

Commercial Ice Component Repair Guidelines

REFRIGERATION – All refrigeration repairs should follow “True’s Good Refrigeration Practices”

A.	Diagnose and replace defective compressor	5 hrs.
B.	Diagnose and replace defective condenser	5 hrs.
C.	Diagnose and replace defective evaporator	5 ½ hrs.
D.	Diagnose and replace defective heat exchanger	5 hrs.
E.	Diagnose and replace defective HP pressure switch	4 ½ hrs.
F.	Diagnose and replace defective pressure transducer	4 ½ hrs.
G.	Diagnose and replace defective water regulating valve (water cooled)	4 ½ hrs.
H.	Diagnose and replace defective filter drier	4 ½ hrs.
I.	Diagnose and replace defective TXV-harvest valve assembly	4 ½ hrs.
J.	Locate and repair refrigerant leak (NOTE: Location of leak must be noted on the claim form)	5 hrs.

NOTE Always replace the drier with the exact OEM size when opening the refrigeration system.

ELECTRICAL

A.	Diagnose and replace defective circuit board	2 ½ hrs.
B.	Diagnose and replace defective display	2 hrs.
C.	Diagnose and replace defective solenoid coil	2 ½ hrs.
D.	Diagnose and replace defective TrueZone UV system	2 ½ hrs.
E.	Diagnose and replace defective TrueZone light (90 days)	2 hrs.
F.	Diagnose and replace defective on/off switch	2 ½ hrs.
G.	Diagnose and replace defective capacitor, start relay or overload	2 ½ hrs.
H.	Diagnose and replace defective thermistor	2 ½ hrs.
I.	Diagnose and replace defective power supply	2 ½ hrs.
J.	Diagnose and replace defective condenser fan motor	2 ½ hrs.
K.	Diagnose and replace defective bin/proximity switch	2 ½ hrs.
L.	Diagnose and replace defective electronic bin level sensor (TOF)	2 ½ hrs.
M.	Diagnose and replace defective pressure transducer wiring	2 ½ hrs.
N.	Diagnose and replace defective electrical connection	2 ½ hrs.

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WATER

A.	Diagnose and replace defective water pump	2 ½ hrs.
B.	Diagnose and replace defective water inlet valve	2 ½ hrs.
C.	Diagnose and replace defective drain valve	2 ½ hrs.
D.	Diagnose and replace defective water level air column	2 ½ hrs.
E.	Diagnose and replace defective water level air column tubing	2 ½ hrs.
F.	Diagnose and replace defective water distributor	2 ½ hrs.
G.	Diagnose and replace defective sump	2 ½ hrs.
H.	Diagnose and replace defective splash curtain	2 ½ hrs.
I.	Diagnose and replace defective ice damper	2 ½ hrs.
J.	Diagnose and replace defective water supply/drain tubing	2 ½ hrs.

STRUCTURAL OR OTHER

A.	Diagnose and replace defective panels	1 ½ hrs.
B.	Diagnose and replace defective air filter	1 ½ hrs.
C.	Diagnose and replace defective hinges	1 ½ hrs.
D.	Diagnose and replace defective fasteners	2 hrs.
E.	Diagnose and replace defective clamps	2 hrs.
F.	Diagnose and replace defective fan blade	2 hrs.

NOTE Multiple repairs will be paid at the highest rate for the part changed, plus 1 hour for each additional component changed.



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True will pay for labor under warranty for initial diagnosis and single trip for repair only without prior approval for multiple repair trips. Should the repair time or trips necessary to perform repairs exceed the allowed amount, contact the Technical Service Department or the Warranty Department for approval prior to exceeding allowed repair time. True reserves the right to request any part claimed 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., 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.