

USA Residential Warranty | Labor Claim Instructions



Instructions For Completing Form

1. Model and serial number of the equipment involved must be supplied (one cabinet serial number per claim form).
2. Submit claims directly to True at TrueResidentialClaims@truemfg.com.
3. A copy of the **Bill of Sale** is recommended and may be required to determine warranty status.
4. No separate invoice from the service provider is necessary for warranty payment when the claim is submitted using the Labor Claim Form.
5. Claim must be received within three (3) months of the repair date. Claims received for payment after this time frame will be denied.
6. All service calls to diagnose and complete the repair must be submitted together on the same Labor Claim Form.

Warranty Service Guide

When submitting a bill for warranty work, please refer to the **True Residential Product Warranty Repair Guide** or the **Caliber Warranty Repair Guide**, both of which are located at the end of this document. The hours submitted must be within the guidelines or authorization is required from True. The time spent on the job should be multiplied by the straight time labor rate to determine the charge. True reserves the right to pay no more than the average hourly rates within the region of the country. To prevent delays in processing claims, a complete explanation of the diagnosis/failure and the repair are required. True understands that diagnostic and repair times may vary depending on the problem and model.

Multiple Repairs During Same Service Call

To diagnose and repair or replace more than one item, use up to the highest allowable time for the single repair, then add one (1) hour for each additional repair.

Refrigerant Allowances

- No alternative blends are approved without written permission.
- Only the weigh-in charge for the unit will be reimbursed. Otherwise, an explanation will be required.

Labor Allowances

True will pay for labor under warranty for one (1) trip to both diagnose and repair if the necessary part is in the service company's stock. An additional trip to complete the repair will be covered if the necessary part is not in stock and must be ordered from the factory. Any additional trips require prior approval. Should the repair time or trips necessary to perform repairs exceed the allowed amount, contact the Technical Service Department or the Warranty Department for approval prior to exceeding allowed repair time.

Return of Parts

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

To see what is covered/not covered under warranty please refer to True's Warranty Statements or True Caliber's Warranty Statement

For warranty questions: please call us at **844-849-6179** or e-mail trueresidentialwarranty@truemfg.com.

For technical questions: please call us at **844-746-9423** or e-mail trueresidentialservice@truemfg.com.

OR for Caliber technicalsupport@true-caliber.com.

USA Residential Warranty | Labor Claim Form



Bill to:

True Manufacturing Co. Inc.
 2001 E Terra Lane
 O'Fallon, MO 63366-4434

If this is the first time submitting a claim form to True, please enter your W9 and information requested in our portal [True Vendor Portal](#).

Service Company					End User				
Company Name					Company or Owner Name				
Address					Address				
City, State, Zip					City, State, Zip				
Phone No.					Phone No.				
					Outdoor or Indoor application:				

Reported Complaint

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

See the [True Residential Product Warranty Repair Guide](#) or the [Caliber Warranty Repair Guide](#) for time allowed by product.
 Any refrigeration repair should be in accordance with True's Good Refrigeration Practices.
 Please contact True for approval if time is going to exceed hours allowed. All warranty claims must be received at True within three (3) months of completion of the work for payment.

Labor Charges			
Micron Level Achieved if applicable			
Labor Rate Per Hour \$	Labor Hours		\$
Total Travel Hours			\$
Type of Refrigerant Used if applicable	Ounces Used	× Price Per Ounce	\$
Nitrogen Usage Fee if applicable (Maximum \$12.00)			\$
Miscellaneous Material Fee if applicable - (Maximum \$40.00 – Includes soldering supplies, vacuum pump, line tap/ access valves, etc.)			\$
Part Reimbursement*			
Include Parts Invoice Number if applicable			
Miscellaneous Parts (please explain)			\$
Tax applicable in AZ, DC, GA, HI, IL, KY & VT & tax on labor applicable only in CO, IL & NM.			% \$
*If non-OEM parts are used without prior approval this may affect future warranty claims.			Grand Total \$

Customer Signature _____ Service Technician** Signature _____

Date Signed _____ Date Signed _____

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

SUBMIT

True Residential | Product Warranty Repair Guide



Refrigeration System Repair

- a. Diagnose and replace defective compressor, replace drier, evacuate, recharge and test 5 hrs.
- b. TUI Models: Diagnose and replace defective compressor, replace drier, evacuate, recharge and test 6 hrs.
- c. Diagnose and replace defective evaporator assembly, replace compressor, replace drier, evacuate, recharge & test..... 6 hrs.
- d. Diagnose and replace defective condenser coil, replace drier, evacuate, and recharge..... 5 hrs.
- e. Locate refrigeration leak, repair, evacuate, change drier, recharge and test 3.5 hrs.
- f. Diagnose and replace defective cap tube, replace compressor, replace drier, evacuate, recharge & test 6 hrs.
- g. TUI Models: Diagnose and replace Hot Gas Valve 4 hrs.
- h. Any additional refrigeration part changed 1 hr.

Electrical Components

- a. Diagnose and replace controller..... 2 hrs.
- b. Diagnose and replace evaporator motor 2 hrs.
- c. Diagnose and replace condenser motor 2.5 hrs.
- d. Diagnose and replace Driver 2 hrs.
- e. Diagnose and replace LED module..... 2 hrs.
- f. TUI Models: Start components, solenoid coil, pressure switch and drain pump 2 hrs.
- g. TUI Models: Diagnose and replace condenser fan motor 2.5 hrs.
- h. TUI Models: Diagnose and replace Bin stat..... 2 hrs.
- i. TUI Models: Diagnose and replace circulation pump 2 hrs.
- j. TUI Models: Diagnose and replace control board 2 hrs.
- k. TUI Models: Diagnose and replace the water valve 2 hrs.
- l. Full Size Column: Diagnose and replace the control, display/ UI and probes 3 hrs.

Cabinet

- a. General cabinet repair 1.5 hrs.
- b. Diagnose and replace door 1 hr.
- c. Diagnose and replace door gasket 1 hr.

Travel Time: 1 Hour

True's warranty covers reasonable travel time, which is defined as 50 miles one way, anything more than this must be pre-approved. Please contact Warranty Support for prior approval before having any unit serviced by a company outside the normal warranty coverage area. Excessive travel will not be covered under warranty without pre-approval.

Multiple Repairs will be paid at the highest rate for the part changed, plus one (1) hour for each additional component changed. Note the drier is not considered an additional component. If two technicians are required for a job, please contact True for approval.

Customer Responsibilities

- a. To verify the product's installation date for warranty purposes.
- b. To pay for normal operational maintenance and cleaning.
- c. To pay for repairs caused by modifications made without True's written approval.
- d. To pay for damage resulting from electrical supply, water, drainage, flood, storms, or other acts of God.
- e. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.
- f. True's warranty covers reasonable travel time which is defined as 30 miles one way, anything more than this must be pre-approved. Please contact Warranty Support for prior approval before having any unit serviced by a company outside the normal warranty coverage area. Excessive travel will not be covered under warranty without pre-approval.
- g. To pay for any expense related to incorrect installation or non-manufacturing defect.

No Consequential Damages

True is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.

Submitting Invoices Is Faster By Email: TrueResidentialClaims@truemfg.com

True Residential | Product Warranty Repair Guide



Caliber CRG Series Grill

CALIBER CRG 36 | 42 | 48

a. Replace burner	1/2 hr.
b. Replace knob/ knob core.....	1/2 hr.
c. Shutter and or low flame adjustment	1 hr.
d. Replace Igniter.....	1 hr.
e. Replace valve assembly.....	1 hr.
f. Canopy Replacement (may require 2nd tech to pull unit)	1 hr.
g. Valve Panel Replacement	1 hr.
h. Manifold replacement	2 hrs.
i. Single Hinge Assembly Replacement (may require 2nd tech to pull unit)	2 hrs.
j. Manifold pressure test.....	1 hr.
k. Regulator Replacement	1 hr.
l. Leak Check (may require 2nd tech to pull unit)	2 hrs.
m. Orifice Replacement.....	1 hr.

Multiple Repairs will be paid at the highest rate for the part changed, plus 1 hour for each additional component changed. Grates and the radiant are replaceable by the product owner.

True Caliber will pay for labor under warranty for one (1) trip to both diagnose and repair if the necessary part is in the service company's stock. An additional trip to complete the repair will be covered if the necessary part is not in stock and must be ordered from the factory. Any additional trips require prior approval. Should the repair time or trips necessary to perform repairs exceed the allowed amount, contact the Technical Service Department or the Warranty Department for approval prior to exceeding allowed repair time. True Caliber reserves the right to request any part claimed under warranty to be returned. For repairs not noted, please contact the Technical Service Department or the Warranty Department for approval.

Customer responsibilities to include but not limited to:

- a. To verify the product's installation date to process warranty.
- b. To pay for normal operational maintenance, adjustments and cleaning.
- c. To pay for repairs caused by modifications made without True Caliber's written approval.
- d. To pay for damage repairs resulting from electrical supply, customer's use of non-OEM parts, water or drainage, flood, storm or other acts of God.
- e. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.
- f. True Caliber's warranty covers reasonable travel time, which is defined as 50 miles one way, anything more than this must be pre-approved. Please contact Warranty Department for prior approval before having any unit serviced by a company outside the normal warranty coverage area. Excessive travel will not be covered under warranty without pre-approval.
- g. To pay for any expense related to incorrect installation or non-manufacturing defect.

No Consequential Damages

True Caliber is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from or claims as a result of a failure.

**SEND CLAIMS TO:
TRUERESIDENTIALCLAIMS@TRUEMFG.COM**