

Norcold® Gas Absorption No Cooling Performance Checklist

Product Information

Service Documents

Pre-auth Forms

Recall Resources

Warranty Information

Incomplete information will not be accepted

Step 1: Activate Backup Operating System (BOS)

1. Turn thermostat to highest temperature setting
2. Unplug thermistor at light connection
3. RUN REFRIGERATOR FOR SIX HOURS. Anything less than six hours can product inaccurate results.

Step 2: Provide Dealer Contact Information

Customer Type *

Dealer OEM

Please tell us who you are

Dealer ID/Number

Dealer account number (if known)



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Dealer

Dealer and Consumer Live Chat

E.g. +1 300 400 5000

Dealer/Service Center Name *

Joe's RV Service Center

Shipping Address

E.g. 768 Verda Heights

Apartment, suite, etc

City

E.g. Port Bud

State/Province

E.g. Rhode Island

ZIP / Postal Code

E.g. 30627

Country

United States of America (USA)



Dealer Contact Name *

E.g. John Doe

Contact Email Address *

E.g. john@doe.com



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Dealer
Locator

E.g. John Doe

Phone Number *

E.g. +1 300 400 5000

Email Address *

E.g. john@doe.com

Street Address

E.g. 768 Verda Heights

Apartment, suite, etc

City

E.g. Port Bud

State/Province

E.g. Rhode Island

ZIP / Postal Code

E.g. 30627

Country

United States of America (USA)



Step 4: Provide Coach/Boat Information



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Locator

Refrigerator Serial Number Photo *

Choose File

No file cho...

Please be sure to include a photo of the serial tag

Cooling Unit Serial Number *

Cooling Unit serial number

Coach/Boat Make *

Coach/Boat Make

Model *

Vehicle/Boat model

VIN/HIN *

VIN/HIN

Model Year *

Model year

Date of Purchase *

 Choose Date

Step 5: Describe Installation Environment

What is the Ambient Temperature Outside of the RV? *



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Was the Air Conditioning on While Testing? *

Yes No

Is There a Baffle Installed? *

Yes No

Exhaust Vent Type *

Side Roof

Are There Any Obstructions? *

Yes No

Example: Bug screens, tape, etc.

Step 6: Backup Operating System (BOS) Results

Has the refrigerator been running in BOS mode with the thermistor disconnected for at least six hours?

IF NOT, STOP UNTIL THIS STEP HAS BEEN COMPLETED!

Temperature in Freezer *

Temperature in Fresh Food Compartment *

AC Heating Element AMP Draw *

Ohm Reading *



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Fan(s) Running? *

Yes No

Frost/Moisture on Vertical Tube Coming Out Top of Absorber Tank? *

Yes No

Water Droplets on Ceiling of Fresh Food Compartment? *

Yes No

Signs of Soft Spots or Water Stains/Streaks on Back of Unit? *

Yes No

Send Message



Support

Whether you're on a quick weekend getaway or a cross-country journey, our support resources are designed to help you enjoy every moment with confidence and ease.



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Receive the latest news about our products, tips and tricks to improve your camping experience, and be the first to test new Thetford products.



Inspiration

Make use of our expert advices on RV care an maintenance. Find inspiration and practical guidance to keep your journey smooth and memorable.



Portable and RV Toilets

Permanent Toilets

Portable Toilets

Cassette® Toilets

RV Tank Treatments

Waste Treatments

Maintenance

Toilet Paper

RV Sanitation

RV Sewer Hoses

Portable Totes

Sani-Con Turbo



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LP Gas Refrigerators

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Maintenance

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People

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