

43 The Woodlands
Lostock Park
Bolton, Lancs.
BL6 4JD

September 18th 2017

The Managing Director
Thetford (U.K.) Ltd.
Unit 6 Brookfields Way
Manvers
Rotherham
S63 5DL

Dear Sir or Madam,

I have a problem with a Thetford refrigerator, which I detail below, but I first want to agree on one thing. I bought my motorhome from SMC in Newark some months ago and I am aware that my contract is with them. However, it seems silly for me to pursue my claim through SMC, who will then deal with you, when we could 'cut out the middleman' which will save time for both of us. I hope that this is acceptable to you.

In January this year I took delivery of a new Globecar Campscout motorhome. I and SMC believed that this would come with a three-way absorption fridge but, to our surprise, it arrived with a compressor fridge, the new T1090. This worried me as we do a lot of off-site camping and I was worried about the viability of the fridge when not on electric hook-up. Fortunately I ordered the MH with an extra leisure battery and a large solar panel and, so far, we have managed on the occasions when we haven't had hook up for some days.

However, we have had continuous problems with the freezer compartment defrosting. We assumed that it was something that we were doing, such as not setting the right cooling number, or perhaps occasionally not shutting the door properly, but eventually we decided that the fridge wasn't working properly and contacted your company. After a conversation with Mr Whitford I received an email (copy attached) which admits that you have a problem with this fridge and telling me of a temporary fix.

It is obviously not reasonable that users have to continually monitor the ambient temperature and remove and replace a bit of plastic, a job that might need doing three or four times a day. If we go out for the day we aren't in a position to monitor it anyway and could return to yet another puddle of water and even more wasted food.

It is my contention that this fridge is not fit for purpose and that you should replace it. Mr Whitford told me that there is a new model being designed, which will cure this problem by using two separate compressors, one for the main cabinet and one for the freezer compartment. My first worry is the power consumption. Will the replacement have an even bigger draw than the current one?

I am aware that the replacement will not be available until next year but, if it's going to be suitable, I am happy to wait and put up with the fault.

Cont.

So I need to know what your response will be. Are you prepared to guarantee that, when the replacement model is available, you will remove my existing one and replace it? Or of course you can ask SMC to do this and pay their costs.

I would also like to know the approximate date that the new model will be available and, as mentioned, its likely power consumption compared to the current model.

I have no wish to get involved in civil proceedings and do hope that this problem can be resolved between us and without troubling SMC.

I look forward to hearing from you. I am happy to receive communications by email or by telephone (see below).

Kindest regards,

Yours faithfully,

A handwritten signature in cursive script that reads "Frank Wilkinson".

Frank Wilkinson