Mobile Service Pre-Diagnostics

A. Before going out for a service call please read safety disclaimer.

1. Call customer and have them turn the refrigerator to the highest setting.
2. Once on highest setting, ask customer to disconnect the thermistor from the light assembly.
3. Advise customer to put a cooking thermometer in a cup of water on the top shelf if they have one available.
4. Advise customer to open doors as little as possible so that we can get the most accurate temperature readings.

B. Tools to take with you the following day

1. Multi-meter

2. Drill driver

3. Infrared thermometer

<u>Safety Disclaimer:</u> ***Prior to giving the below instructions have customer check for any signs of cooling unit leaking (yellowish residue) or smell of ammonia. If Present, please inform the customer to turn off the refrigerator and unplug it from the vehicles volt outlet.***

4. Both the Norcold ventilation sheet and the instructions for taking pictures if it is a side vented unit. (see 3 attached documents)
5. Camera or phone with a camera

Please Note: There are two methods for getting accurate temperature readings on refrigerator unit; both options are listed below.

***Cooking Thermometer*:** Place a **Cooking Thermometer (Pictured Below)** in a glass of water and place on top shelves of the Fresh Food and Freezer Compartment.

Infrared Thermometer: Using an **infrared thermometer (Pictured Below)** shoot your beam in the far left corner of the Freezer compartment. To record fresh food temperature you need to shoot the beam directly on the fin where the thermistor is connected.

Safety Disclaimer: ***Prior to giving the below instructions have customer check for any signs of cooling unit leaking (yellowish residue) or smell of ammonia. If Present, please inform the customer to turn off the refrigerator and unplug it from the vehicles volt outlet.***

This manual has been provided courtesy of My RV Works, Inc.

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You can find more RV service manuals here:

www.myrvworks.com/manuals

Over the years of running a mobile RV repair service, having a dedicated place to access service manuals for all the different appliances and components found on RVs was something that I always had a desire to create.

I hope this resource makes your RV repairs easier, as it has mine, but please be careful and follow proper safety practices when attempting to repair your own RV.

If in doubt, please consult with a professional RV technician!

DARREN KOEPP - OWNER, MY RV WORKS, INC.

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