Trucking Industry
Warranty Policy Statements & Time Allowances Manual
Revision C – Effective March 20, 2017

Numbers You Need

• Technical Support----------------------------------------------- 1-800-444-7210
  – This number is to assist authorized Thetford & Norcold Service Centers and dealers ONLY.
  – To access Technical Support
  – For Warranty Claim Payment Status or Warranty Claim Assistance

• Consumer Service ----------------------------------------------- 1-800-543-1219
  – These numbers are to assist the consumer with general and warranty questions for both Thetford & Norcold products. Direct all consumers to one of these numbers.

• Product Safety----------------------------------------------- 1-800-767-9101
  – This number is to assist all customers with recall questions.

• Literature Request----------------------------------------------- 1-888-263-9259

• Fax ----------------------------------------------- 1-937-497-3183

• Web Site ----------------------------------------------- www.norcold.com or www.thetford.com

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

For claim submission information, please see the Warranty Procedure Manual.
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 two (2) 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 trucking applications are warranted for a period of one (1) year 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 coverage.
2. Freight (ground service only) for shipment of a replacement part and for shipment of a part required to be returned to Norcold Inc.

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. Claims must be submitted within thirty (30) days after the repair is completed.
6. 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.
NORCOLD INC.
AC/DC PORTABLE REFRIGERATOR

ONE-YEAR LIMITED WARRANTY

Norcold Inc. warrants to the original purchaser, AC/DC portable refrigerators to be free from defects in material and workmanship for a period of one (1) year from the date of purchase as long as the refrigerator is used for personal, family, or domestic purposes. AC/DC portable refrigerators used in commercial trucking applications will be warranted for a period of ninety (90) 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 Norcold Inc.

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. Claims must be submitted within thirty (30) days after the repair is completed.
6. The duration of any implied warranty is limited to one (1) year 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.
THETFORD CORPORATION
PORTABLE TOILET
ONE-YEAR LIMITED WARRANTY
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 Portable toilet is used for personal, family, or domestic purposes. Portable toilets used in commercial trucking applications will be warranted for a period of ninety (90) days from the date of purchase.

THE LIMITED WARRANTY COVERAGE INCLUDES
1. Part coverage 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.

LIMITATIONS 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 contact Thetford customer service for warranty repair parts or replacement. The owner may transport the Portable 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) (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.
Refrigerator Identification Labels

Refrigerator’s Model and Serial Numbers
The model number (1) and the serial number (2) are on the Identification Label inside of the refrigerator. The Identification Label is attached to upper right side of the fresh food compartment (above).

Portable Toilet Identification Label
Models covered: Curve, 260, 320, 550

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

How to Read the Portable Toilet Identification Label
The model, part number, and code/serial number is on the Identification Label.

IMPORTANT
The manufacture date of the toilet can be determined by looking at the identification label on the toilet. The line entitled CODE (1) has the date of manufacture located in the first 6 numerical digits. The format is year-month-day (YYMMDD).
**Sample Warranty Claim Form**

**IMPORTANT**

Complete the Warranty Claim Form in its entirety. Form must be legible and must provide all required information.

Reimbursement will only be made when required returnable part and Claim Form are received together.

Warranty Claims must be submitted no later than 30 days after completion of warranty service or repairs. Warranty Claims submitted beyond 30 days will delay claim processing or result in claim denial.

Warranty Claims that are illegible or missing the required information will be returned to the originator without action. The returned Claim must be resubmitted with all required information to Thetford/Norcold within 15 days of receipt.

(The Warranty Claim Form on page 11 may be duplicated and used.)

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**Service Facility**

Include your dealership name, complete address, phone and fax numbers.

**Product Identification**

Model number. Serial number. Cooling unit serial number. Date of purchase.

**Products**


**Repair Information**

Part Description. Part Number. Description of Repair. Repair authorization number (RMA) number if applicable.

**Repair Verification**

Service Technician/ Customer’s signature & date to verify repair completion.

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**Service Facility**

American RV Center

Product Identification

Refrigerator

Model # 19569

Date of Purchase 11/01/07

Cooling Unit Serial # 010110

Extended Warranty X Yes ___ No ___

Expiration Date 11/01/10

**Repair Information**

Part #: M63143

Part Description: Cooling Unit

Description of Repair: Replaced Cooling Unit

RMA: X

Special Authorization: X NA

**Reimbursement Information**

Labor Rate: $60

Time Allowance: 3

Time Allowance x Hourly Labor Rate: $180

Tax (if applicable): $0

Total: $180

**Customer Complaint**

Cooling deteriorated over a period of 2 months

Mechanism is non-functional – leaks

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**Warranty Claim Form**

**Customer Service**

PO Box 4248

2665 Campbell Rd

Sidney, OH 45365

1-800-444-7210

**Customer**

Name John Q. Public

Address 1500 Pennsylvania Ave.

City Aria China

State: WA

Zip 12345

Telephone 123-555-4567

Fax 456-555-7880

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**Customer Info**

Include Owner’s name, complete address and phone number.

**Product Identification**

Model, Part and Serial numbers. Date of purchase.

**Customer Complaint**

Detailed description of customer complaint

**Reimbursement**

Labor rate on file. Flat Rate Allowance. Applicable tax. Total reimbursement. Check if you want part replaced to your inventory.

**Distribution Copies**

White copy - Thetford/ Norcold

Yellow copy - Consumer

Pink copy - Service facility

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**Service Facility & Customer Verification Of Repairs**

Service Facility I certify that I have performed the above repair(s) American RV Center signature 

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

John Q. Public
RETURNABLE PARTS, PARTS THAT REQUIRE PREAUTHORIZATION

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.:

- 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

- Follow the instructions on the back of PRP label that was enclosed with the replacement cooling unit.
- 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.

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 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 for an authorized repair. Multiply the service facility shop labor rates times Thetford Corp. and Norcold Inc.’s Flat Rate Allowance.

**Portable Refrigerators**

NRF Series (30, 45, 60)

<table>
<thead>
<tr>
<th></th>
<th>Repair Time</th>
<th>Diagnosis Time</th>
<th>Removal Time</th>
<th>Total Time</th>
<th>Pre-Authorization Required?</th>
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<tbody>
<tr>
<td>Replace Refrigerator X</td>
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MRFT40

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X = Parts Required to be Returned
### DE0040/EV0040

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<td>Replace Refrigerator</td>
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<td>AC Power Supply</td>
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<tr>
<td>DC Power Supply</td>
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<tr>
<td>Handle Assembly</td>
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<tr>
<td>DC Power Supply</td>
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<td>Evaporator Door Assembly</td>
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### DE0051/EV0051

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<tr>
<td>DC Power Supply</td>
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<tr>
<td>Fan</td>
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<tr>
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X = Parts Required to be Returned
### DE0061/EV0061

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<td>Door Assembly – Lower</td>
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<td>Power Modular Control</td>
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### NR740, NR751, 0788

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<th>Pre-Authorization Required?</th>
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<td>0.50</td>
<td>1.00</td>
<td>No</td>
</tr>
</tbody>
</table>

### Volvo DCL-4, DCL-5, DC-41, DC-68, DC-73, DC-85

<table>
<thead>
<tr>
<th>Part Description</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>Cooling Unit</td>
<td>0.80</td>
<td>0.20</td>
<td>1.00</td>
<td>2.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Power Supply (in system)</td>
<td>0.80</td>
<td>0.20</td>
<td>1.00</td>
<td>2.00</td>
<td>Yes</td>
</tr>
<tr>
<td>Fan (in system)</td>
<td>0.30</td>
<td>0.20</td>
<td>1.00</td>
<td>1.50</td>
<td>Yes</td>
</tr>
<tr>
<td>Thermister Evaporator</td>
<td>0.30</td>
<td>0.20</td>
<td>1.00</td>
<td>1.50</td>
<td>No</td>
</tr>
<tr>
<td>Thermostat</td>
<td>0.80</td>
<td>0.20</td>
<td>1.00</td>
<td>2.00</td>
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</tr>
<tr>
<td>Evaporator Door</td>
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<td>0.20</td>
<td>–</td>
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<td>No</td>
</tr>
<tr>
<td>Door Latch</td>
<td>0.30</td>
<td>0.20</td>
<td>–</td>
<td>0.50</td>
<td>No</td>
</tr>
<tr>
<td>Door Assembly</td>
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<td>0.20</td>
<td>–</td>
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<td>No</td>
</tr>
<tr>
<td>Door Gasket</td>
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<tr>
<td>Support Rail</td>
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<td>0.20</td>
<td>–</td>
<td>0.50</td>
<td>No</td>
</tr>
<tr>
<td>Heat Insulator</td>
<td>0.30</td>
<td>0.20</td>
<td>1.00</td>
<td>1.50</td>
<td>Yes</td>
</tr>
<tr>
<td>Control Board</td>
<td>0.80</td>
<td>0.20</td>
<td>1.00</td>
<td>2.00</td>
<td>Yes</td>
</tr>
</tbody>
</table>

X = Parts Required to be Returned