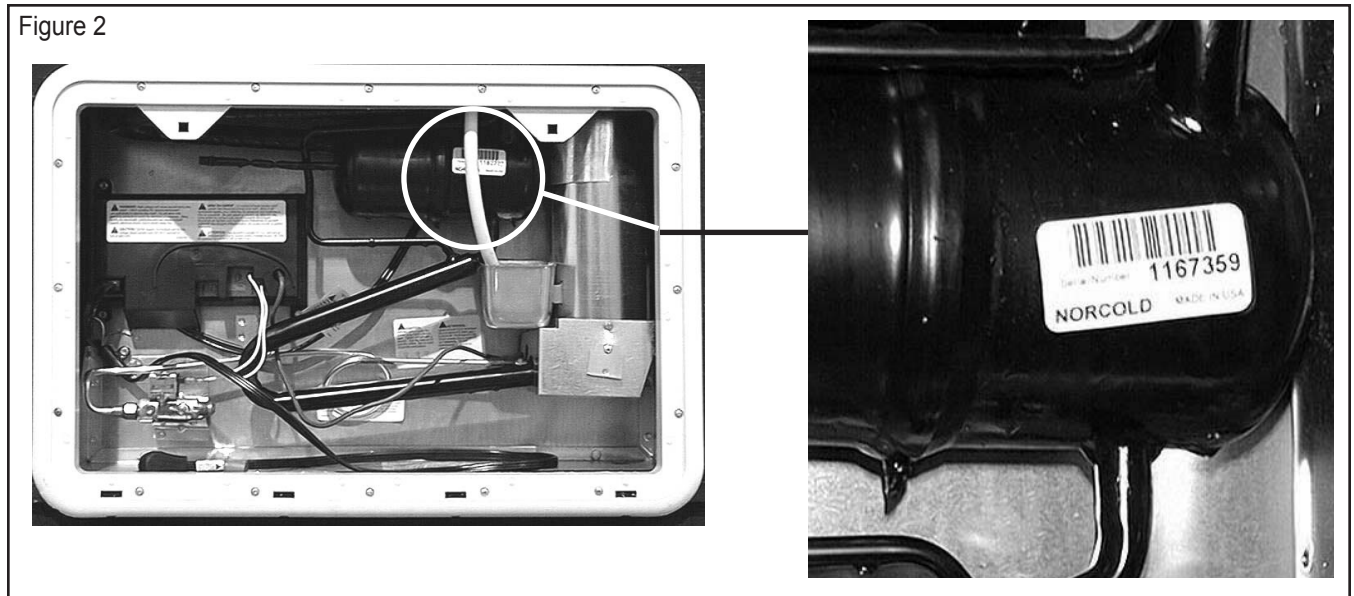
Cooling units are not rechargeable. Non-Norcold/non-authorized cooling units, including remanufactured and field-repaired cooling units, are not warranted and void the refrigerator's warranty.

Refrigerator Identification Labels



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 (see Figure 1).



Cooling Unit Serial Number

All absorption cooling units are identified with a serial number. The cooling unit serial number is located on an Identification Label attached to the surface of the cooling unit leveling chamber (see Figure 2).

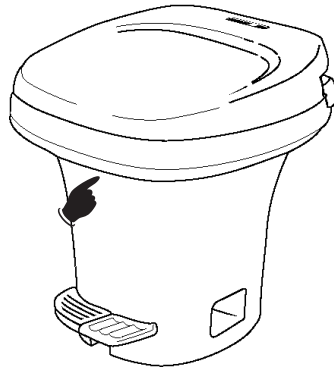
Permanent Toilet Identification Label

How to Locate the Permanent Toilet Identification Label



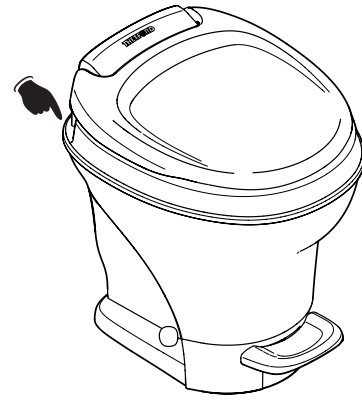
Aria

At back base



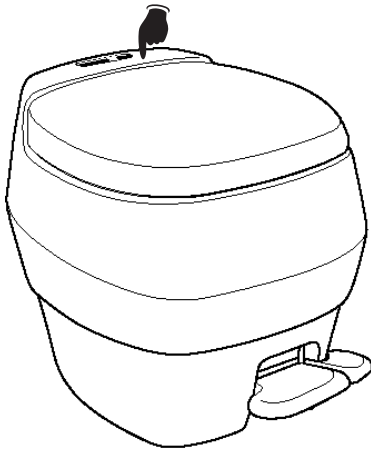
Aqua-Magic IV Foot/Hand Flush

Under front rim



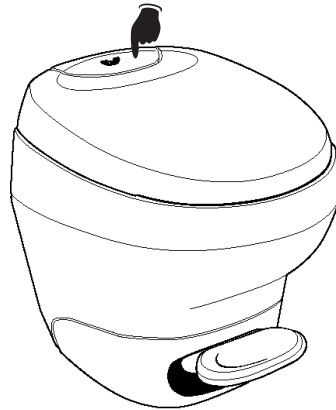
Aqua-Magic V Foot/Hand Flush

On back ledge



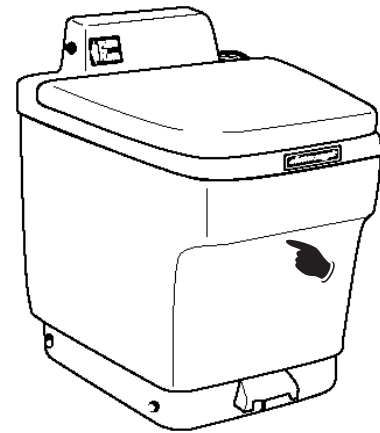
**Aqua-Magic Aurora China Bowl
and Aqua-Magic Galaxy/Starlite**

Behind seat/between Hinges



Bravura

Under Seat Cover Pod



Electra-Magic

Under front rim



Aqua-Magic Style II

At back base



Aqua-Magic Style Plus

At back base



Tecma Silence

Under front rim

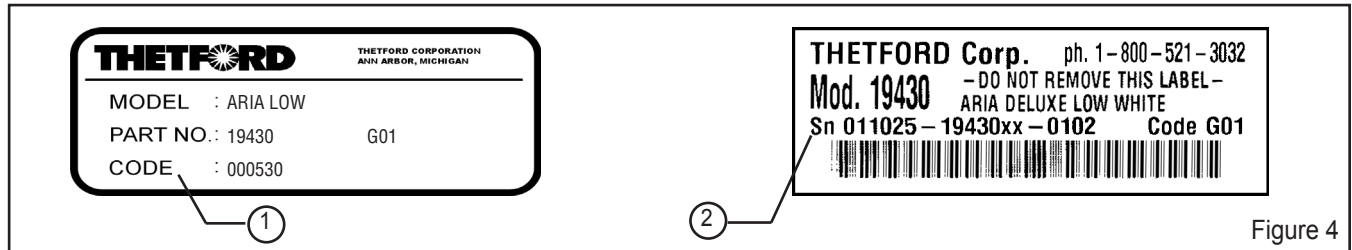
Figure 3

How to Read the Permanent Toilet Identification Label

The model, part number, and code/serial number is on the Identification Label (Figure 4).

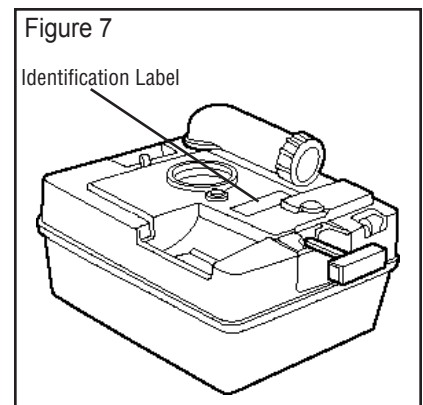
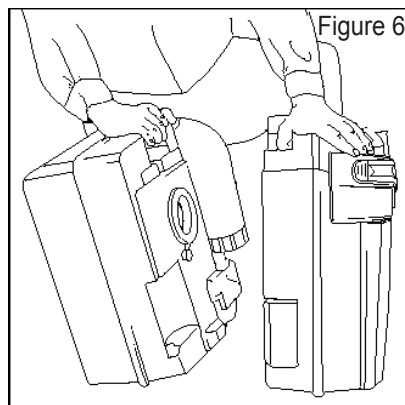
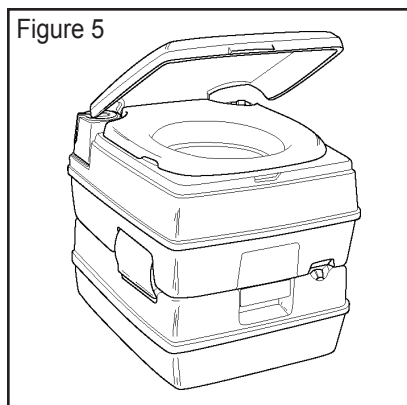
IMPORTANT

The manufacture date of the toilet can be determined by looking at the identification label on the toilet. The line entitled CODE (1) or S/N (2) (see Figure 4) has the date of manufacture located in the first 6 numerical digits. The format is year-month-day (YYMMDD).



Portable Toilet Identification Label

Models covered: Curve, 260, 320, 550 & Campa models



To locate the Identification Label

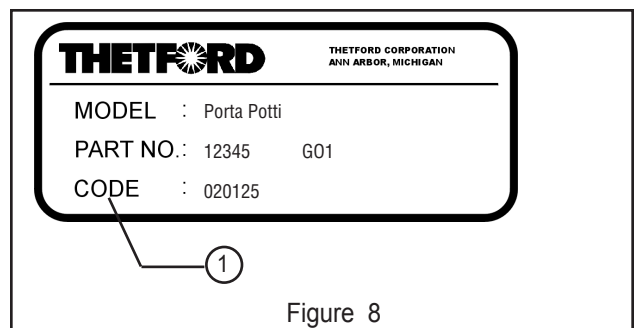
- Stand the unit up vertically on front end with locking latch facing upward.
- Slide latch to unlock.
- Separate the top of the toilet from the bottom (Figure 6).
- The Identification Label is located on the top surface of the bottom half of the toilet (Figure 7).

How to Read the Portable Toilet Identification Label

The model, part number, and code/serial number is on the Identification Label (Figure 8).

IMPORTANT

The manufacture date of the toilet can be determined by looking at the identification label on the toilet. The line entitled CODE (1) (see Figure 8) 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 1258
7101 Jackson Road
Ann Arbor, MI 48106
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

All Products
Products installed in accordance to Norcold's and Thetford's product manuals: Correct Incorrect
If incorrect Describe WHY the installation was incorrect here.
Vehicle Manufacturer American Company
Brand Name USA Brand Year 2008
Vehicle Date of Purchase 11/01/07
Vin # 00000000000000000000000000000000

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

Repair Information
Part # 618543
Part Description Cooling Unit
Description of Repair Performed Replaced Cooling Unit
RMA (FRIR) # (if applicable) 987654
Special Authorization # (if applicable) NA

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. 622748B
White - Thetford/Norcold Copy Yellow - Customer Copy Pink - Service Facility Copy

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



Customer Service
 PO Box 1258
 7101 Jackson Road
 Ann Arbor, MI 48106
 1-800-444-7210

Warranty Claim Form

Claim # _____

Date _____

Service Facility

Name _____

Address _____

City _____ State ____ Zip _____

Telephone _____ Fax _____

Customer

Name _____

Address _____

City _____ State ____ Zip _____

Telephone _____

Product Identification

Refrigerator

Model # _____ Serial # _____

Date of Purchase _____

Cooling Unit Serial # _____

Extended Warranty ____ Yes ____ No

Expiration Date _____

Sanitation Equipment

Model Name _____

Model # _____

Code/Serial # _____

Purchase Date _____

Original Owner ____ Yes ____ No

All Products

Products installed in accordance to Norcold's and Thetford's product manuals. ____ Correct ____ Incorrect

If incorrect _____

Vehicle Manufacturer _____

Brand Name _____ Year _____

Vehicle Date of Purchase _____

Vin # _____

Customer's Complaint

Repair Information

Part # _____

Part Description _____

Description of Repair Performed _____

RMA (FRIR) # (if applicable) _____

Special Authorization # (if applicable) _____

Reimbursement Information

Labor Rate _____

Time Allowance _____

Time Allowance x Hourly Labor Rate _____

Tax (if applicable) _____

Total _____

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) _____ Date _____

Customer
 I certify that my product has been serviced and it is operating to my satisfaction.
 Customer _____ Date _____

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

Part No. 622748B