



TRUE RESIDENTIAL®

15 INCH AND 24 INCH UNDERCOUNTER
INSTALL GUIDE AND USER'S MANUAL
"B" REVISIONS



PRESERVE THE MOMENT®

THANK YOU

FOR YOUR PURCHASE

TABLE OF CONTENTS

INSTALLATION CHECKLIST **2**

OWNERSHIP **4**

SAFETY PRECAUTIONS **4**

DISPOSAL OF OLD REFRIGERATOR **4**

CFC DISPOSAL **4**

UNCRATING **5**

ELECTRICAL SPECIFICATIONS **6**

OUTDOOR USE **6**

INSTALLATION SPECIFICATIONS **7-12**

INSTALLATION SPECIFICATIONS FOR SOLID PANEL READY (OP)
AND GLASS FRAMED PANEL READY (OG) **13-27**

INSTALLATION SPECIFICATIONS FOR BEVERAGE DISPENSER UNITS **28-36**

INSTALLING TOE KICK **37**

LEVELING REFRIGERATOR **38**

INSTALLING ANTI-TIP BRACKETS **39**

INSTALLING THE DOOR STOP **41**

TRUE PRECISION CONTROL® OPERATION AND CABINET COMPONENTS (ALL MODELS) **42-58**

HOME ALARM SYSTEM - (DUAL ZONE WINE CABINET ONLY) **59-60**

SHELVING ADJUSTMENT **61-62**

STACKING KIT INSTRUCTIONS **63-69**

STAINLESS STEEL CARE AND CLEANING **71**

GENERAL MAINTENANCE **72**

SERVICE INFORMATION **72**

FAQS **73-75**

WARRANTY **77**

INSTALLATION CHECKLIST

To ensure a proper installation, this checklist should be completed to ensure that no part of the process has been overlooked.

- Have all packaging materials been removed?
- Have the anti-tip brackets been installed securely and are they properly engaging the unit?
- Is the unit leveled properly with all leveling legs making contact with the floor? Has the toe kick been installed?
- Has door stop been installed (if needed)?
- Are panels attached securely and properly aligned? (Overlay cabinets only).
- Does the customer understand the unit's operation?
- Has the customer been given the key and literature package?
- Have stainless steel surfaces been inspected for any imperfections? This is to be done by the authorized True dealer or installer with the customer, upon completion of installation. Stainless steel doors, handles and shelves are covered by a limited 30-day warranty for cosmetic defects.
- Is the unit operating properly? If not, is the unit plugged in? Is the control turned on?

OWNERSHIP

SAFETY PRECAUTIONS

DISPOSAL OF THE OLD REFRIGERATOR

CFC DISPOSAL

UNCRATING

ELECTRICAL SPECIFICATIONS

OUTDOOR USE



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OWNERSHIP

To insure 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 Residential® Cabinet.) The cost of a professional installation is money well spent.

Before you start to install your True Residential® Cabinet, carefully inspect it for freight damage. If damage is discovered, immediately file a claim with the delivery freight carrier. True is not responsible for damage incurred during shipment.

Any questions about the installation please contact your True dealer or True Technical Service Department at 1-800-325-6152 (Please have your model and serial numbers available when you call our Service Department).

SAFETY PRECAUTIONS

- This refrigerator must be properly installed and located in accordance with the installation instructions before it is used.
- Do not allow children to climb, stand or hang on the shelves in the refrigerator. They could damage the refrigerator and seriously injure themselves.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Keep hands away from the “pinch point” areas (gaps between the doors and between the doors and cabinet) small areas are not necessarily safe.
- Unplug the refrigerator before cleaning and making repairs.

NOTE: WE STRONGLY RECOMMEND THAT ANY SERVICING BE PERFORMED BY A QUALIFIED INDIVIDUAL.

- Setting temperature control to OFF only removes power from the refrigeration system, it does not remove power from other circuits. For example, temperature control and lights.

PROPER DISPOSAL OF THE OLD REFRIGERATOR

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 YOU THROW AWAY YOUR OLD REFRIGERATOR OR FREEZER:

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



CFC DISPOSAL

Your old refrigerator may have a cooling system that used CFCs (chlorofluorocarbons). CFCs are believed to harm stratospheric ozone. If you are throwing away your old refrigerator, make sure the CFC refrigerant is removed for proper disposal by a qualified service. If you intentionally release this CFC refrigerant you can be subject to fines and imprisonment under provisions of the environment legislation.

UNCRATING

Required Tools:

- Cutting utensil (utility knife)
- Hammer
- Crowbar
- Phillips head screwdriver

The following procedure is recommended for uncrating the unit:

MOVE YOUR UNIT AS CLOSE TO THE FINAL LOCATION AS POSSIBLE BEFORE REMOVING THE WOODEN SKID.

- A. Remove nails securing cardboard box to the wooden skid. Then discard any outer packaging (cardboard, clear plastic).

INSPECT FOR CONCEALED DAMAGE. AGAIN, IMMEDIATELY FILE A CLAIM WITH THE FREIGHT CARRIER IF THERE IS DAMAGE.

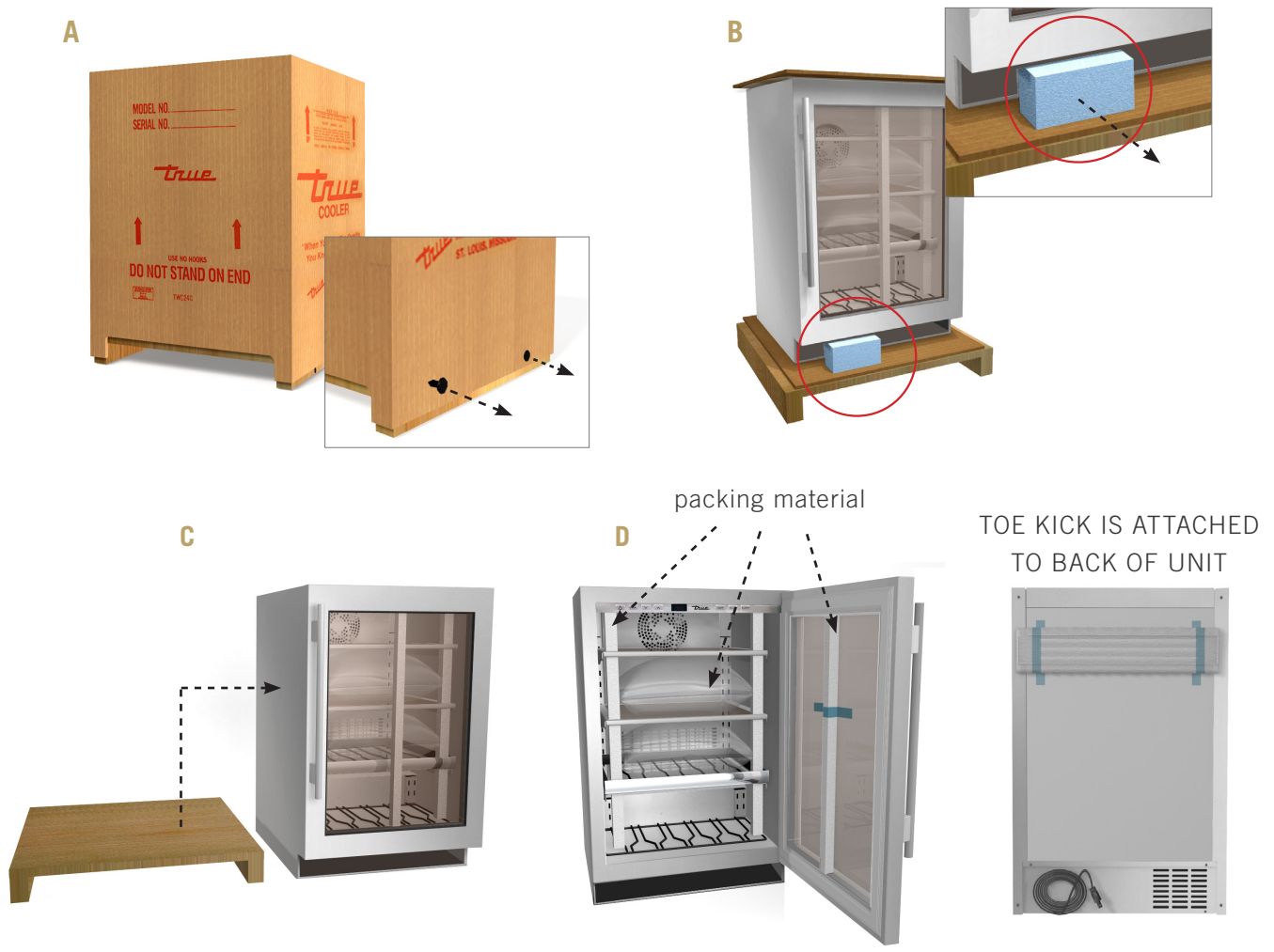
B. IMPORTANT: Cut green polyband and remove styrofoam block before removing refrigerator from pallet.

C. Remove skid by carefully lifting the refrigerator off and place skid aside.

D. Open the unit and remove any packing material. Styrofoam, tape, and any other material used for shipping purposes.

NOTE: KEYS FOR UNIT ARE PROVIDED WITH THIS PACKET.

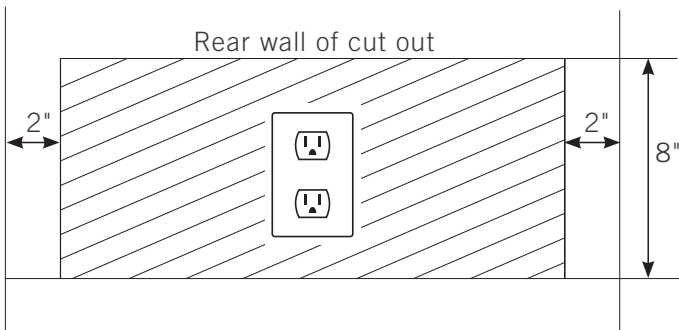
NOTE: ANTI-TIP KIT AND DOOR STOP ARE PACKED INSIDE UNIT.



ELECTRICAL SPECIFICATIONS

Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. For personal safety, this appliance must be properly grounded.

To minimize the depth of the cutout opening, the electrical outlet must be positioned as shown below. Outlet must be flush with wall.



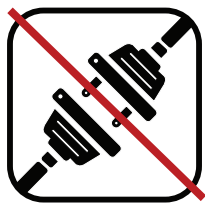
Before your new unit is connected to a power supply, check the incoming voltage with a volt meter. If anything less than 100% of the rated voltage for operation is noted, correct immediately.

The power cord of this appliance is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of electric shock hazard from this appliance. A 115V AC, 60 Hz, 15 amp circuit breaker and electrical supply are required.

Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded.

If the outlet is a standard 2-prong outlet, it is your personal responsibility and obligation to have it replaced with the properly grounded 3 prong wall outlet.

Do not use an extension cord or two prong adaptor. Electrical ground is required on this appliance.



The unit should always be plugged into its own individual electrical outlet, which has a voltage rating that matches the rating plate. This provides the best performance and also prevents overloading house wiring circuits which could cause a fire hazard from overheated wires. Never unplug your refrigerator by pulling on the power cord. Always grip plug firmly and pull straight out from the outlet.

Repair or replace immediately all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end. When moving the refrigerator away from the wall, be careful not to roll over or damage the power cord.

OUTDOOR USE

All True undercounter units are UL-rated for outdoor use.

In regions that have high dewpoint/high humidity, it is possible that you will see some condensation on the glass and possibly around some of the gasket seals. For best operation, it is recommended that your True unit be stocked full with product.

To winterize your True unit, it is recommended once the temperature reaches below 32°F consistently that products are removed from the unit, the unit is either unplugged or turned OFF, and a cover is placed over the unit.

Installation – For best operation, it is recommended that your True unit is installed so that the countertop of your outdoor kitchen/bar covers the door or drawer gasket. Cutout opening should be a minimum of 24 inches deep and unit should be installed “flush”. Please note that door/drawer gaskets do not provide a water tight seal against the elements.

INSTALLATION SPECIFICATIONS



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INSTALLATION SPECIFICATIONS - STAINLESS SOLID & GLASS DOOR

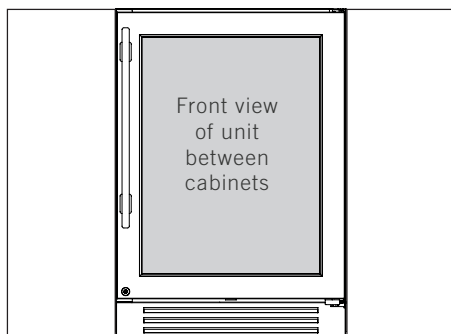
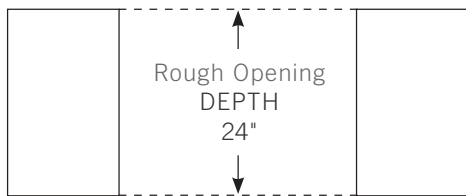
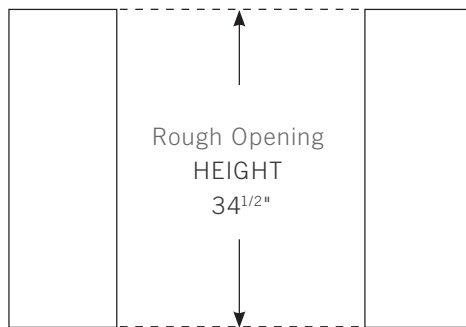
True's Stainless Solid and Glass Door units are designed to be inserted into a cabinet opening or free standing. Below are recommended dimensions for rough opening.

TRUE'S CABINETS ARE UL RATED FOR USE IN OUTDOOR SETTINGS.

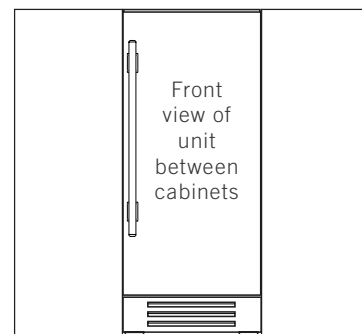
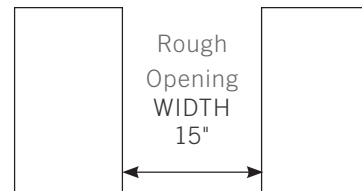
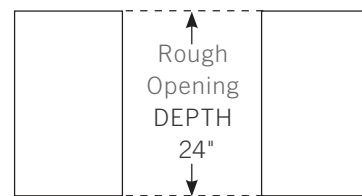
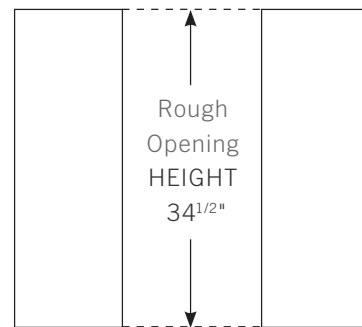
IN OUTDOOR LOCATIONS WHERE THE AMBIENT TEMPERATURE REGULARLY EXCEEDS 95°F, IT IS RECOMMENDED TO VENT THE REAR OF THE CUT OUT OPENING IN THE AREA SHOWN BELOW FOR OPTIMUM PERFORMANCE.

THE RECOMMENDED CUT OUT SIZE IS 4" X 10".

24 INCH



15 INCH



24 INCH

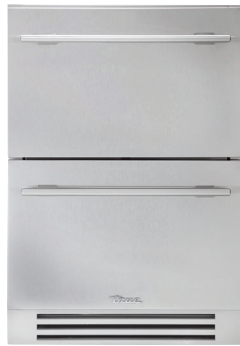
ALL REFRIGERATOR



TUR-24-R/L-SS-B



TUR-24-R/L-SG-B

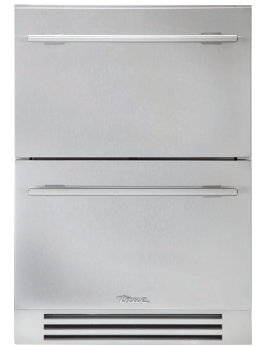


TUR-24D-SS-B

FREEZER



TUF-24-R/L-SS-B



TUF-24D-SS-B

BEVERAGE CENTER



TBC-24-R/L-SG-B

WINE CABINET

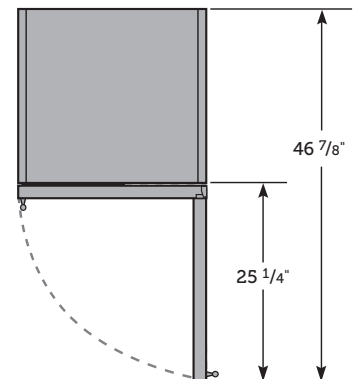
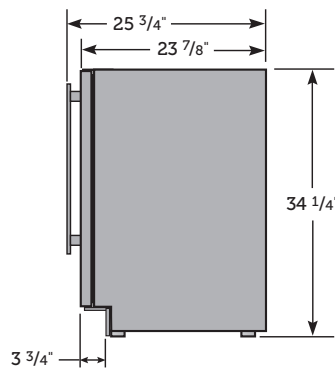
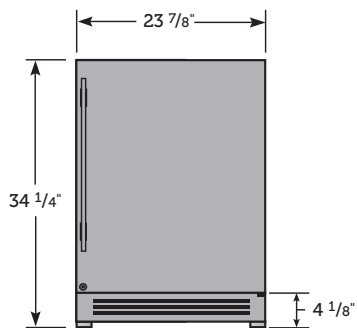


TWC-24-R/L-SG-B

DUAL ZONE WINE CABINET



TWC-24DZ-R/L-SG-B



DIMENSIONS MAY VARY BY $\pm 1/8$ "

BEVERAGE DISPENSER



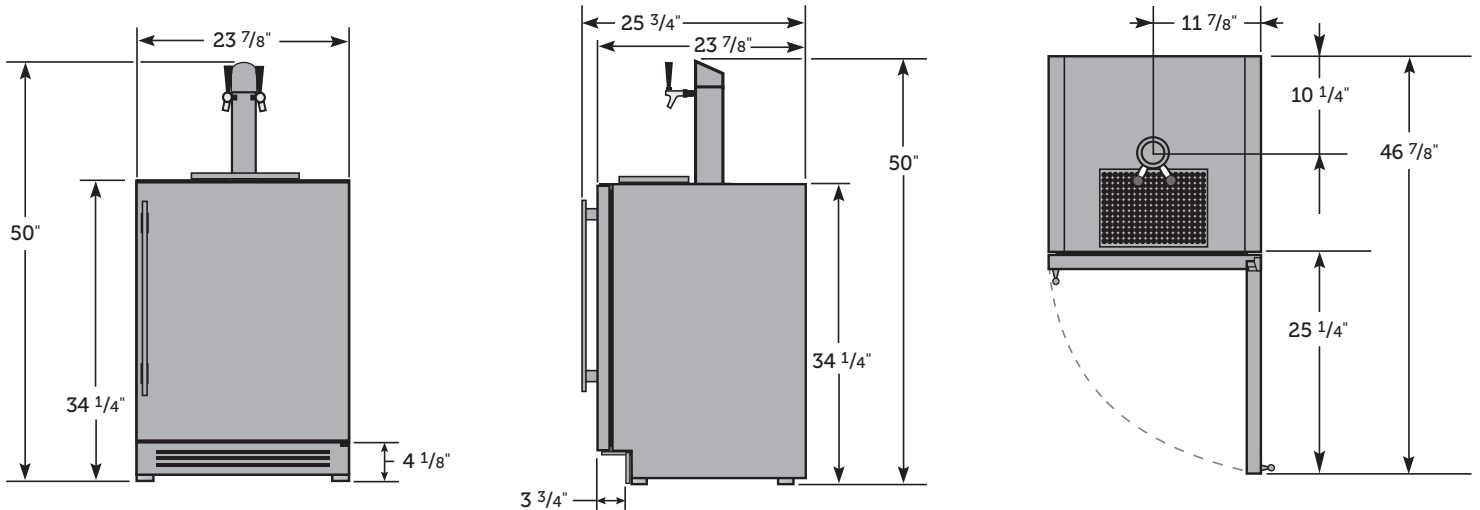
TUR-24BD-R/L-SS-B



TUR-24DD-R/L-SS-B

24" SINGLE TAP UNIT ACCOMMODATES (1) SHORT 1/4 BARREL, (1) SLIM 1/4 BARREL, OR (1) 1/6 BARREL.

24" DUAL TAP UNIT ACCOMMODATES (2) 1/6 BARRELS OR (1) SLIM 1/4 BARREL AND (1) 1/6 BARREL.



DIMENSIONS MAY VARY BY $\pm 1/8$ "

15 INCH

ALL REFRIGERATOR



TUR-15-R/L-SS-B

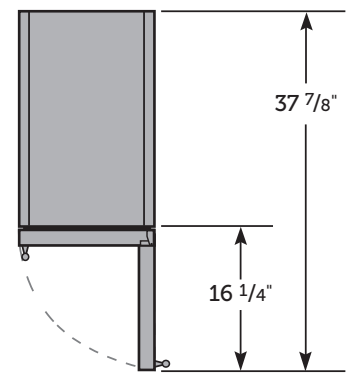
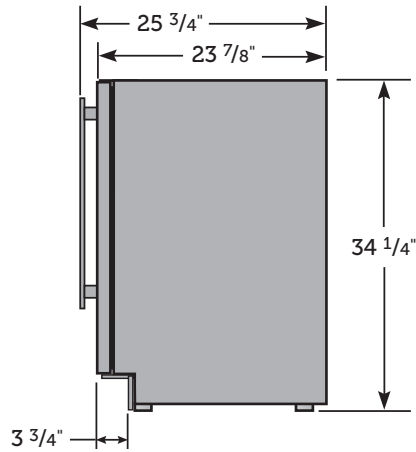
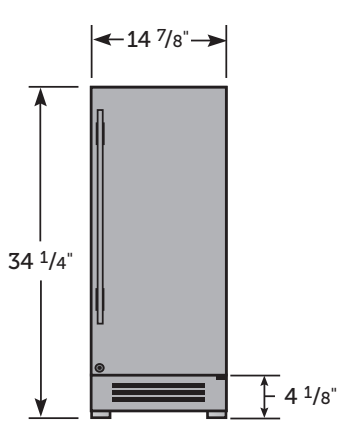


TUR-15-R/L-SG-B

WINE CABINET



TWC-15-R/L-SG-B



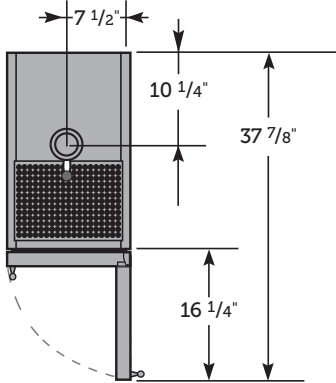
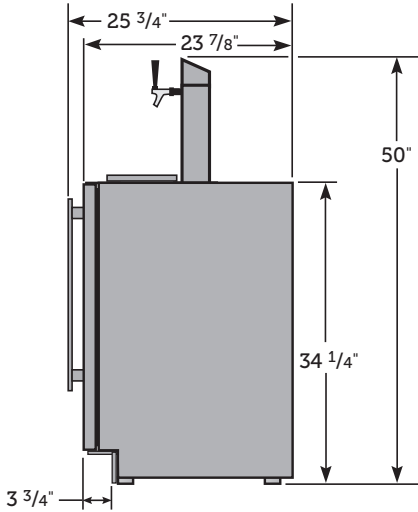
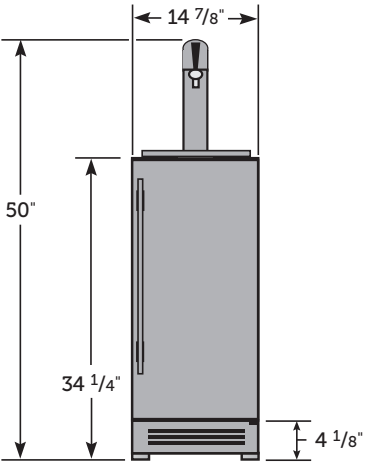
DIMENSIONS MAY VARY BY $\pm 1/8$ "

BEVERAGE DISPENSER



TUR-15BD-R/L-SS-B

15" SINGLE TAP UNIT ACCOMMODATES (1) SLIM 1/4 BARREL OR (1) 1/6 BARREL.



DIMENSIONS MAY VARY BY $\pm 1/8$ "

INSTALLATION SPECIFICATIONS
FOR SOLID PANEL READY (OP) AND
GLASS FRAMED PANEL READY (OG)



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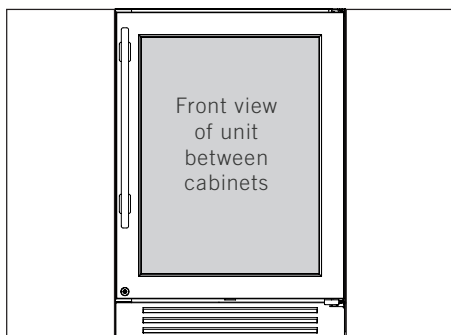
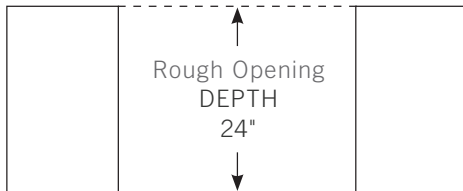
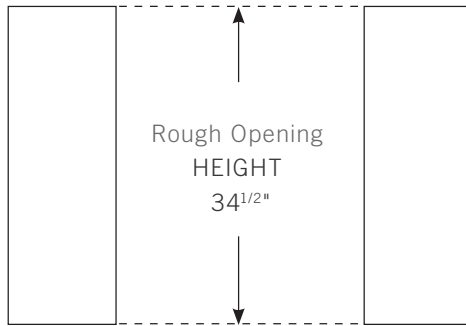
INSTALLATION SPECIFICATIONS - SOLID (OP) AND GLASS FRAMED PANEL (OG)

True's units with Solid and Glass Framed Panels are designed to be inserted into a cabinet opening or free standing. Below are recommended dimensions for rough opening.

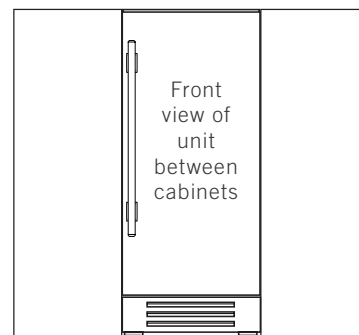
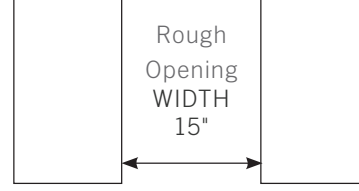
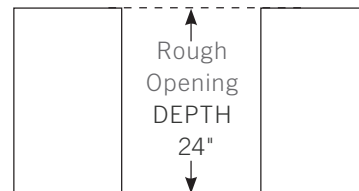
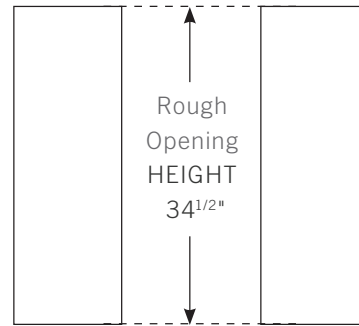
TRUE'S CABINETS ARE UL RATED FOR USE IN OUTDOOR SETTINGS.

IN OUTDOOR LOCATIONS WHERE THE AMBIENT TEMPERATURE REGULARLY EXCEEDS 95°F, IT IS RECOMMENDED TO VENT THE REAR OF THE CUT OUT OPENING IN THE AREA SHOWN BELOW FOR OPTIMUM PERFORMANCE. THE RECOMMENDED CUT OUT SIZE IS 4" X 10".

24 INCH



15 INCH



24 INCH

ALL REFRIGERATOR

FREEZER



TUR-24-R/L-OP-B

TUR-24-R/L-OG-B

TUR-24D-OP-B

TUF-24-R/L-OP-B

TUF-24D-OP-B

BEVERAGE CENTER

WINE CABINET



TBC-24-R/L-OP-B

TBC-24-R/L-OG-B

TWC-24-R/L-OP-B

TWC-24-R/L-OG-B

DUAL ZONE WINE CABINET

BEVERAGE DISPENSER

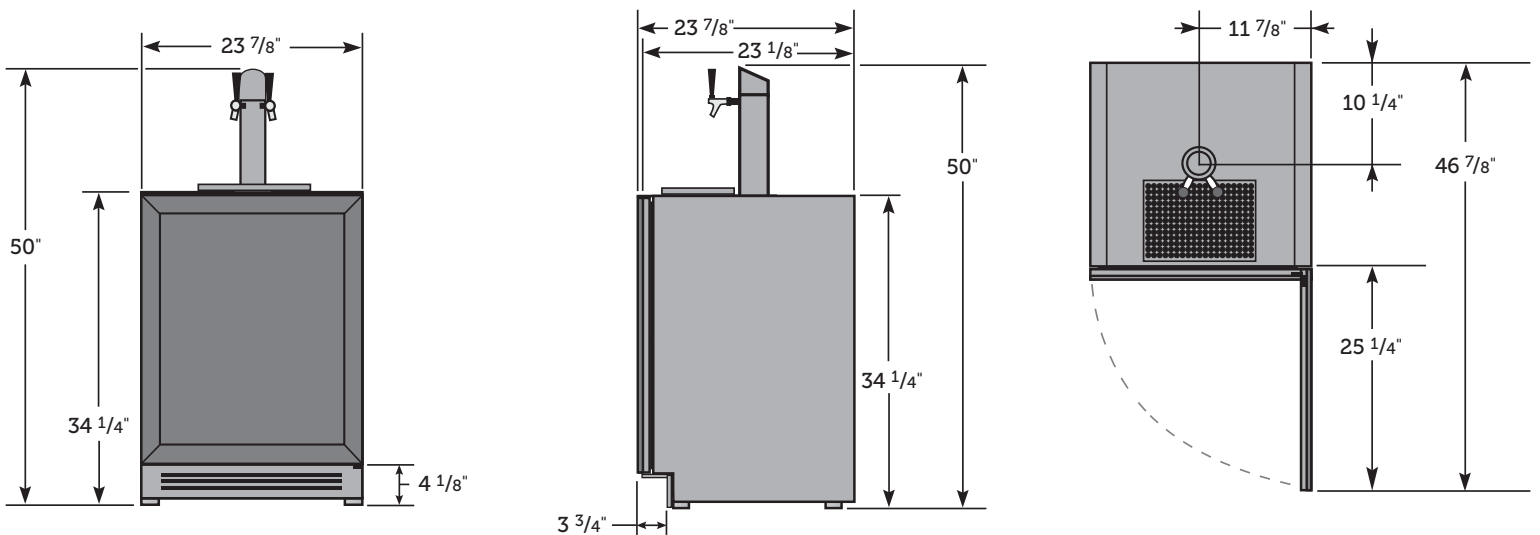
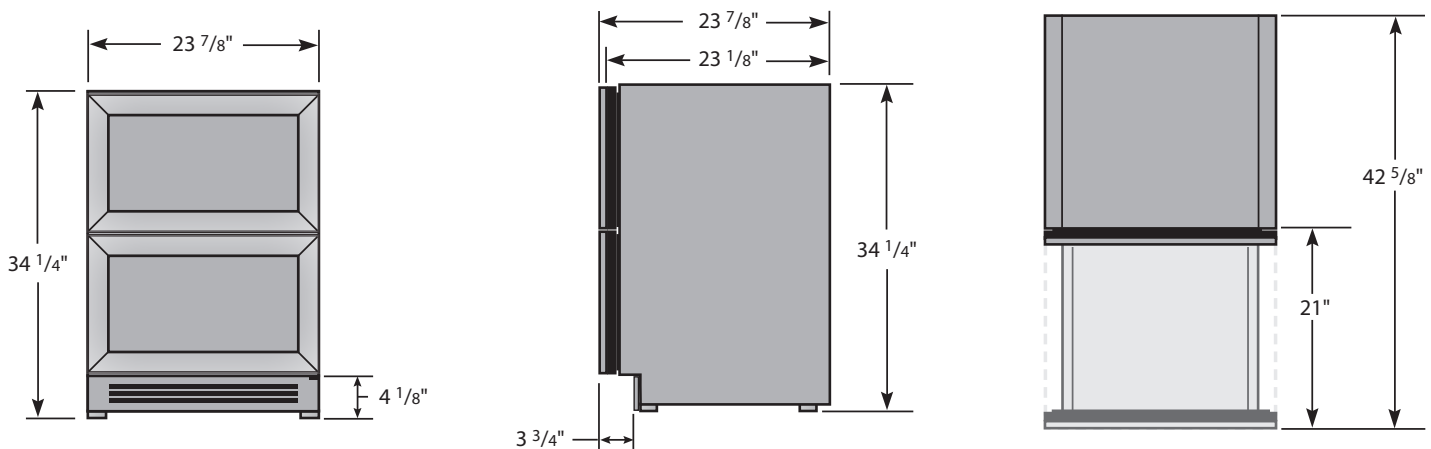
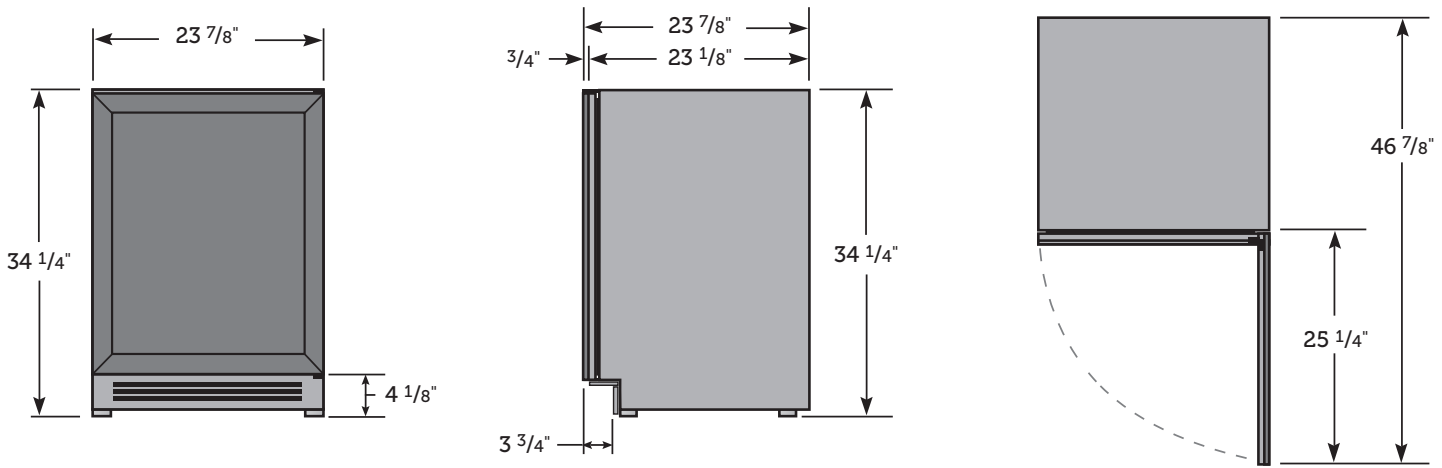


TWC-24DZ-R/L-OP-B

TWC-24DZ-R/L-OG-B

TUR-24BD-R/L-OP-B

TUR-24DD-R/L-OP-B



24" SINGLE TAP UNIT ACCOMMODATES (1) SHORT 1/4 BARREL, (1) SLIM 1/4 BARREL, OR (1) 1/6 BARREL. 24" DUAL TAP UNIT ACCOMMODATES (2) 1/6 BARRELS OR (1) SLIM 1/4 BARREL AND (1) 1/6 BARREL.

*** INCLUDING 3/4" THICK PANEL (PROVIDED BY OTHERS)
DIMENSIONS MAY VARY BY $\pm 1/8"$**

15 INCH

ALL REFRIGERATOR



TUR-15-R/L-OP-B



TUR-15-R/L-OG-B

WINE CABINET



TWC-15-R/L-OP-B

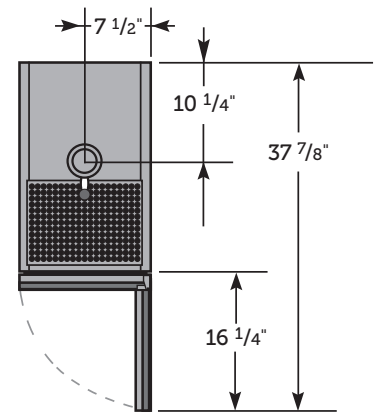
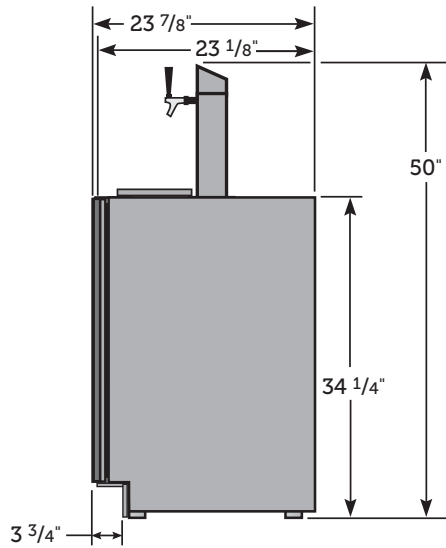
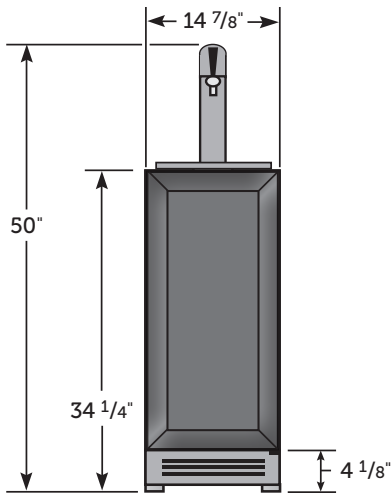
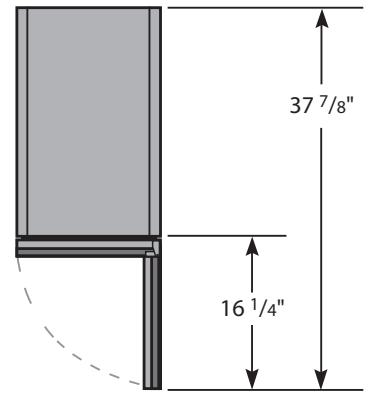
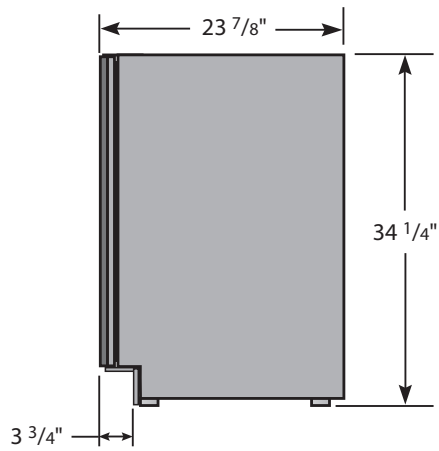
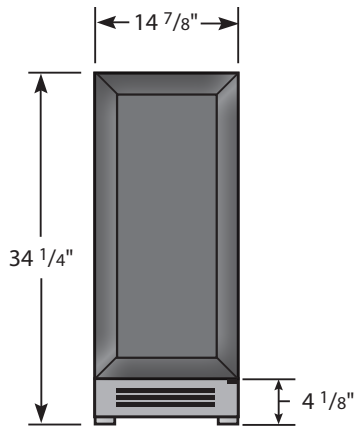


TWC-15-R/L-OG-B

BEVERAGE DISPENSER



TUR-15BD-R/L-OP-B



**15" SINGLE TAP UNIT ACCOMMODATES
(1) SLIM 1/4 BARREL OR (1) 1/6 BARREL.**

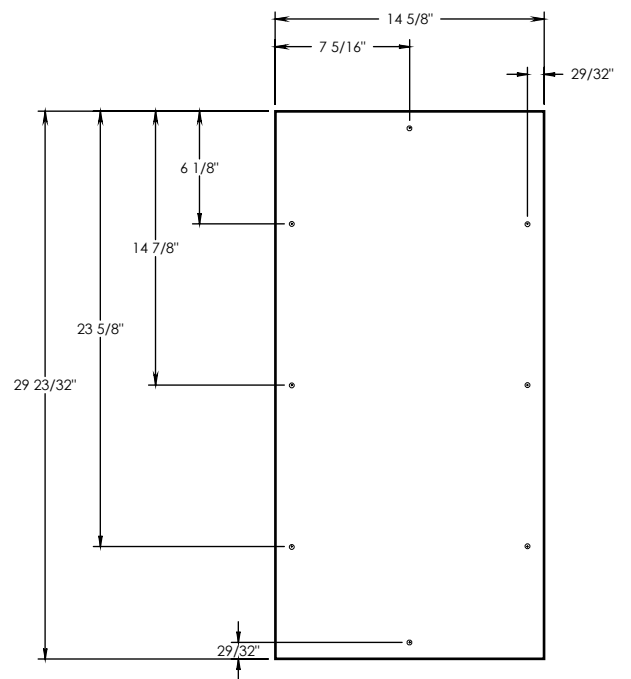
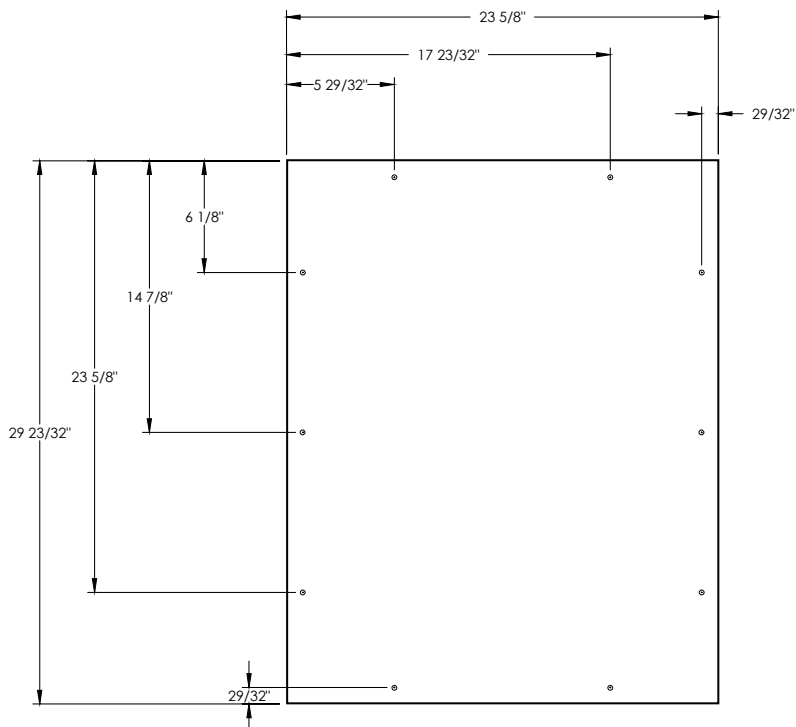
*** INCLUDING 3/4" THICK PANEL (PROVIDED BY OTHERS)
DIMENSIONS MAY VARY BY $\pm 1/8$ "**

CUSTOM PANEL INSTALLATION - SOLID DOOR REFRIGERATOR

SOLID DOOR	24 INCH	15 INCH
DOOR PANEL WIDTH	23 ⁵ / ₈ "	14 ⁵ / ₈ "
DOOR PANEL HEIGHT	29 ²³ / ₃₂ "	29 ²³ / ₃₂ "
DOOR PANEL DEPTH	3/4" max	3/4" max
DOOR PANEL WEIGHT	10 lb. max	10 lb. max

24 INCH

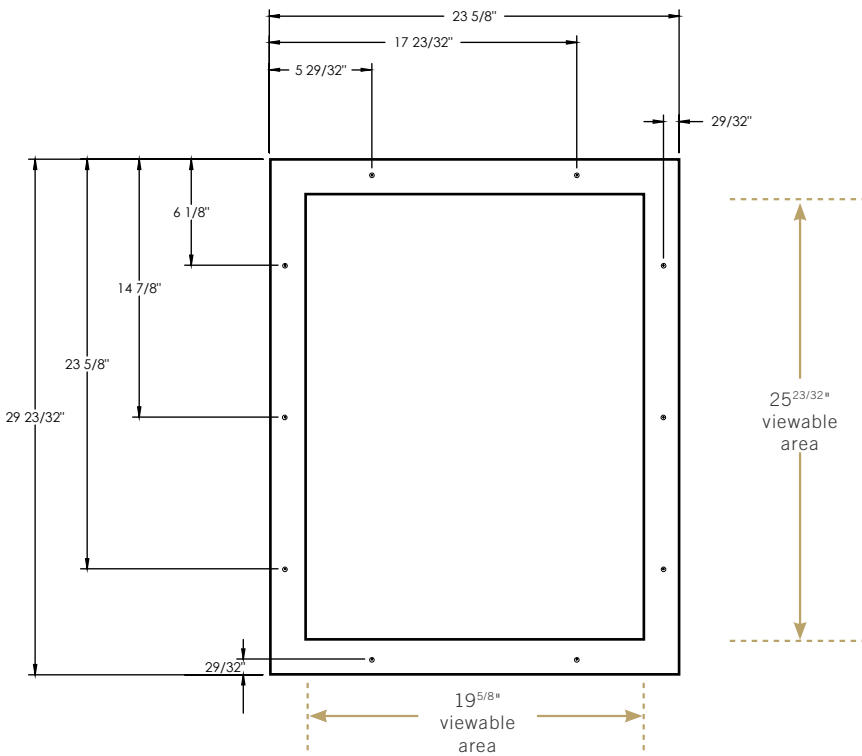
15 INCH



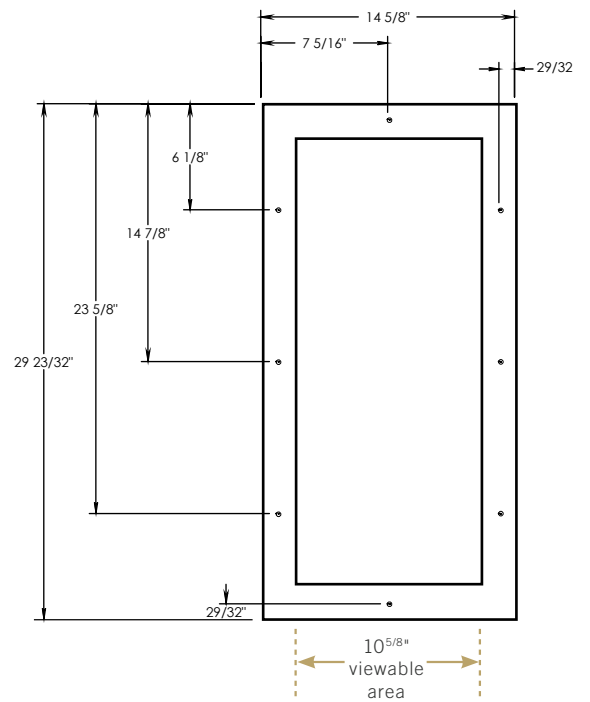
CUSTOM PANEL INSTALLATION - GLASS DOOR REFRIGERATOR

SOLID DOOR	24 INCH	15 INCH
DOOR PANEL WIDTH	23 ^{5/8} "	14 ^{5/8} "
DOOR PANEL HEIGHT	29 ^{23/32} "	29 ^{23/32} "
DOOR PANEL DEPTH	3/4" max	3/4" max
DOOR PANEL WEIGHT	10 lb. max	10 lb. max
RAIL / STYLE DIMENSION	2" min	2" min

24 INCH



15 INCH



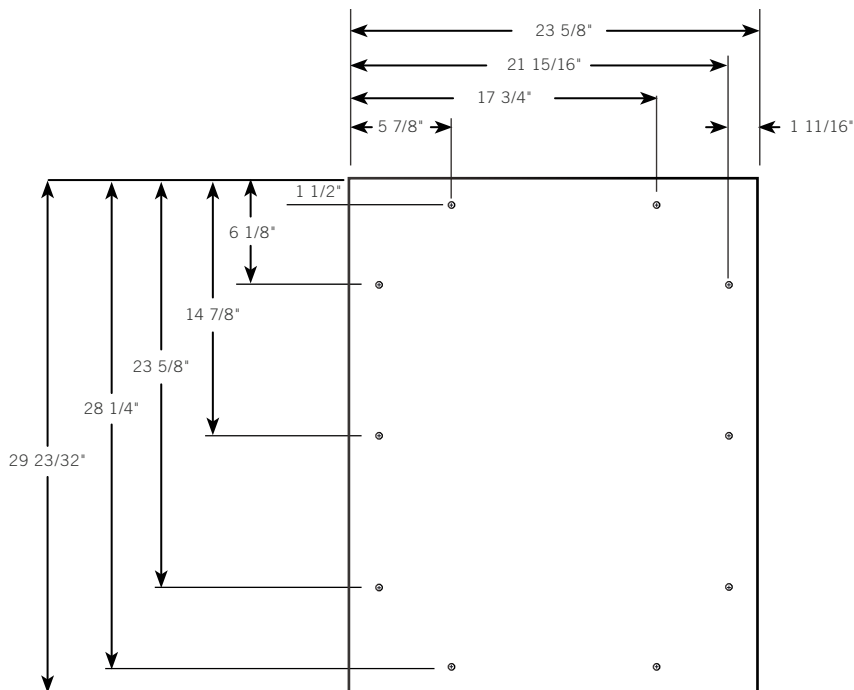
CUSTOM PANEL INSTALLATION - SOLID DOOR FREEZER

SOLID DOOR

24 INCH

DOOR PANEL WIDTH	23 ⁵ / ₈ "
DOOR PANEL HEIGHT	29 ²³ / ₃₂ "
DOOR PANEL DEPTH	3/4" max
DOOR PANEL WEIGHT	10 lb. max

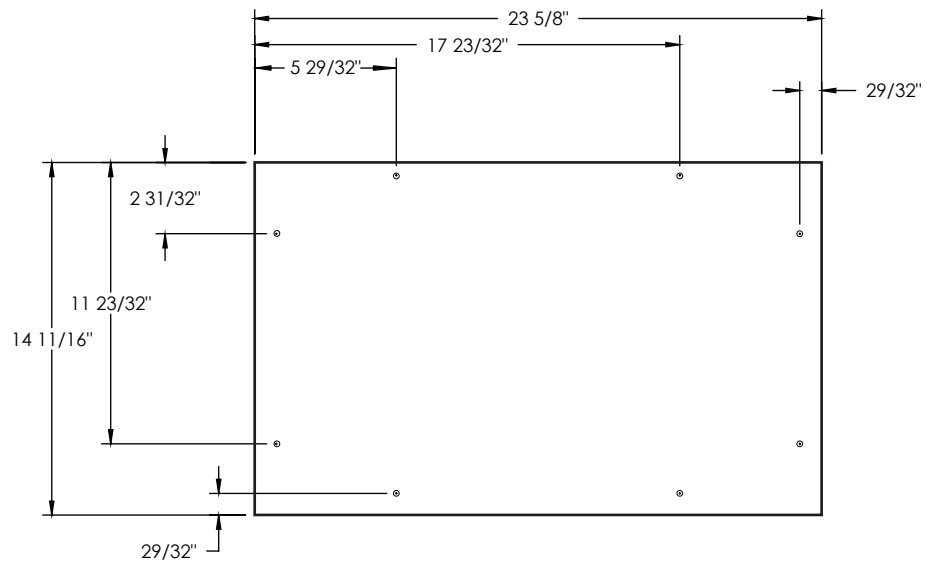
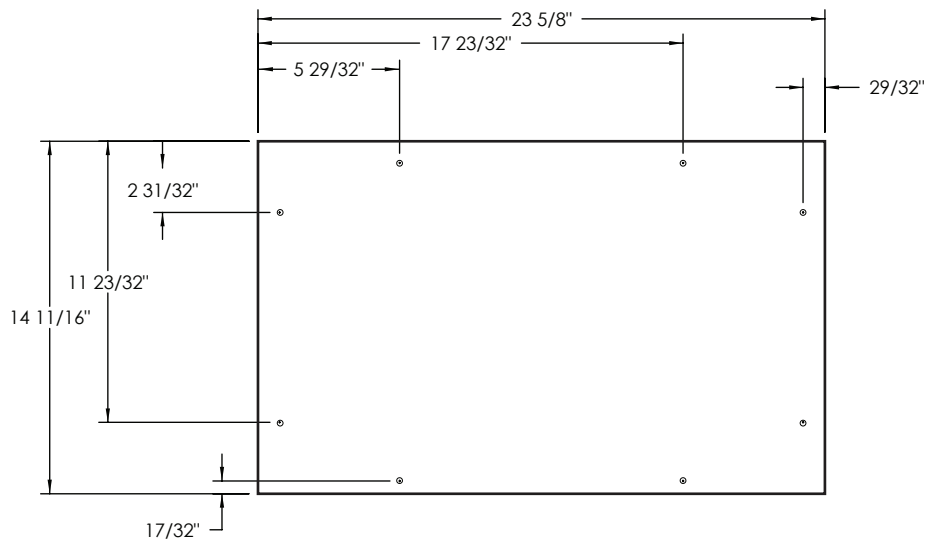
24 INCH



CUSTOM PANEL INSTALLATION - REFRIGERATOR DRAWER

DRAWER 24 INCH

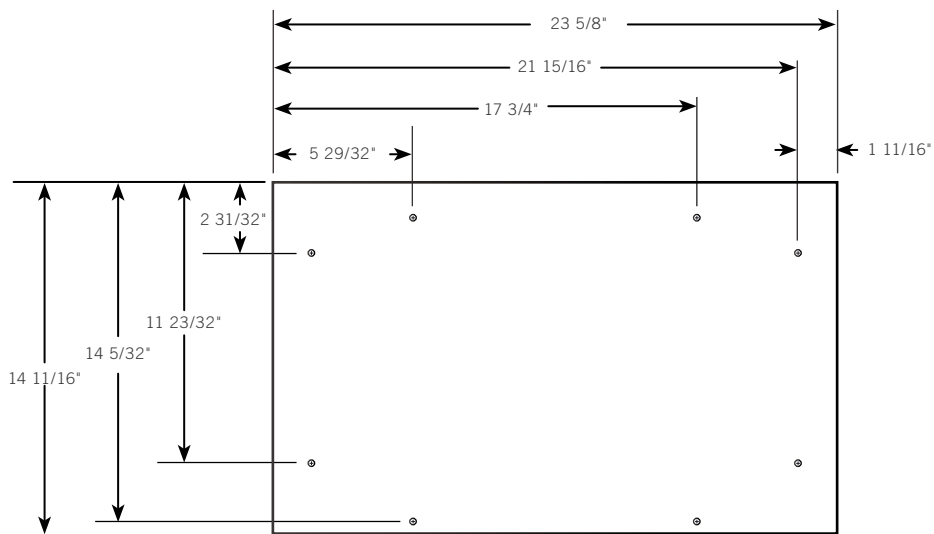
DRAWER PANEL WIDTH	23 ⁵ / ₈ "
DRAWER PANEL HEIGHT	14 ¹¹ / ₁₆ "
DRAWER PANEL DEPTH	3/4" max



CUSTOM PANEL INSTALLATION - FREEZER DRAWER

DRAWER 24 INCH

DRAWER PANEL WIDTH	23 ⁵ / ₈ "
DRAWER PANEL HEIGHT	14 ¹¹ / ₁₆ "
DRAWER PANEL DEPTH	3/4" max



SPEC BOTH PANELS. FOR BOTTOM DRAWER, ROTATE PANEL 180°.

SOLID (OP) AND GLASS FRAMED PANEL (OG) INSTALLATION

Required Tools:

- Phillips Screwdriver
- 3/8" Wrench
- 1/8" Drill Bit
- Ten (10) Screws #6

SEE PAGES 19-20 FOR OVERLAY PANEL DIMENSIONS BEFORE INSTALLING.

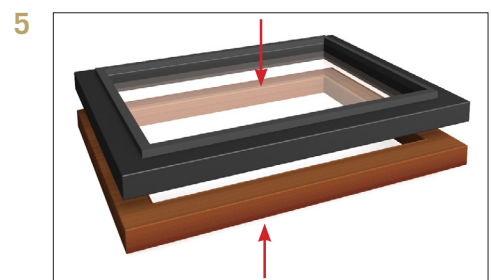
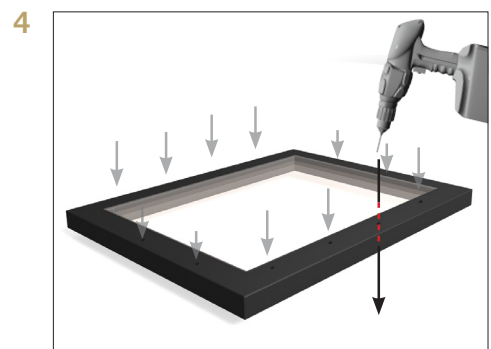
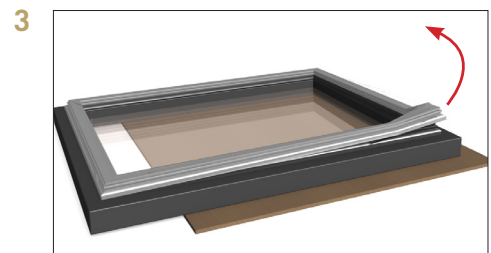
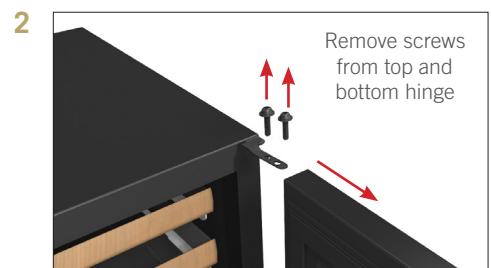
FOR EASY OVERLAY INSTALLATION REFRIGERATOR DOOR REMOVAL IS REQUIRED.

NOTE: DO NOT INSTALL A SOLID PANEL ON A GLASS DOOR. THIS MAY CAUSE MOISTURE TO FORM BEHIND THE PANEL RESULTING IN DAMAGE.

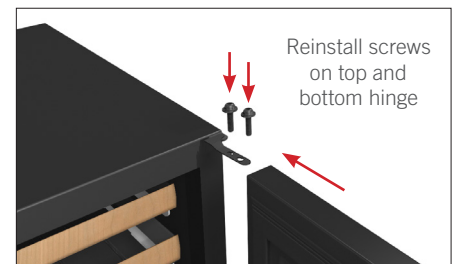
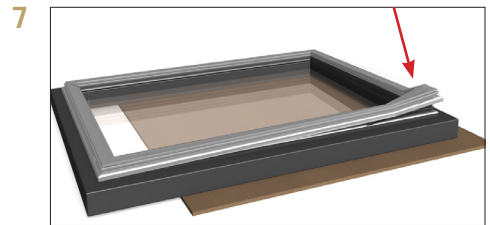
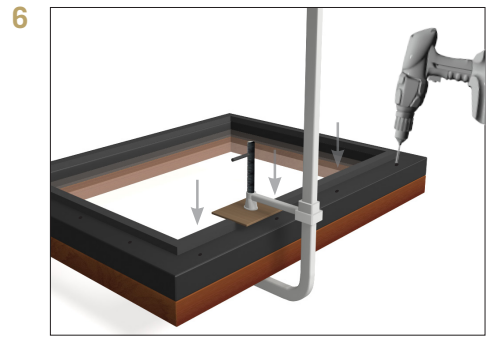
1. Open front door and pull grill forward to remove.
2. To remove door back out two bottom hinge screws with a 3/8" wrench. Secure door while removing screws. Remove two Phillips screws from the top hinge. Save all these screws for later reinstall.
3. Lay door on a safe solid surface. If retrofitting glass door model be careful not to damage glass. Lay cardboard or other safe material down before working on the door. Remove door gasket from the inside of the door frame. Place gasket to the side for later reinstall.
4. There are pre marked areas on the front of the door. Drill these pre marked holes with 1/8" drill bit. Make sure to go all the way through the door.

NOTE: IF HANDLE IS BEING USED ON OVERLAY INSTALL IT BEFORE STEP 7 (SEE IMAGE A). FOR BEST INSTALLATION, SCREWS ATTACHING HANDLE SHOULD BE RECESSED.

5. It is recommended to clamp the door front on top of the overlay before drilling pilot holes and installing anchor screws. The clamp ensures the overlay panel and door stay aligned with each other while installing. Once panel is clamped in place, pilot holes may be drilled into the panel from the rear side of the door.



- Once all holes are pre drilled use the appropriate specified screws to secure the overlay panel onto the front of the refrigerator door.
- Reinstall all components in reverse order. Door gasket snaps back into place. Overlay panel and door stay aligned with each other while installing.



SOLID OVERLAY PANEL

24 INCH



15 INCH



GLASS OVERLAY PANEL

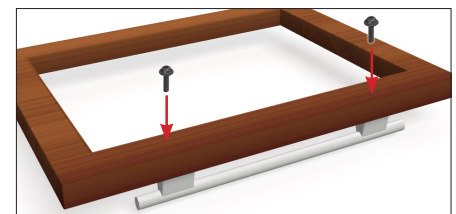
24 INCH



15 INCH



IMAGE A



DRAWER OVERLAY PANEL INSTALLATION

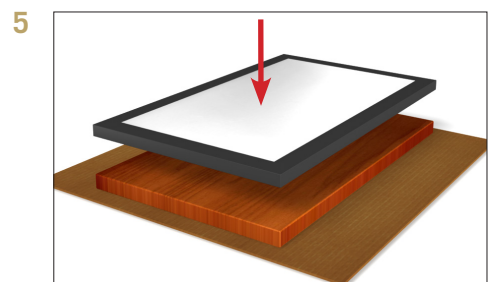
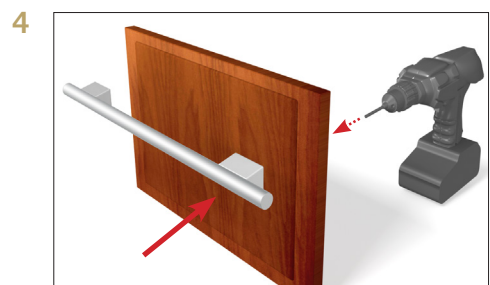
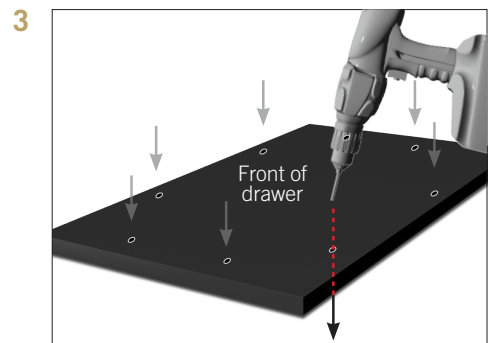
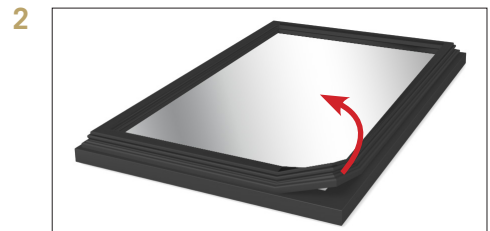
Required Tools:

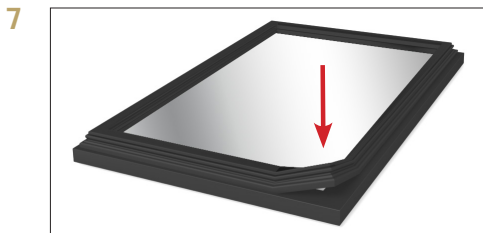
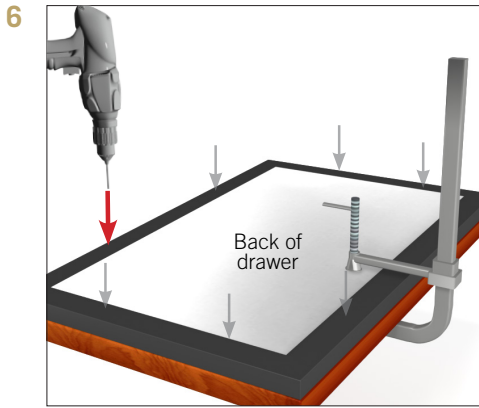
- Phillips Screwdriver
- 1/8" Drill Bit

SEE PAGE 21 FOR OVERLAY PANEL DIMENSIONS BEFORE INSTALLING.

FOR EASY OVERLAY INSTALLATION, DRAWER FRONT REMOVAL IS REQUIRED.

1. Open the drawer and detach the front drawer panel by removing four #2 Phillips screws (two on each side). (See image 1). Save all these screws for later reinstallation.
2. Remove front drawer panel gasket.
3. Using a 1/8" drill bit, drill out the eight pilot holes (each drawer) from the front of the drawer panel. Drill completely through the panel.
4. Attach drawer handle to the front of the overlay panel. Attach handle before step 5.
5. Lay overlay panel face-down on a safe solid surface. Lay drawer panel face-down on top of the overlay panel. Align panels and secure with a clamp. Lay cardboard or other soft or safe material down before working on drawer front.
6. Secure overlay panel to drawer panel using appropriate size screws.
7. Reattach drawer gasket by pressing and snapping back into place in gasket channel.
8. Reattach drawer panel front to the drawer using four screws.





DRAWER OVERLAY PANEL

24 INCH



INSTALLATION SPECIFICATIONS FOR
BEVERAGE DISPENSER UNITS

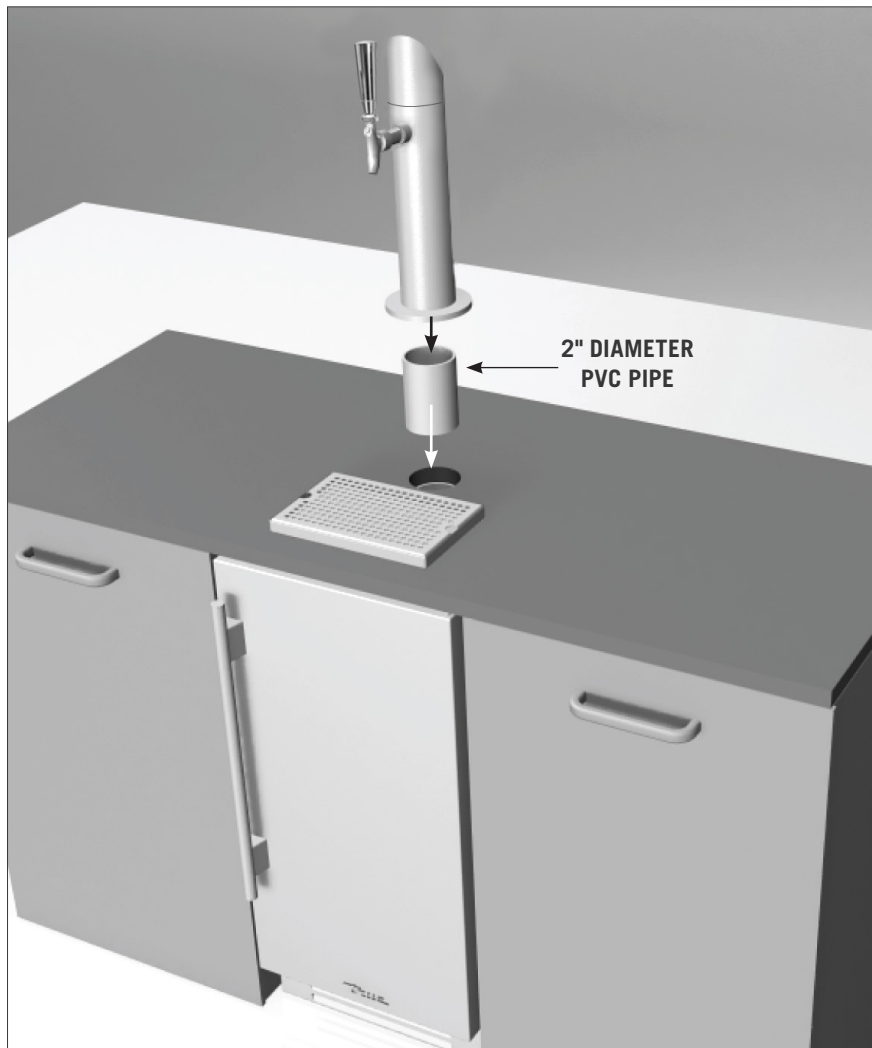
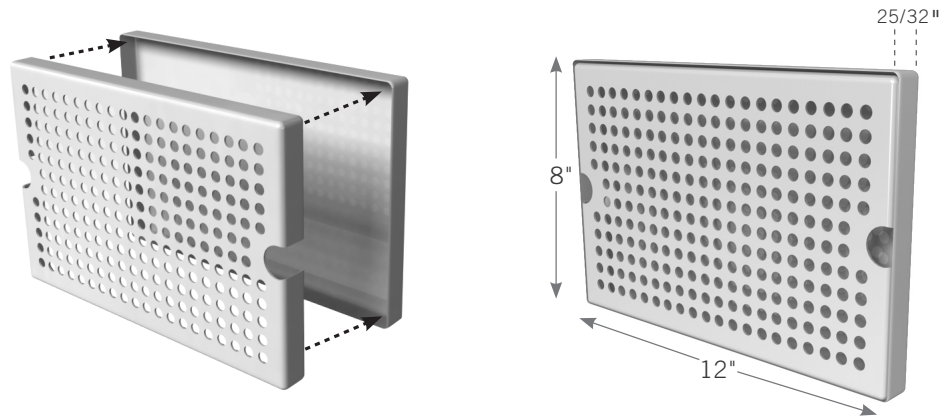
TAPPER UNIT INSTALLATION UNDER COUNTER TOPS

Required Tools:

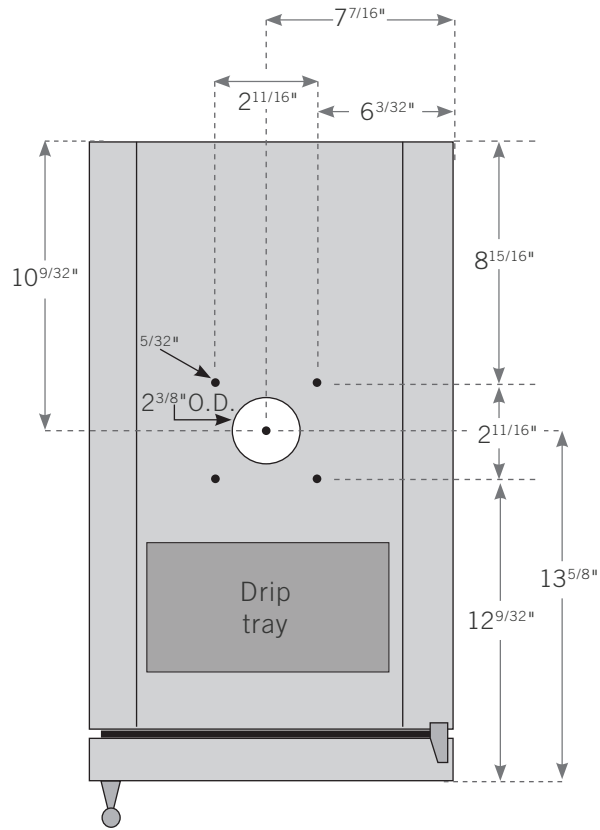
- 2" Diameter PVC pipe (12" long). Will need to be cut down to size when refrigeration unit is installed
- Silicone Caulk

When installing under counter tops use the dimensions in the diagrams for cutting into the counter top. Silicone caulk around the edge of the PVC pipe after it has been installed.

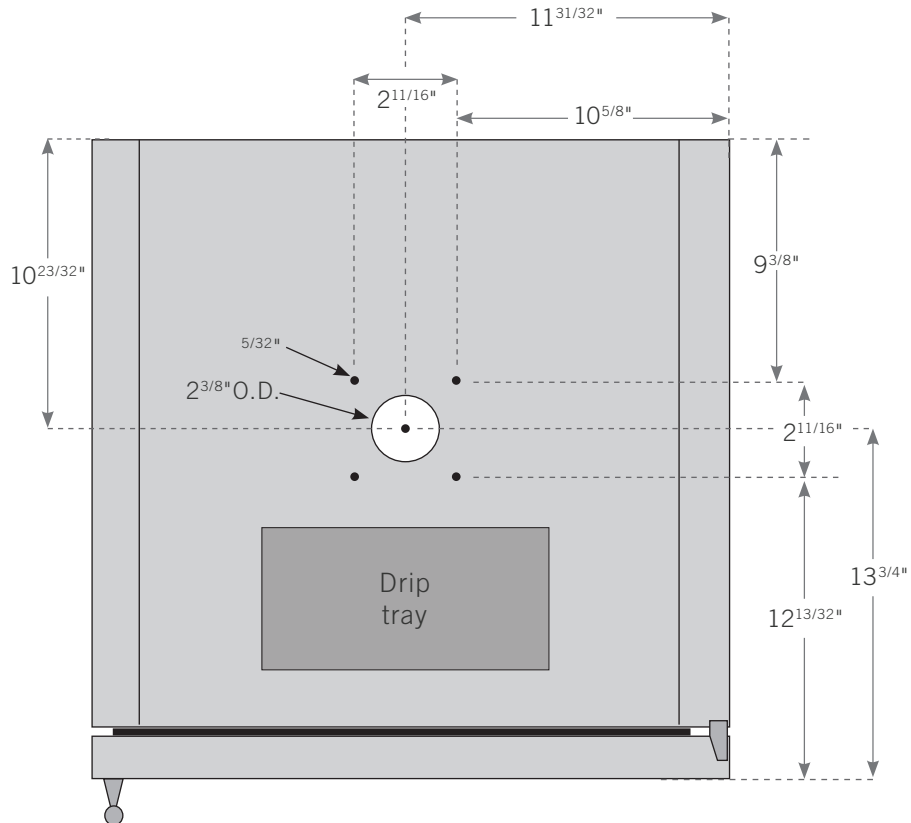
Assemble drip tray and place it on top of unit as shown.



15 INCH



24 INCH



INSTALLING DRAFT STANDARD AND HOOK UP

Required Tools:

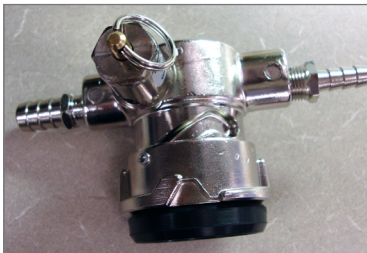
- Phillips Head Screwdriver
- Adjustable Wrench
- 3/8" I.D. plastic tubing (3')
- (2) Hose clamps

PARTS IN KIT:

1. CO₂ Tank (Shipped empty. Fill before use)
2. Draft Standard
3. Draft Standard Screws
4. Draft Head
5. CO₂ Pressure Regulator (single version/double version)
6. Chill Hose
7. Rubber Washer
8. CO₂ Hose
9. Securing strap
10. Beer Tapper (Sankey, low profile tapper)



DISENGAGED



ENGAGED

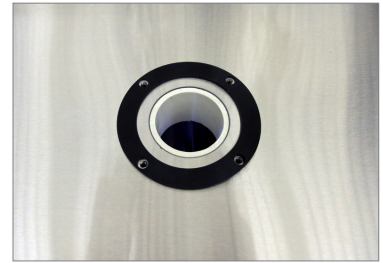


CAUTION: FILLED CO₂ TANKS ARE POTENTIALLY DANGEROUS BECAUSE OF THE PRESSURE THEY CONTAIN. IF YOU ARE UNFAMILIAR WITH THEIR USE OR THE USE OF THE CO₂ REGULATOR, SEEK INFORMATION FROM YOUR CO₂ SUPPLIER.

INSTALLING DRAFT STANDARD AND HOOK UP (CONTINUED)

1. Place rubber washer over draft standard mounting holes.
2. Secure the draft standard to the cabinet with the screws provided.
3. Remove the draft cap and run the chill hose to the top of the draft standard. Hook the hose onto the stainless tube to keep hose from falling out (This hose will keep the draft standard cold).
4. Reinstall the draft cap.
5. Hook up the pressure regulator to the CO₂ tank. Using an adjustable wrench make sure the nut is tight.
6. Place CO₂ tank in the unit using the black strap provided. To secure the tank use one of the screws from the evaporator cover. Connect the beer hose line from draft tower to taper. NOTE: Make sure clamp is on the hose prior to attaching.

1



2



3



4



5



6



7. Tighten the clamp down on the beer line hose.

8. Connect the CO₂ hose to tapper. NOTE: Make sure clamp is on the hose prior to attaching.

9. Tighten the clamp down on the CO₂ hose.

10. Install the beer tapper onto the keg. The tapper has notches that must line up. Once the notches are lined up, turn the tapper to secure it to the keg.

7



8



9



10



FINAL ASSEMBLY



PRESSURE

DISPENSING PRESSURES DIFFER ACCORDING TO:

- The type of draft dispensing system
- The length of draft dispensing line
- The actual product - some require more, some require less
- The temperature of the product
- The pressurizing agent: air pressure, CO₂ or special blended gases

HELPFUL HINTS ON MAINTAINING THE CORRECT PRESSURE

- Know which pressurizing agent to use on which product and why
- Monitor your regulators to ensure applied pressure remains constant
- Keep equipment in good repair

TAPPING

Do not agitate the kegs unnecessarily. If excessive agitation occurs allow kegs to settle for 1 to 2 hours before tapping. Prior to tapping the keg, ensure that all beer faucet in the serving location are in the off position. Completely remove the dust cover (identification cap) from the keg.

DRAFT BEER PROBLEMS

TO MINIMIZE DRAFT BEER PROBLEMS, ALWAYS FOLLOW THE RECOMMENDED INSTRUCTIONS FOR TEMPERATURE AND CO₂ PRESSURES FROM YOUR BEER SUPPLIER.

FLAT BEER - DESCRIPTION: FOAMY HEAD DISAPPEARS QUICKLY. BEER LACKS USUAL ZESTFUL BREWERY FRESH FLAVOR

- CO₂ turned off when not in use
- Contaminated air source (associated with compressed air)
- Greasy glasses
- Not enough pressure
- Pressure shut off during night
- Loose tap or vent connection
- Sluggish pressure regulator
- Obstruction in lines

FALSE HEAD - DESCRIPTION: LARGE SOAP-LIKE BUBBLES, HEAD DISSOLVES VERY QUICKLY

- Dry glasses
- Improper pour
- Pressure required does not correspond to beer temperature
- Coils or direct draw beer lines warmer than beer in keg
- Small lines into large faucet shanks
- Beer drawn improperly

WILD BEER - DESCRIPTION: BEER, WHEN DRAWN, IS ALL FOAM AND NOT ENOUGH LIQUID BEER

- Beer drawn improperly
- Faucet in bad or worn condition

- Kinks, dents, twists or other obstructions in line
- Traps in beer lines
- Beer too warm in kegs or lines
- Too much pressure
- Creeping gauge causing too much pressure

CLOUDY BEER - DESCRIPTION: BEER IN THE GLASS APPEARS HAZY. NOT CLEAR

- Dirty glass or faucet
- Beer over chilled
- Beer temperature variance in keg. (Beer may have warmed up at sometime)
- Hot spots in beer lines
- Cutting beer through faucet
- Beer line in poor condition
- Dirty lines
- Beer that has been frozen

BAD TASTE

- Dirty faucet
- Old or dirty beer lines
- Failure to flush beer lines with water after each empty keg
- Unsanitary conditions at bar
- Foul air or dirt in lines
- Oily air; greasy kitchen air
- Temperature of package too warm
- Dry glasses

CHANGING CO₂ GAS CYLINDER

FOLLOW THESE INSTRUCTIONS AT ALL TIMES WHEN YOU REPLACE A CO₂ GAS CYLINDER:

1. Close cylinder at “A”.
2. Remove tap “D” from barrel. Pull pressure release ring on body of tap to release pressure remaining in line. (Do not close “C”).
3. Remove or loosen regulator key “B” by turning counter clockwise.
4. Remove regulator from used cylinder at “E”.
5. Remove dust cap from new gas cylinder at “E” and clear dust from outlet by opening and closing valve “A” quickly using appropriate wrench.
6. Attach regulator to new cylinder at “E”. (Use new fiber/plastic washer, if required).
7. Open valve “A” all the way.
8. Close valve “C”.
9. Adjust regulator key “B” by turning clockwise to set pressure. (Check setting by opening “C” and pulling and releasing the ring “F” on the pressure release valve on the body of the tap).
10. Tap barrel at “D” with valve “C” open.

NOTE: DO NOT LAY CO₂ CYLINDERS FLAT. DO NOT DROP CO₂ CYLINDERS. IT REQUIRES 1/2 POUND CO₂ TO DISPENSE 1/2 BARREL OF BEER AT 38°F WITH 15 POUNDS PRESSURE ON BARREL.

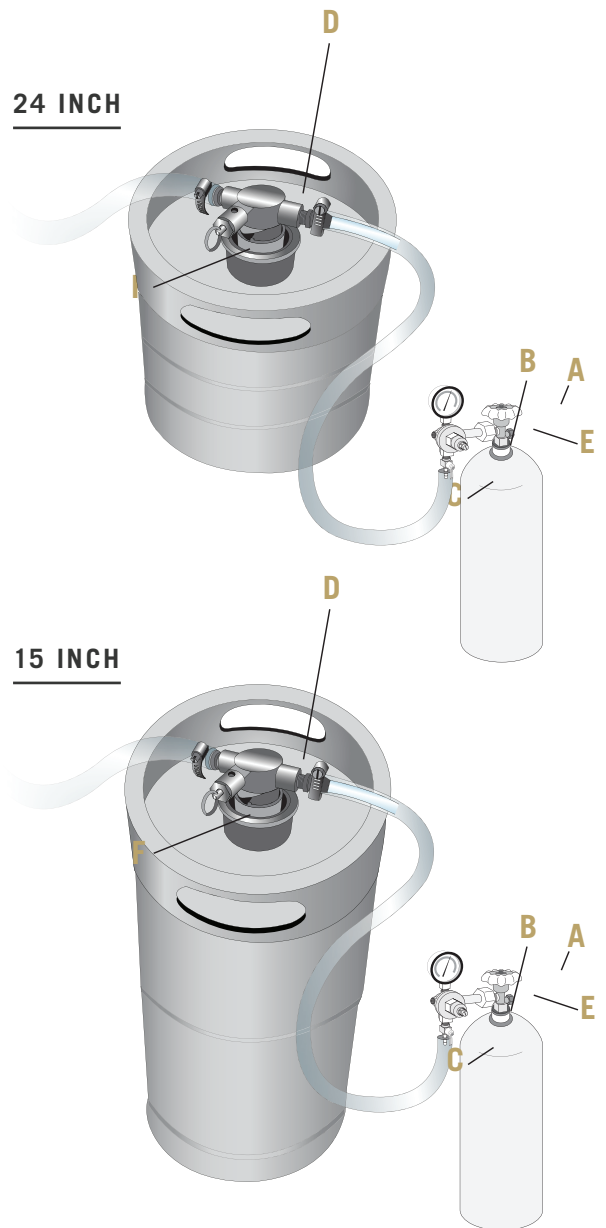
PRESSURE ADJUSTMENT ON CO₂ REGULATOR

INCREASING PRESSURE:

1. Close regulator shut-off “C”.
2. Turn regulator key “B” clockwise and make setting.
3. Tap gauge for accurate reading.
4. Open regulator shut-off “C” and draw beer.

DECREASING PRESSURE:

1. Close regulator shut-off “C”.
2. Untap barrel at “D” and to bleed line, activate tap handle. Leave in open position.
3. Slowly open regulator shut-off “C” and simultaneously turn regulator key counter-clockwise to zero reading.
4. Close regulator shut-off “C” and set pressure by turning regulator key clockwise. Check setting by opening and closing valve “C”.
5. Close tap head “D”. (Put in “OFF” position).
6. Tap barrel at “D” and open regulator shut-off “C”.



CLEANING INSTRUCTIONS FOR DRAFT TOWERS

Draught dispensers, regardless of design, must be cleaned on a regular basis. Flushing your draught dispenser with water only is not enough. Cleaning is recommended whenever changing to a fresh keg.

NOTE: USE CLEANERS APPROVED BY YOUR BEER SUPPLIER AND FOLLOW THEIR INSTRUCTIONS. IF YOU ARE USING THE CLEANING KIT PURCHASED FROM TRUE FOLLOW THESE INSTRUCTIONS:

Cleanliness should be constantly maintained in your dispenser so that your draught beer will be at its best when served. Although the beer in the barrel is in excellent condition, it can become less satisfying as it is drawn through the beer line and faucet if they are not kept clean.

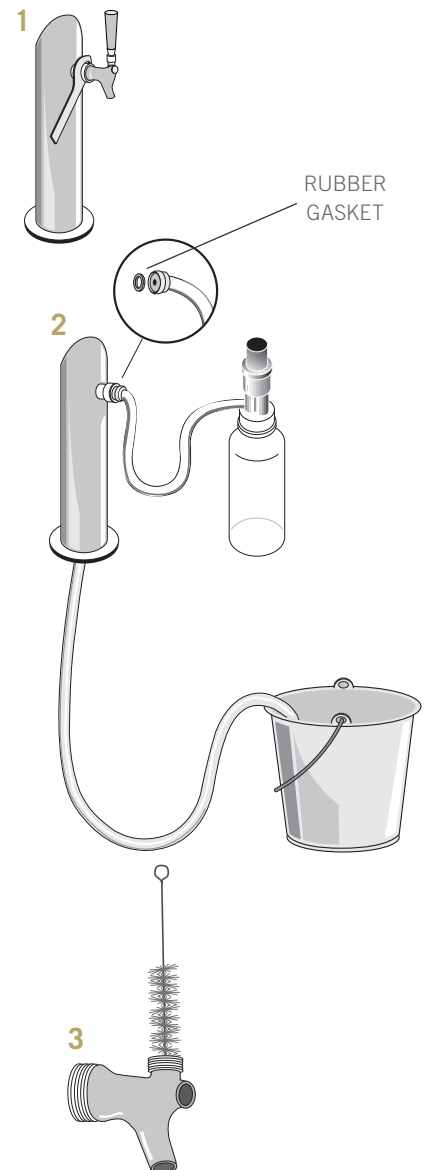
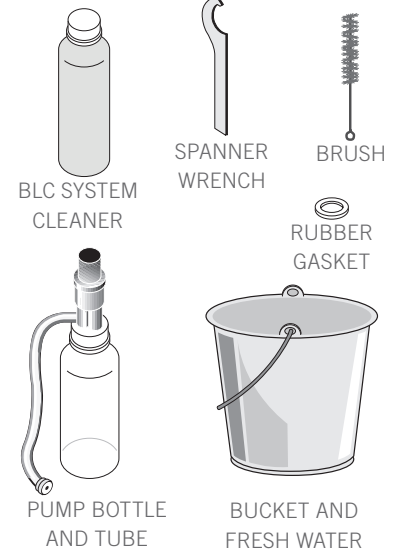
PREPARE SOLUTION:

Add 1/2 ounce (19 grams) of cleaning solution to each quart of warm water. Fill pump bottle with the mixed cleaning solution.

BEER CLEANING INSTRUCTIONS:

1. Shut-off the CO₂ at the regulator.
2. Remove the tapping device (keg coupler) from the keg.
3. Unscrew handle from faucet.
4. Remove beer faucet with spanner wrench (turn clockwise to remove). (image 1).
5. Put tap and faucet parts in a bucket.
6. Thread hose from pump bottle to beer column tap outlet (be sure rubber gasket is in place to prevent leakage) - allow beer line to drain in bucket. (Image 2).
7. Pump solution from bottle through the beer line(s) into the bucket. Wait 10 minutes while cleaning solution works through the lines.
8. Use supplied brush to clean beer faucet parts. (Image 3).
9. Rinse parts thoroughly.
10. Rinse bucket, pump bottle and hose thoroughly with clean cool water.
11. Fill pump bottle with clean cool water and pump through lines until water runs clear. (repeat if necessary)
12. When crystal clear water comes through, you're ready to assemble and reattach faucet and re-tap the keg.

BEER TAP CLEANING KIT REQUIRED TOOLS



INSTALLING TOE KICK

LEVELING REFRIGERATOR

INSTALLING ANTI-TIP BRACKETS

INSTALLING THE 120° DOOR STOP (STANDARD)

INSTALLING THE 90° DOOR STOP (OPTIONAL)

INSTALLATION OF CASTORS

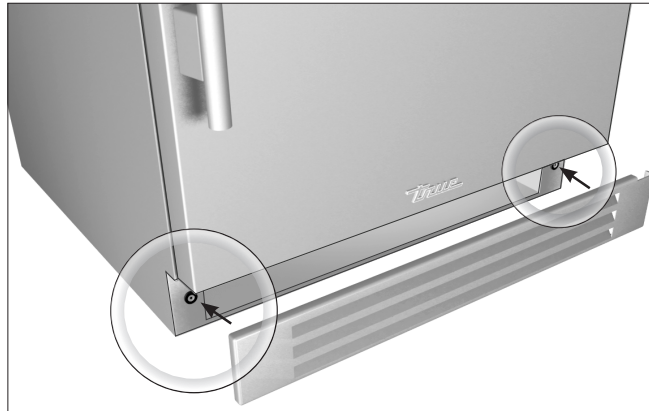


PRESERVE THE MOMENT®

INSTALLING THE TOE KICK

1. Remove from package that is taped to back of unit
2. Line up and attach the toe kick to the bottom of the cabinet using the magnets.

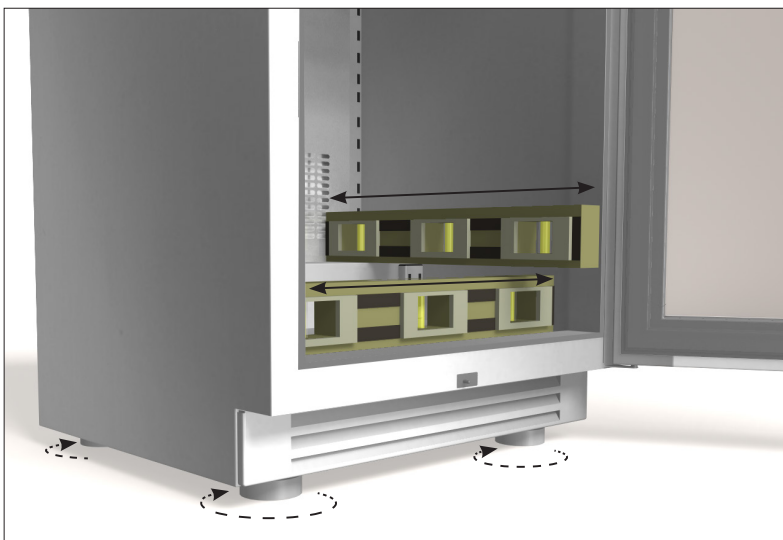
TOE KICK IS ATTACHED
TO BACK OF UNIT



LEVELING REFRIGERATOR

1. Set unit in its final location. Be sure there is adequate ventilation in your room.
2. Proper leveling of your True unit is critical to operating success (for non-mobile models). Effective condensate removal and door operation will be effected by leveling. Adjust leg levelers on the front and back of the cabinet if it needs to be lowered or raised.
3. The unit should be leveled from the interior of the unit front to back and side to side with a level. If the refrigerator is not level adjust the stainless steel leg levelers. The leg levelers can be adjusted by turning to reach the desired leveling height as shown in the illustration below.
4. Free plug and cord from back of cooler (do not plug in).
5. The unit should be placed close enough to the electrical supply so that extension cords are never used.
6. Once installed in final location, insert toe kick by clipping in place.

WARNING: COMPRESSOR WARRANTIES ARE VOID IF THE UNIT IS MORE THAN 7 FT. (2.1M) FROM PLUG-IN CONNECTION OR IF AN EXTENSION CORD IS USED.



INSTALLING ANTI-TIP BRACKET

ALL FREE STANDING DRAWER (TUR-24-D) OR STACKED UNITS MUST HAVE THE ANTI-TIP BRACKETS INSTALLED.

To prevent this the anti-tip brackets need to be installed. Reconnect the anti-tip bracket if the product is moved. Failure to follow these instructions can result in property or bodily harm.

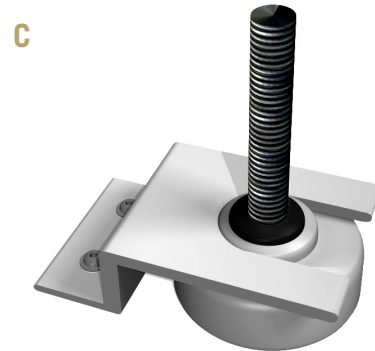
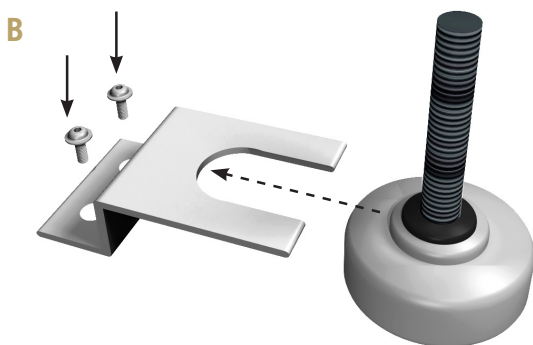
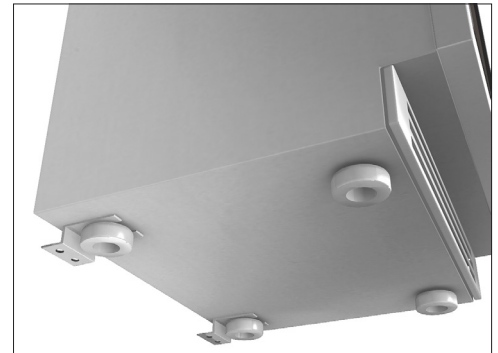
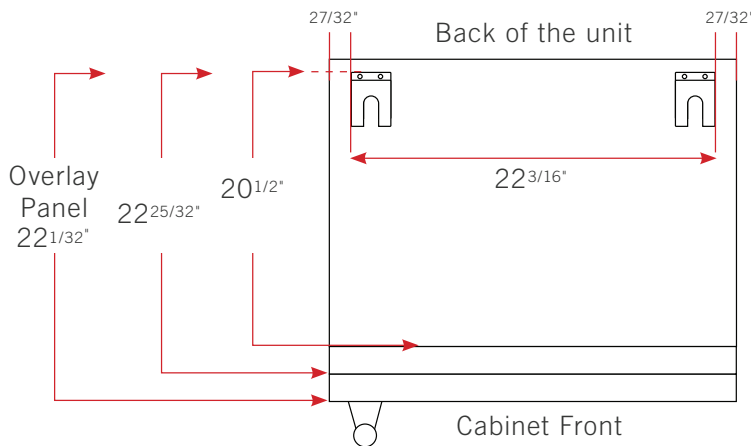
Read all installation instructions first. Install the anti-tip brackets to hold both rear legs of the unit. Follow these steps to secure the brackets to the floor before moving the unit into final operating position.

Contact a qualified floor covering installer for the best procedure of drilling mounting holes through your type of floor covering.

BEFORE MOVING UNIT TAKE PRECAUTIONS TO PROTECT THE FLOOR COVERING.

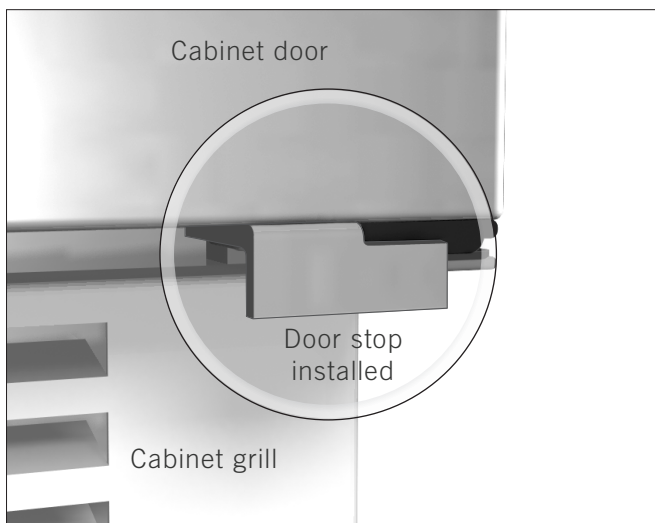
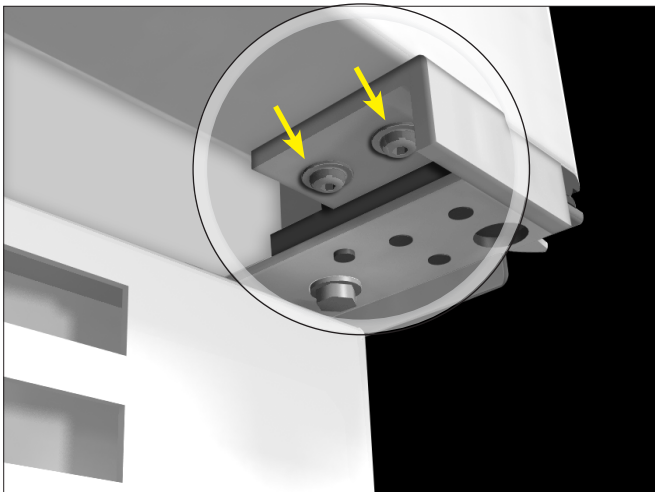
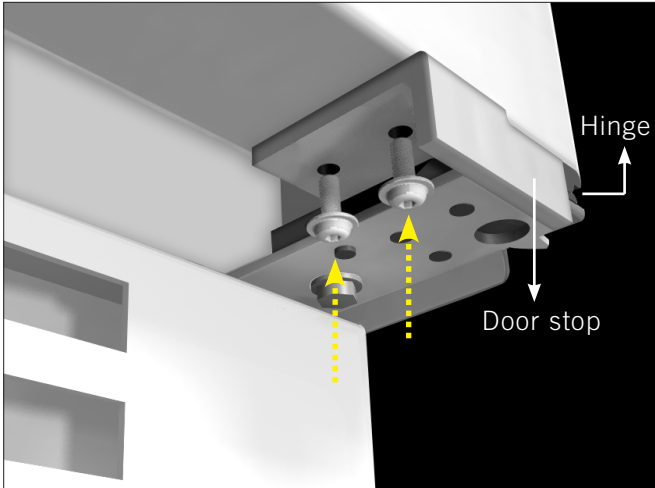
- Determine the location of the unit. From the front of the determined location of the lower louver grill measure back $20\frac{1}{2}$ ". From the determined side of the unit measure over $27\frac{3}{32}$ ". This is where the back and outer side of the bracket should sit. Using the bracket as a template mark the holes for drilling.
- To mount the anti-tip bracket to wood floor, drill pilot holes for each of the bracket holes. To mount the anti-tip bracket to concrete or ceramic floor use a masonry bit to drill pilot holes. Align anti-tip bracket holes with the holes in the floor. Fasten anti-tip bracket with screws provided using the brass colored screw for wood, or blue colored masonry screw for concrete.
- Move unit into final position making sure rear leveling legs slide into the anti-tip brackets.

A - ANTI-TIP BRACKET LOCATOR (TOP VIEW)



INSTALLING THE 120° DOOR STOP

All units are provided with an optional door stop. When installed, the door stop will restrict the door from opening past approximately 120° to prevent damage to surrounding cabinets. To install the door stop, use the 2 screws provided and secure the bracket to the bottom of the door on the same side as the hinge.



INSTALLING THE 90° DOOR STOP

REQUIRED TOOLS:

- 3/8" Socket wrench
- Phillips screwdriver

KIT:

- 90° Hinge door stop
- Door stop bracket

1. Remove toe kick.

2. **WARNING:** Support the door while removing hinge. Door is heavy and weight will cause it to drop if not supported.

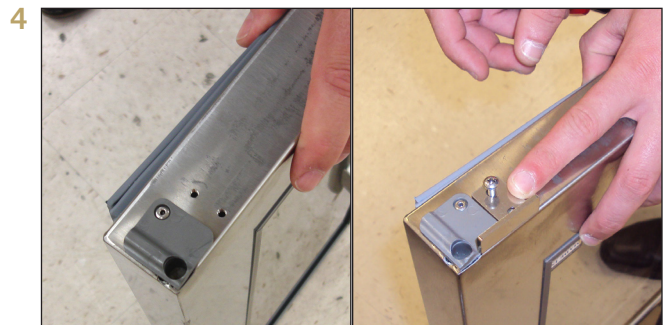
Remove 2 3/8" bolts to detach 120° door hinge (standard).

3. Slowly remove door from unit by sliding down from top hinge.

4. Install door stop using screws already installed. Reinstall door by sliding up into top hinge.

5. Install 90° hinge with the 2 3/8" bolts that you removed. Note: Do not tighten screws all the way until door adjustments have been made.

6. Align door with lock latch and light switch. Tighten screws.



TRUE PRECISION CONTROL® OPERATION
AND CABINET COMPONENTS
(ALL MODELS)

24 INCH REFRIGERATOR & FREEZER

24 INCH DUAL ZONE WINE CABINET

24 INCH REFRIGERATOR DRAWERS

24 INCH FREEZER DRAWERS

15 INCH REFRIGERATOR











PRESERVE THE MOMENT®









24 INCH REFRIGERATOR & FREEZER

(FREEZER NOT AVAILABLE IN GLASS DOOR)



-  = Power unit off / on cuts power to all relays
-  = To display set point
-  = Press to change set point down
-  = Press to change set point up
-  = To turn on accent light - This will leave light on all the time even when the door is closed
-  = To switch color LED's - 14 color TruLumina® patent. 
-  = To turn on door ajar alarm & high temperature alarm - Door ajar alarm activates after 7 minutes.
 - Refrigerator - High temperature alarm activates after one consecutive hour at or above 50°F.
 - Freezer - High temperature alarm activates after one consecutive hour at or above 20°F.
 - Wine Cabinet - High temperature alarm activates after one consecutive hour at or above 70°F.

KEY COMBINATIONS

-  +  = Lock / Unlock Keypad
-  +  = Sabbath Mode
-  +  = Showroom Mode - Shuts off all refrigeration components. Displays set point. Lights are fully functional.
-  +  = Toggle °C / °F

TRUE ALL REFRIGERATOR / FREEZER COMPONENTS

TUR / TUF



TRUE BEVERAGE CENTER COMPONENTS

TBC



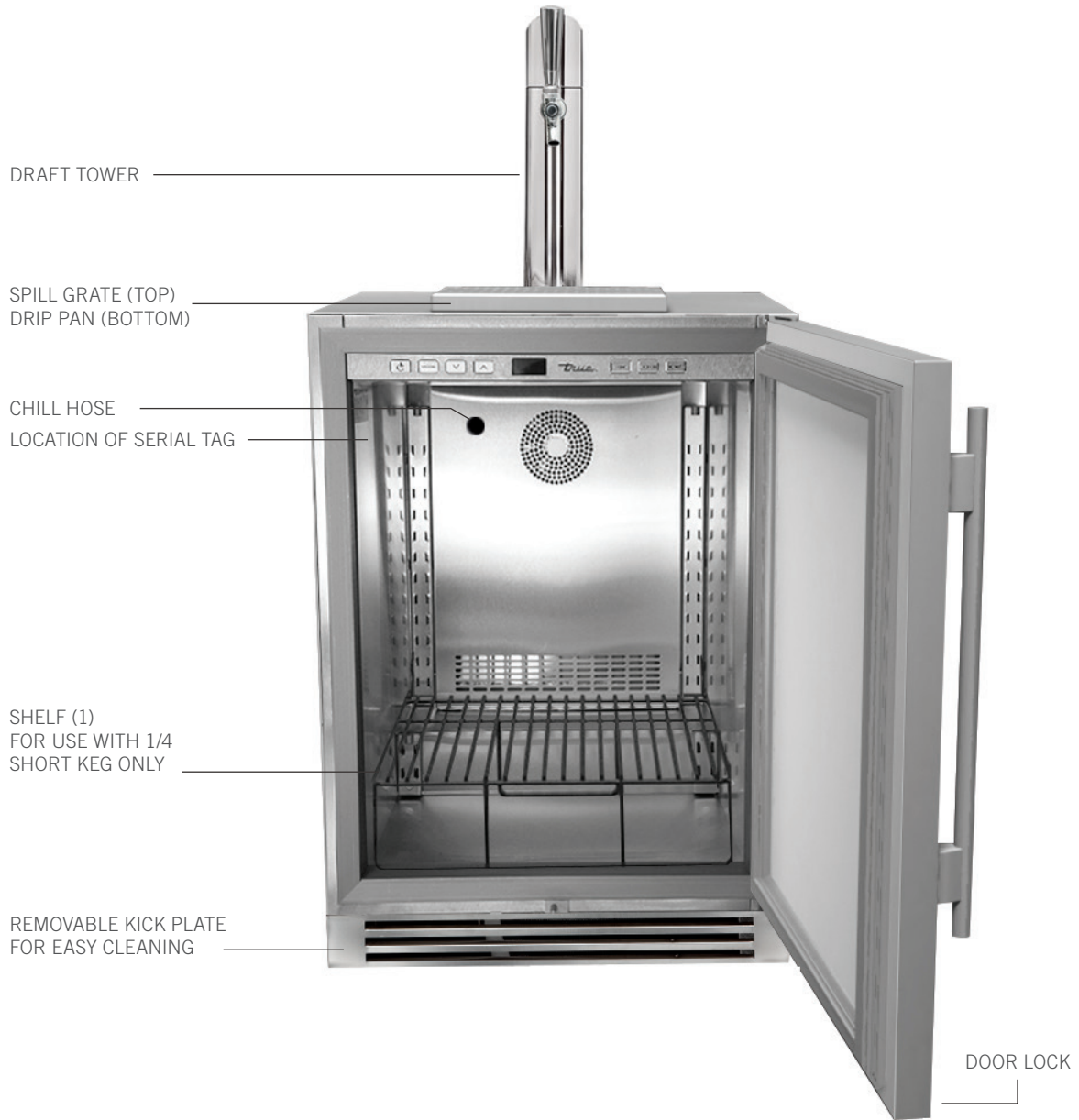
TRUE WINE CABINET COMPONENTS

TWC



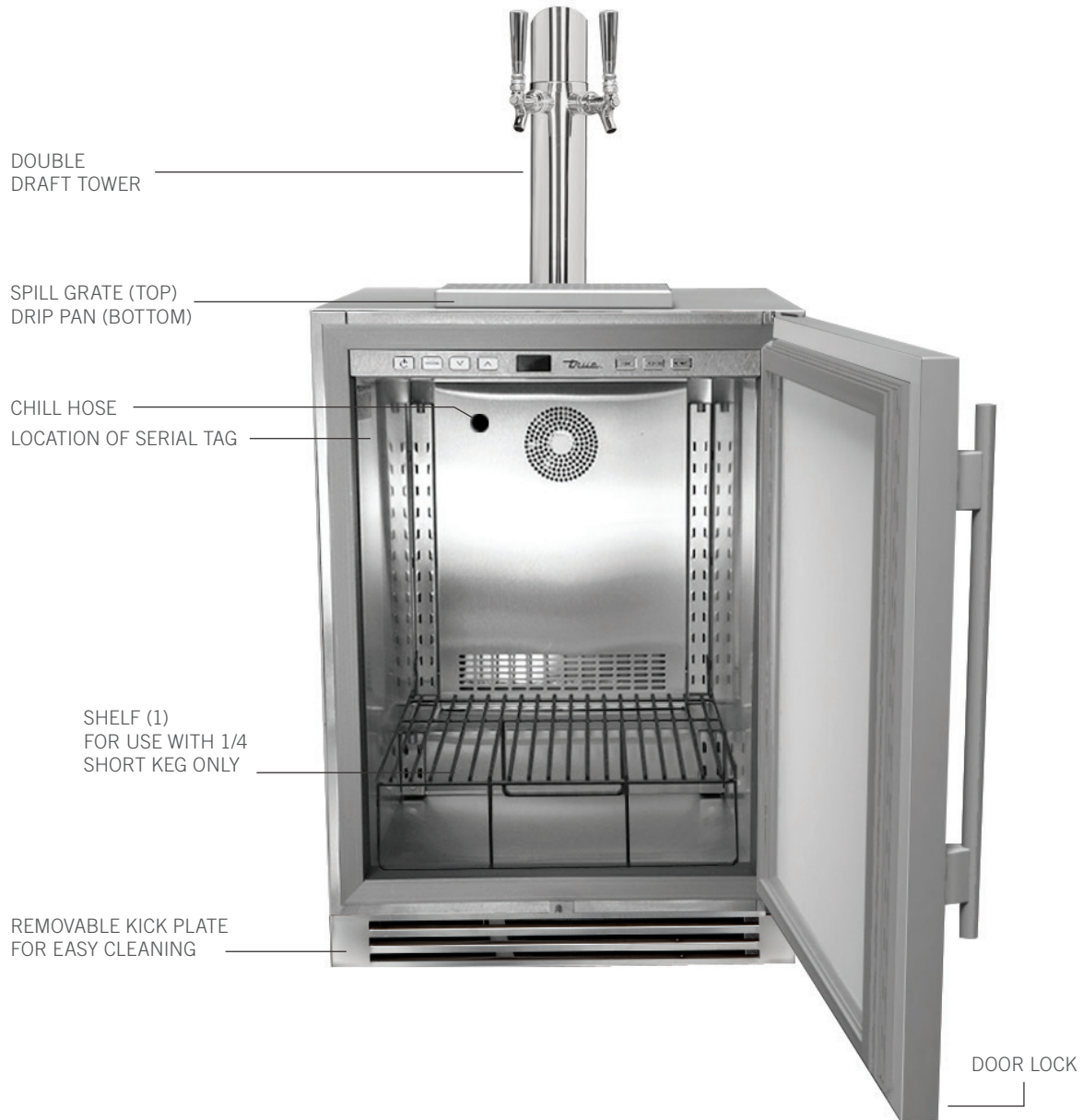
TRUE BEVERAGE DISPENSER

TUR-24BD



TRUE DUAL BEVERAGE DISPENSER







TUR-24DD














24 INCH DUAL ZONE

USER INTERFACE COMMANDS



-  = Power, cuts power to all relays, resumes pulldown
-  = To display set point
-  = Press to change set point down, hold to scroll down
-  = Press to change set point up, hold to scroll up
-  = To turn on Accent Light - This will leave light on all the time even when the door is closed
-  = To turn on door ajar alarm & high temperature alarm - Door ajar alarm activates after 7 minutes.
 - High temperature alarm activates after one consecutive hour at or above 70°F.

KEY COMBINATIONS

-  +  = Lock / Unlock Keypad (UPPER)
-  +  = Sabbath Mode (UPPER)
-  +  = Showroom Mode - Shuts off all refrigeration components. Displays set point. Lights are fully functional.
-  +  = Toggle °C / °F (UPPER)
-  +  = To switch color LEDs - 14 color TruLumina® patent. 









TRUE WINE CABINET - DUAL ZONE COMPONENTS

TWC-DZ











24 INCH REFRIGERATOR / FREEZER DRAWERS



-  = Power unit off / on cuts power to all relays
-  = To display set point
-  = Press to change set point down
-  = Press to change set point up
-  = To turn on accent light - This will leave light on all the time even when the door is closed
-  = To switch color LED's - 14 color TruLumina® patent. 
-  = To turn on door ajar alarm & high temperature alarm - Door ajar alarm activates after 7 minutes.
 - Refrigerator - High temperature alarm activates after one consecutive hour at or above 50°F.
 - Freezer - High temperature alarm activates after one consecutive hour at or above 20°F.

KEY COMBINATIONS

-  +  = Lock / Unlock Keypad
-  +  = Sabbath Mode
-  +  = Showroom Mode - Shuts off all refrigeration components. Displays set point. Lights are fully functional.
-  +  = Toggle °C / °F

TRUE REFRIGERATED DRAWERS
TUR-24D

TWO HEAVY DUTY
LEXAN ORGANIZERS
PER DRAWER

EXCLUSIVE TRUE®-GLIDE
SOFT-CLOSE FEATURE
FOR BOTH DRAWERS

REMOVABLE KICK PLATE
FOR EASY CLEANING



TRUE FREEZER DRAWERS
TUF-24D

EXCLUSIVE TRUE®-GLIDE
SOFT-CLOSE FEATURE
FOR BOTH DRAWERS



REMOVABLE KICK PLATE
FOR EASY CLEANING


NOTES


15 INCH


USER INTERFACE COMMANDS


Control is located behind the user interface and can be accessed by removing 3 Phillips screws. This will also give you access to the user interface, and LED driver. Control sequence is as follows:





 = Power, cuts power to all relays, resumes pulldown

 = To turn on Accent Light



 = Press to change set point down, hold to scroll down

 = Press to change set point up, hold to scroll up



KEY COMBINATIONS

 +  = Lock / Unlock Keypad

 +  = Sabbath Mode

 +  = Showroom Mode - Shuts off all refrigeration components. Displays set point. Lights are fully functional.

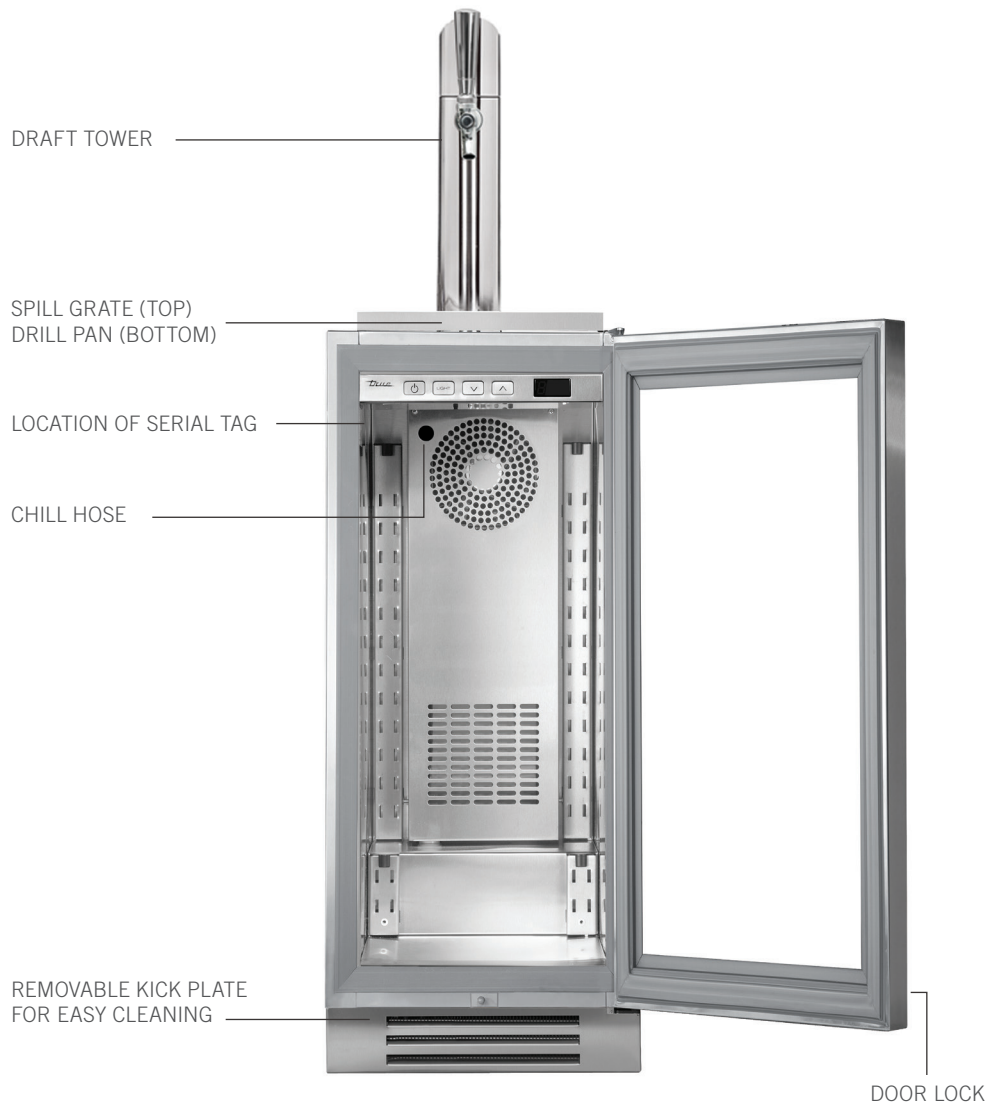
 +  = To switch color LEDs - 14 color TruLumina® patent. 

 +  = To turn on door ajar alarm & high temperature alarm - Door ajar alarm activates after 7 minutes.

- Refrigerator - High temperature alarm activates after one consecutive hour at or above 50°F.
- Wine Cabinet - High temperature alarm activates after one consecutive hour at or above 70°F.

TRUE BEVERAGE DISPENSER

TUR-15BD



TRUE ALL REFRIGERATOR COMPONENTS

TUR



TRUE WINE CABINET COMPONENTS

TWC



HOME ALARM SYSTEM
(DUAL ZONE WINE CABINET ONLY)



PRESERVE THE MOMENT®

HOME ALARM SYSTEM - DUAL ZONE WINE CABINET ONLY

Dual Zone wine units are provided with three wires located behind the kick-plate that may be connected to a home alarm system. These connections are for low voltage, low current circuits similar to those used as signals for alarms on doors and windows. Refer to the specifications of your alarm system to determine the type of circuit used.

The color codes for the different circuits are as follows:

- Normally closed contacts: White with black and violet
- Normally open contacts: White with blue and black
- Common: White with black

CAUTION: ANY UNUSED TERMINALS SHOULD BE FULLY INSULATED AND ALL WIRES SHOULD BE SECURED AWAY FROM MOVING PARTS AND SHARP EDGES.



SHELVING ADJUSTMENT



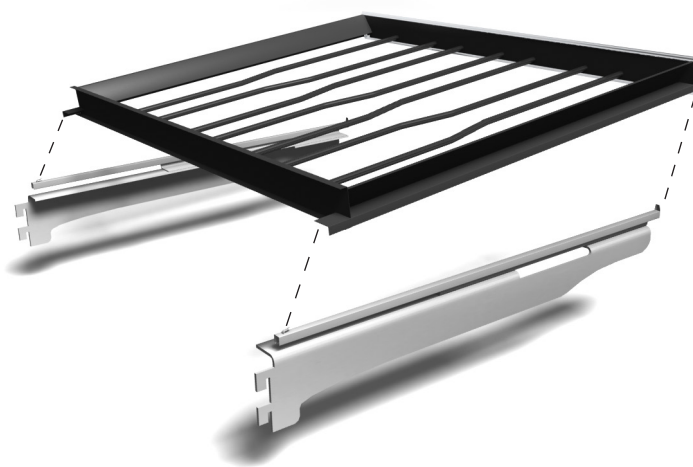
PRESERVE THE MOMENT®

WINE SHELVING ADJUSTMENT

The glide out wine shelves in TBC, TWC and TWZ-DZ models consist of 3 pieces. These pieces are the wire wine rack and 2 mounting bracket/glide assemblies (one for the hinge side and one for the non-hinge side).

To remove the wine shelf, pull up on the front of the wine rack and it will separate from the two mounting brackets. The two mounting brackets may now be removed from the pilasters by lifting straight up then pulling the brackets out of the pilasters.

NOTE WHEN REINSTALLING THE BRACKETS, THE BRACKET WITH THE LARGER VIBRATION BUMPER MUST BE INSTALLED ON THE SAME



SIDE OF THE CABINET AS THE DOOR HINGE. WHEN REINSTALLING THE WINE RACK, BE SURE THAT THE BACK OF THE RACK HOOKS UNDERNEATH THE TAB ON THE GLIDE.

The tab on the front of the glide must also fit securely in the gap between the handle and the rack (see illustration). If the fit is too tight, you may need to loosen the screws on the back of the handle to increase the gap.

The wine shelves are held securely by the anti-vibration bumpers. If there is too much play side-to-side, tighten the bumpers against the compartment walls by rotating with your fingers.

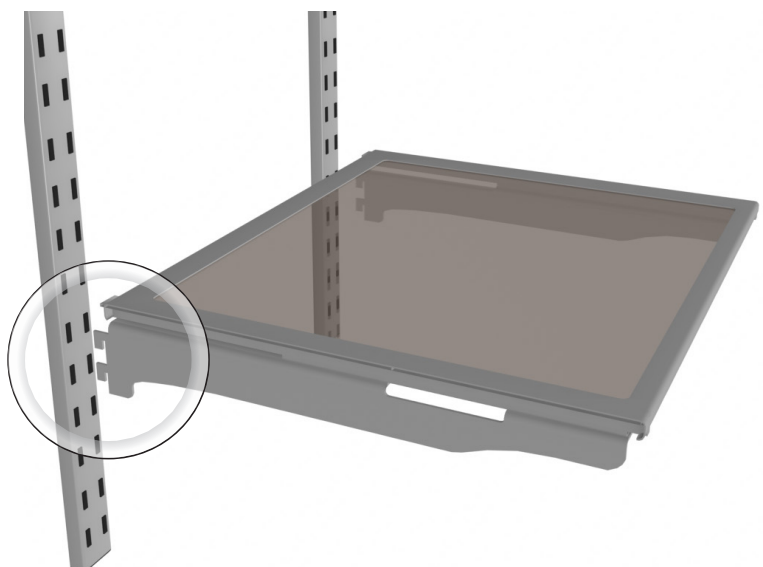


GLASS SHELVING ADJUSTMENT

The glide out glass shelves are already attached to the mounting bracket/glide assemblies.

To install the glass shelves insert mounting brackets into pilasters.

To remove the glass shelves, simply lift straight up then pull the brackets out of the pilasters.



STACKING KIT INSTRUCTIONS

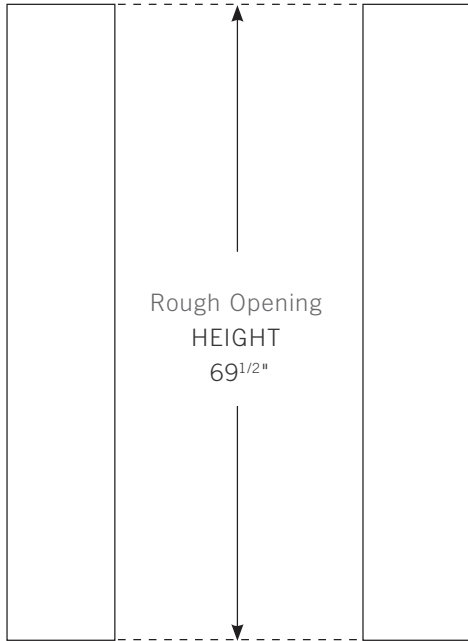


PRESERVE THE MOMENT®

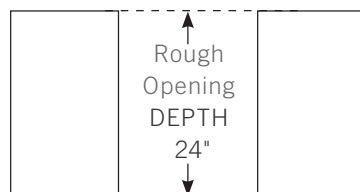
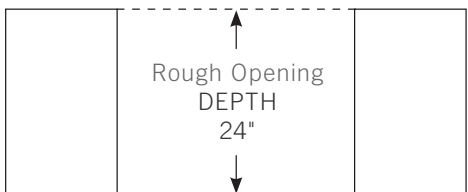
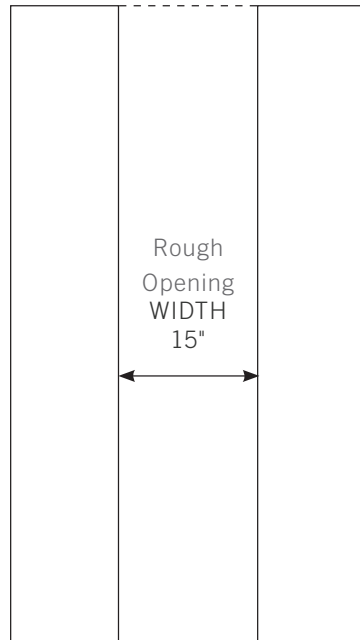
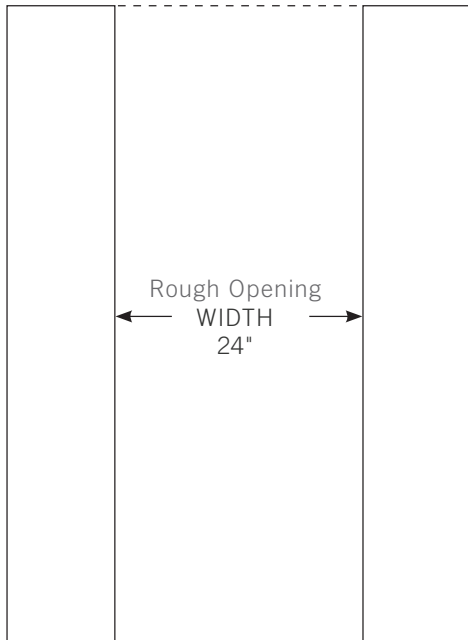
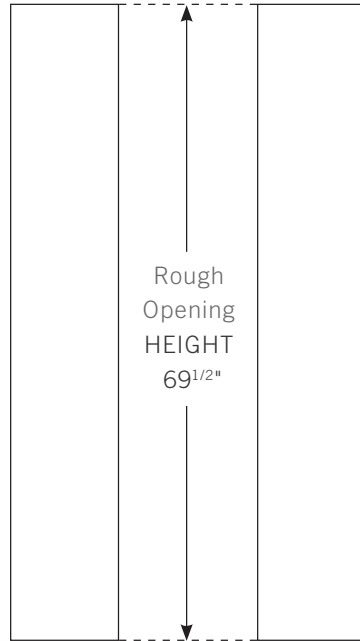
INSTALLATION SPECIFICATIONS - STACKED UNITS (SOLID AND GLASS DOOR AND OVERLAY PANELS)

True's stacked units are designed to be inserted into a cabinet opening or free standing. Below are recommended dimensions for rough opening.

24 INCH



15 INCH



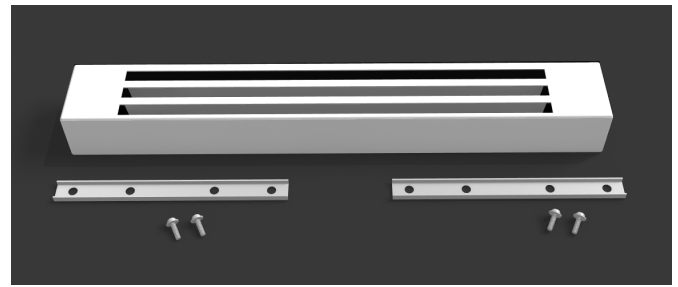
TRUE STACKING KIT

REQUIRED TOOLS:

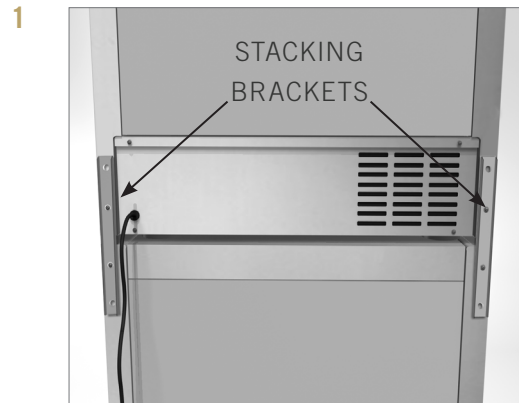
- 1/4 inch socket and ratchet
- Level
- Floor protector

KIT:

- (1) Louver Grill
- (2) Stacking Brackets
- (4) 1/4" Hex Head Screws



1. Lay floor protectant down.
2. Uncrate cabinets and secure both shelving and doors/drawers.
3. Install the anti-tip device per its instructions. (Page 16).
4. Trial fit anti tip brackets using the lower cabinet.
5. Carefully lift the top cabinet and place on the lower cabinet. This procedure requires assistance. Level the top cabinet.
6. Position the upper refrigerator so that it is flush with the lower cabinet's sides and back.
7. Install the rear stacking brackets. See image 1.
8. Place set in final spot. Level both top and bottom unit. Use a level on the inside of the cabinets. Check front to back and side to side. See image 2.
9. Remove front grill on top cabinet. Door must be open to remove grill. Pull both sides of the louver grill at the same time. The grill then snaps out. See image 3.



TRUE STACKING KIT (CONTINUED)

10. Install the new louver grill on top cabinet.

NOTE: MAKE SURE ANY PLASTIC PROTECTIVE MATERIAL IS REMOVED FROM LOUVER GRILL BEFORE INSTALLING.

11. Door must be open for installation. Slide louver grill into place and snap both sides into the unit. See image 4.

12. Installation is complete.

4



24 INCH



15 INCH



24 / 15 INCH SIDE VIEW



TRUE STACKING KIT FOR UNITS WITH OVERLAY PANELS

REQUIRED TOOLS:

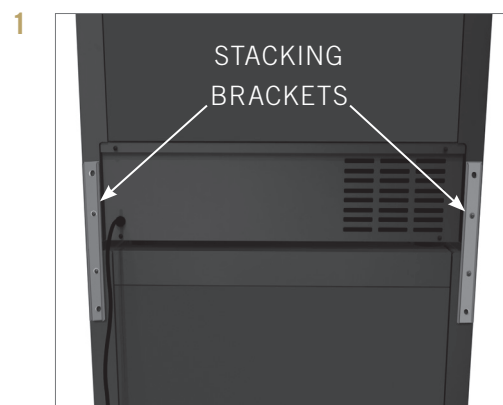
- 1/4 inch socket and ratchet
- Level
- Floor protector

KIT:

- (2) Stacking Brackets
- (4) 1/4" Hex Head Screws



1. Lay floor protectant down.
2. Uncrate cabinets and secure both shelving and doors/drawers.
3. Install the anti-tip device per its instructions. (Page 16).
4. Trial fit anti tip brackets using the lower cabinet.
5. Carefully lift the top cabinet and place on the lower cabinet. This procedure requires assistance. Level the top cabinet.
6. Position the upper refrigerator so that it is flush with the lower cabinet's sides and back.
7. Install the rear stacking brackets. See image 1.
8. Place set in final spot. Level both top and bottom unit. Use a level on the inside of the cabinets. Check front to back and side to side. See image 2.
9. Installation is complete.



PLEASE NOTE WHEN ADDING A PANEL TO THE GRILL OR DOOR, AIR FLOW NEEDS TO BE TAKEN INTO CONSIDERATION. SEE IMAGES 3 AND 4.

IMAGE 3



IMAGE 4



Approximate distance from bottom of door to bottom of cabinet.

24 INCH

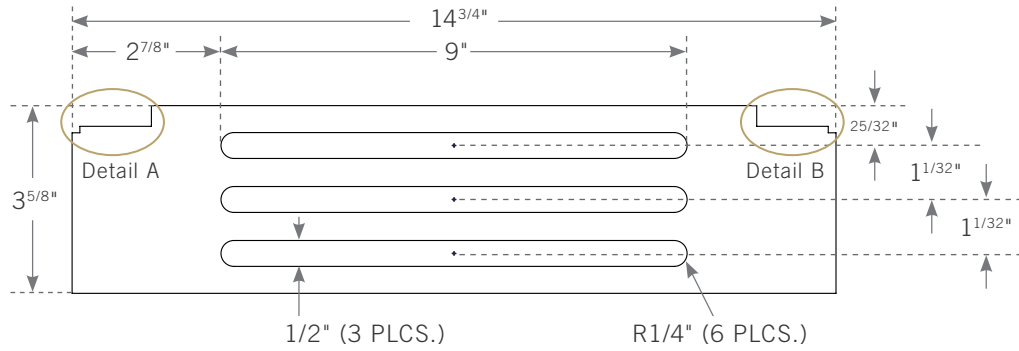
15 INCH

24 / 15 INCH SIDE VIEW

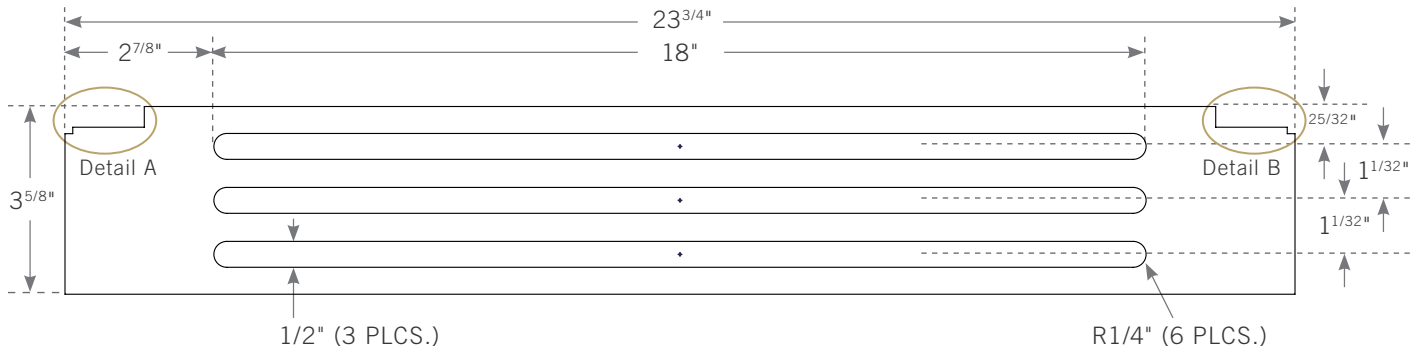


CUSTOM WOOD LOUVER TEMPLATE

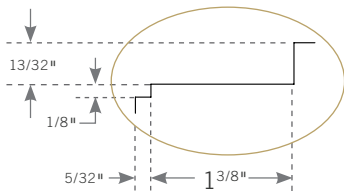
15 INCH



24 INCH

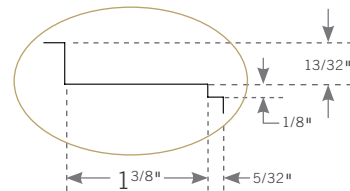


DETAIL A



SCALE 2:3
Notch here for a
left hinged unit

DETAIL B



SCALE 2:3
Notch here for a
right hinged unit

STAINLESS STEEL EQUIPMENT CARE AND CLEANING

GENERAL MAINTENANCE

SERVICE INFORMATION

FREQUENTLY ASKED QUESTIONS

WARRANTY



PRESERVE THE MOMENT®

STAINLESS STEEL EQUIPMENT CARE AND CLEANING

CAUTION: 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.

1. Scratches from wire brushes, scrapers, and steel pads are just a few examples of items that can be abrasive to stainless steel's surface.
2. 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.
3. Chlorides are present in table salt, food, and water. Household and industrial cleaners are the worst type of chlorides to use.

RECOMMENDED CLEANERS FOR CERTAIN SITUATIONS / ENVIRONMENTS OF STAINLESS STEEL

- A. Soap, ammonia and detergent medallion applied with a cloth or sponge can be used for routine cleaning.
- B. Arcal 20, Lac-O-Nu Ecoshine applied provides barrier film for fingerprints and smears.
- C. Cameo, Talc, Zud First Impression is applied by rubbing in the direction of the polished lines for stubborn stains and discoloring.
- D. Easy-off and De-Grease It oven aid are excellent for removals on all finishes for grease-fatty acids, blood and burnt-on foods.
- E. Any good commercial detergent can be applied with a sponge or cloth to remove grease and oil.
- F. Benefit, Super Sheen, Sheila Shine are good for restoration / passivation.

NOTE: THE USE OF STAINLESS STEEL CLEANERS OR OTHER SUCH SOLVENTS IS NOT RECOMMENDED ON PLASTIC PARTS. WARM SOAP AND WATER WILL SUFFICE.

8 STEPS THAT CAN HELP PREVENT RUST ON STAINLESS STEEL:

1. **USING 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. Step 2 tells you how to find the polishing marks.
2. **CLEANING ALONG THE POLISH LINES**
Polishing lines or "grain" are visible on some stainless steels. Always scrub parallel to visible lines on some stainless steels. Use a plastic scouring pad or soft cloth when you cannot see the grain.
3. **USE ALKALINE, ALKALINE CHLORINATED OR NON-CHLORIDE CONTAINING 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.
4. **WATER TREATMENT**
To reduce deposits, soften the hard water when possible. Installation of certain filters can remove corrosive and distasteful elements. Salts in a properly maintained water softener can be to your advantage. Contact a treatment specialist if you are not sure of the proper water treatment.
5. **MAINTAINING THE CLEANLINESS OF YOUR FOOD EQUIPMENT**
Use cleaners at the recommended strength (alkaline chlorinated or non-chloride). Avoid build-up of hard stains by cleaning frequently. When boiling water with your stainless steel equipment, the single most likely cause of damage is chlorides in the water. Heating any cleaners containing chlorides will have the same damaging effects.
6. **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.
7. **HYDROCHLORIC ACID (MURIATIC ACID) SHOULD NEVER BE USED ON STAINLESS STEEL**
8. **REGULARLY RESTORE/PASSIVATE STAINLESS STEEL**

GENERAL MAINTENANCE

Keeping the condenser coil clean will minimize required service and lower electrical cost. The condenser coil is accessible from the front.

The condenser coil should be cleaned by removing dust and other build-up from the tube assembly with vacuum or a cleaning rag.

When properly cleaned you should be able to see through the tube assembly.

Warranty does not cover cleaning the condenser coil.

REPLACEMENT PARTS

True maintains a record of the cabinet serial number for your unit. If at any time during the life of your unit, a part is needed, you may obtain that part by furnishing the model number and serial number to the company from whom you purchased the cooler. For replacement parts contact the dealer from whom you purchased the refrigerator or call True parts department at 844-849-6179. Inquires can be sent to the following address:

ATTN Parts Department
True Manufacturing
2001 East Terra Lane
O'Fallon, MO 63366-4434
Trueresidentialparts@truemfg.com

Phone Number : 844-849-6179

SERVICE DEPARTMENT

Support and train field service providers on True Residential Equipment. Help troubleshoot and repair service issues in the field on True Residential products.

Phone Number : 844-746-9423
Fax : 636-980-8510
Email : service@truemfg.com

WARRANTY DEPARTMENT

Answers questions regarding a units warranty status. Process warranty claims from service providers.

Phone Number : 844-849-6179
Fax : 636-980-8510
Email : trueresidentialwarranty@truemfg.com
Submit Claims to : warrantyclaims@truemfg.com

FREQUENTLY ASKED QUESTIONS

Q. HOW DO I ADJUST THE TEMPERATURE?

A. Refer to True Precision Control® Operation listed in Table of Contents on page 1.

Q. WHY DOES THE EVAPORATOR FAN MOTOR RUN CONSTANTLY?

A. This is a normal operation. The evaporator fan motor will run continuously to ensure even temperature throughout your cabinet. This will only stop when the door is opened to keep warm air from being circulated throughout the cabinet.

Q. WHY ISN'T MY UNIT COOLING PROPERLY?

A. Check to see that there are no obstructions to the condenser coil (behind front grill). Confirm that the condenser area is clean.

Q. HOW DO I ADJUST OR REMOVE A SHELF FROM MY CURRENT CONFIGURATION?

A. Refer to Shelving Adjustment listed in Table of Contents on page 1.

Q. WHY IS THERE WARM AIR COMING FROM THE BOTTOM/FRONT OF THE REFRIGERATOR (GRILL/KICKPLATE AREA)?

A. This is normal as heat dissipation is part of the refrigeration cycle.

Q. WHY IS THERE CONDENSATION FORMING ON THE INSIDE OR OUTSIDE OF THE UNIT?

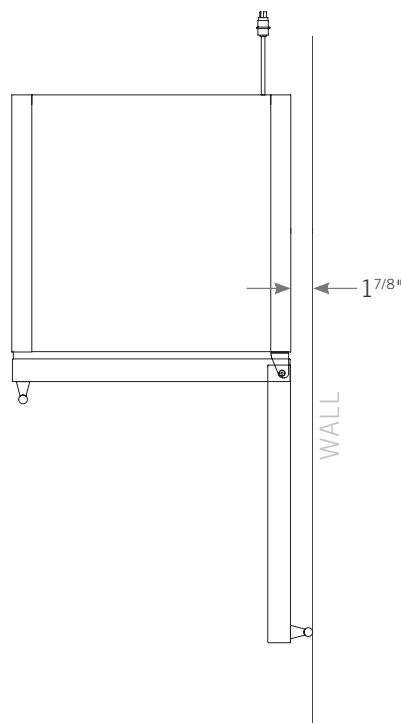
A. In climates with higher humidity or when the cabinet is placed in an outdoor setting, condensation may form on the unit and is considered normal. Leaving the door open for a long period of time will also cause excess condensation.

Q. WHAT ARE THE PRESET LIMITS FOR THE HIGH TEMPERATURE ALARM?

A. The electronic control will monitor temperatures and activate an alert if unsafe product temperatures are present for more than 60 minutes. For single and dual zone wine cabinets, the alarm will activate at 70°F. For all refrigerators, the alarm will activate at 50°F.

Q. HOW MUCH DISTANCE IS NEEDED FROM THE WALL TO HAVE THE HINGE ON THE WALL SIDE AND STILL OPEN 90 DEGREES?

A. 2 inches



Q. CAN I PUT 2 UNITS FLUSH AGAINST EACH OTHER WITHOUT SPACING?

A. Yes, usually. In typical climate controlled temperature/humidity conditions our units can be installed flush against each other. However, if you place your units in a humid, non-climate controlled area, ½ to 1 inch of spacing between the units will help prevent potential condensation buildup.

Q. DOES TRUE SELL THE WOOD DOORS ON OVERLAY?

A. No, for wood front doors, reach out to your cabinet maker and provide them with the overlay template available on the right hand side of our document library:
<http://www.true-residential.com/Support/Document-Library/>

Q. DOES THE OVERLAY COME WITH THE HANDLE?

A. No, our handle can be ordered as an accessory, or any pull can be added to your overlay drawer.

Q. DO TRUE UNITS HAVE A ZERO CLEARANCE HINGE?

A. Yes. No spacing is needed on the either side of our unit. It can be placed flush with adjoining cabinetry and still open fully.

Q. WHY DOESN'T THE WARRANTY COVER COMMERCIAL UNITS IN MY HOME?

A. Due to Department of Energy regulations on refrigerator energy use, we are not able to market and sell our commercial units in homes. Providing a warranty to home users is included in this.

Q. WHAT IS THE DECIBEL RATING OF THE UNITS?

A. 42-47 db.

Q. HOW DO I CHANGE THE LIGHTING?

A. For models that include a color button, simply push the button until the desired color appears.

- For 15 inch models without a color button press  +  at the same time until your desired color is reached.
- On 24 inch dual zone models press  + .

Q. MY DISPLAY WAS READING “REF” WHAT DOES THAT MEAN?

A. The REF code is shown when the cabinet doesn't reach the desired set temp in the allotted time. The problem may be that the door was left open or very hot product was loaded into the unit. To reset the code, simply power off, and power on the refrigerator. If the code returns, please contact True for service.

Q. I DON'T SEE A SERVICE COMPANY IN MY AREA, WHO CAN I CALL?

A. Please call True's service line: 888.616.8783 or email us: info@true-residential.com to have us help find an appropriate servicer for your cabinet.

Q. DOES MY REFRIGERATOR HAVE TO BE COVERED OUTDOORS?

A. No. All True undercounter are UL rated for outdoor use.

True units are able to be installed free standing. If left exposed to the elements throughout winter months, a cover will help preserve the life and beauty of your True product.

Please note: The gaskets do not provide a water tight seal, so it is recommended that the unit is installed so that the countertop of your outdoor kitchen covers the door or drawer gasket.

Q. WHAT SHOULD I DO IN THE WINTER? DO I HAVE TO BRING IT IN? HOW COLD CAN IT GET BEFORE IT'S A PROBLEM?

A. In regions with cold winters (consistently below 32°F), True refrigerators should be turned to off, and emptied of all contents. If exposed to the elements, covering your cooler will extend its life and beauty.

BEVERAGE DISPENSER QUESTIONS

Q. WHAT TYPE OF TAP SYSTEM CAN BE USED WITH A TRUE UNIT?

A. Different tap systems can be used on ¼ barrel short kegs, but low profile taps are not available in the non-sankey variety, and therefore will probably not fit in our dispensers when used with tall kegs.

Q. WHERE CAN I GET MY CO₂ TANK FILLED?

A. CO₂ is available at many sporting good stores as well as paintball stores. CO₂ canisters can often be exchanged (much like propane tanks) at many liquor stores as well as nationally at AIRGAS locations.

WINE CABINET QUESTIONS

Q. CAN I STORE MAGNUM BOTTLES?

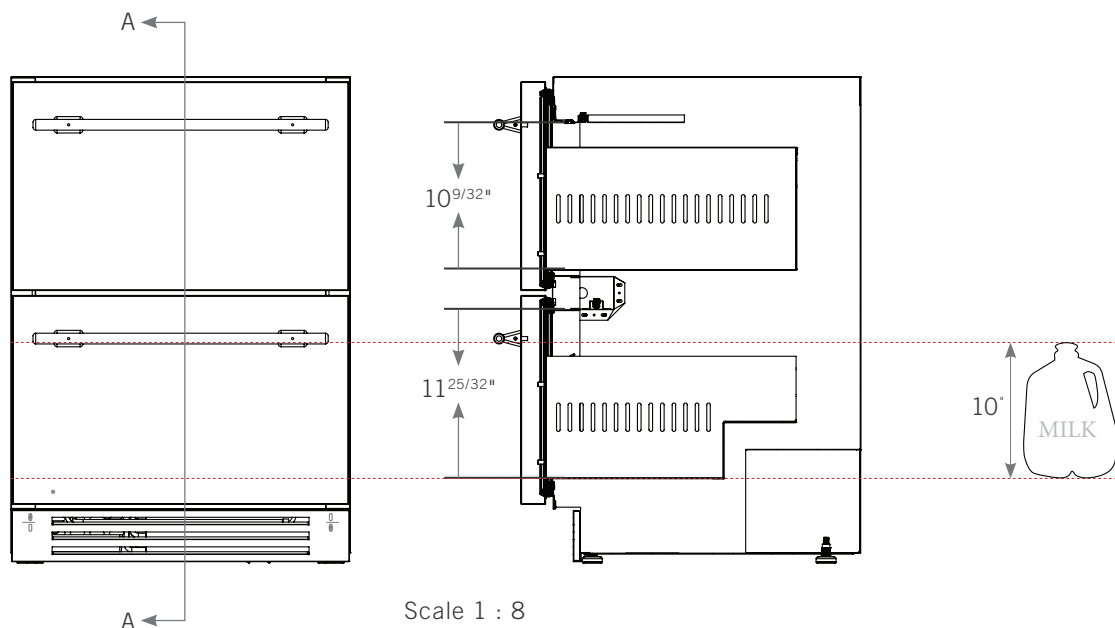
A. Magnums will fit on our floor rack which holds 5 bottles. Also, our shelves are removable to create additional space.

Q. CAN I STORE PINOT/BORDEAUX/RIESLING BOTTLES?

A. Yes. Almost all bottle varieties will fit in your True Wine Cabinet.

DRAWER CABINET QUESTIONS

Q. HOW TALL ARE THE DRAWERS? CAN I STORE AN UPRIGHT BOTTLE OF WINE, OR A GALLON OF MILK?



WARRANTY

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.

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 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.

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 NEGLIGENCE. 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.

NO IMPLIED WARRANTY. There are no other warranties, expressed, implied or statutory except the 30 day cosmetic, 3-year parts and labor and 6-year sealed system warranty as described above. 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.

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. This warranty gives you specific legal rights and you may have other rights that vary from state to state.

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.

CONTACT US

www.true-residential.com

(636)240-2400 • toll free (888)616-8783

