

Instructions For Completing Form

1. Model and serial number of the equipment involved must be supplied (one cabinet serial number per claim form).
2. Submit claims directly to True via e-mail or fax.
3. A copy of the **Bill of Sale** is recommended and may be required to determine warranty status.
4. This form may be used as your original invoice.
5. Claim must be received within six (6) months of the repair date
6. All service calls to diagnosis and complete the repair must be submitted together on the same invoice/claim form.

Warranty Service Guide

When submitting a bill for warranty work, please refer to the **USA Warranty Repair Guidelines by Model**. The hours submitted must be within the guidelines or authorization is required from True. The time spent on the job should be multiplied by the straight time labor rate to determine the charge. True reserves the right to pay no more than the average commercial hourly rates within the distributor territory or region of the country. To prevent delays in processing claims, a complete explanation of the diagnosis/failure and the repair are required. True realizes that diagnostic and repair times may vary depending on the problem and model.

Multiple Repairs During Same Service Call

To diagnose and repair or replace more than one item, use up to the highest allowable time for the single repair, then add ½ hour for each additional repair.

Refrigerant Allowances

- No alternative blends are approved without written permission.
- New or reclaimed refrigerant (meets ARI Standard 700.88 Lab test). (for R134a/404a only)
- The recovery and reuse of refrigerant is covered by the \$30.00 reclaim charge. (for R134a/404a only)
- Only the weigh-in charge for the unit will be reimbursed. Otherwise an explanation will be required.

To see what is covered/not covered under warranty please refer to the Warranty Statement

For warranty questions: please call us at **855-878-9277** or e-mail warrantyinquiries@truemfg.com.

For technical questions: please call us at **800-325-6152** or e-mail service@truemfg.com.

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.

USA Warranty | Labor Claim Form



Service Company					End User				
Company Name					Company Name				
Address					Address				
City, State, Zip					City, State, Zip				
Phone No.					Phone No.				

Reported Complaint _____

Service Performed (Symptoms and/or summary of diagnosis made is required. List hours and explanation for each repair made. Give exact location of any leaks.)

See warranty repair guidelines by model for time allowed. Any refrigeration repair should be in accordance with True's Good Refrigeration practices. See warranty guidelines. Please call for approval if time is going to exceed hours allowed. All warranty claims must be received at True within six (6) months of completion of the work.

Labor Charges			
Micron Level Achieved			
Labor Rate Per Hour \$	Labor Hours		\$
Total Travel Hours			\$
Type of Refrigerant Used	Ounces Used	× Price Per Ounce	\$
Nitrogen Usage Fee (Maximum \$5.00)			\$
Miscellaneous Material Fee (Maximum \$30.00 – Includes soldering supplies, vacuum pump, etc.)			\$
Reclaim Fee (Maximum \$30.00 allowed – for 134a/404a only)			\$
Part Reimbursement*			
Include a copy of the compressor tag if credit is needed and a copy of the compressor invoice, part description and/or part number(s) used. (Please list separately below)			
Reimbursement requested amount (if purchased locally, please include copy of invoice)			\$
Include Parts Invoice Number (if applicable)			
Miscellaneous charges (please explain)			\$
Tax applicable in AZ, DC, GA, HI, IL, KY & VT & tax on labor applicable only in CO, IL & NM.			% \$
*If non-OEM parts are used without prior approval this may affect future warranty claims.			Grand Total \$

Customer Signature _____ **Service Technician** Signature** _____

Date Signed _____ **Date Signed** _____

Signatures required (or attach service agents original invoice with signatures.) **Technician making refrigeration system repairs must be certified per EPA requirements.

GDM | FLM | STA | STG | STM | STR | T | TAC | THAC | TS | TSD | TVM Series Cabinets

Upright Refrigerators and Freezers

Refrigeration – All refrigeration repairs should be done in accordance with True’s Good Refrigeration Practices. See attached.

a. Diagnose and replace defective compressor.....	4½ hrs.
b. Diagnose and replace defective compressor for GDM-72F/T-72F.....	5½ hrs.
c. Diagnose and replace defective condensing unit.....	4 hrs.
d. Diagnose and replace defective condensing unit for GDM-72F/T-72F	5 hrs.
e. Diagnose and replace defective evaporator coil	4½ hrs.
f. Diagnose and replace defective evaporator coil with multiple condensing units.....	6 hrs.
g. Locate refrigeration leak (NOTE: The location of the refrigerant leak must be noted on the service invoice).....	4 hrs.
h. Diagnose and reroute defective capillary tube and replace the condensing unit.....	6 hrs.
i. Diagnose and reroute defective capillary tube and replace the condensing unit for GDM-72F/T-72F.....	6½ hrs.
j. Diagnose and repair or replace defective refrigeration parts, other than list above which require opening the refrigeration system.....	4 hrs.

Multiple Refrigeration Repairs will be paid at the highest rate for the part changed, plus 1 hour for each additional refrigeration component changed.

Electrical

a. Diagnose and replace temperature control, module, display.....	2 hrs.
b. Diagnose and replace probe(s)	1½ hrs.
c. Diagnose and replace evaporator coil heater.....	4 hrs.
d. Diagnose and replace termination/high limit switch	3 hrs.
e. Diagnose and replace drain line heater	3½ hrs.
f. Diagnose and replace perimeter heater	4 hrs.
g. Diagnose and replace mullion heater.....	1½ hrs.
h. Diagnose and replace time clock.....	1½ hrs.
i. Diagnose and replace, driver, LED module	1½ hrs.
j. Diagnose and replace the IDL door cord.....	2 hrs.
k. Diagnose and replace condenser fan motor.....	2 hrs.
l. Diagnose and replace evaporator fan motor.....	1½ hrs.
m. Diagnose and replace compressor starting components	2 hrs.

Cabinet

a. Diagnose and replace door(s).....	1 hr.
b. Diagnose and replace door torsion spring /cartridge/door hinges.....	2 hrs.
c. Diagnose and replace door cord/retractor (GDM / TSD Slide Door).....	1½ hrs.
d. Diagnose and replace door cams on STA, STG, STM,STR	1 hr.

Labor allowances include the initial diagnosis and repair. Should your repair or the time to perform the necessary repairs exceed the allowed amount please contact the technical service department or the warranty department prior to or while doing the warranty repair for approval. True reserves the right to request any failed part covered under warranty to be returned. For repairs not noted, please contact the technical service department or the warranty department for approval.

Customer responsibilities to include but not limited to:

- a. To verify the product’s installation date to process warranty.
- b. To pay for normal operational maintenance, adjustments and cleaning.
- c. To pay for repairs caused by modifications made without True’s written approval.
- d. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- e. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

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.

T-G C | TBB | TD | TDD | TFP | TMC | TPP | TRCB | TSSU | TUC | TWT Series Cabinets

Reach-In Refrigerators and Freezers

Refrigeration – All refrigeration repairs should be done in accordance with True’s Good Refrigeration Practices. See attached.

a. Diagnose and replace defective compressor.....	4½ hrs.
b. Diagnose and replace defective condensing unit.....	4 hrs.
c. Diagnose and replace defective evaporator coil by removing cabinet top.....	5½ hrs.
d. Locate refrigeration leak (NOTE: the location of leak must be noted on the service invoice).....	4 hrs.
e. Locate refrigeration leak and repair with top removal for TMC/TPP/TRCB.....	5 hrs.
f. Diagnose and replace defective capillary tube.....	4½ hrs.
g. Diagnose and repair or replace defective refrigeration parts, other than list above which require opening the refrigeration system.....	4 hrs.

Multiple Refrigeration Repairs will be paid at the highest rate for the part changed, plus 1 hour for each additional refrigeration component changed.

Electrical

a. Diagnose and replace temperature control, module, display.....	2 hrs.
b. Diagnose and replace probe(s).....	1½ hrs.
c. Diagnose and replace temperature control for the TRCB.....	3 hrs.
d. Diagnose and replace termination/high limit switch.....	3 hrs.
e. Diagnose and replace drain line heater.....	3 hrs.
f. Diagnose and replace perimeter heater.....	4 hrs.
g. Diagnose and replace time clock.....	1½ hrs.
h. Diagnose and replace, ballast, driver, lamp holder, LED module, IDL door cord.....	1½ hrs.
i. Diagnose and replace condenser fan motor.....	2 hrs.
j. Diagnose and replace evaporator motor.....	1½ hrs.
k. Diagnose and replace evaporator fan motor in a drawer unit.....	2 hrs.
l. Diagnose and replace compressor starting components.....	2 hrs.

Cabinet

a. Diagnose and replace door(s).....	1 hr.
b. Diagnose and replace door cartridge/door hinges.....	2 hrs.
c. Countertop removal 93” and larger (added to repair for 2 men).....	1½ hrs.
d. General cabinet repair.....	1½ hrs.

Labor allowances include the initial diagnosis and repair. Should your repair or the time to perform the necessary repairs exceed the allowed amount please contact the technical service department or the warranty department prior to or while doing the warranty repair for approval. True reserves the right to request any failed part covered under warranty to be returned. For repairs not noted, please contact the technical service department or the warranty department for approval.

Customer responsibilities to include but not limited to:

- To verify the product’s installation date to process warranty.
- To pay for normal operational maintenance, adjustments and cleaning.
- To pay for repairs caused by modifications made without True’s written approval.
- To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

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.

TCGD | TCGG | TCGR | TDBD | TDM | TSID Series Cabinets

Reach-In Refrigerators

Refrigeration – All refrigeration repairs should be done in accordance with True’s Good Refrigeration Practices. See attached.

- a. Diagnose and replace defective compressor (including starting components) and test..... 4½ hrs.
- b. Diagnose and replace defective condensing unit, and test 4 hrs.
- c. Diagnose and replace defective evaporator, change drier, and test 5 hrs.
- d. Diagnose and replace defective evaporator, change drier, and test for TDBD-96 models..... 5½ hrs.
- e. Locate refrigeration leak, change drier, and test (**NOTE: the location of leak must be noted on the service invoice**) 4 hrs.
- f. Diagnose and reroute defective capillary tube 5 hrs.
- g. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system..... 4 hrs.

Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1 hour for each additional refrigeration part changed.

*** Please contact the technical service department for recommendations**

Electrical

- a. Diagnose and replace temperature control 2½ hrs.
- b. Diagnose and replace probe(s) 1½ hrs.
- c. Diagnose and replace time clock..... 1½ hrs.
- d. Diagnose and replace, ballast, driver, lamp holder, LED module, IDL door cord 1½ hrs.
- e. Diagnose and replace condenser fan motor 2 hrs.
- f. Diagnose and replace evaporator fan motor 2 hrs.
- g. Diagnose and replace the front glass motor on a TDM 2 hrs.
- h. Diagnose and replace compressor starting components 2 hrs.

Cabinet

- a. Diagnose and replace door(s)..... 1 hr.
- b. Diagnose and replace main glass..... Call*
- c. Diagnose and replace v-rollers..... 1 hr.
- d. Diagnose and replace v-track 2 hrs.
- e. Diagnose and replace the door cord..... 1 hr.
- f. Diagnose and replace the air deflector on TDM 1 hr.
- g. General cabinet repair 1½ hrs.

Labor allowances include the initial diagnosis and repair. Should your repair or the time to perform the necessary repairs exceed the allowed amount please contact the technical service department or the warranty department prior to or while doing the warranty repair for approval. True reserves the right to request any failed part covered under warranty to be returned. For repairs not noted, please contact the technical service department or the warranty department for approval.

Customer responsibilities to include but not limited to:

- a. To verify the product’s installation date for warranty process.
- b. To pay for normal operational maintenance, adjustments and cleaning.
- c. To pay for repairs caused by modifications made without True’s written approval.
- d. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- e. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

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.

TDC | THDC | TFM Series Cabinets

Freezers - Chest Type

Refrigeration – All refrigeration repairs should be done in accordance with True’s Good Refrigeration Practices. See attached.

- a. Diagnose and replace defective compressor (including starting components) 4½ hrs.
- b. Diagnose and replace defective condensing unit, and test 4 hrs.
- c. Locate refrigeration leak, change drier, and test (**NOTE: the location of leak must be noted on the service invoice**) 4 hrs.
- d. Diagnose and replace defective capillary tube, change drier, and test..... 4 hrs.
- e. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system..... 4 hrs.

**Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1½ hour for each additional refrigeration part changed.
* Please contact the technical service department for recommendations.**

Electrical

- a. Diagnose and replace temperature control 2½ hrs.
- b. Diagnose and replace time clock..... 2½ hrs.
- c. Diagnose and replace condenser fan motor..... 1½ hrs.
- d. Diagnose and replace temp control relay, ballast, lamp holder..... 2 hrs.
- e. Diagnose and replace compressor starting components 2 hrs.

Cabinet

- a. General cabinet repair 1½ hrs.
- b. Diagnose and replace door(s)..... 1 hr.

Labor allowances include the initial diagnosis and repair. Should your repair or the time to perform the necessary repairs exceed the allowed amount please contact the technical service department or the warranty department prior to or while doing the warranty repair for approval. True reserves the right to request any failed part covered under warranty to be returned. For repairs not noted, please contact the technical service department or the warranty department for approval.

Customer responsibilities to include but not limited to:

- a. To verify the product’s installation date to process warranty.
- b. To pay for normal operational maintenance, adjustments and cleaning.
- c. To pay for repairs caused by modifications made without True’s written approval.
- d. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- e. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

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.

STA | STG | STM | STR | T Heated Series Cabinets

Upright Equipment

Electrical

- a. Diagnose and replace temperature control module, display..... 2 hrs.
- b. Diagnose and replace probe(s) 1½ hrs.
- c. Diagnose and replace condenser fan motor 1½ hrs.
- d. Diagnose and replace termination/high limit switch 2 hrs.
- e. Diagnose and replace heating element..... 2 hrs.
- f. Diagnose and replace ballast, driver, lamp holder, LED module..... 2 hrs.

Cabinet

- a. Diagnose and replace door(s)..... 1 hr.
- b. Diagnose and replace door torsion spring/cartridge 2 hrs.
- c. Diagnose and replace the door cams on STA/STG/STM/STR..... 1 hr.
- d. Diagnose and replace door torsion spring /cartridge/door hinges..... 2 hrs.
- e. General cabinet repairs 1½ hrs.

Labor allowances include the initial diagnosis and repair. Should your repair or the time to perform the necessary repairs exceed the allowed amount please contact the technical service department or the warranty department prior to or while doing the warranty repair for approval. True reserves the right to request any failed part covered under warranty to be returned. For repairs not noted, please contact the technical service department or the warranty department for approval.

Customer responsibilities to include but not limited to:

- a. To verify the product's installation date to process warranty.
- b. To pay for normal operational maintenance, adjustments and cleaning.
- c. To pay for repairs caused by modifications made without True's written approval.
- d. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- e. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

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.

1. Call in the failure of the compressor to **1-800-325-6152**, ask for the Warranty or Service Department and have the serial number of the cooler ready. Warranty or Service will have a few questions to answer.
2. Take a picture of the defective compressor tag and email or fax in to True. Email to compressortags@truemfg.com or fax to **1-636-980-8510**. The picture must be clear and readable and include the whole tag. All numbers will need to be read to verify that the correct compressor was still installed in the cooler. Include on the email or fax, **the unit serial number and the ship to address**. Once the tag is verified, the compressor will be sent out at no charge.
3. If a picture is not something that can be obtained, then the compressor can be purchased from any of our parts depots in your area. Once the compressor has been changed out, the tag can be returned to the depot and credit will be issued once the tag is verified. To find the nearest parts depot in your area, please call **855-878-9277**. You can also view our parts depot map for the nearest location on our website, truemfg.com under the parts button.
4. If you have an account with True, then a compressor can be ordered and shipped out. You will be billed for the compressor. Once the compressor has been changed out, the tag can be returned to True for credit after tag verification. Return to compressortags@truemfg.com
5. If a compressor is purchased local, such as Bell Simons, this will void any remaining warranty on the cooler. If the compressor is purchased from United or Johnstone and not a True part number then it will be considered a local purchase.
6. If the compressor is purchased local, please send in a priced copy of the Invoice from the compressor purchase along with the tag and an invoice billing True for the cost of the compressor. Once the tag is verified, then True will reimburse the compressor purchase up to the amount that the compressor could be purchased from True.

If the technician calls in the failure and is told the cooler is under warranty, this does not mean the compressor will automatically be no charge or credited. The end user must have abided by True's warranty terms included with their cooler and all tags must be verified for proof that True's compressor was still installed in the cooler.

USA Warranty | Compressor Reimbursement Form



For reimbursement a copy or picture of the tag from the defective compressor must be submitted to: compressortags@truemfg.com | warranty fax: 636-980-8510

Company Name _____ Phone No. _____

Technician Name _____

Model No. _____ Compressor Model No. _____

Cabinet Serial No. _____ New Compressor Serial No. _____

Voltage _____ Voltage/Start Up _____

Amperage _____ Amperage/Start Up _____

Suction Pressure _____ High Side Pressure _____

Is Condenser Dirty? YES (if yes please send picture) NO Percent Dirty (%) _____

What is the compressor failure?

Locked Rotor (please list the LRA rating on compressor tag and the amp draw when compressor tries to start)

TAG _____ Actual _____

Bad Valves (please list the pressure readings) High _____ Low _____

Shorted, grounded

Open Winding

Bad Bearings

Noisy/Internal Mechanical

Miscellaneous (please explain below).



221725

Building The Finest Commercial Refrigeration – True, “The Best of the Cold Ones”



Good Refrigeration Practices

Good refrigeration practices will always start with good detective work to find out what caused the failure so we can eliminate the possibility of a repeat failure. Below is a step by step set of procedures we would recommend is followed when repairing a refrigeration system.

- Before opening the refrigeration system remember that the POE oil is very hygroscopic and absorbs moisture very quickly. You should not leave the system open to the atmosphere for more than 15 minutes. Any vacuum that exists before any repair should be broken with nitrogen to avoid moisture being pulled into the system.
- When accessing the system do not remove process tube ends. Use Temporary bolt on access valves for diagnosing and repair.
- When repair is complete valves need to be removed.
- For your manifold gauges, use as short as hose as possible. We recommend a maximum length of 12”.
- The introduction to the refrigeration system of anything other than a flushing agent, nitrogen, refrigerant, or oil is prohibited.
- If you are changing a component keep the system closed up with plugs or caps to reduce moisture contamination.
- Recover the refrigerant from the system. Note R-290 can be vented in a well ventilated area with no source of ignition.
- Remove the faulty refrigeration component and filter drier by cutting them out with a tubing cutter.
- Take a look at the filter drier and the components that have been removed for signs of oil breakdown, foreign objects like desiccant from drier, metal pieces from valves, etc.
- Be sure and test the oil from the refrigeration system for contamination using the proper test kit for the type of oil.
- When replacing a compressor make sure to also remove all the old oil from the system.
- If the oil shows signs of contamination. Flush the system.
- While purging nitrogen through the system drill (approximately 1/8”) (3.18 mm) hole in the bottom of the accumulator (IF EQUIPPED) so we do not leave contaminated oil in the system. After blowing this out with nitrogen, be sure to braze the hole closed.
- Always replace the drier with the exact OEM size.
- When brazing on R-290 system always purge nitrogen through the system.
- Place a nitrogen charge in the system to check for any leaks.
- Release the nitrogen down to 2 PSI.
- Change vacuum pump oil regularly to ensure the deepest vacuum your pump is capable of.
- Start pulling a vacuum as soon as possible to help remove moisture.
- Using a micron gauge pull down to 500 microns.
- See if the system will hold this micron with the gauges closed and the pump switched off to test for leaks of moisture.
- Once the system is evacuated, weigh in the listed refrigerant charge located on the serial tag inside the cabinet. R-290 can be added as a liquid or vapor. Refrigerant 134a/404A charge as a liquid only. Refrigerant should be charged through the high side.
- Test run unit and check for proper operation.
- Remove access valves.

ANY NITROGEN ADDED TO THE SYSTEM SHOULD NOT EXCEED 200 PSI (13.8 BAR).

Please call True Technical Service with any questions regarding the above practices.

1.855.372.1368
service@truemfg.com

World Headquarters: O’Fallon, Missouri, USA • **Service Department:** Hours of Operation
7:00-7:00 CST Monday – Thursday, 7:00 – 6:00 Friday, 8:00 – 12:00 Saturdays

UK
Field’s End Road,
Goldthorpe, Nr. Rotherham
South Yorkshire, S63 9EU
8:30AM – 5:00PM (M-F)
+44 1709 888 080

GERMANY
Hauptstr. 269,
79650 Schopfheim
8:00AM – 5:00PM (M-F)
+49 (0)7622 68830

AUSTRALIA
6B Phiney Place,
Ingleburn, NSW 2565
8:30AM – 5:00PM (M-F)
+61 2 9618 9999

MEXICO CITY
Eje 5 Sur “B”
Colonia Paseos de
Churubusco C.P. 09040
México, Distrito Federal
9:00AM – 5:30PM (M-F)
+52 555 804 6343/6344

CHILE
Avenida Las Condes #7009,
Las Condes, Santiago, Chile
C.P. 7560764
9:00AM – 5:30PM (M-F)
+56 232 13 3600