USA & CANADA FOODSERVICE WARRANTY STATEMENT

SEVEN-YEAR LABOR WARRANTY

TRUE warrants to the original purchaser of every new TRUE commercial foodservice product, the cabinet, and all parts thereof, to be free from defects in material or workmanship, under normal and proper use and maintenance service as specified by TRUE and upon proper installation and start-up in accordance with the instructional information supplied with each TRUE unit. TRUE's labor coverage obligation under this warranty is limited to a period of seven (7) years from the date of the original installation. Any warranty coverage is dependent on the purchase date of the unit being within 39 months of the original ship date from TRUE. The labor warranty shall include standard straight time labor charges only and reasonable travel time, as determined by TRUE. Warranty does not cover issues caused by improper installation or lack of basic preventative maintenance.

SEVEN-YEAR PART WARRANTY

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 of defective parts or assemblies. Warranty does not cover standard wear parts which include door gaskets, incandescent bulbs, or fluorescent bulbs.

SEVEN-YEAR COMPRESSOR WARRANTY

In addition to the 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 seven (7) years total for compressor defects, part only.

Compressors determined by TRUE to have been defective within this time period will, at TRUE's option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity.

The compressor component 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.

The seven (7) year compressor warranty detailed above will be voided if the following procedure is not carefully adhered to:

1. This system contains R404A, R134A, or R290 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.
4. All True Good Refrigeration Practices must be followed. Visit www.TrueMfg.com to view Good Refrigeration Practices.

WARRANTY CLAIMS

All claims for labor or parts must be made directly through TRUE. All claims should include: model number of the unit, the serial number of the unit, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect.

In case of warranty compressor, a picture of the compressor model tag must be returned to TRUE along with above listed information to CompressorTags@truemfg.com. For warranty claim information, visit www.Truemfg.com. Claims can be emailed to WarrantyClaims@truemfg.com. Failure to notify TRUE within three (3) months of the defect giving rise to the breach will bar any remedy under warranty.

True reserves the right to request any failed part covered under warranty to be returned.

WHAT IS NOT COVERED BY THIS WARRANTY

TRUE's sole obligation under this warranty is limited to either repair or replacement of parts, at TRUE's option and 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, loss or damage arising from loss of product, whether or not on account of failure of refrigeration.

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 ALL WARRANTIES, EXPRESS OR IMPLIED.

IMPROPER USAGE/INSTALLATION. TRUE assumes no liability for parts or labor coverage for component failure or other damages resulting from improper usage or installation.

RELOCATION FOR REPAIR. True is not responsible for the cost to move the TRUE unit or any other fixture or piece of equipment for any reason from its position of operation on the user's premises to make a warranty repair.

NON-OEM PARTS. OEM parts will be provided under this warranty free of charge to the end-user. True is not responsible for defects or damage caused by parts not approved by TRUE. Warranty will be voided for any damage caused by a non-OEM part.

ALTERATION, NEGLECT, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD. 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, or damage during transit or installation, fire, flood, or act of God.

IMPROPER ELECTRICAL CONNECTIONS FOR ANY REASON. TRUE is not responsible for the repair or replacement of failed or damaged components resulting from incorrect supply voltage, the use of extension cords, low voltage, or unstable supply voltage.

NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE: THERE ARE NO OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, EXCEPT AS SET FORTH IN THIS WARRANTY STATEMENT. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING IMPLIED WARRANTY AND MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

UNITS COVERED BY THIS WARRANTY

This warranty only applies to General Foodservice, Premier Bar and Specialty Display equipment categories purchased from True's US Foodservice or Canada Foodservice divisions and shipped from True's manufacturing facilities after October 1, 2023. ICE, Residential, TRM, TSCI equipment categories and products purchased from True's Retail or International divisions are not covered under this warranty. Contact True's warranty department for details.

OUTSIDE U.S. AND CANADA: This warranty does not apply to, and TRUE is not responsible for, any warranty claims made on commercial foodservice products sold or used outside the United States and Canada or purchased in the USA for use in Canada or vice versa.

Warranty may be varied by contract. Customers purchasing under a master purchasing agreement, or similar contract, should see their agreement for applicable warranty terms.*

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.