



Service Bulletin

Freezer Frost Accumulation

Models Affected: 962, 963, 982, 983, 9162, 9182, N621, N821, N641, AND N841

Frost accumulation in a RV refrigerator is not abnormal. Unlike a home refrigerator, the gas absorption refrigerator is not equipped with a heater that automatically eliminates the need for defrosting. The gas absorption refrigerator may accumulate frost of varying amounts depending upon the environmental conditions (temperature and humidity), the frequency of usage, and the type of stored food. Refer to the refrigerator Owner's Manual; "Defrosting and Cleaning the Refrigerator".

Steps to control abnormal frost formation

1. Cover all liquids and moist foods before storing in the freezer.
2. Allow all hot foods to cool before storing in the freezer.
3. Do not open the door any longer than necessary.
4. Check the door latch mechanism to make sure it engages completely. The freezer door may shift away from the strike plate and allow the door to prematurely unlatch. This allows warm air to enter the freezer compartment which causes frost formation. You should hear a "click" when the door is closed completely.
5. Make sure that the storage shelf is installed properly and that stored foods do not prevent the door from closing completely.
6. Make sure that the freezer door is aligned properly and is hanging square with the refrigerator cabinet. This insures the magnet of the door gasket attracts the magnet of the refrigerator cabinet.
7. Check seal of freezer door. If the door does not seal correctly, excess frost will collect inside the freezer. To check door seal, close door on a piece of paper that is about the size and thickness of a dollar bill [ART00980]. Gently pull the paper. You should feel a slight drag between the gasket and the cabinet. If you do not feel a slight drag on the paper, the door does not seal correctly and requires service or adjustment.

Additional considerations if abnormal frost exists

In some instances, sealing of the hinge screw holes may assist in controlling an abnormal amount of frost formation. The screw holes are located in each of the four inside corners of the door. ART01208 shows the location of the hinge screw holes.

What is needed

No. 20 Torx (star head) driver or a No. 2 Phillips Screw-driver depending on model.

DAP[®] a DOW CORNING[®] brand 100% Silicone Sealant that is a multi-purpose sealant for interior/exterior use and is safe for food contact. Read information on rear of silicone package.

DAP[®] a DOW CORNING[®] brand Silicone Sealant can be found at most major hardware stores.

Recommendation

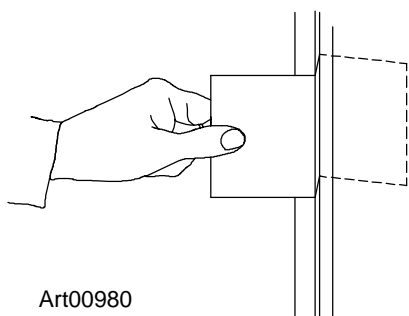
Apply silicone sealant during a time when the freezer door will not be used. Permit the door to remain closed for a minimum period of 8-12 hours to allow the silicone sealant to cure.

Note: Silicone "skins" in 15 minutes; dries to the touch in 1 hour; fully cures in 24 hours.

Procedure

1. Defrost freezer. Dry with clean cloth.
2. Tighten all hinge screws using the appropriate driver.
3. Clean and dry all surfaces around hinge screws.
4. Remove cap from silicone and puncture silicone tube's inner seal.
5. Cut the silicone tube nozzle so opening of nozzle is 1/8". Screw nozzle onto the silicone tube.
6. Hold the corner of the door gasket and pull away from the door liner.
7. Locate the half-moon [ART01209] opening of the door gasket. Apply silicone between the door gasket and the door liner.
Note: For a smooth seal, hold the applicator at a 45° angle and push the silicone ahead of the nozzle.
8. Push the door gasket toward the door liner to allow the gasket to seal against the silicone.
9. Apply silicone to the screw hole opening. Fill the opening and smooth the silicone so it is flush with door cap [ART01210].
10. Remove any excess silicone from the door cap with a dry paper towel.
11. Repeat steps 2-8 at the remaining 3 screw hole openings.
12. Remove excess cured silicone by trimming.

**Refrigerator owner:
If additional assistance is needed contact
Norcold Customer Support at
1-800-543-1219**



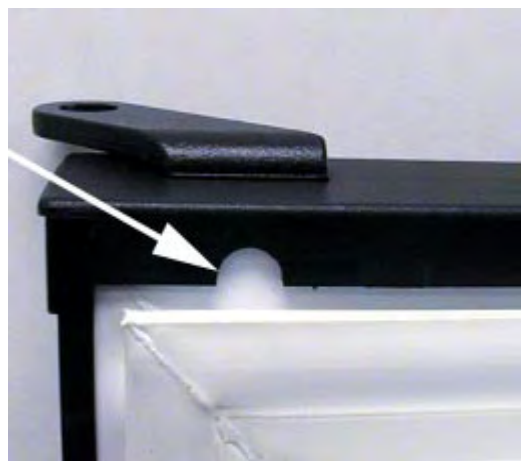
Art00980



ART01208



ART01209



ART01210