

Norcold Refrigerator

Troubleshooting Checklist

For propane/electric absorption models: N6XX, N8XX and Polar N7/N8 families.

Use your exact model manual for specifications, fault codes and service procedures.

1 IDENTIFY & RECORD

Date: _____ Model: _____ Serial: _____

Fault code / light pattern: _____

☐ Photograph the identification label and any fault display before resetting.

2 ANSWER FIVE STARTING QUESTIONS

☐ Does it turn on? Yes / No Notes: _____

☐ Does it cool on electric? Yes / No / Not tested

☐ Does it cool on propane? Yes / No / Not tested

☐ Both compartments warm, or freezer cold / refrigerator warm? _____

☐ Any code, flashing light or alarm? _____

3 CHECK THE BASICS

☐ RV is level within the refrigerator manual's limits; correct mode is selected.

☐ Allowed the model's specified cooling time; avoided loading warm food during test.

☐ Doors close and seal; shelves allow airflow; excessive frost has been addressed.

☐ Exterior intake and exhaust vents are unobstructed; rear area is clear.

☐ Checked DC control power, specified fuses, connections and ground as qualified.

☐ For electric operation: checked breaker, applicable GFCI and outlet supply safely.

☐ For propane operation: confirmed fuel supply and valve positions per owner manual.

4 LOG RESULTS BEFORE BUYING PARTS

Mode	Start time	Elapsed hours	Fridge temp.	Freezer temp.
Electric	_____	_____	_____	_____
Propane	_____	_____	_____	_____

Outside temperature: _____ DC voltage at refrigerator, if tested: _____

Other symptoms / checks: _____

STOP & GET HELP

Suspected propane leak: stop testing, avoid switches/flames, leave the RV and contact qualified help from a safe location. Stop operation for scorching, damaged wiring or suspected cooling-unit leakage. Never bypass safety devices or lockouts.