

CVM | GDM | FLM | STA | STG | STR | T | TAC | TGN | THAC | TOAM | TS | TSD | TVM Series Cabinets

Upright Refrigerators and Freezers

Refrigeration – All refrigeration repairs should be performed in accordance with True’s Good Refrigeration Practices.

- 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 replace exterior re-routing of capillary tube and compressor/ condensing unit 7 hrs.
- j. Diagnose and reroute defective capillary tube and replace the condensing unit for GDM-72F/T-72F 6½ hrs.
- k. Diagnose and repair or replace defective refrigeration parts, other than list above which require opening the refrigeration system 4 hrs.

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 condenser fan motor 2 hrs.
- k. Diagnose and replace evaporator fan motor 1½ hrs.
- l. Diagnose and replace compressor starting components 2 hrs.

Cabinet

- a. Diagnose and replace door(s) 1½ hrs.
- 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.

Multiple Repairs will be paid at the highest rate for the part changed, plus 1 hour for each additional component changed. Note the drier is not considered an additional component.

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, customer’s use of non-OEM parts, 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 Department 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-GC | TBB | TBR | TD | TDD | TDR | TFP | TMC | TPP | TRCB | TSSU | TUC | TWT Series Cabinets

Reach-In Refrigerators and Freezers

Refrigeration – All refrigeration repairs should be performed in accordance with True’s Good Refrigeration Practices.

- 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.

Electrical

- a. Diagnose and replace temperature control, module, display 2 hrs.
- b. Diagnose and replace probe(s) 1½ hrs.
- c. Diagnose and replace termination/high limit switch 3 hrs.
- d. Diagnose and replace drain line heater 3 hrs.
- e. Diagnose and replace perimeter heater 4 hrs.
- f. Diagnose and replace time clock 1½ hrs.
- g. Diagnose and replace, driver, lamp holder, LED module 1½ hrs.
- h. Diagnose and replace condenser fan motor 2 hrs.
- i. Diagnose and replace evaporator motor 1½ hrs.
- j. Diagnose and replace evaporator fan motor in a drawer unit 2 hrs.
- k. 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. Diagnose and replace countertop, under 93” 2 hrs.
- d. Diagnose and replace countertop, 93” and larger with 2 technicians 2½ hrs.
- e. General cabinet repair 1½ hrs.

Multiple Repairs will be paid at the highest rate for the part changed, plus 1 hour for each additional component changed. Note the drier is not considered an additional component.

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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, customer’s use of non-OEM parts, 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 Department 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.

TCGG | TDM | TGM Series Cabinets

Reach-In Refrigerators

Refrigeration – All refrigeration repairs should be performed in accordance with True’s Good Refrigeration Practices.

- a. Diagnose and replace defective compressor (including starting components) 4½ hrs.
- b. Diagnose and replace defective condensing unit 4 hrs.
- c. Diagnose and replace defective evaporator, change drier 5 hrs.
- d. Locate refrigeration leak, change drier **(NOTE: the location of leak must be noted on the service invoice)** 4 hrs.
- e. Diagnose and reroute defective capillary tube 5 hrs.
- f. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system 4 hrs.

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, lamp holder, LED module 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 & TGM 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 TD & TGM 1 hr.
- g. General cabinet repair 1½ hrs.

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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, customer’s use of non-OEM parts, 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 Department 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.

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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, driver, lamp holder 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/STR..... 1 hr.
- d. Diagnose and replace door torsion spring /cartridge/door hinges..... 2 hrs.
- e. General cabinet repairs 1½ hrs.

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- 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, customer’s use of non-OEM parts, 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 Department 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.

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TRM | Retail Merchandisers

Refrigeration – All refrigeration repairs should be performed in accordance with True’s Good Refrigeration Practices.

- a. Diagnose & replace defective compressor..... 5.5 hrs.
- b. Diagnose & replace defective evaporator coil 6 hrs.
- c. Diagnose & replace TXV 6 hrs.
- d. Locate refrigerant leak & repair (Must note location of leak on invoice 5 hrs.
- e. Diagnose & repair or replace defective refrigeration parts other than the parts listed above that require opening the refrigeration system..... 5 hrs.

NOTE: Call for approval in advance of repair in a low clearance situation for extra labor considerations in which the refrigeration deck must be dropped to allow component repair.

Electrical

- f. Diagnose & replace temperature control, module, display 3 hrs.
- g. Diagnose & replace probes 2 hrs.
- h. Diagnose & replace evaporator coil heater 4.5 hrs.
- i. Diagnose & replace high limit..... 3 hrs.
- j. Diagnose & replace Condenser fan motor 2.5 hrs.
- k. Diagnose & replace Evaporator fan motor 3 hrs.
- l. Diagnose & replace Drain tube heater..... 4 hrs.
- m. Diagnose & replace perimeter heater top, bottom, left or right side 2 hrs.
- n. Diagnose & replace mullion heater 2 hrs.
- o. Diagnose & replace LED driver 2 hrs.
- p. Diagnose & replace LED Module 1.5 hrs.
- q. Diagnose & replace compressor inverter..... 3 hrs.

Cabinet

- a. Diagnose & replace door 1.5 hrs.
- b. Diagnose & replace door hardware 1.5 hrs.
- c. General Cabinet Repairs 1.5 hrs.

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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, customer’s use of non-OEM parts, 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 Department 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.