

# Product **Policy Warranty**

## **POLICY**

Coverage is 5 years parts and labour (including the compressor).

## **PROCEDURE**

- It is the responsibility of the selling distributor to provide for technical response under warranty.
- When a supplying distributor is unable to provide direct technical service, that distributor is responsible for arranging service through a third party. True can provide details of approved suppliers of technical service on a national basis.
- Warranty parts are available from True on the provision of the cabinet serial number. We reserve the right to request the return of defective parts. Replacement compressors are invoiced. Upon receipt of the tag from the defective compressor, invoice will be credited in full.
- All invoices for the provision of technical service must come from the original supplying distributor, and include model number, serial number, date of installation and a breakdown of labour time used.

Any queries that you may have about warranty provision should be directed in the first instance to your Regional Sales Director or to the Warranty Service Department.

We hope this covers all the information that you need to provide your customer with an effective, speedy after-sale service and look forward to being of continued service in the future.

## **OUR WARRANTY WILL BE NULL AND VOID IF**

- Service Work is undertaken by unqualified or unauthorised persons.
- Repairs are made using components or replacement parts not supplied by True and not previously authorised by True.
- True or its Authorised Representatives are denied the right to inspect equipment that is subject to frequent failures and excessive warranty claims.
- Abuse (verbal or threatening behaviour) of True Employees or their Authorised Representatives by End Users, Dealers or their Staff.
- Equipment is not paid for within the terms and conditions of supply.

# True UK/IRE parts and labour warranty

**THIS WARRANTY ONLY APPLIES TO UNITS SHIPPED FROM TRUE'S FACILITIES ON OR AFTER JANUARY 1, 2016.**

## **FIVE YEAR PARTS AND LABOUR WARRANTY**

TRUE warrants to the original purchaser of every new TRUE refrigerated unit, the cabinet and all parts thereof, to be free from defects in material or workmanship, under normal and proper use and maintenance service 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 five (5) years from the date of original installation or five years and three months (63 months) after shipment date from TRUE, whichever occurs first. Any parts covered under this warranty that are determined by TRUE to have been defective within five (5) years of original installation or five years and three months (63 months) after shipment date from manufacturer, whichever occurs first, is limited to the repair or replacement, including labor charges, of defective parts or assemblies. The labour warranty shall include standard straight time labour charges only and reasonable travel time, as determined by TRUE. TRUE reserves the right to request defective parts to be shipped back prepaid freight to a TRUE facility within 90 days of repair.

## **FIVE YEAR PARTS AND LABOUR COMPRESSOR WARRANTY**

TRUE warrants its hermetically and semi-hermetically sealed compressor to be free from defects in both material and workmanship under normal use and service for a period of five (5) years from the date of original installation but not to exceed five (5) years and three (3) months after shipment from manufacturer. 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 five (5) year compressor warranty applies only to hermetically and semi-hermetically sealed parts of the compressor and does not apply to any other parts or components, including, but not limited to, cabinet, paint finish, temperature control, refrigerant, metering device, drier, motor starting equipment, fan assembly or any other electrical component, etc.

## **404A/134A/HYDROCARBON COMPRESSOR WARRANTY**

The five year compressor warranty detailed above will be voided if the following procedure is not carefully adhered to:

- 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. Failure to comply with recommended lubricant specification will void the compressor warranty.
- 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.
- Micron level vacuums must be achieved to insure low moisture levels in the system. 500 microns or lower must be obtained.

## **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 expressly covered by this warranty.

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#### **NO CONSEQUENTIAL DAMAGE.**

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 of refrigeration failure.

#### **WARRANTY IS NOT TRANSFERABLE.**

This warranty is not assignable and applies only in favour 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 of merchantability or fitness for a particular purpose.

#### **IMPROPER USAGE.**

TRUE assumes no liability for parts or labour 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.

#### **NO IMPLIED WARRANTY OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.**

There are no other warranties, express, implied or statutory. these warranties are exclusive and in lieu of all other warranties, including implied warranty and merchantability or fitness for a particular purpose. there are no warranties which extend beyond the description on the face hereof.

#### **RELOCATION OF CABINET FOR REPAIR.**

TRUE is not responsible for the cost to move a cabinet for any reason from its position of operation on the customer's premises to make a warranty repair.

#### **ALTERATION, NEGLIGENCE, 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, damage during transit or installation, fire, flood, or an 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, the use of extension cords, low voltage, or voltage drops to the unit.

#### **WARRANTY CLAIMS.**

All claims should include model number of the cooler, the serial number of the cabinet, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect. Any action or breach of these warranty provisions must be commenced within one (1) year after the cause of action has accrued. In case of warranty compressor, the compressor model tag must be returned to TRUE along with above listed information. Any action or breach of these warranty provisions must be commenced within one (1) year after that cause of action has occurred.

**True's (5) year warranty does not include replacement light bulbs or door gaskets.**