

## INSTALLATION MANUAL FOR TFM MODELS (TRUE FREEZER MERCHANDISER)



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\*Spanish version included.

### CONGRATULATIONS!

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

# TFM (TRUE FREEZER 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 Unit to Receive the Most Efficient and Successful Operation**

*You have selected one of the finest commercial freezer units made. It is manufactured under strict quality controls with only the best quality materials available. Your TRUE freezer, 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.***

***This cabinet contains 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).***

## **SAFETY PRECAUTIONS**

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

- This freezer 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 freezer and seriously injure themselves.
- Do not touch the cold surfaces in the freezer 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 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 Technician.***

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

## SAFETY INFORMATION

# **DANGER!**

## **RISK OF CHILD ENTRAPMENT**

### **PROPER DISPOSAL OF THE USED FREEZER EQUIPMENT**

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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."

***It is much safer if doors and lids are removed so children cannot get trapped inside, leaving the shelves in place will also deter children from trying to climb inside.***

If you are getting rid of your old display case, please follow the instructions below to help prevent accidents. Depending on the country where the unit is located there will be officially approved ways of disposing of your used equipment.

***It is important that care is taken in disposing of used refrigerators or freezers. 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.

### **USE OF EXTENSION CORDS**

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***NEVER USE AN EXTENSION CORD! TRUE will not warranty any display case that has been connected to an extension cord.***

SAFETY INFORMATION

# WARNING!

## HOW TO CONNECT ELECTRICITY

**Do not, under any circumstances, cut or remove the third (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 3-prong (grounding) plug which mates with a standard 3-prong (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 3-prong 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 ADAPTER PLUGS

**NEVER USE AN ADAPTER PLUG! Because of potential safety hazards under certain conditions, we strongly recommend against the use of an adapter plug.**

**North America Use Only!**

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.



INSTALLATION / OPERATION INSTRUCTIONS

**INSTALLATION / OPERATION INSTRUCTIONS**

**OWNERSHIP**

To insure 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**

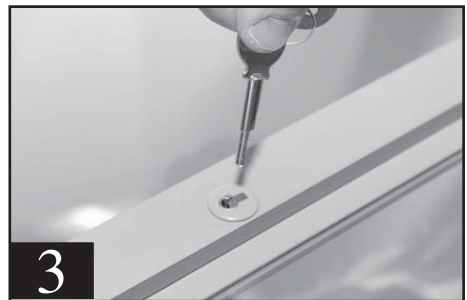
**Step 1**

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 freezer with door locks are located in warranty packets.

- C.** Insert key with lock into the key hole. Turn and pull the key out. The lock will stay in the key hole.
- D.** To remove the lock from the key hole simply do the reverse process. Insert the key into the lock. Turn and pull the key and lock out of the key hole. (See images 1-3)



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

- Remote cabinets must be ordered as remote. We do not recommend converting a standard self contained to remote system.
- All remote cabinets must be hard wired.
- Remote cabinets are not available with castors.
- 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 (800) 325-6152.**

## LOCATING

### Step 2

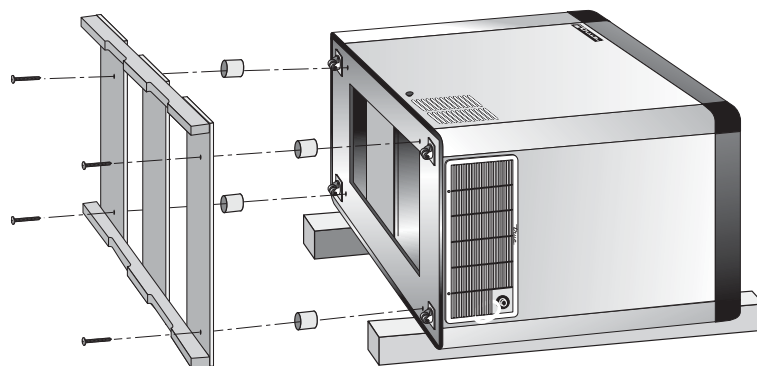
- A.** Place packing material behind cabinet as a cushion. Carefully lay the unit on its back to remove skid.

When lifting unit remember to leave the cabinet upright for 24 hours before plugging into power source.

- B.** Remove skid by unscrewing all base rail anchor brackets. Place skid to the side.  
**C.** Carefully lift cabinet upright.

**Recommended operation conditions (75°F degrees & 55% relative humidity)**

Removing skid from bottom of cabinet.



## LEVELING

### Step 3

- A.** For proper performance of refrigerated cabinet an ambient temperature no greater than 75°F (24°C) with a relative humidity of 55% is required.

**B.** Proper leveling of your True freezer is critical to operating success. Effective condensate removal and door operation will be effected by leveling.

**C.** The freezer should be leveled front to back and side to side with a level. Place the level in the interior floor of the unit in the four positions.

**D.** If the cabinet is not level adjust castors by first relieving weight to leveler and adjusting by either hand or wrench. Repeat with all castors until cabinet is level in all directions.

**E.** Free plug and cord from inside the lower rear louver of the freezer (do not plug in).

**F.** The freezer should be placed close enough to the electrical supply so that extension cords are never used.

### Warning

Compressor warranties are void if the unit is more than 6 1/2 ft. (2 m) from plug-in connection or extension cord is used to supply power to unit.

INSTALLATION / OPERATION INSTRUCTIONS

**SEALING CABINET TO FLOOR**

**Step 4**

**Step A - Position Cabinet**

When positioning cabinet into a final location make sure there are no obstructions in front of the intake and exhaust areas. These areas are located in the front and back of the cabinet.

**Step B - Level Cabinet**

Cabinet should be level, side to side and front to back. Place a carpenter's level in the interior floor in four places:

1. Position level in the inside floor of the unit near the front. (Level should be parallel to cabinet front). Level cabinet.
2. Position level at the inside rear of cabinet. (Again level should be placed parallel to cabinet back).
3. Perform similar procedures to steps a & b by placing the level on inside floor (left and right sides - parallel to the depth of the freezer). Level cabinet.

**Step C**

Draw an outline on the base on the floor.

**Step D**

Raise and block the front side of the cabinet.

**Step E**

Apply a bead of "NSF Approved Sealant", (see list below), To floor half inch inside the outline drawn. The bead must be heavy enough to seal the entire cabinet surface when it is down on the sealant.

**Step F**

Raise and block the rear of the cabinet.

**Step G**

Apply sealant on floor as outline in Step E. on other three sides.

**Step H**

Examine to see that cabinet is sealed to floor around entire perimeter.

**Note:**

Asphalt floors are very susceptible to chemical attack. A layer of tape on the floor prior to applying the sealant will protect the floor.

**NSF Approved Sealants:**

1. Minnesota Mining #ECU800 Caulk
2. Minnesota Mining #ECU2185 Caulk
3. Minnesota Mining #ECU1055 Bead
4. Minnesota Mining #ECU1202 Bead
5. Armstrong Cork - Rubber Caulk
6. Products Research Co. #5000 Rubber Caulk
7. G.E. Silicone Sealer
8. Dow Corning Silicone Sealer

**VENTILATION**

**Step 5**

A. Set unit in its final location. Be sure there is adequate ventilation in your room. Maximum ambient operating temperature is 75° F / 55% humidity.

**Warning**

Warranty is void if ventilation is insufficient.

**CABINET DRAIN**

**Step 6**

A. True Freezer Merchandiser Cabinets have a drain at the bottom of the unit. (See image 1). When cleaning the unit make sure the drain hose is connected to a hose that is routed to a floor drain.

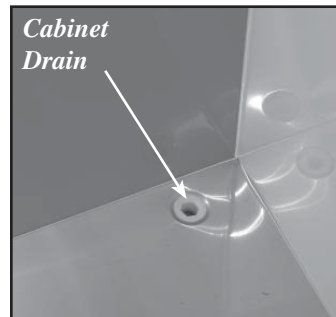


Image 1



Image 2



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
20	14	14	14	12	10	10	10	10	10	8	8	8
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	5	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****Step 4**

**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 6 ft. (2.74m) 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 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**

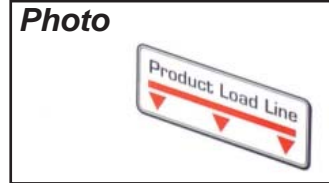
*Power supply cord ground should not be removed!*

**NOTE**

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

**NOTE:**

**When loading product do not exceed product load line labeled on the interior wall of unit. (see photo)**

**STARTUP****Step 5**

- A.** The compressor is ready to operate. Plug in the freezer.
- B.** Check the temperature control setting on the upper right of the compressor grill. The setting should be at #5.

**NOTE**

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

**NOTE**

*Excessive tampering with the control is not recommended as this can lead to service difficulties. Should it ever become necessary to order a replacement temperature control, be sure it is ordered from a dealer or recommended parts stocking service company.*

**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 freezer. If at any time during the life of your freezer, 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.*

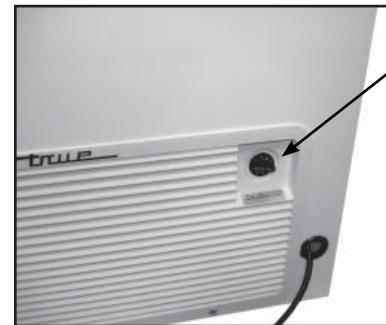
## TEMPERATURE CONTROL LOCATION / Defrost Operations

### TEMPERATURE CONTROL:

Temperature control is located at the back of the unit next to the rear grill. (See image 1).

### MANUAL DEFROST:

*The unit will need to be manually defrosted. Unplug unit until all frost is gone. The manual defrost frequency will depend on the units usage, environment, and the amount of frost.*



Temperature Control

Image 1

### NOTE:

**REMEMBER TO PLACE THE UNIT CLOSE TO A FLOOR DRAIN WHEN MANUALLY DEFROSTING UNIT. MAKE SURE THE DRAIN PLUG IS REMOVED WHEN MANUALLY DEFROSTING THE UNIT.**

### *If ice builds up on interior walls-*

- A.** Remove product, unplug and roll unit so defrost plug is above floor drain (or large flat pan).
- B.** Remove plug and allow ice to melt and drain. Do not scrape interior of cabinet to loosen ice, as this will damage the cabinet. Allow cabinet to defrost with power off.
- C.** When ice has melted wipe up and water left in the freezer floor.
- D.** Be sure to replace defrost plug before moving freezer back in position.
- E.** Allow freezer to refrigerate and cycle before placing wire baskets and product back into freezer.

MAINTENANCE, CARE & CLEANING

**CLEANING THE CONDENSER COIL**

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

**TOOLS REQUIRED:**

- Phillips screwdriver
- Stiff bristle brush
- Vacuum

**Step 1**

Disconnect power to unit. Take off lower grill assembly. Remove phillips screws at the bottom of the grill. Holding grill at the bottom gently pull out and down as shown. (see illustration 1).

**Step 2**

Clean off accumulated dirt from condensing coil with a stiff bristle brush and clean fan blade

**NOTE**

*It may be necessary to use CO<sub>2</sub> or compressed air to blow off dust or debris from condenser coil. Use a vacuum to clean up any debris.*

**Warning**

*Do not bend or disrupt the refrigeration lines when cleaning the condenser coil. True is not responsible for damage done to the condensing unit and refrigeration lines.*

**Step 3**

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

**Step 4**

Lift W.R. Board cover above fan at plastic plugs and carefully clean condenser coil and fan blade.

**Step 5**

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

**Step 6**

Carefully slide compressor assembly back into position and replace bolts.

**Step 7**

Reinstall grill assembly onto unit. Connect unit to power and check to see if fan blade is turning.

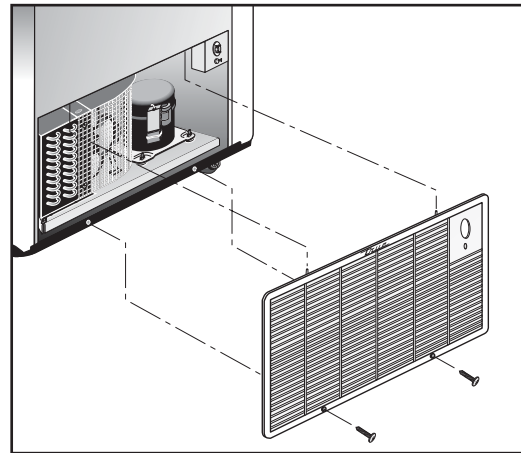


Illustration 1

## **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-WARRANTEED 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 CO<sub>2</sub>, nitrogen, or pressurized air.**

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

**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 800-325-6152 and ask for the Service Department. Service Department Availability Monday-Friday 7:30 a.m. to 5:30 p.m. and Saturday 8:00 a.m. to 12:00 a.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**

***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!)

### ONE 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 one (1) year from the date of original installation or 15 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 one (1) year of original installation or fifteen (15) 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.

### ADDITIONAL FOUR YEAR COMPRESSOR WARRANTY

In addition to the one (1) 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 four (4) 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 four (4) 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 four 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 (800-325-6152). 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.

**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 ELECTRICAL POWER FAILURE, THE USE OF EXTENSION CORDS, LOW VOLTAGE, OR VOLTAGE DROPS TO THE UNIT.

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