



WARRANTY CLAIM GUIDELINES

(This is not a warranty policy. Please refer to the "Owner's Limited Warranty Policy" for complete coverage information.)

Marine Air Conditioning:

Direct Expansion
Split / Remote and Modulating
Chilled / Tempered Water

Marine Refrigeration

Marine Ice Machines

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INTRODUCTION

This book of information has been developed for your convenience and includes guidelines on how to handle a warranty situation when it occurs. The guidelines explain how to fill out a claim form; lists procedures for acquiring a Return Materials Authorization (RMA) number; and also answers questions regarding warranty allowances and coverage periods.

CUSTOMER SERVICE / TECHNICAL ASSISTANCE

Follow these steps for Customer Service or Technical Assistance:

Email (preferably) or call one of the numbers listed below.
If calling, tell the receptionist which product (marine Air Conditioning, Refrigeration, Ice Machine, etc.) you need assistance with and you will be connected with a customer service representative.

It is very helpful if you have the **MFG number** and **serial number** before you call.

For Marine Customer Service / Technical Support	
Email: MarineServiceUS@dometic.com	Call Toll Free: +1 800-973-2477 Direct Dial: 954-973-2477

IMPORTANT NOTES FOR ALL RMA/SE AND LABOR CLAIMS

1. Warranty periods begin from the date of possession of the boat by the first owner if OEM installed or date of installation if dealer installed, but not to exceed three (3) years from date of production. The warranty is transferable and will carry the remainder of the original owner’s warranty based on the original date of purchase or date of installation.
2. Proof of purchase or installation may be required to verify warranty coverage.
3. Any unit or replacement part installed due to a warranty failure carries the remainder of the original warranty. Warranty coverage does not start over from the repair/replacement date.
4. Warranty coverage shall not exceed three (3) years from the date of production.
5. The electrical box MUST be returned if the entire unit is being replaced.
6. Modification of Dometic equipment without prior approval can void the warranty.
7. These warranty periods apply to anything manufactured from January 1, 2025, or later
8. Refrigerant gas will be refunded to the dealer per the allowances in this Guideline.
9. Freight on parts used on a warranty repair is covered by Dometic. Please use Dometic preferred freight carrier and we will either supply a preprinted prepaid airbill or provide our account number for use to return defective parts to the factory. If Dometic preferred freight carrier is not used, freight charges over and above standard ground or Motor Freight, unless otherwise authorized, on the warranty claim will be adjusted accordingly.

10. All other costs (labor, travel, phone calls, tolls, etc.) are included in the hourly allowances of the service factor and should not be billed separately unless pre approved by Dometic Customer Service Department.

11. If there are several problems on one boat corrected during one service call, we will pay 100% of the service factor on one problem and 50% on all others.

12. Any extra labor or travel must be pre-approved by the Dometic Service Department before proceeding with any warranty repairs.

13. All allowances are total billable hours for that repair. All allowances (where applicable) include a mechanic and a helper. Helper hours should not be billed separately unless preapproved by Dometic Service Department.

14. Parts-only coverage is for Dometic parts only and does not include materials such as refrigerant, tie wraps, butt connectors, etc.

GUIDELINES FOR HANDLING FREIGHT DAMAGE

FREIGHT DAMAGE

- A) Dometic is not responsible for damage which occurs in transit.
- B) Any visible damage should be reported to the freight company at once.
- C) All shipment should be inspected within 10 days of receipt and carrier must be notified of any concealed damage. Packing materials must be held until inspection occurs.
- D) Dometic suggests that a new purchase order be submitted to meet customer requirements while the freight claim is pursued with the carrier.

PACKAGE DAMAGED BY UPS OR FED EX

If you receive a package damaged by UPS or Fed Ex:

- 1. Call UPS or Fed Ex for a damage inspection.
- 2. A UPS or Fed Ex agent will come to your facility to inspect the damaged merchandise.
- 3. The inspecting UPS or Fed Ex agent will issue an authorization to file a claim or instructions.
- 4. The package will be returned to the shipper to file the claim.

PACKAGE DAMAGED BY MOTOR CARRIER

There are two types of motor carrier damage:

- 1. Visible damage or loss.
- 2. Concealed damage or loss.

VISIBLE DAMAGE is the easiest for obvious reasons. Be alert for dents, punctures, flattened corners, short counts, etc. Note any discrepancies on the freight bill and have the carrier's driver initial it. Once a consignee accepts goods with no qualifications or notation of discrepancies on the freight bill, the burden of proof is on the consignee to show where damage occurred.

If handled properly, claims for visible damage cause no problem for either the shipper or the consignee. If both the receiving clerk and the driver acknowledge the damage or loss on the freight bill, the shipper or consignee needs only to fill out the proper forms and file them with the carrier's claim agent to collect.

The consignee has the right to inspect any carton showing signs of rough handling or damage and can refuse that piece and accept the rest of the shipment. When this occurs, the burden of disposition of the damaged piece lies with the carrier. The carrier must contact the shipper for permission to return the piece for repair or replacement.

CONCEALED DAMAGE OR LOSS causes the most trouble. The burden of proof for concealed damage or loss is on the owner of the goods (usually the consignee). Normally carriers allow fifteen days to report concealed damage loss. To protect yourself, notify the carrier the moment you suspect concealed damage or loss. Arrange to have the carrier inspect the goods as soon as possible and confirm your intention to file a claim in writing. Do not throw away cartons or inner packing until the inspection has been made. If they pay for a replacement, carriers may require that the merchandise be held for nine months.

HOW TO DETERMINE WHO SHOULD FILE A FREIGHT CLAIM

If equipment is shipped **freight collect**, the consignee has the responsibility to file the claim.

If the equipment is shipped **freight prepaid**, the shipper has the responsibility to file the claim.

In either scenario, it is **imperative** that the consignee note any visual damage on the freight bill or call for a concealed-damage inspection. The consignee must then forward all the supporting paperwork to the shipper for filing. Failure on the consignee's part, to follow this procedure in a timely manner, will create a situation where the shipper may not be able to file a claim with the carrier. Therefore, we ask for your complete cooperation and assistance.

The two most important things to remember when you suspect damage or loss are:

1. Note any discrepancies on the freight bill.
2. Notify the carrier as soon as possible.

DO NOT RETURN DAMAGED MERCHANDISE TO DOMETIC UNLESS THE CARRIER SPECIFICALLY INSTRUCTS YOU TO DO SO.

As a reminder, some Dometic shipping boxes are transit tested and authorized by the International Safe Transit Association. These boxes bear the insignia shown in the photo below:



Symbol used on boxes that are authorized as Transit Tested

RETURN MATERIALS AUTHORIZATION (RMA) POLICY

RMA NUMBER

A number must be assigned to any equipment being returned to Dometic.

This number is referred to as a RMA (Return Materials Authorization).

- A) If the return involves equipment repair or the failure of equipment under warranty, contact the Service Department for the assignment of the RMA number. The information is taken by the Service Department and an authorization with the RMA number displayed is faxed/mailed/emailed to the customer. If a distributor is involved, then the authorization will be faxed/mailed/emailed to the distributor.
- B) If the return involves an order error or shipping error or an overstock situation, contact Sales Administration for the assignment of the RMA number. All overstock returns are subject to a 20% restocking fee. The information is taken by Sales Administration and an authorization with the RMA number displayed will be faxed/mailed/emailed to the customer.

WARRANTY RETURNS

It is the dealer's responsibility to properly package any product returning to the factory. Due care must be taken to minimize the chance of freight damage. Freight damage resulting from improper packaging will void the warranty and credit will be denied. Dometic will provide packaging at no charge upon request.

REPAIR

- A) Equipment may be returned to Dometic for repair under warranty. Upon receipt of the equipment at Dometic, the equipment will be evaluated. If it proves to be under warranty, the equipment will be repaired and returned at no charge.
- B) Equipment which does not fall under warranty, is not defective or has clearly been damaged through mishandling or incorrect installation will be handled in the following manner:
- Customer will be notified.
 - Customer has 20 days from date of notification to authorize return/and or repair at customer's expense.
 - If Dometic does not receive authorization for return within 20 days, the equipment will become property of Dometic.
 - A minimum \$25.00 handling charge may be applied for the return of non-warranty repair plus freight.
- C) Dometic is responsible for normal ground or regular motor freight shipment of warranty parts. Any expedited freight charges are the customer's responsibility.

REPLACEMENT

- A) Equipment which has been inspected by an authorized servicing dealer can be replaced. The new equipment will be charged to the established account (with 60-day terms, see below) which authorizes the shipment. Upon receipt of the failed equipment at Dometic, the equipment will be evaluated. If it proves to be under warranty, the account will be credited for the charge of the replaced equipment.

Any defective equipment which is replaced under warranty must be returned to Dometic for evaluation within 60 days of shipment. If the equipment is not received at Dometic within 60 days, the invoice for the replaced equipment will be considered due, interest will accrue, and standard A/R collection will take place.

- B) Equipment, which is returned but does not fall under warranty, is not defective or has clearly been damaged through mishandling or incorrect installation will be handled in the following manner:
- Customer will be notified.
 - Customer has 20 days from date of notification to authorize return of equipment at customer expense.
 - If Dometic does not receive authorization for return within 20 days, the equipment will become property of Dometic.
 - Invoice for replacement equipment will become payable.
- C) Dometic is responsible for normal ground or regular motor freight shipment of warranty parts. Any expedited freight charges are the customer's responsibility.

CREDIT

- A) Equipment can be returned to Dometic for credit to account. After the equipment is received at Dometic and if it is found to be defective and under warranty, a credit to account will be issued.
- B) Equipment which does not fall under warranty, is not defective or has clearly been damaged through mishandling or incorrect installation will be handled in the following manner:
- Customer will be notified.
 - Customer has 20 days from date of notification to authorize return of equipment at his expense.
 - If Dometic does not receive authorization for return within 20 days, the equipment will become property of Dometic.

NON-WARRANTY RETURNS

- A) Contact Service department for equipment which has been returned for repair. The service will be performed at the current Dometic labor rate per hour plus parts. The minimum labor charge for any repair job is 1 hour. Dometic will estimate the cost and contact the customer for approval by fax/mail/email before work is performed. The customer needs to fax/mail/email estimate approval. If the customer does not choose to have the equipment repaired and would like the equipment returned, the customer will be charged shipping plus \$25 handling fee. If the customer does not authorize return of equipment, freight collect, within 20 days of notification, the equipment will become the property of Dometic.
- B) Contact Sales Administration for any equipment which is being returned to Dometic for credit because of an error in ordering or shipping. The returned equipment must be in new condition and must be in original packing box.
- If the error is a Dometic error, the customer will be issued full credit.
 - If the error is a customer error, the customer will be issued credit less 15% of total with a minimum of \$25 plus any material and labor required to return it to stock. Freight will be charged if appropriate and applicable.

INSTRUCTIONS FOR RETURNING EQUIPMENT TO DOMETIC

INFORMATION NEEDED FOR OBTAINING AN AUTHORIZATION

1. The Customer Name and/or Account Number OR the distributor/dealer you buy from.
2. The Product/Item/MFG Number
3. The Serial Number
4. The reason for this return: Warranty or Non-Warranty.
 - Warranty: Detailed description of the problem. "Doesn't work" is not acceptable.
 - Non-Warranty: Overstock, ordered wrong, shipped wrong, etc.

5. Boat manufacturer
6. Boat hull identification number (HIN).
7. The Purchase Date:
 - OEM installed: Date of possession of the boat.
 - Dealer installed: Date of installation of the unit.
 - Catalog/Mail Order: Date of sale as shown on receipt.

CALL FOR RMA AUTHORIZATION

1. Call Dometic. Where to call is equipment specific. Please see the chart on page 2 for the appropriate telephone number.
 - Warranty or repair: Contact the Customer Service/Warranty Department.
 - Non-Warranty/Overstock/etc.: Contact Sales Administration.
2. Return Authorization displaying the RMA number will be faxed/mailed/emailed to you for your records.

RETURN MATERIAL WITHOUT DELAY

1. The Return Authorization Number must be prominently displayed on the outside of the package, on the packing slip, and on all other correspondence.
2. Each unit must be clearly tagged with the RMA number.
3. Product **MUST** be properly packaged to avoid freight damage.

Once the equipment is returned, it will be evaluated to determine the cause of the failure. If it is determined to be a defect in parts or workmanship, the RMA will be approved, and credit will be issued.

If the equipment failed for any other reason, the RMA will be denied, and the Service Dealer / Customer will be notified and asked if they want the equipment returned. The equipment will be held for 20 days pending a purchase order to cover return freight costs or notification the equipment will be picked up. If we do not receive an answer by the end of the 20-day waiting period, the equipment will be disposed of. No credit will be issued for equipment if it did not fail due to a defect in parts or workmanship.

What next?

If within warranty labor period: Complete Dometic Service Event Claim Reimbursement form and submit it within 90 days of the repair.

WARRANTY SERVICE LABOR CLAIMS

Reimbursement for labor, refrigerant, miscellaneous supplies, etc. used to repair a Dometic product within its limited warranty period is handled through submitting a completed Service Event Claim Reimbursement form.

A labor claim will not be paid until all parts from RMA(s) have been returned and evaluated and verified to be defective and under warranty. Any claim form that is incomplete will be returned to the customer.

NOTE: A completed claim form must be returned within 90 days of job completion in order to be eligible for payment.

Any equipment normally supplied by Dometic should be secured from Dometic or an authorized servicing agent. Dometic will not make reimbursement of parts and/or equipment available from Dometic but purchased elsewhere.

STEP-BY-STEP WARRANTY CLAIM FORM INSTRUCTIONS

All Dometic Corporation warranty claims must be filled out completely on an original Dometic Service Event Claim Reimbursement form. To obtain a warranty claim form, please contact the Dometic Customer Service Department and we will either provide one to you or direct you to the distributor in your area.

For your convenience, the following steps explain how to complete the warranty claim form (see example on page 10). As always, feel free to contact the Customer Service Department if you have any questions.

1. RMA (Return Materials Authorization) number associated with the repair (if applicable).
2. Approximate date of failure and the date the warranty claim form is filled out.
3. The warranty claim form should be emailed to marineserviceus@dometic.com.
4. Distributor/Master Dealer for your area (if applicable) and a reference number(s) for the claim.
5. Servicing Dealer name, address, and phone number. This information is vital in case there are any questions regarding the repair and reimbursement of the labor.
6. Name, address, and phone number of the owner of the vessel.
7. Vessel manufacturer's name, vessel length, vessel name and hull identification number (HIN) or USCG or other agency's official number.
8. Complete model and serial numbers of the unit(s) being repaired. These numbers are obtained from the Dometic data plate located on the unit.
9. Indicate why you feel the service work should be covered under warranty. Check all applicable boxes and provide dates or serial numbers.
10. Provide a detailed description of the problem and the service rendered to correct the problem.

Summary of Labor, Material and Expenses:

- A. Fill in the total hours, the approved rate per hour and list the total labor charges to the right.
- B. List all parts and materials used during the repair, including Dometic parts from your inventory and/or parts supplied by Dometic or your Distributor or Master Dealer. Write the cost of any miscellaneous materials other than Dometic parts (wire terminals, etc.) in the space provided to the right.

IMPORTANT NOTE:

Dometic parts used from your inventory or supplied under a Dometic RMA will be credited under the RMA system and should NOT be listed on the warranty labor form.

- C. Refrigerant allowances are contingent on the unit being serviced. Consult the Schedule of Limited Warranty Allowances section that immediately follows for the appropriate allowance.
- D. List any freight charges incurred during the repair. Our preferred carrier is Federal Express. Dometic will provide either a preprinted prepaid Federal Express airbill or an account number for 2nd party billing to return Dometic parts to the factory. Should you choose to use an alternate shipper, warranty reimbursement limited to standard ground rates. Expediting charges must be preapproved by Dometic.
- E. Any extra labor, travel, materials, etc. over those listed on the Schedule of Limited Warranty Allowances must be pre-approved by the Customer Service Department and evidenced by an extended authorization number or special allowance on the warranty claim. Contact the Customer Service Department immediately if you anticipate a problem.

NOTE: Normal travel time and troubleshooting is included in the Schedule of Limited Warranty Allowances for each repair and should not be listed as a separate billable line item on the warranty claim.

F. Add the lines and enter TOTAL DUE.

11. Provide any additional notes you feel are appropriate for this claim.

Domestic Service Event Claim Reimbursement form (Sample)



Service Event Request & Claim Reimbursement Form

All information is required, please fill out the form completely to avoid delays in processing your service request.

Service Event

Advance Replacement ☒

Credit ☐

Warranty Repair & Return ☐

Equipment

Labor Claim ☐

1st yr Warranty Parts & Labor ☒

2nd yr Warranty Parts Only ☐

Service Event

Return Order

Sales Order

Created By

Today's Date

Dealer Reference

Distributor / Master Dealer Name

Servicing Dealer

Name

Address

City, State, Zip

Phone

Email

Registered Owner

Name

Address

City, State, Zip

Phone

Email

Vessel Manufactured by

Vessel Hull Identification # (HIN)

Name

Length

Date of Possession (New Boats)

Date of Install (Aftermarket Sales)

Date of Failure

MFG#

Description

Serial #

SKU

MFG#

Description

Serial #

SKU

MFG#

Description

Serial #

SKU

Parts needed for warranty work

Qty 1	Part # 223100510	SKU	Qty	Part #	SKU
Qty	Part #	SKU	Qty	Part #	SKU

Please provide a detailed summary of the problem and information regarding the warranty labor payment request:

Provide a detailed description of what is wrong and what was done to correct the failure.

Found AC not cooling, after checking pressures and wiring connections found logic board had no output to the blower.

Removed and replaced logic board and tested AC unit.

** Please ship new board to replace our stock.

Summary of Labor, Material and Expenses

Labor	2.5	hrs @ \$	/hr. = Total Labor Charge	\$ 0
Misc Materials				\$
Refrigerant Allowance				\$
Freight				\$
*Special Allowance / Approval Code				\$
*Refer to the Warranty & Claims Guidelines for more information				TOTAL DUE \$ 0

Additional Notes

Claim Submittals: marineserviceus@dometic.com or your technical support representative

Return parts on a Return Material Authorization (RMA) to the address shown on the RMA confirmation sheet or call us at (954) 973-2477

*If there are warranty or date questions, a copy of the Bill of Sale may be required

SCHEDULE OF LIMITED WARRANTY ALLOWANCES

Direct Expansion Marine Air Conditioning

SELF-CONTAINED AIR CONDITIONING**Product Category:****DTG, DTGX, Voyager, ECD, ECM (3.5K to 18K BTU units)**

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	5.0
Compressor change out	\$50.00	6.5
Reversing valve change out	\$50.00	7.0
Evaporator change out	\$50.00	6.5
Repair leak from faulty solder joint	\$50.00	6.0
Repair leak from screw-on pressure switch	\$50.00	2.0
Screw on hi/low pressure switch change out	N/A	1.5
Blower motor assembly change out	N/A	3.5
Run/start capacitor, or start assist	N/A	1.5
Overload protector (Klixon)	N/A	2.0
Reversing valve solenoid coil	N/A	1.5
Recover, Evacuate & Recharge	\$50.00	2.5
Diagnose and Adjust Charge	\$50.00	2.0
Replace/Repair Shrader Valve	N/A	1.5
Start/run caps, start relay, Smart Start, start assist (up to 3 items)	N/A	2.5

Product Category:**Large Self-Contained (18K to 30K BTU units)****Note: Allowances for 18K – 30K units include mechanic and helper.**

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	8.0
Compressor change out	\$50.00	9.5
Reversing valve change out	\$50.00	9.5
Evaporator change out	\$50.00	9.5
Repair leak from faulty solder joint	\$50.00	9.0
All other repairs are the same as shown above for smaller DX units.		

SPLIT / REMOTE AIR CONDITIONING

Product Category:
Remote Condensing Units
(6K to 16K BTU units)

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	\$75.00	7.0
Compressor change out	\$75.00	8.0
Reversing valve change out	\$75.00	7.5
Repair leak from faulty solder joint	\$75.00	7.5
Repair leak from screw on pressure switch	\$75.00	2.0
Screw on hi/low pressure switch change out	N/A	1.5
Overload protector (Klixon)	N/A	2.0
Reversing valve solenoid coil	N/A	1.5
Expansion Valve change out	\$75.00	7.5
Start/run caps, start relay, Smart Start, start assist (up to 3 items)	N/A	3.5

Product Category:
REMOTE CONDENSING UNITS: (24K to 72K BTU units)
Note: Allowances for 24K – 72K units include mechanic and helper.

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	\$100.00	9.0
Compressor change out	\$100.00	10.0
Reversing valve change out	\$100.00	10.0
Expansion valve change out	\$100.00	9.25
Repair leak from faulty solder joint	\$100.00	10.0
Repair leak from screw on pressure switch	\$100.00	2.0
Screw on hi/low pressure switch change out	N/A	1.5
Reversing valve solenoid coil	N/A	3.25
Start/run caps, start relay, Smart Start, start assist (up to 3 items)	N/A	3.5

Product Category:
Remote Evaporator Units
(4K to 18K BTU units)

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	\$50.00	5.5
Repair leak from faulty solder joint	\$50.00	6.5
Expansion valve change out	\$50.00	6.5
Evaporator change out	\$50.00	6.5
Blower motor assembly change out	N/A	3.5

Product Category:
REMOTE EVAPORATOR UNITS: (20K to 48K BTU units)
Note: Allowances for 20K – 48K units include mechanic and helper.

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	\$75.00	6.0
Repair leak from faulty solder joint	\$75.00	7.0
Expansion valve change out	\$75.00	7.0
Evaporator change out	\$75.00	7.0
Blower motor assembly change out	N/A	5.5

CONTROLS FOR SELF-CONTAINED / SPLIT / REMOTE AIR CONDITIONING

Product Category:
Circuit Boards and Controls

Work Description	Refrigerant TOTAL	Service Hours
Circuit board change out	N/A	2.5
Display change out	N/A	1.5
Display cable change out	N/A	2.5
Outside air and alternate air sensors	N/A	1.5
Transformer and contactor change out	N/A	2.0
Q relay change out	N/A	2.0
Smart Start (internal) change out	N/A	3.5

Product Category:
***2 & 3 KNOB CONTROL**

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	3.0
*Thermostat change out	N/A	2.5
*Rotary switch change out (Off-On-Run)	N/A	1.5
Speed control/SCR change out	N/A	1.5

PUMPS, RELAYS, TRIGGERS AND MANIFOLDS

PUMP RELAYS AND TRIGGERS

Work Description	Refrigerant TOTAL	Service Hours
PR8X change out	N/A	2.5
Electrical component change out	N/A	2.0
2/6 PRP circuit board change out	N/A	2.5
2/6 PRP box change out	N/A	2.5

PUMP ASSEMBLIES – SMALL PUMP HEAD

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	3.0
Pump wet end assembly change out	N/A	2.0

PUMP ASSEMBLIES – LARGE PUMP HEAD

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	4.0
Pump impeller change out	N/A	2.5

SEAWATER MANIFOLDS

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	3.0

CHILLED / TEMPERED WATER SYSTEMS**CHILLERS****Product Category:
Compact Chiller units**

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	10.0
Compressor change out	\$75.00	12.0
Condenser/Evap. Box Assy.	\$75.00	4.0
Reversing valve change out	\$75.00	5.0
Leak from faulty solder joint	\$75.00	5.0
Leak from hi/low pressure switch	\$75.00	2.0
Screw on Pressure switch change out	N/A	1.5
PVC manifold raw water OR circulating water	N/A	2.0
Pump package change out	N/A	3.0

**Product Category:
Chiller Modules****Note: Allowances include mechanic and helper.**

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	18.0
Compressor change out	\$100.00	20.0
Condenser change out	\$100.00	20.0
Evaporator change out	\$100.00	20.0
Reversing valve change out	\$100.00	20.0
Leak from faulty solder joint	\$100.00	11.0
Leak from screw on pressure switch	\$100.00	2.0
Screw on hi or low pressure switch change out	N/A	2.0
Expansion Valve Assembly	\$100.00	11.0
PVC manifold raw water	N/A	3.0
PVC manifold circulating water	N/A	3.0

Product Category:

Multi-Stage Chiller

Note: Allowances include mechanic and helper.

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	18.0
Compressor change out	\$100.00	20.0
Condenser change out	\$100.00	20.0
Evaporator change out	\$100.00	20.0
Reversing valve change out	\$100.00	20.0
Repair leak from faulty solder joint	\$100.00	11.0
Repair leak from screw on pressure switch	\$100.00	3.75
Screw on hi/lo pressure switch change out	N/A	3.25
Expansion Valve Assembly	\$100.00	11.0
PVC manifold raw water	N/A	3.0
PVC manifold circulating water	N/A	3.0

CHILLER ACCESSORIES

Work Description	Refrigerant TOTAL	Service Hours
Contactors	N/A	2.0
Circuit breaker	N/A	2.0
Chiller control: PLC / STIIC / CWMC / DDC / TWLC/Multi-Panels	N/A	3.0
Electrical boxes (panels)	N/A	4.5
Display panels & cables	N/A	2.0
Electrical component	N/A	2.5
Transformer/timers	N/A	2.0
Start/run capacitors, start relay, Smart Start, start assist (PTCR) (up to 3 items)		3.25
Flow switch	N/A	3.0
Heater (circulating water) Barrel	N/A	10.0
Heater (circulating water) Element	N/A	3.5
Variable Frequency Drive VFD	N/A	3.0

CHILLED WATER AIR HANDLERS

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	5.0
Electrical components change out (sensors, overload, capacitors etc.)	N/A	2.0
Temperature sensor change out	N/A	2.0
Blower motor change out	N/A	5.0
Water valve motor or pop-off assembly change out	N/A	3.5
Water valve body change out	N/A	4.5
Leak from faulty solder joint	N/A	5.5
Electric heat change out	N/A	4.0
Power logic box change out	N/A	3.0
Power logic circuit board change out	N/A	3.5
Display change out	N/A	1.5

CHILLED WATER SEAWATER AND CIRCULATING PUMPS

Work Description	Refrigerant TOTAL	Service Hours
Chiller Compact pump package change out	N/A	4.0
Unit change out	N/A	4.0
Pump impeller change out	N/A	2.5

DOMETIC CHILLER REFIT POLICY

Dometic chillers installed in conjunction with a control system other than a Dometic control or a control system that is outdated carries a 90-day warranty on defective material or workmanship from the date it is put into service. There will be no warranty coverage for operation failures such as control malfunctions, freeze failure and the like. Dometic's Customer Service and Applications departments will be glad to assist with recommendations on the installation, but Dometic will not be responsible for the controls.

DOMETIC MARINE REFRIGERATION

REFRIGERATION – SMALL STANDARD CU WITH VD EVAPORATOR

Work Description	Refrigerant TOTAL	Service Hours
Condenser unit change out	\$15.00	4.0
Evaporator change out	\$15.00	4.0
Thermostat change out	N/A	2.5
Module change out	N/A	2.0
Front PCB change out	N/A	2.0
Fan change out	N/A	2.0
Bad solder joint repair	\$15.00	4.0
Undercharged from factory	\$15.00	3.0

CUSTOM REFRIGERATION, KRA

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	\$50.00	6.5
CPU / TXV change out	\$50.00	4.0
Evaporator plate change out	\$50.00	4.5
Faulty solder joint	\$50.00	5.5
Refrigerant fitting change out	\$50.00	4.0
Thermostat change out	N/A	3.0
Electrical component change out	N/A	3.0

DOMETIC ICE MACHINES

EI540, EI1000

Note: Allowances include mechanic and helper.

Work Description	Refrigerant TOTAL	Service Hours
Unit change out	N/A	5.0
Compressor change out	\$50.00	7.5
Evaporator with auger change out	\$50.00	8.25
TXV change out	\$50.00	7.5
Faulty solder joint	\$50.00	4.0
High & Low pressure, spout switch	N/A	1.5
Auger motor & gear box change out	N/A	5.75
Run, start capacitor, start relay	N/A	1.5
Display	N/A	1.5
Circuit board	N/A	2.5
Water reservoir with float assembly	N/A	2.0

WARRANTY SERVICE ON DOMETIC PRODUCTS

The following summary explains how Dometic would like to assist you, the servicing dealer, in handling service which you believe includes a warranty obligation on the part of Dometic to you and your customer.

CONCERNING DOMETIC MARINE PRODUCTS

If you are unsure of a warranty situation, secure the MFG/model number and serial number of the product involved, the vessel manufacturer and hull identification number (HIN), then contact the Dometic Service Department by email at MarineServiceUS@dometic.com or by phone at +1 954-973-2477 or +1 804-746-1313. The purpose of this contact is to secure our assistance in evaluating whether or not the problem you are having is in fact a matter of warranty, and to give us an opportunity to provide assistance in solving the problem in the most effective way for all involved.

If it is determined the product involved is covered by the applicable Dometic limited warranty and the owner elects to have you make repairs, warranty authorization will be issued to you for performing that service.

CONCERNING RETURN OF WARRANTY PARTS

Before any parts are returned to Dometic for evaluation, contact the Service Department for a Return Materials Authorization (RMA) Number. This number must be referenced on the outside of the box used to ship the defective parts back to Dometic, as well as on the packing slip and attached to the returned equipment.

Dometic has the option to issue the RMA for a credit, repair, or an advanced replacement. We prefer to issue RMAs a credit under warranty. This ensures Dometic that the defective part will be returned. If the RMA is issued for a factory repair and returned to customer, Dometic will make every effort to have it ready to be shipped back to you within 15 working days, but due to possible unforeseen circumstances, Dometic cannot guarantee the unit will be returned within 15 days. If you request an advance replacement, we will try to ship it out within 5 working days or sooner if the customer needs it as soon as possible. Your account will be invoiced up front for the replacement. The part/unit must be returned for evaluation within 60 days of the RMA being issued. If the evaluation results confirm the unit/part failed due to a defect in a part or workmanship, a credit will be issued against the account the RMA was issued through. Dometic prefers issuing a credit RMA whenever possible to try to contain warranty costs.

If the part/unit is determined by Dometic not to have failed due to a defect in a part or workmanship or to have been damaged by factors not covered by the Dometic limited warranty, credit will be denied and the cost of the advance replacement (if applicable) will be billed. If you request us to do so, the part will be returned postage collect.

CONCERNING LABOR AND EXPENSES

Payment for warranty and expenses will not be made until Dometic receives and evaluates the defective part unless other arrangements were authorized in advance. Also, a payment will not be made unless a Dometic Service Event Claim Reimbursement Form is completely filled out and submitted with 90 days of the failure unless prior approval is given by the factory. **Dometic reserves the right to deny any payment that is not on our claim form, filled out completely or submitted outside of the allotted submission time.**

Limited Warranty

Dometic will pay the amount of labor and refrigerant allocated by our Schedule of Limited Warranty Allowances. We will also reimburse you for the freight to send the defective part back to Dometic (ground service), and for other materials outside of parts received under an RMA aside from normal and usury tools of the trade, i.e. tie wraps, tape, butt connectors, etc.

Dometic will not pay for welding/brazing fees or recovery fees. We feel that these expenses are covered in our schedule of warranty allowances. If there is any deviation from our schedule, the overage must be preapproved by the Dometic Service Department and evidenced by an Extended Authorization number.

Dometic's warranty covers defective materials and workmanship in the production of Dometic's products. Dometic is not responsible for faulty installations or normal maintenance that an owner or boat dealer is responsible for, or any failures that resulted from a lack of regular preventative maintenance, or any other manufacturer's parts used to modify any of Dometic's equipment.

The Dometic Service Department is anxious to participate in warranty service matters to ensure that both you and your customers receive all the benefits due under the terms of our stated limited warranty. Keep in mind however, that our warranty is limited, is not all-inclusive, and in some cases, may not provide complete "no charge" service for our mutual customer.

It's in all our best interests to provide you and your customers with the very best products in the industry. We stand behind our products with industry-leading Customer Service and worldwide technical assistance to build relationships that extend beyond the customer's current purchase to foster a lifetime commitment to our products and services.

For specific terms of warranty coverage refer to the Dometic Limited Warranty Policy.

DOMETIC MARINE DIVISION

Telephone: +1 954-973-2477
Fax: +1 954-979-4414
email: MarineSales@dometic.com

Mailing Address:
Dometic Marine Division Warranty Department
2000 North Andrews Avenue
Pompano Beach, FL 33069 USA

24/7 Technical Support for United States and Canada

Telephone: +1 800-542-2477 8:00 AM to 5:00 PM Eastern Time
+1 888-440-4494 After hours and weekends
email: MarineServiceUS@dometic.com

International Sales and Service

Telephone: +44 (0) 870-330-6101 Europe and the Middle East
For all other areas visit our website to find your nearest distributor.
Email: Marine@dometic.com

Web Site: dometic.com

Policy and form can be found at the follow link:

<https://www.dometic.com/en-us/support/warranty>