

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 4½ hrs.
- b. Diagnose and replace defective compressor for GDM-72F/T-72F 5½ 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 4½ 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 6½ 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) 1½ 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 3½ hrs.
- f. Diagnose and replace perimeter heater 4 hrs.
- g. Diagnose and replace mullion heater 1½ hrs.
- h. Diagnose and replace time clock 1½ hrs.
- i. Diagnose and replace, driver, LED module 1½ 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 1½ 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) 1½ 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. True reserves the right to request any failed part covered under warranty to be returned. 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.
- f. True’s warranty covers reasonable travel time which is defined as 30 miles one way, anything more than this must be pre-approved. Please contact Warranty Support for prior approval before having any unit serviced by a company outside the normal warranty coverage area. Excessive travel will not be covered under warranty without pre-approval.

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-G C | 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.....	4½ hrs.
b. Diagnose and replace defective condensing unit.....	4 hrs.
c. Diagnose and replace defective evaporator coil by removing cabinet top.....	5½ 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.....	4½ 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).....	1½ 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.....	1½ hrs.
h. Diagnose and replace, ballast, driver, lamp holder, LED module, IDL door cord.....	1½ hrs.
i. Diagnose and replace condenser fan motor.....	2 hrs.
j. Diagnose and replace evaporator motor.....	1½ 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).....	1½ hrs.
d. General cabinet repair.....	1½ 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. True reserves the right to request any failed part covered under warranty to be returned. 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.
- True’s warranty covers reasonable travel time which is defined as 30 miles one way, anything more than this must be pre-approved. Please contact Warranty Support for prior approval before having any unit serviced by a company outside the normal warranty coverage area. Excessive travel will not be covered under warranty without pre-approval.

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..... 4½ 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..... 5½ 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 2½ hrs.
- b. Diagnose and replace probe(s) 1½ hrs.
- c. Diagnose and replace time clock..... 1½ hrs.
- d. Diagnose and replace, ballast, driver, lamp holder, LED module, IDL door cord 1½ 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*
- 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 1½ 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. True reserves the right to request any failed part covered under warranty to be returned. 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 for warranty process.
- 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.
- f. True’s warranty covers reasonable travel time which is defined as 30 miles one way, anything more than this must be pre-approved. Please contact Warranty Support for prior approval before having any unit serviced by a company outside the normal warranty coverage area. Excessive travel will not be covered under warranty without pre-approval.

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) 4½ 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 2½ hrs.
- b. Diagnose and replace time clock..... 2½ hrs.
- c. Diagnose and replace condenser fan motor..... 1½ 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 1½ 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 the warranty department prior to or while doing the warranty repair for approval. True reserves the right to request any failed part covered under warranty to be returned. 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.
- f. True’s warranty covers reasonable travel time which is defined as 30 miles one way, anything more than this must be pre-approved. Please contact Warranty Support for prior approval before having any unit serviced by a company outside the normal warranty coverage area. Excessive travel will not be covered under warranty without pre-approval.

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, display..... 2 hrs.
- b. Diagnose and replace probe(s) 1½ hrs.
- c. Diagnose and replace condenser fan motor 1½ hrs.
- d. Diagnose and replace termination/high limit switch 2 hrs.
- e. Diagnose and replace heating element..... 2 hrs.
- f. Diagnose and replace ballast, driver, lamp holder, LED module..... 2 hrs.

Cabinet

- a. Diagnose and replace door(s)..... 1 hr.
- b. Diagnose and replace door torsion spring/cartridge 2 hrs.
- c. Diagnose and replace the door cams on STA/STG/STM/STR..... 1 hr.
- d. Diagnose and replace door torsion spring /cartridge/door hinges..... 2 hrs.
- e. General cabinet repairs 1½ 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. True reserves the right to request any failed part covered under warranty to be returned. 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.
- f. True's warranty covers reasonable travel time which is defined as 30 miles one way, anything more than this must be pre-approved. Please contact Warranty Support for prior approval before having any unit serviced by a company outside the normal warranty coverage area. Excessive travel will not be covered under warranty without pre-approval.

No Consequential Damages

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