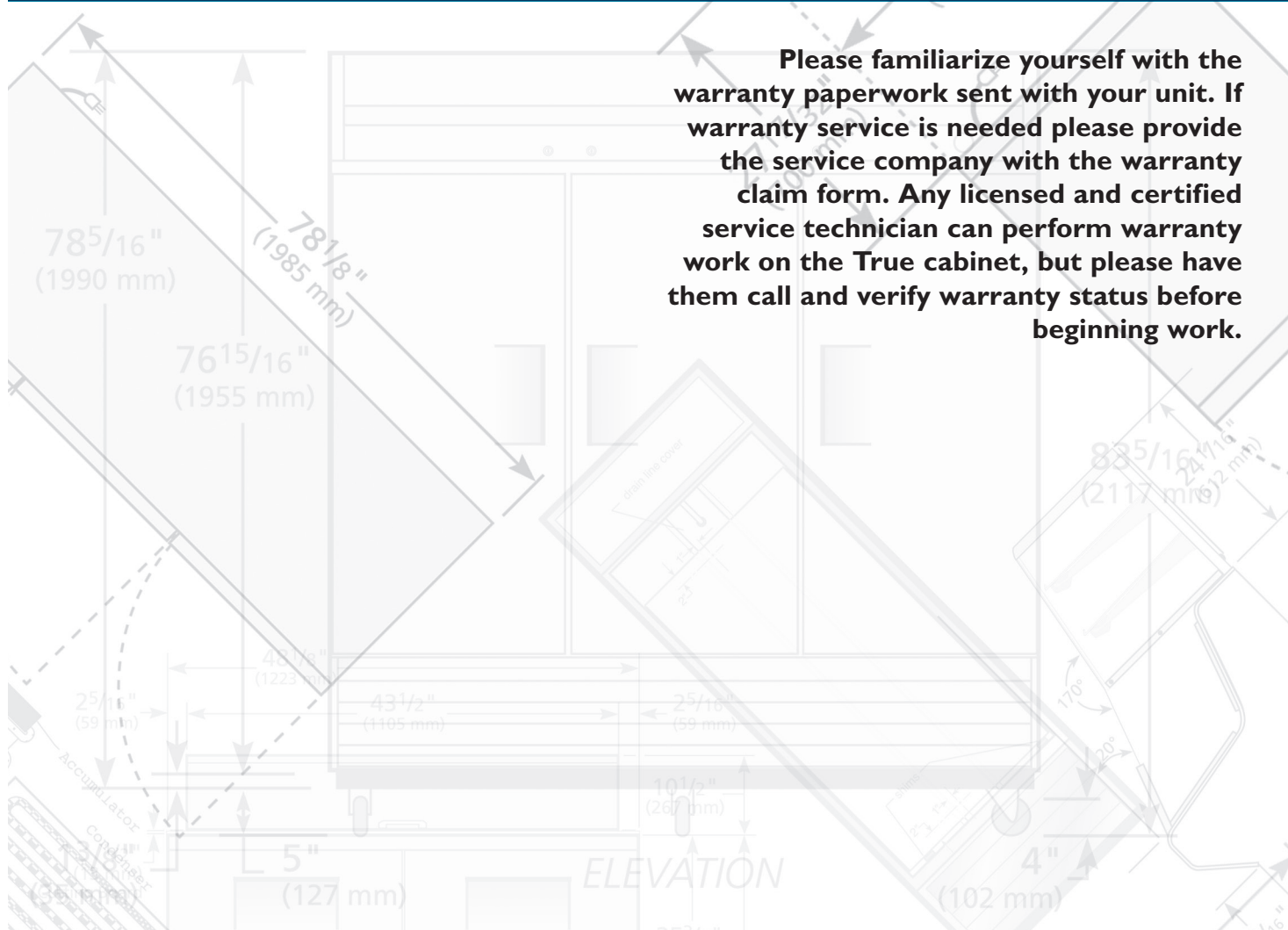


WARRANTY

Please familiarize yourself with the warranty paperwork sent with your unit. If warranty service is needed please provide the service company with the warranty claim form. Any licensed and certified service technician can perform warranty work on the True cabinet, but please have them call and verify warranty status before beginning work.





True Manufacturing
2001 East Terra Lane
O'Fallon, MO 63366-4434
Phone#636-240-2400 • 855-878-9277
Fax#636-980-8510
warrantyclaims@truemfg.com

WARRANTY LABOR CLAIM

INSTRUCTIONS FOR COMPLETING FORM:

1. Model and serial number of the equipment involved must be supplied. (One cabinet serial number per claim form)
2. Submit claims directly to True via mail, email, or fax.
3. A Copy of the "Bill of Sale" is recommended and may be required to determine warranty status.
4. Must be submitted in legal form (print).
5. This form may be used as your original invoice.

WARRANTY SERVICE GUIDE

When submitting a bill for warranty work, please refer to the "Warranty Repair Guidelines by Model". The hours submitted must be within the guidelines or authorization is required from TRUE. The time spent on the job should be multiplied by the straight time labor rate to determine the charge. TRUE reserves the right to pay no more than the average commercial hourly rates within the Distributor territory or region of the country. To prevent delays in processing claims, **a complete explanation of the diagnosis/failure and the repair are required.** TRUE realizes that diagnostic and repair times may vary depending on the problem and model.

MULTIPLE REPAIRS DURING SAME SERVICE CALL

To diagnose and repair or replace more than one item, use up to the highest allowable time for the single repair, then add ½ hour for each additional repair.

REFRIGERANT ALLOWANCES

- No alternative blends are approved without written permission.
- New or reclaimed refrigerant (meets ARI Standard 700.88 Lab test). (for R134a/404a only)
- The recovery and reuse of refrigerant is covered by the \$25.00 reclaim charge. (for R134a/404a only)
- Only the weigh-in charge for the unit will be reimbursed. Otherwise an explanation will be required.

TO SEE WHAT IS COVERED/NOT COVERED UNDER WARRANTY PLEASE REFER TO THE WARRANTY STATEMENT

For warranty questions, please call us at 855-878-9277 or email warrantyinquiries@truemfg.com.

For technical questions, please call us at 800-325-6152 or email service@truemfg.com.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.



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2001 East Terra Lane
O'Fallon, MO 63366-4434
Phone#636-240-2400 • 855-878-9277
Fax#636-980-8510
warrantyclaims@truemfg.com

USA WARRANTY LABOR CLAIM

For Questions Contact:
Technical Support: service@truemfg.com
Warranty Information: warrantyinquiries@truemfg.com

Servicer's Invoice
Number (if attached) _____

Important: Please Place Only One Cabinet Serial Number Per Warranty Claim Form.	Model No.	Serial No.	Date Failed	Date Repaired

SERVICE COMPANY	END USER
Company Name:	Company Name:
Address:	Address:
City, State, Zip:	City, State, Zip:
Phone #:	Phone #:

Reported Complaint

Service Performed (Symptoms and / or summary of diagnosis made is required. List hours and explanation for each repair made. Give exact location of any leaks.)

SEE WARRANTY REPAIR GUIDELINES BY MODEL FOR TIME ALLOWED. Any refrigeration repair should be in accordance with True's Good Refrigeration Practices. See Warranty Guidelines. PLEASE CALL FOR APPROVAL IF TIME IS GOING TO EXCEED HOURS ALLOWED. ALL WARRANTY CLAIMS MUST BE RECEIVED AT TRUE WITHIN 90 DAYS OF COMPLETION OF THE WORK.

	Micron Level Achieved _____		Please Circle USD
LABOR CHARGES	Labor Rate Per Hour _____ Labor Hours _____		\$ _____
	Travel Time _____ Total Hours _____		\$ _____
	Type Of Refrigerant Used _____ Ounces Of Refrigerant Used ____ x Price Per Ounce _____		\$ _____
	Nitrogen Usage Fee (Maximum \$5.00) _____		\$ _____
	Miscellaneous Material Fee Maximum \$25.00 _____ (Includes soldering supplies, vacuum pump, etc.)		\$ _____
	Reclaim Fee Maximum \$25.00 Allowed (for 134a/404a only) _____		\$ _____
PART REIMBURSEMENT	Part Description and/or Part Number(s) Used _____ (Please list separately below)		\$ _____
	_____		\$ _____
	Replacement compressor serial number _____		\$ _____
	Miscellaneous charges (please explain) _____		\$ _____
	Tax (if applicable) _____ %		\$ _____
Signatures Required (or attach Service Agents original invoice with signatures.)			Grand Total \$ _____

CUSTOMER SIGNATURE _____ SERVICE TECHNICIAN SIGNATURE _____
(Technician making refrigeration system repairs must be certified per EPA requirements)

Date Signed _____ Date Signed _____

*IF NON-OEM PARTS ARE USED WITHOUT PRIOR APPROVAL THIS MAY EFFECT FUTURE WARRANTY CLAIMS

GDM/FLM/STA/STG/STM/STR/T/TAC/THAC/TS/TSD/TVM Series Cabinets

UPRIGHT REFRIGERATORS AND FREEZERS

REFRIGERATION -- All refrigeration repairs should be done in accordance with True's Good Refrigeration Practices. SEE ATTACHED

- A. Diagnose and replace defective compressor 4 ½ hrs.
- B. Diagnose and replace defective compressor for GDM-72F/T-72F 5 ½ hrs.
- C. Diagnose and replace defective condensing unit 4 hrs.
- D. Diagnose and replace defective condensing unit for GDM-72F/T-72F 5 hrs.
- E. Diagnose and replace defective evaporator coil 4 ½ hrs.
- F. Diagnose and replace defective evaporator coil with multiple condensing units 6 hrs.
- G. Locate refrigeration leak (NOTE: The location of the refrigerant leak must be noted on the service invoice) 4 hrs.
- H. Diagnose and reroute defective capillary tube and replace the condensing unit 6 hrs.
- I. Diagnose and reroute defective capillary tube and replace the condensing unit for GDM-72F/T-72F 6 ½ hrs.
- J. Diagnose and repair or replace defective refrigeration parts, other than list above which require opening the refrigeration system. 4 hrs.

Multiple Refrigeration Repairs will be paid at the highest rate for the part changed, plus 1 hour for each additional refrigeration component changed.

ELECTRICAL

- A. Diagnose and replace temperature control, module, display 2 hrs.
- B. Diagnose and replace probe(s) 1 ½ hrs.
- C. Diagnose and replace evaporator coil heater 4 hrs.
- D. Diagnose and replace termination/high limit switch 3 hrs.
- E. Diagnose and replace drain line heater 3 ½ hrs.
- F. Diagnose and replace perimeter heater 4 hrs.
- G. Diagnose and replace mullion heater 1 ½ hrs.
- H. Diagnose and replace time clock 1 ½ hrs.
- I. Diagnose and replace, driver, LED module 1 ½ hrs.
- J. Diagnose and replace the IDL door cord 2 hrs.
- K. Diagnose and replace condenser fan motor 2 hrs.
- L. Diagnose and replace evaporator fan motor 1 ½ hrs.
- M. Diagnose and replace compressor starting components 2 hrs.

CABINET

- A. Diagnose and replace door(s) 1 hr.
- B. Diagnose and replace door torsion spring /cartridge/door hinges 2 hrs.
- C. Diagnose and replace door cord/retractor (GDM / TSD Slide Door) 1 ½ hrs.
- D. Diagnose and replace door cams on STA, STG, STM,STR 1 hr.

**LABOR ALLOWANCES INCLUDE THE INITIAL DIAGNOSIS AND REPAIR
SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE
ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY
DEPARTMENT PRIOR TO OR WHILE DOING THE WARRANTY REPAIR FOR APPROVAL.**

**FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE
WARRANTY DEPARTMENT FOR APPROVAL.**

CUSTOMER RESPONSIBILITIES TO INCLUDE BUT NOT LIMITED TO:

- A. To verify the product's installation date to process warranty.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by modifications made without TRUE'S written approval.
- D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

T-GC/TBB/TD/TDD/TFP/ TMC/TPP/TRCB/TSSU/TUC/TWT Series Cabinets

REACH-IN REFRIGERATORS AND FREEZERS

REFRIGERATION All refrigeration repairs should be done in accordance with True's Good Refrigeration Practices. SEE ATTACHED

- | | |
|---------------------------------------------------------------------------------------------------------------------------------------------|----------|
| A. Diagnose and replace defective compressor | 4 ½ hrs. |
| B. Diagnose and replace defective condensing unit | 4 hrs. |
| C. Diagnose and replace defective evaporator coil by removing cabinet top | 5 ½ hrs. |
| D. Locate refrigeration leak (NOTE: The location of leak must be noted on the service invoice) | 4 hrs. |
| E. Locate refrigeration leak and repair with top removal for TMC/TPP/TRCB | 5 hrs. |
| F. Diagnose and replace defective capillary tube | 4 ½ hrs. |
| G. Diagnose and repair or replace defective refrigeration parts, other than list above which require opening the refrigeration system. | 4 hrs. |

Multiple Refrigeration Repairs will be paid at the highest rate for the part changed, plus 1 hour for each additional refrigeration component changed.

ELECTRICAL

- | | |
|----------------------------------------------------------------------------------------|----------|
| A. Diagnose and replace temperature control, module, display | 2 hrs. |
| B. Diagnose and replace probe(s) | 1 ½ hrs. |
| C. Diagnose and replace temperature control for the TRCB | 3 hrs. |
| D. Diagnose and replace termination/high limit switch | 3 hrs. |
| E. Diagnose and replace drain line heater | 3 hrs. |
| F. Diagnose and replace perimeter heater | 4 hrs. |
| G. Diagnose and replace time clock | 1 ½ hrs. |
| H. Diagnose and replace, ballast, driver, lamp holder, LED module, IDL door cord | 1 ½ hrs. |
| I. Diagnose and replace condenser fan motor | 2 hrs. |
| J. Diagnose and replace evaporator motor | 1 ½ hrs. |
| K. Diagnose and replace evaporator fan motor in a drawer unit | 2 hrs. |
| L. Diagnose and replace compressor starting components | 2 hrs. |

CABINET

- | | |
|------------------------------------------------------------------------|----------|
| A. Diagnose and replace door(s) | 1 hr. |
| B. Diagnose and replace door cartridge/door hinges | 2 hrs. |
| C. Countertop removal 93" and larger (Added to Repair for 2 Men) | 1 ½ hrs. |
| D. General cabinet repair | 1 ½ hrs. |

**LABOR ALLOWANCES INCLUDE THE INITIAL DIAGNOSIS AND REPAIR
SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE
ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY
DEPARTMENT PRIOR TO OR WHILE DOING THE WARRANTY REPAIR FOR APPROVAL.**

**FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT
OR THE WARRANTY DEPARTMENT FOR APPROVAL.**

CUSTOMER RESPONSIBILITIES TO INCLUDE BUT NOT LIMITED TO:

- To verify the product's installation date to process warranty.
- To pay for normal operational maintenance, adjustments and cleaning.
- To pay for repairs caused by modifications made without TRUE's written approval.
- To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

TCGD/TCGG/TCGR/TDBD/TDM/TSID Series Cabinets

REACH-IN REFRIGERATORS

REFRIGERATION All refrigeration repairs should be done in accordance with True's Good Refrigeration Practices. **SEE ATTACHED**

- | | |
|--------------------------------------------------------------------------------------------------------------------------------------------|----------|
| A. Diagnose and replace defective compressor (including starting components) and test | 4 ½ hrs. |
| B. Diagnose and replace defective condensing unit, and test | 4 hrs. |
| C. Diagnose and replace defective evaporator, change drier, and test | 5 hrs. |
| D. Diagnose and replace defective evaporator, change drier, and test for TDBD-96 models | 5 ½ hrs. |
| E. Locate refrigeration leak, change drier, and test (NOTE: The location of leak must be noted on the service invoice) | 4 hrs. |
| F. Diagnose and reroute defective capillary tube | 5 hrs. |
| G. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system.. | 4 hrs. |

Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1 hour for each additional refrigeration part changed.

*** PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT FOR RECOMMENDATIONS**

ELECTRICAL

- | | |
|----------------------------------------------------------------------------------|----------|
| A. Diagnose and replace temperature control | 2 ½ hrs. |
| B. Diagnose and replace probe(s) | 1 ½ hrs. |
| C. Diagnose and replace time clock | 1 ½ hrs. |
| D. Diagnose and replace, ballast, driver, lamp holder, LED module, IDL door cord | 1 ½ hrs. |
| E. Diagnose and replace condenser fan motor | 2 hrs. |
| F. Diagnose and replace evaporator fan motor | 2 hrs. |
| G. Diagnose and replace the front glass motor on a TDM | 2 hrs. |
| H. Diagnose and replace compressor starting components | 2 hrs. |

CABINET

- | | |
|--------------------------------------------------|------------------------|
| A. Diagnose and replace door(s) | 1 hr. |
| B. Diagnose and replace main glass | Call for Pre-Approval. |
| C. Diagnose and replace v-rollers | 1 hr. |
| D. Diagnose and replace v-track | 2 hrs. |
| E. Diagnose and replace the door cord | 1 hr. |
| F. Diagnose and replace the air deflector on TDM | 1 hr. |
| G. General cabinet repair | 1 ½ hrs. |

LABOR ALLOWANCES INCLUDE THE INITIAL DIAGNOSIS AND REPAIR

SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR WARRANTY DEPARTMENT PRIOR TO OR WHILE DOING THE WARRANTY REPAIR FOR APPROVAL.

FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY DEPARTMENT FOR APPROVAL.

CUSTOMER RESPONSIBILITIES TO INCLUDE BUT NOT LIMITED TO:

- To verify the product's installation date for warranty process.
- To pay for normal operational maintenance, adjustments and cleaning.
- To pay for repairs caused by modifications made without TRUE's written approval.
- To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

TDC /THDC /TFM Series Cabinets

FREEZERS - CHEST TYPE

REFRIGERATION All refrigeration repairs should be done in accordance with True's Good Refrigeration Practices. **SEE ATTACHED**

- A. Diagnose and replace defective compressor (including starting components) 4 ½ hrs.
- B. Diagnose and replace defective condensing unit, and test 4 hrs.
- C. Locate refrigeration leak, change drier, and test (**NOTE: The location of leak must be noted on the service invoice**) 4 hrs.
- D. Diagnose and replace defective capillary tube, change drier, and test. 4 hrs.
- E. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system. 4 hrs.

Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1½ hour for each additional refrigeration part changed.

*** PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT FOR RECOMMENDATIONS**

ELECTRICAL

- A. Diagnose and replace temperature control 2 ½ hrs.
- B. Diagnose and replace time clock..... 2 ½ hrs.
- C. Diagnose and replace condenser fan motor..... 1 ½ hrs.
- D. Diagnose and replace temp control relay, ballast, lamp holder 2 hrs.
- E. Diagnose and replace compressor starting components 2 hrs.

CABINET

- A. General cabinet repair 1 ½ hrs.
- B. Diagnose and replace door(s)..... 1 hr.

LABOR ALLOWANCES INCLUDE THE INITIAL DIAGNOSIS AND REPAIR

SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR WARRANTY FOR APPROVAL.

FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY DEPARTMENT FOR APPROVAL

CUSTOMER RESPONSIBILITIES TO INCLUDE BUT NOT LIMITED TO:

- A. To verify the product's installation date to process warranty.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by modifications made without TRUE'S written approval.
- D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

STA/STG/STM/STR/T Heated Series Cabinets

UPRIGHT EQUIPMENT

ELECTRICAL

- A. Diagnose and replace temperature control module, display2 hrs.
- B. Diagnose and replace probe(s)1 ½ hrs.
- C. Diagnose and replace condenser fan motor.....1 ½ hrs.
- D. Diagnose and replace termination/high limit switch.....2 hrs.
- E. Diagnose and replace heating element2 hrs.
- F. Diagnose and replace ballast, driver, lamp holder, LED module2 hrs.

CABINET

- A. Diagnose and replace door(s)1 hr.
- B. Diagnose and replace door torsion spring/cartridge2 hrs.
- C. Diagnose and replace the door cams on STA/STG/STM/STR.....1 hr.
- D. Diagnose and replace door torsion spring /cartridge/door hinges2 hrs.
- E. General cabinet repairs1 ½ hrs.

LABOR ALLOWANCES INCLUDE THE INITIAL DIAGNOSIS AND REPAIR

SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY DEPARTMENT PRIOR TO OR WHILE DOING THE WARRANTY REPAIR FOR APPROVAL

FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY DEPARTMENT FOR APPROVAL

CUSTOMER RESPONSIBILITIES TO INCLUDE BUT NOT LIMITED TO:

- A. To verify the product's installation date to process warranty.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by modifications made without TRUE's written approval.
- D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of god.
- E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

Compressor Tag

OPERATION INSTRUCTIONS

You Can Now Take a Picture of the Compressor Tag



TECUMSEH SERIAL NUMBER



DANFOSS SERIAL NUMBER

Compressor Tag

OPERATION INSTRUCTIONS

You Can Now Take a Picture of the Compressor Tag



ASPERA/EMBRACO SERIAL NUMBERS



WARRANTY COMPRESSOR REIMBURSEMENT

For reimbursement a copy or picture of the tag from the defective compressor must be submitted along with the completed form below.

Compressortags@truemfg.com

Warranty Fax # 636-980-8510

Company Name _____ Phone# _____

Technician Name _____

Model # _____ Comp. Model # _____

Cabinet Serial # _____ New Comp. Serial # _____

Is Condenser Blocked? ☐ YES (if yes please send picture) ☐ NO

☐ % Blocked

What Is The Compressor Failure?

☐ **Locked Rotator**

Actual Amp draw _____

Static Voltage (voltage to unit without compressor running) _____

Start Up Voltage (voltage at compressor when it's trying to start) _____

Was compressor tested without original components? ☐ YES ☐ NO

If yes, please explain: _____

☐ **Bad Valves**

High/ Low Pressures (with compressor running) _____

Voltage (while compressor is running) _____

Amperage _____

☐ **Shorted/Grounded-Open Winding**

Static Voltage (voltage to unit without compressor running) _____

Startup voltage of new compressor _____

What testing was done to determine this? _____

☐ **Bad Bearing- Noisy/Internal Mechanical**

Voltage while compressor is running _____

Amperage while compressor is running _____

What testing was done to determine this? _____

☐ **Miscellaneous**

Please explain and supply all testing data done to determine this failure.

