

# **TRUE RESIDENTIAL® LIMITED ICE MACHINE WARRANTY**

## **LIMITED 30-DAY COSMETIC WARRANTY**

Stainless steel doors and handles are warranted to be free from defective materials and workmanship for a period of thirty (30) days from the date of original retail purchase. Any defects must be reported to the selling dealer within thirty (30) days from the date of original retail purchase. This limited warranty excludes any type of freight / concealed damage.

## **THREE-YEAR PARTS & LABOR WARRANTY**

TRUE warrants to the original purchaser of every new True Ice™ machine, the cabinet and all parts thereof, to be free from defects in material and workmanship under normal and proper use and maintenance as specified by TRUE and upon proper installation and start-up in accordance with the instruction packet supplied with each TRUE unit. TRUE's obligation under this warranty is limited to a period of three (3) years from the date of original installation or thirty-nine (39) months after shipment date from TRUE, whichever occurs first.

*Contact the factory regarding warranty for installations in a commercial/light commercial application.*

## **SIX-YEAR SEALED SYSTEM WARRANTY - PARTS & LABOR**

TRUE warrants its hermetically sealed system: compressor, evaporator coil, condenser coil, drier, metering device and connecting tubing to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of six (6) years from the date of original installation but not to exceed six (6) years and three (3) months after shipment from the manufacturer, whichever occurs first.

## **DISPLAY PRODUCTS**

True Residential Products on showroom display that are sold more than 3 years (36 months) from the invoice date to the dealer would carry a 1 year parts and labor warranty, along with an additional 4 year sealed system, parts only warranty.

## **TERMS APPLICABLE TO EACH WARRANTY**

Any part covered under the above warranties that is determined by TRUE to have been defective within the 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. Units must be purchased through an authorized True Residential dealer in order to qualify for warranty.

## **WARRANTY CLAIMS**

All claims for labor or parts must be made directly through TRUE. All claims should include: model number and serial number of ice machine, proof of purchase, and date of installation. In case of warranted compressor, the compressor model tag, or picture of tag must be returned to TRUE along with the above listed information. Warranty labor claim is subject to denial if failed part is requested for return and it is not returned.

## **WHAT IS NOT COVERED BY THIS WARRANTY**

TRUE's sole obligation under this warranty is limited to either repair or replacement of parts, 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. This warranty does not cover failures related to the water supply, problems in the plumbing going to the unit, or external drain line malfunctions. Also not covered are failures resulting from ambient conditions that are outside the limits specified in the owners manual.

## **NO CONSEQUENTIAL DAMAGES**

TRUE is not responsible for economic loss, profit loss or special, indirect or consequential damages, including without limitation, losses or damages arising from ice loss or ice replacement costs, normal maintenance, after-install adjustments or cleaning or water damage claims whether or not on account of refrigeration failure.

### **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, including any warranty or merchantability or fitness for a particular purpose.

### **IMPROPER USAGE**

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 users manual provided with the unit.

### **ALTERATION OR NEGLECT**

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, damage during transit or installation, fire, flood, or act of God.

### **IMPROPER ELECTRICAL CONNECTIONS**

TRUE is not responsible for the repair or replacement of failed or damaged components resulting from electrical power failure, high or low voltage, use of extension cords, or improper grounding of the unit.

### **YOUR RIGHTS UNDER STATE LAW**

*Some states do not allow the exclusion or limitation of consequential damages or a limitation on how long an implied warranty lasts, so these exclusions or limitations may not apply to you.*

*This warranty gives you specific legal rights and you may have other rights that vary from state to state.*

### **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 U.S. / CANADA**

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 or Canada.

### **SUBMIT WARRANTY CLAIMS TO:**

True Residential  
Attn: Warranty Dept  
2001 East Terra Lane  
O'Fallon, MO 63366

Or

TrueResidentialWarranty@truemfg.com