

## FIELD NOTICE

Date: June 14, 2018

Field Notice Number: 336-E18

Models or Product Affected: Dometic SmartStart, all models

Recipients: Dealers, Master Dealers, Distributors, OEMs, Manufacturer's Reps

# **WARNING** Immediate Action Is Required In Order To Avoid Damage To Your Vessel

### SmartStart, SmartStart II and SmartStart III

Dometic Marine, makers of Dometic, Marine Air, and Cruisair air conditioning systems, has become aware of a misuse of our Dometic SmartStart device. Due to improper installation, the device can be exposed to saltwater intrusion. This can cause a catastrophic failure, which can result in the device shorting and possibly causing a fire. To avoid this issue the SmartStart needs to be located in a dry location on a vertical surface with the electrical connectors on the bottom. If the installer is unable to locate this device in a location where it will be completely protected from the exposure to any amount of salt water then we recommend replacing the device with our optional device that is built in a waterproof enclosure. If you feel you need the device in the waterproof enclosure please contact Dometic service department or your local dealer to inquire about obtaining this optional device.



**INCORRECT**

(horizontal surface, water could intrude into case)



**CORRECT**

(vertical surface, wires down, completely dry location)

### Finding an authorized technician:

Customer Service will assist you with this process. To receive service under this notice, please contact your nearest Dometic authorized servicing dealer, or contact the **Dometic Customer Service Department** in either of the following ways:

- **Phone:** 800-542-2477 (8:00 AM to 5:00 PM weekdays)
- **Email:** MarineServiceUS@dometic.com

**Please read this Notice carefully and follow its instructions. If you have transferred possession of your vessel, please provide this notice to those who currently have the vessel.**

**WARNING: If this Notice is ignored, and a failure occurs, it could result in fire damage to the vessel.**