

Three-Year Parts & Labor Warranty

TRUE warrants to the original purchaser of every new TRUE commercial ice machine and storage bin to be free from defects in material or workmanship, under normal and proper use and maintenance service as specified by TRUE and upon proper installation and start-up in accordance with the instruction packet supplied with each TRUE unit. TRUE recommends the installation of a water filtration system prior to putting an ice machine into service. TRUE also recommends the water filter be replaced every six months or more frequently for hard water environments. Ice machine failures caused by lack of a water filter and/or water filtration system are not covered under warranty.

Any part covered under this warranty that is determined by TRUE to have been defective within the warranty time frame, is limited to the repair or replacement, including labor charges, of defective parts or assemblies. The labor warranty shall include standard straight time labor charges only and reasonable travel time, as determined by TRUE. TRUE's labor coverage obligation under this warranty is limited to a period of three (3) years from the date of the original installation. Any warranty coverage is dependent on the purchase date of the unit being within 39 months of the original ship date from TRUE.

Warranty does not cover TrueZone™ bulbs or issues caused lack of basic preventative maintenance, which includes regular cleaning of condenser coils.

Issues to the unit caused by improper use of cleaners/ sanitizers or by use of Reverse Osmosis (RO) water that does not have a neutral pH are not covered under the warranty.

Additional Two-Year Compressor Part Warranty

In addition to the three (3) year warranty stated above, TRUE warrants its hermetically sealed compressor to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of two (2) additional years, part only for compressor defects only. The two (2) year extended compressor part only warranty applies only to hermetically sealed parts of the compressor and does not apply to any other parts or components. Compressors determined by TRUE to have been defective within this time period will, at TRUE's option, be either repaired or replaced with a compressor or compressor parts of similar design capacity.

The two-year compressor warranty detailed above will be voided if the following procedure is not carefully adhered to:

1. Drier replacement is very important and must be changed when a system is opened for servicing. An OEM exact replacement should be used. The new drier must also be the same capacity as the drier being replaced.
2. Micron level vacuums must be achieved to insure low moisture levels in the system. 500 microns or lower must be obtained.
3. All True Good Refrigeration Practices must be followed. Visit www.truemfg.com to view Good Refrigeration Practices under the Warranty Claim Form.

Additional Two-Year Evaporator Plate Part & Labor Warranty

In addition to the three (3) year warranty stated above, TRUE warrants its evaporator plate to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of two (2) additional years from the date of original installation.

Residential Use

Commercial Ice Machines installed in a residential setting will receive a limited one-year parts and labor on the ice machine. Commercial Ice Bins are not warrantied for residential use.

TrueConnect®

Ice Machines equipped with TrueConnect® technology have a 1-year parts and labor warranty on the TrueConnect® device.

Warranty Claims

All claims for labor or parts 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.

In case of warranty compressor, a picture of the compressor model tag must be returned to TRUE along with above listed information. For warranty claim information, visit www.truemfg.com/support/warranty-support. 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 ice, 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 the warranties herein made and shall void all warranties, express or implied.

Improper Usage/Installation/Maintenance TRUE assumes no liability for parts or labor coverage for component failure or other damages resulting from improper usage or installation or failure to clean and/or maintain product as set forth in the installation manual provided with the unit.

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, Neglect, 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 and/or a Water Supply Failure to the Ice Machine 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.

OUTSIDE U.S., CANADA, CARIBBEAN, CENTRAL & SOUTH AMERICA AND MEXICO: This warranty does not apply to, and TRUE is not responsible for, any warranty claims made on commercial ice products sold or used outside the countries in the Caribbean, Central & South America as well as the United States, Canada and Mexico. Commercial Ice products must be purchased in the same country that the unit will be installed in for warranty to apply.

USA & Canada, Caribbean, Central & South America & Mexico

Commercial Ice & Storage Bin Warranty Statement



Environmental Attributes

Any and all environmental attributes, including environmental offset credit rights, with respect to TRUE® refrigeration units manufactured after June 1, 2019, shall remain the property of True Manufacturing Co., Inc. and are not transferred.

This warranty only applies to commercial ice product for the US & Canada, Caribbean, Central & South America, and Mexico shipped from TRUE'S manufacturing facilities after November 1, 2022.

Privacy

As of January 2026 - Your True Commercial Ice Machine is equipped with [smart] technology that transmits limited usage performance and activity data (UPAD)—such as performance metrics, operating status, and diagnostic information—to us here at True. This data is used solely to enable True to provide you with faster service and support, and assists with continual product improvements.

or personally identifying information is collected as part of the UPAD from your True Commercial Ice Machine. The UPAD collected is limited to the functioning of your True Commercial Ice Machine. Only upon your registration of your True Commercial Ice Machine is your True Commercial Ice Machine UPAD associated with your personal data or personal information. For more details, please refer to our [\[Privacy Policy\]](#).