

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

UPRIGHT REFRIGERATORS AND FREEZERS

REFRIGERATION

- A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models 4 ½ hrs.
- B. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test for GDM-72F / T-72F 5 ½ hrs.
- C. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models..... 4 hrs.
- D. Diagnose and replace defective condensing unit, evacuate, recharge and test for GDM-72F/T-72F 5 hrs.
- E. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test Self-contained models 4 ½ hrs.
- F. Locate refrigeration leak, evacuate, change drier, recharge and test
(NOTE: The location of leak must be noted on the service invoice) 4 hrs.
- G. Diagnose, replace/reroute defective capillary tube, condensing unit, evacuate, change drier, recharge and test (refrigeration lines in a channel or excisable) 5 hrs.*
- H. Diagnose, replace defective capillary tube, condensing unit, evacuate, change drier, recharge and test (refrigeration lines foamed in wall) 7 hrs.*
- I. Diagnose replace/reroute defective capillary tube, condensing unit, evacuate, change drier, recharge and test for GDM-72F/T-72F (refrigeration lines foamed in wall) 9 hrs.*
- J. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test..... 4 hrs.

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

ELECTRICAL

- A. Diagnose and replace temperature control 2 hrs.
- B. Diagnose and replace evaporator coil heater..... 4 hrs.
- C. Diagnose and replace termination switch..... 3 hrs.
- D. Diagnose and replace drain line heater..... 3½ hrs.
- E. Diagnose and replace perimeter heater 4 hrs.
- F. Diagnose and replace time clock..... 1½ hrs.
- G. Diagnose and replace ballast, lamp holder, IDL door cord..... 2 hrs.*
- H. Diagnose and replace condenser fan motor..... 2 hrs.
- I. Diagnose and replace condenser fan motor (GDM-72F) 2 hrs.
- J. Diagnose and replace evaporator fan motor 1½ hrs.
- K. Diagnose and replace evaporator fan motor (GDM-49F / GDM-72F) 2 hrs.

CABINET

- A. Diagnose and replace door(s) 1 hr.
- B. Diagnose and replace the door gasket..... 1 hr.
- C. Diagnose and replace the torsion spring 2 hrs.
- D. Diagnose and replace door cord (GDM / TSD Slide Door) 2 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 WARRANTY DEPARTMENT PRIOR TO OR WHILE DOING THE WARRANTY REPAIR FOR APPROVAL. LABOR ALLOWANCES ARE THE MAXIMUM TIMES ALLOWED AND INCLUDE THE INITIAL DIAGNOSIS AND REPAIR. WHEN REPAIRS TAKE LESS THAN THE MAXIMUM TIME LISTED, PLEASE BILL THE ACTUAL TIME RATHER THAN USING THE TIME FROM THE SCHEDULE ABOVE.**

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

CUSTOMER RESPONSIBILITIES

- 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 refrigerator or freezer.

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.

TBB / TD / TDD / TMC / TPP / TRCB / TSSU / TUC / TWT Series Cabinets

REACH-IN REFRIGERATORS AND FREEZERS

REFRIGERATION

- A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models 4 ½ hrs.
- B. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models..... 4 hrs.
- C. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test Self-contained models by removing the cabinet top 5 ½ hrs.
- D. Locate refrigeration leak, evacuate, change drier, recharge and test
(NOTE: The location of leak must be noted on the service invoice) 4 hrs.
- E. Locate refrigeration leak, evacuate, change drier, recharge and test with top removal.
(must detail location of leak) 5 hrs.
- F. Diagnose and replace defective capillary tube, evacuate, change drier, recharge and test. 5 hrs.
- G. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test..... 4 hrs.

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

ELECTRICAL

- A. Diagnose and replace temperature control 2 hrs.
- B. Diagnose and replace temperature control for TRCB 3 hrs.
- C. Diagnose and replace temperature control for (TBB/TDD) 2 hrs.
- D. Diagnose and replace evaporator coil heater or termination switch 3 hrs.
- E. Diagnose and replace perimeter heater 4 hrs.
- F. Diagnose and replace time clock..... 1 ½ hrs.
- G. Diagnose and replace ballast, lamp holder 2 hrs.
- H. Diagnose and replace condenser fan motor 1 ½ hrs.
- I. Diagnose and replace evaporator fan motor 1 ½ hrs.
- J. Diagnose and replace evaporator fan motor for a drawer unit 2 hrs.

CABINET

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

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- 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 refrigerator or freezer.

NO CONSEQUENTIAL DAMAGES

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TDBD /TSID /TCGR / TCGD Series Cabinets

REACH-IN REFRIGERATORS AND FREEZERS

REFRIGERATION

- A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models 4 ½ hrs.
- B. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models..... 4 hrs.
- C. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test Self-contained models.. 4 ½ hrs.
- D. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test for TDBD-96 models 6 hrs.
- E. Locate refrigeration leak, evacuate, change drier, recharge and test
(NOTE: The location of leak must be noted on the service invoice) 4 hrs.
- F. Diagnose and replace defective capillary tube, evacuate, change drier, recharge and test. Call*
- G. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test..... 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 time clock..... 1 ½ hrs.
- C. Diagnose and replace ballast, lamp holder 1-2 hrs.
- D. Diagnose and replace condenser fan motor..... 1 ½ hrs.
- E. Diagnose and replace evaporator fan motor 1 ½ hrs.

CABINET

- A. General cabinet repair 1 ½ hrs.
- B. Diagnose and replace door(s) 1 hr.
- C. Diagnose and replace the door gasket 1 hr.
- D. Diagnose and replace the door cord 1 hr.

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TDC /THDC /TFM Series Cabinets

FREEZERS

REFRIGERATION

- A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models 4 ½ hrs.
- B. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models..... 4 hrs.
- C. Locate refrigeration leak, evacuate, change drier, recharge and test
(NOTE: The location of leak must be noted on the service invoice) 4 hrs.
- D. Diagnose and replace defective capillary tube, evacuate, change drier, recharge and test. 4 hrs.
- E. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test..... 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 time clock..... 2 ½ hrs.
- C. Diagnose and replace condenser fan motor..... 1 ½ hrs.

CABINET

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

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WARRANTY COMPRESSOR REIMBURSEMENT

For reimbursement a copy or picture of the tag from the defective compressor must be submitted

Compressortags@truemfg.com

Warranty Fax # 636-980-8510

Company Name/Phone# _____ Technician Name _____

Model # _____ Comp. Model # _____

Cabinet Serial # _____ New Comp. Serial # _____

Voltage _____ Voltage/Start Up _____

Amperage _____ Amperage/Start Up _____

Suction Pressure _____ Is Condenser Dirty YES (if yes please send picture)

High Side Pressure _____ NO

% Dirty

What Is The Compressor Failure?

_____ Locked rotor. Please list the LRA rating on compressor tag and the amp draw when compressor tries to start: _____

TAG ACTUAL

_____ Bad Valves. please list the pressure readings: Hi & Lo _____

_____ Shorted, grounded

_____ Open Winding

_____ Bad Bearings

_____ Noisy/Internal Mechanical

_____ Miscellaneous (please explain below)



True Manufacturing
2001 East Terra Lane
O'Fallon, MO 63366-4434
636-240-2400 • 855-878-9277

USA WARRANTY LABOR CLAIM

INSTRUCTIONS FOR FILING WARRANTY CLAIM FORM ELECTRONICALLY

1. Model and serial number of equipment involved must be supplied.
2. Only use one claim form per serial number.
3. A copy of the bill of sale may be required
4. A copy of the original service invoice may be required upon request.

WARRANTY SERVICE GUIDE

When submitting a bill for warranty work, the hours submitted must be listed within the labor allowance guidelines. TRUE realizes that diagnostic and repair times may vary depending on the problem. Prior authorization is required from TRUE for anything outside these guidelines. 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 service dealer's territory or region of the country. To prevent delays in processing claims, a detailed explanation of diagnosis and the repair are required.

MULTIPLE REPAIR 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
- New or reclaimed refrigerant (meets ARI Standard 700.88 Lab test).
- The recovery and reuse of refrigerant is covered by the \$25.00 reclaim charge.
- Only the weigh-in charge for the unit will be reimbursed.

For any warranty questions, please feel free to contact us at 855-878-9277 or by email at warrantyinquiries@truemfg.com.

For all other technical questions, please contact us at 800-325-6152 or by email at service@truemfg.com.

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