



Refrigerator Performance Check-List for Warranty Coverage

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

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

Dealer Name Balden/American RV Dealer Account # _____
Dealer Phone 812 867 5200 Dealer Fax _____
Dealer Contact _____ Dealer PO # / Ref # _____
Customer Name _____
Customer Address _____
City _____ State IN Zip _____
Coach Manufacturer Coachmen Coach Model Freedom Express
Complete Coach VIN # 5ZT2FEHB5 NW02546 Year of Coach 2002

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

Dometic Model #
<u>Dm 2872 RB4</u>

Dometic 8-digit Serial #
<u>22193985</u>

Dometic Product/MFG #
<u>97000 8691</u>

Nature of the complaint:

freezer is 32° fridge is 61°

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 62 Freezer 32

**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)	<u>7.91 ohms</u>
Heating Element	_____	Ohms (room temp)	_____
Gas Valve	_____	Ohms	_____
Thermocouple	_____	Millivolts	_____
Electrode	_____		
Reignitor	_____		
Control Board/Kit	Part # _____	AC Volts _____	DC Volts _____
Eyeboard/Upper Board	_____		
Other	_____		