Numbers You Need

- **Technical Support**----------------------------------------------- 1-800-444-7210
  - This number is to assist authorized Thetford & Norcold Service Centers and dealers **ONLY**.

- **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](http://www.norcold.com) or [www.thetford.com](http://www.thetford.com)

- **Technical Support Email**--------------------------------- info@thetford.com

- **Customer Support Email**--------------------------------- info@thetford.com

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

NORCOLD INC.
DUAL-ELECTRIC REFRIGERATOR
TWO-YEAR LIMITED WARRANTY

Norcold Inc. warrants to the original purchaser, dual electric refrigerators to be free from defects in material and workmanship for a period of (2) two-years from the date of purchase as long as the refrigerator is used for personal, family, or domestic purposes. Dual electric refrigerators used in commercial marine applications are warranted for a period of (90) ninety days from the date of purchase. The limited warranty applies to the original purchaser and is non-transferable.

THE LIMITED WARRANTY COVERAGE INCLUDES
1. Parts and labor.
2. Freight (ground service only) for shipment of a replacement part and for shipment of a part required to be returned to Norcold Inc.
3. The travel-time charge of the service provider for up to one-half hour if a defective part needs to be replaced.

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

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

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

THETFORD CORPORATION
WILCOX CRITTENDEN MARINE TOILETS
TWO-YEAR LIMITED WARRANTY POLICY

Thetford Corporation warrants Wilcox Crittenden 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. Wilcox Crittenden toilets used in commercial marine applications will be warranted for a period of (90) ninety days from the date of purchase.

THE LIMITED WARRANTY COVERAGE INCLUDES
1. Part and labor coverage.
2. Freight (ground service only) for shipment of a replacement part and for shipment of a part required to be returned to 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. 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.
3. 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.
4. 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. 39449
**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 marine applications will be warranted for a period of (90) ninety days from the date of purchase.

**THE LIMITED WARRANTY COVERAGE INCLUDES**

1. Part and labor coverage for (2) two-years.
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. 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.
3. 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.
4. 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.
Warranty Statement

THETFORD CORPORATION
COMFORTMATE ELECTRIC TOILETS
ONE-YEAR LIMITED WARRANTY POLICY

Thetford Corporation warrants ComfortMate Electric toilets to be free from defect for a period of (1) one-year from the date of purchase as long as the system is used for personal, family, or domestic purposes. ComfortMate Electric toilets 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 for repair or replacement of the 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 Comfort Mate 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, 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. 39429
Warranty Statement

THETFORD CORPORATION
COMFORTMATE TOILETS
ONE-YEAR LIMITED WARRANTY POLICY

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

THE LIMITED WARRANTY COVERAGE INCLUDES
1. Part coverage for repair or replacement of the 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 Comfort Mate 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, 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. 39430
Warranty Statement

Please keep for your records

THETFORD CORPORATION
PORTABLE TOILETS
THREE-YEAR LIMITED WARRANTY POLICY

Thetford Corporation warrants Portable toilets to be free from defect for a period of three (3) years 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.
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 Return 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.

Cooling Units

• Norcold Returnable Part and 3 Cu. Ft. through 8 Cu. Ft. Cooling Units.
• Follow the instructions on the back of PRP label.
• Affix the PRP label on the outside of the package being returned.
• Call Federal Express Ground, 1-888-777-6040, to schedule a pickup.

PREAUTHORIZATION

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

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

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

<table>
<thead>
<tr>
<th>DE0040/DE0040/EV0040</th>
<th>Repair Time</th>
<th>Diagnosis Time</th>
<th>Removal Time</th>
<th>Total Time</th>
<th>Pre-Authorization Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Refrigerator</td>
<td>0.25</td>
<td>0.25</td>
<td>1.00</td>
<td>1.50</td>
<td>Yes</td>
</tr>
<tr>
<td>AC Power Supply</td>
<td>0.50</td>
<td>0.25</td>
<td>0.25</td>
<td>1.00</td>
<td>Yes</td>
</tr>
<tr>
<td>DC Power Supply</td>
<td>0.50</td>
<td>0.25</td>
<td>0.25</td>
<td>1.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Fan</td>
<td>0.30</td>
<td>0.20</td>
<td>1.00</td>
<td>1.50</td>
<td>No</td>
</tr>
<tr>
<td>Cooling Unit</td>
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<td>0.25</td>
<td>1.00</td>
<td>2.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Door Assembly</td>
<td>0.50</td>
<td>–</td>
<td>–</td>
<td>0.50</td>
<td>No</td>
</tr>
<tr>
<td>Handle Assembly</td>
<td>0.50</td>
<td>–</td>
<td>–</td>
<td>0.50</td>
<td>No</td>
</tr>
<tr>
<td>Evaporator Thermister</td>
<td>0.30</td>
<td>0.20</td>
<td>1.00</td>
<td>1.50</td>
<td>No</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>DE0041/DE0041T/EV0041</th>
<th>Repair Time</th>
<th>Diagnosis Time</th>
<th>Removal Time</th>
<th>Total Time</th>
<th>Pre-Authorization Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Refrigerator</td>
<td>0.25</td>
<td>0.25</td>
<td>1.00</td>
<td>1.50</td>
<td>Yes</td>
</tr>
<tr>
<td>Door Assembly</td>
<td>0.30</td>
<td>0.20</td>
<td>–</td>
<td>0.50</td>
<td>No</td>
</tr>
<tr>
<td>AC Power Supply</td>
<td>0.50</td>
<td>0.25</td>
<td>0.25</td>
<td>1.00</td>
<td>Yes</td>
</tr>
<tr>
<td>DC Power Supply</td>
<td>0.50</td>
<td>0.25</td>
<td>0.25</td>
<td>1.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Fan</td>
<td>0.30</td>
<td>0.20</td>
<td>1.00</td>
<td>1.50</td>
<td>No</td>
</tr>
<tr>
<td>Cooling Unit</td>
<td>0.75</td>
<td>0.25</td>
<td>1.00</td>
<td>2.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Evaporator Door Assembly</td>
<td>0.50</td>
<td>–</td>
<td>–</td>
<td>0.50</td>
<td>No</td>
</tr>
<tr>
<td>Evaporator Thermister</td>
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<td>0.20</td>
<td>1.00</td>
<td>1.50</td>
<td>No</td>
</tr>
<tr>
<td>Power Modular Control</td>
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<td>0.25</td>
<td>0.25</td>
<td>1.00</td>
<td>Yes</td>
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<table>
<thead>
<tr>
<th>DE0051/DE0251T/EV0051</th>
<th>Repair Time</th>
<th>Diagnosis Time</th>
<th>Removal Time</th>
<th>Total Time</th>
<th>Pre-Authorization Required?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Replace Refrigerator</td>
<td>0.50</td>
<td>0.50</td>
<td>1.00</td>
<td>2.00</td>
<td>Yes</td>
</tr>
<tr>
<td>AC Power Supply</td>
<td>0.50</td>
<td>0.25</td>
<td>0.25</td>
<td>1.00</td>
<td>Yes</td>
</tr>
<tr>
<td>DC Power Supply</td>
<td>0.50</td>
<td>0.25</td>
<td>0.25</td>
<td>1.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Fan</td>
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<td>0.20</td>
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<td>2.00</td>
<td>No</td>
</tr>
<tr>
<td>Cooling Unit</td>
<td>1.30</td>
<td>0.20</td>
<td>1.00</td>
<td>2.50</td>
<td>Yes</td>
</tr>
<tr>
<td>Door Assembly – Upper</td>
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<td>–</td>
<td>–</td>
<td>0.50</td>
<td>No</td>
</tr>
<tr>
<td>Door Assembly – Lower</td>
<td>0.50</td>
<td>–</td>
<td>–</td>
<td>0.50</td>
<td>No</td>
</tr>
<tr>
<td>Evaporator Thermister</td>
<td>0.30</td>
<td>0.20</td>
<td>1.00</td>
<td>1.50</td>
<td>No</td>
</tr>
</tbody>
</table>

X = Parts Required to be Returned

Time Allowances are subject to change.
### Marine Toilet Flat Rate Time Allowance

#### Porta Potti/Portable Toilets

<table>
<thead>
<tr>
<th>Item/Part</th>
<th>Flat Rate Allowance (HR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entire Unit</td>
<td>1.00</td>
</tr>
<tr>
<td>Bellows</td>
<td>0.25</td>
</tr>
<tr>
<td>Mechanism</td>
<td>0.25</td>
</tr>
<tr>
<td>Seat &amp; Cover</td>
<td>0.25</td>
</tr>
<tr>
<td>Hopper to Shroud Seal</td>
<td>0.25</td>
</tr>
</tbody>
</table>

#### Tecma/EasyFit Toilets

<table>
<thead>
<tr>
<th>Item/Part</th>
<th>Flat Rate Allowance (HR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Control Panel</td>
<td>1.00</td>
</tr>
<tr>
<td>Seat &amp; Cover</td>
<td>0.50</td>
</tr>
<tr>
<td>Pump/Motor with Discharge Pipe</td>
<td>1.50</td>
</tr>
<tr>
<td>Solenoid Valve</td>
<td>1.00</td>
</tr>
<tr>
<td>Controller</td>
<td>1.00</td>
</tr>
<tr>
<td>Remove and Install Toilet</td>
<td>1.00</td>
</tr>
</tbody>
</table>

### ComfortMate Toilets

<table>
<thead>
<tr>
<th>Item/Part</th>
<th>Flat Rate Allowance (HR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Remove and Install Toilet</td>
<td>1.00</td>
</tr>
<tr>
<td>Seat &amp; Cover</td>
<td>0.50</td>
</tr>
<tr>
<td>Pump Station</td>
<td>1.00</td>
</tr>
<tr>
<td>Waste Joker Valve</td>
<td>0.50</td>
</tr>
<tr>
<td>Water Inlet Valve</td>
<td>0.50</td>
</tr>
</tbody>
</table>

X = Parts Required to be Returned  
Y = Part Requires Preauthorization  

Time Allowances are subject to change.