

	PRODUCT	PART NUMBER BEING REPLACED	PART RETURN OR PHOTO	DIAG TIME	REPAIR LABOR TIME	TOTAL LABOR	PRIOR AUTH	NOTES	VIDEO	DOC
CABLE OPERATED SLIDES	ACCU SLIDE MOTOR & GEARBOX	21900000	PHOTO	0.10	1.90	2.00	NO	DAMAGE OR FAILURE RESULTING FROM LOW VOLTAGE, INADEQUATE POWER, OR IMPROPER WIRING IS NOT WARRANTABLE.		
		21900001								
		21900002								
		21900003								
	ACCU SLIDE MOTOR ONLY	R25074	PHOTO	0.25	0.25	0.50	NO	DAMAGE OR FAILURE RESULTING FROM LOW VOLTAGE, INADEQUATE POWER, OR IMPROPER WIRING IS NOT WARRANTABLE.		
		R25075								
	ACCU SLIDE GEARBOX	R25076	PHOTO	0.10	1.90	2.00	NO	DAMAGE OR FAILURE RESULTING FROM LOW VOLTAGE, INADEQUATE POWER, OR IMPROPER WIRING IS NOT WARRANTABLE.		
		25076-1								
	ACCU SLIDE GEARBOX DRIP TRAY	10800003	PHOTO	0.25	0.25	0.50	YES	AFTERMARKET DRIP TRAY		
	ACCU SLIDE CABLE	22305	PHOTO	NA	1.00	1.00	YES	FAILURE DUE TO MISALIGNMENT IS NOT WARRANTABLE		
	COMPLETE ACCU SLIDE MECHANISM	ALL	PHOTO	0.50	3.50	4.00	YES	COMPLETE SLIDE ASSEMBLIES SHOULD NOT BE REPLACED UNLESS DAMAGED		
	ACCU SLIDE JAMB ONLY	ALL	PHOTO	0.50	1.50	2.00	YES	COMPLETE SLIDE ASSEMBLIES SHOULD NOT BE REPLACED UNLESS DAMAGED		
	ACCU SLIDE CABLE/CHAIN ADJUSTER	22504	PHOTO	NA	1.00	1.00	YES	FAILURE DUE TO IMPROPER TENSION IS NOT WARRANTABLE		
		22509								
		21700195								
	CORNER PULLEY BRACKETS	25042	PHOTO	NA	1.00	1.00	YES	NOT A WARRANTABLE REPAIR THROUGH BAL. REPAIR TIMES ESTIMATED		
		25043								
		22302L								
		22302R								
	CORNER PULLEY WALL CONSTRUCTION REINFORCEMENT PLATES	21700238	NA	NA	NA	NA	NA	NOT A WARRANTABLE REPAIR THROUGH BAL. REPAIR TIMES ESTIMATED		

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CABLE OPERATED SLIDES	ACCU SLIDE WIPE SEAL ABS	R854047	PHOTO	0.25	0.25	0.50	YES	FAILURE DUE TO OUT OF SQUARE ROUGH OPENING OR IMPROPER TENSION OR INSTALLATION IS NOT WARRANTABLE		
	ACCU SLIDE WIPE SEAL ABS	R854048								
	ACCU SLIDE WIPE SEAL ABS	R854050								
	ACCU SLIDE WIPE SEAL HYBRID	R854056								
	ACCU SLIDE STAND-OFF BRACKETS	P854130	PHOTO	0.25	0.25	0.50	YES	FAILURE DUE TO MISALIGNMENT IS NOT WARRANTABLE		
		P854196								
		P854752								
		P854129								
		P854182								
		P854751								
		P854749								
		P854584								
	EXACT SLIDE CONTROL	10800046	PHOTO	0.25	0.25	0.50	NO	DAMAGE OR FAILURE RESULTING FROM LOW VOLTAGE, INADEQUATE POWER, OR IMPROPER WIRING IS NOT WARRANTABLE.		
		10800090								
		10800160								
	EXACT SLIDE CONTROL	10800194	PART RETURN	0.25	0.25	0.50	YES	10800194 IS BACKWARDS COMPATIBLE WITH ALL PREVIOUS EXACT SLIDE CONTROLS		

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CABLE OPERATED SLIDES	EXACT SLIDE MOTOR 10-TOOTH & 12-TOOTH SHORT SHAFT	R25078	PHOTO	0.50	4.50	5.00	NO	BOTH MOTORS ARE REQUIRED TO BE REPLACED WITH <u>KIT 21700292</u> AT THE SAME TIME FOR COMPATIBILITY		
		R25079								
		21900004								
		21900005								
	EXACT SLIDE MOTOR 10 TOOTH EXTENDED SHAFT RH ONLY	21900006	PART RETURN	0.50	1.50	2.00	YES	21900006 SHOULD ONLY BE USED WHEN REPLACING AN EXISTING EXTENDED SHAFT MOTOR		
	EXACT SLIDE MOTOR 10 TOOTH EXTENDED SHAFT LH ONLY	21900007	PART RETURN	0.50	1.50	2.00	YES	21900007 SHOULD ONLY BE USED WHEN REPLACING AN EXISTING EXTENDED SHAFT MOTOR		
	EXACT SLIDE WIPE SEAL	R854081	PHOTO	0.25	0.25	0.50	YES	FAILURE DUE TO OUT OF SQUARE ROUGH OPENING OR IMPROPER TENSION OR INSTALLATION IS NOT WARRANTABLE		
		21100017								
		21100018								
	EXACT SLIDE G5.5STAND-OFF BRACKETS	20200026	PHOTO	0.25	0.25	0.50	YES	FAILURE DUE TO MISALIGNMENT IS NOT WARRANTABLE		
		20200034								
		20200052								
		20200020								
		20200053								
	STANDOFF BRACKET WALL CONSTRUCTION REINFORCEMENT PLATES x 4	21700148	PHOTO	NA	3.00	3.00	NA	NOT A WARRANTABLE REPAIR THROUGH BAL. REPAIR TIMES ESTIMATED		
	COMPLETE EXACT SLIDE MECHANISM	ALL	PHOTO	0.50	3.50	4.00	YES	COMPLETE SLIDE ASSEMBLIES SHOULD NOT BE REPLACED UNLESS DAMAGED		
	EXACT SLIDE JAMB ONLY	ALL	PHOTO	0.50	1.50	2.00	YES	COMPLETE SLIDE ASSEMBLIES SHOULD NOT BE REPLACED UNLESS DAMAGED		

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CABLE OPERATED SLIDES	EXACT SLIDE BOTTOM EXTERIOR CABLE	21700147	PHOTO	NA	1.00	1.00	YES	FAILURE DUE TO MISALIGNMENT IS NOT WARRANTABLE		
	EXACT SLIDE BOTTOM INTERIOR CABLE	21700146	PHOTO	NA	1.00	1.00	YES	FAILURE DUE TO MISALIGNMENT IS NOT WARRANTABLE		
	EXACT SLIDE TOP INTERIOR CABLE	21700146	PHOTO	NA	1.00	1.00	YES	FAILURE DUE TO MISALIGNMENT IS NOT WARRANTABLE		
	EXACT SLIDE TOP EXTERIOR CABLE	21700147	PHOTO	NA	1.00	1.00	YES	FAILURE DUE TO MISALIGNMENT IS NOT WARRANTABLE		
	SLIDE ROLLERS	854275	PHOTO	0.25	0.25	0.50	YES	ADDITION OF ROLLERS IS NOT A WARRANTABLE REPAIR BY BAL.		
		854304								
		854599								
		P854282L								
		P854282R								
	COMPRESSION BLOCKS (BAL FLUSH FLOOR)	F854734	PHOTO	0.15	0.75	1.00	YES	MAINTENANCE ITEM (NOT COVERED UNDER WARRANTY)		
	SLIDE SWITCH	NOT A BAL COMPONENT	NA	NA	NA	NA	NA	NOT A BAL COMPONENT		
	CABLE PATCH	25040	PHOTO	NA	0.15	0.15	YES			
		25041								

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NXG FRAMES AND SUB-COMPONENTS	Actuator Motor Identification Guide Link									
	ACTUATOR & MOTOR ASSEMBLY	R25072	PHOTO	0.25	0.75	1.00	YES	FAILURE DUE TO OVER TORQUING IS NOT WARRANTABLE.		
		R25071								
	MOTOR ASSEMBLY ONLY	20900114	PHOTO	0.25	0.25	0.50	YES	DAMAGE OR FAILURE RESULTING FROM LOW VOLTAGE, INADEQUATE POWER, OR IMPROPER WIRING IS NOT WARRANTABLE.		
		20900115								
		21700061								
	PIN BOX	ALL	PHOTO	0.25	0.50	0.75	YES			
	COUPLER 2-5/16"	21700033	PHOTO	0.25	1.25	1.50	YES			
	COUPLER 2"	21700034	PHOTO	0.25	1.25	1.50	YES			
	COUPLER 2-5/16" INVERTED	21700075	PHOTO	0.25	1.25	1.50	YES			
	RETRACT A SPARE (CABLE STYLE)	ALL	PHOTO	NA	NA	NA	YES	FAILURE DUE TO OVER TORQUING IS NOT WARRANTABLE.		
	RETRACT A SPARE (MOLDED BLOCK/NUT)	20400011	NA	NA	NA	0.50	NA	FAILURE DUE TO OVER TORQUING IS NOT WARRANTABLE.		
		20400010	NA	NA	NA	0.50	NA	FAILURE DUE TO OVER TORQUING IS NOT WARRANTABLE.		
	HIDE A SPARE (SLED STYLE)	ALL	PHOTO	NA	NA	NA	YES			
MISC	SLIDE STABILIZER MOUNTING BRACKETS	20816780	PHOTO	0.25	0.25	0.50	NO			

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STABILIZER JACKS	POWER C-JACK ASSEMBLY (SET OF RIGHT AND LEFT JACKS WITH CONNECTING CHANNEL)	23446	PHOTO	0.25	0.5	0.75	YES	REPLACEMENT OF COMPLETE JACK IS NOT WARRANTABLE. ALL SUBCOMPONENTS ARE REPLACEABLE.		
		23406								
		23825								
		23827								
		23405								
		23444								
	POWER C-JACK SWITCH	20300027	PHOTO	0.25	0.25	0.50	NO			
	MANUAL C-JACK (SINGLE JACK)	23125	PHOTO	0.25	0.25	0.5	YES	REPLACEMENT OF COMPLETE JACK IS NOT WARRANTABLE. ALL SUBCOMPONENTS ARE REPLACEABLE.		
		23625								
		23998								
		23128								
		23333								
		23122								
	POWER C-JACK MOTOR	231000	PHOTO	0.25	0.25	0.50	NO	BAL WILL COVER PARTS AND LABOR FOR ONE (1) MOTOR REPLACEMENT PER RV DURING THE RV MANUFACTURERS WARRANTY PERIOD. MULTIPLE MOTOR FAILURES ON THE SAME RV ARE CONSIDERED DAMAGED.		
	FOOT PAD	23100	PHOTO	NA	NA	0.25	NO	BENT OR DAMAGED FOOT PADS ARE NOT WARRANTABLE		
	POWER C-JACK COUPLER	20300030	PHOTO	NA	0.50	0.50	NO			
	POWER C-JACK HARNESS	ALL	PHOTO	0.50	1.00	1.50	YES	HARNESS REPLACEMENT DUE TO PINCHED WIRING IS NOT COVERED BY BAL WARRANTY		
	THREADED ROD	ALL	NA	NA	0.75	0.75	YES	FAILURE DUE TO OVER TORQUING IS NOT WARRANTABLE.		

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TONGUE JACKS	ELECTRIC TONGUE JACK	20300113	PHOTO	0.25	0.25	0.5	YES	REPLACEMENT OF COMPLETE JACK IS NOT WARRANTABLE. ALL SUBCOMPONENTS ARE REPLACEABLE.		
		20300134								
		20300116								
		20300123								
		20300115								
		20300155								
		20300155								
		20300156								
		20300157								
	INNER TONGUE JACK TUBE	21700099	PHOTO	0.25	0.50	0.75	NO			
	OUTER TONGUE JACK TUBE	21700102	PHOTO	0.25	0.50	0.75	NO			
	14" FOOTPAD WITH LYNCH PIN	21700069	PHOTO	NA	0.25	0.25	YES			
	TONGUE JACK FOOT PAD	21700067	PHOTO	NA	NA	0.25	YES	BENT OR DAMAGED FOOT PADS ARE NOT WARRANTABLE		
	TONGUE JACK MOTOR	20300045	PHOTO	0.25	0.25	0.5	NO			
		20300000								
	TONGUE JACK MOTOR HARNESS	ALL	PHOTO	0.5	1.00	1.50	YES			
	TONGUE JACK COUPLER	21700072	PHOTO	0.25	0.50	0.75	NO			
	MANUAL TONGUE JACK	29015	PHOTO	NA	NA	0.25	YES	REPLACEMENT OF COMPLETE JACK IS NOT WARRANTABLE. ALL SUBCOMPONENTS ARE REPLACEABLE.		
		29020								
		29025								
	MANUAL TONGUE JACK DOWELL PIN	R853081	NA	NA	NA	NA	NA	SHEAR PINS WILL BREAK TO PROTECT THE BEVEL GEARS, IN THE EVENT THE JACK IS UNDER MORE LOAD THAN ITS INTENDED USE.		
	MANUAL TONGUE JACK ROLL PIN	R853084	NA	NA	NA	NA	NA			

	PRODUCT	PART NUMBER BEING REPLACED	PART RETURN OR PHOTO	DIAG TIME	REPAIR LABOR TIME	TOTAL LABOR	PRIOR AUTH	NOTES	VIDEO	DOC
REAR LEVELING	REAR ELECTRIC LEVELING JACK	20300100	PHOTO	0.25	0.25	0.50	YES	REPLACEMENT OF COMPLETE JACK IS NOT WARRANTABLE. ALL SUBCOMPONENTS ARE REPLACEABLE.		
		20300103								
		20300117								
		20300138								
		20300158								
		20300159								
		20300160								
		20300161								
	FOOT PAD	20300059	NA	NA	NA	0.50		BENT OR DAMAGED FOOT PADS ARE NOT WARRANTABLE		
	REAR LEVELING JACK MOTOR	20300000	PHOTO	0.25	0.25	0.50	NO			
	LEVELING JACK COUPLER	21700072	PHOTO	0.25	0.50	0.75	NO			
	LEVELING JACK HARNESS	ALL	PHOTO	0.5	1	1.50	YES			
USER PANELS & CONTROLS	PUSH BUTTON USER PANELS (5.1)	20300576	PHOTO	NA	0.25	0.25	YES			
		20300427								
	LS TOUCH SCREENS	20300581	PHOTO	NA	0.25	0.25	YES			
		20300086								
	LS LEVELING CONTROL BOX	21700259	PHOTO	0.25	0.75	1.00	YES			
		21700260								
	EXACT LEVEL TOUCH SCREENS	20300622	PART RETURN	NA	0.25	0.25	YES			
		21700305								
	TOUCH SCREEN HARNESS	ALL	PHOTO	0.50	1.00	1.50	YES			
	EXACT LEVEL CONTROL & TOUCH SCREEN V2 (5.3)	21700303	PART RETURN	0.5	0.75	1.25	YES			
	EXACT LEVEL CONTROL & TOUCH SCREEN V2 (7.3)	21700284	PART RETURN	0.5	0.75	1.25	YES			
	ALLIANCE EXACT LEVEL 5.3 CONTROL BOX	20300619	PART RETURN	0.25	0.75	1.00	YES			
		21700273								
	ROCKWOOD EXACT LEVEL 5.3 CONTROL BOX	20300661	PART RETURN	0.25	0.75	1.00	YES			

LANDING GEAR	PRODUCT	PART NUMBER BEING REPLACED	PART RETURN OR PHOTO	DIAG TIME	REPAIR LABOR TIME	TOTAL LABOR	PRIOR AUTH	NOTES	VIDEO	DOC
	MOTOR ASSEMBLY - GEN 1	R862270	PHOTO	0.25	0.25	0.50	YES			
	REDUCTION GEARBOX - GEN 1	863252	PHOTO	0.25	0.25	0.50	NO			
	LEG (MOTOR SIDE)- GEN 1	863247	PHOTO	0.25	0.25	0.50	NO			
	LEG (IDLER SIDE) - GEN 1	863248	PHOTO	0.25	0.25	0.50	NO			
	HIGH TORQUE MOTOR RETRO KIT GEN 1	21700252	PHOTO	0.25	1.25	1.50	YES			
	LEAD LEG - EXACT LEVEL	21700306	PHOTO	0.25	0.25	0.50	NO			
	MOTOR ASSEMBLY - GEN 2	20300000	PHOTO	0.25	0.25	0.50	NO			
	COUPLER KIT - GEN 2	21700072	PHOTO	0.25	0.25	0.50	NO			
	LANDING GEAR FOOT PADS	20300434	PHOTO	NA	NA	0.25	NO	BENT OR DAMAGED FOOT PADS ARE NOT WARRANTABLE		
	DROP LEG SPRING PIN	863253	PHOTO	NA	0.50	0.50	NO			

Technical Support: baltechsupport@norcoind.com (877) 557-7788

Warranty Claims: warranty@norcoind.com

sale for the recreational vehicle in which the Covered Product is installed. The Warranty Period will not exceed 12 or 24 months, dependent on the standard/base limited warranty published by you, the original equipment manufacturer. In addition, this warranty is only applicable to covered products that are installed in Covered RVs sold and used in the United States and Canada.

Exclusions: This warranty does not extend to and does not cover defects that have resulted from any of the following:

- 1 Improper installation, alteration, or modification of the Covered Product.
- 2 Installation or use of the covered products on a recreational vehicle type not expressly approved by us in writing for use of or with the Covered Products.
- 3 Abuse, misuse, normal wear and tear, accident, negligence, vandalism, overload, improper load balance or lack of maintenance; including improper corrosion or rust prevention and/or
- 4 Commercial use of the Covered RV, or any use other than for which the Covered RV or Covered Product was intended and/or use in any manner inconsistent with any instructions from

REV	COMMUNICATION DATE	EFFECTIVE DATE	APPROVED BY
A	5/31/2022	5/31/2022	SL
B	10/21/2022	10/24/2022	SL
C	9/23/2024	10/1/2024	SL
D	10/21/2024	10/24/2024	SL
E	8/4/2025	8/11/2025	LK
F	7/16/2026	7/16/2026	LK

REPAIRS THAT REQUIRE PRIOR AUTHORIZATION ARE INTENDED TO PROMPT COMMUNICATION WITH BAL. INFORMATION, PHOTOS AND/OR VIDEOS MAY BE REQUESTED FOR TROUBLE SHOOTING.