



RV Warranty Policy Statements & Time Allowances Manual

Revision G – 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 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 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** ----- **734-769-2332**
- **Web Site** ----- **www.norcold.com** or **www.thetford.com**
- **Email**----- **info@norcold.com** or **info@thetford.com**

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

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Warranty Statement

NORCOLD INC. Gas Absorption Refrigerator One-Year Limited Warranty

Norcold Inc. warrants gas absorption refrigerators to be free from defect for a period of (1) one-year from the date of purchase as long as the refrigerator is used for personal, family or domestic purposes. Gas absorption refrigerators used in commercial applications are warranted for a period of (90) ninety days from the date of purchase.

The Limited Warranty Coverage Includes

1. Part coverage (repair or replacement of defective parts).
2. Freight (ground service only) for shipment of a replacement part and for shipment of a part required to be returned to Norcold.

Limitation of Warranty

1. This warranty does not apply to products which have been subjected to misuse, negligence, accident, fire, improper repair, improper installation, alteration, failure to follow the usage or winterization instructions contained in the owner's manual, or any other unreasonable use.
2. The owner must transport the Gas Absorption Refrigerator to a Norcold service center for warranty repair or replacement. Except as stated above, all labor and transportation costs or charges are the responsibility of the owner.
3. All replacement parts must meet Norcold Inc. specifications.
4. The duration of any implied warranty is limited to one (1) year from the 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. Fee for mobile repair service.
4. Mileage or travel expense to obtain warranty service.
5. Recommended maintenance as specified in the Owner's Manual.
6. In no event shall Norcold Inc. be responsible for: consequential or incidental damages including but not limited to charges or claims for labor (including labor when no parts are used for repair), lost time, lost profits, and loss of use.
7. Some states do not allow the limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Legal Rights

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

Form No. 633368A (0309)

Warranty Statement

THETFORD CORPORATION PERMANENT TOILETS ONE-YEAR LIMITED WARRANTY POLICY

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

THE LIMITED WARRANTY COVERAGE INCLUDES

1. Part coverage (repair or replacement of defective parts).
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, alteration, failure to follow the usage or winterization instructions contained in the owner's manual, 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.
3. The owner must transport the Permanent toilet to a Thetford service center for warranty repair or replacement. Except as stated above, 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).
2. In no event shall Thetford Corporation be responsible for: consequential or incidental damages including but not limited to charges or claims for labor (including labor when no parts are used for repair), lost time, lost profits, and loss of use, or damages resulting from spills of holding tank deodorants or additives.
3. Some states do not allow the limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

LEGAL RIGHTS

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

For more information about this warranty please call 1-800-543-1219.

Form No. 39434

Warranty Statement

THETFORD CORPORATION TECMA TOILETS TWO-YEAR LIMITED WARRANTY POLICY

Thetford Corporation warrants Tecma toilets to be free from defect for a period of (2) two-years from the date of purchase as long as the system is used for personal, family, or domestic purposes. Tecma toilets used in commercial applications will be warranted for a period of (90) ninety days from the date of purchase.

The limited warranty coverage includes:

1. Part coverage for (2) years for repair or replacement of defective parts.
2. Freight (ground service only) for shipment of a replacement part and for shipment of a part required to be returned to Thetford.

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. 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 transport the permanent 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) excluding fuse replacement (at Thetford's option).
2. Preauthorization is required when replacing any entire Tecma toilet or Tecma pump and motor assembly.
3. Incidental or consequential loss or damage including but not limited to charges or claims for labor (including labor when no parts are used for repair), lost time, lost profits, and loss of use.
4. 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.
5. The duration of any implied warranty is limited to two (2) years 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.

Form No. 39431

Warranty Statement

THETFORD CORPORATION CASSETTE TOILETS ONE-YEAR LIMITED WARRANTY POLICY

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

THE LIMITED WARRANTY COVERAGE INCLUDES

1. Part coverage (repair or replacement of defective parts).
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, alteration, failure to follow the usage or winterization instructions contained in the owner's manual, 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.
3. The owner must transport the Cassette toilet to a Thetford service center for warranty repair or replacement. Except as stated above, 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).
2. In no event shall Thetford Corporation be responsible for: consequential or incidental damages including but not limited to charges or claims for labor (including labor when no parts are used for repair), lost time, lost profits, and loss of use, or damages resulting from spills of holding tank deodorants or additives.
3. Some states do not allow the limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

LEGAL RIGHTS

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

For more information about this warranty please call 1-800-543-1219.

Form No. 39432

Warranty Statement

THETFORD CORPORATION SMARTTOTE TOTE TANKS ONE-YEAR LIMITED WARRANTY POLICY

Thetford Corporation warrants SmartTote Tanks to be free from defect for a period of one (1) year from the date of purchase as long as the system is used for personal, family, or domestic purposes. Tote Tanks used in commercial applications are warranted for a period of ninety (90) days from the date of purchase.

THE LIMITED WARRANTY COVERAGE INCLUDES

1. Part coverage for repair or replacement of defective parts.
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, alteration, failure to follow the usage or winterization instructions contained in the owner's manual, or any other unreasonable use.
2. For warranty to be valid, the owner must provide proof of purchase.
3. The owner must contact Thetford Customer Service for warranty repair parts or replacement.

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.

For more information about this warranty please call 1-800-543-1219.

Warranty Statement

THETFORD CORPORATION PORTABLE TOILETS ONE-YEAR LIMITED WARRANTY POLICY

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 system is used for personal, family, or domestic purposes. Portable toilets used in commercial applications are warranted for a period of ninety (90) days from the date of purchase.

THE LIMITED WARRANTY COVERAGE INCLUDES

1. Part coverage (repair or replacement of defective parts).
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, alteration, failure to follow the usage or winterization instructions contained in the owner's manual, 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.
3. The owner must transport the portable toilet to a Thetford service center for warranty repair or replacement. Except as stated above, 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).
2. In no event shall Thetford Corporation be responsible for: consequential or incidental damages including but not limited to charges or claims for labor (including labor when no parts are used for repair), lost time, lost profits, and loss of use, or damages resulting from spills of holding tank deodorants or additives.
3. Some states do not allow the limitation or exclusion of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

LEGAL RIGHTS

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

For more information about this warranty please call 1-800-543-1219.

Form No. 39435

Warranty Statement

THETFORD CORPORATION SANI-CON SYSTEMS ONE-YEAR LIMITED WARRANTY POLICY

Thetford Corporation warrants Sani-Con Systems to be free from defect for a period of one (1) year from the date of purchase as long as the system is used for personal, family, or domestic purposes. Sani-Con Systems used in commercial applications are warranted for a period of ninety (90) days from the date of purchase.

THE LIMITED WARRANTY COVERAGE INCLUDES

1. Part coverage.

LIMITATIONS OF WARRANTY

1. For warranty to be valid the owner must provide proof of purchase.
2. The owner must transport the Sani-Con System to a Thetford service center for warranty repair or replacement. All labor and transportation costs or charges are the responsibility of the owner.
3. Preauthorization is required before replacing any component.
4. Photographs (prints or digital) of the motor assembly with the cover removed must be provided to Thetford prior to the repair to obtain preauthorization. Photos may be emailed to info@thetford.com, or mailed to P.O. Box 1285 Ann Arbor, MI 48106 (Attn: Technical Service).
5. 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.

LIMITATION OF REMEDY

1. Under this warranty Thetford Corporation is responsible only for the repair or replacement of the defective component part(s) excluding fuse replacement (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.

For more information about this warranty please call 1-800-543-1219.

RETURNABLE PARTS, PARTS THAT REQUIRE PREAUTHORIZATION

Multiply the service facility shop labor rate times Thetford Corp. and Norcold Inc.'s Flat Rate Allowance.

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.:

- You must obtain a Claim Authorization Number from Warranty or Technical Support.
- 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.

Norcold Returnable Parts and 3 Cu. Ft. through 8 Cu. Ft. Cooling Units

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

Norcold 1200, 1210, 2118 and Whole Refrigerator Replacement

- Clearly mark return packaging with authorization number.
- Follow return instructions that were enclosed with the replacement product.
- Contact YRC Managed Returns at 1-800-357-9199 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. (You will be given the proper address to ship to when you call in.)

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!

TIME ALLOWANCE

Please see the tables that follow to determine the appropriate time allowance allowable for an authorized repair.

Absorption Refrigerator Flat Rate Allowance

Flat Rate Allowance for Models 322, 323, 3163, 6052, 6053

Item/Part	Flat Rate Allowance (HR) Models	
	322 323	3163
Burner	0.5	1.5
Burner Tube	1.0	1.0
Door, Food Compartment	0.5	0.5
Electrode Assembly X	1.5	1.2
Flame, Indicator Meter	NA	1.5
Fan, DC X	NA	1.5
Gas Control X	1.6	NA
Heater, AC/DC	1.5	1.5
Igniter, Piezo X	1.5	NA
Interrupter	1.5	1.5
Orifice	1.5	1.5
Relighter	NA	1.2
Replace Refrigerator X Y	1.0	1.0
Switch, Selector	1.7	1.7
Thermocouple X	1.5	1.5
Thermostat X	2.4	1.6
Vent Door	0.5	0.5
Vent Frame	0.5	0.5
Valve, Safety	1.3	1.3
Shelf/Bins	0.0	0.0

Item/Part	Flat Rate Allowance (HR) Models
	6052 6053
Burner	0.5
Control Module, Ignition	1.5
Cooling Unit X Y	2.5
Door, Food Compartment	0.5
Electrode Assembly X	0.5
Freezer, Door (Evaporator)	0.5
Gas Valve X	0.7
Heater, AC/DC	0.7
Handle, Door	0.5
Manual Shut-Off Valve	0.5
Orifice	0.5
P.C. Board, Eyebrow	0.5
Power Supply Board X Y	0.5
Replace Refrigerator X Y	1.0
Thermistor X	1.0
Shelf/Bins	0.0

NA = Not Applicable

X = Parts Required to be Returned

Y = Parts That Require Preauthorization

Absorption Flat Rate Allowance

Flat Rate Allowance for Models 442, 443, N180, N260, N300, N305, N306, N400, N410, N412, N500, N510, N512

Item/Part	Model Flat Rate Allowance (HR)					
	442 443	N260 N260.3 N180.3	N300 N300.3 N305, N306	N400 N400.3 N410, N412	N500 N500.3	N510 N510.3 N512
Burner	0.5	1.5	1.5	1.5	1.5	1.5
Combination Control	1.5	NA	NA	NA	NA	NA
Cooling Unit X Y	2.5	2.3	2.3	2.5	2.5	2.5
Cord, AC	NA	1.0	0.5	0.5	0.5	0.5
Door, Freezer	0.5	NA	0.5	0.5	0.5	0.5
Door, Food Compartment	0.5	0.5	0.5	0.5	0.5	0.5
Flame Indicator	0.5	NA	1.3	1.3	1.3	NA
Gas Safety Valve X	NA	1.5	1.5	1.5	1.5	NA
Gas Valve X	NA	NA	NA	NA	NA	0.5
Heater, AC/DC	0.7	1.5	1.5	1.5	1.5	1.5
Igniter, Piezo X	NA	1.5	1.5	1.5	NA	NA
Ignition Wire, Electrode X	0.5	1.5	1.5	1.5	1.5	1.5
Ignition Switch (Indicator)	0.6	NA	NA	NA	NA	NA
Interrupter	NA	1.5	1.5	1.5	1.5	NA
Manual Shut-Off Valve	0.5	0.5	0.5	0.5	0.5	NA
Mode Selector Switch	0.5	1.5	1.5	1.5	1.5	NA
Optical Display Assembly X Y	NA	NA	NA	NA	NA	0.5
Orifice	0.5	0.5	0.5	0.5	0.5	0.5
Power Board X Y	NA	NA	NA	NA	NA	0.7
Relighter	0.5	NA	NA	NA	0.5	NA
Replace Refrigerator X Y	1.0	1.5	1.5	1.5	1.5	1.5
Switch, 3-Way	0.5	NA	NA	NA	NA	NA
Shelf/Bin	0.0	0.0	0.0	0.0	0.0	0.0
Thermocouple X	1.5	1.5	1.5	1.5	1.5	1.5
Thermostat X	NA	1.5	1.5	1.5	1.5	1.5
Vent Door	NA	0.5	0.5	0.5	0.5	0.5
Vent Frame	NA	0.5	0.5	0.5	0.5	0.5

NA = Not Applicable

X = Parts Required to be Returned

Y = Parts That Require Preauthorization

Absorption Refrigerator Flat Rate Allowance

Flat Rate Allowance for Models N600 Series, N800 Series, 1095 Series,
1200 Series, 1210 Series, 2117 Series, 2118 Series

Item/Part	Model Flat Rate Allowance (HR)			
	N611 N621 N641 (inc. V, NX & NXA units)	N811 N821/N822 N841/N842 N843/N1095 (V, NX, NXA)	2117 2118	1200xx 1200xx 1211xx 1210xx
Burner	0.7	0.7	1.0	0.7
Cooling Unit X Y	3.0	3.0	5.0	4.0
Cord, AC	0.5	0.5	0.5	0.5
Cord, Ice Maker	0.5	0.5	0.5	0.5
Door, Freezer	0.5	0.5	0.5	0.5
Door, Food Compartment	0.5	0.5	0.5	0.5
Door, Handle	0.5	0.5	0.5	0.5
Door, Retractable Seal	NA	NA	NA	0.5
Door, Retractable Seal Repair Kit	NA	NA	NA	0.5
Fan, DC X	1.7	1.7	1.7	1.7
Fan, External DC – N611VF and N811VF only	1.5	1.5	NA	NA
Gas Valve, Kit X	1.0	1.0	1.0	1.0
Guide Block	NA	NA	0.5	0.5
Heater, AC	1.0	1.0	1.0	1.0
Heater, DC	1.0	1.0	NA	NA
Ice Maker X	1.0	1.0	1.0	1.0
Optical Display Assembly X Y	0.7	0.7	0.7	0.7
Optical Display Assembly Kit	0.7	0.7	NA	0.7
Orifice, Burner/Orifice Adaptor Assy.	0.7	0.7	0.7	0.7
Power Board X Y	0.8	0.8	0.8	0.8
Replace Refrigerator X Y	2.0	2.0	6.0	4.0
Spark/Sense Electrode Assembly X	0.7	0.7	0.7	0.7
Thermistor/Lamp Assembly X	0.5	0.5	0.5	0.5
Thermostat, DC Fan X	1.5	1.5	1.5	1.5
Water Supply Line, Ice Maker	2.0	2.0	2.0	2.0
Water Valve, Ice Maker	0.8	0.8	0.8	0.8
Wire Harness, Ice Maker	1.5	1.5	2.0	2.0
Vent Door	0.5	0.5	NA	NA
Vent Frame	0.5	0.5	NA	NA
Door Adjustments – Use Kit 625129	0.5	0.5	0.5	0.5
Shelf/Bin	0.0	0.0	0.0	0.0

NA = Not Applicable

X = Parts Required to be Returned

Y = Parts That Require Preauthorization

Absorption Refrigerator Flat Rate Allowance

Flat Rate Allowance for N3104, N3141 and N3150 Models

Item/Part	Model Flat Rate Allowance (HR)	
	N3104 N3141	N3150
Burner/Orifice Assembly	0.80	0.80
Clip, Large Shelf	0.25	0.25
Communication Cable	0.50	0.50
Connector, Gas Valve	0.50	0.50
Connector, Loose, Comm Cable (Power Board Side)	0.25	0.25
Connector, Loose, Temp Sense Cable	0.25	0.25
Control Panel, LED/LCD X	0.50	0.50
Door, Freezer	0.50	0.50
Door Kit, Upper or Lower	0.50	0.50
Fan X	1.50	1.50
Fan Cable Extension, 12 V	0.50	0.50
Fin Clip	0.25	0.25
Gas Valve X	0.80	0.80
Heat Cap	0.25	0.25
Heat Diffuser	0.25	0.25
Heater, AC	0.80	0.80
Heater, DC	0.80	0.80
Hinge Center	0.25	0.25
Hinge Plate	0.25	0.25
Housing, Curved Left (for left-hinged units)	0.25	0.25
Housing, Curved Right (for right-hinged units)	0.25	0.25
Latch Kit	0.50	0.50
LED Technical Panel, Curved	0.25	0.25
PCB LCD DM X	0.50	0.50
Power Control Board Assembly X	0.80	0.80
Replace Refrigerator X Y	1.00	1.50
Shelves/Bins/Screws	NA	NA
Spark Electrode X	0.50	0.50
Sticker, LCD	0.25	0.25
Thermistor X	0.25	0.25
Thermistor Cable	0.25	0.25
Thermostat DC Fan X	0.50	0.50
Vent Door	0.50	0.50
Wire Harness	0.25	0.25

NA = Not Applicable

X = Parts Required to be Returned

Y = Parts That Require Preauthorization

Electric Refrigerator Flat Rate Allowance

Flat Rate Allowance for N740, NR740, N751 and NR751 Models

Item/Part	Model Flat Rate Allowance (HR)	
	N740 NR740	N751 NR751
Cabinet, Metal Trim, Black or Stainless	0.25	0.25
Control Kit	0.50	0.50
Door, Black or Stainless	0.50	0.50
Door Cap, Bottom, Black or Stainless	0.25	0.25
Door Cover, Black or Stainless	0.25	0.25
Door Panel, Black or Stainless	0.50	0.50
Door Gasket	0.50	0.50
Door Handle, Black or Stainless	0.25	0.25
Door Hole Cover, Black or Stainless	0.25	0.25
Door Strike, Black or Stainless	0.25	0.25
Freezer Door	NA	0.50
Handle Housing, Black or Stainless	0.25	0.25
Hinge, Bottom, Black or Stainless	0.25	0.25
Hinge, Top, Black or Stainless	0.25	0.25
Mounting Rail, Left or Right	0.50	0.50
Replace Refrigerator X Y	1.00	1.00
Shelf Holder	0.25	0.25
Spring – Handle	0.25	0.25
Switch – Door	0.25	0.25

NA = Not Applicable **X** = Parts Required to be Returned **Y** = Parts That Require Preauthorization

Electric Refrigerator Flat Rate Allowance

Flat Rate Allowance for N145 Models

Item/Part	Model Flat Rate Allowance (HR)
	N145
Bracket	1.00
Burner Box Base	1.50
Burner Box Cover	1.00
Clip – Shelf, Large	0.25
Clip – Shelf, Small	0.25
Control Panel	0.50
Control Panel – LCD Flat	0.50
Door – Flat, Double, Cabinet	0.50
Door – Flat, Double, Freezer	0.50
Fin Clip	0.25
Flame Meter	1.00
Gas System Assembly	1.50
Gas Tube	1.00
Gas Valve X	1.50
Heater – AC	1.50
Heater – DC	1.50
Interior Light Switch	0.25
Latch Bottom	0.25
Latch V2	0.25
Manual Shut Off	1.25
Overlay	0.25
Overlay, Electric	0.25
Power Board Base X	1.80
Power Connection Board X	1.50
Refrigerator Replacement X Y	2.00
Selector Switch – 6P	1.00
Spark Electrode X	1.50
Thermocouple X	1.50

NA = Not Applicable **X** = Parts Required to be Returned **Y** = Parts That Require Preauthorization

Permanent Toilet Flat Rate Allowance

Flat Rate Allowance for Permanent Toilets

<i>Aqua-Magic Style Lite</i>	
Item/Part	Flat Rate Allowance (HR)
Remove & Install Toilet Y	1.00
Seat & Cover Assembly	0.25
Pod	0.10
Waste Ball	1.25
Vacuum Breaker	1.25
Waste Ball Seal	0.50
Waste Ball	1.50
Water Valve Drive Arm	0.50
Waste Ball Drive Arm	0.50
Nozzle Assembly	0.50
Pedal Package	0.50
Bowl Wrap	0.25
Hand Spray	0.25
Pedal Cable Kit	1.50
Water Valve	1.00

<i>Tecma Silence Plus</i>	
Item/Part	Flat Rate Allowance (HR)
Control Panel	1.00
Seat & Cover	.50
Pump/Motor with Discharge Pipe Y	1.50
Solenoid Valve	1.00
Controller	1.00
Remove and Install Toilet Y	1.00

<i>Aria Classic</i>	
Item/Part	Flat Rate Allowance (HR)
Seat & Cover	1.50
Pedal Package	1.00
Cable Assembly	1.50
Water Valve	1.25
Mechanism	1.50
Blade Seal	1.00
Hand Sprayer	0.25
Remove and Install Toilet Y	1.00

<i>Aqua-Magic Style Plus</i>	
Item/Part	Flat Rate Allowance (HR)
Remove & Install Toilet Y	1.00
Seat and Cover Assembly	0.25
Waste Ball	1.25
Vacuum Breaker	1.25
Waste Ball Seal	1.50
Water Valve Drive Arm	0.50
Waste Ball Drive Arm	0.50
Nozzle Assembly	0.50
Pedal Package	0.50
Shroud	0.25
Hand Spray	0.25
Water Valve	1.00

<i>Aqua-Magic Residence & Style II</i>	
Item/Part	Flat Rate Allowance (HR)
Remove & Install Toilet Y	1.00
Seat & Cover Assembly	0.25
Waste Ball	1.25
Vacuum Breaker	1.25
Waste Ball Seal	0.50
Waste Ball	1.50
Nozzle Assembly	1.25
Pedal	0.50
Pedal Cover Insert	0.50
Shroud	0.25
Hand Spray	0.25
Water Valve	1.00
Base Y	1.25

Y = Parts That Require Preauthorization

Permanent/Portable Toilet Flat Rate Allowance

Flat Rate Allowance for Permanent and Portable Toilets

<i>Aqua-Magic IV</i>	
Item/Part	Flat Rate Allowance (HR)
Remove & Install Toilet Y	1.00
Ball Valve	1.00
Float and Seal	1.00
Flush Lever	0.25
Reservoir Tank	0.75
Seat and Cover	0.33
Cable Replacement Pkg.	1.00

<i>Aqua-Magic V</i>	
Item/Part	Flat Rate Allowance (HR)
Remove & Install Toilet Y	1.00
Blade Seal	1.00
Flush Pedal	1.00
Nozzle Assembly	0.25
Pedal Cable	0.50
Water Module	0.75
Seat and Cover	0.25

<i>Aria</i>	
Item/Part	Flat Rate Allowance (HR)
Remove & Install Toilet Y	1.00
Controller Assembly	1.25
Key Pad Flush Switch	1.25
Mechanism Assembly	1.67
Mechanism Blade Seal	1.50
Mechanism "O" Ring	1.25
Motor	1.75
Nozzle Assembly	1.75
Seat and Cover	1.50
Tube Replacement	1.50
Vacuum Breaker	1.50
Water Connection Fitting	0.33
Water Solenoid Valve	1.50
Wiring Harness	1.25

<i>Aurora, Galaxy/Starlite</i>	
Item/Part	Flat Rate Allowance (HR)
Remove & Install Toilet Y	1.00
Flush Nozzle	1.00
Lower Mechanism	1.00
Seat and Cover	0.25
Vacuum Breaker	0.25
Water Valve	1.00

<i>Bravura</i>	
Item/Part	Flat Rate Allowance (HR)
Remove & Install Toilet Y	1.00
Mechanism Service Kit	1.25
Pedal Service Kit	0.50
Water Module	0.75
Seat/Cover/Pod Assembly	0.25
Water Saver	0.25

<i>Electra Magic</i>	
Item/Part	Flat Rate Allowance (HR)
Remove & Install Toilet Y	1.00
Main Housing	1.00
Motor Cover	1.00
Pump Assembly	0.25
Seat and/or Cover	0.25
Slide EZ-Valve	0.25
Important Note: Warranty requires replacement of Slide EZ-Valve Assemblies.	

<i>Portable Toilets</i>	
Item/Part	Flat Rate Allowance (HR)
Bellows	0.25
Mechanism	0.25
Seat and Cover	0.25
Hopper to Shroud Seal	0.25

Y = Parts That Require Preauthorization

Other New RV Products Flat Rate Allowance

<i>RV Sani-Con</i>	
Item/Part	Flat Rate Allowance (HR)
Whole Unit Replacement Y	0.50
Mounting Box	0.50
Macerator Y	0.75
Inlet Hose	0.20
Impeller Kit	0.80
Macerator Seal Kit	0.80
Grey Water Bypass	0.25
Nozzle Assembly	0.10
Power Switch	0.20
Retractable Hose	0.10
Clear/Blue Bayonet Adaptor	0.20
Bayonet with 1/2" Grey Water Bypass Barb	0.20

Y = Parts That Require Preauthorization

<i>Spinflo</i>	
Item/Part	Flat Rate Allowance (HR)
Tap Assembly, Series 920 Hob	1.00
Flame Spreader, SR2 Semi Rapid	0.25
Burner Cap, Semi Rapid S2	0.25
Flame Spreader, S2 Rapid	0.25
Burner Cap, Rapid S2	0.25
Mini-Gas Regulator, 25-35 M/Bar	1.00
Connector, Flared, 3/8" NPT-3/8" NPT	1.00
Coupling, Male Stud, OD 8mm-3/8" NPT	1.00
Sealing Tape, 10mm x 4mm x 2.1m, Black	0.50
Stud, Threaded, M4 x 70mm	0.20
Wire Kit, Spark Ignition	1.00
Rocol, Gas Seal	1.00
Thermocouple, 250mm, faston	1.00
Generator, 12v 2 Output, UBZ2	0.80
Electrode, Spark, 300 mm, S2	1.00
Clip, Fixing, Electrode	0.80



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