TRUE RESIDENTIAL®

36 INCH BUILT-IN BOTTOM FREEZER
INSTALL GUIDE & USER’S MANUAL

PRESERVE THE MOMENT®
THANK YOU
FOR YOUR PURCHASE

INSTALLATION CHECKLIST

To ensure no part of the installation process has been overlooked, complete the checklist below.

☐ Have all packaging materials been removed?
☐ Are the anti-tip brackets securely installed and properly engaging the unit?
☐ Has the unit been properly leveled? Do all leveling legs touch the floor?
☐ Is the kickplate installed?
☐ Is the doorstop being installed (if needed)?
☐ Does the customer understand the unit’s operation?
☐ Has the customer been given the key and literature package?
☐ Have all stainless steel surfaces been inspected for imperfections?*
☐ Is the unit operating correctly? If not, is the unit plugged in? Is the control turned on?

*To be completed by either an installer with the customer or an authorized True dealer upon completion of installation. Stainless steel doors, handles, and shelves are covered by a limited 30-day warranty for cosmetic defects.
# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>SAFETY INFORMATION &amp; OWNERSHIP</th>
<th>ELECTRONIC CONTROL OPERATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>SAFETY WARNINGS &amp; PRECAUTIONS</td>
<td>USER INTERFACE</td>
</tr>
<tr>
<td>PROPER DISPOSAL OF THE CABINET</td>
<td>SET POINT MENU</td>
</tr>
<tr>
<td>OWNERSHIP</td>
<td>ICE MENU</td>
</tr>
<tr>
<td>SERIAL LABEL LOCATION</td>
<td>MODE MENU</td>
</tr>
<tr>
<td></td>
<td>SERVICE REPORT</td>
</tr>
<tr>
<td></td>
<td>LIGHT MENU</td>
</tr>
<tr>
<td></td>
<td>DOOR AJAR ALARM</td>
</tr>
<tr>
<td></td>
<td>SHOWROOM MODE</td>
</tr>
<tr>
<td></td>
<td>SYSTEM NOTIFICATIONS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>SITE PREPARATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>ROUGH OPENINGS &amp; PLAN VIEWS</td>
</tr>
<tr>
<td>ANTI-SWEAT FOAM END PANELS</td>
</tr>
<tr>
<td>ELECTRICAL SAFETY &amp; INSTALLATION REQUIREMENTS</td>
</tr>
<tr>
<td>WATER SUPPLY REQUIREMENTS</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>INSTALLATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>UNCRATING</td>
</tr>
<tr>
<td>ANTI-TIP BRACKET INSTALLATION</td>
</tr>
<tr>
<td>LEVELING</td>
</tr>
<tr>
<td>WATER FILTER INSTALLATION &amp; PERFORMANCE DATA</td>
</tr>
<tr>
<td>KICKPLATE INSTALLATION</td>
</tr>
<tr>
<td>JOINING KIT INSTALLATION</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CABINET SETUP</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOOR INSTALLATION &amp; REMOVAL</td>
</tr>
<tr>
<td>REFRIGERATOR STORAGE</td>
</tr>
<tr>
<td>FREEZER STORAGE</td>
</tr>
<tr>
<td>ICEMAKER</td>
</tr>
</tbody>
</table>

**NOTE:** AS WE STRIVE FOR CONTINUOUS IMPROVEMENTS, FEATURES AND SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.
THE TRUE 36RBF

36” BUILT-IN BOTTOM FREEZER
STAINLESS SOLID DOOR

36” BUILT-IN BOTTOM FREEZER
STAINLESS GLASS DOOR

LUXURY REFRIGERATION WITH COMMERCIAL DNA.
You have selected one of the finest commercial refrigeration units made. It is manufactured under strict quality controls with only the best quality materials available. Your TRUE cooler, when properly maintained, will give you many years of trouble-free service.

**WARNING!** Use this appliance for its intended purpose as described in this Installation Manual.

**REFRIGERANT SAFETY & WARNING INFORMATION**

See the serial label inside the cabinet for the units refrigeration type. For Hydrocarbon Refrigeration (R290 only), see below:

**DANGER!** Risk of fire or explosion. Flammable refrigerant used. DO NOT use mechanical devices to defrost refrigerator. DO NOT puncture refrigerant tubing; follow handling instructions carefully. To be repaired only by trained service personnel.

**DANGER!** Risk of fire or explosion (flammable refrigerant used), consult repair manual/owner's guide before attempting to service this product. All safety precautions must be followed. Dispose of properly in accordance with local and federal regulations. Follow all safety precautions.

**CAUTION!** Keep all ventilation openings clear of obstruction in the appliance enclosure or in the structure housing the appliance.

**BASIC SAFETY & WARNING PRECAUTIONS**

- Take care during operation, maintenance or repairs to avoid cuts or pinching from any part/component of the cabinet.

- Units may pose a tipping hazard while uncrating, during installation, or when moving the unit.

- Ensure the unit is properly installed and located in accordance with the Installation Instructions before use.

- This appliance is not to be used, cleaned or maintained by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction.

- **DO NOT** allow children to play with the appliance or climb, stand, or hang on the unit’s shelves to prevent damage to the refrigerator and personal injury.

- **DO NOT** touch the cold surfaces in the freezer compartment when hands are damp or wet. Skin may stick to these extremely cold surfaces.

- Unplug the refrigerator before cleaning and making repairs.

- Setting temperature controls to the 0 position or powering off an electronic control may not remove power from all components (e.g., light circuits, perimeter heaters, and evaporator fans).

- **DO NOT** store or use gasoline, or other flammable vapors and liquids, in the vicinity of this or any other appliance.
**SAFETY INFORMATION & OWNERSHIP**

- **DO NOT** store explosive substances such as aerosol cans with a flammable propellant in this appliance.

- Keep fingers out of the "pinch point" areas; clearances between the doors and cabinet are necessarily small; be careful closing doors when children are in the area.

- **DO NOT** use electrical appliances inside the food storage compartments of the units unless the appliances are of the type recommended by the manufacturer.

**NOTE: ALL SERVICING MUST BE PERFORMED BY A QUALIFIED TECHNICIAN.**

**CABINET DISPOSAL WARNING**

**DANGER! RISK OF CHILD ENTRAPMENT**

**PROPER DISPOSAL OF THE CABINET**

Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous, even if they will sit for "just a few days." If you are getting rid of your old refrigerator, please follow the instructions below to help prevent accidents.

**Before throwing away your old refrigerator or freezer:**

- Take off the doors.

- Leave the shelves in place so that children may not easily climb inside.

**DANGER!** Risk of fire or explosion. Flammable insulation and/or refrigerant used. Dispose of all in accordance with local and federal regulations. Follow all safety precautions.
**SAFETY INFORMATION & OWNERSHIP**

**OWNERSHIP**
To ensure that your unit works properly from the first day, it must be installed properly. We highly recommend a trained refrigeration mechanic and electrician install your True equipment. The cost of a professional installation is money well spent.

Before you start to install your TRUE unit, carefully inspect it for freight damage. **IF DAMAGE IS DISCOVERED, DO NOT INSTALL THE UNIT OR PUT IT IN SERVICE.** Notify True customer service, and immediately file a claim with the delivery freight carrier.

TRUE is not responsible for damage incurred during shipment.

For any questions about installation, please contact your True dealer or True Residential Technical Service at 844-746-9423 or TrueResidentialService@TrueMfg.com. Please have your model and serial number available.

**NOTICE TO CUSTOMER**
Loss or spoilage of products in your refrigerator/freezer is **not covered by warranty.** In addition to following recommended installation procedures, run the refrigerator/freezer for 24 hours prior to usage to verify its proper operation.

**REGISTER YOUR PRODUCT**
To qualify for TRUE’s extended 7–12 year parts only sealed system warranty, you must register your product* within 12 months of the unit’s installation date. To register your unit, complete and submit the form at [https://www.true-residential.com/product-registration](https://www.true-residential.com/product-registration). For warranty details, please see page 53.

* Please note that ice machines do not qualify for this extended warranty.

**SERIAL LABEL LOCATION**
The serial label is located on the upper right wall of the freezer drawer. See fig. 1.

This label contains important information such as your model name and serial number. Please have this information on hand when contacting True so we can better assist you with your service- or parts-related inquiries.

**FIG. 1.** Serial label location.

---

**CONTACT INFORMATION**

**CUSTOMER SERVICE**
Phone: 888-616-8783
info@true-residential.com

**WARRANTY DEPARTMENT**
Phone: 844-849-6179
TrueResidentialWarranty@truemfg.com

**SERVICE DEPARTMENT**
Phone: 844-746-9423
TrueResidentialService@truemfg.com
SITE PREPARATION

Due to the weight of this unit, True recommends consulting a flooring expert prior to installation.

The flooring beneath the unit should be rated to support ≥150 lbs/ft² (732.36 kg/m²).

ROUGH OPENINGS & PLAN VIEWS

TR-36RBF

**Flush installation:** The front face of the unit is flush with the surrounding cabinets

**Proud (standard) Installation:** The front face of the unit extends beyond the surrounding cabinets

<table>
<thead>
<tr>
<th>Rough Opening Dimensions</th>
<th>Flush Install</th>
<th>Proud Install</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Width</strong></td>
<td>36-1/4” (920.75 mm)</td>
<td>35-3/4” (908.05 mm)</td>
</tr>
<tr>
<td><strong>Depth</strong></td>
<td>25-25/32” (654.84 mm)</td>
<td>23-25/32” (604.04 mm)</td>
</tr>
<tr>
<td><strong>Height</strong></td>
<td>84-1/4” (2,139.95 mm)</td>
<td>84” (2,133.6 mm)</td>
</tr>
</tbody>
</table>

**NOTE:** DIMENSIONS MAY VARY BY ± 1/8” (3.175 mm)
**ROUGH OPENINGS & PLAN VIEWS**

**TR-36RBF / TR-36RBF**

**Flush installation:** The front face of the unit is flush with the surrounding cabinets

**Proud (standard) Installation:** The front face of the unit extends beyond the surrounding cabinets

### Rough Opening Dimensions

<table>
<thead>
<tr>
<th></th>
<th>Flush Install</th>
<th>Proud Install</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Width</strong></td>
<td>72-1/4&quot; (1835.15 mm)</td>
<td>71-3/4&quot; (1822.45 mm)</td>
</tr>
<tr>
<td><strong>Depth</strong></td>
<td>25-25/32&quot; (654.84 mm)</td>
<td>23-25/32&quot; (604.04 mm)</td>
</tr>
<tr>
<td><strong>Height</strong></td>
<td>84-1/4&quot; (2139.95 mm)</td>
<td>84&quot; (2,133.6 mm)</td>
</tr>
</tbody>
</table>

**NOTE:** DIMENSIONS MAY VARY BY ± 1/8" (3.175 mm)

**NOTE:** IF JOINING WITH OR INSTALLING NEXT TO ANOTHER TRUE COLUMN OR SBS APPLIANCE, THE TRUE COLUMN OR SBS APPLIANCE DOOR MUST BE SPECIAL-ORDERED FOR THE DOOR HANDLES TO ALIGN.
SITE PREPARATION

ANTI-SWEAT FOAM END PANELS

When installing two or more True units side-by-side, be sure to leave at least a 5/8” (15.88 mm) gap between the cabinets, or install foam pads between the cabinets and on any side without this gap, to prevent moisture from developing on applications.

If installing anti-sweat foam end panels, True recommends applying a panel to each of the units being joined together. To order foam pads, contact our parts department at **844-849-6226** or **TrueResidentialParts@TrueMfg.com**.
ELECTRICAL SAFETY

Power Supply: 115VAC, 60hz
Circuit Breaker: 15 Amp
Receptacle: 3-Prong Grounding-Type

- For all built-in models, the electrical supply should be located within the indicated shaded area shown in the figure below.
- Be sure to follow the National Electrical Code, as well as local codes and ordinances, when installing the receptacle.
- A ground fault circuit interrupter (GFCI) is not recommended and may cause interruption of operation.
- The power cord from this appliance is equipped with a grounding plug which minimizes the possibility of electric shock hazard.
- The wall outlet and circuit should be checked by a licensed electrician to be sure the outlet is wired with the correct polarity and properly grounded.
- If the outlet is a standard 2-prong outlet, it is your personal responsibility and obligation to have it replaced with a properly grounded wall outlet.
- **DO NOT**, under any circumstances, cut or remove the ground prong from the power cord. For personal safety, this appliance must be properly grounded.
- The refrigerator/freezer should always be plugged into a dedicated electrical circuit. This provides the best performance and prevents building wiring circuits from overloaded, which could cause a fire hazard from overheated wires.
- **NEVER USE AN ADAPTER PLUG!** An adapter plug alters the original equipment manufacturer (OEM) plug configuration when connecting it to a power source. True will not warranty any refrigerator/freezer that has been connected to an adapter plug.
- **NEVER USE AN EXTENSION CORD!** An extension cord is any component that adds length to the OEM power cord when connecting it to a power source. True will not warranty any refrigerator/freezer that has been connected to an extension cord.
- Before your new unit is connected to a power supply, check the incoming voltage. If the recorded voltage is less than the rated voltage for operation (+/-5%) and amp rating, correct immediately. Refer to the serial label for this voltage requirement.
- **NEVER** unplug your refrigerator/freezer by pulling on the power cord. Always grip the plug firmly and pull straight from the outlet.
- When moving the refrigerator/freezer for any reason, take care to no roll over or damage the power cord.
- Immediately repair or replace all power cords that have become frayed or otherwise damaged. **DO NOT** use a power cord that shows cracks or abrasion damage along its length or at either end.
- If the supply power cord is damaged, replace it with OEM components. To avoid hazard, this should be done by a licensed service provider or similarly qualified person.

NOTE: DIMENSIONS MAY VARY BY ± 1/8" (3.175 mm)
POWER CORD

**INSTALLATION**

Fully seat the power cord into the cabinet receptacle until it locks in position. See fig. 1.

**REMOVAL**

Depress the red button. See fig. 2.

---

**FIG. 1.** Fully insert the power cord into the receptacle.

**FIG. 2.** Push the red button to remove the plug.
WATER SUPPLY REQUIREMENTS

The unit comes with 20” (508 mm) of polyethylene tubing with a 1/4” O.D. push connector for customer attachment.

Before installing your unit, prepare the water supply line. Please see plumbing requirements in the plumbing requirements table.

- Purge the water line prior to final connection to the unit. This removes any debris present in the line.
- Only connect to a potable water supply!
- Do not connect to a hot water supply!
- Install the water filter before turning on the water supply to the icemaker. See “Water Filter Installation” (page 23).
- A copper line is not recommended for this application.
- Check all water line fittings for leaks.
- Tape the supply line to the floor before moving the unit into its final installation location.
- In the water connection area (see the rough opening illustration), tape the water line to the floor.

Plumbing Requirements

<table>
<thead>
<tr>
<th>Water Supply</th>
<th>1/4” PEX tubing (1/4” O.D. lines and fittings not included</th>
</tr>
</thead>
<tbody>
<tr>
<td>Flow Rate</td>
<td>0.5 gpm / 1.89 lpm</td>
</tr>
<tr>
<td>Operating Pressure</td>
<td>30-100 psi (207-689 kPa)</td>
</tr>
<tr>
<td>Incoming Water Temperature</td>
<td>33-100°F (0.6-38°C)</td>
</tr>
</tbody>
</table>

NOTE: DIMENSIONS MAY VARY BY ± 1/8” (3.175 mm)
UNCRATING

ANTI-TIP BRACKET INSTALLATION

LEVELING

WATER FILTER INSTALLATION & PERFORMANCE DATA

KICKPLATE INSTALLATION

JOINING KIT INSTALLATION
UNCRATING

REQUIRED TOOLS

- Drill or ratchet
- 7/16” Deep well socket
- Cutting Tool

**WARNING! TIP OVER HAZARD.** Unit poses a tipping hazard when moving or during installation. Do not move the unit without the shipping brackets installed. Do not remove the appliance from the pallet without assistance. Failure to do so may result in property damage, personal injury, or death.

**NOTE: YOUR APPLIANCE MAY NOT EXACTLY MATCH FIGURES SHOWN.**

**PROCEDURE**

1. Inspect the pallet exterior packaging for visible damage. See fig. 1. Follow TRUE’s recommended procedure for accepting deliveries.

2. Remove the exterior packaging. Inspect the unit’s exterior for visible or cosmetic damage. See figs. 2 and 3

**NOTE: DO NOT DISCARD THE KICKPLATE (SEE FIG. 4). IF MOVING THE UNIT A LONG DISTANCE (E.G., BETWEEN BUILDINGS OR ON STAIRS), DO NOT DISCARD THE EXTERIOR CARDBOARD.**
UNCRATING (CONT.)

3. Closely inspect the unit’s interior for damage (e.g., scratches by shelving or damage to the door seal). See fig. 5.

**NOTE:** **DO NOT REMOVE THE INTERIOR PACKAGING.**

4. Move the unit as close as possible to the final installation location.

**NOTE:** **SECURE THE DOOR BEFORE MOVING THE UNIT TO ITS FINAL LOCATION (SEE FIG. 6). REPACKAGE THE UNIT WITH THE EXTERIOR PACKAGING AS NEEDED BEFORE MOVING THE UNIT.**

5. Unbolt the shipping bracket from the castor housing. Then, remove the anti-tip bracket. See figs. 7 and 8.

**NOTE:** **DO NOT DISCARD THE ANTI-TIP BRACKET.**

---

**FIG. 5.** Inspect inside the unit for visible damage. Do not remove the interior packaging.

**FIG. 6.** Always secure the door closed before moving the appliance.

**FIG. 7.** Shipping bracket bolt locations.

**FIG. 8.** Anti-tip bracket shipping bolt locations. Other side not shown.
UNCRATING (CONT.)

6. Remove the condensate drain pan. Set the drain pan aside. See fig. 9.

7. Slightly raise the rear leveling leg rollers. Turn the front adjustment screw 1/4-1/2 turn clockwise. See fig. 10.

8. With assistance, pull the unit off the back of the pallet. Then, remove the pallet and carefully guide the unit to a fully upright position. See fig. 11.

**CAUTION!** Only lift with appliance moving equipment from the unit’s sides, never the front or rear. See fig. 12. Failure to do so may result in personal injury or appliance damage. Do not lift the unit by handles, doors, or hinges.

**FIG. 9.** Remove the drain pan before pulling the appliance off the skid.

**FIG. 10.** Adjustment screw location. Other adjustment screw not shown.

**FIG. 11a.** With assistance, carefully walk the appliance partially off the back of the skid.

**FIG. 11b.** Then, tilt the unit backward and remove the skid.

**FIG. 11c.** Carefully guide the appliance to an upright position.

**FIG. 12.** Only lift with appliance moving equipment from the SIDES, NEVER the FRONT or REAR. Take care to avoid damaging the icemaker.
ANTI-TIP BRACKET INSTALLATION

KIT CONTENTS

- (1) One anti-tip bracket
- (4) Four 3/16” masonry screws
- (8) Eight #12-2” wood screws
- (12) Twelve 1/4” washers

REQUIRED TOOLS

- Tape measure
- Marking utensil
- 1/8” drill bit
- 7/16” socket
- Phillips bit driver
- Drill or ratchet

WARNING! TIP OVER HAZARD. To avoid a hazard from appliance instability, install the anti-tip bracket in accordance with the instructions below.

BEFORE YOU BEGIN

Consult a flooring expert to confirm that the flooring where the unit will be installed is rated for at least 150 pounds per square foot.

36RBF UNIT

PROCEDURE

1. Measure and mark the depth of the bracket’s placement in the installation location.
   - Flush installation: 24-31/32” (634 mm)
   - Proud installation: 22-31/32” (584 mm)

2. Place and center the bracket at the measured depth.

3. With the bracket as a guide, drill pilot holes into the wall and/or floor.

   NOTE: FOR INCREASED STABILITY, SECURE THE BRACKET TO AS MANY JOISTS AND/OR STUDS AS POSSIBLE.

4. With the provided hardware, secure the anti-tip bracket.

5. Adjust the rear leveling rollers 1/4 turn clockwise.

6. Slide the unit into place and hook the anti-tip bracket into the castor assembly slots.

NOTE: DIMENSIONS MAY VARY BY ± 1/8” (3.175 mm)

TOP VIEW

© = Center Line
----- = Bracket Location

NOTE: DIMENSIONS MAY VARY BY ± 1/8” (3.175 mm)
LEVELING

It is important that your unit is level. This ensures the doors align and seal correctly and drain pans do not spill over.

PROCEDURE

1. Place a level on the interior floor on the unit. Check the level back-to-front and side-to-side. See fig. 1 for leveling adjustment locations.

2. Adjust the front leveling legs as needed with pliers or an adjustable wrench.

3. Adjust the rear leveling legs as needed with a 7/16” socket. Turn clockwise to raise the rear of the unit.

FIG. 1. Leveling leg adjustment locations.
WATER FILTER INSTALLATION & PERFORMANCE DATA

The water filter filters sediment and removes unpleasant taste and odor. Install the provided water filter before using the icemaker. The unit will not make ice until the water filter is installed.

PROCEDURE
1. Remove the kickplate. See fig. 1.
2. Insert the provided water filter (see fig. 2) and rotate the filter clockwise. (See figs. 3 and 4).
3. Reinstall the kickplate.

WATER FILTER PERFORMANCE DATA

• This system has been tested according to NSF/ANSI Standard 42, 53, 372, 401, P473 and CSA B483.1 for reduction of the substances listed below. The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI Standards 42, 53, 372, 401, P473 and CSA B483.1.

• Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts. The system conforms to NSF/ANSI 42, 53, 372, 401, P473 and CSA B483.1 for the specific performance claims as verified and substantiated by test data. Conforms to NSF/ANSI 53 for VOC reduction. See below for individual contaminants and reduction performance.

NOTE: TESTING WAS PERFORMED UNDER STANDARD LABORATORY CONDITIONS, ACTUAL PERFORMANCE MAY VARY.
**Contaminant and Reduction Performance**

<table>
<thead>
<tr>
<th>Contaminant</th>
<th>% of Reduction</th>
<th>Influent Concentration</th>
<th>Max Allowable</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHLORINE</td>
<td>&gt;97%</td>
<td>2.0 mg/L</td>
<td>1.0 mg/L</td>
</tr>
<tr>
<td>ALACHLOR*</td>
<td>&gt;98%</td>
<td>0.050 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>Arsenic</td>
<td>99.96%</td>
<td>180 MPL</td>
<td>99%</td>
</tr>
<tr>
<td>TRICHLOROETHANE (1,2-DICHLOROETHANE)*</td>
<td>&gt;99%</td>
<td>0.083 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>BENZENE*</td>
<td>&gt;99%</td>
<td>0.081 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>BENZENE*</td>
<td>&gt;99.5%</td>
<td>0.04 +/-10%</td>
<td>0.002</td>
</tr>
<tr>
<td>CHLOROBENZENE (Monochlorobenzene)*</td>
<td>&gt;99%</td>
<td>0.077 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>CHLOROPICRIN*</td>
<td>&gt;99.95%</td>
<td>0.0015 mg/L</td>
<td>0.0002</td>
</tr>
<tr>
<td>Trichloroacetic acid (see CYST)</td>
<td>&gt;99.5%</td>
<td>0.014 mg/L</td>
<td>0.005</td>
</tr>
<tr>
<td>Carbon Dioxide</td>
<td>&gt;99%</td>
<td>0.19 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>Carbon Tetrachloride</td>
<td>&gt;95%</td>
<td>0.014 mg/L</td>
<td>0.005</td>
</tr>
<tr>
<td>Chloroform (TTHM)* (surrogate chemical)</td>
<td>&gt;99.8%</td>
<td>0.300 mg/L</td>
<td>0.015</td>
</tr>
<tr>
<td>Chloroform (TTHM)*</td>
<td>&gt;99%</td>
<td>0.300 mg/L</td>
<td>0.015</td>
</tr>
<tr>
<td>Chloroform (All chlorinated)</td>
<td>&gt;99%</td>
<td>0.300 mg/L</td>
<td>0.015</td>
</tr>
<tr>
<td>2,4-D*</td>
<td>&gt;98%</td>
<td>0.110 mg/L</td>
<td>0.0017</td>
</tr>
<tr>
<td>CYST (SediCap; Cryptosporidium, Entamoeba, Toxoplasma)*</td>
<td>&gt;99.95%</td>
<td>MINIMUM 50,000/L</td>
<td><strong>MAX</strong> 2,900/L</td>
</tr>
<tr>
<td>Cryptosporidium (see CYST)</td>
<td>&gt;99.95%</td>
<td>MINIMUM 50,000/L</td>
<td><strong>MAX</strong> 2,900/L</td>
</tr>
<tr>
<td>DBP (see Dichloroacetonitrile)*</td>
<td>&gt;99%</td>
<td>0.052 mg/L</td>
<td>0.0002</td>
</tr>
<tr>
<td>1,2-OCA (see 1,2-DICHLOROETHANE)*</td>
<td>&gt;95%</td>
<td>0.088 mg/L</td>
<td>0.0048</td>
</tr>
<tr>
<td>1,1-DCE (see 1,1-DICHLOROETHANE)*</td>
<td>&gt;99%</td>
<td>0.083 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>DIBROMOCHLOROMETHANE (TTHM/Chloroform surrogate)</td>
<td>&gt;99.8%</td>
<td>0.300 mg/L</td>
<td>0.015</td>
</tr>
<tr>
<td>DIBROMOCHLOROPROPANE (DBCP)</td>
<td>&gt;99%</td>
<td>0.052 mg/L</td>
<td>0.0002</td>
</tr>
<tr>
<td>o-DICHLOROBENZENE (1,2 Diclorobenzene)*</td>
<td>&gt;99%</td>
<td>0.080 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>p-DICHLOROBENZENE (Para-Dichlorobenzene)</td>
<td>&gt;98%</td>
<td>0.040 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>1,2-DICHLOROETHANE (1,2-DCE)*</td>
<td>&gt;95%</td>
<td>0.068 mg/L</td>
<td>0.0048</td>
</tr>
<tr>
<td>1,1-DICHLOROETHYLENEL (1,1-DCE)*</td>
<td>&gt;99%</td>
<td>0.088 mg/L</td>
<td>0.004</td>
</tr>
<tr>
<td>CIS-1,2-DICHLOROETHYLENE*</td>
<td>&gt;99%</td>
<td>0.170 mg/L</td>
<td>0.0005</td>
</tr>
<tr>
<td>TRANS-1,2-DICHLOROETHYLENE*</td>
<td>&gt;99%</td>
<td>0.086 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>1,2-DICHLOROPROPANE (Propylene Dichloride)*</td>
<td>&gt;99%</td>
<td>0.080 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>CIS-1,2-DICHLOROPROPYLLENE*</td>
<td>&gt;99%</td>
<td>0.079 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>DINITROTOLUENE*</td>
<td>&gt;99%</td>
<td>0.170 mg/L</td>
<td>0.0002</td>
</tr>
<tr>
<td>EDI (see ETHYLENE DIBROMIDE)*</td>
<td>&gt;99%</td>
<td>0.044 mg/L</td>
<td>0.0002</td>
</tr>
<tr>
<td>ENDIN</td>
<td>99%</td>
<td>0.053 mg/L</td>
<td>0.00059</td>
</tr>
<tr>
<td>Entamoeba (see CYST)</td>
<td>99.95%</td>
<td>MINIMUM 50,000/L</td>
<td><strong>MAX</strong> 2,900/L</td>
</tr>
<tr>
<td>ESTRONE</td>
<td>96.9%</td>
<td>0.138 mg/L</td>
<td>&lt;0.020 mg/L</td>
</tr>
<tr>
<td>ETHYLENENE*</td>
<td>&gt;95%</td>
<td>0.088 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>ETHYLENE DIBROMIDE (EDI)*</td>
<td>&gt;95%</td>
<td>0.044 mg/L</td>
<td>0.0002</td>
</tr>
<tr>
<td>Furadon (see CARBOFURAN)*</td>
<td>&gt;95%</td>
<td>0.19 mg/L</td>
<td>0.001</td>
</tr>
<tr>
<td>Giardia Lamblia (see CYST)</td>
<td>&gt;99.95%</td>
<td>MINIMUM 50,000/L</td>
<td><strong>MAX</strong> 2,900/L</td>
</tr>
<tr>
<td>HALOACETONITRILES (HAND)</td>
<td>98%</td>
<td>0.022 mg/L</td>
<td>0.0005</td>
</tr>
<tr>
<td>BROMOCHLORACETONITRILE (see BCP)*</td>
<td>98%</td>
<td>0.024 mg/L</td>
<td>0.0006</td>
</tr>
<tr>
<td>DIBROMOACETONITRILE</td>
<td>98%</td>
<td>0.022 mg/L</td>
<td>0.0005</td>
</tr>
<tr>
<td>DICHLORACETONITRILE</td>
<td>98%</td>
<td>0.0155 mg/L</td>
<td>0.0003</td>
</tr>
</tbody>
</table>

**Flow Rate**: 0.5 gpm / 1.89 lpm

**Operating Temperature**: 33-100°F (0.6-38°C)

**Operating Pressure**: 30-100 psi (kPa)

**Capacity**: 300 gal. (1,136 L) or six months

**Filter Specifications**

- System to be used with municipal or well water sources treated and tested on regular basis to ensure bacteriologically safe quality. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.

- It is essential that the manufacturer’s recommended installation, maintenance and filter replacement requirements be carried out for the product to perform as advertised. Manufactured by Aquamor, LLC, Temecula, CA.
**KICKPLATE INSTALLATION**

The kickplate (see fig. 1) is shipped unattached to the unit to allow easy access for leveling the unit. The kickplate attaches to the unit with magnets (see fig. 2) located on either side at the bottom of the unit.

**INSTALLATION**

After leveling the unit, position the kickplate at the bottom of the unit’s front. See fig. 3.

**REMOVAL**

Pull the kickplate away from the unit.
JOINING KIT INSTALLATION

Kit Sizes: 60" (1524 mm) / 72" (1828.8 mm) / 78" (1981.2 mm) / 90" (2286 mm)

KIT CONTENTS

- (1) Joining Rainshield Assembly
- (1) Joining Kickplate
- Anti-Sweat Foam End Panels*
- Joining Bracket*
- 1/4-20 x 1" Hex Head Screws*
- 1/4" Split Lock Washers*

*Quantities vary by kit size.

REQUIRED TOOLS

Required tools include (but may not be limited to) the following:

- Phillips Bit Driver or Screwdriver
- 7/16" Socket Wrench
- 1/4" Socket Wrench
- Tape
- Marking Utensil
- Drill

CAUTION! Electrical shock or burn hazard. Unplug the unit or turn off the power supply before proceeding.

WARNING! TIP OVER HAZARD.

To avoid hazards from appliance instability, be sure to install the anti-tip brackets (see fig. 1) on each individual unit per the installation manual instructions.

PROCEDURE

1. Remove the reed switch bracket. See figs. 2 and 3.
2. Remove the reed switch cover, and then disconnect the reed switch. See figs. 4 and 5.

WARNING! TIP OVER HAZARD.

A child or adult could tip the appliance, resulting in property damage or bodily harm. Follow these instructions to properly install the anti-tip device. If the appliance is moved, verify that the device is properly engaged before the normal usage of the appliance commences.
JOINING KIT INSTALLATION (CONT.)

Kit Sizes: 60” (1524 mm) / 72” (1828.8 mm) / 78” (1981.2 mm) / 90” (2286 mm)

NOTE: IF FOUR (4) WIRES ARE CONNECTED TO THE REED SWITCH, BE SURE TO CLEARLY LABEL THE WIRES’ ORIGINAL LOCATIONS BEFORE DISCONNECTING THE REED SWITCH. WIRE LOCATION IS CRITICAL TO THE CABINET’S OPERATION. SEE FIG. 5.

3. Remove the reed switch wire from the rainshield. See figs. 6 and 7.

4. Remove the rainshield. See figs. 8-10.

5. Repeat steps 1-4 for each unit of the joined installation.

6. Remove the inner magnet brackets (see figs. 11 and 12). Then, thread and tighten the magnet bracket screws. Discard the magnet bracket.

NOTE: BE SURE TO RETURN MAGNET BRACKET SCREWS TO THEIR ORIGINAL POSITIONS; THE SCREWS SUPPORT THE CASTOR ASSEMBLY HOUSING.
JOINING KIT INSTALLATION (CONT.)

Kit Sizes: 60" (1524 mm) / 72" (1828.8 mm) / 78" (1981.2 mm) / 90" (2286 mm)

7. Install anti-sweat foam end panels on the joined units’ sides where the cabinets will meet. See figs. 13 and 14.

8. Position the units in front of the final installation location. Then, level the units.

9. Verify the fronts of the units are flush at the seams and the gap(s) between the units is (are) consistent from top to bottom. See figs. 15 and 16.

10. With the provided hardware, install the joining bracket across the interior legs. See figs. 17 and 18.

11. With the existing hardware, install the joining rainshield assembly. See fig. 19.

   **NOTE: ASSISTANCE (AT LEAST TWO (2) PEOPLE) RECOMMENDED.**

12. Route the reed switch wires through the rainshield. See figs. 6 and 7.

13. With the predrilled holes in the joining rainshield, connect and install the reed switches near the handle-side of the units.

   **NOTE: BE SURE TO CONNECT THE WIRES TO THE REED SWITCH AS ORIGINALLY CONFIGURED. WIRE LOCATION IS CRITICAL TO THE CABINET’S OPERATION. SEE FIGS. 5 OR 20.**
JOINING KIT INSTALLATION (CONT.)

Kit Sizes: 60" (1524 mm) / 72" (1828.8 mm) / 78" (1981.2 mm) / 90" (2286 mm)

14. Walk the joined units into their final installation location.

15. Verify the level of the cabinets. Level the units as needed.

16. Restore power to the units and turn the units on.

17. After 3 minutes of runtime, open the doors individually and verify correct door switch operation. When operating correctly, the following should occur:

- Unless set otherwise, the lights turn on and off with the door openings.
- The evaporator (interior) fan turns on and off with door openings.
- There is a low-pitched click from the control board area when the door opens or shuts.

18. Install the joining kit grill.

FIG. 15. Verify the cabinet fronts are flush. Adjust the units accordingly.

FIG. 16. Verify the gap(s) between cabinets is (are) even throughout.

FIG. 17. Return the magnet bracket screws to their original locations

FIG. 18. Installed joining bracket.

FIG. 19. Installed joining rainshield.

FIG. 20. Connect the reed switches with the original wire configurations.
CABINET SETUP

DOOR INSTALLATION & REMOVAL

REFRIGERATOR STORAGE

FREEZER STORAGE

ICEMAKER

PRETVE THE MOMENT®
DOOR INSTALLATION & REMOVAL

INSTALLATION
1. Hold the door perpendicular (90°) to the opening.
2. Align the hinge posts with the hinges.
3. Carefully lower the door into place.

REMOVAL
If door removal is necessary, see instructions below.
1. Open the door 90°.
2. Lift the door straight up off the hinges.

FIG. 1. The unit with the door closed.

FIG. 2. Carefully lift the door off its hinges.
REFRIGERATOR STORAGE

The refrigerator section of the cabinet is divided into shelving and produce / crisper bins.

SHELVING

The shelving comes installed on the unit. See figs. 1 and 2. It is adjustable for customer application.

SHELVING ADJUSTMENT

1. Gently lift the front of the shelf and unhook the shelf from the shelf standards on the back wall. See fig. 3.
2. Hook the shelf into the pilaster at the desired height.

DOOR BINS (SOLID DOORS ONLY)

Door bins are only available for solid door units.

1. Locate the door bins packaged in the top refrigerator drawer. See fig. 4.
2. Hook the door into the door slots at the desired height. See fig. 5.
3. Push the door bins down to ensure the tabs are fully engaged in the slots. See fig. 6.

PRODUCE / CRISPER BINS

The refrigerator section has three drawers. See the instructions below for drawer removal or reinstallation.

BIN REMOVAL

1. Fully open the drawer.
2. With a Phillips screwdriver, remove the drawer slide screws. See fig. 7.
3. Lift the drawer from the unit.

BIN INSTALLATION

1. Pull the drawer slides fully forward.
2. Slide the drawer into position until the drawer rests under the rear hooks on the drawer slides.
3. With a Phillips screwdriver, fasten the drawer to the drawer slides.
FREEZER STORAGE

The freezer drawer of the cabinet is divided into two sections. The top section holds the ice bin (see fig. 1).

NOTE: IT IS NOT RECOMMENDED TO REMOVE THE ICE BIN, EVEN IF THE ICEMAKER IS NOT IN USE. THE ICE BIN PREVENTS PRODUCT DAMAGING THE ICEMAKER.

DRAWERS

See the instructions below for drawer removal or reinstallation.

DRAWER REMOVAL

1. Fully open the drawer.
2. With a Phillips screwdriver, remove the drawer slide screws. See fig. 2.
3. Lift the drawer from the unit.

DRAWER INSTALLATION

1. Pull the drawer slides fully forward.
2. Slide the drawer into position until the drawer rests under the rear hooks on the drawer slides.
3. With a Phillips screwdriver, fasten the drawer to the drawer slides.
ICEMAKER

The icemaker (see fig. 1) is in the rear upper left of the freezer section. For water supply requirements, please see “Water Supply Requirements” (page 15). To turn the icemaker on, please see “Ice Menu Navigation” (page 40).

- The icemaker will not operate if the water filter has not been installed. See “Water Filter Installation” (page 23) for installation instructions.
- After the initial startup, discard the first batch of produced ice. This ice may contain impurities from new plumbing connections.
- Do not remove the ice bin, even if the icemaker is not in use. The ice bin prevents stacked product from damaging the icemaker.
- If ice is not used regularly, it may fuse together. To avoid this, discard the ice and allow the ice maker to replenish.

ICE SCOOP

For easy storage, hang the ice scoop on the back of the drawer front. See fig. 2.

MAX ICE

When the max ice is turned on, the unit maximizes ice production for 24 hours. For information on turning Max Ice on or off, please see “Ice Menu Navigation” (page 40).
ICE MENU NAVIGATION
To enter the Ice Menu, press ICE button on the user interface. Use the UP and DOWN arrows to navigate between the menu options and use ICE button to make a selection. See the diagram below. For more detail, please see “Ice Menu Navigation” (page 40).

ICE TROUBLESHOOTING
Please see the table below to troubleshoot some common problems with ice production. If your issue is not resolved, please contact True Residential Service at 844-746-9423 or TrueResidentialService@TrueMfg.com.

<table>
<thead>
<tr>
<th>Ice Issue</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>No ice</td>
<td>• Verify the water filter is installed</td>
</tr>
<tr>
<td></td>
<td>• Verify water is being supplied to the unit</td>
</tr>
<tr>
<td></td>
<td>• Verify the icemaker is on and has been running for at least 24 hours</td>
</tr>
<tr>
<td></td>
<td>• Verify the ice bin is positioned correctly</td>
</tr>
<tr>
<td></td>
<td>• Verify the freezer temperature is near 0°</td>
</tr>
<tr>
<td></td>
<td>• Verify the water filter has been replaced within the last 12 months and has been installed correctly</td>
</tr>
<tr>
<td>Black flecks in the ice cubes</td>
<td>Stop use and contact True Residential Technical Service</td>
</tr>
<tr>
<td>Bad taste</td>
<td>• Defrost the freezer and clean with soap and water</td>
</tr>
<tr>
<td></td>
<td>• Place coffee grounds or charcoal briquettes in the freezer to absorb odor</td>
</tr>
<tr>
<td>Hollow cubes</td>
<td>Clean the condenser coil. Contact True Residential Customer Service if the issue is unresolved.</td>
</tr>
</tbody>
</table>
ELECTRONIC CONTROL OPERATION

USER INTERFACE

SET POINT MENU

ICE MENU

MODE MENU

SERVICE REPORT

LIGHT MENU

DOOR AJAR ALARM

SHOWROOM MODE

SYSTEM NOTIFICATIONS
USER INTERFACE

All units are shipped in **ON** mode. During the initial startup, the unit runs a short power up diagnostic followed by a single audible beep. The lights turn on and temperature readings appear on the display.

**WARNING!** Turning the unit off with the power button does not remove the power supply from the control. Unplug the unit or turn off the power supply.

Please note that though the display can show either Fahrenheit or Celsius, in most cases the figures show Fahrenheit. Please see the button functions in the diagram below.

- Unless otherwise stated, the shown button commands are “press and release”.
- Shutting the door exits the menu to the Home screen.
SET POINT MENU

To adjust set points, please see the information and diagram below.

• Press the ZONE button until the display shows the appropriate compartment.
• With the DOWN or UP arrows, select the desired set point. NOTE: Each button press adjusts the set point by one (1) degree and is accompanied by an audible beep.
• When the desired set-point is reached, press the ZONE button until the display shows the home screen.

PLEASE NOTE:

• The temperature range in a freezer zone is -4°F (-20°C) to 4°F (-16°C).
• The temperature range in a refrigerator zone is 32°F (0°C) to 42°F (6°C).
• Initial factory set-points are 0°F (-18°C) in a freezer zone and 38°F (3°C) in a refrigerator zone.
• The initial stroke of the up or down key will change the previous set-point by one degree.

• Unless otherwise stated, the shown button commands are “press and release”.
• Shutting the door exits the menu to the Home screen.
ICE MENU
The Ice Menu contains three operations.

- **Ice Maker**: Toggles the icemaker between on/off.
- **Max Ice**: Maximizes ice production for 24 hours.
- **Water Filter Reset**: Immediately resets the countdown to change the water filter.

• Unless otherwise stated, the shown button commands are “press and release”.
• Shutting the door exits the menu to the Home screen.
MODE MENU

The MODE menu contains four operations.

- **Holiday Mode**: Star-K compliant. Cannot change set points or initiate manual defrost. **HOLIDAY MODE ACTIVE** shows on the display when the door is closed.
- **Temperature**: Change between Fahrenheit and Celsius. Exit to the home screen to confirm the change.
- **Vacation Mode**: Mode ends when the door opens.
- **Service Report**: Cycles the display through any error notifications.

- Unless otherwise stated, the shown button commands are "press and release".
- Shutting the door exits the menu to the Home screen.
SERVICE REPORT

The service report is for the end user.

**IF NO ERRORS**

- NO SERVICE REQUIRED
- PRESS ANY KEY TO EXIT

(OR)

**IF ERRORS EXIST**

- CALL FOR SERVICE
  - FREEZER THERMISTORS
- CALL FOR SERVICE
  - REFRIGERATOR THERMISTORS
- CALL FOR SERVICE
  - FREEZER RUN TIME
- CALL FOR SERVICE
  - REFRIGERATOR RUN TIME

(Only after run time errors)

- CALL FOR SERVICE
  - UNIT IS NON FUNCTIONAL

ANY KEY

HOME SCREEN

38°F

0°F

ANY KEY

(Display will cycle to all existing errors
-and bypass nonexistent- before prompting
the exit screen below)

**CYCLE POWER TO RESET ERROR CODES**

PRESS ANY KEY TO EXIT
LIGHT MENU

All models are equipped with an accent lighting system in the refrigerator and/or freezer compartment(s). To energize the accent lighting system, press LIGHT and navigate to the corresponding compartment (see diagram below).

- **DOOR**: Lights turn on when the door/drawer opens.
- **ON**: Lights turn on and stay on when the door/drawer closes.

- Unless otherwise stated, the shown button commands are “press and release”.
- Shutting the door exits the menu to the Home screen.

![Diagram of electronic control operation](image-url)
DOOR AJAR ALARM
The cabinet will alert whenever the door is left ajar.

- Unless otherwise stated, the shown button commands are “press and release”.
- Shutting the door exits the menu to the Home screen.

HOME SCREEN

REFRIGERATOR DOOR AJAR (OR) FREEZER DOOR AJAR
(To stop alarm buzzer press ALARM)

DOOR ALARM ON EXIT

ALARM

DOOR ALARM OFF EXIT

ALARM

DOOR ALARM OFF EXIT

08/02/2022
SHOWROOM MODE
Showroom mode (found in the Service Menu) enables all cabinet functions except for refrigeration.

• Unless otherwise stated, the shown button commands are “press and release”.
• Shutting the door exits the menu to the Home screen.

HOME SCREEN

WARNING
THIS MODE IS FOR SERVICE ONLY
PRESS POWER TO EXIT OR DOWN TO CONTINUE

REFRIGERATOR
FREEZER
EXIT
SHOWROOM MODE OFF
COMBO FIRMWARE
UI-4-0  CB-28

UI-4-0 = USER INTERFACE FIRMWARE VERSION
CB-28 = CONTROL BOARD FIRMWARE VERSION

To change selection (dark highlight/white text)
Will enter REFRIGERATOR/FREEZER SERVICE,
toggle SHOWROOM MODE ON/OFF or exit to home.
Showroom mode enables all cabinet functions except for refrigeration.
**ELECTRONIC CONTROL OPERATION**

**SYSTEM NOTIFICATIONS**
- The display may show the notifications in the table below if the appliance requires attention.
- Multiple notifications will cycle through each one for 5 seconds

<table>
<thead>
<tr>
<th>NOTIFICATION</th>
<th>DEFINITION</th>
<th>ALARM SOUNDS</th>
<th>NOTIFICATION CLEARED BY:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>REFRIGERATOR HIGH TEMP</strong></td>
<td>Zone temperature is above high temperature alarm.</td>
<td><strong>YES</strong></td>
<td>Zone is below high temperature alarm.</td>
</tr>
<tr>
<td><strong>FREEZER HIGH TEMP</strong></td>
<td>Zone temperature is above high temperature alarm.</td>
<td><strong>YES</strong></td>
<td>Zone is below high temperature alarm.</td>
</tr>
<tr>
<td><strong>REFRIGERATOR DOOR ALARM</strong></td>
<td>Door alarm has been triggered (door open for 5 minutes).</td>
<td><strong>YES</strong></td>
<td>Door alarm has been cleared.</td>
</tr>
<tr>
<td><strong>FREEZER DOOR ALARM</strong></td>
<td>Door alarm has been triggered (door open for 5 minutes).</td>
<td><strong>YES</strong></td>
<td>Door alarm has been cleared.</td>
</tr>
<tr>
<td><strong>SHOWROOM MODE</strong></td>
<td>Unit in showroom mode (see service mode menu). Only the light features are active and set point temperatures are displayed.</td>
<td><strong>NO</strong></td>
<td>Exit showroom mode (see service mode menu).</td>
</tr>
<tr>
<td><strong>REMOTE CONNECTION</strong></td>
<td>Control is being accessed remotely via communication cable or bluetooth.</td>
<td><strong>NO</strong></td>
<td>Control is no longer being remotely accessed.</td>
</tr>
<tr>
<td><strong>WATER FILTER</strong></td>
<td>Water filter timer expired.</td>
<td><strong>NO</strong></td>
<td>Water filter reset in Ice Menu.</td>
</tr>
</tbody>
</table>
GENERAL MAINTENANCE, CARE & CLEANING

STAINLESS STEEL CARE AND CLEANING

WATER FILTER REPLACEMENT

CONDENSER COIL CLEANING

CONDENSATION

HANDLE TIGHTENING

SERIAL LABEL LOCATION

CONTACT INFORMATION
GENERAL MAINTENANCE, CARE & CLEANING

STAINLESS STEEL EQUIPMENT CARE AND CLEANING

NOTE! Do not use any steel wool, abrasive or chlorine based products to clean stainless steel surfaces.

STAINLESS STEEL OPPONENTS

There are three basic things which can break down your stainless steel’s passivity layer and allow corrosion to rear its ugly head.

- Scratches from wire brushes, scrapers, and steel pads are just a few examples of items that can be abrasive to stainless steel’s surface.

- Deposits left on your stainless steel can leave spots. You may have hard or soft water depending on what part of the country you live in. Hard water can leave spots. Hard water that is heated can leave deposits if left to sit too long. These deposits can cause the passive layer to break down and rust your stainless steel. All deposits left from food prep or service should be removed as soon as possible.

- Chlorides are present in table salt, food, and water. Household and industrial cleaners are the worst type of chlorides to use.

STAINLESS STEEL CLEANING AND RESTORATION

Do not use stainless steel cleaners or similar solvents to clean plastic or powder-coated parts. Instead, use warm soapy water.

- For routine cleaning and removal of grease and oil, apply white vinegar, ammonia, or any good commercial detergent* with a soft cloth or sponge.

- Stainless steel polish (i.e., Zep® Stainless Steel Polish, Weiman® Stainless Steel Cleaner & Polish, Nyco® Stainless Steel Cleaner & Polish, or Ecolab® Ecoshine®) and olive oil can act as a barrier against fingerprints and smears.

- Degreasers* (i.e., Easy-Off® Specialty Kitchen Degreaser or Simple Green® Industrial Cleaner & Degreaser) are excellent for removal of grease, fatty acids, blood and burnt-on foods on all surfaces.

- For restoration/passivation or removing stubborn stains and discoloration, Brillo® Cameo®, Zud® Cleanser, Ecolab® Specifax™ First Impression® Metal Polish, Sheila Shine, or talc can be applied by rubbing in the direction of the polish lines.

*DO NOT USE DETERGENTS OR DEGREASERS WITH CHLORIDES OR PHOSPHATES.
8 TIPS TO HELP PREVENT RUST ON STAINLESS STEEL

- **Maintain the Cleanliness of Your Equipment** – Avoid build-up of hard stains by cleaning frequently. Use cleaners at the recommended strength (alkaline chlorinated or non-chloride).

- **Use the Correct Cleaning Tools** – Use non-abrasive tools when cleaning your stainless steel products. The stainless steel’s passive layer will not be harmed by soft cloths and plastic scouring pads.

- **Clean Along Polishing Lines** – Polishing lines (“grain”) are visible on some stainless steels. Always scrub parallel to polishing lines when visible. Use a plastic scouring pad or soft cloth when you cannot see the grain.

- **Use Alkaline, Alkaline-Chlorinated or Non-Chloride Cleaners** – While many traditional cleaners are loaded with chlorides, the industry is providing an ever increasing choice of non-chloride cleaners. If you are not sure of your cleaner’s chloride content, contact your cleaner supplier. If they tell you that your present cleaner contains chlorides, ask if they have an alternative. Avoid cleaners containing quaternary salts, as they can attack stainless steel, causing pitting and rusting.

- **Rinse** – When using chlorinated cleaners, you must rinse and wipe dry immediately. It is better to wipe standing cleaning agents and water as soon as possible. Allow the stainless steel equipment to air dry. Oxygen helps maintain the passivity film on stainless steel.

- **Never Use Hydrochloric Acid (Muriatic Acid) on Stainless Steel** – Even diluted, hydrochloric acid can cause corrosion, pitting and stress corrosion cracking of stainless steel.

- **Water Treatment** – To reduce deposits, soften hard water when possible. Installation of certain filters can remove corrosive and distasteful elements. Salts in a properly maintained water softener can also be to your advantage. Contact a treatment specialist if you are not sure of the proper water treatment.

- **Regularly Restore & Passivate Stainless Steel** – Stainless steel gets its stainless properties from the protective chromium oxides on its surface. If these oxides are removed by scouring, or by reaction with harmful chemicals, then the iron in the steel is exposed and can begin to oxidize, or rust. Passivation is a chemical process that removes free iron and other contaminants from the surface of stainless steel, allowing the protective chromium oxides to re-form.
WATER FILTER REPLACEMENT

The water filter has a life expectancy of 300 gal (1,136 L) or six months. When the water filter reaches the end of its life, the control display shows WATER FILTER.

To order a replacement water filter, go to https://store.trueresidential.com/collections/maintenance-1 or contact our parts department at 844-849-6226 or TrueResidentialParts@TrueMfg.com.

Follow the instruction below to change the water filter. For information on clearing the water filter notification, please see “Electronic Control Operation: Ice Menu” (page 40).

PROCEDURE

1. Remove the kickplate. See fig. 1.

2. Rotate the water filter counterclockwise and pull the filter from the unit. See fig. 2.

3. Insert the replacement water filter and rotate the filter clockwise. See fig. 3.

4. Reinstall the kickplate.
CONDENSER COIL CLEANING

Keeping the condenser coil clean minimizes required servicing and lowers electrical cost. Warranty does not cover cleaning the condenser coil.

**WARNING!** Electrical shock or burn hazard. Unplug the unit or turn off the power supply before proceeding. **DO NOT** clean appliance with a pressure washer or hose.

**CAUTION!** Risk of eye injury from debris. Eye protection is recommended.

**CAUTION!** Coil fins are sharp. Gloves are recommended.

**REQUIRED TOOLS**
- Stiff-bristled brush
- Vacuum Cleaner
- Gloves (recommended)

**PROCEDURE**
1. Open the rainshield. See fig. 1.

2. With a stiff-bristled brush, carefully clean accumulated dirt from the condenser coil fins. See fig. 2.

   **NOTE:** NEVER BRUSH ACROSS THE COIL FINS.

3. Carefully vacuum any dirt around the condensing unit area.

4. Close the rainshield.

**CONDENSATION**

Leaving the doors and/or drawers open for long periods of time or running a unit with little/no product inside may cause excessive condensation.
HANDLE TIGHTENING
Tighten handles with a 3/32" Allen wrench.

SERIAL LABEL LOCATION
The serial label is located on the upper right wall of the freezer drawer. See fig. 1.

This label contains important information such as your model name and serial number. Please have this information on hand when contacting True so we can better assist you with your service- or parts-related inquiries.

FIG. 1. Serial label location.

CONTACT US

CUSTOMER SERVICE
Phone: 888-616-8783
info@true-residential.com

WARRANTY DEPARTMENT
Phone: 844-849-6179
trueresidentialwarranty@truemfg.com

SERVICE DEPARTMENT
Phone: 844-746-9423
TrueResidentialService@truemfg.com
TRUE RESIDENTIAL® SERIES LIMITED WARRANTY STATEMENT

LIMITED 30 DAY COSMETIC WARRANTY
Stainless steel doors, handles, and shelves are warranted to be free from defective materials or 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 *For units purchased after Feb 1, 2013
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 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 *For units purchased after Feb 1, 2013
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 period 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. 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.

SEVEN THROUGH TWELVE-YEAR SEALED SYSTEM WARRANTY – PARTS ONLY
*For units shipped from True after Feb 1, 2017 and REGISTERED via TRUE’s Product Registration Page – 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 period of Twelve (12) years from the date of original installation but not to exceed twelve (12) years and three (3) months after shipment from the manufacturer, whichever occurs first. Product must be registered with TRUE within 12 months of the unit’s installation to qualify for this warranty. Factory seconds and clear Ice machines are excluded from this warranty.

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.

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.

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 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
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
TrueResidentialWarranty@truemfg.com