

## INSTALLATION MANUAL FOR TR, TA, & TG MODELS

TR1RRI-1S



TR2R-2G



TR2RRT-2S-2S



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### CONGRATULATIONS!

*You have just purchased the finest commercial freezer, refrigerator, and heated cabinet available. You can expect many years of trouble-free operation.*

## TR, TA, & TG Models (Spec Series®)

*Spec Series® is a trademark of True Manufacturing Company.*

..... [www.truemfg.com](http://www.truemfg.com) .....

# 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**

Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous...even if they will sit for “just a few days.” If you are getting rid of your old refrigerator, 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.

### **USE OF EXTENSION CORDS**

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

### **REPLACEMENT PARTS**

- 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 refrigerator should always be plugged into its 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 refrigerator 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 refrigerator away from the wall, be careful not to roll over or damage the power cord.

**USE OF ADAPTER PLUGS**

*NEVER USE AN ADAPTER PLUG! TRUE will not warranty any equipment that has been connected to 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.

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 ensure that your unit works properly from the first day, it must be installed properly. We highly recommend a trained refrigeration 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:

- 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.
- Move your unit as close to the final location as possible before removing the wooden skid.
- Remove door bracket on glass door models. Do not throw this bracket away. For future cabinet movement this bracket will need to be installed so glass door does not receive any damage. (See image for bracket removal.)

### NOTE

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



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

- Remote cabinets must be ordered as remote. We do not recommend converting for 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

### INSTALLATION THROUGH 34 INCH DOOR OPENINGS

#### TOOLS REQUIRED:

- A. Gloves
- B. Utility Knife
- C. Phillips Screw Driver or Cordless Drill with Phillips Bit
- D. ¾" Socket
- E. (2) Four Wheel Dolly

OTE: Remove all the packing material from the cabinet. Be sure to save all the packing material to use when tipping the cabinet on its side.



**STEP 1**

~~Locate the wire harness coming out~~ of the back of the digital display/energy saving switch and remove the male mox plug from the control box located on the right hand side of the condensing unit. (See image 1).



**Image 1**

**STEP 2**

~~Open the doors, locate and remove the~~ Phillips screws on the underside of the rain shield. (See images 2-3)



**Image 2**



**Image 3**

**STEP 3**

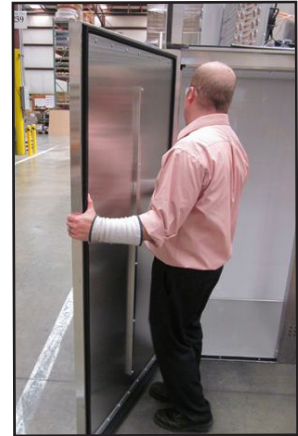
~~Locate and remove the screws on top~~ of the rain shield. You can now remove the rain shield. Be sure to lay it down on a flat surface to prevent the rain shield from falling over and being damaged. (See image 4)



**Image 4**

**STEP 4**

~~Remove both doors. To do this, open~~ the door 90° and lift up on the door. Be sure to place the door upright on a secure surface to prevent the doors from falling over and being damaged. (See image 5).



**Image 5**

**STEP 5**

~~Place a piece of packing material on~~ the left side of the cabinet. If you're using a four wheel dolly place this on the left side of the cabinet. Be sure that the dolly is padded. If not, place several pieces of cardboard on it to protect the dolly from scratching the left side of the cabinet. (See image 6)

NOTE: Depending on the size of your dolly you might need to use more than one.



**Image 6**

# INSTALLATION THROUGH 34 INCH DOOR OPENINGS

## STEP 6

Using at least two people, tilt the top left side of the cabinet while it's still on the skid. Start by having one person on each side of the cabinet and lower the left side down so that the person on the left side can support the weight momentarily by himself until the person from the other side can join in lowering the cabinet as shown in images 8-9.



Image 8



Image 9

## STEP 7

Remove the skid from the bottom of the cabinet. (See image 10).



Image 10

## STEP 8

You can now move the cabinet into the location where the cabinet is to go.

## STEP 9

Once the cabinet is in place, stand the cabinet upright and level the cabinet.

## STEP 10

Place the ramps on the front of the cabinet. At this point it may be necessary to seal the cabinet to the floor per local codes. (See images 11-12)



Image 11



Image 12

## STEP 11

Once the cabinet is in its final location and level, the roll-in ramp can be installed. The ramp has three slotted holes in back. These slotted holes slide over three thumb screws located in the front of the cabinet near the floor (See Image 11).

## STEP 12

Reinstall the doors and be sure

## ... CONTINUED ...

they are closing smoothly and not binding up on the ramp. To adjust door sweeper gasket, loosen slotted thumbscrews. The gasket can then be moved up or down and side to side. The gasket should make some contact with the ramp when the door is closing. This can be checked by opening up the door 3-4" and allowing the door to close. This process may have to be done several times before securing the sweeper gasket bracket. Once gasket is properly adjusted, tighten slotted thumbscrews.



Image 13

## STEP 13

Reinstall the rain shield. Be sure to reconnect the wire harness from the display/energy saving switch back in the female mox connector.

BEFORE PLUGGING THE CABINET IN BE SURE THAT THE CABINET HAS BEEN UPRIGHT FOR AT LEAST DOUBLE THE AMOUNT OF TIME THAT IT WAS ON ITS SIDE. EXAMPLE: IF THE CABINET WAS ON ITS SIDE FOR 1 HOUR DO NOT PLUG THE CABINET IN FOR 2 HOURS. SHOULD THE CABINET BE ON ITS SIDE FOR MORE THAN 4 HOURS, PLEASE ALLOW THE CABINET TO REMAIN UPRIGHT FOR AT LEAST 24 HOURS. THIS IS TO ENSURE THAT ANY OIL THAT MIGHT HAVE MIGRATED OUT OF THE COMPRESSOR HAS A CHANCE TO MIGRATE BACK TO THE COMPRESSOR.

CAUTION: FAILURE TO DO THIS COULD RESULT IN PREMATURE COMPRESSOR FAILURE



## INSTALLATION / OPERATION INSTRUCTIONS

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

115 Volt		Distance In Feet To Center of Load											
Amps	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	

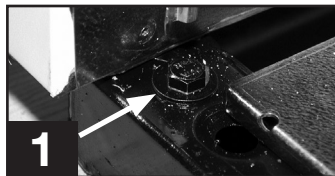
**Wire Gauge for 2% Voltage Drop in Supply Circuits.**

230 Volt		Distance In Feet To Center of Load											
Amps	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	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	

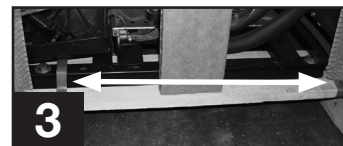
## INSTALLATION / OPERATION INSTRUCTIONS

### LOCATING

- A.** Remove louver from the front of cabinet and backguard (if applicable) from rear of cabinet.
- B.** Skid bolts are located in each of 4 corners inside cabinet bottom (see image 1).
- C.** Remove skid bolts (see image 2).
- D.** Cut straps if applicable (see image 3).
- E.** Carefully lift cabinet off of skid.
- F.** Appliance tested according to the climate classes 5 and 7 for temperature and relative humidity.



Removing skid from bottom of cabinet.



### INSTALLATION OF LEGS AND CASTORS

*Important Safeguard for installation of leg/castor (Images 1-5 demonstrate procedure)*

#### Securing Castors and Legs

To obtain maximum strength and stability of the unit, it is important that you make sure each castor is secure. Legs are hand-tightened securely against the lower rail assembly. The bearing race on the castor of the top edge of the leg must make firm contact with the rail.

#### Unit Leveling

Four leveling shims have been provided for leveling castored units positioned on uneven floors. Shims must be positioned between rail end and bearing race.

- A.** Turn the bearing race counter-clockwise until the cabinet is level. Level front to back and side to side (diagonally).

- B.** Install the desired number of shims, making sure the slot of the shim is in contact with the threaded stem of the castor.
- C.** If more than one shim is used, turn the slot at a 90° angle so they are not in line.
- D.** Turn the bearing race clockwise to tighten and secure the castor by tightening the anchoring bolt with a 3/4 inch open-end wrench, socket, or the tool provided.

#### CAUTION

*To avoid damage to lower rail assembly, slowly raise unit to upright position.*



Thread castor into the underside of cabinet frame rail.



For leveling, insert the shim between the castor and frame rail.



Use the tool provided to tighten the castor into place.



Thread leg into cabinet bottom frame rail.



The end of the leg is adjustable to easy leveling.

## INSTALLATION / OPERATION INSTRUCTIONS

### PASS THRU UNIT INSTALLATION

Full double door pass thru units have two shipping brackets on the inside of the unit. These two brackets need to be removed once the unit has been placed into its final location.

#### Shipping Bracket Removal

- A.** After unit has been placed into a final location open the front and rear doors for easy access to the two brackets (see image 1).
- B.** Use a flat head screw driver to loosen the thumb screws from the brackets. Each bracket has two thumb screws on each end and four in the middle (see image 2).

#### WARNING

*Be careful not to scratch or damage the cabinet when removing the bracket.*



1  
Bracket location.



2  
Bracket removal. Thumb screw locations.

#### WARNING

*Any relocation of this unit requires shipping bracket to be reinstalled before proceeding.*

### 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 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 the top of the cabinet (do not plug in).
- F.** The unit should be placed close enough to the electrical supply so that extension cords are never used.

**NOTE:** *If the cabinet has a center leveling screw, castor, or leg, make sure it is adjusted properly so it makes full contact with the floor after the cabinet has been leveled.*

#### 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.*

### SEALING CABINET TO FLOOR

#### Optional

- A.** It may be necessary to seal the cabinet to the floor for local sanitary codes or if the customer so desires. TRUE recommends either of the following methods:
- B.** Using a vinyl cove base trim as produced by Armstrong, Johnson, or Kentile (available at floor covering suppliers) or using mastics available at hardware stores.
- C.** 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.

- D.** 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.



## INSTALLATION / OPERATION INSTRUCTIONS

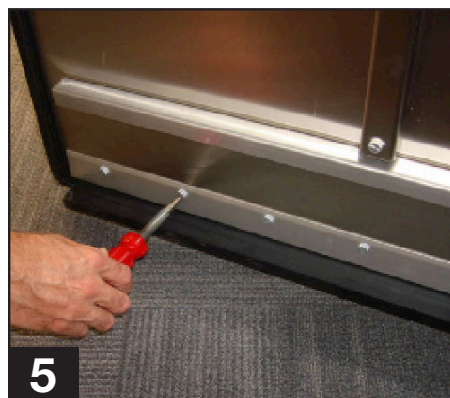
### RAMP INSTALLATION FOR ROLL-IN CABINETS

Once the cabinet is in its final location and level the roll-in ramp can be installed. The ramp has three slotted holes in back. These slotted holes slide over three thumb screws located in the front of the cabinet near the floor (see image 1).



### DOOR SWEEP GASKET ADJUSTMENT

To adjust door sweep gasket, loosen slotted thumb-screws. The gasket can then be moved up or down and side to side. The gasket should make some contact with the ramp when the door is closing. This can be checked by opening up the door 3-4" and allowing the door to close. This process may have to be done several times before securing the sweep gasket bracket. Once gasket is properly adjusted, tighten slotted thumbscrews (see image 5).





## 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 - locate the diagram inside large junction box on top of unit.*

### **STARTUP**

- A.** The compressor is ready to operate. Plug in the cooler.
- B.** Temperature control set at No. 4 position gives refrigerators an approximate temperature of 35°F and freezers an approximate temperature of -10°F. Allow unit to function several hours, completely cooling cabinet before changing the control setting.
- C.** 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 a recommended service agent.
- D.** Good air flow in your TRUE unit is critical. Be careful to load product so that it neither presses against the back wall, nor comes within four inches of the evaporator housing (Interior Top). Refrigerated air off the coil must circulate down the back wall.

#### **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 cooler. If at any time during the life of your cooler, 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 cooler. Call Toll-Free: (800)-424-TRUE (Direct to Parts Department). (800)-325-6152 (U.S.A. & Canada only) or call: (636)-240-2400.*

## 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.

### REQUIRED TOOLS

- Phillips Head Screwdriver
- 5/64" or 2 mm Allen Wrench
- T-7 Torx Wrench

### STEP 1

Unplug the cooler.

### 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.*

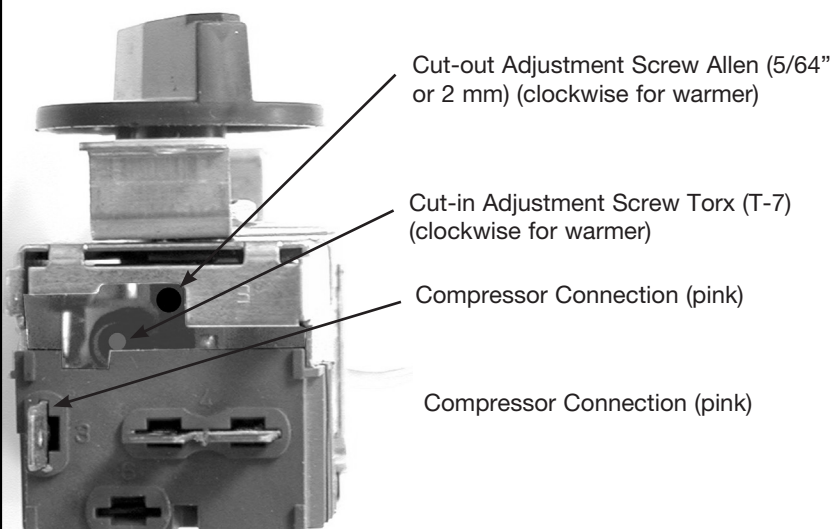
### STEP 4

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.

### Danfoss Temperature Control (High Altitude Adjustment Only!)



## INSTALLATION / OPERATION INSTRUCTIONS

**NOTE: The package containing the pilasters will have the same serial number as cooler. Please check to make sure these serial numbers are the same. Please see pages 14-15 on shelving diagrams for your specific model.**

### PILASTER INSTALLATION & OPERATION

TRUE TR, TA, and TG cabinets are available with four different shelving / tray slide options.

Type Kit #1. Angle Type Tray Slide

Type Kit #2. Rod Style Tray Slide

Type Kit #3. Universal Tray Slide

Type Kit #4. Chrome Shelves & Shelf Supports

#### Required Tools:

- Standard Screwdriver (Flathead)
- Rubber / Plastic Mallet
- Tape Measure

#### Installation Procedures (Wire Shelves):

Chrome, Stainless, or PVC coated wire shelves come with knob style shelf supports (image 1) and plastic plugs (image 3). Note that heated cabinets use shelf standards (see page 15).

Screw in the knob style shelf supports in the desired height (remember all supports will need to be installed at the same height to keep the shelf level).

Once the shelves are installed plug the remaining threaded holes with the plastic plugs provided (see image 3).

Type Kit #4 Chrome Shelves or PVC Coated Shelves



Pilaster Installation  
(Side Wall of  
Cabinet)



Pilaster Installation  
Two and Three Door  
Models  
(Middle of Wall in  
Rear of Cabinet)



White plastic plugs go into the threaded holes when they are not used by the different shelving systems. (Not available in heated cabinets.)

Pilaster Installation  
(Back Wall of  
Cabinet / Two &  
Three Door Models)





# INSTALLATION / OPERATION INSTRUCTIONS

## PILASTER INSTALL/OPERATION CONTINUED...

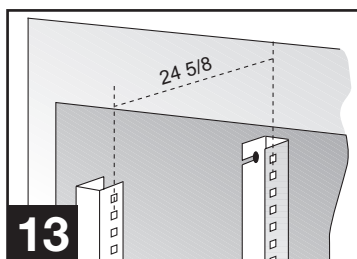
### Installation Procedures (Pilasters):

Install slotted thumb screws into threaded holes along the inside wall of the cabinet.

Slide pilasters into position behind the slotted screws. Leave all of the thumb screws loose for adjustments when installing tray slides.

It is critical to measure from the center of the square hole on the front pilaster to the center hole of the rear pilaster. This measurement should be  $24\frac{5}{8}$ " (see image 13). Do the same on the opposite side of cabinet for single door. Make sure the measurement ( $24\frac{5}{8}$ ") is the same in the center pilasters in 2 and 3 door units. Tap the tray slides into the Pilasters with a rubber Mallet.

(Critical Measurement Front to Rear Pilasters)

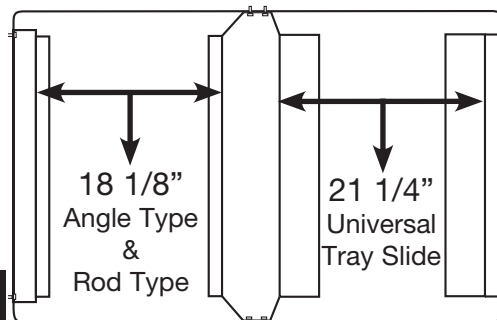


13

Angle & Rod Type shelving uses a  $18\frac{1}{8}$ " distance between Pilasters. Universal Tray slides have a  $21\frac{1}{4}$ " distance between Pilasters (see image 14).

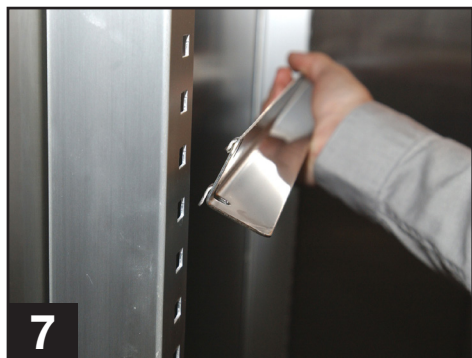
After the pilasters are installed the Universal Tray, Angle Type Tray, and Rod Style Tray Slides will slide into the pilasters (see images 7-12). When disassembling or changing tray slides a rubber mallet may be used to take out the different tray slides. Gently tap on the under side of the tray slide to loosen it from the pilaster.

Top view (Critical Measurement side to side)



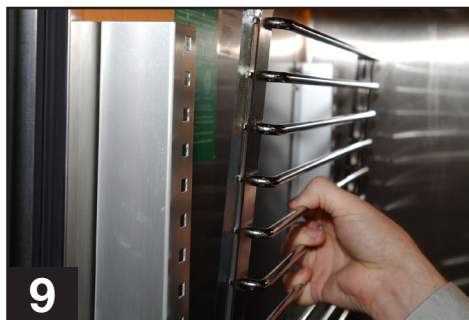
14

Type Kit #1 (Angle Type Tray Slide)



7

Type Kit #2 (Rod Style Tray Slide)



9

Type Kit #3 (Universal Tray Slide)



11



8



10



12



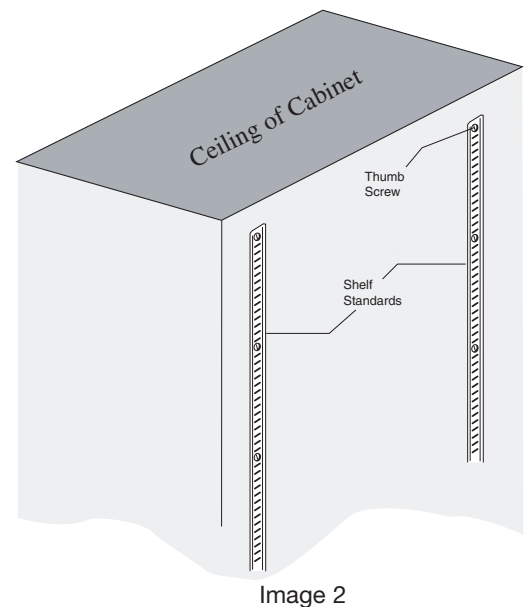
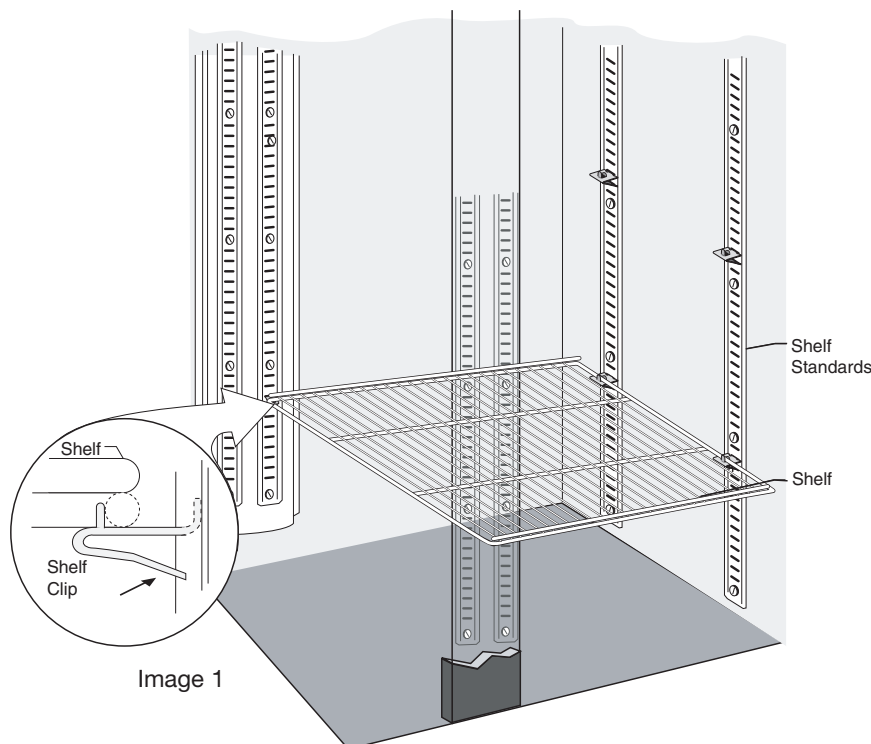
## HEATED CABINET SHELVEING INSTALLATION/ OPERATION

### SHELF INSTALLATION:

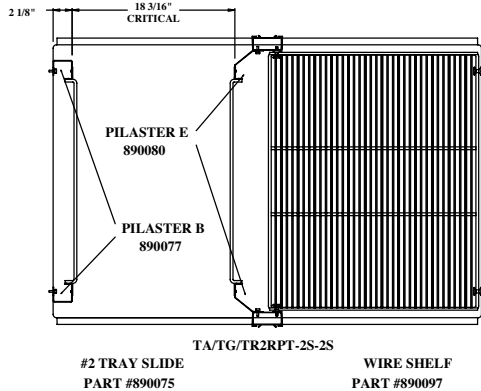
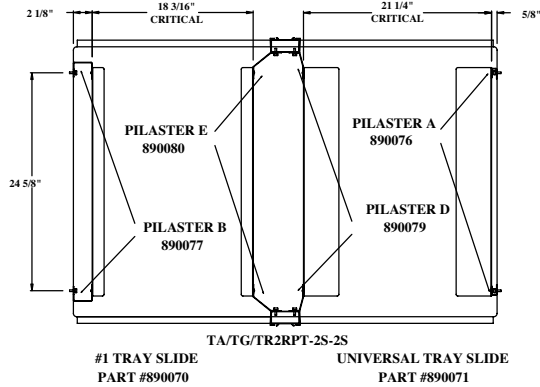
- A.** Hook shelf clips onto shelf standards.
- B.** Position all four shelf clips equal in distance from the floor for flat shelves.
- C.** Shelves are oriented so that cross support bars are facing down.
- D.** Place shelves on shelf clips making sure all corners are seated properly.

### INSTALLING SHELF STANDARDS IN HEATED CABINETS: (See Image 2)

- A.** When installing shelf standards make sure the numbers on the standards are facing up. These numbers help with installing shelf clips at a level height.
- B.** All standards are installed in the upper most threaded hole near the ceiling of the cabinet. This will leave a threaded hole vacant below each shelf standard. A plastic plug is provided to cover the open threaded slot.

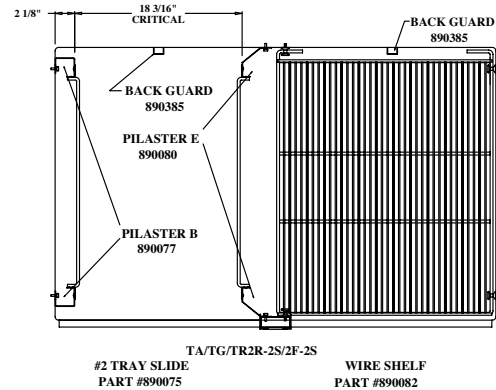
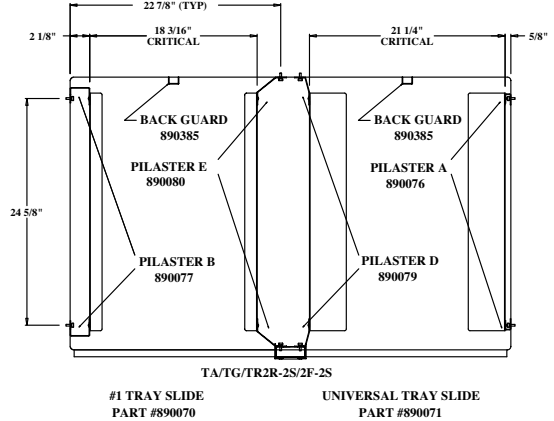
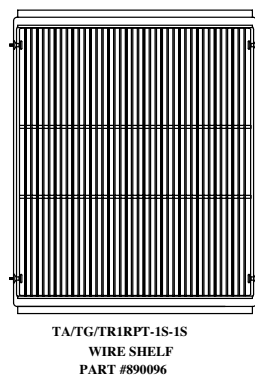
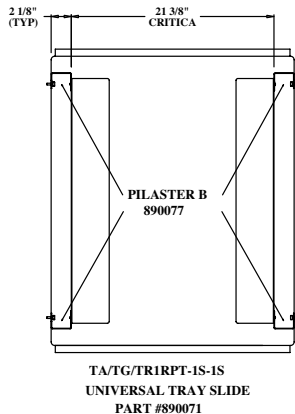
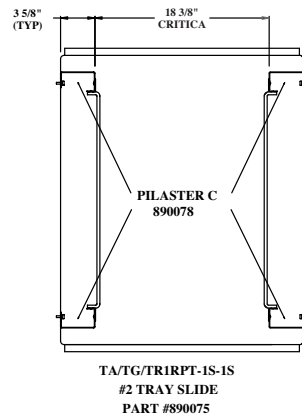
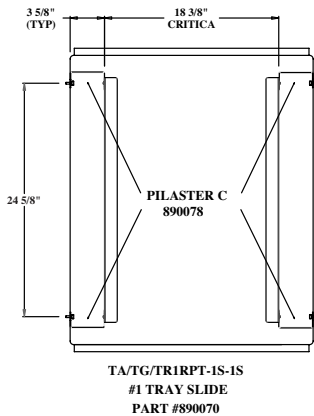


## INSTALLATION / OPERATION INSTRUCTIONS



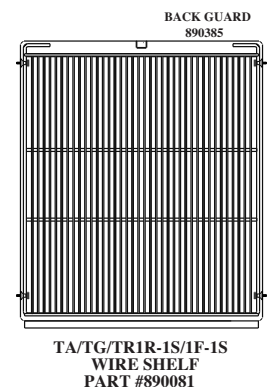
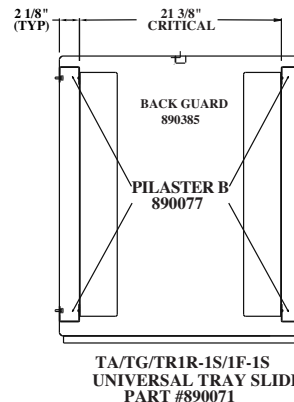
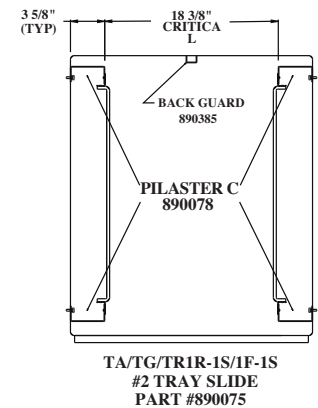
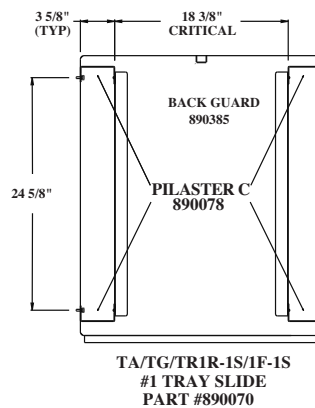
### TA, TG, TR2RPT-2S-2S

### TA, TG, TR1RPT-1S-1S

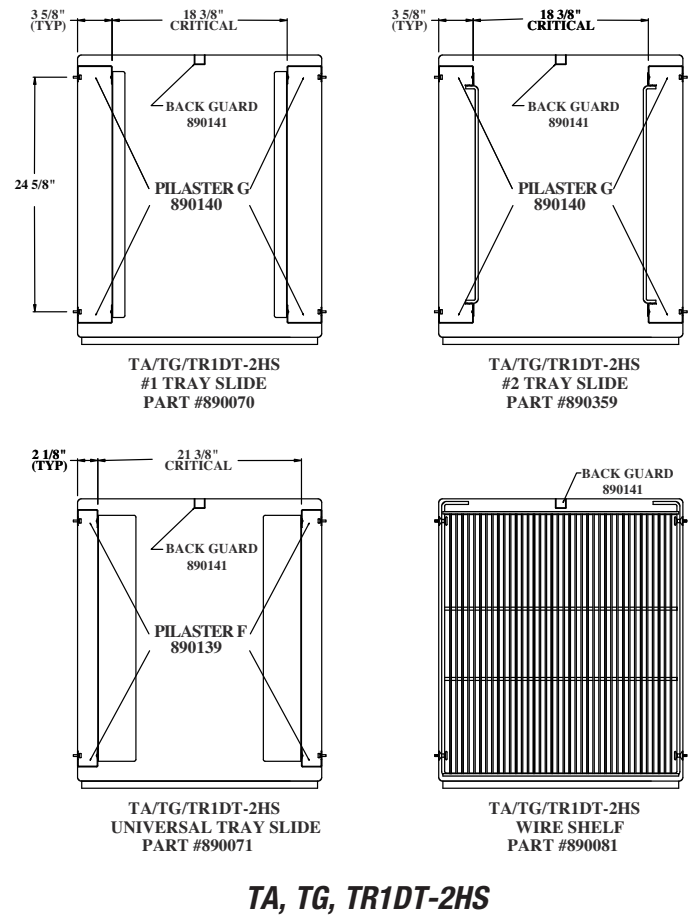
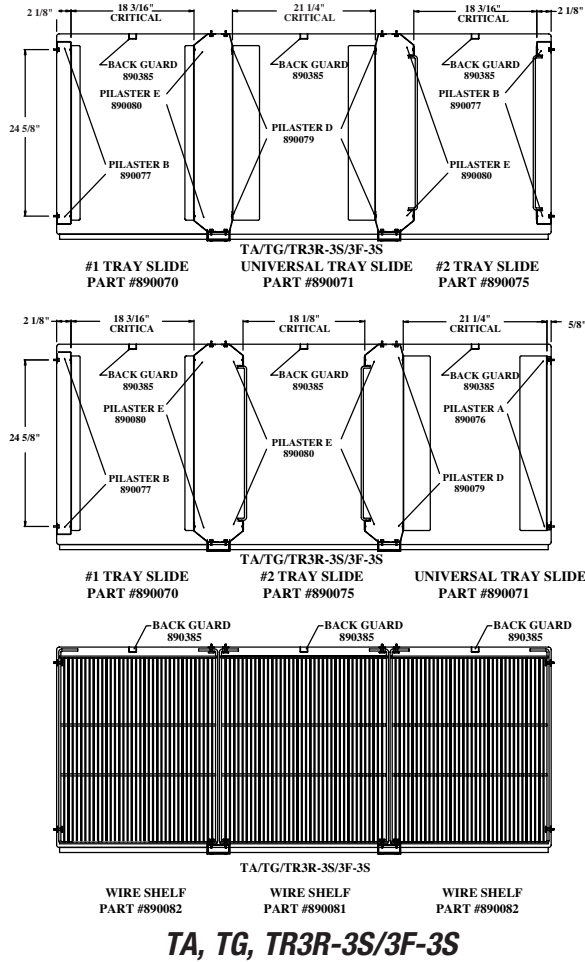


### TA, TG, TR2R-2S/2F-2S

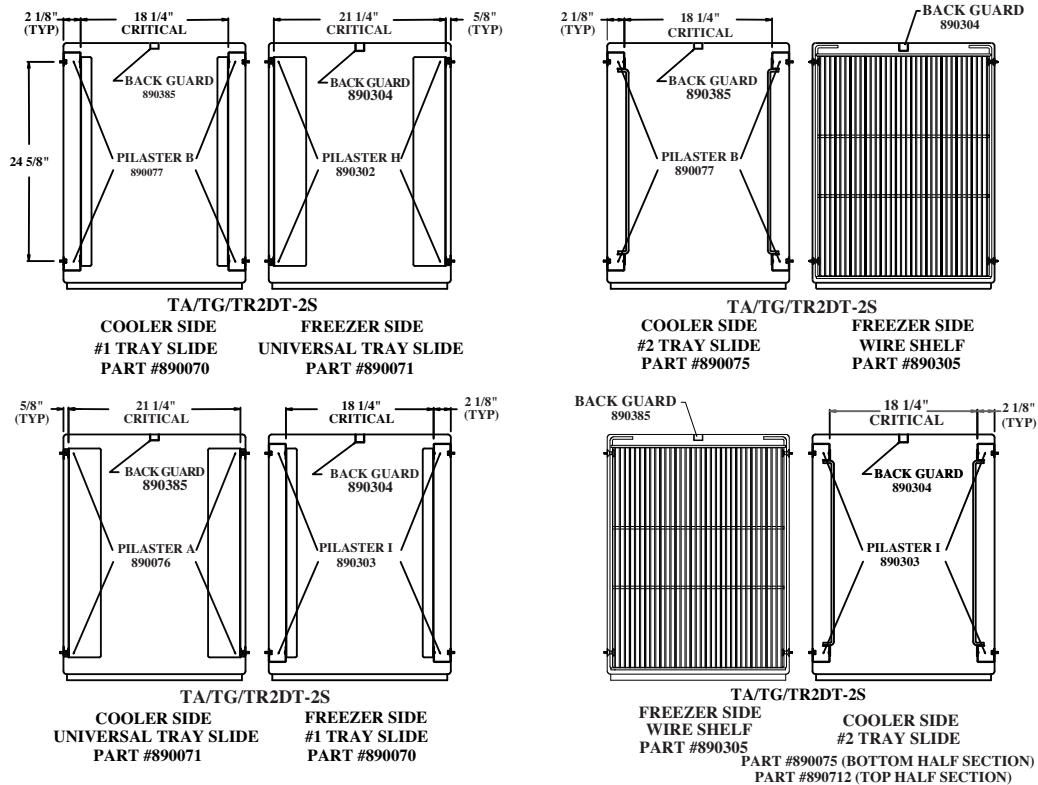
### TA, TG, TR1R-1S/1F-1S



## INSTALLATION / OPERATION INSTRUCTIONS



### TA, TG, TR2DT-2S



## INSTALLATION / OPERATION INSTRUCTIONS

# FREEZERS DEFROST TIME CLOCK OPERATION (Grasslin Timer)

### RECOMMENDED DEFROST SETTINGS:

TRUE Manufacturing has factory set your defrost time clock to a recommended time and duration defrost scenario. All refrigeration equipment operating below 30°F will accumulate frost on the evaporator coil and will require routine defrost. Your TRUE equipment has been designed for three defrost periods (6:00 a.m., 2:00 p.m. and 10:00 p.m.). If you decide to deviate from these defrost time settings please follow the procedures for adjustment below.

### REQUIRED TOOLS:

- **Phillips Screwdriver**
- **1/4" Nut Driver or Socket**

### Locating The Defrost Timer:

Take off the timer box lid by removing four (4) corner screws.

### Single Door Models:

Defrost timer is located in top of the cabinet in the timer box connected to the evaporator housing.

### Two Door Models:

Defrost timer is located in top of the cabinet in timer box connected to the evaporator housing.

### Three Door Models:

Defrost timer is located on top and right-hand side of the cabinet. The timer is in the timer box connected to the side of the condenser housing.

### Setting the timer: (UNPLUG UNIT FROM POWER SUPPLY!)

### DO NOT SET THE TIME BY ROTATING THE "OUTER" DIAL.

Turn the minute hand clockwise until the time of day on the outer dial is aligned with the triangle marker on the inner dial (two o'clock position).

### Adjusting The Defrost Timer:

(time initiated, time or temperature terminated)

Your TRUE freezer contains a defrost system that is temperature terminated, however the time clock has been designed with a time termination back-up so that the defrost period will not exceed thirty minutes. While TRUE requires a minimum 3 defrost periods not to exceed 30 minutes the procedure on this page should be followed to customize your specific needs.

### NOTICE:

*If timer is not set for a minimum of 3 defrost per day for 30 minutes each, the coil may develop excessive frost. This may lead to system failure and product loss, which is not covered under warranty.*

*The following procedure may be followed to customize your needs.*

*High usage, high temperature, and high humidity may require 4 defrost settings per day.*

### WARNING:

*Always follow the manufacturer's recommended settings when programming the amount and duration of the defrost cycles.*

### STEP 1

The white tabs located on the outmost area of the time clock have been factory set for (6:00 a.m., 2:00 p.m., and 10:00 p.m.). Each tab represents 15 minutes of defrost time. Notice that at each defrost time two white tabs are set for 15 minutes each for a total of 30 minutes of defrost.

### STEP 2

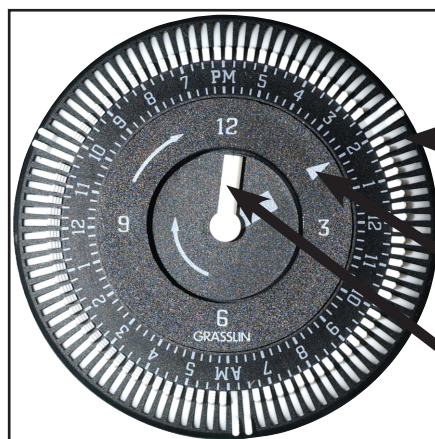
In order to program the time to begin the defrost cycle, flip the white tabs out to set the defrost time. To eliminate a defrost time flip the white tabs back toward the center of the Defrost Timer.

### STEP 3

TRUE recommends a 30 minute defrost cycle three times per day.



Defrost Timer Box Image 1



Defrost Timer Image 2

Outer most dial. White tabs represent 15 minutes of defrost time.

Time of day.

Inner most dial.



## MAINTENANCE, CARE & CLEANING

### CLEANING THE CONDENSER COIL

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

- Disconnect power to unit.
- Three door units will need the rainshield removed to easily access the condenser coil for cleaning. Back out the top screws (see image 2) and the bottom screws (see image 3) anchoring the rainshield. Unplug the wires connected to the rear of the digital temperature thermometer (see image 3) and set the rainshield to the side.

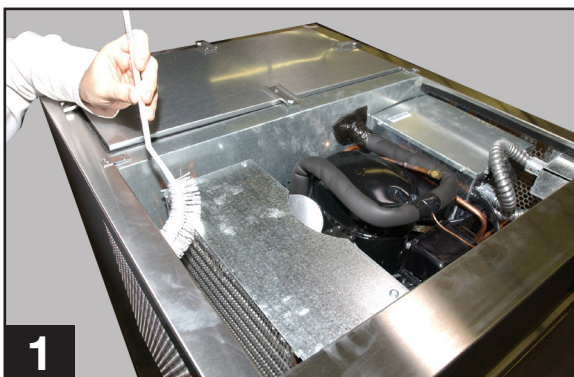
#### NOTE (For Three Door Units Only)

Remember to mark which wire plugs into the rear of the digital temperature thermometer for easy assembly of the rainshield.

- Clean off accumulated dirt from the condenser coil and the fan with a stiff bristle brush. After brushing the components off vacuum all dirt residue from the coil, fan, and surrounding areas.

#### NOTE

Single door freezer models are supplied with a long handle stiff bristle brush. This brush is used to reach through tight clearances when cleaning the condenser coil (see image 1).



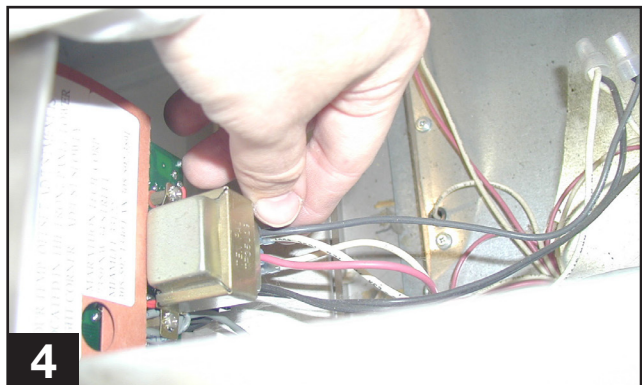
1  
Single Door Freezer unit  
(Brush Provided)



2  
Three Door Freezer unit  
(Rainshield Removal/top  
screws)



3  
Three Door Freezer unit  
(Rainshield Removal / bottom  
screws)



4  
Digital Temperature Control Connections.  
(Rainshield Removal)

## MAINTENANCE, CARE & CLEANING

### 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.*

*On the Spec Series units the condenser is accessible on the top of the unit. On certain models you must remove the cabinet rainshield to expose the Condenser. (TR, TA, and TG models)*

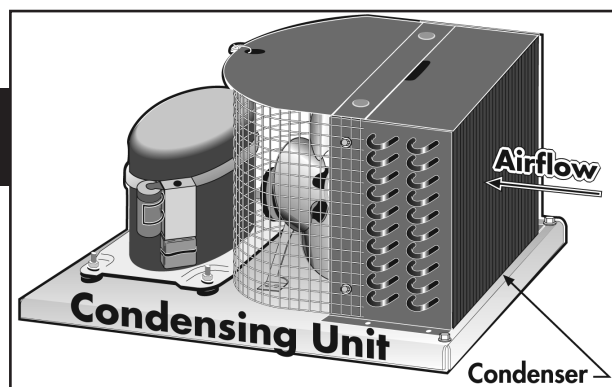
*The Condenser looks like a group of vertical fins. You need to be able to see through the condenser for the unit to function at maximum capacity. Do not place filter material in front of condensing coil. This material blocks air-flow to the coil similar to having a dirty coil.*

### 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 rainshield.
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 rainshield. The rainshield 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 and ask for the Service Department. 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

### 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.**

## LIGHT BULB REPLACEMENT

### WARNING

Disconnect power to cabinet before replacing light bulbs.

### INTERIOR LIGHTS:

- Simply squeeze the plastic lampshield together so the plastic lampshield is free and then pull down (see image 1).

### IDL (INTEGRATED DOOR LIGHTING):

- Squeeze the plastic lampshield together and pull away from the door (see image 3).
- Push the bulb down while pulling the spring activated lampholder up. This will give you enough clearance to take the bulb out (see image 4).



1  
Interior Light



2  
Interior Light



3  
IDL (Integrated Door Lighting)



4  
IDL (Integrated Door Lighting)



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

**THIS WARRANTY ONLY APPLIES TO UNITS SHIPPED FROM TRUE'S MANUFACTURING FACILITIES AFTER SEPTEMBER 1, 2015.**

## 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/HYDROCARBON 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, R134A, or R290 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. An OEM exact replacement should 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.

**NON OEM PARTS.** Use of non OEM parts without manufacturer's approval will void cabinet warranty.

**ALTERATION, NEGLECT, 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. AND 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 and Canada. This warranty only applies to units shipped from True's manufacturing facilities after September 1, 2015.