FIELD NOTICE

Date: June 14, 2018
Field Notice Number: 336-E18
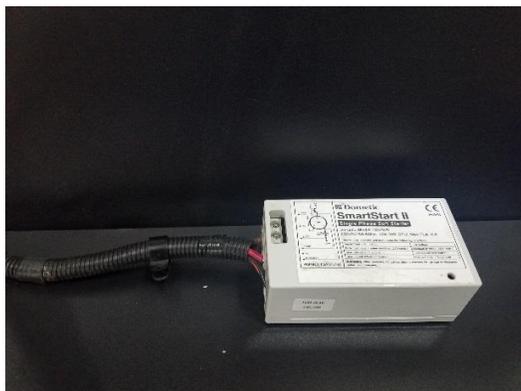**Models or Product Affected:** Dometic SmartStart, all models
Recipients: Dealers, Master Dealers, Distributors, OEMs, Manufacturer's Reps

⚠ 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.

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