



Refrigerator Performance Check-List for Warranty Coverage

Once Completed – Email to techservice@dometicus.com or fax to (574) 389-3975

****Incomplete or inaccurate information will delay processing. Replacement parts will be shipped unless otherwise noted.***

Dealer Name _____ Dealer Account # _____
Dealer Phone _____ Dealer Fax _____
Dealer Contact _____ Dealer PO # / Ref # _____
Customer Name _____
Customer Address _____ Original Owner? ☐ Yes ☐ No
City _____ State _____ Zip _____
Coach Manufacturer _____ Coach Model _____
Complete Coach VIN # _____ Year of Coach _____

***** Original retail date of purchase or indicate if unit is "Stock" *****

Dometic Model #

Dometic 8-digit Serial #

Dometic Product/MFG #

Nature of the complaint: _____

Installation Information *(*If the refrigerator is not level, please do so before proceeding.)*

Is the unit properly vented? ☐ Yes ☐ No Does the install include a baffle? ☐ Yes ☐ No
**Dometic requires no more than 1/4" of open space around the top/sides & 1" from the cooling unit to the sidewall.*
Does the unit have cooling fans? ☐ Yes ☐ No How many? _____ Are they all operating? ☐ Yes ☐ No
Is the refrigerator in a slideout? ☐ Yes ☐ No **If so, we may request pictures of the upper side vent WITHOUT the cover.*
Will the refrigerator fit through the coach door if necessary? ☐ Yes ☐ No

Diagnostic Information

Is there a visible leak coming from the cooling unit or a strong ammonia odor? ☐ Yes ☐ No
***** If a leak is identified, no additional testing is required *****

Cooling Unit Performance Test

Test to ensure both the thermistor & heating element are within specifications (see below). Place a thermometer in a glass of water for the fresh food section (use anti-freeze or alcohol in the freezer), select 110 VAC operation, unplug the thermistor & let unit run "wide open" for 6-8 hours. Provide the following temperatures:

Prior to testing	Fresh food	Freezer	After testing	Fresh food	Freezer
	_____	_____		_____	_____

**Note: models DMR702, RM1350, RM3962 & RM3762 will require a spare thermistor be plugged in but hanging externally behind the unit. If the refrigerator has water through the door, be sure the bladder is drained first.*

Part

Defect

Door/Frame/Cabinet	_____	Panel Color	_____
Thermistor	_____	Ohms (ice water)	_____
Heating Element	_____	Amp Draw	_____
Gas Valve	_____	Ohms (room temp)	_____
Thermocouple	_____	Ohms	_____
Electrode	_____	Millivolts	_____
Reignitor	_____		
Control Board/Kit	Part # _____	AC Volts	_____
Eyebrow/Upper Board	_____	DC Volts	_____
Other	_____		



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Follow proper safety practices. If in doubt, consult a professional RV technician.