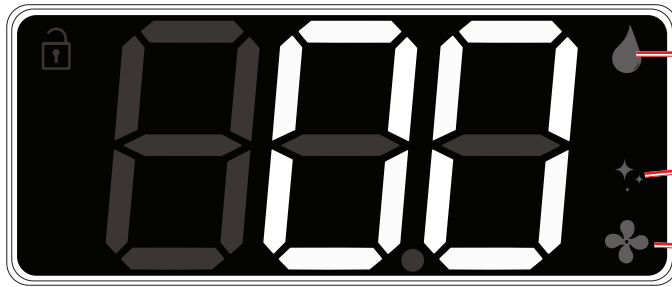






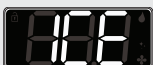

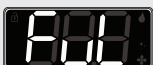





## TUI-15-D Quick Reference Sheet



Water filter reminder

Descale & sanitize reminder

Condenser coil cleaning reminder

Display Code	Definition	Action to Take
	Appliance is off; Some components still have power	Press and hold <b>POWER</b> for 3 sec to turn appliance on
	Fill mode; reservoir fills with water	Normal operation; no action
	Ice mode; making ice	Normal operation; no action
	Harvest mode; Clears ice (or residual ice) from the ice mold into the storage bin	Normal operation; no action
	Full mode; Ice storage bin is full	Normal operation; no action
	Drain error: Appliance not able to drain in five (5) minutes of operation	Check drain line for kinks and clogs
	Temperature thermistor 1 failed or loose connection	<b>Contact service company</b> Thermistor 1 is located on the evaporator outlet tube and terminates harvest
	Temperature thermistor 2 failed or loose connection	<b>Contact service company</b> Thermistor 2 is located on the condenser outlet tube and cycles the fan motor
	Evaporator thermistor fell below 14°F (-10°C) within first five (5) minutes of freeze time	Verify water pump sprays and spray nozzles are not clogged
	Ambient temperature too cold	Wait for ambient temperature to rise <b>Winterize the appliance to prevent damage;</b> see owner's manual for instruction

Service Company Locator: <https://true-residential.com/service-locator/>

### CONTACT US

#### UNITED STATES & CANADA

7:00-6:00 CST Monday-Friday,  
8:00-12:00 Saturday

Warranty Phone: +1 844-849-6179  
Technical Phone: +1 844-746-9423

Warranty Email: TrueResidentialWarranty@truemfg.com  
Technical Email: TrueResidentialService@truemfg.com

Warranty Fax: +1 636-980-8510  
Technical Fax: +1 636-980-8510