

FIVE-YEAR COMPRESSOR WARRANTY

TRUE warrants to the original purchaser of every new TRUE compressor to be free from defects under normal and proper use and maintenance service as specified by TRUE and upon proper installation for a period of five (5) years total for compressor defects, part only. Compressors determined by TRUE to have been defective within this time period will be replaced with a compressor or compressor parts of similar design and capacity. This warranty is good for ONE compressor replacement with an extended compressor warranty purchase during this 5-year time.

The compressor component 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.

WARRANTY CLAIMS

The Extended Compressor Warranty Form found on True's website www.TrueMfg.com must be filled out by the service company performing the work within 30 days of installation of a purchased extended warranty compressor and submitted to True at CompressorTags@truemfg.com.

All claims for a compressor part replacement must be made directly through TRUE. All claims should include: model number of the unit, the serial number of the unit, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect. A picture of the compressor model tag must be returned to TRUE along with above listed information to CompressorTags@truemfg.com. Failure to notify TRUE within three (3) months of the defect giving rise to the breach will bar any remedy under warranty.

True reserves the right to request any failed part covered under warranty to be returned.

WHAT IS NOT COVERED BY THIS WARRANTY

TRUE's sole obligation under this warranty is limited to either repair or replacement of parts, at TRUE's option and 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, loss or damage arising from loss of product, whether or not on account of failure of refrigeration.

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 ALL WARRANTIES, EXPRESS OR IMPLIED.

IMPROPER USAGE/INSTALLATION. TRUE assumes no liability for parts or labor coverage for component failure or other damages resulting from improper usage or installation.

RELOCATION FOR REPAIR. True is not responsible for the cost to move the TRUE unit or any other fixture or piece of equipment for any reason from its position of operation on the user's premises to make a warranty repair.

NON-OEM PARTS. OEM parts will be provided under this warranty free of charge to the end-user. True is not responsible for defects or damage caused by parts not approved by TRUE. Warranty will be voided for any damage caused by a non-OEM part.

ALTERATION, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD. TRUE is not responsible for the repair or replacement of any parts that TRUE determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, or damage during transit or installation, fire, flood, or act of God.

IMPROPER ELECTRICAL CONNECTIONS FOR ANY REASON. 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 AS SET FORTH IN THIS WARRANTY STATEMENT. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTY AND MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

ENVIRONMENTAL ATTRIBUTES

Any and all environmental attributes, including environmental offset credit rights, with respect to TRUE® refrigeration units manufactured after September 1, 2015, shall remain the property of True Manufacturing Co., Inc. and are not transferred.

OUTSIDE the U.S.: 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.

This warranty only applies to compressors purchased with extended warranty shipped from True's manufacturing facilities after August 1, 2023 for US Foodservice purchased from True Manufacturing Co. Inc.'s Parts Department.