

## INSTALLATION MANUAL FOR TCM MODELS (CONVENIENCE MERCHANDISER)



**TCM-78AC-GF-SD**

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**CONGRATULATIONS!**

*You have just purchased the finest commercial refrigeration available. You can expect many years of trouble-free operation.*

# TCM MODELS (CONVENIENCE MERCHANDISER)

# **NOTICE TO CUSTOMER:**



**Loss Or Spoilage Of Products  
In Your Refrigerator/Freezer  
Is NOT Covered By Warranty.  
In Addition To Following  
Recommended Installation  
Procedures You Must Run  
The Refrigerator/Freezer  
24 Hours Prior To Usage.**

True Manufacturing Company, Inc.

### SAFETY INFORMATION

#### **How to Maintain Your TRUE Unit to Receive the Most Efficient and Successful Operation**

You have selected one of the finest commercial refrigeration units made. It is manufactured under strict quality controls with only the best quality materials available. Your TRUE cooler when properly maintained will give you many years of trouble-free service.

#### **WARNING!**

**Use this appliance for its intended purpose as described in this Owner Manual.**

**TO LOCATE REFRIGERANT TYPE, SEE SERIAL LABEL INSIDE CABINET.**

**This cabinet may contain fluorinated greenhouse gas covered by the Kyoto Protocol (please refer to cabinet's inner label for type and volume, GWP of 134a= 1,300. R404a= 3,800).**

#### **For Hydrocarbon Refrigeration Only (R-290) See Below:**

- **Danger** - Risk of fire or explosion. Flammable refrigerant used. Do not use mechanical devices to defrost refrigerator. Do not puncture refrigerant tubing.
- **Danger** - Risk of fire or explosion. Flammable refrigerant used. To be repaired only by trained service personnel. Do not puncture refrigerant tubing.
- **Caution** - Risk of fire or explosion. Flammable refrigerant used. Consult repair manual/owner's guide before attempting to service this product. All safety precautions must be followed.
- **Caution** - Risk of fire or explosion. Dispose of properly in accordance with federal or local regulations. Flammable refrigerant used.
- **Caution** - Risk of fire or explosion due to puncture of refrigerant tubing; follow handling instructions carefully. Flammable refrigerant used.
- **Caution** - Keep clear of obstruction all ventilation openings in the appliance enclosure or in the structure for building-in.

### **SAFETY PRECAUTIONS**

*When using electrical appliances, basic safety precautions should be followed, including the following:*

- This refrigerator must be properly installed and located in accordance with the Installation Instructions before it is used.
- Do not allow children to climb, stand or hang on the shelves in the refrigerator. They could damage the refrigerator and seriously injure themselves.
- Do not touch the cold surfaces in the refrigerator compartment when hands are damp or wet. Skin may stick to these extremely cold surfaces.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Keep fingers out of the "pinch point" areas; clearances between the doors and between the doors and cabinet are necessarily small; be careful closing doors when children are in the area.

#### **NOTE**

*We strongly recommend that any servicing be performed by a qualified individual.*

- Unplug the refrigerator before cleaning and making repairs.
- Setting temperature controls to the 0 position does not remove power.

SAFETY INFORMATION

**DANGER!**  
**RISK OF CHILD ENTRAPMENT**

**PROPER DISPOSAL OF THE REFRIGERATOR**

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Child entrapment and suffocation are not problems of the past. Junked or abandoned display cases are still dangerous... even if they will sit for “just a few days.” If you are getting rid of your old display case, please follow the instructions below to help prevent accidents.

**Before You Throw Away Your Old Refrigerator or Freezer:**

- Take off the doors.
- Leave the shelves in place so that children may not easily climb inside.

**Refrigerant Disposal**

Your old refrigerator may have a cooling system that uses “Ozone Depleting ” chemicals. If you are throwing away your old refrigerator, make sure the refrigerant is removed for proper disposal by a qualified service technician. If you intentionally release any refrigerants you can be subject to fines and imprisonment under provisions of the environmental regulations.

**REPLACEMENT PARTS**

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- Component parts shall be replaced with like components.
- Servicing shall be done by authorized service personnel, to minimize the risk of possible ignition due to incorrect parts or improper service.
- Lamps must be replaced by identical lamps only.
- If the supply cord is damaged, it must be replaced by a special cord or assembly available from the manufacturer or its service agent.

SAFETY INFORMATION

# WARNING!

## HOW TO CONNECT ELECTRICITY

*Do not, under any circumstances, cut or remove the ground prong from the power cord.  
For personal safety, this appliance must be properly grounded.*

The power cord of this appliance is equipped with a grounding plug which mates with a standard grounding wall outlet to minimize the possibility of electric shock hazard from this appliance.

Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded.

If the outlet is a standard 2-prong outlet, it is your personal responsibility and obligation to have it replaced with the properly grounded wall outlet.

The unit should always be plugged into it's own individual electrical circuit, which has a voltage rating that matches the rating plate.

This provides the best performance and also prevents overloading building wiring circuits which could cause a fire hazard from overheated wires.

Never unplug your freezer by pulling on the power cord. Always grip plug firmly and pull straight out from the outlet.

Repair or replace immediately all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end.


When removing the freezer away from the wall, be careful not to roll over or damage the power cord.

## USE OF EXTENSION CORDS / ADAPTER PLUGS

*TRUE will not warranty any display case that has been connected to an extension cord. Because of potential safety hazards under certain conditions, we strongly recommend against the use of an adapter plug. NEVER USE AN EXTENSION CORD! NEVER USE AN ADAPTER PLUG!*

The incoming power source to the cabinet including any adapters used must have the adequate power available and must be properly grounded. Only adapters listed with UL should be used.

NEMA plugs  
TRUE uses these types of plugs.  
If you do not have the right outlet  
have a certified electrician install  
the correct power source.



115/60/1  
NEMA-5-15R

INSTALLATION / OPERATION INSTRUCTIONS

**INSTALLATION / OPERATION INSTRUCTIONS**

**OWNERSHIP**

To ensure that your unit works properly from the first day, it must be installed properly. We highly recommend a trained mechanic and electrician install your TRUE equipment. The cost of a professional installation is money well spent.

Before you start to install your TRUE unit, carefully inspect it for freight damage. If damage is discovered, immediately file a claim with the delivery freight carrier.

***TRUE is not responsible for damage incurred during shipment.***

**REQUIRED TOOLS**

- Adjustable Wrench
- Phillips Head Screwdriver
- Level

**UNCRATING**

The following procedure is recommended for uncrating the unit:

**A.** Remove the outer packaging, (cardboard and bubbles or styrofoam corners and clear plastic). Inspect for concealed damage. Again, immediately file a claim with the freight carrier if there is damage.

**B.** Move your unit as close to the final location as possible before removing the wooden skid.

**NOTE**

*Keys for coolers with door locks are located in warranty packets.*

INSTALLATION / OPERATION INSTRUCTIONS

**LOCATING**

- A. Remove skid by using a phillips head screwdriver.
- B. Remove the four brackets from the base of the cooler.
- C. Carefully move the cooler off the back of the skid. Tilt the cooler backwards just enough to remove the skid from under the cooler.
- D. Free plug and cord from the lower rear of the cooler (do not plug in).
- E. The merchandiser should be placed close enough to the electrical supply so that extension cords are never used.
- F. Appliance tested according to the climate classes 5 and 7 for temperature and relative humidity.

**TCM "Air-Curtain Merchandisers"**

- A. Do not place unit in the path of air conditioning or overhead heating ducts.
- B. This "air-curtain" merchandiser is to be located in a maximum ambient condition of 75°F / 85% relative humidity.

**WARNING**

*Failure to comply will disrupt cooler performance!*

**LEVELING**

- A. Set unit in its final location. Be sure there is adequate ventilation in your room. Under extreme heat conditions, (100°F+, 38°C+), you may want to install an exhaust fan.

**WARNING**

*Warranty is void if ventilation is insufficient.*

- B. Proper leveling of your TRUE cooler is critical to operating success (for non-mobile models). Effective condensate removal (for slide door models) and door operation will be effected by leveling.
- C. The cooler should be leveled front to back and side to side with a level.
- D. Ensure that the drain hose or hoses are positioned in the pan.

- E. Free plug and cord from inside the lower rear of the cooler (do not plug in).
- F. The unit should be placed close enough to the electrical supply so that extension cords are never used.

**WARNING**

*Cabinet warranties are void if OEM power cord is tampered with. TRUE will not warranty any units that are connected to an extension cord.*



Leveling legs

INSTALLATION / OPERATION INSTRUCTIONS

**CONDUCTORS AND CIRCUITS**

**Wire Gauge for 2% Voltage Drop in Supply Circuits.**

115 Volt Amps	Distance In Feet To Center of Load											
	20	30	40	50	60	70	80	90	100	120	140	160
2	14	14	14	14	14	14	14	14	14	14	14	14
3	14	14	14	14	14	14	14	14	14	14	14	12
4	14	14	14	14	14	14	14	14	14	12	12	12
5	14	14	14	14	14	14	14	12	12	12	10	10
6	14	14	14	14	14	14	12	12	12	10	10	10
7	14	14	14	14	14	12	12	12	10	10	10	8
8	14	14	14	14	12	12	12	10	10	10	8	8
9	14	14	14	12	12	12	10	10	10	8	8	8
10	14	14	14	12	12	10	10	10	10	8	8	8
12	14	14	12	12	10	10	10	8	8	8	8	6
14	14	14	12	10	10	10	8	8	8	6	6	6
16	14	12	12	10	10	8	8	8	8	6	6	6
18	14	12	10	10	8	8	8	8	8	8	8	5
20	14	12	10	10	8	8	8	6	6	6	5	5
25	12	10	10	8	8	6	6	6	6	5	4	4
30	12	10	8	8	6	6	6	6	5	4	4	3
35	10	10	8	6	6	6	5	5	4	4	3	2
40	10	8	8	6	6	5	5	4	4	3	2	2
45	10	8	6	6	6	5	4	4	3	3	2	1
50	10	8	6	6	5	4	4	3	3	2	1	1

**Wire Gauge for 2% Voltage Drop in Supply Circuits.**

230 Volt Amps	Distance In Feet To Center of Load											
	20	30	40	50	60	70	80	90	100	120	140	160
5	14	14	14	14	14	14	14	14	14	14	14	14
6	14	14	14	14	14	14	14	14	14	14	14	12
7	14	14	14	14	14	14	14	14	14	14	12	12
8	14	14	14	14	14	14	14	14	14	12	12	12
9	14	14	14	14	14	14	14	14	12	12	12	10
10	14	14	14	14	14	14	14	12	12	12	10	10
12	14	14	14	14	14	14	12	12	12	10	10	10
14	14	14	14	14	14	12	12	12	10	10	10	8
16	14	14	14	14	12	12	12	10	10	10	8	8
18	14	14	14	12	12	12	10	10	10	8	8	8
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25	14	14	12	12	10	10	10	10	8	8	6	6
30	14	12	12	10	10	10	8	8	8	6	6	6
35	14	12	10	10	10	8	8	8	8	6	6	5
40	14	12	10	10	8	8	8	6	6	6	5	5
50	12	10	10	8	6	6	6	6	6	5	4	4
60	12	10	8	6	6	6	6	6	5	4	4	3
70	10	10	8	6	6	6	5	5	4	4	2	2
80	10	8	8	6	6	5	5	4	4	3	2	2
90	10	8	6	6	5	5	4	4	3	3	1	1
100	10	8	6	6	5	4	4	3	3	2	1	1

INSTALLATION / OPERATION INSTRUCTIONS

**ELECTRICAL INSTRUCTIONS**

- A.** Before your new unit is connected to a power supply, check the incoming voltage with a voltmeter. If anything less than 100% of the rated voltage for operation is noted, correct immediately.
  - B.** All units are equipped with a service cord, and must be powered at proper operating voltage at all times. Refer to cabinet data plate for this voltage.
- TRUE** requires that a sole use circuit be dedicated for the unit. Failure to do so voids warranty.

**WARNING**

Compressor warranties are void if compressor burns out due to low voltage.

**WARNING**

Power supply cord ground should not be removed!

**WARNING**

Do not use electrical appliances inside the food storage compartments of the appliances unless they are of the type recommended by the manufacturer.

**NOTE**

To reference wiring diagram - Remove rear louvered grill, wiring diagram is positioned on the inside cabinet wall.

**STARTUP**

- A.** The compressor is ready to operate. Plug in the unit.
- B.** Check the temperature control setting in the upper left of the cabinet backside. The setting should be at #5 to maintain an approximate 35°F (1.6°C). Temperature control is located in lower rear of cabinet on ballast box.  
Allow cooler to function several hours, completely cooling cabinet before changing the control setting.
- C.** The coolers are designed to maintain temperatures from 30°F to 45°F (-1°C to 7°C) degrees according to the control setting. Excessive tampering with the control could lead to service difficulties. Should it ever become necessary to replace temperature control, be sure it is ordered from your TRUE dealer or authorized service agent.
- D.** Verify that the cabinet lights are working. The lights are turned on/off by a switch position above the evaporator housing.
- E.** Good air flow in you TRUE unit is critical. Be careful to load product based on the load limit stickers positioned on the inside left and right walls of the merchandiser.

**NOTE**

If the unit is disconnected or shut off, wait five minutes before starting again.

**RECOMMENDATION**

Before loading product we recommend you run your TRUE unit empty for two to three days. This allows you to be sure electrical wiring and installation are correct and no shipping damage has occurred. Remember, our factory warranty does not cover product loss!

**REPLACEMENT PARTS**

TRUE maintains a record of the cabinet serial number for your unit. If at any time during the life of your display case, a part is needed, you may obtain this part by furnishing the model number and serial number to the company from whom you purchased the cabinet. Call Toll-Free: (800)-424-TRUE (Direct to Parts Department). (800)-325-6152 (U.S.A. & Canada only) or call: (636)-240-2400.

Serial Number



INSTALLATION / OPERATION INSTRUCTIONS

**SEALING CABINET TO FLOOR**

**Optional**

- A. It may be necessary to seal the deli case to the floor for local sanitary codes or if the customer so desires. TRUE recommends either of the following methods.
- B. Using a vinyl cover base trim as produced by Armstrong, Johnson, or Kentile (available at floor covering suppliers) or
- C. Using mastics available at hardware stores.
- D. When applying the cove base trim, thoroughly clean both the cabinet and floor of dirt and grease. Apply a recommended contact cement to the cove base trim. After cove base trim has dried, fill in cracks and joints with a caulking material.
- E. When applying a mastic, draw an outline of the cabinet on the floor. Raise and block the front side of the cabinet. Apply a bead of mastic to the floor 1/2" inside the outline drawn. Lower the cabinet. Raise and block the rear side of the cabinet. Apply the bead of mastic, lower the cabinet.

**BIN DIVIDER INSTALLATION**

**STAINLESS STEEL SHELF INSTALLATION**

**NOTE**

Convenience merchandisers are shipped with bin dividers in place. If it is necessary to adjust spacing the following procedure is recommended.

**Step 1**

- A. Dividers are spring loaded - push divider towards front of the cooler to release from rear grommets holes.
- B. Lineup divider front pegs with desired holes and punch through interior tape lining of both top and bottom holes - bottom peg first (front holes are taped over to improve insulation values).
- C. Remove divider from the front holes and line up regular and spring loaded rear pegs with holes in line with those desired in front. Insert as far as possible and maneuver front pegs in place.



Figure 1

**REMOTE UNITS (This section applies to remotes only!)**

- Remote cabinets must be ordered as remote. We do not recommend converting from a standard self contained to remote system.
- All remote cabinets must be hard wired.
- No castors available.
- All remote cabinets come standard using 404A refrigerant.
- All remote units come standard with expansion valve, liquid line solenoid, heated condensate pan, and defrost timer when applicable.
- Contact TRUE Technical Service for BTU requirements.
- No wiring necessary between cabinet and condensing unit.
- All remote condensing units purchased from TRUE are 208/230 volts single phase.

**If you have any questions regarding this section, please call TRUE at 1-855-372-1368.**

INSTALLATION / OPERATION INSTRUCTIONS

**TEMPERATURE CONTROL ADJUSTMENT FOR HIGH ALTITUDE ONLY!**

**TERMS:**

- **Cut-out** - Temperature sensed by the controller that shuts the compressor off.
- **Cut-in** - Temperature sensed by the controller that turns the compressor on.

**TOOLS REQUIRED:**

- Phillips head screwdriver
- 5/64" or 2 mm Allen Key
- T-7 Torx Key

**STEP 1**

Unplug or disconnect power to the cabinet.

**STEP 2**

Remove the screws that secure the temperature control to the inset box lower left side of the cabinet (when facing the front of the cabinet).

**STEP 3**

Pull out gently from cabinet.

**NOTE**

*Mechanical temperature controllers are affected when functioning at high altitude. The Cut-in and cut-out temperatures will be colder than when the controller functions closer to sea level.*

**STEP 4**

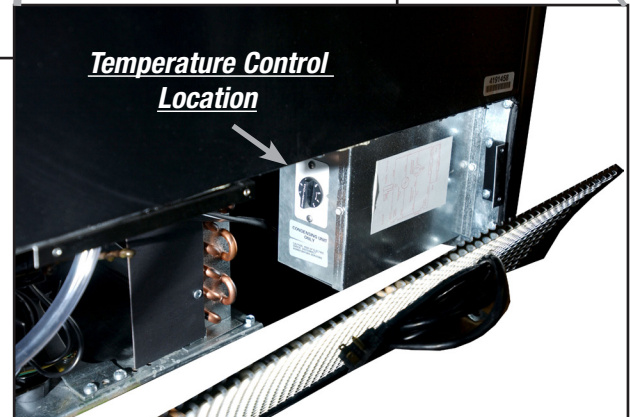
For high elevation installations, it may be necessary to "warm-up" the set points. To make the adjustment, insert the appropriate tool in each adjustment screw and turn 1/4 of a revolution clockwise (to the right). This procedure will adjust both the cut-in and cut-out about 2°F warmer.

**STEP 5**

Make sure to reconnect the pink wire to the proper spade terminal when reinstalling.

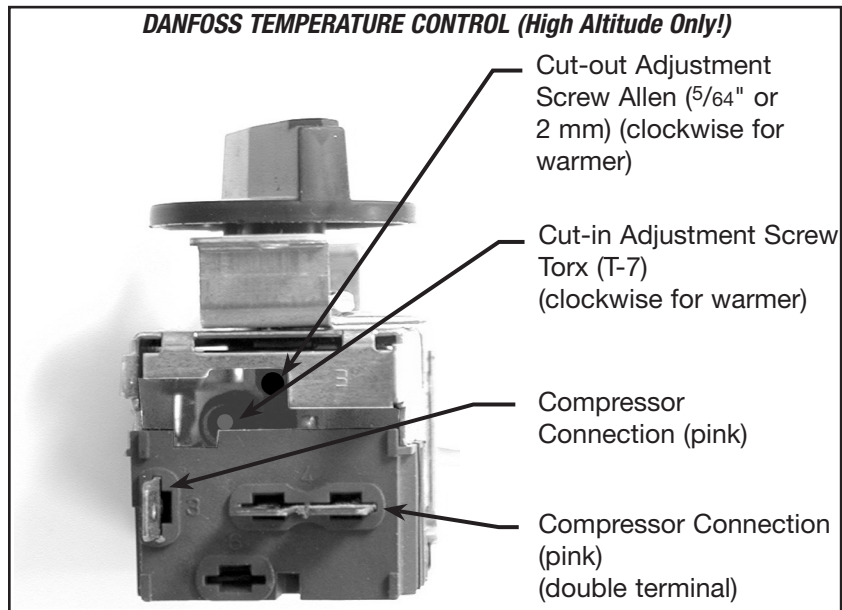


**Temperature Control Location**



**Temperature Control Location**

Using a Phillips head screwdriver back out the eight screws securing the grill to the rear of the unit. The temperature control is located behind the rear grill.



**DANFOSS TEMPERATURE CONTROL (High Altitude Only!)**

Cut-out Adjustment Screw Allen (5/64" or 2 mm) (clockwise for warmer)

Cut-in Adjustment Screw Torx (T-7) (clockwise for warmer)

Compressor Connection (pink)

Compressor Connection (pink) (double terminal)

MAINTENANCE, CARE & CLEANING

**CLEANING THE CONDENSER COIL**

**TOOLS REQUIRED:**

- Phillips Screwdriver
- 5/64" Stiff Bristle Brush
- Adjustable Wrench
- Vacuum Cleaner

**STEP 1**

Unplug or disconnect power to the cabinet.

**STEP 2**

Take off rear lower grill assembly by removing two (2) bottom screws.

If necessary, loosen screws holding the top pivot pins. Swing grill up and remove frame hooks from pivot pins at top of louver.

**STEP 3**

Remove bolts anchoring compressor assembly to frame rails and carefully slide out. (tube connections are flexible).

**STEP 4**

Clean off accumulated dirt from condensing coil with a stiff bristle brush.

**STEP 5**

Lift cardboard cover above fan at plastic plugs and carefully clean condenser coil and fan blades.

**STEP 6**

After brushing condenser coil vacuum dirt from coil, and interior floor.

**STEP 7**

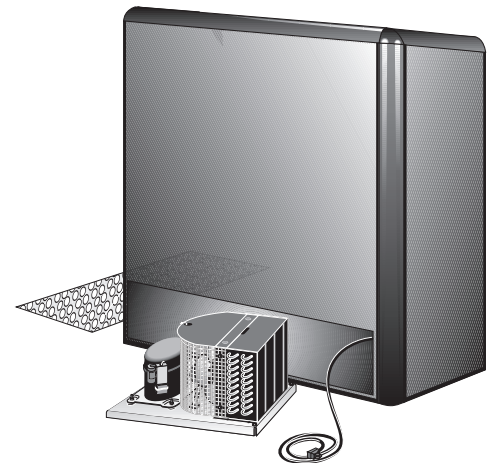
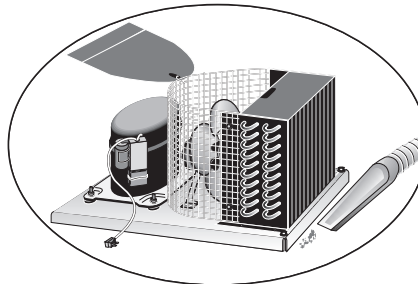
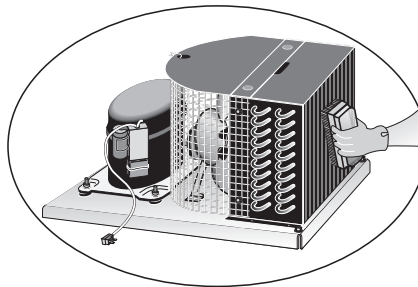
Replace cardboard cover. Carefully slide compressor assembly back into position and replace bolts.

**STEP 8**

Reinstall louver assembly onto unit, tighten all screws.

**STEP 9**

Connect unit to power and check to see if condensing unit is running.



## **IMPORTANT WARRANTY INFORMATION**

**Condensers accumulate dirt and require cleaning every 30 days. Dirty condensers result in compressor failure, product loss, and lost sales... which are not covered by warranty.**

**If you keep the Condenser clean you will minimize your service expense and lower your electrical costs. The Condenser requires scheduled cleaning every thirty days or as needed.**

**Air is pulled through the Condenser continuously, along with dust, lint, grease, etc.**

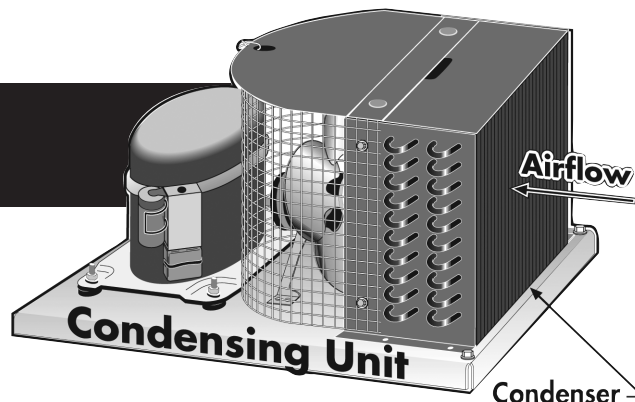
**A dirty Condenser can result in NON-WARRANTED part & Compressor Failures, Product Loss, and Lost Sales.**

**Proper cleaning involves removing dust from the Condenser. By using a soft brush, or vacuuming the Condenser with a shop vac, or using CO2, nitrogen, or pressurized air.**

**If you cannot remove the dirt adequately, please call your refrigeration service company.**

**The Condenser looks like a group of vertical fins. You need to be able to see through the condenser for the unit to function at maximum capacity. Do not place filter material in front of condensing coil. This material blocks air-flow to the coil similar to having a dirty coil.**

**THE CLEANING OF THE CONDENSER IS NOT COVERED BY THE WARRANTY!**



### **HOW TO CLEAN THE CONDENSER:**

- 1. Disconnect the electrical power to the unit.**
- 2. Remove the louvered grill.**
- 3. Vacuum or brush the dirt, lint, or debris from the finned condenser coil.**
- 4. If you have a significant dirt build up you can blow out the condenser with compressed air.  
(CAUTION MUST BE USED to avoid eye injury. Eye protection is recommended.)**
- 5. When finished be sure to replace the louvered grill. The grill protects the condenser.**
- 6. Reconnect the electrical power to the unit.**

**If you have any questions, please call TRUE Manufacturing at 636-240-2400 or 855-372-1368 for the Service Department. World Headquarters Service Department Availability Monday-Thursday 7:00 a.m. to 7:00 p.m., Friday 7:00 a.m. to 6:00 p.m., and Saturday 8:00 a.m. to 12:00 p.m. CST.**

MAINTENANCE, CARE & CLEANING

**STAINLESS STEEL EQUIPMENT CARE AND CLEANING**

**CAUTION: Do not use any steel wool, abrasive or chlorine based products to clean stainless steel surfaces.**

• Stainless Steel Opponents

There are three basic things which can break down your stainless steel's passivity layer and allow corrosion to rear its ugly head.

1. Scratches from wire brushes, scrapers, and steel pads are just a few examples of items that can be abrasive to stainless steel's surface.
2. Deposits left on your stainless steel can leave spots. You may have hard or soft water depending on what part of the country you live in. Hard water can leave spots. Hard water that is heated can leave deposits if left to sit too long. These deposits can cause the passive layer to break down and rust your stainless steel. All deposits left from food prep or service should be removed as soon as possible.
3. Chlorides are present in table salt, food, and water. Household and industrial cleaners are the worst type of chlorides to use.

8 steps that can help prevent rust on stainless steel:

1. Using the correct cleaning tools  
Use non-abrasive tools when cleaning your stainless steel products. The stainless steel's passive layer will not be harmed by soft cloths and plastic scouring pads. Step 2 tells you how to find the polishing marks.
2. Cleaning along the polish lines  
Polishing lines or "grain" are visible on some stainless steels. Always scrub parallel to visible lines on some stainless steels. Use a plastic scouring pad or soft cloth when you cannot see the grain.
3. Use alkaline, alkaline chlorinated or non-chloride containing cleaners  
While many traditional cleaners are loaded with chlorides, the industry is providing an ever increasing choice of non-chloride cleaners. If you are not sure of your cleaner's chloride content contact your cleaner supplier. If they tell you that your present cleaner contains chlorides, ask if they have an alternative. Avoid cleaners containing quaternary salts as they can attack stainless steel, causing pitting and rusting.
4. Water Treatment  
To reduce deposits, soften the hard water when possible. Installation of certain filters can remove corrosive and distasteful elements. Salts in a properly maintained water softener can be to your advantage. Contact a treatment specialist if you are not sure of the proper water treatment.
5. Maintaining the cleanliness of your food equipment  
Use cleaners at recommended strength (alkaline, alkaline chlorinated or non-chloride). Avoid build-up of hard stains by cleaning frequently. When boiling water with your stainless steel equipment, the single most likely cause of damage is chlorides in the water. Heating any cleaners containing chlorides will have the same damaging effects.
6. Rinse  
When using chlorinated cleaners you must rinse and wipe dry immediately. It is better to wipe standing cleaning agents and water as soon as possible. Allow the stainless steel equipment to air dry. Oxygen helps maintain the passivity film on stainless steel.
7. Hydrochloric acid (muriatic acid) should never be used on stainless steel
8. Regularly restore/passivate stainless steel

MAINTENANCE, CARE & CLEANING

**STAINLESS STEEL EQUIPMENT CARE AND CLEANING**

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Recommended cleaners for certain situations / environments of stainless steel

- A) Soap, ammonia and detergent medallion applied with a cloth or sponge can be used for routine cleaning.
- B) Arcal 20, Lac-O-Nu Ecoshine applied provides barrier film for fingerprints and smears.
- C) Cameo, Talc, Zud First Impression is applied by rubbing in the direction of the polished lines for stubborn stains and discoloring.
- D) Easy-off and De-Grease It oven aid are excellent for removals on all finishes for grease-fatty acids, blood and burnt-on foods.
- E) Any good commercial detergent can be applied with a sponge or cloth to remove grease and oil.
- F) Benefit, Super Sheen, Sheila Shine are good for restoration /passivation.

**NOTE:**

*The use of stainless steel cleaners or other such solvents is not recommended on plastic parts. Warm soap and water will suffice.*

## WARRANTY INFORMATION (U.S.A & CANADA ONLY!)

**THIS WARRANTY ONLY APPLIES TO UNITS SHIPPED FROM TRUE'S MANUFACTURING FACILITIES AFTER JULY 1, 2014.**

### **THREE-YEAR PARTS & LABOR WARRANTY**

TRUE warrants to the original purchaser of every new TRUE refrigerated unit, the cabinet and all parts thereof, to be free from defects in material or workmanship, under normal and proper use and maintenance service as specified by TRUE and upon proper installation and start-up in accordance with the instruction packet supplied with each TRUE unit. TRUE's obligation under this warranty is limited to a period of three (3) years from the date of original installation or 39 months after shipment date from TRUE, whichever occurs first.

Any part covered under this warranty that are determined by TRUE to have been defective within three (3) years of original installation or thirty-nine (39) months after shipment date from manufacturer, whichever occurs first, is limited to the repair or replacement, including labor charges, of defective parts or assemblies. The labor warranty shall include standard straight time labor charges only and reasonable travel time, as determined by TRUE.

Warranty does not cover standard wear parts which include door gaskets, incandescent bulbs or fluorescent bulbs. Warranty also does not cover issues caused by improper installation or lack of basic preventative maintenance which includes regular cleaning of condenser coils.

### **ADDITIONAL TWO-YEAR COMPRESSOR WARRANTY**

In addition to the Three (3) year warranty stated above, TRUE warrants its hermetically and semi-hermetically sealed compressor to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of two (2) additional years from the date of original installation but not to exceed five (5) years and three (3) months after shipment from the manufacturer.

Compressors determined by TRUE to have been defective within this extended time period will, at TRUE's option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity.

The two (2) year extended compressor warranty applies only to hermetically and semi-hermetically sealed parts of the compressor and does not apply to any other parts or components, including, but not limited to: cabinet, paint finish, temperature control, refrigerant, metering device, driers, motor starting equipment, fan assembly or any other electrical component, etcetera.

### **404A/134A COMPRESSOR WARRANTY**

The two year compressor warranty detailed above will be voided if the following procedure is not carefully adhered to:

1. This system contains R404A or R134A refrigerant and polyol ester lubricant. The polyol ester lubricant has rapid moisture absorbing qualities. If long exposure to the ambient conditions occur, the lubricant must be removed and replaced with new. For oil amounts and specifications please call TRUE technical service department (855-372-1368). Failure to comply with recommended lubricant specification will void the compressor warranty.

2. Drier replacement is very important and must be changed when a system is opened for servicing. A drier using XH-7 desiccant or an exact replacement solid core drier must be used. The new drier must also be the same capacity as the drier being replaced.

3. Micron level vacuums must be achieved to insure low moisture levels in the system. 500 microns or lower must be obtained.

### **WARRANTY CLAIMS**

All claims for labor or parts must be made directly through TRUE. All claims should include: model number of the unit, the serial number of the cabinet, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect.

In case of warranty compressor, the compressor model tag must be returned to TRUE along with above listed information.

Any action or breach of these warranty provisions must be commenced within one (1) year after that cause of action has occurred.

### **WHAT IS NOT COVERED BY THIS WARRANTY**

TRUE's sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

**NO CONSEQUENTIAL DAMAGES.** TRUE IS NOT RESPONSIBLE FOR ECONOMIC LOSS; PROFIT LOSS; OR SPECIAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, INCLUDING WITHOUT LIMITATION, LOSSES OR DAMAGES ARISING FROM FOOD OR PRODUCT SPOilage CLAIMS WHETHER OR NOT ON ACCOUNT OF REFRIGERATION FAILURE.

**WARRANTY IS NOT TRANSFERABLE.** This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. ANY SUCH ASSIGNMENT OR TRANSFER SHALL VOID THE WARRANTIES HEREIN MADE AND SHALL VOID ALL WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

**IMPROPER USAGE.** TRUE ASSUMES NO LIABILITY FOR PARTS OR LABOR COVERAGE FOR COMPONENT FAILURE OR OTHER DAMAGES RESULTING FROM IMPROPER USAGE OR INSTALLATION OR FAILURE TO CLEAN AND/OR MAINTAIN PRODUCT AS SET FORTH IN THE WARRANTY PACKET PROVIDED WITH THE UNIT.

**RELOCATION OF CABINET FOR REPAIR:** True is not responsible for the cost to move a cabinet for any reason from its position of operation on the customer's premises to make a warranty repair.

**RESIDENTIAL APPLICATIONS:** TRUE assumes no liability for parts or labor coverage for component failure or other damages resulting from installation in non-commercial or residential applications.

**ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD.** TRUE is not responsible for the repair or replacement of any parts that TRUE determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or act of God.

**IMPROPER ELECTRICAL CONNECTIONS.** TRUE IS NOT RESPONSIBLE FOR THE REPAIR OR REPLACEMENT OF FAILED OR DAMAGED COMPONENTS RESULTING FROM INCORRECT SUPPLY VOLTAGE, THE USE OF EXTENSION CORDS, LOW VOLTAGE, OR UNSTABLE SUPPLY VOLTAGE.

**NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE:** THERE ARE NO OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, EXCEPT THE THREE (3) YEAR PARTS & LABOR WARRANTY AND THE ADDITIONAL TWO (2) YEAR COMPRESSOR WARRANTY AS DESCRIBED ABOVE. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, INCLUDING IMPLIED WARRANTY AND MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

**OUTSIDE U.S./Canada:** This warranty does not apply to, and TRUE is not responsible for, any warranty claims made on products sold or used outside the United States/Canada. This warranty only applies to units shipped from True's manufacturing facilities after July 1, 2014.