Warranty Procedure Manual
Effective March 20, 2017

To be used in conjunction with the RV, Marine and Truck Warranty Statement & Time Allowance Manuals.

Numbers You Need

- **Technical Support**------------------------------- 1-800-444-7210
  - This number is to assist authorized Thetford & Norcold Service Centers and dealers ONLY.
  - For 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 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` or `www.thetford.com`

- **Email**------------------------------------------ `info@norcold.com` or `info@thetford.com`
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Service center has an issue with a Thetford warranty part or a Norcold warranty part.

Service center contacts Technical Support at 1-800-444-7210.

Technical Support and the service center trouble shoot the problem following the trouble shooting flow chart located in the service manual.

Technical Support determines if the issue is a warranty situation. If so, necessary parts are sent directly to the service center to repair the product. Necessary information to complete the warranty order includes: **model and serial number** of the refrigerator, **customer name**, customer address, customer phone number, date of purchase, vehicle make, vehicle model, vehicle year and vehicle identification number.

To shorten this process: register the customer online at [www.norcold.com](http://www.norcold.com). All information is immediately updated for technical support.

The service center repairs the product and submits defective parts (only returnable parts) and the claim form to Thetford or Norcold for labor payment. (All products that are required back are listed in the industry-specific Warranty Statements & Time Allowances Manual.)

If claim is approved by Thetford or Norcold, the service facility will be paid by check within 30 days using the standard time allowance and the service facilities registered labor rate. **Claim payments may be delayed for non-return of product.**

If the claim is denied, the claim and part may be returned to the service center with explanation.
Procedure for getting Thetford and Norcold Parts through a distributor

Service center has an issue with a Thetford warranty part or a Norcold warranty part.

Service center contacts Technical Support at 1-800-444-7210.

Technical Support and the service center trouble shoot the problem following the trouble shooting flow chart located in the service manual.

Technical Support determines if the issue is a warranty situation. If so, the service center will be issued an authorization number. Necessary information to complete the warranty order includes: refrigerator model and serial number; customer name, address and phone number; and vehicle date of purchase, make, model, year and identification number.

To shorten this process: register the customer online at www.norcold.com. All information is immediately updated for technical service.

The service center contacts a distributor and provides the authorization number for the part. Distributor will send the part at NO CHARGE directly to the service facility.

The service center repairs the product and submits defective parts (only returnable parts) and the claim form to Norcold for labor payment. All products that are required back are listed in the industry-specific Warranty Statements & Time Allowances Manual. Parts that are required back are sent with a prepaid label to use for returning the product.

The distributor will submit a claim for the part using the authorization number as a reference.

If claim is approved by Thetford or Norcold, the service facility will be paid by check within 30 days using the standard time allowance and the service facilities registered labor rate.

If the claim is denied, the claim and part are returned to the service center with explanation.
Service Center Responsibilities

The service facility responsibilities are to:

- Review and understand both Thetford and Norcold Limited Warranties and their coverage. (Review the RV, Marine or Truck Policy/Time Allowance Manual to determine the length and scope of warranty coverage).
- Determine if the product owner’s request for warranty service meet the requirements as a warranty.
- Verify if the part requires pre-approval before replacing. (Review the RV, Marine or Truck Policy/Time Allowance Manual to determine if pre-approval is necessary).
- Retain reference or repair authorization numbers provided when communicating with Thetford and Norcold. These numbers must be used with all communications as well as appearing on a Warranty Claim Form and outside the carton of a returnable part. Reference numbers should be used regardless of who supplies the part. Reference numbers are used for parts coming directly from the manufacturer or parts being sent on behalf of the manufacturer by distributors.
- Replace the failed part only.
- Repair the product at no charge to the product owner.
- Repair the product as stated in this Warranty Policy and Procedure Manual and as stated in the repair procedures in each product’s Service Manual.
- Follow all approved Time Allowances. (Review the RV, Marine or Truck Policy/Time Allowance Manual to determine approved time allowance). No additional charges should be charged to the owner.
- Verify if the part is required to be returned. (Review the RV, Marine or Truck Policy/Time Allowance Manual to determine if the part is required back). Any parts received back that are not required will be scrapped.
- Complete a warranty claim in its entirety (an example of a completed claim form is provided on page 10).
- Each warranty replacement part shipped direct from Norcold will include a preprinted warranty claim form. The warranty claim form number is assigned to a specific repair. Fill the claim form out in its entirety. 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.
- Submit a Warranty Claim Form no later than 30 days after the completion of repair. Claims submitted after 30 days may result in denial.
- Provide Thetford/Norcold an annual update (in writing) of your company status i.e.; change of posted labor rate, change of address, change of ownership and change of phone area code.

Consumer Responsibilities

Consumer Responsibilities are to:

- Deliver the product to an authorized service center. Under no circumstances will Thetford Corp. or Norcold Inc. reimburse repairs carried out by unauthorized persons.
- Provide proof of purchase to the repair facility prior to any service work. Proof of purchase of the product or proof of purchase of the vehicle that the product is installed in. Proof of purchase must include: Customer name and address, model and serial number, and date of purchase.
- Use and maintain the product as described in the Owner’s manual.
**Return Authorization Number (RAN)**

Thetford/Norcold designs its products to be serviceable by the service facility. Thetford/Norcold, at its option, may replace a product that proves to be faulty. In this case, a Return or Claim Authorization Number (RAN) will be issued.

A RAN is required for entire refrigerators and toilets. RAN’s will only be issued by Thetford/Norcold and will only be issued for current product, for returnable warranted product, and valid for product issued for.

RAN’s are valid for 30 days from the date of issue. Please call 1-800-444-7210 to obtain a required RAN.

Any products returned to Thetford Corp or Norcold Inc. that do not have an RAN written legibly on the outside of the carton will be refused and returned to the sender at their expense.

Products returned for credit may be subject to a 30% restocking fee.

**Parts that Require Pre-Approval**

Some parts covered under this warranty require pre-approval before any warranty service is completed. Please refer to the RV, Marine or Truck Policy & Time Allowance Manual to see if the part you are going to replace requires pre-approval. If so, contact Technical support at 1-800-444-7210 to obtain pre-approval and to make arrangements to have the part sent.

No parts requiring pre-approval will be covered under any warranty if the ordering facility didn’t obtain an approval authorization number. All parts that are returned should have the pre-approval number legibly written on the outside of the 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.

**Replacement Warranty Parts**

Warranty coverage for an authentic Thetford or Norcold replacement part or assembly used in a warranty repair is warranted for the remainder of either the Limited Warranty or the Extended Service Protection Plan.

Warranty coverage, from the date of purchase, for authentic Thetford/Norcold replacement part or assembly purchased and used for an out of warranty repair is one (1) year. The Warranty covers the part (limited to manufacturing defect) for the thirty (30) days, and the cost of shipping and handling.

*Cooling units are not rechargeable. Non-Norcold/non-authorized cooling units, including remanufactured and field-repaired cooling units, are not warranted and void the refrigerator’s warranty.*
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 (see Figure 1).

Cooling Unit Serial Number

All absorption cooling units are identified with a serial number. The cooling unit serial number is located on an Identification Label attached to the surface of the cooling unit leveling chamber (see Figure 2).
Permanent Toilet Identification Label

How to Locate the Permanent Toilet Identification Label

Aria
At back base

Aqua-Magic IV Foot/Hand Flush
Under front rim

Aqua-Magic V Foot/Hand Flush
On back ledge

Aqua-Magic Aurora China Bowl and Aqua-Magic Galaxy/Starlite
Behind seat/between Hinges

Bravura
Under Seat Cover Pod

Electra-Magic
Under front rim

Aqua-Magic Style II
At back base

Aqua-Magic Style Plus
At back base

Tecma Silence
Under front rim

Figure 3
How to Read the Permanent Toilet Identification Label

The model, part number, and code/serial number is on the Identification Label (Figure 4).

**IMPORTANT**

The manufacture date of the toilet can be determined by looking at the identification label on the toilet. The line entitled CODE (1) or S/N (2) (see Figure 4) has the date of manufacture located in the first 6 numerical digits. The format is year-month-day (YYMMDD).

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**Portable Toilet Identification Label**

Models covered: Curve, 260, 320, 550 & Campa models

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 (Figure 6).
- The Identification Label is located on the top surface of the bottom half of the toilet (Figure 7).

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How to Read the Portable Toilet Identification Label

The model, part number, and code/serial number is on the Identification Label (Figure 8).

**IMPORTANT**

The manufacture date of the toilet can be determined by looking at the identification label on the toilet. The line entitled CODE (1) (see Figure 8) has the date of manufacture located in the first 6 numerical digits. The format is year-month-day (YYMMDD).
The Warranty Claim Form on page 11 may be duplicated and used.

**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.

Warranty Policy and Procedure Manual

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**Customer Information**

- **Name:** John Q. Public
- **Address:** 123-555-4567
- **City:** Anytown
- **State:** USA
- **Zip:** 12345

**Service Facility**

- **Name:** American RV Center
- **Address:** 1500 Pennsylvania Ave.
- **City:** Anytown
- **State:** USA
- **Zip:** 12345
- **Phone:** 123-555-4567

**Product Identification**

- **Model:** 19569
- **Serial:** 19569
- **Cooling Unit Serial:** 010110

**Date of Purchase:** 11/01/07

**Repair Information**

- **Part Description:** Cooling Unit
- **Part Number:** 010110
- **Date of Repair:** 11/01/07

**Customer’s Complaint**

- Cooling deteriorated over a period of 2 months
- Mechanism is non-functional - leaks

**Reimbursement Information**

- **Labor:** $60
- **Time Allowance:** 3
- **Time Allowance x Hourly Labor Rate:** $180
- **Tax (if applicable):** $60
- **Total:** $240

**Service Facility & Customer Verification Of Repairs**

- **Service Facility Signature:** American RV Center
- **Date:** 11/01/08
- **Customer Signature:** John Q. Public
- **Date:** 11/01/08

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(continued...)

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**Customer Service**

- **Address:** PO Box 1258
- **PO Box:** 1111
- **Phone:** 1-800-444-7210

**Product Identification**

- **Model:** Aria China High CP White
- **Serial:** 19569
- **Cooling Unit Serial:** 010110
- **Purchase Date:** 11/01/07

**Distribution Copies**

- White copy - Thetford/Norcold
- Yellow copy - Consumer
- Pink copy - Service facility