



**NORCOLD**

*Division of The Stolle Corporation*

1501 MICHIGAN STREET • SIDNEY, OHIO 45365

PHONE: 513 492-1111

ATTENTION: SERVICE CENTERS AND DEALERS

GAS ELECTRIC REPAIR/REPLACE TIME ALLOWANCE

Attached to this letter, you will find NORCOLD'S new flat-rate charts. There are two separate rate charts which cover the electronic and manual versions of the NORCOLD refrigerators. Also attached is a bulletin for you to post in your service area that lists what defective parts we want returned to our factory. Also listed on the bulletin are shipping instructions for the return of these defective parts, which will assist in avoiding excessive freight charges.

These time allowance charts grant you a minimum of one hour; this one hour includes trouble-shooting and part's replacement. Travel time is not included because NORCOLD'S warranty stipulates that the owner is responsible for making the unit available at your shop's location. We have been liberal and fair in determining the time allowances, providing your service personnel are trained on our products and are equipped with testing meters.

If you feel that you are unable to meet the times, as specified, please contact Dan Vincent at 1-800-543-1219 to put in your request for service training. Your cooperation in complying with this request will be greatly appreciated.

PLEASE NOTE:

THE THREE (3) HOUR TIME ALLOWANCE ON THE COOLING UNIT INCLUDES THE REMOVAL AND RE-INSTALLATION OF THE REFRIGERATOR.

MAXIMUM HOURLY ALLOWANCE FOR  
TROUBLE-SHOOTING AND REPLACEMENT

(REFRIGERATOR MODELS: 838EG, 8310EG)

EYEBROW .....	1.0 HRS.
EYEBROW SWITCH .....	1.0 HRS.
EYEBROW LAMP .....	1.0 HRS.
EYEBROW BOARD .....	1.0 HRS.
INTERFACE BOARD .....	1.0 HRS.
HUMIDITY HEAT STRIP .....	1.5 HRS.
CONTROL MODULE .....	1.0 HRS.
GAS VALVE (SOLENOID) .....	1.0 HRS.
FLAME SENSOR .....	1.0 HRS.
THERMOSTAT .....	1.0 HRS.
WIRING HARNESS .....	2.5 HRS.
HUMIDITY SWITCH .....	1.0 HRS.
LIGHT SWITCH .....	1.0 HRS.
BURNER .....	1.0 HRS.
IGNITION ELECTRODE .....	1.0 HRS.
ORIFICE .....	1.0 HRS.
COOLING UNIT .....	3.0 HRS.
HEATING ELEMENT .....	2.5 HRS.

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MAXIMUM HOURLY ALLOWANCES FOR  
TROUBLE-SHOOTING AND REPLACEMENT

(REFRIGERATOR MODELS: 774EG, 776EG, 778EG, 8010EG)

SAFETY VALVE .....	1.5 HRS.
THERMOCOUPLE .....	1.0 HRS.
THERMOSTAT .....	1.5 HRS.
PRESSURE REGULATOR .....	1.0 HRS.
THREE POSITION SWITCH .....	1.0 HRS.
SPARK IGNITER.....	1.0 HRS.
HUMIDITY RESISTOR .....	1.0 HRS.
LIGHT SWITCH .....	1.0 HRS.
HUMIDITY SWITCH .....	1.0 HRS.
BURNER .....	1.0 HRS.
IGNITION ELECTRODE .....	1.0 HRS.
ORIFICE .....	1.0 HRS.
COOLING UNIT .....	3.0 HRS.
HEATING ELEMENT .....	2.5 HRS.
GAS LEAK TEST .....	1.0 HRS.

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# NORCOLD

PLEASE POST -BULLETIN-

DEFECTIVE GAS/ELECTRIC PARTS TO BE RETURNED TO FACTORY:

COOLING UNITS

IGNITION MODULES

INTERFACE BOARDS

EYEBROW ASSEMBLIES

ALL OTHER PARTS MAY BE DISPOSED OF UNLESS OTHERWISE NOTIFIED.

SHIPPING SPECIFICATIONS:

774 AND 776

COOLING UNITS: RETURN, FREIGHT COLLECT, VIA UPS

8310 AND 838

COOLING UNITS: RETURN, FREIGHT COLLECT, VIA COMMON CARRIER\*\*

\*\*UNITS BEING RETURNED VIA COMMON CARRIER MUST HAVE THE FOLLOWING INFORMATION ON THE BILL OF LADING:

"DESCRIPTION: COOLING UNIT, N.O.I., ITEM 123640,  
CLASS #85."

ALL OTHER DEFECTIVE PARTS MUST BE RETURNED VIA UPS.

RETURN DEFECTIVE PARTS TO THE FOLLOWING ADDRESS:

NORCOLD SERVICE DEPT.

600 S. KUTHER ROAD

SIDNEY, OHIO 45365

PLEASE DO NOT SUBMIT LABOR BILLS AS A PACKING SLIP.

THESE SHOULD BE SUBMITTED UNDER SEPARATE COVER TO THE

ABOVE ADDRESS.



NORCOLD, 1501 Michigan Street, Sidney, Ohio 45365  
Division of Stolle Corporation



*Division of The Stolle Corporation*

1501 MICHIGAN STREET • SIDNEY, OHIO 45385

PHONE: 513 492-1111

ATTENTION: SERVICE CENTERS AND DEALERS

DUAL ELECTRIC REPAIR/REPLACEMENT TIME ALLOWANCE

Attached to this letter, you will find NORCOLD'S new flat-rate charts. The chart covers all NORCOLD Dual Electric refrigerators. Also attached is a bulletin for you to post in your service area that lists what defective parts we want returned to our factory. Also listed on the bulletin are shipping instructions for the return of those defective parts, which will assist in avoiding excessive freight charges.

The time allowance chart grants you a minimum of one hour; this one hour covers trouble-shooting and part's replacement. We have been liberal and fair in determining the time allowances.

When the refrigerator is installed on a boat, and the refrigerator fails within ninety (90) days of the purchase date, NORCOLD will pay travel time and mileage only when prior authorization has been granted. If authorization is granted, NORCOLD will only pay for one round-trip service call.

FOR MILEAGE AUTHORIZATION, PLEASE CALL:

1-800-543-1219

If you feel you are unable to meet the times, as specified, please contact Dan Vincent at 1-800-543-1219 to put in your request for service training. Your cooperation in complying with this request will be greatly appreciated.

NORCOLD DUAL ELECTRIC TIME CHART

MAXIMUM HOURLY ALLOWANCE FOR  
TROUBLE-SHOOTING AND REPLACEMENT

<u>MODEL #</u>	<u>CHANGE THERMOSTAT</u>	<u>CHANGE INVERTER</u>	<u>SEALED SYSTEM</u>
MRFT-614	1.0	1.0	1.9
MRFT-615	1.0	1.0	1.9
MRFT-630	1.0	1.5	2.1
MRFT-640	1.0	1.5	2.1
MRFT-660	1.0	1.5	2.1
DE-250	1.0	1.2	1.5
DE-251	1.0	1.2	1.5
DE-400	1.0	1.2	1.5
DE-704	1.0	1.0	1.5
DE-726	1.0	1.0	1.5
DE-728	1.0	1.0	1.8
DC-230	1.0	1.0	1.5
DC-254	1.0	1.0	1.5
SCQT-6406	1.0	1.0	1.9
SCQT-6800	1.0	1.0	2.4*

\*2.4 ONLY IF BOTH UNITS ARE BAD.

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# NORCOLD

PLEASE POST - BULLETIN

DEFECTIVE DUAL ELECTRIC PARTS TO BE RETURNED TO FACTORY:

WARRANTY COOLING UNITS

WARRANTY INVERTER ASSEMBLIES

ALL PARTS SHOULD BE RETURNED VIA UPS, FREIGHT COLLECT.

(ALL OTHER PARTS MAY BE DISPOSED OF UNLESS OTHERWISE NOTIFIED.)

RETURN DEFECTIVE PARTS TO THE FOLLOWING ADDRESS:

NORCOLD SERVICE DEPT.  
600 SOUTH KUTHER RD.  
SIDNEY, OHIO 45365

PLEASE DO NOT SUBMIT LABOR BILLS AS A PACKING SLIP. THESE  
SHOULD BE SUBMITTED UNDER SEPARATE COVER TO THE ABOVE  
ADDRESS.