



# MARINE LIMITED WARRANTY

## **Marine Air Conditioning:**

Direct Expansion  
Split / Remote and Modulating  
Chilled / Tempered Water  
Specialty Air Conditioning  
Air Conditioning Accessories  
Pumps, Compressors and  
Replacement Parts

## **Marine Refrigeration**

**Marine Ice Machines**

**Marine Cook Stoves**

**Shipwide Ventilation**

## **Water Purification:**

Spot Zero

Sea Xchange

EN

## **Owner's Limited Warranty Policy**

Limited Warranty

## OWNER'S LIMITED WARRANTY

**This Warranty is made to a purchaser ("owner" or "you"), who acquires the Dometic Corporation ("Dometic")-manufactured product or component (the "Dometic product") for his or her own use.**

### 1 WHAT'S COVERED

#### **What does the Limited Warranty cover?**

The Dometic products under this limited warranty are to be free from defects in material and workmanship at the time of sale and under normal use. If Dometic determines to its satisfaction that a Dometic product contains such a defect during the applicable Warranty Periods set out within **Section 4 COVERAGE PERIOD AND TABLE OF WARRANTY PERIODS**, then Dometic shall, at Dometic's sole option, repair or replace the Dometic product, or refund the original purchase price.

**Note: Where labor is included for a particular Dometic product covered under this Limited Warranty (See Section 4 COVERAGE PERIOD AND TABLE OF WARRANTY PERIODS), Dometic is not responsible for additional labor charges associated with the removal, reinstallation, or replacement of any equipment or furnishings beyond the particular covered Dometic product. This Dometic Limited Warranty allows up to 1.0 hour for the Servicing Dealer's travel time. Any additional travel time is the owner's sole responsibility.**

**This Limited Warranty is made in lieu of all other express warranties, obligations, or liabilities on the part of Dometic.** In those instances in which Dometic chooses to make a cash refund of the original purchase price, such refund shall effect the cancellation of the contract of sale without reservation of rights on the part of the owner. **Such refund shall constitute full and final satisfaction of all claims which the owner has or may have against Dometic resulting from any actual or alleged breach of warranty, either express or implied.**

**IN NO EVENT SHALL DOMETIC BE LIABLE FOR EITHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS INCLUDES ANY DAMAGE TO ANOTHER PRODUCT OR PRODUCTS RESULTING FROM SUCH A DEFECT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**

**ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR ANY PURPOSE, IS LIMITED TO THE DURATION OF THIS LIMITED WARRANTY. SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.**

**THIS WARRANTY GIVES SPECIFIC LEGAL RIGHTS, YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.**

**Dometic reserves the right to improve or change the design of any Dometic product without notice and with no obligation to make corresponding changes in Dometic products previously manufactured.**

## 2 WHAT'S NOT COVERED

### What does this Limited Warranty not cover?

This Warranty Shall Not Apply to:

1. Failures resulting from improper or faulty installation, installation that does not comply with Dometic's instructions or otherwise, installation that does not comply with any American Boat and Yacht Council ("ABYC") standards, and any damage resulting from such.
2. Failures resulting from abuse, misuse, accident, fire, submergence, improper application or use contrary to instructions.
3. Failures resulting from lack of regular preventative maintenance as outlined within the Operator's Manual specific to your Dometic product.
4. Any Dometic product, which has been altered so as to impair its original characteristics.
5. Items not manufactured by Dometic.
6. Dometic products used by or applied by the owner as an integral part of products not manufactured by Dometic.
7. Additional labor charges associated with the removal, reinstallation, or replacement of any equipment or furnishings beyond the particular covered Dometic product. The original installer or OEM is responsible for the accessibility of the Dometic product.
8. The Servicing Dealer's travel costs in excess of 1.0 hour.
9. Pumps with cracked heads or pumps that have been run dry, are water damaged or have blown freeze plugs.
10. The following components: pump seals, UV light bulbs, sea strainer elements, cartridge filter elements, sand & gravel in a multi-media filter, pump packing assemblies, pump valve assemblies, pump crankcase oil, fuses, valve seals and packings, membrane elements and liquid line filter dryers.
11. Gauge instrument calibration.
12. Exterior corrosion.
13. Water damage, including specifically to the following components: pumps, blowers, logic boards and displays heads.
14. Logic boards with blown metal-oxide varistors (MOVs) (Power Surge).
15. Incorrect programming of displays.
16. Dirty Condensers and/or Evaporators.
17. Failures due to improper winterization.
18. Dometic product damage as a result of improper return packaging or other freight damage.
19. Replacement of refrigerant with substitute without Dometic preauthorization.
20. Environmental and/or Recovery Fees.
21. Welding and Nitrogen Fees.

**Installation and application of Dometic products are not warranted by Dometic because Dometic has no control or authority over the selection, location, application, or installation of Dometic products.**

### 3 GETTING SERVICE

#### How do you get service?

#### Please read the following Warranty Procedure:

In order to obtain the benefits of this Warranty, the owner has the following three options during the applicable Warranty Coverage Period:

1. Preferred option: Have a Dometic authorized Servicing Dealer perform the work needed. The customer needs to contact the Dometic Customer Service Department for a recommendation as to the closest authorized Servicing Dealer. If the customer already knows of an authorized Servicing Dealer, the Servicing Dealer should be contacted directly.
2. Second option: If the customer contacts the Dometic Customer Service Department for an authorized Servicing Dealer and there are none in the particular area, Dometic may authorize the use of a local Servicing Dealer, in which event Dometic will work with the local Servicing Dealer to assist in any way possible.
3. Third option: The customer may send the Dometic product back to the factory to have the repair work done. Dometic will make every effort to return the equipment to the customer within a three-week time period. If the claim represents a valid warranty issue, Dometic will pay the freight both ways. Dometic prefers option one first, option two second, and option three only if option one or two are not available.

Refer to the **Dometic Customer Service Department** section below for contact information.

Any Dometic product returned in the manner described above will be examined by the Servicing Dealer and/or by Dometic. If it is found that the returned item was defective in material and workmanship at the time of sale, the Servicing Dealer will contact Dometic for Warranty coverage. Dometic shall, at Dometic's sole option, repair or replace the Dometic product, or refund the original purchase price. If Dometic determines that repairs to the Dometic product are to be made, then only authorized Dometic parts will be used.

#### **Dometic does not authorize any person or company to create any Warranty obligations or liability on its behalf.**

No action to enforce this Warranty shall be commenced later than ninety (90) days after the expiration of the applicable Warranty Coverage Period as set out within **Section 4 COVERAGE PERIOD AND TABLE OF WARRANTY PERIODS**. Claims must be submitted in writing to the Dometic Marine Division Warranty Department.

### 4 COVERAGE PERIOD AND TABLE OF WARRANTY PERIODS

#### What is the Warranty Coverage Period?

The Dometic product's Warranty Coverage Period begins from the date of possession of the boat by the original owner (if OEM installed) or from the date of installation (if the Dometic product is installed by a dealer). However, as outlined in the below **TABLE OF WARRANTY PERIODS**, the Warranty Coverage Period will not exceed the specified time period from date of manufacture. The Warranty is transferable and will carry any remaining Warranty Coverage Period based on the above. The Warranty Coverage Period does not restart following any repair or replacement of the Dometic product.

All Dometic products bear a data plate, which includes the Dometic product model and serial numbers. The serial number is date-coded. To determine whether any Dometic product is covered under this Warranty, proceed as follows:

1. Determine the manufacture date of the Dometic product from the serial number found on the data plate. If you are not familiar with the date code, write or call the Dometic Customer Service Department to obtain the Dometic product manufacture date.
2. It is possible that there might exist a considerable time lag between the date a Dometic product is manufactured and the date it is put in service. For proof of the date that the Dometic product was put in service, Dometic will require a copy of the bill of sale from the Dometic product installer or a copy of the bill of sale showing the date of delivery from the new boat dealer to the original owner. **Therefore, you should retain a copy of the dated bill of sale as evidence of the date of purchase or date of delivery.**

## TABLE OF WARRANTY PERIODS

### Dometic Self-Contained Direct Expansion Air Conditioning

Product	Sale Type	Warranty Coverage
DTU Turbo	OEM or Dealer Installed with digital or mechanical controls	2-year warranty. First year parts and labor, second year parts only. Not to exceed three (3) years from date of manufacture. *Pump warranty, see Pumps, Compressors and Replacement Parts Section.
ECD ECM	Catalog Sales	Parts: 1-year from date of purchase of unit. Labor: 6 months from date of purchase of unit. Not to exceed three (3) years from date of manufacture.
	OEM or Dealer Installed	1-year warranty, parts and labor. Not to exceed three (3) years from date of manufacture. *Pump warranty, see Pumps, Compressors and Replacement Parts Section.

### Dometic Split / Remote and Legacy RX, CS, and Modulating Air Conditioning

Product	Sale Type	Warranty Coverage
DEU-Emerald Condensers TVE Emerald Evaporators	OEM or Dealer Installed with digital or mechanical controls. Installed as a complete system	2-year warranty. First year parts and labor, second year parts only. Not to exceed three (3) years from date of manufacture. *Pump warranty, see Pumps, Compressors and Replacement Parts Section.
<b>Current Emerald Models</b> Condensers or Evaporators	OEM or Dealer Installed with digital or mechanical controls. Sold as a replacement unit or partial retro-fit to an existing installation	1-year parts and labor from date of purchase of unit. Not to exceed three (3) years from date of manufacture. *Pump warranty, see Pumps, Compressors and Replacement Parts Section.
<b>Non-current Legacy Models</b> CS / RX and Modulating Turbo-Evaporators	OEM or Dealer Installed with digital or mechanical controls. Installed as a partial or complete system	1-year parts and labor from date of purchase of unit. Not to exceed three (3) years from date of manufacture. *Pump warranty, see Pumps, Compressors and Replacement Parts Section.

### Chilled / Tempered Water Air Conditioning

Product	Sale Type	Warranty Coverage
Chilled Water Systems	OEM or Dealer Installed (Complete system, including new controls)	2-year warranty. First year parts and labor, second year parts only. Not to exceed three (3) years from date of manufacture. *Pump warranty, see Pumps, Compressors and Replacement Parts Section.

## Limited Warranty

New Model sold as a replacement unit or partial retro-fit to an existing installation	Installed with old controls or competitor's control	90-day warranty, parts and labor.
---	---	-----------------------------------

Product	Sale Type	Warranty Coverage
Titan Chiller with Condenser-Only Warranty	OEM or Dealer Installed (Complete system, retrofit system or replacement condenser)	5-year warranty. First year parts and labor, second year parts only. Third through fifth years, parts-only warranty against Erosion/Corrosion on Heat Exchanger resulting in a breach of cooling water into refrigerant circuit. All damaged refrigerant parts will be supplied for replacement.

### Dometic Chiller Refit Policy

Dometic chillers installed in conjunction with a control system other than a current Dometic control or a control system that is outdated carries a 90-day warranty on defective material or workmanship from the date it is put into service. There will be no warranty coverage for operation failures such as control malfunctions, freeze failure and the like. Dometic's Customer Service and Applications departments are available to assist with recommendations on the installation, but Dometic will not be responsible for any non-Dometic part.

### Dometic Specialty Air Conditioning

Product	Sale Type	Warranty Coverage
Radome Units	Dealer Installed	6-month warranty, parts and labor. Not to exceed one (1) year from date of manufacture.
Golf Green Units	Dealer Installed	1-year warranty, parts and labor. Not to exceed two (2) years from date of manufacture.

### Pumps, Compressors and Replacement Parts

Product	Sale Type	Warranty Coverage
Pumps	OEM or Dealer Installed with complete system	1-year warranty, parts and labor.
	Dealer Installed and Aftermarket Sales	1-year warranty, parts only.
Compressors	Aftermarket sales	6-month warranty, parts only.
Replacement parts and components	Aftermarket sales	90-day warranty, parts only.
Defroster [NEW] Cabin Comfort	OEM or Dealer Installed	1-year warranty, parts and labor.
		Not to exceed three (3) years from date of manufacture.
Replacement Titanium Condensers	Dealer Installed	1-year warranty, parts only. Warranty against Erosion/Corrosion on Heat Exchanger resulting in a breach of cooling water into refrigerant circuit. All damaged refrigerant parts will be supplied for replacement.

### Dometic Air Conditioning Accessories

Product	Sale Type	Warranty Coverage
---------	-----------	-------------------

Breathe Easy Air Purifiers – Portable	Aftermarket sales	1-year warranty, parts only.
<b>Product</b>	<b>Sale Type</b>	<b>Warranty Coverage</b>
Breathe Easy Air Purifiers – In-duct Tube	OEM or Dealer Installed	1-year warranty, parts only.
Smart Start Soft Starter	Aftermarket sales	1-year warranty, parts only.

**Dometic Marine Refrigeration**

<b>Product</b>	<b>Sale Type</b>	<b>Warranty Coverage</b>
CU Series	Catalog Sales	Parts: 1-year warranty from date of purchase. Labor: 6 months from date of purchase. Not to exceed three (3) years from the date of manufacture.
	OEM or Dealer Installed	1-year warranty, parts and labor. Not to exceed three (3) years from the date of manufacture.
Built-in Compressor Driven Refrigerators	OEM or Dealer installed	1-year warranty, parts and labor. Not to exceed three (3) years from the date of manufacture.
Portable Cooler (Thermoelectric and compressor driven)	All sales types	Parts: 2-year warranty from date of purchase. Labor: 1-year from date of purchase.
Eskimo Cup Cooler	All sales types	1-year warranty, parts only.

**Dometic Custom Refrigeration**

<b>Product</b>	<b>Sale Type</b>	<b>Warranty Coverage</b>
Refrigeration Systems	OEM or Dealer Installed, complete system	1-year warranty, parts and labor. Not to exceed three (3) years from date of manufacture.
Titan Refrigeration Unit Condenser-Only Warranty	All sales types	5-year warranty. First year parts and labor. Second through fifth years, parts-only warranty against Erosion/Corrosion on Heat Exchanger resulting in a breach of cooling water into refrigerant circuit. All damaged refrigerant parts will be supplied for replacement.
All replacement condensing units installed on any existing system	OEM or Dealer Installed	6-month warranty, parts and labor on condensing unit only. Not to exceed three (3) years from date of manufacture.

**Dometic Marine Ice Machines**

<b>Product</b>	<b>Sale Type</b>	<b>Warranty Coverage</b>
Self-Contained Unit	All sales types	1-year warranty, parts and labor. Not to exceed three (3) years from date of manufacture.

## Limited Warranty

Product	Sale Type	Warranty Coverage
Titan Ice Machine Condenser-Only Warranty	All sales types	5-year warranty. First year parts and labor. Second through fifth years, parts-only warranty against Erosion/Corrosion on Heat Exchanger resulting in a breach of cooling water into refrigerant circuit. All damaged refrigerant parts will be supplied for replacement.

### Dometic Cook Stoves

Product	Sale Type	Warranty Coverage
Dometic Stoves	All sales types	1-year warranty, parts and labor. Not to exceed three (3) years from date of manufacture.

### Dometic Shipwide Ventilation

Product	Sale Type	Warranty Coverage
Mist Eliminator and Ventilation System	OEM or Dealer installed as part of a complete system.	1-year warranty, parts and labor. Not to exceed three (3) years from date of manufacture.
Replacement Parts	All sales types	90-day warranty, parts only.

### Dometic Spot Zero Reverse Osmosis Water Purification

Product	Sale Type	Warranty Coverage
Spot Zero Freshwater System	OEM or Dealer Installed	1-year warranty, parts and labor. Not to exceed three (3) years from date of manufacture.
Spot Zero Mobile Unit Freshwater System	OEM or Dealer Installed	1-year warranty, parts only, from date of sale.
Sea Xchange Seawater System	OEM or Dealer Installed	1-year warranty, parts and labor. Not to exceed three (3) years from date of manufacture.
Replacement Parts	All sales types	90-day warranty, parts only.

## DOMETIC CUSTOMER SERVICE DEPARTMENT

Use the following information to contact Dometic Marine Customer and Technical Support.

Telephone: +1 800-542-2477	Mailing Address: Dometic Marine Division Warranty Department
Fax: +1 954-979-4414	2000 North Andrews Avenue
email: MarineSales@dometic.com	Pompano Beach, FL 33069

### 24/7 Technical Support

Telephone: +1 800-542-2477	8:00 AM to 5:00 PM Eastern Time	U.S.A. and Canada
+1 888-440-4494	After hours and weekends	
email: MarineServiceUS@dometic.com		

### International Sales and Service

Telephone: +44 (0) 870-330-6101

For all other areas visit our website to find your nearest distributor at [www.dometic.com](http://www.dometic.com).