



# TRUE RESIDENTIAL®

THE TRUE 42 / 48  
INSTALL GUIDE AND USER'S MANUAL



PRESERVE THE MOMENT®



\*987023\*

# THANK YOU

FOR YOUR PURCHASE

## INSTALLATION CHECKLIST

To ensure no part of the installation process has been overlooked, complete the checklist below.

- Have all packaging materials been removed?
- Are the anti-tip brackets securely installed and properly engaging the unit?
- Has the unit been properly leveled? Do all leveling legs touch the floor?
- Is the kickplate installed?
- Is the doorstop being installed (if needed)?
- Does the customer understand the unit's operation?
- Has the customer been given the key and literature package?
- Have all stainless steel surfaces been inspected for imperfections?\*
- Is the unit operating correctly? If not, is the unit plugged in? Is the control turned on?

\*To be completed by either an installer with the customer or an authorized True dealer upon completion of installation. Stainless steel doors, handles, and shelves are covered by a limited 30-day warranty for cosmetic defects.

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**NOTE: AS WE STRIVE FOR CONTINUOUS IMPROVEMENTS, FEATURES AND SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE.**

TR-42SBS-SS-B

STAINLESS SOLID DOOR



TR-48SBS-SG-SS-B

STAINLESS SOLID DOOR



LUXURY REFRIGERATION WITH COMMERCIAL DNA.



OWNERSHIP

SAFETY PRECAUTIONS

DISPOSAL OF THE OLD REFRIGERATOR

CFC DISPOSAL



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## OWNERSHIP

To insure that your unit works properly from the first day, it must be installed properly.

**NOTE: 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 **844-746-9423**. 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 seriously injure themselves or damage the refrigerator.
- **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.
- 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.

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

## 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.

SITE PREPARATION  
ELECTRICAL REQUIREMENTS



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SITE PREPARATION

- Rough Opening dimensions. (See figure 1 and 2)
- For FLUSH installations the front face of the unit will be flush with the surrounding cabinets. (See figure 3)
- For PROUD (Standard) installations, the front face of the unit will extend beyond cabinets. (See figure 4)

**NOTE: IT IS NOT RECOMMENDED TO INSTALL UNITS SIDE BY SIDE WITH HINGES TOUCHING EACH OTHER. IF YOU PLAN TO INSTALL UNITS HINGE TO HINGE, CALL TECH SUPPORT AT 844-746-9423 FOR INSTALLATION INSTRUCTIONS.**

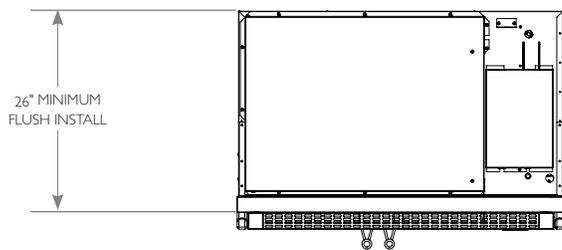
MEASUREMENTS & WEIGHT

	TR-42		TR-48	
	FLUSH	PROUD	FLUSH	PROUD
WIDTH	42 <sup>1</sup> / <sub>4</sub> "	41 <sup>3</sup> / <sub>4</sub> "	48 <sup>1</sup> / <sub>4</sub> "	47 <sup>3</sup> / <sub>4</sub> "
DEPTH	26"	24"	26"	24"
HEIGHT	84 <sup>1</sup> / <sub>4</sub> "	84"	84 <sup>1</sup> / <sub>4</sub> "	84"
WEIGHT*	720 Lbs	720 Lbs	820 Lbs	820 Lbs
Cord Length	8 feet	8 feet	8 feet	8 feet

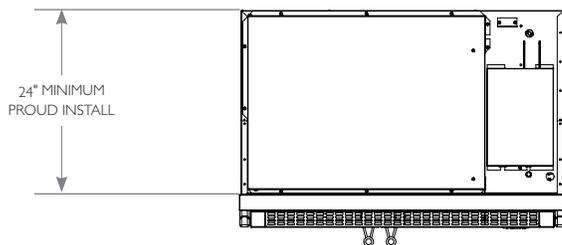
\* Because of the weight of this unit, it is recommended to consult a flooring expert prior to installation. The flooring beneath the unit should be rated to support at least 150 pounds per square foot.

TR-42

TOP VIEW  
FIGURE 1 – ROUGH OPENING  
FLUSH INSTALL

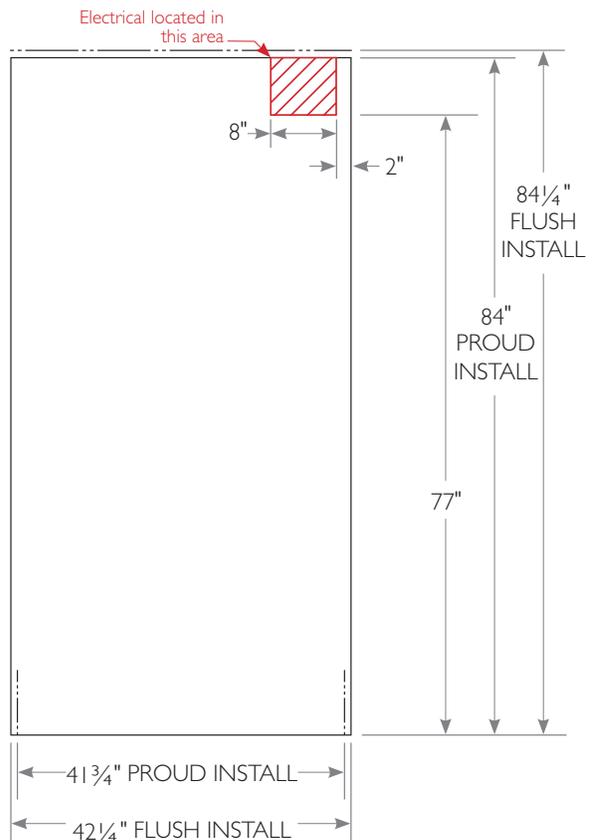


TOP VIEW  
FIGURE 1 – ROUGH OPENING  
PROUD INSTALL

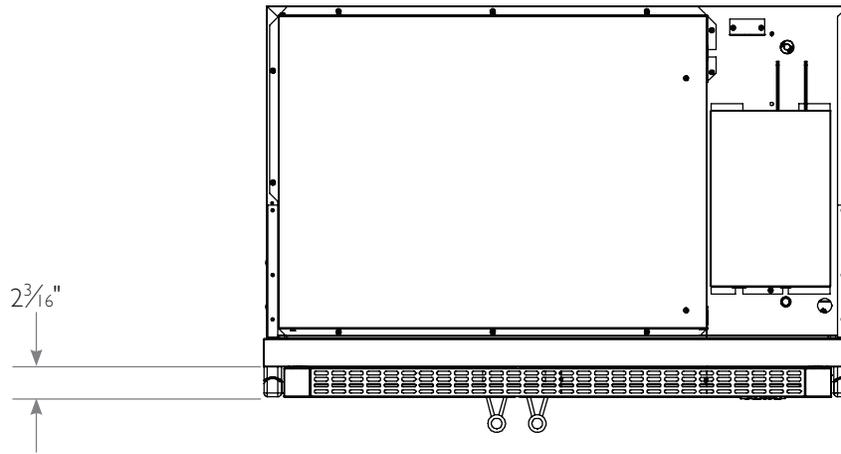


Dimensions may vary by ± 1/8" (3.2 mm)

FRONT VIEW  
FIGURE 2 – ROUGH OPENING

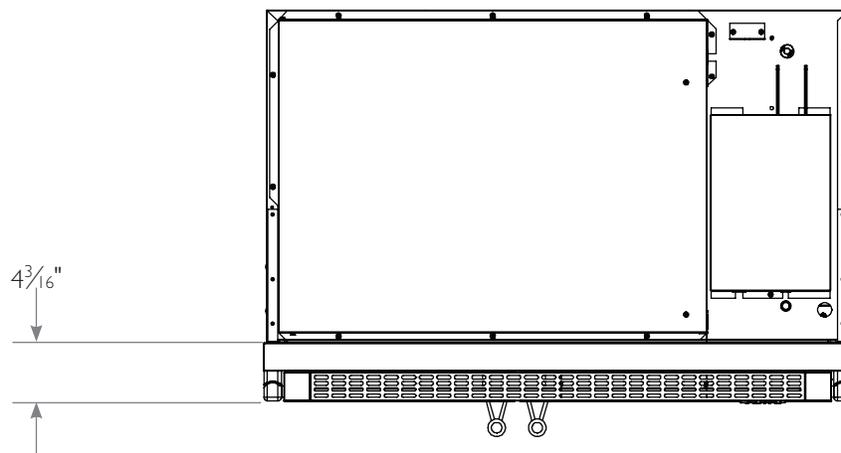


TOP VIEW  
FIGURE 3 – FLUSH INSTALL



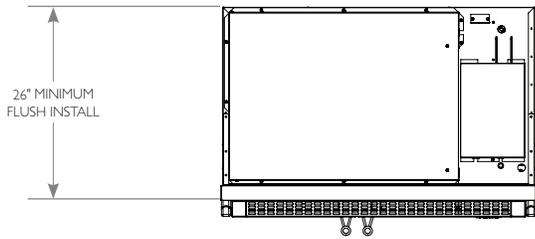
Dimensions may vary by  $\pm 1/8$ " (3.2 mm)

TOP VIEW  
FIGURE 4 – PROUD INSTALL

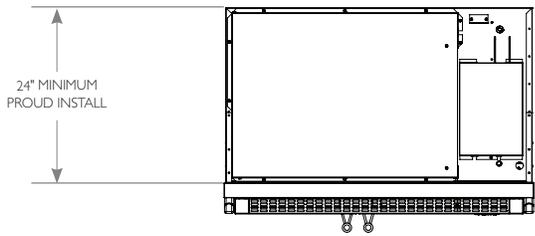


Dimensions may vary by  $\pm 1/8$ " (3.2 mm)

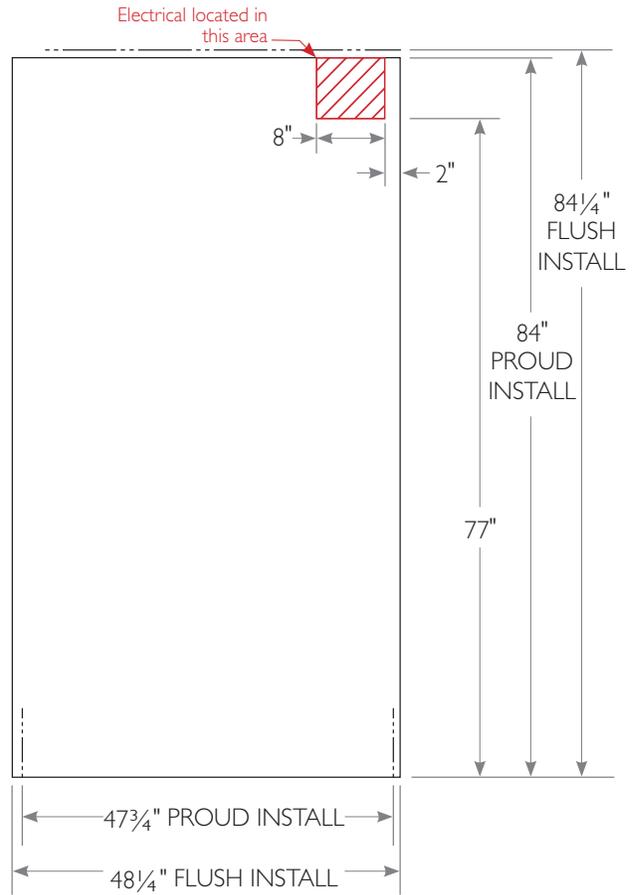
**TOP VIEW  
FIGURE 1 – ROUGH OPENING  
FLUSH INSTALL**



**TOP VIEW  
FIGURE 1 – ROUGH OPENING  
PROUD INSTALL**

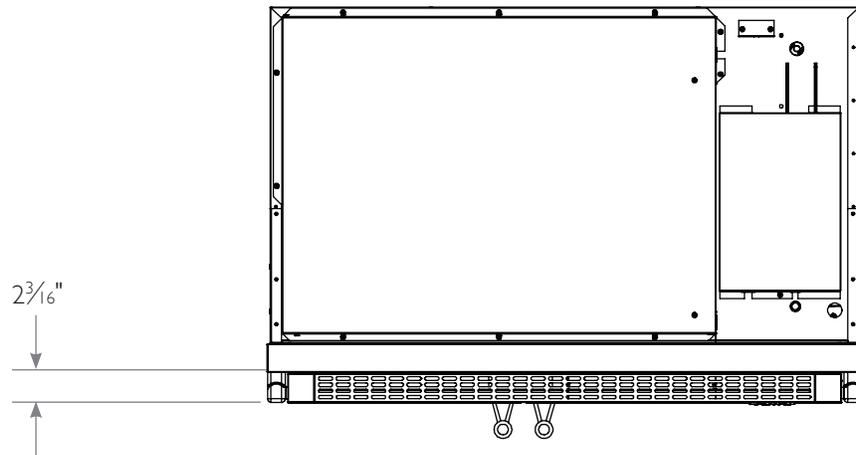


**FRONT VIEW  
FIGURE 2 – ROUGH OPENING**



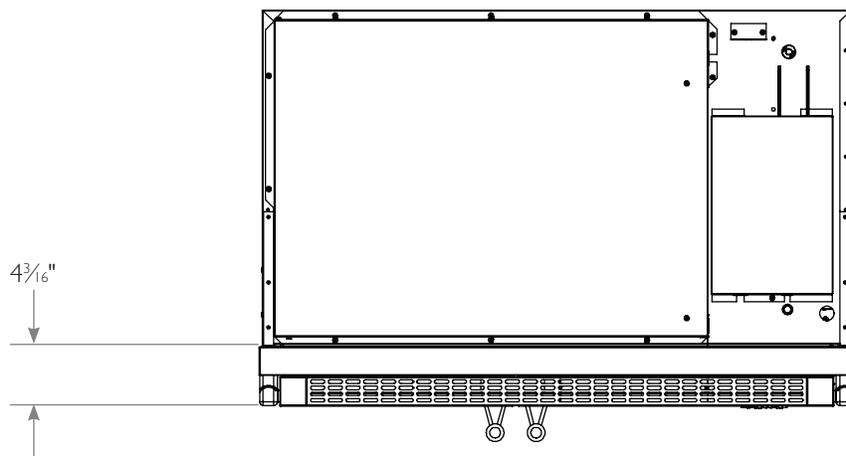
Dimensions may vary by  $\pm 1/8"$  (3.2 mm)

TOP VIEW  
FIGURE 3 – FLUSH INSTALL



Dimensions may vary by  $\pm 1/8$ " (3.2 mm)

TOP VIEW  
FIGURE 4 – PROUD INSTALL



Dimensions may vary by  $\pm 1/8$ " (3.2 mm)

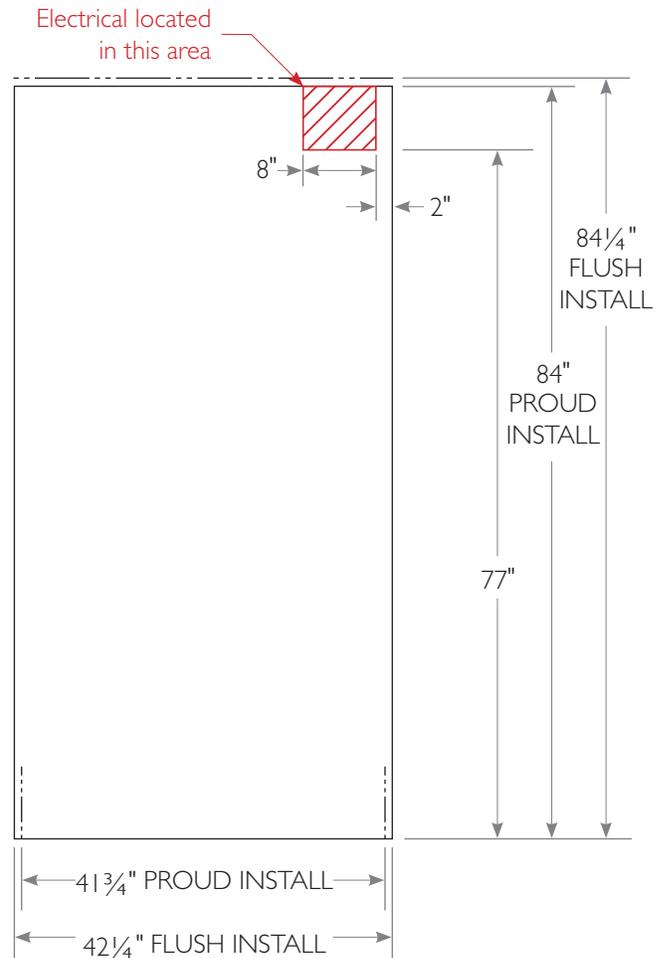
## ELECTRICAL REQUIREMENTS

For all built-in models, the electrical supply should be located within the shaded area shown in the illustration (See Figure 5). Follow the National Electrical Code and local codes and ordinances when installing the receptacle. A dedicated circuit, supplying only this appliance is required. A ground fault circuit interrupter (GFCI) is not recommended and may cause interruption of operation.

- Power Supply 115 V AC, 60 Hz
- Circuit Breaker 15 amp
- Receptacle 3-prong grounding-type

**NOTE: THE OUTLET MUST BE CHECKED BY A QUALIFIED ELECTRICIAN TO BE SURE THAT IT IS WIRED WITH THE CORRECT POLARITY. VERIFY THAT THE OUTLET IS PROPERLY GROUNDED.**

**FIGURE 5  
FRONT VIEW ROUGH OPENING  
& ELECTRICAL AREA**



TR-42SBS-SS-B

TR-48SBS-SG-SS-B

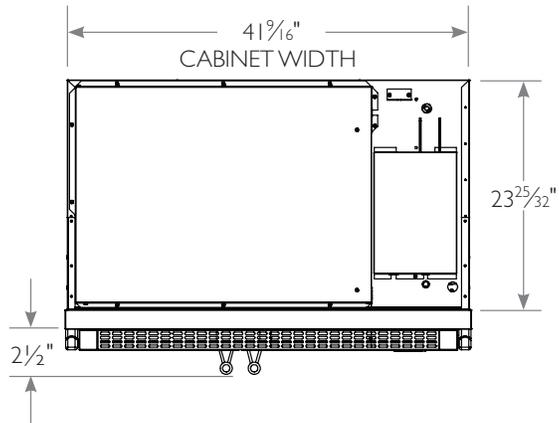


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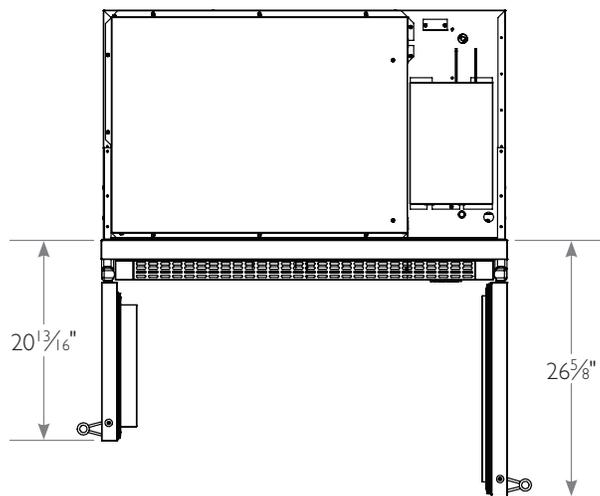
# INSTALLATION PLAN VIEWS

## OVERALL DIMENSIONS – TR-42

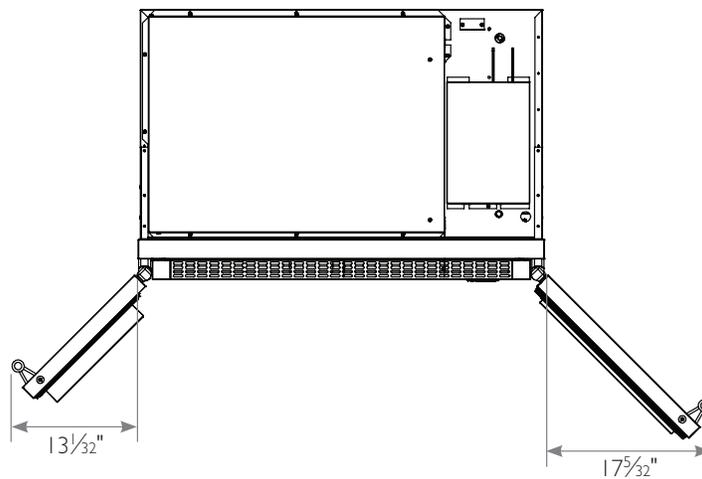
### TOP VIEW



### DOORS OPEN 90°



### DOORS OPEN 135°

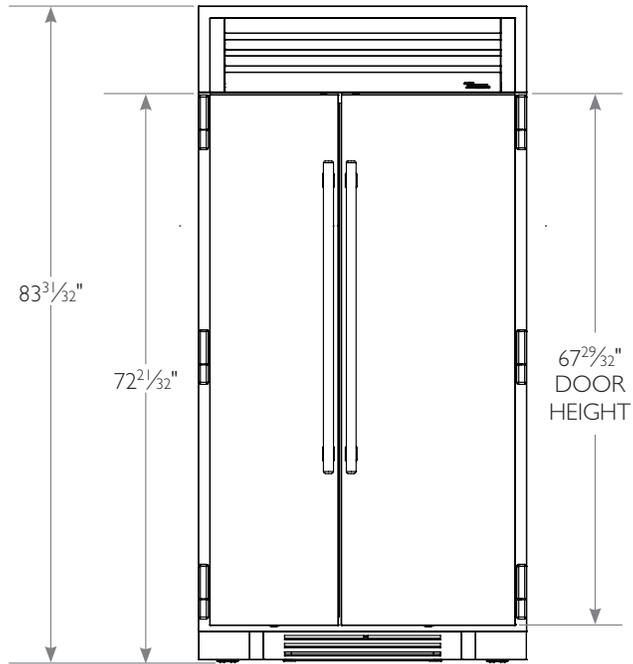


Dimensions may vary by ± 1/8" (3.2 mm)

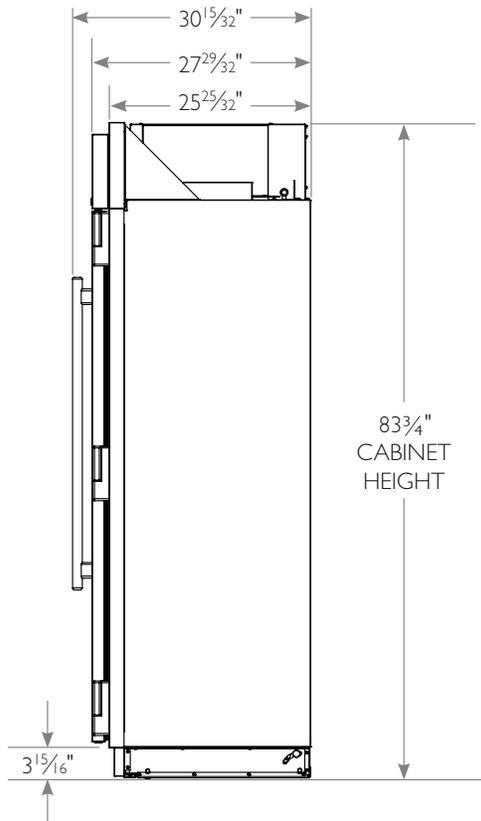
# INSTALLATION PLAN VIEWS

## OVERALL DIMENSIONS – TR-42

### FRONT VIEW



### SIDE VIEW

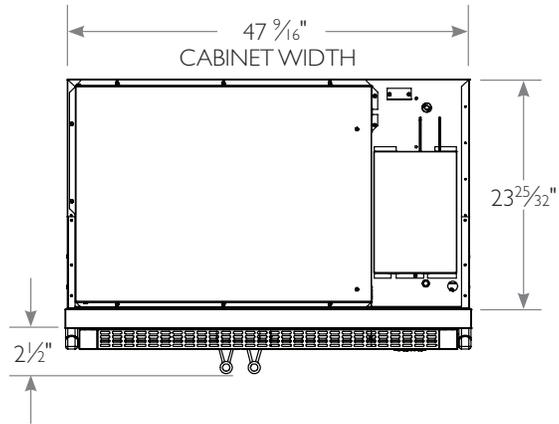


Dimensions may vary by  $\pm 1/8"$  (3.2 mm)

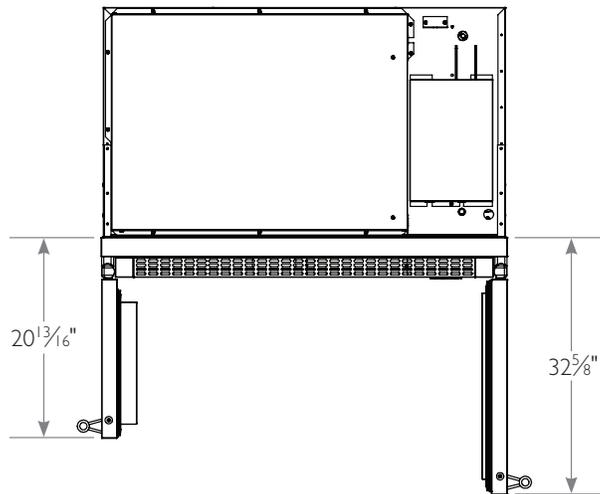
# INSTALLATION PLAN VIEWS

## OVERALL DIMENSIONS – TR-48

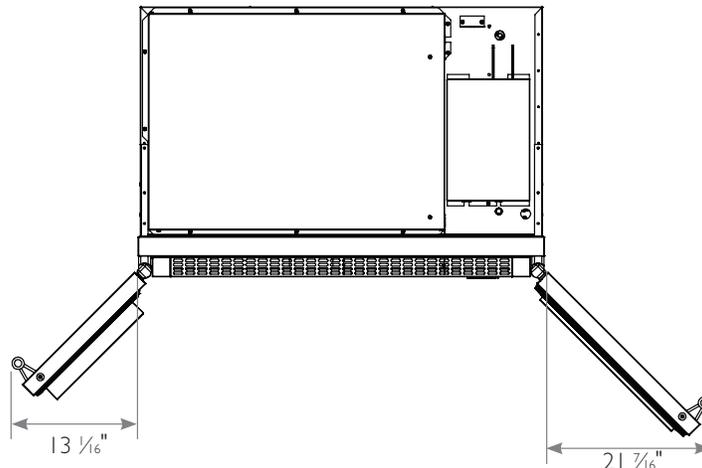
### TOP VIEW



### DOORS OPEN 90°



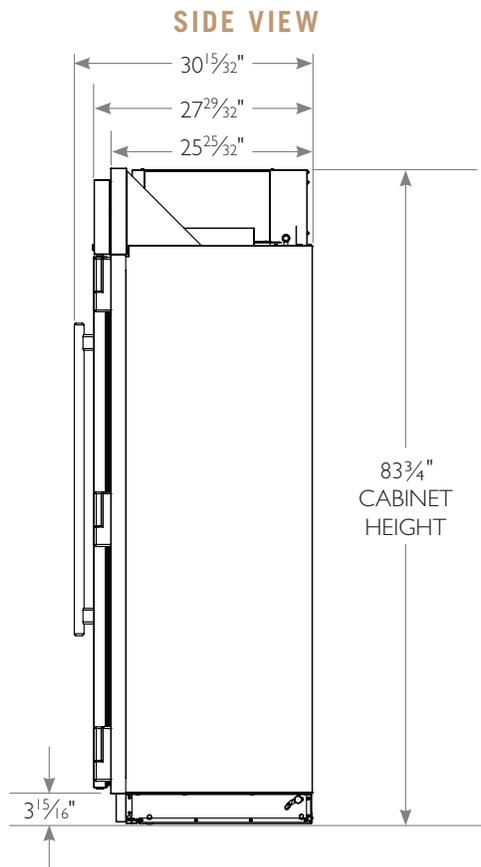
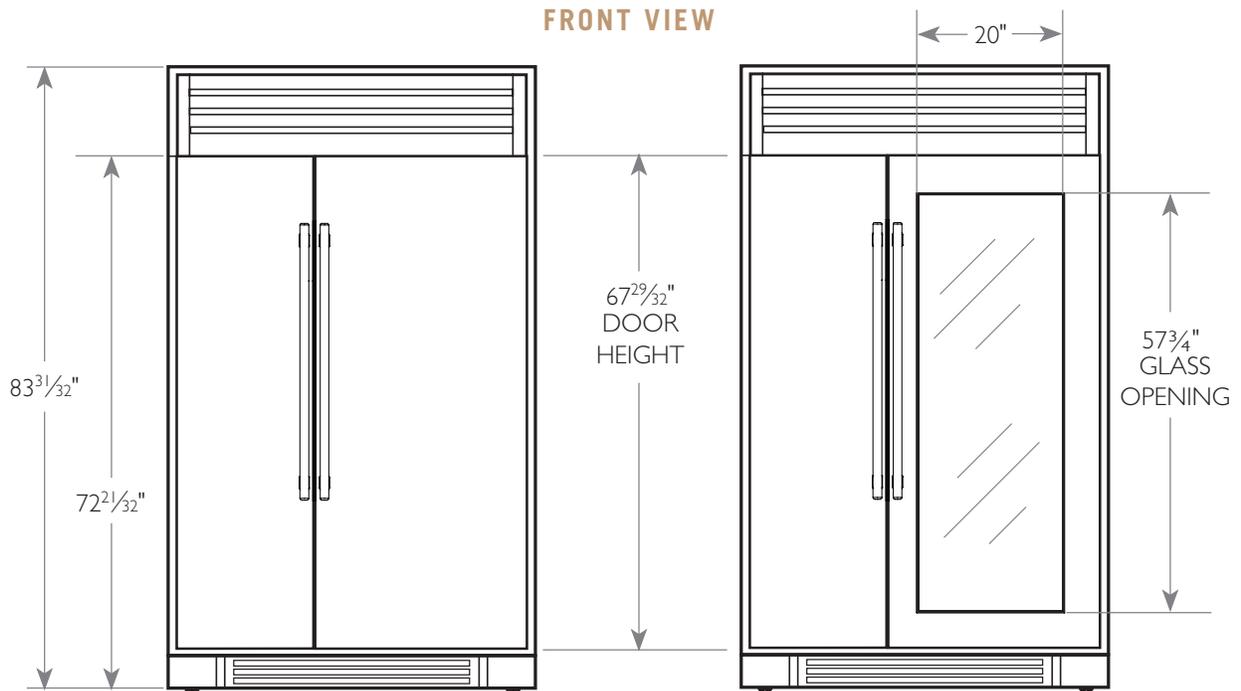
### DOORS OPEN 135°



Dimensions may vary by ± 1/8" (3.2 mm)

# INSTALLATION PLAN VIEWS

## OVERALL DIMENSIONS – TR-48



Dimensions may vary by  $\pm 1/8"$  (3.2 mm)



UNCRATING

ANTI-TIP BRACKET INSTALLATION

LEVELING THE UNIT

JOINING KIT INSTALLATION



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## UNCRATING

### REQUIRED TOOLS

- Drill or ratchet
- 7/16" Deep well socket
- Cutting Tool



**WARNING! TIP OVER HAZARD.** Unit poses a tipping hazard when moving or during installation. Do not move the unit without the shipping brackets installed.

Do not remove the appliance from the pallet without assistance. Failure to do so may result in property damage, personal injury, or death.

**NOTE: YOUR APPLIANCE MAY NOT EXACTLY MATCH FIGURES SHOWN.**

### PROCEDURE

1. Inspect the pallet exterior packaging for visible damage. See fig. 1. Follow TRUE's recommended procedure for accepting deliveries.
2. Remove the exterior packaging. Inspect the unit's exterior for visible or cosmetic damage. See figs. 2 and 3

**NOTE: DO NOT DISCARD THE KICKPLATE (SEE FIG. 4). IF MOVING THE UNIT A LONG DISTANCE (E.G., BETWEEN BUILDINGS OR ON STAIRS), DO NOT DISCARD THE EXTERIOR CARDBOARD.**



FIG. 1. Inspect the exterior packaging for visible damage.



FIG. 2. Inspect the unit's exterior for visible damage.



FIG. 3. Be sure to inspect behind the rainshield.

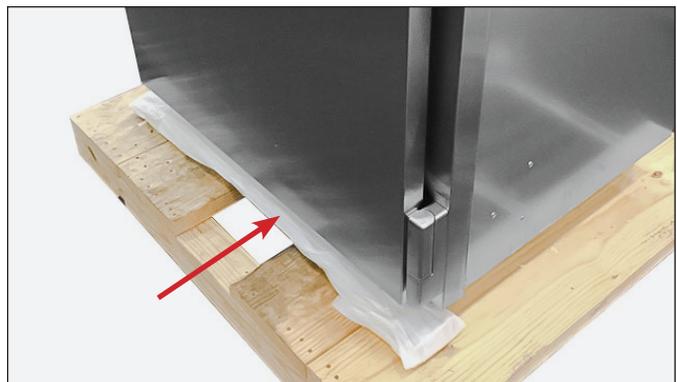


FIG. 4. Packaged kickplate ships tucked under the unit's front.

## UNCRATING (CONT.)

3. Closely inspect the unit's interior for damage (e.g., scratches by shelving or damage to the door seal). See fig. 5.

**NOTE: DO NOT REMOVE THE INTERIOR PACKAGING.**

4. Move the unit as close as possible to the final installation location.

**NOTE: SECURE THE DOOR BEFORE MOVING THE UNIT TO ITS FINAL LOCATION (SEE FIG. 6). REPACKAGE THE UNIT WITH THE EXTERIOR PACKAGING AS NEEDED BEFORE MOVING THE UNIT.**

5. Unbolt the shipping bracket from the castor housing. Then, remove the anti-tip bracket. See figs. 7 and 8.

**NOTE: DO NOT DISCARD THE ANTI-TIP BRACKET.**



FIG. 5. Inspect inside the unit for visible damage. Do not remove the interior packaging.



FIG. 6. Always secure the door closed before moving the appliance.



FIG. 7. Shipping bracket bolt locations.



FIG. 8. Anti-tip bracket shipping bolt locations. Other side not shown.

## UNCRATING (CONT.)

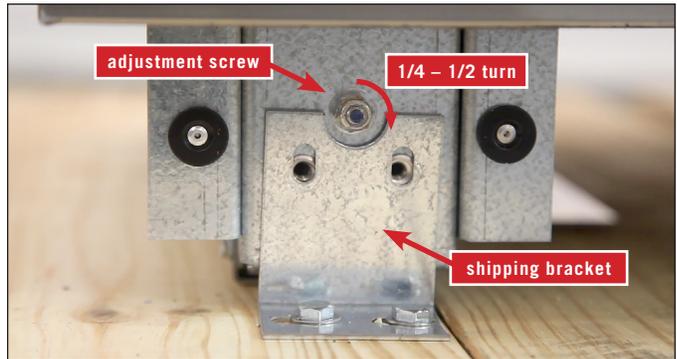
6. Remove the condensate drain pan. Set the drain pan aside. See fig. 9.
7. Slightly raise the rear leveling leg rollers. Turn the front adjustment screw 1/4-1/2 turn clockwise. See fig. 10.
8. With assistance, pull the unit off the back of the pallet. Then, remove the pallet and Carefully guide the unit to a fully upright position. See fig. 11.



**CAUTION!** Only lift with appliance moving equipment from the unit's sides, never the front or rear. See fig. 12. Failure to do so may result in personal injury or appliance damage. Do not lift the unit by handles, doors, or hinges.



**FIG. 9.** Remove the drain pan before pulling the appliance off the skid.



**FIG. 10.** Adjustment screw location. Other adjustment screw not shown.



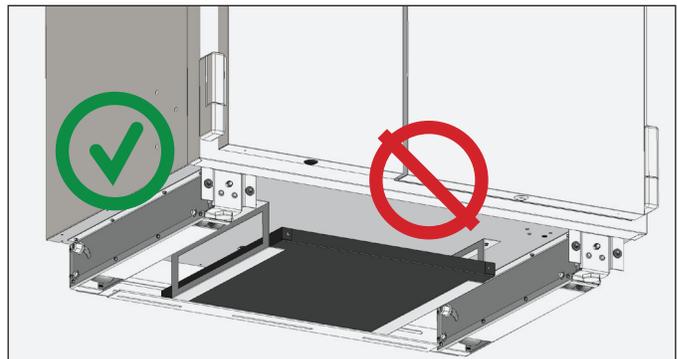
**FIG. 11a.** With assistance, carefully walk the appliance partially off the back of the skid.



**FIG. 11b.** Then, tilt the unit backward and remove the skid.



**FIG. 11c.** Carefully guide the appliance to an upright position.



**FIG. 12.** Only lift with appliance moving equipment from the **SIDES**, **NEVER** the **FRONT** or **REAR**.

## ANTI-TIP BRACKET INSTALLATION

### KIT CONTENTS

- (1) One anti-tip bracket
- (4) Four 3/16" masonry screws
- (8) Eight #12-2" wood screws
- (12) Twelve 1/4" washers

### REQUIRED TOOLS

- Tape measure
- Marking utensil
- 1/8" drill bit
- 7/16" socket
- Phillips bit driver
- Drill or ratchet



**WARNING! TIP OVER HAZARD.** To avoid a hazard from appliance instability, install the anti-tip bracket in accordance with the instructions below.

### BEFORE YOU BEGIN

Consult a flooring expert to confirm that the flooring where the unit will be installed is rated for at least 150 pounds per square foot.

### PROCEDURE

1. Measure and mark the depth of the bracket's placement in the installation location.
  - Flush installation: 24-31/32" (634 mm)
  - Proud installation: 22-31/32" (584 mm)
2. Place and center the bracket at the measured depth.
3. With the bracket as a guide, drill pilot holes into the wall and/or floor.

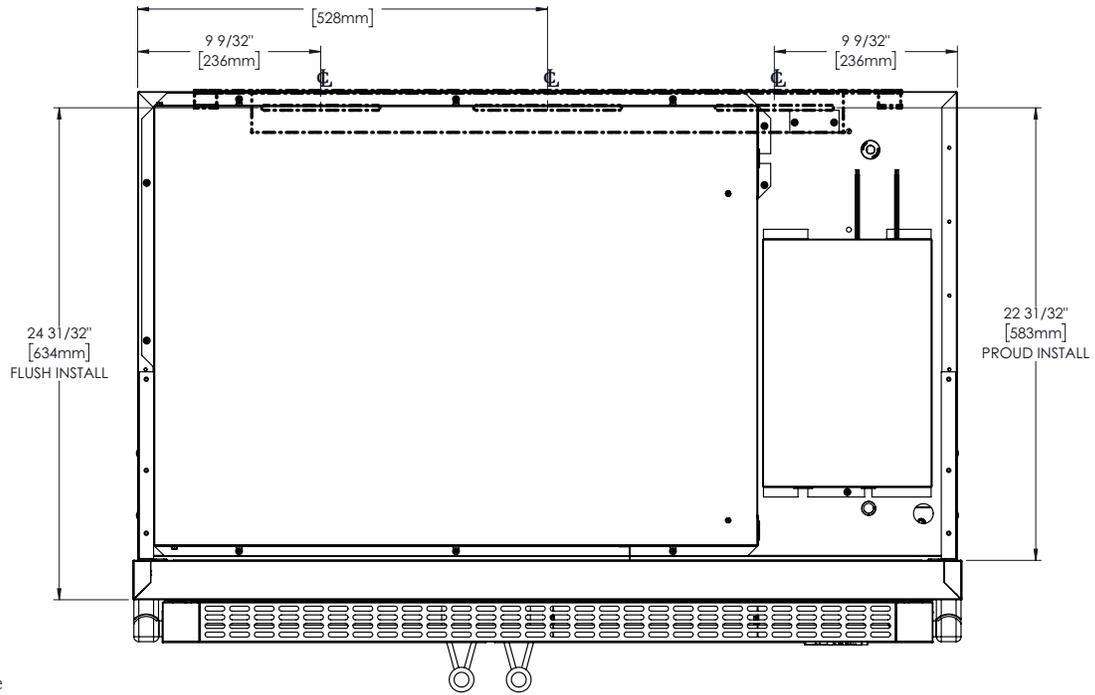
**NOTE: FOR INCREASED STABILITY, SECURE THE BRACKET TO AS MANY JOISTS AND/OR STUDS AS POSSIBLE.**

4. With the provided hardware, secure the anti-tip bracket.
5. Adjust the rear leveling rollers 1/4 turn clockwise.
6. Slide the unit into place and hook the anti-tip bracket into the castor assembly slots.

# INSTALLATION

## 42 INCH UNIT

### TOP VIEW

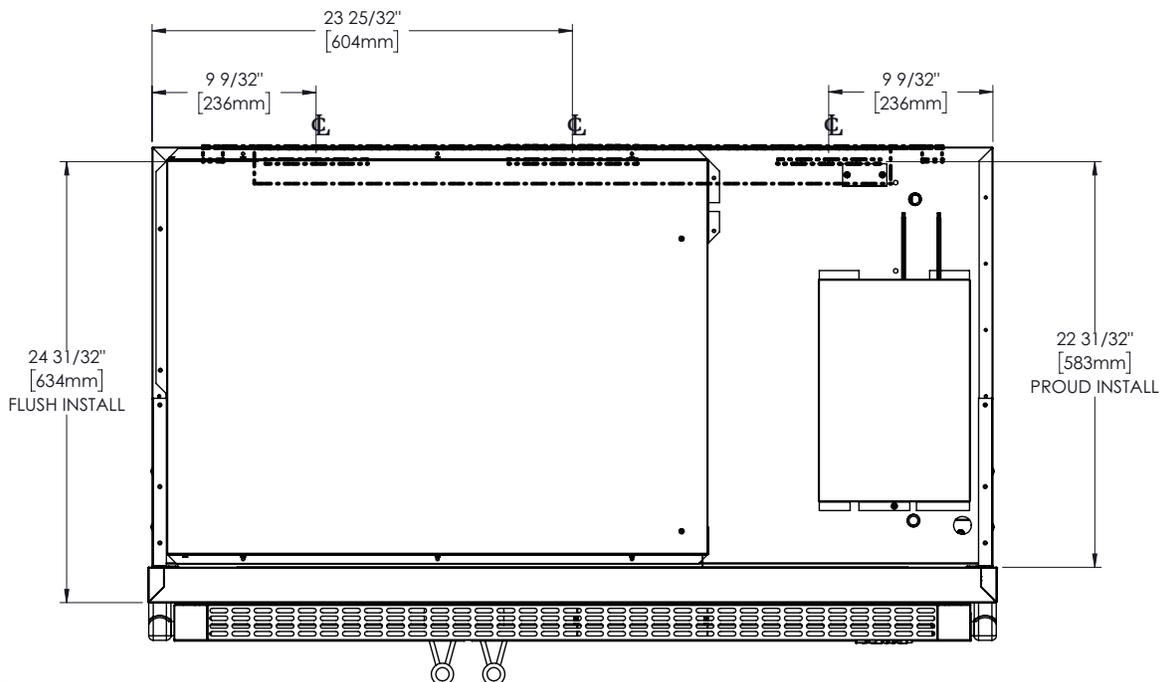


☉ = Center Line  
--- = Bracket Location

Dimensions may vary by  $\pm 1/8''$  (3.2 mm)

## 48 INCH UNIT

### TOP VIEW



☉ = Center Line  
--- = Bracket Location

Dimensions may vary by  $\pm 1/8''$  (3.2 mm)

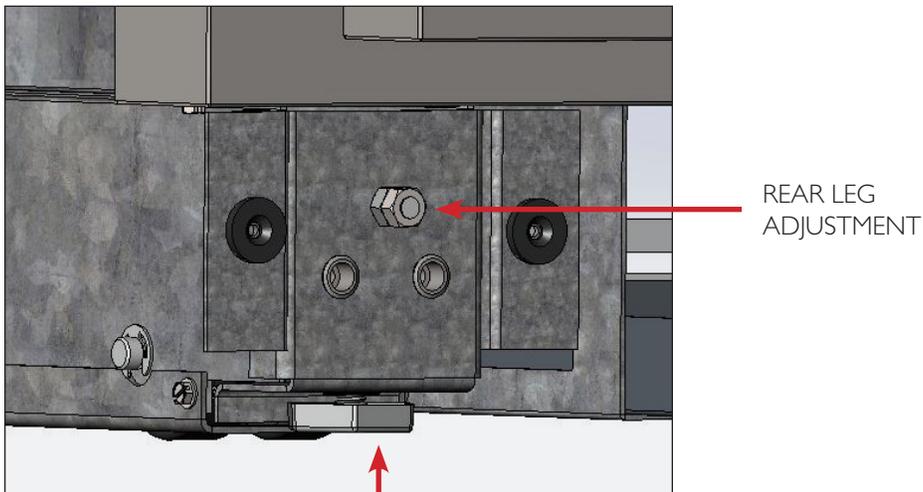
## LEVELING THE UNIT

It is very important that the refrigerator sits level. This will insure that the doors will align and seal properly and that the drain pans will not spill over.

### PROCEDURE

1. Place a level on the interior floor. Check and adjust for level from front to back, also check and adjust for level from right to left.
2. Adjust the fronts using a set of pliers or a wrench. (See Figure 1).
3. Adjust the rear using a 7/16" socket and ratchet. (See Figure 1) Turn clockwise to raise the rear of the unit.

### LEG ADJUSTMENTS



**FIG. 1.** Leg adjustments

FRONT LEG  
ADJUSTMENT

## JOINING KIT INSTALLATION

Kit Sizes: 60" (1524 mm) / 72" (1828.8 mm) / 78" (1981.2 mm) / 90" (2286 mm)

### KIT CONTENTS

- (1) Joining Rainshield Assembly
- (1) Joining Kickplate
- Anti-Sweat Foam End Panels\*
- Joining Bracket\*
- 1/4-20 x 1" Hex Head Screws\*
- 1/4" Split Lock Washers\*

\*Quantities vary by kit size.

### REQUIRED TOOLS

Required tools include (but may not be limited to) the following:

- Phillips Bit Driver or Screwdriver
- 7/16" Socket Wrench
- 1/4" Socket Wrench
- Tape
- Marking Utensil
- Drill

**NOTE: MAKE SURE THE ANTI-TIP BRACKETS ARE INSTALLED PER INSTALLATION MANUAL INSTRUCTIONS. EACH UNIT WILL ALSO NEED TO BE PROPERLY LEVELED PER INSTALLATION MANUAL INSTRUCTIONS.**



**CAUTION!** Electrical shock or burn hazard. Unplug the unit or turn off the power supply before proceeding.



**WARNING! TIP OVER HAZARD.** To avoid hazards from appliance instability, be sure to install the anti-tip brackets (see fig. 1) on each individual unit per the installation manual instructions.



**WARNING! TIP OVER HAZARD.** A child or adult could tip the appliance, resulting in property damage or bodily harm. Follow these instructions to properly install the anti-tip device. If the appliance is moved, verify that the device is properly engaged before the normal usage of the appliance commences.



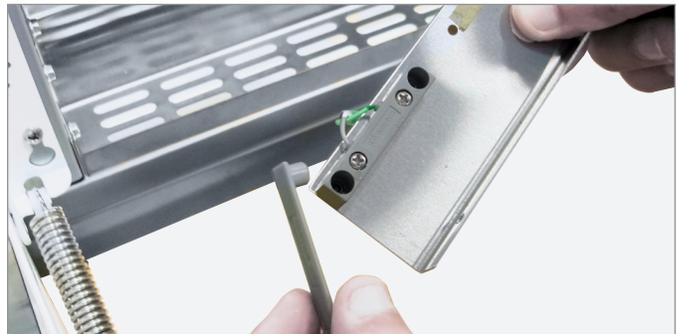
**FIG. 1.** Anti-tip bracket. Be sure to install a bracket for each unit.



**FIG. 2.** Pull the rainshield open.



**FIG. 3.** Locate the reed switch in the bottom of the rainshield.



**FIG. 4.** Remove the plastic cover.

JOINING KIT INSTALLATION (CONT.)

Kit Sizes: 60" (1524 mm) / 72" (1828.8 mm) / 78" (1981.2 mm) / 90" (2286 mm)

PROCEDURE

1. Remove the reed switch bracket. See figs. 2 and 3.
2. Remove the reed switch cover, and then disconnect the reed switch. See figs. 4 and 5.



**NOTE: IF FOUR (4) WIRES ARE CONNECTED TO THE REED SWITCH, BE SURE TO CLEARLY LABEL THE WIRES' ORIGINAL LOCATIONS BEFORE DISCONNECTING THE REED SWITCH. WIRE LOCATION IS CRITICAL TO THE CABINET'S OPERATION. SEE FIG. 5.**

3. Remove the reed switch wire from the rainshield. See figs. 6 and 7.
4. Remove the rainshield. See figs. 8-10.
5. Repeat steps 1-4 for each unit of the joined installation.
6. Remove the inner magnet brackets (see figs. 11 and 12). Then, thread and tighten the magnet bracket screws. Discard the magnet bracket.

**NOTE: BE SURE TO RETURN MAGNET BRACKET SCREWS TO THEIR ORIGINAL POSITIONS; THE SCREWS SUPPORT THE CASTOR ASSEMBLY HOUSING.**

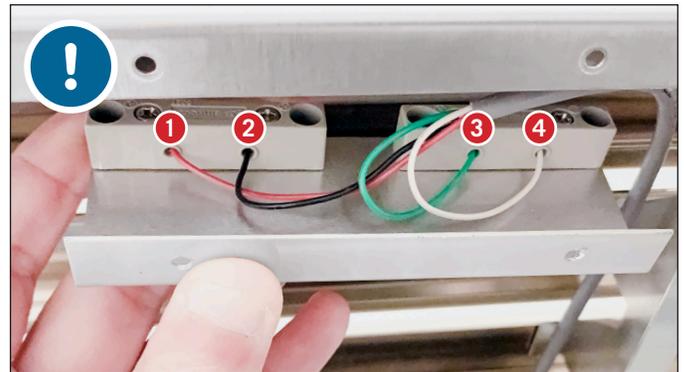


FIG. 5. Label the original wire locations **BEFORE** disconnecting the reed switch.

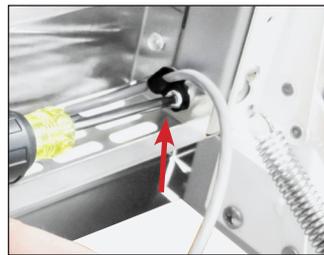


FIG. 6. Remove the p-clip holding the wire to the rainshield.



FIG. 7. Pull the reed switch wire through the rainshield bushing.



FIG. 8. Bracket screw location. Other bracket not shown.



FIG. 9. Rainshield screw locations.

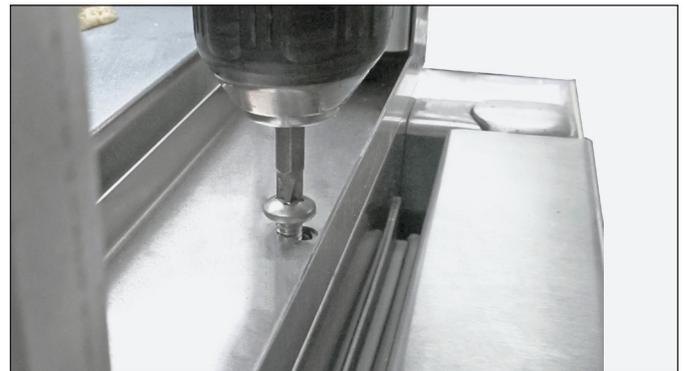


FIG. 10. Remove the screws from the metal channel.

## JOINING KIT INSTALLATION (CONT.)

Kit Sizes: 60" (1524 mm) / 72" (1828.8 mm) / 78" (1981.2 mm) / 90" (2286 mm)

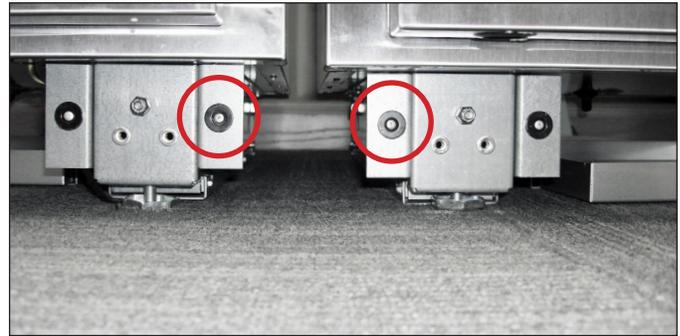
7. Install anti-sweat foam end panels on the joined units' sides where the cabinets will meet. See figs. 13 and 14.
8. Position the units in front of the final installation location. Then, level the units.
9. Verify the fronts of the units are flush at the seams and the gap(s) between the units is (are) consistent from top to bottom. See figs. 15 and 16.
10. With the provided hardware, install the joining bracket across the interior legs. See figs. 17 and 18.
11. With the existing hardware, install the joining rainshield assembly. See fig. 19.

**NOTE: ASSISTANCE (AT LEAST TWO (2) PEOPLE) RECOMMENDED.**

12. Route the reed switch wires through the rainshield. See figs. 6 and 7.
13. With the predrilled holes in the joining rainshield, connect and install the reed switches near the handle-side of the units.



**NOTE: BE SURE TO CONNECT THE WIRES TO THE REED SWITCH AS ORIGINALLY CONFIGURED. WIRE LOCATION IS CRITICAL TO THE CABINET'S OPERATION. SEE FIGS. 5 OR 20.**



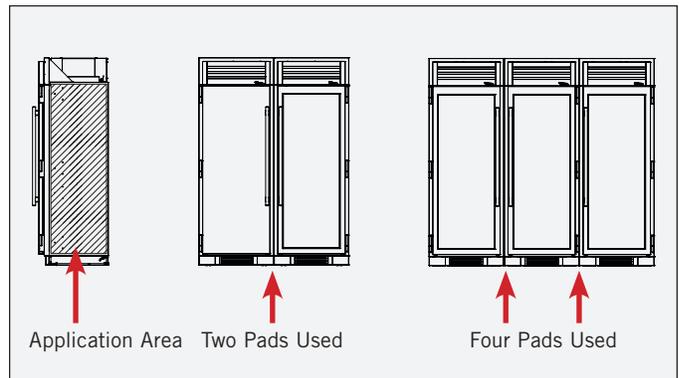
**FIG. 11.** Remove and discard the interior magnet brackets.



**FIG. 12.** Magnet bracket screw locations.



**FIG. 13.** Install the anti-sweat foam panel where the unit will be positioned next to another unit.



**FIG. 14.** Install foam pads between the joined units.

JOINING KIT INSTALLATION (CONT.)

Kit Sizes: 60" (1524 mm) / 72" (1828.8 mm) / 78" (1981.2 mm) / 90" (2286 mm)

14. Walk the joined units into their final installation location.
15. Verify the level of the cabinets. Level the units as needed.
16. Restore power to the units and turn the units on.
17. After 3 minutes of runtime, open the doors individually and verify correct door switch operation. When operating correctly, the following should occur:
  - Unless set otherwise, the lights turn on and off with the door openings.
  - The evaporator (interior) fan turns on and off with door openings.
  - There is a low-pitched click from the control board area when the door opens or shuts.
18. Install the joining kit grill.

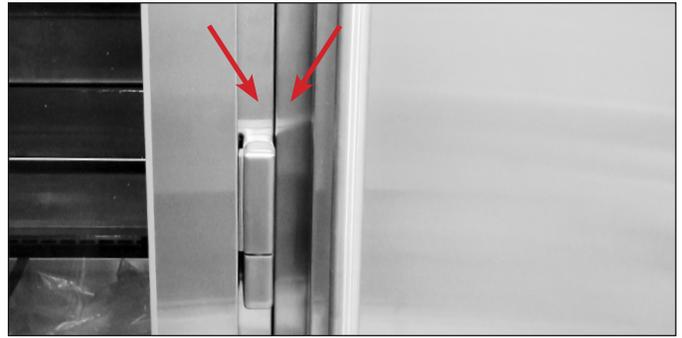


FIG. 15. Verify the cabinet fronts are flush. Adjust the units accordingly.

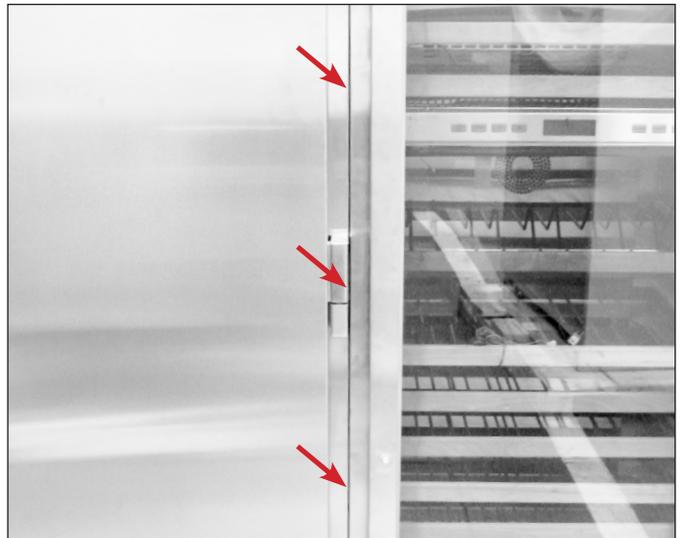


FIG. 16. Verify the gap(s) between cabinets is (are) even throughout.

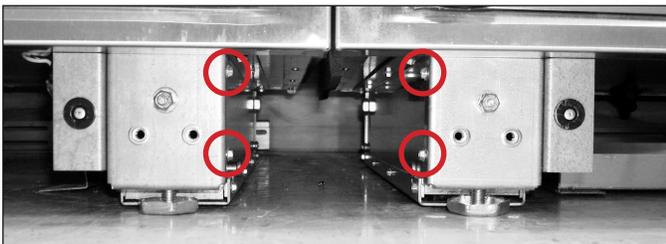


FIG. 17. Return the magnet bracket screws to their original locations

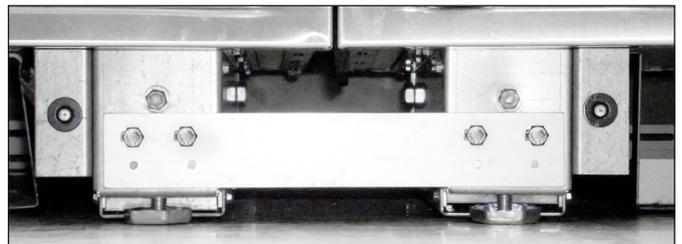


FIG. 18. Installed joining bracket.



FIG. 19. Installed joining rainshield.

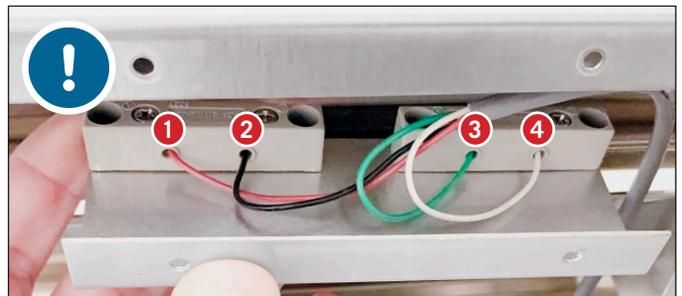


FIG. 20. Connect the reed switches with the original wire configurations.



SHELVING

REFRIGERATOR STORAGE

FREEZER STORAGE

KICK PLATE INSTALLATION



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**SHELVING, BINS, DRAWERS**

All shelving and door bins come packaged inside the unit. (See Figure 1)



**FIG. 1.** Interior packaging.

**REFRIGERATOR STORAGE**

**GLASS SHELVES**

Remove the top foam piece holding the glass shelves. Carefully remove shelves and set aside. (See Figure 2). Remove all other packing material. To install, insert glass shelf into the shelf standards on the back wall, with the front tilted upward, and then lower the front until it stops. (See Figure 3). To remove or adjust a glass shelf, tilt up, and then lift up and out.



**FIG. 2.** Remove shelving from interior packaging.



**FIG. 3.** Hook the shelves into the shelf standards.



**FIG. 4.** Final glass shelf installation.

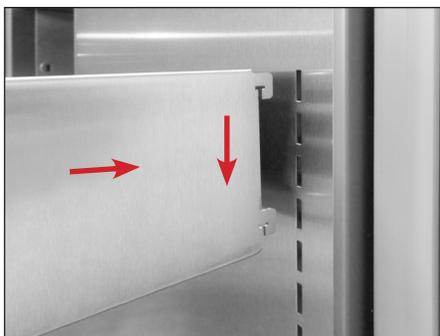
**DOOR BINS**

The door bins are located in the bottom drawer of the refrigerator. (See Figure 5). To install, push tabs into the slots in the door and slide downward until it stops. (See Figure 6). To remove or adjust a door bin, lift up and away from door back.

**NOTE: BE CAUTIOUS OF PLACING TALL ITEMS IN TOP DOOR BIN, AS ITEMS MIGHT INTERFERE WITH UI CONTROL PANEL.**



**FIG. 5.** Packaged door bins.



**FIG. 6.** Hook the door bins into the door slots.



**FIG. 7.** Final door bin installation.

### DRAWERS

To remove a drawer, pull drawer forward until it stops. Use a Phillips screw driver to remove the two (2) screws securing the drawer to the slides, then lift the drawer up and out of unit. (See Figure 8). To reinstall, pull drawer slides all the way forward on unit, and then slide the drawer onto the slides until the hook on the back of the slide is over top of the drawer, reinstall the screws using the Phillips screw driver.



FIG. 8. Drawer slide screw locations.

## FREEZER STORAGE

### WIRE SHELVES

Remove the top foam piece holding the wire shelves. Carefully remove shelves and set aside. (See Figure 9). Remove all other packing material. To install, insert wire shelf into the shelf standards on the back wall, with the front tilted upward, and then lower the front until it stops. (See Figure 10). To remove or adjust a wire shelf, tilt up, and then lift up and out.



FIG. 9. Interior packaging.



FIG. 10. Hook the shelves into the shelf standards.



FIG. 11. Final wire shelf installation.

### WIRE BASKETS

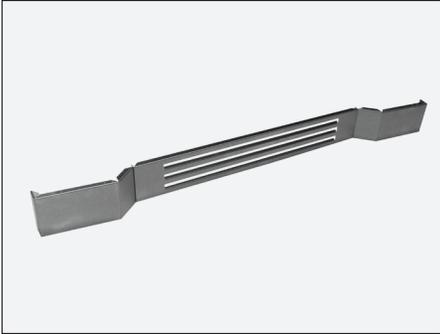
To remove a basket, pull drawer forward until it stops. Use a Phillips screw driver to remove the two (2) screws securing the basket to the slides, then lift the basket up and out of unit. To reinstall, pull drawer slides all the way forward on unit, and then slide the basket onto the slides until the hook on the back of the slide is over top of the rails, reinstall the screws using the Phillips screw driver. (See Figure 12).



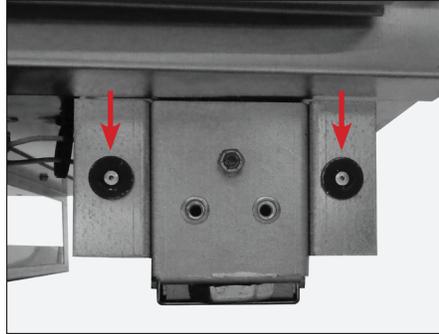
FIG. 12. Drawer slide screw locations.

## KICKPLATE INSTALLATION

The kickplate is shipped with the unit but not attached to allow access to level the unit. Once the unit is level, the kickplate attaches to the front, bottom of the unit with magnets located on the left and right.



**FIG. 1.** Kickplate.



**FIG. 2.** Kickplate Magnets.



**FIG. 3.** Installed Kickplate.

ELECTRONIC CONTROL OPERATIONS

SHOWROOM MODE



PRESERVE THE MOMENT®

ELECTRONIC CONTROL OPERATIONS

**UNIT ON/OFF**

All units are shipped in ON Mode. When electricity is supplied to the appliance, a short power up diagnostics test is initiated followed by one audible beep, the lights energizing and temperature readings appearing in the LCD.

**NOTE: THAT THOUGH POSSIBLE TO DISPLAY TEMPERATURES IN FAHRENHEIT OR CELSIUS, IN MOST CASES FAHRENHEIT READINGS ARE SHOWN IN THIS MANUAL.**

**NOTE: WHENEVER THE UNIT IS SWITCHED OFF USING THE POWER KEY, THE WORD "OFF" WILL BE VISIBLE IN THE LCD AS LONG AS THERE IS ELECTRICITY SUPPLIED TO THE APPLIANCE.**



**WARNING!** When in "OFF" mode, AC line voltage is still present at main control board!

HOME SCREEN ON / OFF



TEMPERATURE ADJUSTMENT (ZONE NAVIGATION)

To adjust set-points, press ZONE for the appropriate compartment, then DOWN or UP key on control panel in multiple key strokes until the desired set-point is achieved. Each key stroke equals a one degree change and is accompanied by an audible beep. When the desired set-point is reached press the ZONE key until you reach the “HOME” screen, where the current zone temperatures will be displayed.

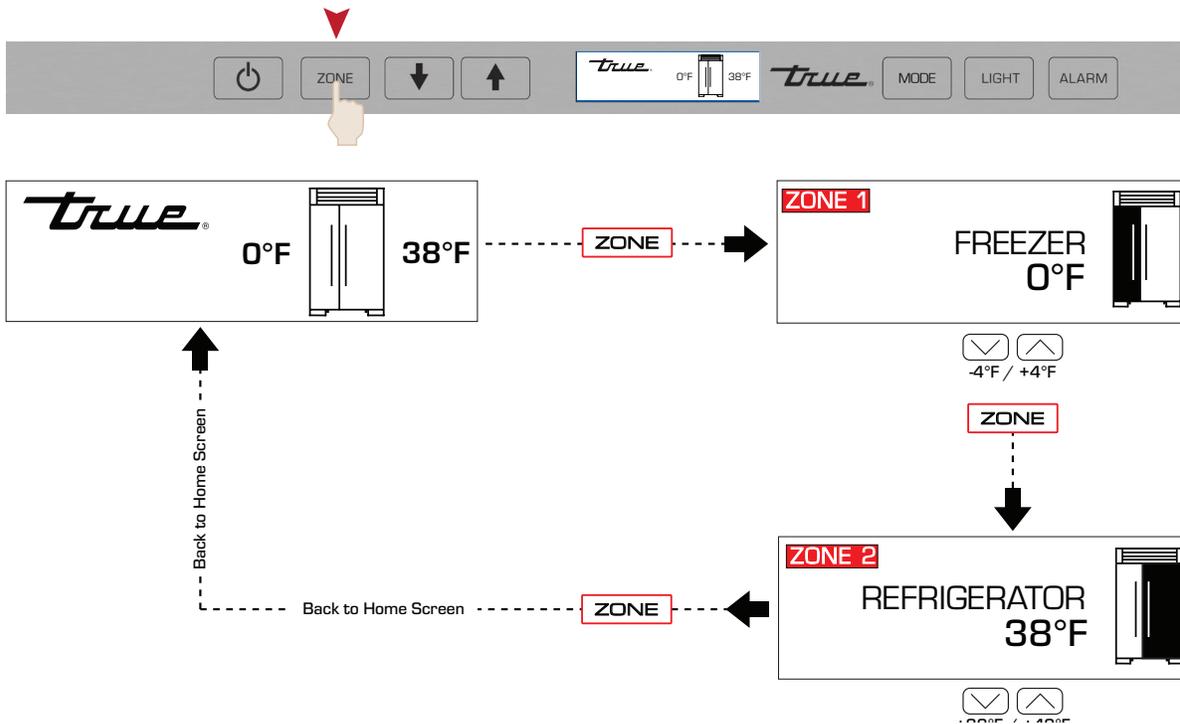
**NOTE: THE TEMPERATURE RANGE IN A FREEZER ZONE IS -4°F (-20°C) TO +4°F (-16°C).**

**THE TEMPERATURE RANGE IN A REFRIGERATOR ZONE IS +32°F (0°C) TO +42°F (+6°C).**

**INITIAL FACTORY SET-POINTS ARE 0°F (-18°C) IN A FREEZER ZONE AND 38°F (3°C) IN A REFRIGERATOR ZONE.**

**THE INITIAL STROKE OF THE UP OR DOWN KEY WILL CHANGE THE PREVIOUS SET-POINT BY ONE DEGREE.**

ZONE NAVIGATION



MODE NAVIGATION

The following pages illustrate unique customer input operations performed at the control panel.

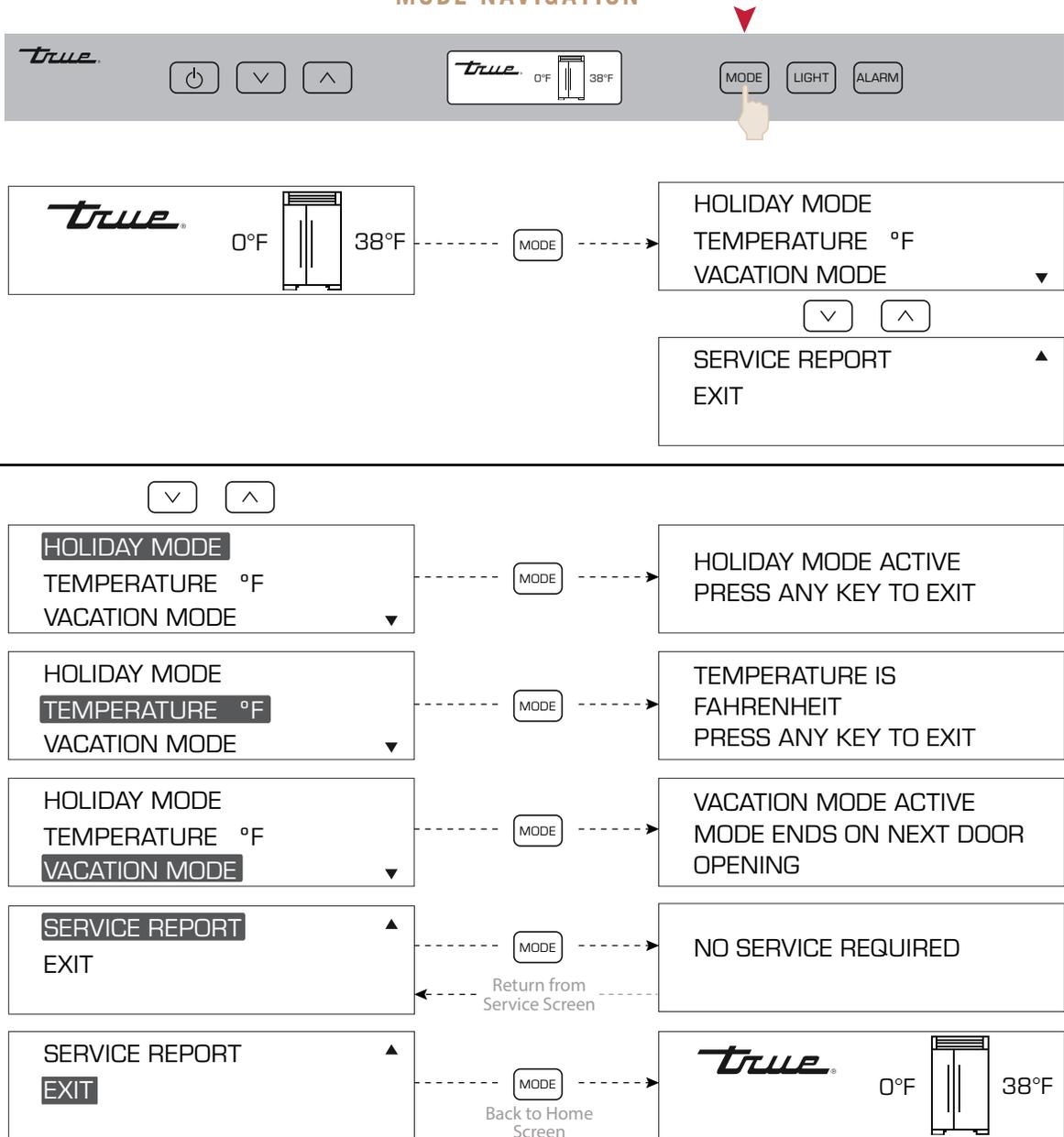
The input operations described are: **HOLIDAY Mode**, **TEMPERATURE UNIT SELECTION Mode** and **VACATION Mode**.

**NOTE: (HOLIDAY MODE) SET-POINTS CANNOT BE CHANGED AND MANUAL DEFROST CANNOT BE INITIATED.**

**THE FOLLOWING HOLDS TRUE IN ACCORDANCE WITH STAR-K REQUIREMENTS:**

- Freezer defrosting functions will convert to a fixed time base sequence.
- The compartment/zone thermistors will still detect cut-in and cut-out, which is the determining factor to start/stop the cooling process, but there will be a random sixteen (16) to twenty-one (21) second delay before cooling begins/ends.
- The phrase “HOLIDAY MODE ACTIVE” in the LCD remains energized when the door is closed.

MODE NAVIGATION



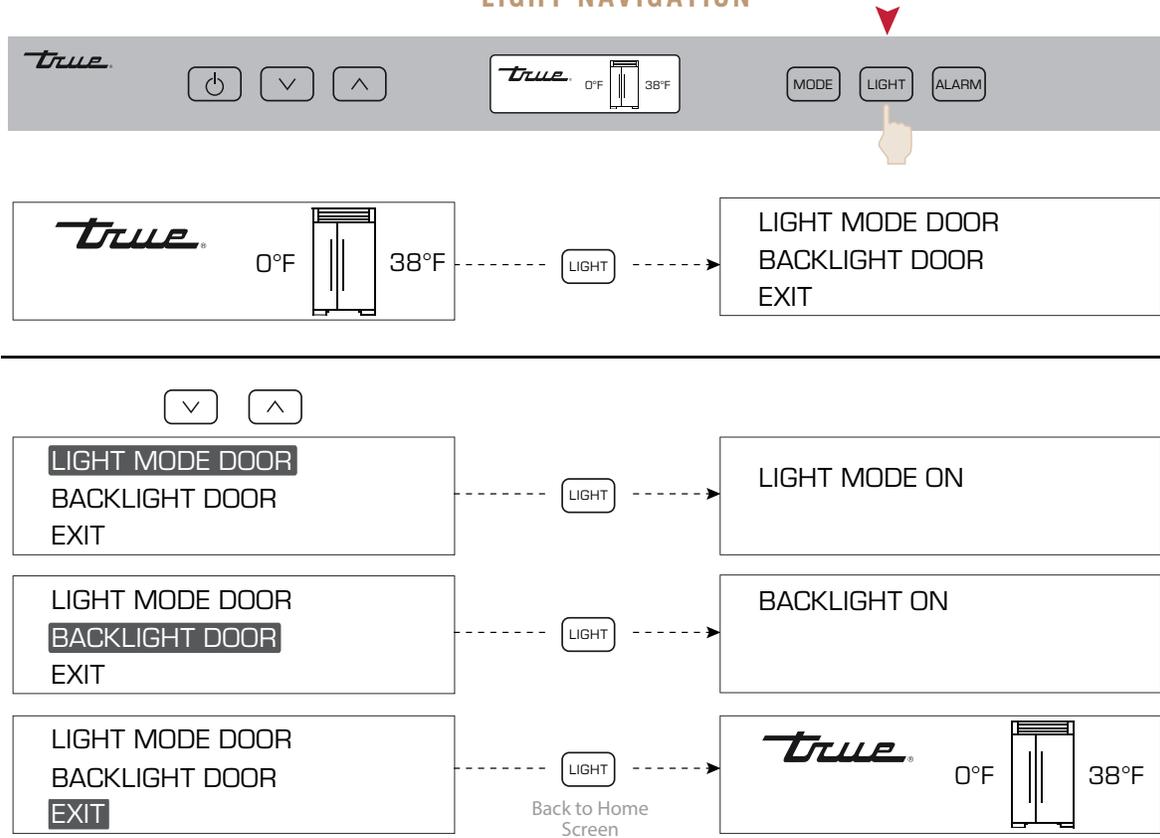
## ACCENT LIGHTING SYSTEM

All models are equipped with an accent lighting system in the refrigerator and or freezer compartment(s). To energize the accent lighting system, press the LIGHT key, and navigate to the corresponding compartment, DOOR or ON will appear in the LCD indicating the accent lights are enabled. With the accent lighting system ON, the LED's will be energized and stay

illuminated when the door is closed, in the DOOR position the lighting system will only be energized with the door opening.

**NOTE: WHEN LIGHTS ARE PLACED IN "ON" MODE, LIGHTS WILL NOT FADE-UP WHEN DOOR OPENS.**

### LIGHT NAVIGATION

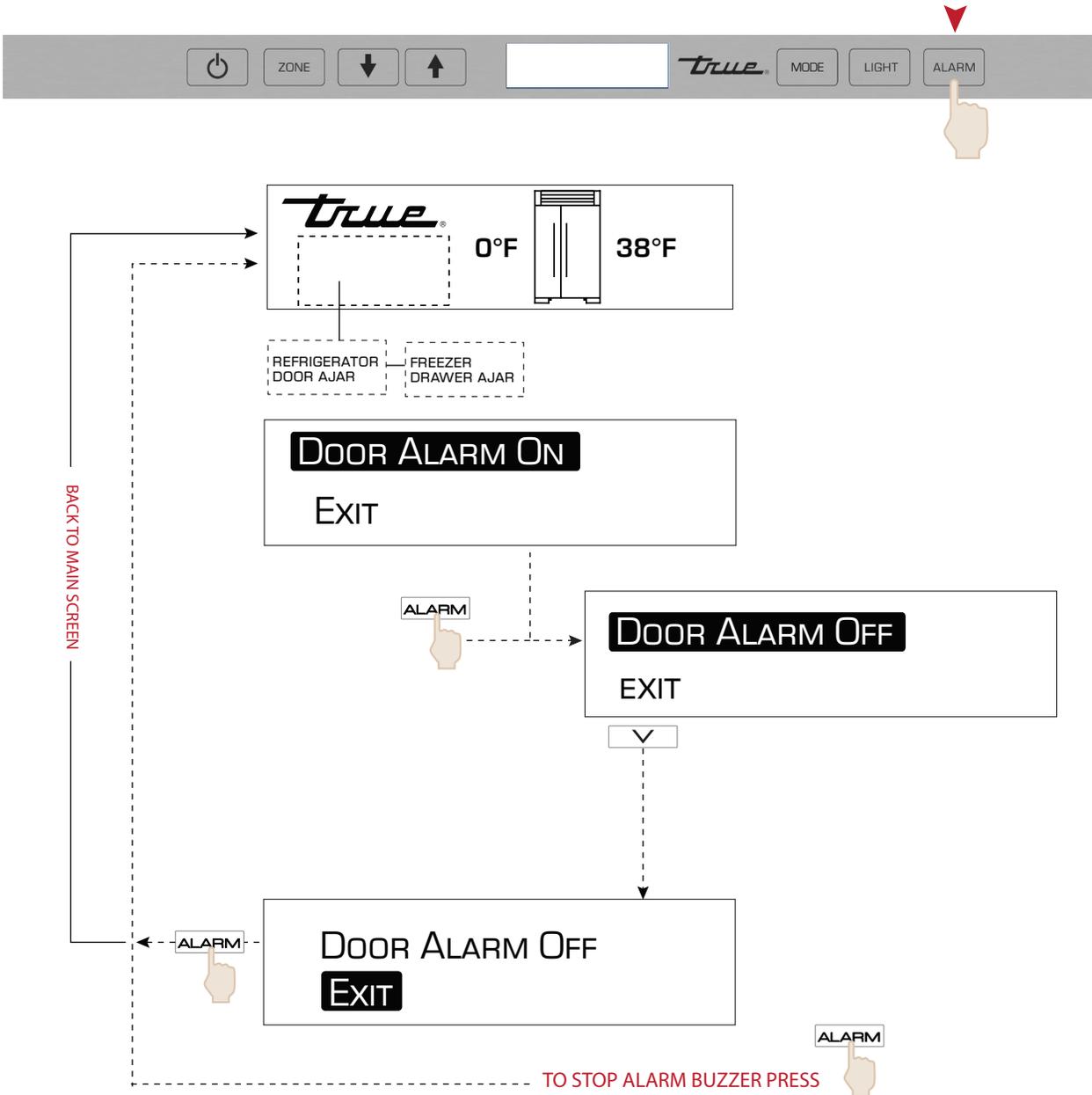


ALARM NAVIGATION (DOOR AJAR ALARM FEATURE ON/OFF)

All Residential Series units are equipped with a door ajar alarm feature. To enable the door ajar alarm, press the ALARM key on the control panel and “DOOR ALARM IS ON” will appear in the LCD indicating the alarm is enabled. With the alarm enabled, the

notification icons will appear and an audible alarm will beep continuously whenever a door is left open for more than 5 minutes. To disable the door ajar alarm, press the ALARM key again and “DOOR ALARM IS OFF” will appear in the LCD.

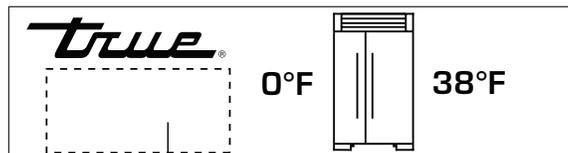
ALARM NAVIGATION



### NOTIFICATION ALERTS

The diagrams on these pages illustrate what a customer may see in the LCD if the appliance needs attention.

#### NOTIFICATION ALERTS



SERVICE  
REQUIRED

FREEZER  
DOOR AJAR

REFRIGERATOR  
DOOR AJAR

REFRIGERATOR  
HIGH TEMP

FREEZER  
HIGH TEMP

SHOWROOM  
MODE

MAIN SCREEN COULD SHOW THE FOLLOWING  
COMMUNICATION ERROR:

COMMUNICATION ERROR  
CALL FOR SERVICE

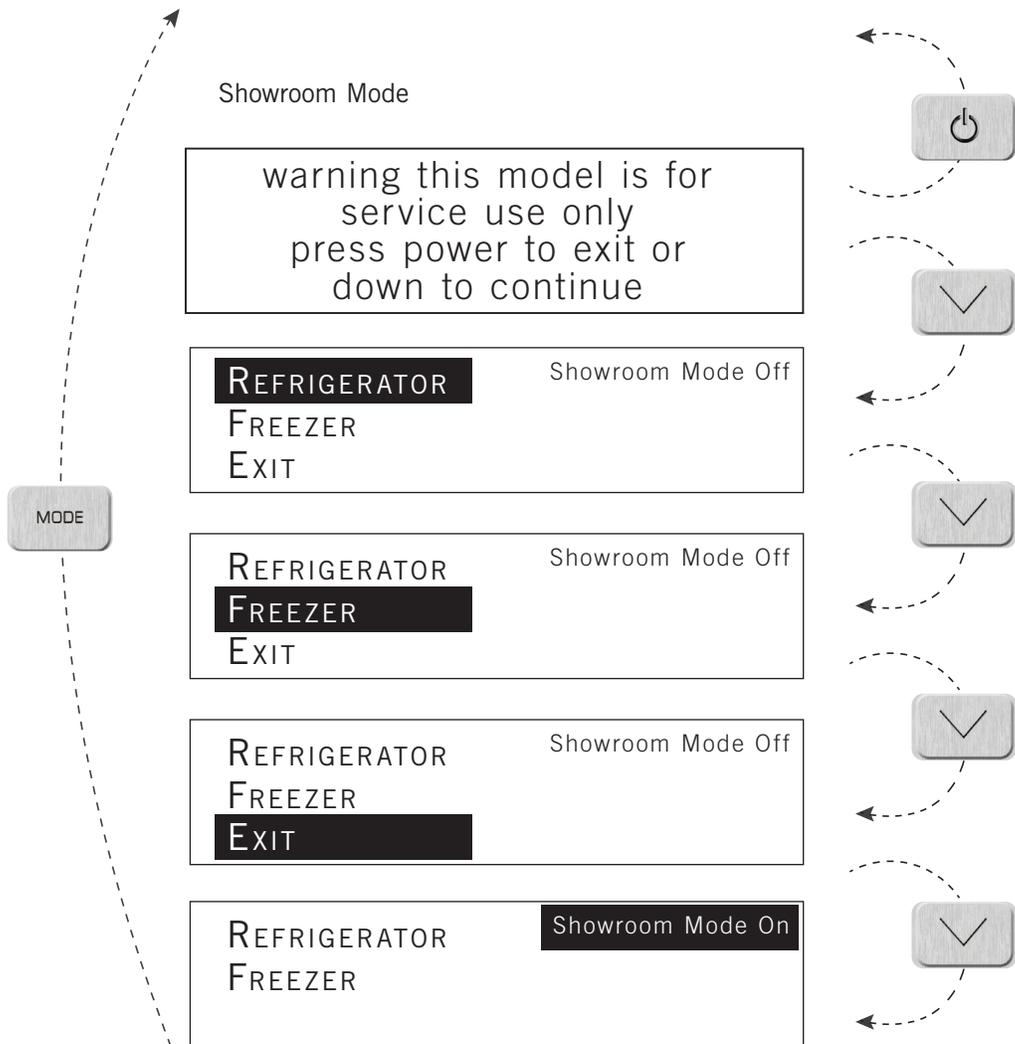
SHOWROOM MODE



When in Showroom Mode all cooling and defrosting functions are disabled, but the lighting system and door ajar alarm system remain operational, and the LCD will show the set-points.

**NOTE: FOR DEMONSTRATION PURPOSES, ALL THE NAVIGATION MENUS ARE DISPLAY ONLY AND INACTIVE.**

HOME SCREEN



STAINLESS STEEL EQUIPMENT CARE AND CLEANING

GENERAL MAINTENANCE

CONDENSATION

DATA TAG

CONTACT INFORMATION

REMOVING THE DOORS

WARRANTY



PRESERVE THE MOMENT®

## STAINLESS STEEL EQUIPMENT CARE AND CLEANING



**NOTE!** 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.

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

**STAINLESS STEEL CLEANING AND RESTORATION**

Do not use stainless steel cleaners or similar solvents to clean plastic or powder-coated parts. Instead, use warm soapy water.

- For routine cleaning and removal of grease and oil, apply white vinegar, ammonia, or any good commercial detergent\* with a soft cloth or sponge.
- Stainless steel polish (i.e., Zep® Stainless Steel Polish, Weiman® Stainless Steel Cleaner & Polish, Nyco® Stainless Steel Cleaner & Polish, or Ecolab® Ecoshine®) and olive oil can act as a barrier against fingerprints and smears.
- Degreasers\* (i.e., Easy-Off® Specialty Kitchen Degreaser or Simple Green® Industrial Cleaner & Degreaser) are excellent for removal of grease, fatty acids, blood and burnt-on foods on all surfaces.
- For restoration/passivation or removing stubborn stains and discoloration, Brillo® Cameo®, Zud® Cleanser, Ecolab® Specifax™ First Impression® Metal Polish, Sheila Shine, or talc can be applied by rubbing in the direction of the polish lines.

**\*DO NOT USE DETERGENTS OR DEGREASERS WITH CHLORIDES OR PHOSPHATES.**

## STAINLESS STEEL EQUIPMENT CARE AND CLEANING

**8 TIPS TO HELP PREVENT RUST ON STAINLESS STEEL**

- **Maintain the Cleanliness of Your Equipment** – Avoid build-up of hard stains by cleaning frequently. Use cleaners at the recommended strength (alkaline chlorinated or non-chloride).
- **Use 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.
- **Clean Along Polishing Lines** – Polishing lines ("grain") are visible on some stainless steels. Always scrub parallel to polishing lines when visible. Use a plastic scouring pad or soft cloth when you cannot see the grain.
- **Use Alkaline, Alkaline-Chlorinated or Non-Chloride 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.
- **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.
- **Never Use Hydrochloric Acid (Muriatic Acid) on Stainless Steel** – Even diluted, hydrochloric acid can cause corrosion, pitting and stress corrosion cracking of stainless steel.
- **Water Treatment** – To reduce deposits, soften hard water when possible. Installation of certain filters can remove corrosive and distasteful elements. Salts in a properly maintained water softener can also be to your advantage. Contact a treatment specialist if you are not sure of the proper water treatment.
- **Regularly Restore & Passivate Stainless Steel** – Stainless steel gets its stainless properties from the protective chromium oxides on its surface. If these oxides are removed by scouring, or by reaction with harmful chemicals, then the iron in the steel is exposed and can begin to oxidize, or rust. Passivation is a chemical process that removes free iron and other contaminants from the surface of stainless steel, allowing the protective chromium oxides to re-form.

## 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.

## CONDENSATION

Leaving the door open for a long period of time or a unit that is running with little to no product inside may also cause excessive condensation.

## DATA TAG

Please have your model number and seven-digit serial number on hand so we can better assist you with your service- or parts-related inquiries. These numbers are on the data tag, located on the left hand side wall by the pull out wire basket in freezers, and the upper drawer in refrigerators.



## REMOVING THE DOORS

Open the door to 90 degrees. (See Fig. 1). Lift the door straight up and out of the hinges. (See Fig. 2).

To re-install, hold the door 90 degrees to the opening and align hinge posts to the hinges. Lower the door into place.



FIG. 1. Open the door to 90° degrees.



FIG. 2. Lift the door straight up and out of the hinges.

## CONTACT US

### CUSTOMER SERVICE

Phone: 888-616-8783  
info@true-residential.com

### WARRANTY DEPARTMENT

Phone: 844-849-6179  
trueresidentialwarranty@truemfg.com

### SERVICE DEPARTMENT

Phone: 844-746-9423  
TrueResidentialService@truemfg.com

# TRUE RESIDENTIAL® SERIES LIMITED WARRANTY STATEMENT

## 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. Contact the factory regarding warranty for installations in a commercial/light commercial application.

## 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.

## SEVEN THROUGH TWELVE-YEAR SEALED SYSTEM WARRANTY – PARTS ONLY

\*For units shipped from True after Feb 1, 2017 and REGISTERED via TRUE's Product Registration Page – 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 period of Twelve (12) years from the date of original installation but not to exceed twelve (12) years and three (3) months after shipment from the manufacturer, whichever occurs first. Product must be registered with TRUE within 12 months of the unit's installation to qualify for this warranty. Factory seconds and clear Ice machines are excluded from this warranty.

## DISPLAY PRODUCTS

True Residential Products on showroom display that are sold more than 3 years (36 months) from the invoice date to the dealer would carry a 1 year parts and labor warranty, along with an additional 4 year sealed system, parts only warranty.

## ADA-COMPLIANT PRODUCTS

True Residential ADA-Compliant models have a separate warranty that is two years parts and labor with an additional three years parts only on the compressor. Full statement can be found under the ADA product Installation Guide.

## 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 NEGLECT

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.

## YOUR RIGHTS UNDER STATE LAW

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

## 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.

## 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.

**SUBMIT WARRANTY CLAIMS TO:** True Residential  
2001 East Terra Lane  
O'Fallon MO 63366  
TrueResidentialWarranty@truemfg.com

BP\_06.2021\_166956

## CONTACT US

[true-residential.com](http://true-residential.com)

636.240.2400 | toll free 888.616.8783



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