



# TRUE RESIDENTIAL CABINET WARRANTY REPAIR GUIDE

## 1) SEALED SYSTEM REPAIR

- A. Diagnose and replace defective compressor, replace drier, evacuate, recharge and test..... 5 hrs.
- B. TUI Models: Diagnose and replace defective compressor, replace drier, evacuate, recharge and test ..... 6 hrs.
- C. Diagnose and replace defective evaporator assembly, replace compressor, replace drier, evacuate, recharge & test ..... 6 hrs.
- D. Diagnose and replace defective condenser coil, replace drier, evacuate, and recharge ..... 5 hrs.
- E. Locate refrigeration leak, repair, evacuate, change drier, recharge and test ..... 3.5 hrs.
- F. Diagnose and replace defective cap tube, replace compressor, replace drier, evacuate, recharge & test ..... 6 hrs.
- G. TUI Models: Diagnose and replace Hot Gas Valve..... 4 hrs.
- H. Any additional refrigeration part changed ..... 1 hrs

## 2) ELECTRICAL COMPONENTS

- A. Diagnose and replace controller ..... 2 hrs.
- B. Diagnose and replace evaporator motor ..... 2 hrs.
- C. Diagnose and replace condenser motor ..... 2.5 hrs.
- D. Diagnose and replace Driver..... 2 hrs.
- E. Diagnose and replace LED module ..... 2 hrs.
- F. TUI Models: Start components, solenoid coil, pressure switch and drain pump ..... 2 hrs.
- G. TUI Models: Diagnose and replace condenser fan motor ..... 2.5 hrs.
- H. TUI Models: Diagnose and replace Bin stat ..... 2 hrs.
- I. TUI Models: Diagnose and replace circulation pump ..... 2 hrs.
- J. TUI Models: Diagnose and replace control board..... 2 hrs.
- K. TUI Models: Diagnose and replace the water valve ..... 2 hrs.

## 3) CABINET

- A. General cabinet repair ..... 1.5 hrs.
- B. Diagnose and replace door..... 1 hr.
- C. Diagnose and replace door gasket..... 1 hr.

## 4) TRAVEL TIME 1HR

Should your travel or the time to perform the necessary repairs exceed the allowed amount please contact the Technical Service Department or Warranty Department while doing or before doing the warranty work for approval. 1-844-746-9423 (service) or 1-844-849-6179 (warranty).

## 5) CUSTOMER RESPONSIBILITIES

- A. To verify the product's installation date for warranty purposes.
- B. To pay for normal operational maintenance and cleaning.
- C. To pay for repairs caused by modifications made without True's written approval.
- D. To pay for damage resulting from electrical supply, water, drainage, flood, storms, or other acts of God.
- E. To pay for premium labor rates as a result of holiday, overtime, etc. excessive travel time, or mileage. Added labor time due to inaccessibility of the cabinet.
- F. To pay for for any expense related to incorrect installation or non-manufacturing defect.

### 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.

**SUBMITTING INVOICES IS FASTER BY EMAIL**  
**TRUERESIDENTIALWARRANTY@TRUEMFG.COM OR FAX 636-980-8510**