



True Food Service Equipment, Inc.  
2001 East Terra Lane  
P.O. Box 970 • O'Fallon, MO 63366  
636-240-2400 • 800-325-6152

## USA & CANADA WARRANTY LABOR CLAIM

### INSTRUCTIONS FOR COMPLETING FORM:

1. Model and serial numbers of all equipment involved must be supplied.
2. All claims must be submitted directly to TRUE at : True Food Service Equipment, Inc.
3. A Copy of the "Bill of Sale" is required. 2001 East Terra Lane
4. Must be submitted in legal form (print). P.O. Box 970 • O'Fallon, MO 63366
5. This form may be used as your original invoice.

### WARRANTY SERVICE GUIDE

When submitting a bill for warranty work, the hours submitted must be within the guidelines listed below 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 commercial hourly rates within the Distributor territory or region of the country. To prevent delays in processing claims, **a complete explanation of the diagnosis and the repair are required.** TRUE realizes 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 1/2 hour for each additional repair.

### REFRIGERANT ALLOWANCES

- No alternative blends are approved without written permission.
- New or reclaimed refrigerant (meets ARI Standard 700.88 Lab test).
- The recovery and reuse of refrigerant is covered by the \$25.00 reclaim charge.
- Only the weigh-in charge for the unit will be reimbursed.

### 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.



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# USA & CANADA WARRANTY LABOR CLAIM

Service's Invoice  
 Number (if attached) \_\_\_\_\_

Date Failed	Date Form Completed	Date Repaired	
<b>Important: Please Place Only One Cabinet Serial Number Per Warranty Claim Form.</b>		<b>Model No.</b>	<b>Serial No.</b>
		<b>Install Date</b>	

DEALER / DISTRIBUTOR	SERVICE COMPANY	CUSTOMER
Company Name	Company Name	Company Name
Address	Address	Address
City, State, Zip	City, State, Zip	City, State, Zip
Area Code & Telephone No.	Area Code & Telephone No.	Area Code & Telephone No.

**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.)**

HOURS

**SEE LABOR ALLOWANCE FOR TIME ALLOWED. PLEASE CALL FOR APPROVAL IF TIME IS GOING TO EXCEED HOURS ALLOWED. ALL WARRANTY CLAIMS MUST BE RECEIVED AT TRUE WITHIN 90 DAYS OF COMPLETION OF THE WORK.**

**(Submit in U.S. Dollars only)**

Total Hours \_\_\_\_\_ Labor Rate Per Hour \_\_\_\_\_ U. S. \$ \_\_\_\_\_

**LABOR CHARGES**

Type Of Refrigerant Used \_\_\_\_\_ Ounces Of Refrigerant Used \_\_\_\_ x Price Per Ounce \_\_\_\_\_ U. S. \$ \_\_\_\_\_

Miscellaneous Material Fee Maximum \$20.00 \_\_\_\_\_ U. S. \$ \_\_\_\_\_  
 (Includes soldering supplies, vacuum pump, etc.)

**LABOR CHARGES**

Reclaim Fee Maximum \$25.00 Allowed \_\_\_\_\_ U. S. \$ \_\_\_\_\_

TAX (if applicable) \_\_\_\_\_% U. S. \$ \_\_\_\_\_

**List All Warranty Parts Purchased**  
 PLEASE LIST ALL PART NUMBERS USED

ONLY OEM PARTS WILL BE CREDITED UNLESS PRIOR AUTHORIZATION IS GIVEN\*

<b>OLD COMPRESSOR MODEL &amp; SERIAL NUMBER</b>	<b>NEW COMPRESSOR MODEL &amp; SERIAL NUMBER</b>
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Signatures Required (or attach Service Agents original invoice with signatures.)

CUSTOMER SIGNATURE \_\_\_\_\_ SERVICE TECHNICIAN SIGNATURE \_\_\_\_\_  
 (Technician making refrigeration system repairs must be certified per EPA requirements)

Date Signed \_\_\_\_\_ Date Signed \_\_\_\_\_

\*IF NON-OEM PARTS ARE USED WITHOUT PRIOR APPROVAL THIS MAY EFFECT FUTURE WARRANTY CLAIMS

# **GDM / T / TS / TSD / TM / TR / TA / TG / TAC Series Cabinets**

## **UPRIGHT REFRIGERATORS AND FREEZERS**

### **REFRIGERATION**

- A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models ..... 4 ½ hrs.
- B. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test for GDM-72F / T-72F ..... 5 ½ hrs.
- C. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models..... 4 hrs.
- D. Diagnose and replace defective condensing unit, evacuate, recharge and test for GDM-72F/T-72F ..... 5 hrs.
- E. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test Self-contained models ..... 4 ½ hrs.
- F. Locate refrigeration leak, evacuate, change drier, recharge and test (**NOTE: The location of leak must be noted on the service invoice**) ..... 4 hrs.
- G. Diagnose, replace/reroute defective capillary tube, condensing unit, evacuate, change drier, recharge and test (refrigeration lines in a channel or excisable) ..... 5 hrs.\*
- H. Diagnose, replace defective capillary tube, condensing unit, evacuate, change drier, recharge and test (refrigeration lines foamed in wall) ..... 7 hrs.\*
- I. Diagnose replace/reroute defective capillary tube, condensing unit, evacuate, change drier, recharge and test for GDM-72F/T-72F (refrigeration lines foamed in wall) ..... 9 hrs.\*
- K. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test..... 4 hrs.

**Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1 hour for each additional refrigeration part changed.**

### **ELECTRICAL**

- A. Diagnose and replace temperature control ..... 2 hrs.
- B. Diagnose and replace evaporator coil heater..... 4 hrs.
- C. Diagnose and replace termination switch..... 3 hrs.
- D. Diagnose and replace perimeter heater ..... 4 hrs.
- E. Diagnose and replace time clock..... 1½ hrs.
- F. Diagnose and replace ballast, lamp holder, IDL door cord..... 2 hrs.\*
- G. Diagnose and replace condenser fan motor..... 2 hr.
- H. Diagnose and replace condenser fan motor (GDM-72F) ..... 2 hrs.
- I. Diagnose and replace evaporator fan motor ..... 1½ hrs.
- J. Diagnose and replace evaporator fan motor (GDM-49F / GDM-72F) ..... 2 hrs.

### **CABINET**

- A. Diagnose and replace door(s) ..... 1 hr.
- B. Diagnose and replace the door gasket..... 1 hr.
- C. Diagnose and replace the torsion spring ..... 2 hrs.
- D. Diagnose and replace door cord (GDM / TSD Slide Door) ..... 2 hrs.

***\*SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR WARRANTY DEPARTMENT WHILE DOING OR BEFORE DOING THE WARRANTY WORK FOR APPROVAL.***

***FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY DEPARTMENT.***

### **CUSTOMER RESPONSIBILITIES**

- A. To verify the product's installation date for warranty process.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by modifications made without TRUE's written approval.
- D. To pay for damage repairs resulting from electrical supply, 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 refrigerator or freezer.

### **NO CONSEQUENTIAL DAMAGES**

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# **TBB / TD / TDD / TMC / TPP / TRCB / TSSU / TUC / TWT Series Cabinets**

## **REACH-IN REFRIGERATORS AND FREEZERS**

### **REFRIGERATION**

- A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models ..... 4 ½ hrs.
- B. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models..... 4 hrs.
- C. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test Self-contained models by removing the cabinet top ..... 5 ½ hrs.
- D. Locate refrigeration leak, evacuate, change drier, recharge and test (**NOTE: The location of leak must be noted on the service invoice**) ..... 4 hrs.
- E. Locate refrigeration leak, evacuate, change drier, recharge and test with top removal. (must detail location of leak) ..... 5 hrs.
- F. Diagnose and replace defective capillary tube, evacuate, change drier, recharge and test. .... 5 hrs.
- G. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test..... 4 hrs.

**Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1½ hour for each additional refrigeration part changed.**

### **ELECTRICAL**

- A. Diagnose and replace temperature control ..... 2 hrs.
- B. Diagnose and replace temperature control for TRCB ..... 3 hrs.
- C. Diagnose and replace temperature control (TBB/TDD) ..... 2 hrs.
- D. Diagnose and replace evaporator coil heater or termination switch ..... 3 hrs.
- E. Diagnose and replace perimeter heater ..... 4 hrs.
- F. Diagnose and replace time clock..... 1 ½ hrs.
- G. Diagnose and replace ballast, lamp holder ..... 2 hrs.
- H. Diagnose and replace condenser fan motor ..... 1 ½ hrs.
- I. Diagnose and replace evaporator fan motor ..... 1 ½ hrs.
- J. Diagnose and replace evaporator fan motor for a drawer unit ..... 2 hrs.

### **CABINET**

- A. General cabinet repair ..... 1 ½ hrs.
- B. Diagnose and replace door(s)..... 1 hr.
- C. Diagnose and replace the door gasket ..... 1 hrs.
- D. Countertop removal 93" and larger (Added to Repair for 2 Men) ..... 1 ½ hrs.

***SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR WARRANTY DEPARTMENT WHILE DOING OR BEFORE DOING THE WARRANTY WORK FOR APPROVAL.***

***FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY DEPARTMENT.***

### **CUSTOMER RESPONSIBILITIES**

- A. To verify the product's installation date for warranty process.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by modifications made without TRUE's written approval.
- D. To pay for damage repairs resulting from electrical supply, 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 refrigerator or freezer.

### **NO CONSEQUENTIAL DAMAGES**

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# TDBD /TSID /TCGR / TCGD Series Cabinets

## REACH-IN REFRIGERATORS AND FREEZERS

### REFRIGERATION

- A. Diagnose and replace defective compressor (including starting components) evacuate, recharge and test Self-contained models ..... 4 ½ hrs.
- B. Diagnose and replace defective condensing unit, evacuate, recharge and test Self-contained models..... 4 hrs.
- C. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test Self-contained models .. 4 ½ hrs.
- D. Diagnose and replace defective evaporator, evacuate, change drier, recharge and test for TDBD-96 models .... 6 hrs.
- E. Locate refrigeration leak, evacuate, change drier, recharge and test (**NOTE: The location of leak must be noted on the service invoice**) ..... 4 hrs.
- F. Diagnose and replace defective capillary tube, evacuate, change drier, recharge and test. .... Call\*
- G. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system, evacuate, change drier, recharge and test..... 4 hrs.

**Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1½ hour for each additional refrigeration part changed.**

**\* PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT FOR RECOMMENDATIONS**

### ELECTRICAL

- A. Diagnose and replace temperature control ..... 2 ½ hrs.
- B. Diagnose and replace time clock..... 1 ½ hrs.
- C. Diagnose and replace ballast, lamp holder ..... 1-2 hrs.
- D. Diagnose and replace condenser fan motor..... 1 ½ hrs.
- E. Diagnose and replace evaporator fan motor ..... 1 ½ hrs.

### CABINET

- A. General cabinet repair ..... 1 ½ hrs.
- B. Diagnose and replace door(s)..... 1 hr.
- C. Diagnose and replace the door gasket ..... 1 hrs.
- D. Diagnose and replace the door cord ..... 1 hrs.

**SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR WARRANTY FOR APPROVAL.**

### CUSTOMER RESPONSIBILITIES

- A. To verify the product's installation date for warranty process.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by modifications made without TRUE's written approval.
- D. To pay for damage repairs resulting from electrical supply, 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 refrigerator or freezer.

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# CHECKLIST FOR WARRANTY COMPRESSOR REPLACEMENT

Parts Fax # 636-272-9471

Company Name \_\_\_\_\_ Phone # \_\_\_\_\_

Technician Name \_\_\_\_\_ Supervisor Name \_\_\_\_\_

Model # \_\_\_\_\_ Comp. Model # \_\_\_\_\_

Serial # \_\_\_\_\_ Comp. Serial # \_\_\_\_\_

Voltage \_\_\_\_\_ Voltage/Start Up at Compressor \_\_\_\_\_

Amperage \_\_\_\_\_ Amperage/Start Up at Compressor \_\_\_\_\_

Suction Pressure \_\_\_\_\_ Is Condenser Dirty/Blocked \_\_\_\_\_

High Side Pressure \_\_\_\_\_

## What Is Compressor Failure:

\_\_\_\_\_ Locked rotor. If locked rotor, list the LRA rating on compressor tag and the amp draw when compressor tries to start:

\_\_\_\_\_ TAG

\_\_\_\_\_ ACTUAL

\_\_\_\_\_ Bad Valves. Fill in pressure readings: Hi & Lo \_\_\_\_\_

\_\_\_\_\_ Shortened to ground

\_\_\_\_\_ Shortened windings \_\_\_\_\_ Non. pumper

\_\_\_\_\_ \_\_\_\_\_ Open windings

\_\_\_\_\_ Dirty Burnout

\_\_\_\_\_ Noisy

\_\_\_\_\_ Is cabinet plugged into an extension cord

\_\_\_\_\_ Is cabinet on a dedicated circuit

\_\_\_\_\_ Has cabinet main power cord plug been modified, If yes describe

\_\_\_\_\_  
\_\_\_\_\_