



MARINE AIR CONDITION AND REFRIGERATION

Owner's Limited Warranty Policy

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1 OWNER'S LIMITED WARRANTY

This Limited Warranty supersedes all previous versions.

This Warranty is made to a purchaser ("owner" or "you"), who acquires the Dometic Corporation ("Dometic")-manufactured product or component (the "Dometic product") for his or her own use.

2 WHAT'S COVERED

What does the Limited Warranty cover?

The Dometic products under this limited warranty are to be free from defects in material and workmanship at the time of sale. This Warranty is not a warranty of future performance. If Dometic determines to its satisfaction during the applicable Warranty Periods set out within Section **Coverage period and table of warranty periods on page 5**, that a Dometic product contains such a defect then Dometic shall, at Dometic's sole option, repair or re-place the Dometic product, or refund the original purchase price. Dometic reserves the option to replace the Product with an equivalent tested and certified factory remanufactured Product.

Labor

Certain products will carry labor coverage under this Limited Warranty only if originally installed by a Dometic Authorized Dealer (See Section **Coverage period and table of warranty periods on page 5). A Dometic Authorized Dealers has completed Dometic technical training in the specific product area and possess a certificate validating said training. An OEM is a boat builder that purchases equipment directly from Dometic. Dometic is not responsible for additional labor charges associated with the removal, reinstallation, or replacement of any equipment or furnishings beyond the covered Dometic product. This Dometic Limited Warranty includes up to 1.0 hour for the Servicing Dealer's travel time. Any additional travel time is the owner's sole responsibility.**

Application

Certain product coverage may vary depending upon application of the product (See Section **Coverage period and table of warranty periods on page 5).**

This Limited Warranty is made in lieu of all other express warranties, obligations, or liabilities on the part of Dometic.

In those instances, in which Dometic chooses to make a cash refund of the original purchase price, such refund shall affect the cancellation of the contract of sale without reservation of rights on the part of the owner. **Such a refund shall constitute full and final satisfaction of all claims which the owner has or may have against Dometic resulting from any actual or alleged breach of warranty, either express or implied.**

IN NO EVENT SHALL DOMETIC BE LIABLE FOR EITHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS INCLUDES ANY DAMAGE TO ANOTHER PRODUCT OR PRODUCTS RESULTING FROM SUCH A DEFECT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR ANY PURPOSE, IS LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES SPECIFIC LEGAL RIGHTS, YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

Dometic reserves the right to improve or change the design of any Dometic product without notice and with no obligation to make corresponding changes to Dometic products previously manufactured.

3 WHAT'S NOT COVERED

What does this Limited Warranty not cover?

This Warranty Shall Not Apply to:

1. Failures resulting from improper or faulty installation, installation that does not comply with Dometic's instructions or otherwise, installation that does not comply with any American Boat and Yacht Council ("ABYC") standards, and any damage resulting from such.
2. Failures resulting from abuse, misuse, accident, fire, submergence, improper application or use contrary to instructions.
3. Failures resulting from lack of regular preventative maintenance as outlined within the Operator's Manual specific to your Dometic product.
4. Any Dometic product, altered to impair its original characteristics.
5. Items not manufactured by Dometic.
6. Dometic products used by or applied by the owner as an integral part of products not manufactured by Dometic.
7. Additional labor charges associated with the removal, reinstallation, or replacement of any equipment or furnishings beyond the covered Dometic product. The original installer or OEM is responsible for the accessibility of the Dometic product.
8. The Servicing Dealer's travel costs more than 1.0 hour.
9. Pumps with cracked heads or pumps that have been run dry, are water damaged or have blown freeze plugs.
10. The following components: pump seals, UV light bulbs, fuses, valve seals and packings, and liquid line filter dryers.
11. Gauge instrument calibration.
12. Exterior corrosion.
13. Water damage, including specifically to the following components: pumps, blowers, logic boards and displays heads.
14. Logic boards with blown metal-oxide varistors (MOVs) (Power Surge).
15. Incorrect programming of displays.
16. Dirty Condensers and/or Evaporators.
17. Failures due to improper winterization.
18. Dometic product damage because of improper return packaging or other freight damage.
19. Replacement of refrigerant with substitute without Dometic preauthorization.
20. Environmental and/or Recovery Fees.
21. Welding and Nitrogen Fees.

Installation and application of Dometic products are not warranted by Dometic because Dometic has no control or authority over the selection, location, application, or installation of Dometic products.

4 GETTING SERVICE

How do you get service?

Please read the following Warranty Procedure:

To obtain the benefits of this Warranty, the owner has the following three options during the applicable Warranty Coverage Period:

1. Preferred option: Have a Dometic Authorized Dealer perform the work needed. The customer may contact the Dometic Customer Service Department for a recommendation as to the closest authorized Servicing Dealer. If the customer already knows of an authorized Servicing Dealer, the Servicing Dealer should be contacted directly.
2. Second option: If the customer contacts the Dometic Customer Service Department for an authorized Servicing Dealer and there are none in the area, Dometic may allow the use of a local Servicing Dealer, in which event Dometic will work with the local Servicing Dealer to assist in any way possible.
3. Third option: The customer may send the Dometic product back to the factory to have the repair work done. Dometic will make every effort to return the equipment to the customer within a three-week period. If the claim represents a valid warranty issue, Dometic will pay the freight both ways. Dometic prefers option one first, option two second, and option three only if option one or two are not available.

Refer to the **Dometic Customer Service Department** section (Contact information on page 8) below for contact information.

Any Dometic product returned in the manner described above will be examined by the Servicing Dealer and/ or by Dometic. If it is found that the returned item was defective in material and workmanship at the time of sale, the Servicing Dealer will contact Dometic for Warranty coverage. Dometic shall, at Dometic's sole option, repair or replace the Dometic product, or refund the original purchase price. If Dometic determines that repairs to the Dometic product are to be made, then only authorized Dometic parts will be used.

Dometic does not authorize any person or company to create any Warranty obligations or liability on its behalf.

No action to enforce this Warranty shall be commenced later than ninety (90) days after the expiration of the applicable Warranty Coverage Period as set out within **Section Coverage period and table of warranty periods on page 5**. Claims must be submitted in writing to the Dometic Marine Division Warranty Department.

5 COVERAGE PERIOD AND TABLE OF WARRANTY PERIODS

What is the Warranty Coverage Period?

The Dometic product's Warranty Coverage Period begins from the date of possession of the boat by the original owner (if OEM installed) or from the date of installation (if the Dometic product is installed by a dealer). However, as outlined in the below TABLE OF WARRANTY PERIODS ON PAGE 5, the Warranty Coverage Period will not exceed the specified time from date of manufacture. The Warranty is transferable and will carry any remaining Warranty Coverage Period based on the above. The Warranty Coverage Period does not restart following any repair or replacement of the Dometic product.

All Dometic products bear a data plate, which includes the Dometic product model and serial numbers. The serial number is date coded. To determine whether any Dometic product is covered under this Warranty, proceed as follows:

1. Determine the manufacture date of the Dometic product from the serial number found on the data plate. If you are not familiar with the date code, write or call the Dometic Customer Service Department to obtain the Dometic product manufacture date.
2. It is possible that there might exist a considerable time lag between the date a Dometic product is manufactured and the date it is put in service. For proof of the date that the Dometic product was put in service, Dometic will require a copy of the bill of sale from the Dometic product installer or a copy of the bill of sale showing the date of delivery from the new boat dealer to the original owner. **Therefore, you should retain a copy of the dated bill of sale as evidence of the date of purchase or date of delivery.**

TABLE OF WARRANTY PERIODS

NOT TO EXCEED

Dometic reserves the right to refuse warranty coverage on any product where the failure date exceeds three (3) years from date of manufacture per the product's serial number.

PUMPS

Pumps carry a different warranty coverage than the rest of the system. See Table 5: Pumps, Compressors and Replacement Parts on page 7.

NON DOMETIC CONTROLS

Any units installed in a system that does not utilize Dometic supplied controls will only carry 3 months, parts only warranty coverage.

Titanium Condenser Warranty

Any Dometic unit equipped with a Titanium Condenser will qualify for this coverage (usually denoted by an **X** in the model's name).

Table 1: Titanium Condenser-Only Warranty

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
Titanium Condenser-Only Warranty	OEM or Dometic Authorized Dealer Installed (Complete system, retrofit system or replacement condenser unit)	60	12
		Coverage applies to Erosion/Corrosion on Heat Exchanger resulting in a breach of cooling water into refrigerant circuit. All damaged refrigerant parts will be supplied for replacement.	

Table 2: Dometic Self-Contained Direct Expansion Air Conditioning

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
Turbo and Voyager DTG, DTGX, TX, DCU, DLU, GTX, GVTX	OEM or Dometic Authorized Dealer Installed	24	12
ECD, ECM, GT, CUDDY II	Non-Authorized Install	12	NOT COVERED
ECD, ECM, GT, CUDDY II	OEM or Dometic Authorized Dealer Installed	12	12

Table 3: Dometic Split Direct Expansion Air Conditioning

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
DEGX, DEUX, GEX-Emerald Condensers TVE, TVG Emerald Evaporators, EBE, EBLE, EDLE, EBDE	OEM or Dometic Authorized Dealer Installed	24	12
Emerald Replacement units Condensers or Evaporators	OEM or Dometic Authorized Dealer Sold as a replacement unit or partial retrofit to an existing installation	12	12

Table 4: Chilled / Tempered Water Air Conditioning

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
Chilled Water Systems VARCX, MCGX, TWCX, MTCGX, MTDX, TWDX, GVCX, GCX	OEM or Dometic Authorized Dealer Installed (Complete system, including new controls)	24	12
Replacement Chiller Module	OEM or Dometic Authorized Dealer Installed Installed in system with current Dometic Controls	12	6
New Model sold as a replacement unit or partial retrofit to an existing installation	OEM or Dometic Authorized Dealer Installed Installed with obsolete controls or Non-Dometic controls	3	3

The stated warranty coverage for chillers only applies to product built in Dometic Pompano Beach FL plant. Product built in Dometic Italy facility would be referenced by the Dometic Italy policy.

Dometic Chiller Refit Policy

Dometic chillers installed in conjunction with a control system other than a current Dometic control or a control system that is outdated carry a 3-month 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 are available to assist with recommendations on the installation, but Dometic will not be responsible for any non-Dometic part.

Table 5: Pumps, Compressors and Replacement Parts

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
Pumps	OEM or Dometic Authorized Dealer Installed with complete system	24	12
Replacement Pumps	All Install/Application	12	NOT COVERED
Replacement Compressors	All Install/Application	6	NOT COVERED
Replacement parts and components	All Install/Application	3	NOT COVERED
Defroster [NEW] Cabin Comfort	OEM or Dometic Authorized Dealer Installed	12	12
Replacement Titanium Condensers	Dometic Authorized Dealer Installed	12	NOT COVERED
		Warranty against Erosion/Corrosion on Heat Exchanger resulting in a breach of cooling water into refrigerant circuit. All damaged refrigerant parts will be supplied for replacement.	

Table 6: Dometic Air Conditioning Accessories

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
Breathe 4500	All Install/Application	12	NOT COVERED
Smart Start Soft Starter	All Install/Application	12	NOT COVERED

Table 7: Dometic Marine Refrigeration

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
CU, GRX Series & VD evaporators	Non-Authorized Install	12	NOT COVERED
	OEM or Dometic Authorized Dealer Installed	12	12

Table 8: Dometic Custom Refrigeration

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
KRA, GKX Refrigeration Systems	OEM or Dometic Authorized Dealer Installed, complete system	12	12
All replacement condensing units installed on any existing system	All Install/Application	6	6

Table 9: Dometic Specialty Air Conditioning

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
Radome Units	Dometic Authorized Dealer Installed	6	6

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
DCA Durasea Air Cooled	OEM or Dometic Authorized Dealer Installed, complete system	24	12
Commercial Grade Roof Top	All Install/Applications	24	24

Table 10: Dometic Marine Ice Machines

Product	Install/Application	Warranty Coverage	
		Parts (months)	Labor (months)
Ice machines: EI, GIX, Ice diverter: DVTR	All Install/Applications	12	12

6 Contact information

DOMETIC MARINE DIVISION

Telephone	+1 954-973-2477	Mailing Address DOMETIC MARINE DIVISION WARRANTY DEPARTMENT 2000 NORTH ANDREWS AVENUE POMPANO BEACH, FL 33069 USA
Fax	+1 954-979-4414	
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24/7 Technical Support for United States and Canada

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	For all other areas visit our website to find your nearest distributor.	
Email	Marine@dometic.com	

Web Site: dometic.com dometic.com



Policy and form can be found at the follow link: qr.dometic.com/bgVyES.



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A complete list of Dometic companies, which comprise the Dometic Group, can be found in the public filings of:
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