

# ADA TRUE RESIDENTIAL® WARRANTY STATEMENT

## TWO-YEAR PARTS & LABOR WARRANTY

TRUE® warrants to the original purchaser of every new TRUE refrigerated unit, the cabinet and all parts thereof, to be free from defects in material or 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 two (2) years from the date of original installation. Any warranty coverage is dependent on the purchase date of the cabinet being within 27 months of the original ship date from TRUE.

## ADDITIONAL THREE-YEAR COMPRESSOR WARRANTY

In addition to the Two (2) year warranty stated above, TRUE warrants its hermetically and semi-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 three (3) additional years the date of original installation. Any part covered under this warranty that is determined by TRUE to have been defective within this time frame, is limited to the repair or replacement, including labor charges, of defective parts or assemblies. Compressors determined by TRUE to have been defective within this extended time period will, at TRUE's option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity. The three (3) year extended compressor warranty applies only to hermetically and semi-hermetically sealed parts of the compressor and does not apply to any other parts or components, including, but not limited to: cabinet, paint finish, temperature control, refrigerant, metering device, driers, motor starting equipment, fan assembly or any other electrical component, etcetera.

## COMPRESSOR WARRANTY

The three (3) year compressor warranty detailed above will be voided if the following procedure is not carefully adhered to:

1. This system contains R600 refrigerant and polyol ester lubricant. The polyol ester lubricant has rapid moisture absorbing qualities. If long exposure to the ambient conditions occur, the lubricant must be removed and replaced with new. For oil amounts and specifications please call TRUE technical service department (855-372-1368). Failure to comply with recommended lubricant specification will void the compressor warranty.
2. 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.
3. Micron level vacuums must be achieved to ensure low moisture levels in the system. 500 microns or lower must be obtained

## DISPLAY PRODUCTS

True Residential Products on showroom display that are sold more than 2 years and 3 months (27 months) from the invoice date to the dealer would carry a 1 year parts and labor warranty, along with an additional 2 year compressor, 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.

## WARRANTY CLAIMS

All claims for labor or parts must be made directly through TRUE. All claims should include: model number and serial number of cabinet, proof of purchase, and date of installation. In case of warranted compressor, the compressor model tag must be returned to TRUE along with the above listed information. Any action for breach of these warranty provisions must be commenced within three (3) months of the defect giving rise to the breach.

## 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.

## 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 food or product spoilage claims whether or not on account or 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 warranty packet provided with the unit.

## ALTERATION OR NEGLIGENCE

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

This warranty gives you specific legal rights and you may have other rights that vary from state to state. Some states do not allow the exclusion or limitation of consequential damages or a limitation on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you.

## 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  
2001 East Terra Lane  
O'Fallon MO 63366  
TrueResidentialClaims@truemfg.com