

# Warranty Info

If you are a Thetford / Norcold Dealer click here for [warranty information](#).

Thetford and Norcold products are proudly supported by a comprehensive warranty. Many of our products include coverage for labor costs, as well as parts costs and freight costs. It's all about giving you peace of mind.

**For information about extending your warranty coverage, call customer service at 1-800-543-1219 and ask about the Extended Service Plans.**

To request a copy of any warranty document listed on this page, please call customer service at 1-800-543-1219 or email [info@thetford.com](mailto:info@thetford.com).

For an overview of our warranty plans, choose the product category for which you wish to view the warranty statement.

## For Units Built Post-4/6/09

### Thetford Products

- [Permanent Toilet Warranty Statement](#)
  - [Portable Toilet Statement](#)
  - [Electra Magic Toilet Statement](#)
    - [Tecma Statement](#)
    - [Cassette Statement](#)
  - [ComfortMate Toilet Statement](#)
- [ComfortMate Electric Toilet Statement](#)
  - [SmartDrain Statement](#)
  - [SmartTote Statement](#)
  - [Sanicon Statement](#)
- [Spinflo Built-In Cook Top Statement](#)

### Norcold Products

- [Gas Absorption Refrigerator Statement](#)
  - [AC/DC Refrigerator Statement](#)

## For Units Built Pre-4/6/09

### Thetford Products

- [Permanent Toilet Statement](#)
  - [Tecma Statement](#)
  - [Cassette Statement](#)
  - [SmartTote Statement](#)
  - [Sanicon Statement](#)
  - [Spinflo Statement](#)

### Norcold Products

- [Pre-4/6/09: Gas Absorption Refrigerator Statement](#)
- [Pre-4/6/09: AC/DC Refrigerator Statement](#)

## Have a Warranty Claim?

To request warranty coverage:

- Review the warranty statement to ensure the product has warranty coverage.

If your product is under warranty:

- Take the product to an authorized [service center](#).
- The service facility will diagnose the problem and contact Thetford or Norcold to request replacement parts. Replacement parts are provided at no cost to the owner.
- The service center will repair the product. All labor charges will be billed directly to Thetford or Norcold.

Website: <http://www.thetford.com>

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from. Please review the warranty carefully, and contact the manufacturer if you have any questions.