



## TRUE RESIDENTIAL®

### ADA HEIGHT INSTALL GUIDE AND USER'S MANUAL



PRESERVE THE MOMENT®

# THANK YOU

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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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SAFETY WARNINGS & PRECAUTIONS

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PRODUCT REGISTRATION

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CABINET LOCATION & SPECIFICATIONS

NOTICE TO CUSTOMER

OUTDOOR USE



PRESERVE THE MOMENT®

## HOW TO MAINTAIN YOUR TRUE REFRIGERATOR TO RECEIVE THE MOST EFFICIENT AND SUCCESSFUL OPERATION

You have selected one of the finest commercial refrigeration units made. It is manufactured under strict quality controls with only the best quality materials available. Your TRUE cooler, when properly maintained, will give you many years of trouble-free service.

**WARNING** – Use this appliance for its intended purpose as described in this Installation Manual.

### REFRIGERANT SAFETY & WARNING INFORMATION

See the serial label inside the cabinet for the units refrigeration type. For Hydrocarbon Refrigeration (R290 only), see below:



**DANGER** – Risk of fire or explosion. Flammable refrigerant used. **DO NOT** use mechanical devices to defrost refrigerator. **DO NOT** puncture refrigerant tubing; follow handling instructions carefully. To be repaired only by trained service personnel.



**DANGER** – Risk of fire or explosion (flammable refrigerant used), consult repair manual/owner's guide before attempting to service this product. All safety precautions must be followed. Dispose of properly in accordance with local and federal regulations. Follow all safety precautions.



**CAUTION** – Keep all ventilation openings clear of obstruction in the appliance enclosure or in the structure housing the appliance.

### BASIC SAFETY & WARNING PRECAUTIONS

- Take care during operation, maintenance or repairs to avoid cuts or pinching from any part/component of the cabinet.
- Units may pose a tipping hazard while uncrating, during installation, or when moving the unit.
- Ensure the unit is properly installed and located in accordance with the Installation Instructions before use.
- This appliance is not to be used, cleaned or maintained by persons (including children) with reduced physical, sensory or mental capabilities or lack of experience and knowledge, unless they have been given supervision or instruction.
- **DO NOT** allow children to play with the appliance or climb, stand, or hang on the unit's shelves to prevent damage to the refrigerator and personal injury.
- **DO NOT** touch the cold surfaces in the freezer compartment when hands are damp or wet. Skin may stick to these extremely cold surfaces.
- Unplug the refrigerator before cleaning and making repairs.
- Setting temperature controls to the 0 position or powering off an electronic control may not remove power from all components (e.g., light circuits, perimeter heaters, and evaporator fans).
- **DO NOT** store or use gasoline, or other flammable vapors and liquids, in the vicinity of this or any other appliance.

- **DO NOT** store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- Keep fingers out of the "pinch point" areas; clearances between the doors and cabinet are necessarily small; be careful closing doors when children are in the area.
- **DO NOT** use electrical appliances inside the food storage compartments of the units unless the appliances are of the type recommended by the manufacturer.

**NOTE: ALL SERVICING MUST BE PERFORMED BY A QUALIFIED TECHNICIAN.**

PROPER DISPOSAL OF THE CABINET



**DANGER! RISK OF CHILD ENTRAPMENT**

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 throwing away your old refrigerator or freezer:**

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



**DANGER** – Risk of fire or explosion. Flammable insulation and/or refrigerant used. Dispose of all in accordance with local and federal regulations. Follow all safety precautions.

## COMMENT ENTRETENIR VOTRE RÉFRIGÉRATEUR TRUE POUR UN FONCTIONNEMENT OPTIMAL ET PERFORMANT.

Vous avez choisi l'un des meilleurs réfrigérateurs commerciaux existants. Il a été fabriqué selon les normes de qualité les plus exigeantes et avec les meilleurs composants disponibles sur le marché. S'il est correctement entretenu, votre réfrigérateur TRUE vous offrira des années de fonctionnement sans souci.

**AVERTISSEMENT** – Utilisez cet appareil uniquement pour l'usage prévu dans ce manuel d'utilisateur

### INFORMATIONS DE SÉCURITÉ ET D'AVERTISSEMENT CONCERNANT LE FRIGORIGÈNE

Consultez l'étiquette de numéro de série à l'intérieur de l'armoire pour connaître le type de réfrigération des appareils. Pour une réfrigération aux hydrocarbures seulement (R290), voir ci-dessous



**DANGER** – Risque de feu ou d'explosion. Le frigorigène utilisé est inflammable. **Ne PAS** utiliser des appareils mécaniques pour dégivrer le réfrigérateur.

**Ne PAS** percer les tuyaux de réfrigérant ; suivre scrupuleusement les instructions de maintenance. Les réparations doivent être effectuées seulement par un technicien qualifié.



**DANGER** – Risque d'incendie ou d'explosion (réfrigérant inflammable utilisé), consultez le manuel de réparation/guide d'utilisation avant toute tentative d'intervention sur ce produit. Toutes les mesures de sécurité doivent être respectées. Mettez au rebut conformément aux règlements fédéraux ou locaux. Respectez toutes les précautions de sécurité.



**ATTENTION** – Éviter toute obstruction des ouvertures de ventilation dans la pièce où l'armoire est située ou sur l'armoire elle-même.

### PRÉCAUTIONS DE BASE EN MATIÈRE DE SÉCURITÉ ET AVERTISSEMENTS

- Lors de l'utilisation, de l'entretien ou des réparations, il faut prendre soin d'éviter les coupures et les pincements pouvant survenir au contact des pièces ou des composantes de l'armoire.
- Les appareils présentent un danger de basculement pendant la sortie de la caisse, l'installation et lors de leur déplacement.
- Assurez-vous que l'appareil est installé et positionné correctement selon les Instructions d'installation avant l'utilisation.
- Cet appareil n'est pas destiné à être utilisé, nettoyé ou entretenu par des personnes (y compris des enfants) aux capacités physiques, sensorielles ou mentales réduites, ou manquant d'expérience ou de connaissances, sauf sous supervision ou après instruction concernant l'utilisation de l'appareil.
- **NE PAS** laisser les enfants jouer avec l'appareil ni grimper, monter ni se suspendre aux clayettes de l'appareil pour éviter des blessures comme des dommages au réfrigérateur.
- **NE TOUCHEZ PAS** les surfaces froides dans le compartiment du réfrigérateur avec les mains humides ou mouillées. La peau peut coller à ces surfaces extrêmement froides. La peau peut adhérer à des surfaces extrêmement froides
- Débranchez le réfrigérateur avant de le nettoyer ou d'effectuer des réparations.
- Le réglage des commandes de température en position 0 ou la coupure par une commande électronique peut ne pas couper l'alimentation de tous les composants (par exemple : circuit d'éclairage, chauffages périphériques, ventilateurs d'évaporateur, etc.).

- **NE STOCKEZ** ni n'utilisez de l'essence ou un autre produit volatil ou liquide inflammable à proximité près de cet appareil ou de tout autre appareil.
- **NE STOCKEZ PAS** de substances explosives tels que bombes aérosol à propulseur inflammable dans cet appareil.
- Maintenez les doigts à distance des endroits où vous pourriez vous pincer, les espaces entre les portes et entre les portes et l'armoire sont nécessairement très réduits. Faites attention en fermant les portes quand des enfants se trouvent à proximité.
- **NE PAS** utiliser des appareils électriques à l'intérieur des compartiments de stockage pour aliments des appareils, à moins qu'ils ne soient d'un type recommandé par le fabricant.

**REMARQUE: TOUTES LES INTERVENTIONS DOIVENT ÊTRE EFFECTUÉES PAR UN TECHNICIEN QUALIFIÉ.**

### AVERTISSEMENT DE MISE AU REBUT DE L'ARMOIRE



**DANGER! RISQUE DE COINCEMENT POUR LES ENFANTS**

### MISE AU REBUT CORRECTE DE L'ARMOIRE

Les enfermements et étouffements d'enfant ne sont pas des problèmes du passé. Les réfrigérateurs mis au rebut ou abandonnés restent dangereux...même s'ils ne sont mis là que pendant quelques jours. En cas de mise au rebut de votre ancien réfrigérateur, suivre les instructions ci-dessous pour éviter les accidents.

#### Avant de mettre au rebut votre ancien réfrigérateur ou congélateur:

- Enlevez les portes.
- Laissez les étagères en place pour éviter que les enfants puissent facilement grimper à l'intérieur.



**DANGER** – Risque de feu ou d'explosion. Isolation et/ou réfrigérant inflammable utilisé. Toujours mettre au rebut conformément aux règlements fédéraux ou locaux. Respectez toutes les précautions de sécurité.

## OWNERSHIP

To ensure 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 equipment. The cost of a professional installation is money well spent.

Before you start to install your TRUE unit, carefully inspect it for freight damage. **IF DAMAGE IS DISCOVERED, DO NOT INSTALL THE UNIT OR PUT IT IN SERVICE.** Notify True customer service, and immediately file a claim with the delivery freight carrier.

**TRUE is not responsible for damage incurred during shipment.**

## REGISTER YOUR PRODUCT

To qualify for TRUE's extended 7–12 year parts only sealed system warranty, you must register your product\* within 12 months of the unit's installation date. To register your unit, complete and submit the form at [www.true-residential.com/product-registration](http://www.true-residential.com/product-registration). For warranty details, please see page 72.

\*Please note that ice machines do not qualify for this extended warranty.



## CONTACT INFORMATION

For any questions about installation, please contact your TRUE dealer or TRUE Residential Technical Service. Please have your **model** and **serial number** (see serial label location below) available so we can better assist you with your service- or parts-related inquiries.

### CUSTOMER SERVICE

Phone: 888-616-8783

info@true-residential.com

### TECHNICAL SERVICE DEPARTMENT

Phone: 844-746-9423

TrueResidentialService@truemfg.com

### WARRANTY DEPARTMENT

Phone: 844-849-6179

TrueResidentialWarranty@truemfg.com

## SERIAL LABEL LOCATION

Your serial label contains important information such as your model name and serial number. Label location varies by model type.

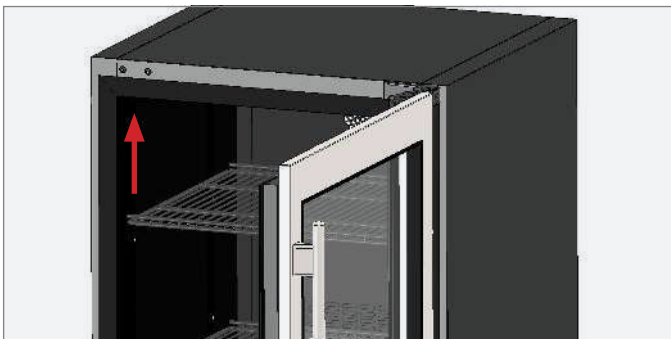


FIG. 1. Door units: upper left interior wall.

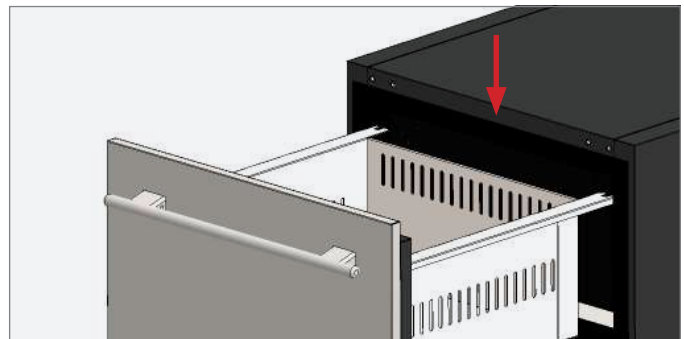


FIG. 2. Drawer units: front center interior ceiling.

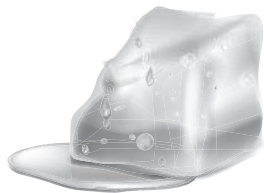
## CABINET LOCATION & SPECIFICATIONS

For more information regarding the installation location or cabinet specifications, please see “Site Preparation” starting on page 16.

- Appliance is NSF 7 approved.
- Appliance is UL rated for outdoor use.
- Appliance is not suitable for an area where a pressure washer or hose may be used.
- Ensure the location will provide adequate clearances and sufficient airflow for the cabinet.
- Ensure the power supply for the cabinet matches the cabinet specification sheet or cabinet data plate and is within the rated voltage ( $\pm 5\%$ ). Also, ensure the amperage rating of the circuit is correct and the circuit is properly grounded.
- The cabinet should always be plugged into its own individual dedicated electrical circuit. The use of adapter plugs and extension cords is prohibited.

## NOTICE TO CUSTOMER

Loss or spoilage of products in your refrigerator/freezer is **not covered by warranty**. In addition to following recommended installation procedures, run the refrigerator/freezer for 24 hours prior to usage to verify its proper operation.



## OUTDOOR USE

All True undercounter units are rated for outdoor use.

- In regions with high dewpoints or humidity, condensation may appear on the glass and around gasket seals. For best operation, keep the unit fully stocked with product.
- In areas where the ambient temperature regularly exceeds 95°F (35°C), vent the rear of the rough opening for optimum performance. Recommended vent size is 4" x 10" (102 mm x 254 mm).
- For the best operation, install your True unit with your outdoor bar/kitchen countertop covering the door or drawer gasket (flush install). The rough opening should be at least 24" (606 mm) deep.

**NOTE: DOOR AND DRAWER GASKETS DO NOT PROVIDE A WATERTIGHT SEAL AGAINST THE ELEMENTS.**

When the temperature consistently reaches 32°F (0°C) or below, winterize your unit. Remove all product from the unit, unplug or turn the unit off, and place a cover over the unit.



ADA-COMPLIANT INSTALLATION

ROUGH OPENING & PLAN VIEWS

[32" (813 mm) OPENING]

OPTIONAL INSTALLATION

ROUGH OPENING & PLAN VIEWS

[34-1/2" (877 mm) OPENING]

CUSTOM OVERLAY PANEL SPECIFICATIONS

ELECTRICAL INSTALLATION & SAFETY



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## ADA-COMPLIANT INSTALLATION ROUGH OPENING & PLAN VIEWS [32" (813 mm) OPENING]

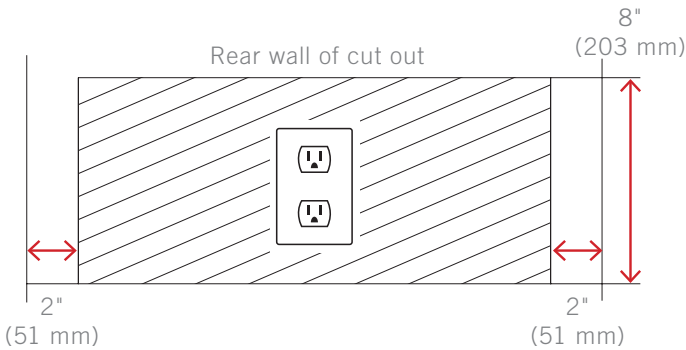
The ADA-compliant installation consists of the ADA unit, standard leveling legs, and 4" (102 mm) kickplate. This installation fits beneath an ADA-compliant countertop. For the rough opening and cabinet specifications of alternate installation configurations, please see "Optional Installation Rough Openings & Plan Views" starting on page 21.

### ADA-COMPLIANT ROUGH OPENING

Please see the recommended dimensions for a ADA-compliant rough opening below. For unit specifications, please see "ADA-Compliant Installation Plan Views" starting on page 16.

### CUTOUT OPENINGS

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

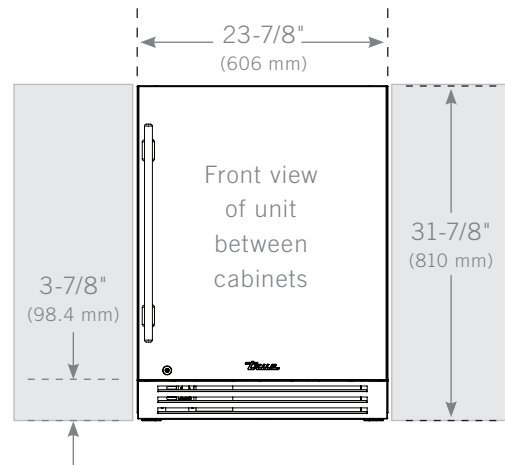
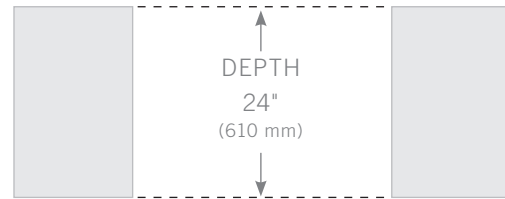
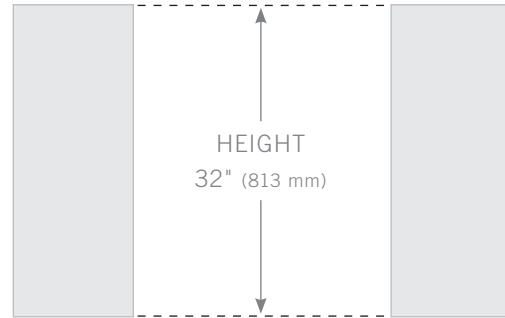


### ANTI-SWEAT FOAM END PANELS

When installing two or more True units side-by-side, be sure to leave at least 5/8" (16 mm) gap between the cabinets, or install foam pads between the cabinets and on any side without this gap, to prevent moisture from developing on applications.

If installing anti-sweat foam end panels, True recommends applying a panel to each of the units being joined together. To order foam pads, contact our parts department at **844-849-6226** or [TrueResidentialParts@TrueMfg.com](mailto:TrueResidentialParts@TrueMfg.com).

### ADA ROUGH OPENING



# ADA-COMPLIANT INSTALLATION PLAN VIEWS

## STAINLESS SOLID & FRAMED GLASS DOOR UNITS

### REFRIGERATORS



TURADA-24-R/L-RS-A~S



TURADA-24-R/L-RG-A~S

### WINE CABINET



TUWADA-24-R/L-RS-A~S



TUWADA-24-R/L-RG-A~S

### BEVERAGE CENTERS

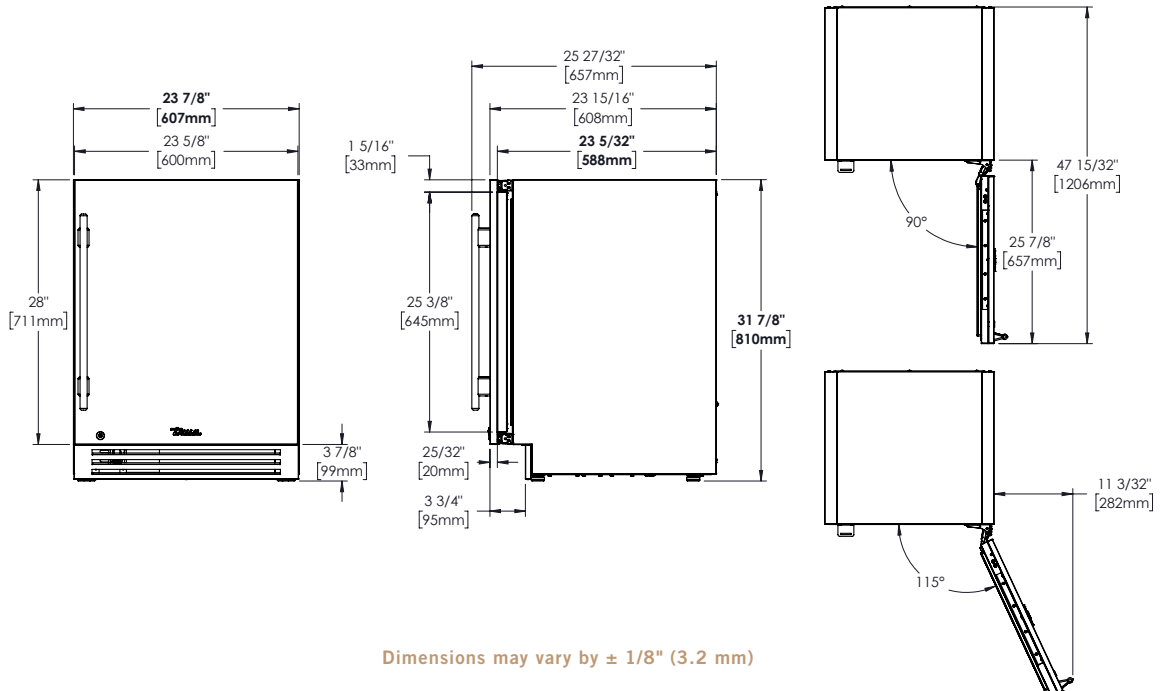


TUBADA-24-R/L-RS-A~S



TUBADA-24-R/L-RG-A~S

### PLAN VIEW DIMENSIONS



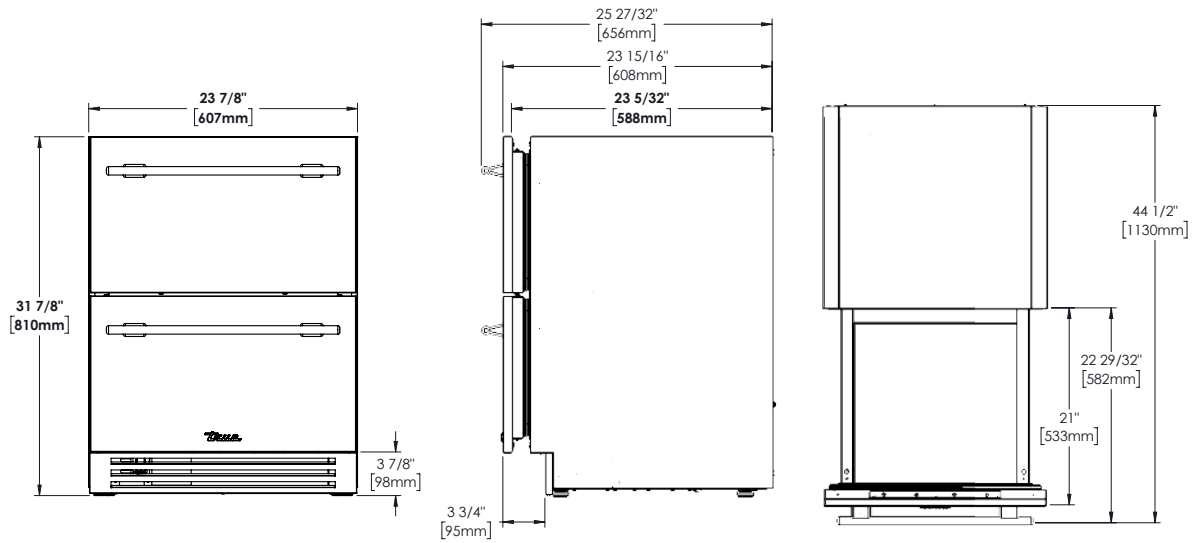
STAINLESS DRAWER UNITS

REFRIGERATOR



TURADA-24D-SS-A

PLAN VIEW DIMENSIONS



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

## ADA-COMPLIANT INSTALLATION PLAN VIEWS

### SOLID AND FRAMED GLASS OVERLAY PANEL UNITS

ADA-Compliant door overlay panel shown. For other panel options, please see “Optional Installation Rough Openings & Plan Views” starting on page 21.

For custom panel specifications, please see “Custom Overlay Panel Specifications” starting on page 25.

#### REFRIGERATORS



TURADA-24-R/L-RS-A~0



TURADA-24-R/L-RG-A~0

#### WINE CABINET



TUWADA-24-R/L-RS-A~0



TUWADA-24-R/L-RG-A~0

#### BEVERAGE CENTERS

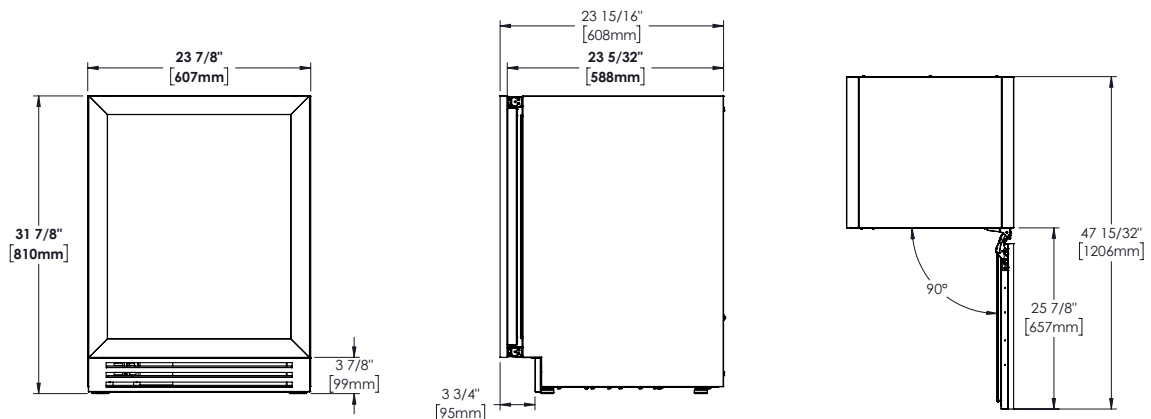


TUBADA-24-R/L-RS-A~0



TUBADA-24-R/L-RG-A~0

#### PLAN VIEW DIMENSIONS\*



\*Depth measurement includes 3/4" thick panel (not provided by TRUE).  
Dimensions may vary by ± 1/8" (3.2 mm)

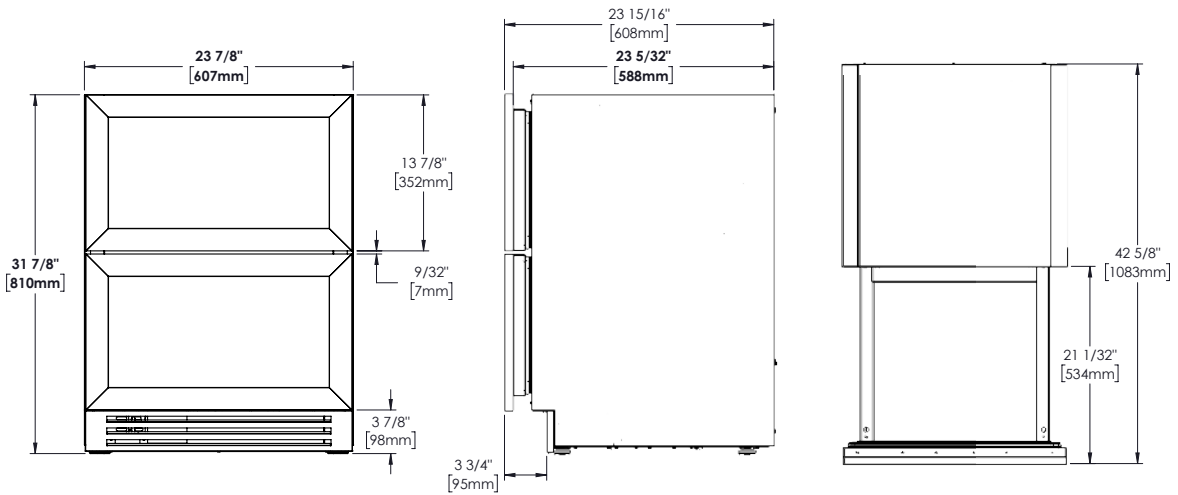
OVERLAY PANEL DRAWER UNITS

REFRIGERATOR



TURADA-24-D-A-0

PLAN VIEW DIMENSIONS\*



\*Depth measurement includes 3/4" thick panel (not provided by TRUE).  
Dimensions may vary by ± 1/8" (3.2 mm)

**OPTIONAL INSTALLATION ROUGH OPENING & PLAN VIEWS**  
**[34-1/2" (877 MM) OPENING]**

Optional installations use combinations of 2-1/2" (64 mm) leveling legs, 6" (153 mm) grill, and custom overlay panels to raise (or appear to raise) the overall height of the unit. For standard installation rough openings & plan views, see page 16. This section shows the cabinet specifications for the following configurations:

- A.** 2-1/2" leveling legs and 6" grill (stainless steel unit)
- B.** 2-1/2" leveling legs, 6" grill, and standard door overlay panel
- C.** 2-1/2" leveling legs, 6" grill, and tall door overlay panel
- D.** Standard leveling legs and tall door overlay panel

**OPTIONAL INSTALLATION ROUGH OPENING**

Please see the recommended dimensions for a nonstandard rough opening below. The height includes 2-1/2" (64 mm) leveling legs in the measure. For unit specifications, please see "Optional Installation Plan Views" starting on page 21.

**ANTI-SWEAT FOAM END PANELS**

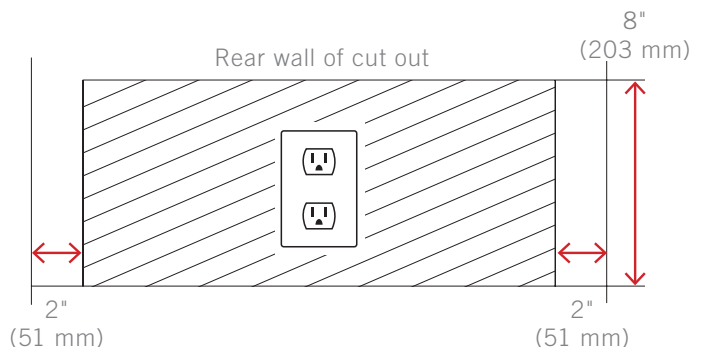
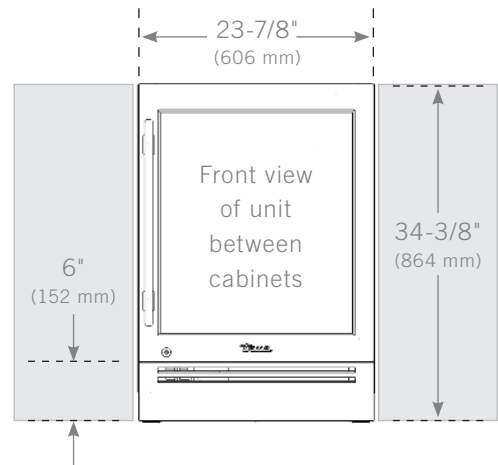
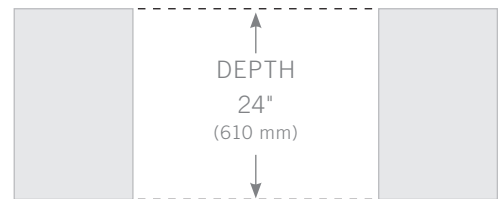
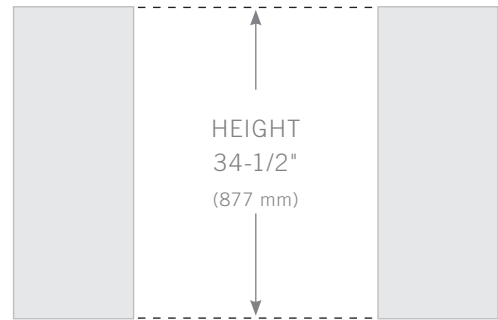
When installing two or more True units side-by-side, be sure to leave at least 5/8" (16 mm) gap between the cabinets, or install foam pads between the cabinets and on any side without this gap, to prevent moisture from developing on applications.

If installing ant-sweat foam end panels, True recommends applying a panel to each of the units being joined together. To order foam pads, contact our parts department at **844-849-6226** or **TrueResidentialParts@TrueMfg.com**.

**CUTOUT OPENINGS**

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

**ROUGH OPENING**



## OPTIONAL INSTALLATION PLAN VIEWS

### A & B. 2-1/2" (64 MM) LEVELING LEGS WITH 6" (153 MM) GRILL AND STANDARD DOOR (OVERLAY PANEL)

To order a 6" (153 mm) grill (stainless steel or black) or the 2-1/2" (64 mm) leveling legs please contact our parts department at **844-849-6226** or **TrueResidentialParts@TrueMfg.com**. For custom panel specifications, please see "Custom Overlay Panel Specifications" starting on page 25.

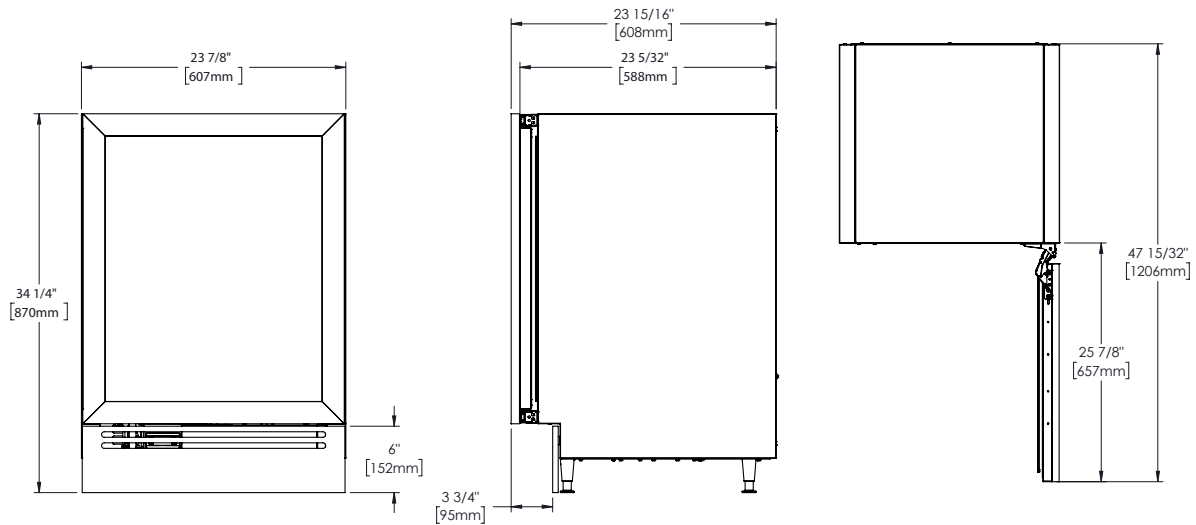


TURADA-24-R/L-RS-A~S



TURADA-24-R/L-RS-A~0

### PLAN VIEW DIMENSIONS\*



\*Depth measurement includes 3/4" thick panel (not provided by TRUE).  
Dimensions may vary by ± 1/8" (3.2 mm)

## OPTIONAL INSTALLATION PLAN VIEWS

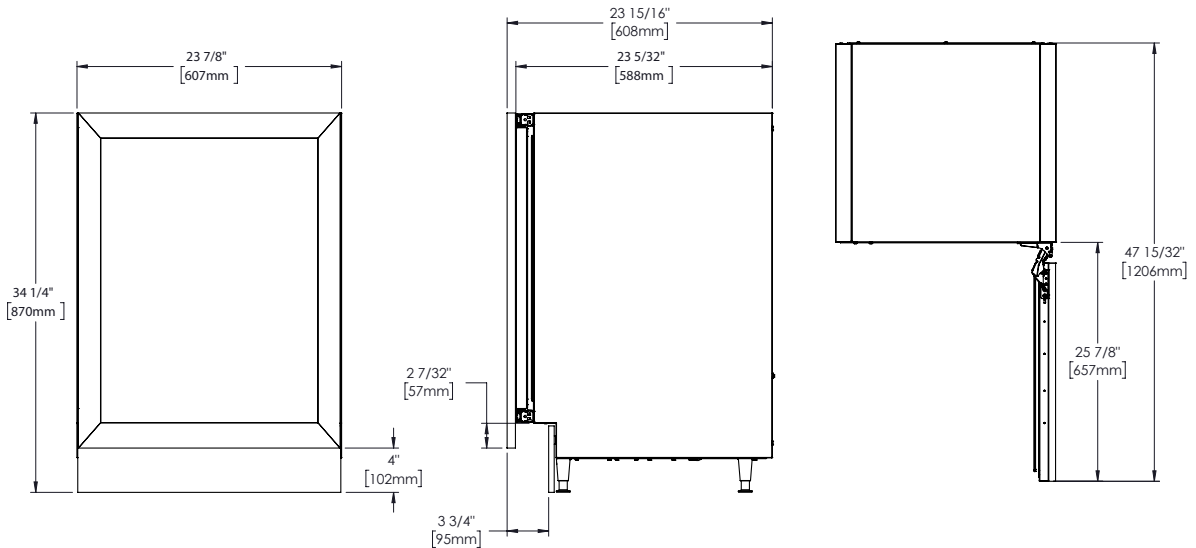
### C. 2-1/2" (64 MM) LEVELING LEGS WITH 6" (153 MM) GRILL AND TALL DOOR OVERLAY PANEL (DOOR EXTENDS DOWN)

To order the stainless steel 6" grill or the 2-1/2" (64 mm) leveling legs please contact our parts department at **844-849-6226** or [TrueResidentialParts@TrueMfg.com](mailto:TrueResidentialParts@TrueMfg.com). For custom panel specifications, please see "Custom Overlay Panel Specifications" starting on page 25.



TURADA-24-R/L-RS-A~0

#### PLAN VIEW DIMENSIONS\*



\*Depth measurement includes 3/4" thick panel (not provided by TRUE).  
Dimensions may vary by ± 1/8" (3.2 mm)

## OPTIONAL INSTALLATION PLAN VIEWS

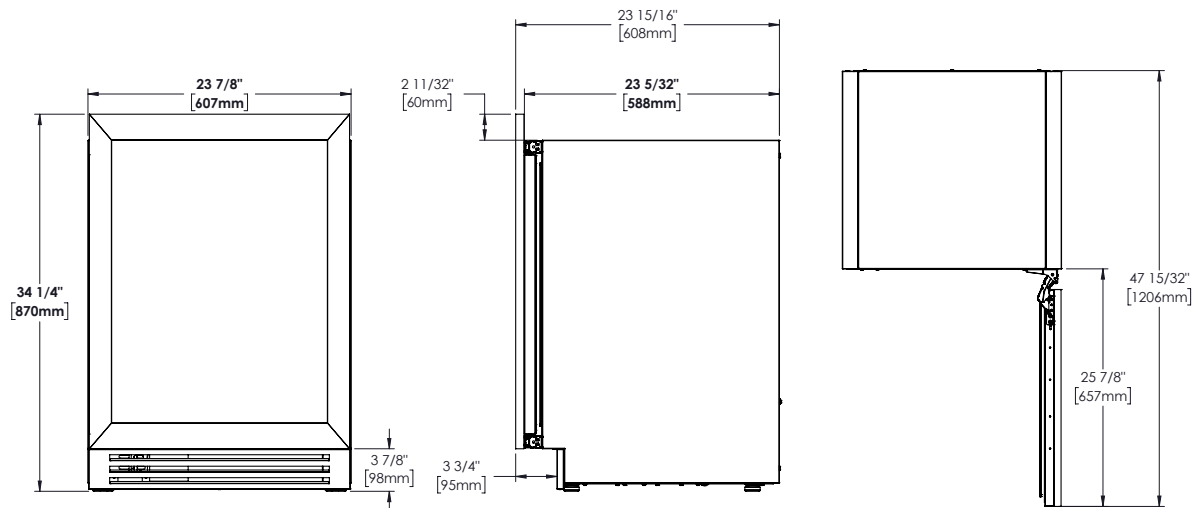
### D. STANDARD LEVELING LEGS WITH TALL DOOR OVERLAY PANEL (DOOR EXTENDS UP)

For custom panel specifications, please see "Custom Overlay Panel Specifications" starting on page 25.



TUBADA-24-R/L-RS-A~0

#### PLAN VIEW DIMENSIONS\*



\*Depth measurement includes  $\frac{3}{4}''$  thick panel (not provided by TRUE).  
Dimensions may vary by  $\pm \frac{1}{8}''$  (3.2 mm)

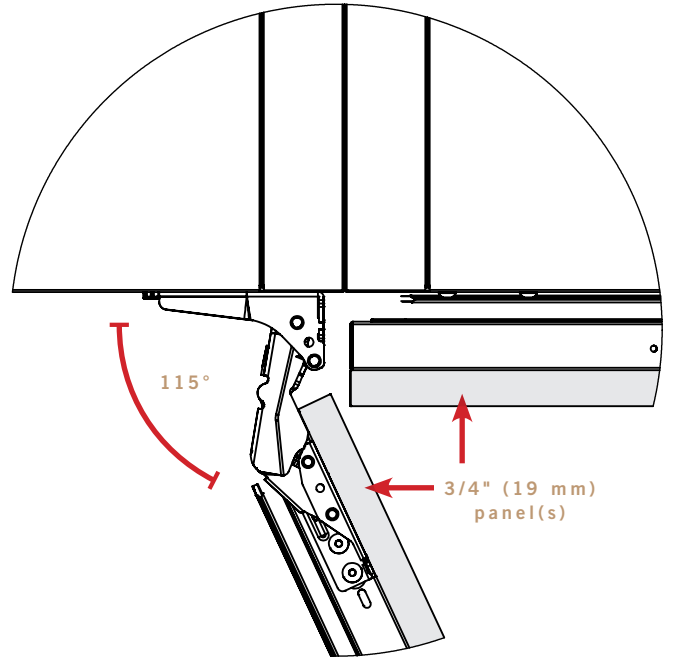
CUSTOM OVERLAY PANEL SPECIFICATIONS

Overlay units can be fitted with custom panels to match adjacent cabinetry. Please see this section for recommended panel specifications.

**NOTE: PANEL HEIGHT CAN EXCEED THESE RECOMMENDATIONS BASED ON ROUGH OPENING SIZE AND CABINET SPECIFICATIONS.**

True units assume 3/4" (19mm) thick overlay panels of the specified width (see specifications tables) to be supplied by the end user or others. Thicker/wider panels increase the potential for panel interference. See fig. 1.

**NOTE: THIS INTERFERENCE CAN BE MINIMIZED WITH A 90° DOORSTOP. SEE "90° DOORSTOP INSTALLATION" (PAGE #).**



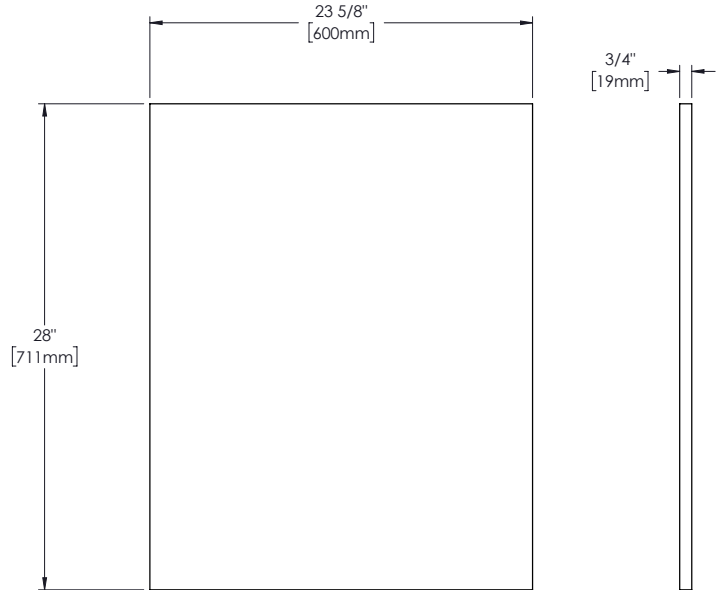
**FIG. 1.** Panels 3/4" (19 mm) thick are designed to not interfere with surrounding units or cabinetry.

## OPTIONAL INSTALLATION

### STANDARD SOLID DOOR OVERLAY PANEL – OPTIONAL INSTALLATIONS A & B

For panel installation instructions, please see “Door Overlay Panel Installation” (page 44). For optional lock installation instructions, please see “Optional Lock Installation” (page 42).

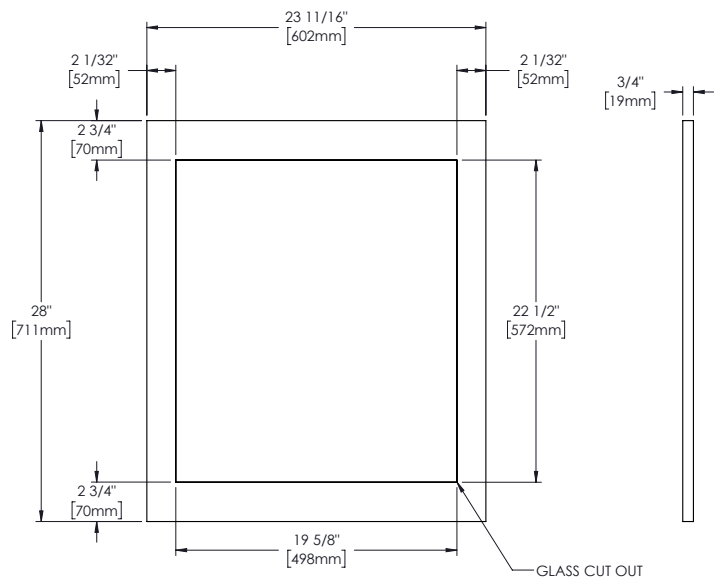
SPECIFICATIONS	
Panel Width	23-5/8" (600 mm)
Panel Height	28" (711 mm)
Panel Depth	3/4" (19 mm) max
Panel Weight	10 lbs (4.5 kg) max
Rail Style Dimension	2" (50.8 mm) max



### STANDARD FRAMED GLASS DOOR OVERLAY PANEL – OPTIONAL INSTALLATIONS A & B

For panel installation instructions, please see “Door Overlay Panel Installation” (page 44).

SPECIFICATIONS	
Panel Width	23-11/16" (602 mm)
Panel Height	28" (711 mm)
Panel Depth	3/4" (19 mm) max
Panel Weight	10 lbs (4.5 kg) max
Rail Style Dimension	2" (50.8 mm) max
Viewable Area Width	19-5/8" (498 mm)
Viewable Area Height	22-1/2" (572 mm)



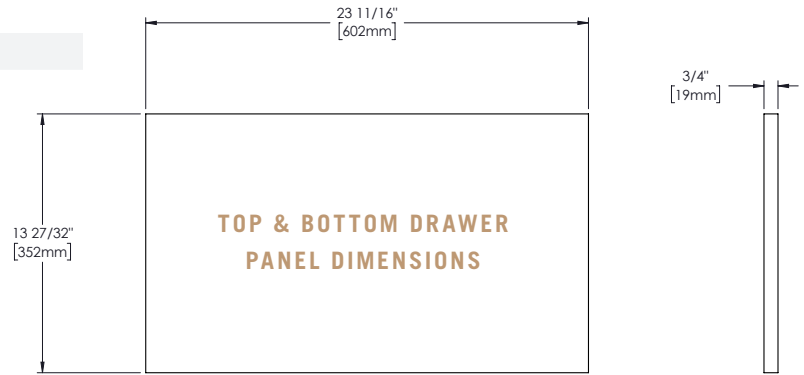
## OPTIONAL INSTALLATION

### DRAWER OVERLAY PANEL

For panel installation instructions, please see “Drawer Overlay Panel Installation” (page 46).

#### SPECIFICATIONS

Panel Width	23-11/16" (602 mm)
Panel Height	13-27/32" (352 mm)
Panel Depth	3/4" (19 mm) max

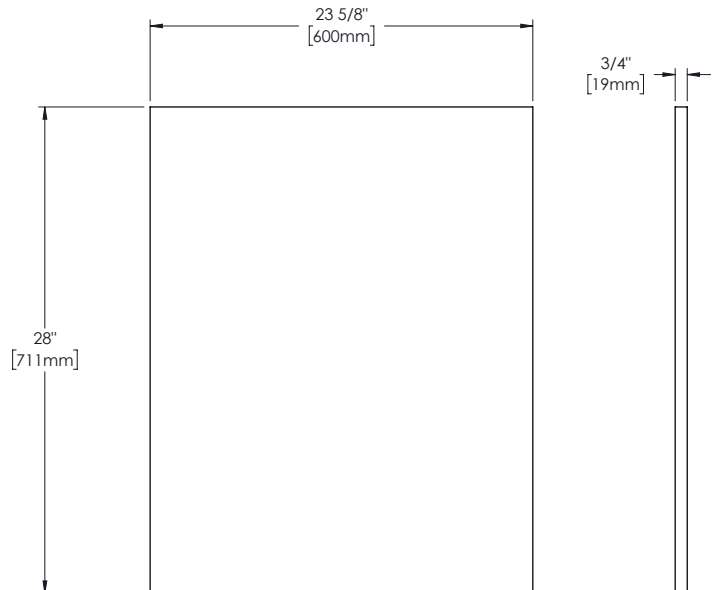


### TALL DOOR OVERLAY PANEL – OPTIONAL INSTALLATIONS C & D

Overlay units can be fitted with custom panels to match adjacent cabinetry. For example, the tall door overlay panel can extend the apparent height of the unit or disguise the actual height of a 6" (600 mm) grill. For more detail, please see “Optional Installations Rough Opening & Plan Views” starting on page 21. Please see below for panel specifications.

#### SPECIFICATIONS

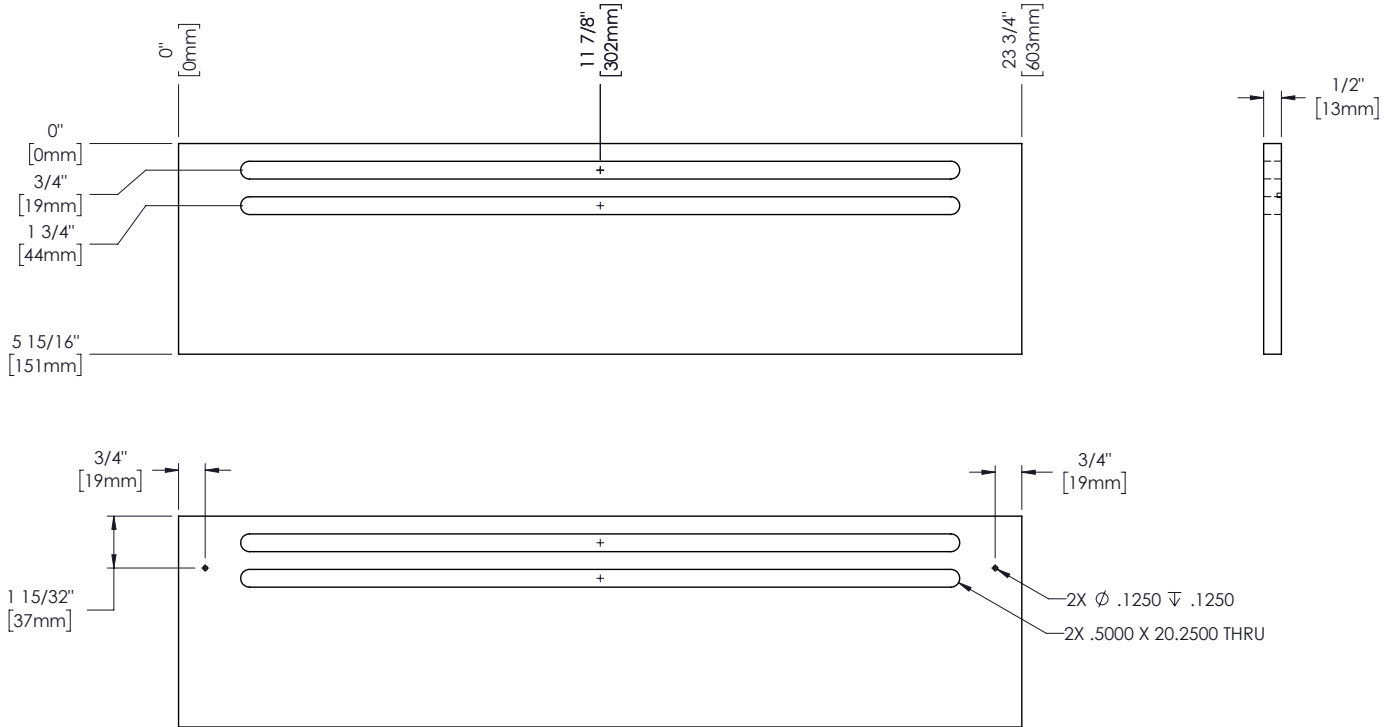
Panel Width	23-5/8" (600 mm)
Panel Height	30" (762 mm)
Panel Depth	3/4" (19 mm)
Panel Weight	10 lbs (4.5 kg) max
Rail Style Dimension	2" (50.8 mm) max



## OPTIONAL INSTALLATION

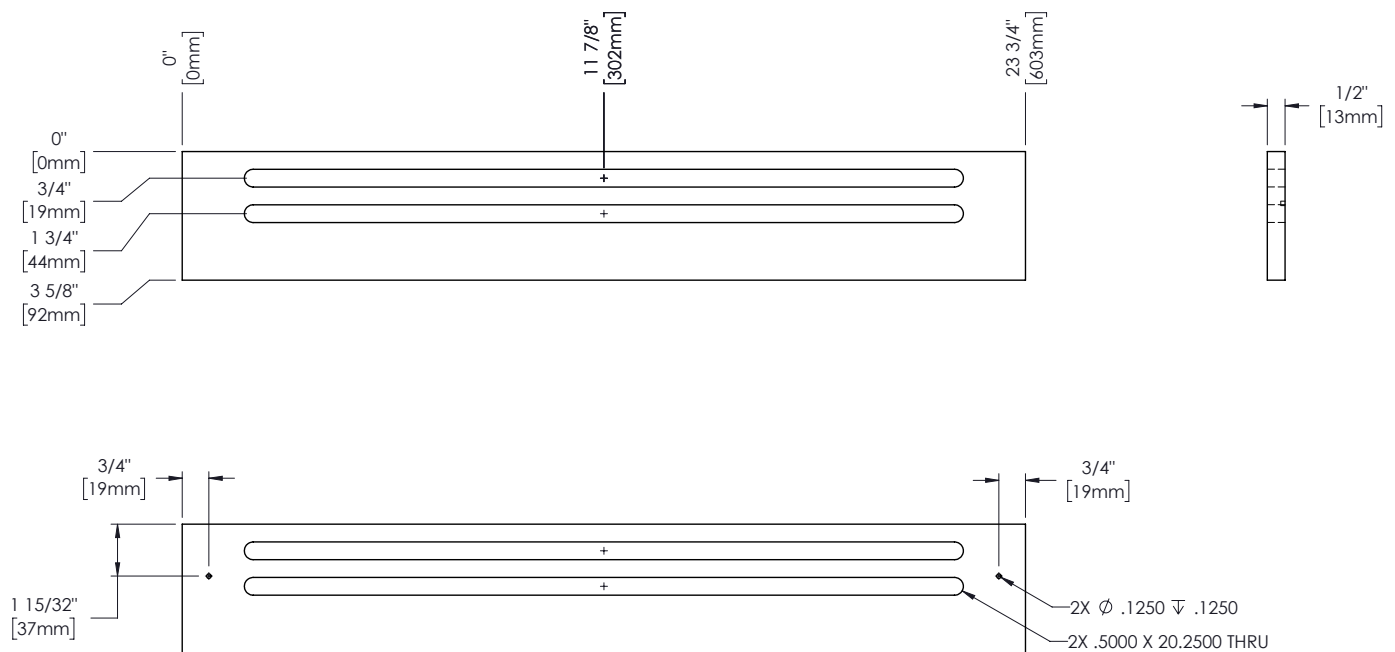
### 6" (153 MM) OVERLAY LOUVER GRILL TEMPLATE – OPTIONAL INSTALLATIONS A, B, & C

2-1/2" (64 mm) leveling legs create a visible gap between the bottom of the grill and the floor. To conceal this gap with overlay, please see the custom overlay louver grill template below.



### STANDARD OVERLAY LOUVER GRILL TEMPLATE – OPTIONAL INSTALLATION D

If so desired, you can replace the kickplate with a custom overlay louver grill. Please see the template below.



ADDITIONAL DOOR OVERLAY PANEL INFORMATION

- Custom door overlay panels must be at least 23-5/8" (600 mm) x 28" (711 mm) x 3/4" (19 mm) to cover the panel-ready door front. Your panel dimensions may vary based on the rough opening size and / or adjacent cabinetry specifications.
- For correct hinge operation, be sure to install door overlay panels with its hinge side aligned flush with the door front's hinge side.
- Doors have pre-drilled holes to assist overlay panel installation. See fig. 1.

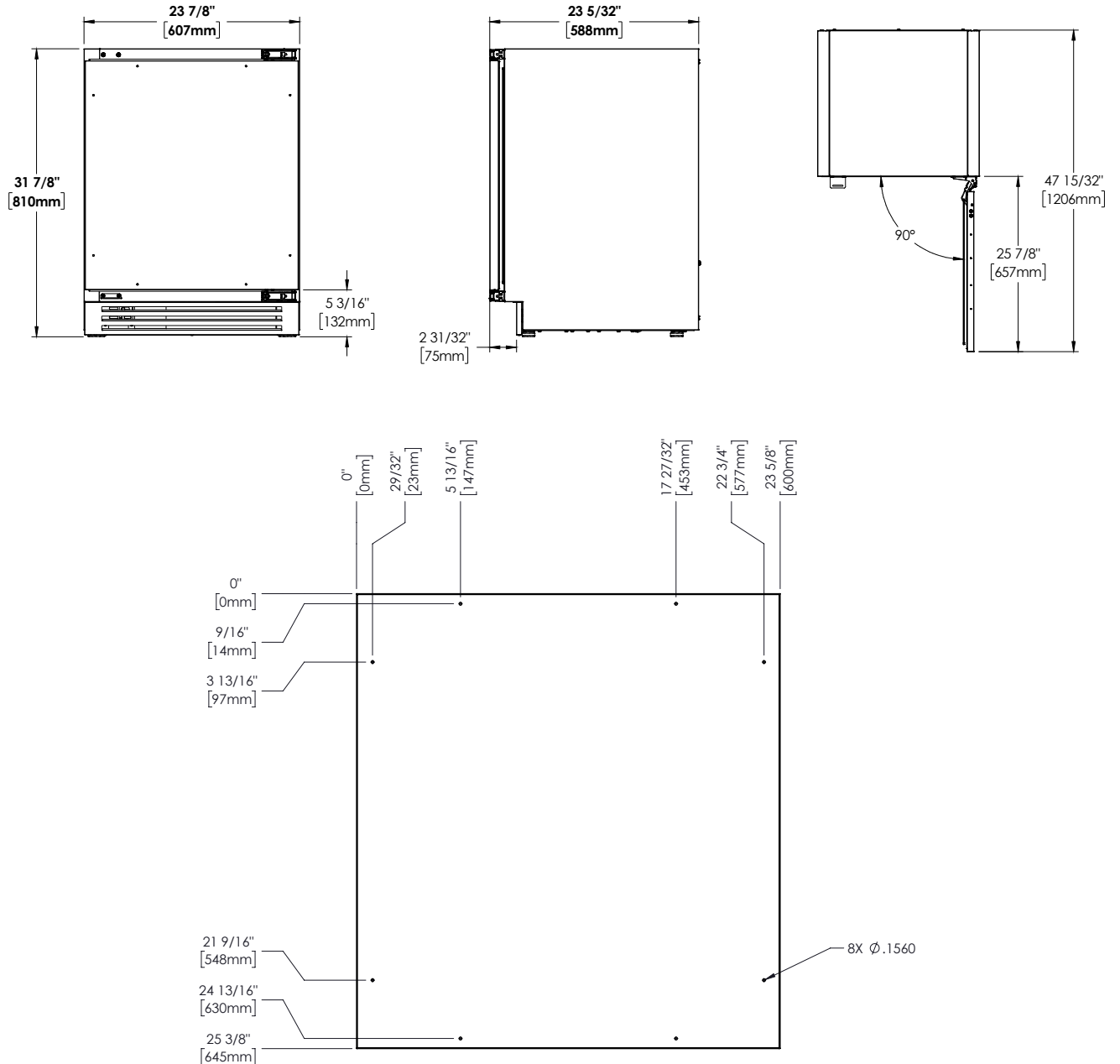


FIG. 1. Door front pre-drilled hole locations and measurements.

ADDITIONAL DRAWER OVERLAY PANEL INFORMATION

- Custom drawer overlay panels must be at least 23-7/8" (607 mm) x 13-5/8" (346 mm) x 3/4" (19 mm) to cover the panel-ready door front. Your panel dimensions may vary based on the rough opening size and / or adjacent cabinetry specifications.
- Drawer fronts have pre-drilled holes to assist overlay panel installation. See fig 2.

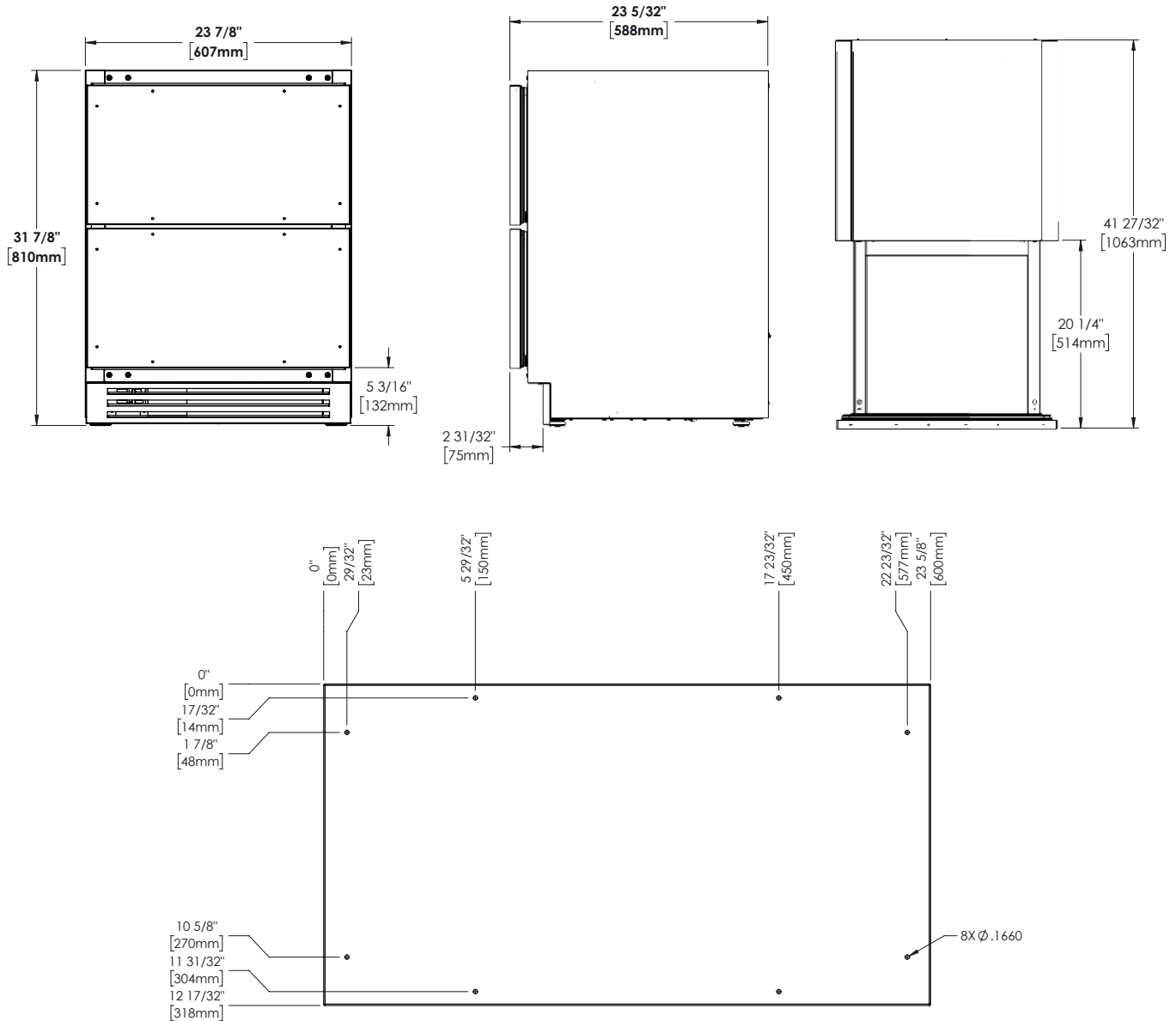


FIG. 2. Drawer front pre-drilled hole locations and measurements.

ELECTRICAL INSTALLATION & SAFETY



**NEVER USE AN ADAPTER PLUG!**

An adapter plug alters the original OEM plug configuration when connecting it to a power source.



TRUE will not warranty any refrigerator/freezer that has been connected to an adapter plug.

**USE OF EXTENSION CORDS**

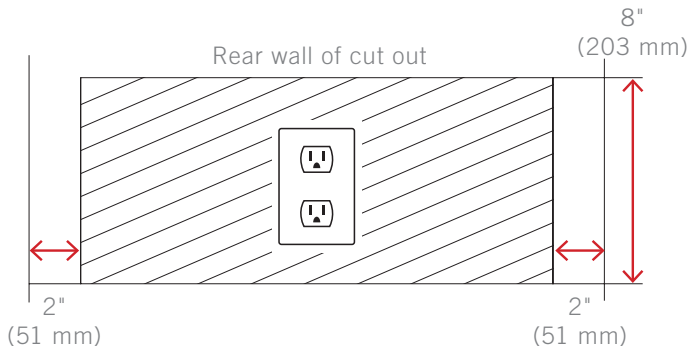
**NEVER USE AN EXTENSION CORD!** An extension cord is determined to be any component that adds length to the original OEM power cord when connecting it to a power source.



TRUE will not warranty any refrigerator/freezer that has been connected to an extension cord.

**CUTOUT OPENINGS**

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



**NEMA PLUG CONFIGURATIONS**

**60 HZ USE ONLY!**

TRUE uses these types of NEMA plugs shown. If you DO NOT have the proper outlet, have a licensed electrician verify and install the correct power source.



**INTERNATIONAL (IEC) PLUGS ONLY**

International cabinets may be supplied with a power cord that will require installation. Install this cord before connecting the unit to a power source.

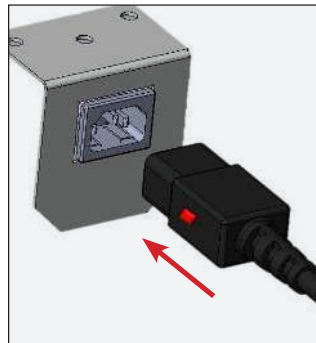
**NOTE: INTERNATIONAL PLUG CONFIGURATIONS WILL VARY BY COUNTRY AND VOLTAGE**

**INSTALLATION**

Fully seat the power cord into the cabinet receptacle until it locks in position. See fig. 1.

**REMOVAL**

Depress the red button. See fig. 2.



**FIG. 1.** Fully insert the power cord into the receptacle.



**FIG. 2.** Push the red button to remove the plug.

## ELECTRICAL INSTALLATION & SAFETY (CONT.)

### HOW TO CONNECT ELECTRICITY

- The power cord from this appliance is equipped with a grounding plug which minimizes the possibility of electric shock hazard.
- The wall outlet and circuit should be checked by a licensed 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 wall outlet.
- **DO NOT**, under any circumstances, cut or remove the ground prong from the power cord. For personal safety, this appliance must be properly grounded.
- Before your new unit is connected to a power supply, check the incoming voltage with a voltmeter. If the recorded voltage is less than the rated voltage for operation (+/-5%) and amp rating, correct immediately. Refer to cabinet data plate for this voltage requirement.
- The refrigerator/freezer should always be plugged into a dedicated electrical circuit. This provides the best performance and prevents building wiring circuits from being overloaded, which could cause a fire hazard from overheated wires.
- **NEVER** unplug your refrigerator/freezer by pulling on the power cord. Always grip plug firmly and pull straight out from the outlet.
- When moving the refrigerator/freezer, for any reason, be careful not to roll over or damage the power cord.

- Repair or replace immediately all power cords that have become frayed or otherwise damaged. **DO NOT** use a power cord that shows cracks or abrasion damage along its length or at either end.
- If the supply power cord is damaged, it should be replaced with original equipment manufacturer (OEM) components. To avoid hazard this should be done by a licensed service provider.

### CABINET WIRING DIAGRAM

The cabinet's wiring diagram is in the exterior servicing compartment space of the cabinet. A copy of the wiring diagram may also be obtained at

[www.TrueMfg.com/support/serial-number-lookup](http://www.TrueMfg.com/support/serial-number-lookup)

UNCRATING

ANTI-TIP BRACKET INSTALLATION

LEVELING LEG INSTALLATION

LEVELING

KICKPLATE INSTALLATION



PRESERVE THE MOMENT®

## UNCRATING

### REQUIRED TOOLS

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

- Cutting Tool
- Hammer
- Crowbar
- Phillips Screwdriver
- Floor Protector

### PROCEDURE

The following procedure is recommended for uncrating the unit:

1. Remove the outer packaging (cardboard and clear plastic). See fig. 1. Inspect for concealed damage. **Again, immediately file a claim with the freight carrier if there is damage.**
2. Cut the plastic band and remove the Styrofoam block. See fig. 2.

**NOTE: MOVE THE UNIT AS CLOSE AS POSSIBLE TO ITS FINAL LOCATION BEFORE REMOVING THE SKID.**

3. Position the floor protector next to the skid.
4. Carefully lift the unit off the skid and place the unit on the floor protector.

**NOTE: DO NOT LIFT THE CABINET BY THE COUNTERTOPS, DOORS, DRAWERS, OR GRILLS.**

5. Remove the interior packaging.

**NOTE: KEYS FOR THE UNIT ARE INSIDE THIS PACKET.**

6. If applicable, remove the wire shelving, shelf clips, and/or floor wine cradle packed on top of the unit. For shelving installation instructions, see page 24.



FIG. 1. Pull the cardboard from the pallet.

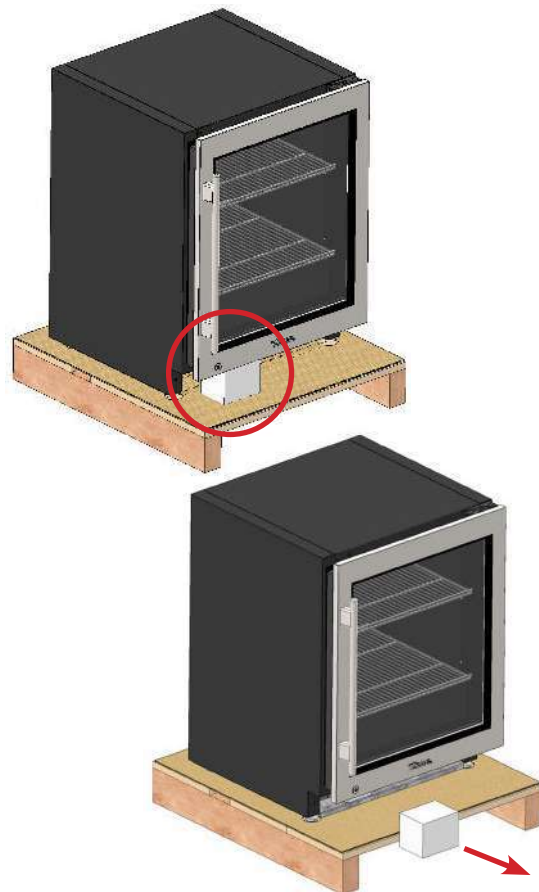


FIG. 2. Remove the foam block after moving the unit as close as possible to the final installation location.

**IMPORTANT!**

ALL FREE STANDING DRAWER OR STACKED UNITS MUST HAVE ANTI-TIP BRACKETS INSTALLED.

**IMPORTANTE!**

TOUS LES TIROIRS AUTOPORTANTS OU LES UNITÉS EMPILÉES DOIVENT AVOIR DES SUPPORTS ANTI-BASCULEMENT INSTALLÉS.

**ANTI-TIP BRACKET INSTALLATION**

**KIT CONTENTS**

- 2 – Anti-Tip Brackets
- 4 – 3/16" x 2-1/4" Concrete Screws
- 4 – 12 x 2" Phillips Wood Screws

**REQUIRED TOOLS**

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

- Floor Protector
- Tape Measure
- Marking Utensil
- 1/8" Drill Bit\*
- Phillips Bit Driver or 1/4" Hex-Head Driver
- Drill

\*Drill bit type will vary by flooring material.

**CAUTION – ALL FREESTANDING DRAWER OR STACKED UNITS MUST HAVE ANTI-TIP BRACKETS INSTALLED.**

Install the anti-tip brackets before moving the unit into its final operating position. Contact a qualified flooring installer for the best procedure of drilling mounting holes through your flooring material.

**PROCEDURE**

1. Place the unit on the floor protector.
2. Determine the final installation location of the unit. Measure 27/32" (22 mm) inset from the sides and either 27/32" from the back or 18-1/2" (470 mm) from the front (measure does not include the kickplate). See fig. 1.

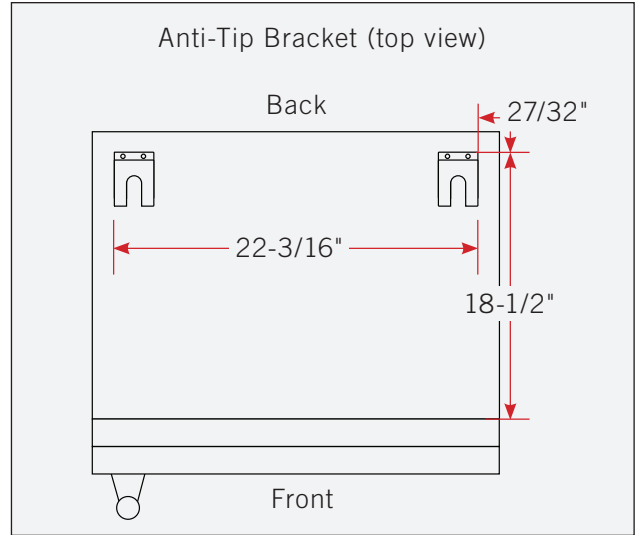


FIG. 1. Top plan view of anti-tip bracket positioning.

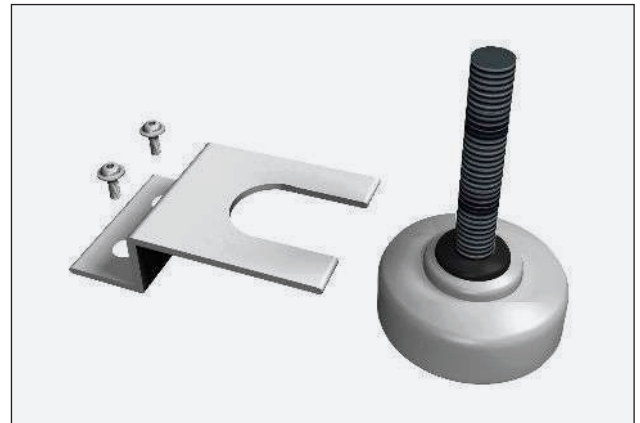


FIG. 2. Securely fasten the anti-tip brackets to the floor.

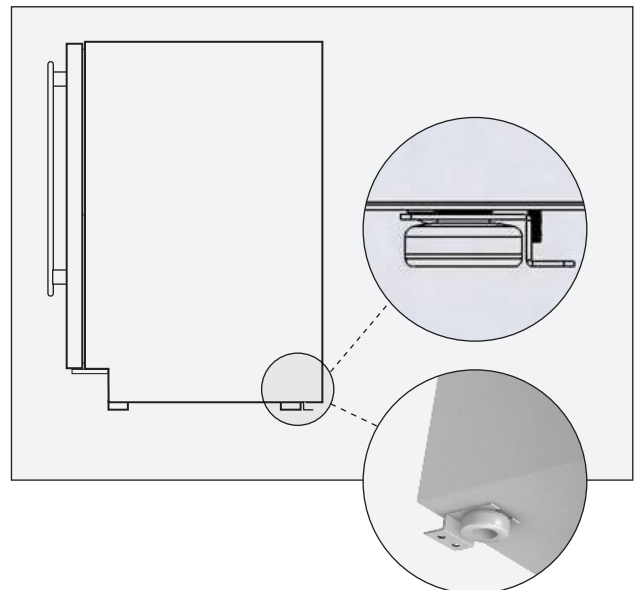


FIG. 3. Be sure the rear leveling legs slide into the brackets.

## INSTALLATION

3. Position the anti-tip brackets and mark the mounting hole locations.
4. With a 1/8" drill bit, drill pilot holes at the marked locations.

**NOTE: BE SURE TO USE A DRILL BIT APPROPRIATE FOR YOUR FLOORING MATERIAL.**

5. With the appropriate provided hardware, install the anti-tip brackets. See fig. 2.

**NOTE: THE CONCRETE SCREWS ARE BLUE.**

6. Carefully position the unit in its final installation location. Be sure the rear leveling legs slide into the anti-tip brackets. See fig. 3.

**NOTE: DO NOT LIFT THE CABINET BY THE COUNTERTOPS, DOORS, DRAWERS, OR GRILLS.**

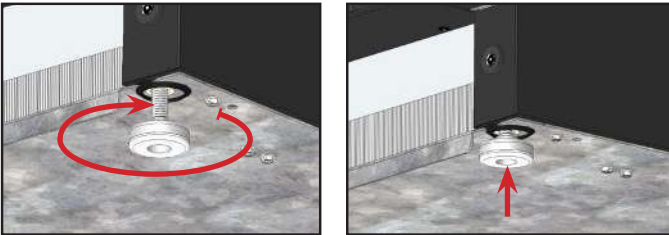
### LEVELING LEGS

Standard leveling legs are provided to assist with leveling the cabinet.

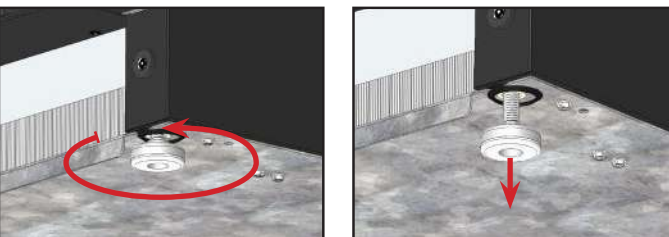
#### PROCEDURE

With access to the bottom of the cabinet, turn the leveling legs to adjust the level as needed.

See figs. 1 and 2.



**FIG. 1.** Turn the leveling legs clockwise to lower the unit.



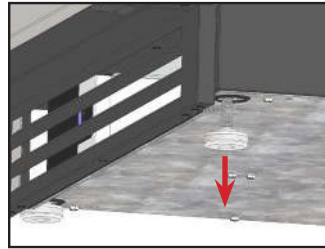
**FIG. 2.** Turn the leveling legs counterclockwise to raise the unit.

### 2-1/2" (64mm) LEVELING LEGS

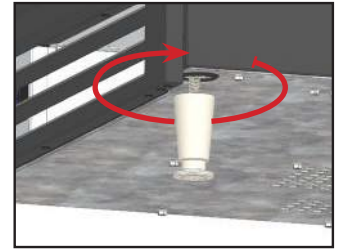
2-1/2" (64 mm) leveling legs raise the minimum height of the unit to 33-3/4" (857.25 mm). The leveling legs are adjustable up to 1" (25.4 mm), raising the maximum height of the unit to 34-3/4" (882.7 mm). If so desired, you can order a taller grill to hide the gap caused by the 2-1/2" leveling legs. Please contact our parts department at **844-849-6226** or **TrueResidentialParts@TrueMfg.com**.

#### PROCEDURE

1. Access the bottom of the cabinet.
2. Remove the existing standard leveling legs. See fig. 3.
3. Thread the new leveling legs into the bottom of the cabinet. See fig. 4.
4. Verify the level of the cabinet. If the cabinet is not level, gently lift and support the low end of the cabinet. Then, adjust the bottom stem of the leveling leg to level and support the cabinet. See fig. 5.



**FIG. 3.** Remove the existing leveling legs.



**FIG. 4.** Screw in the leveling legs.



**FIG. 5.** Turn the bottom stem to level the cabinet.

## INSTALLATION

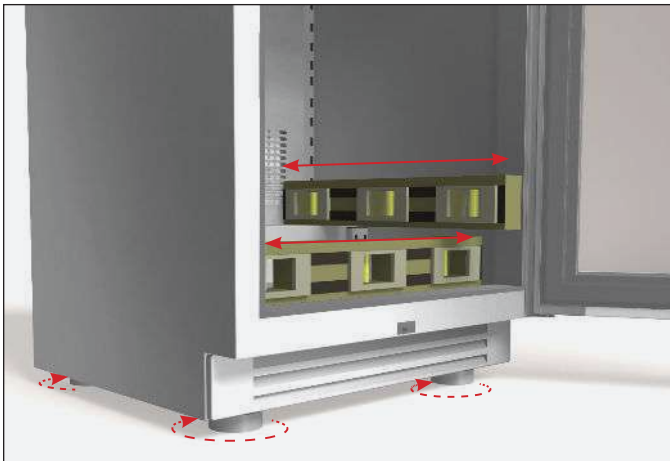
### LEVELING

Proper leveling of your TRUE unit is critical to operating success. Leveling impacts effective condensate removal and door operation.

With the cabinet in the final installation location, level the unit front-to-back and side-to-side.

### PROCEDURE

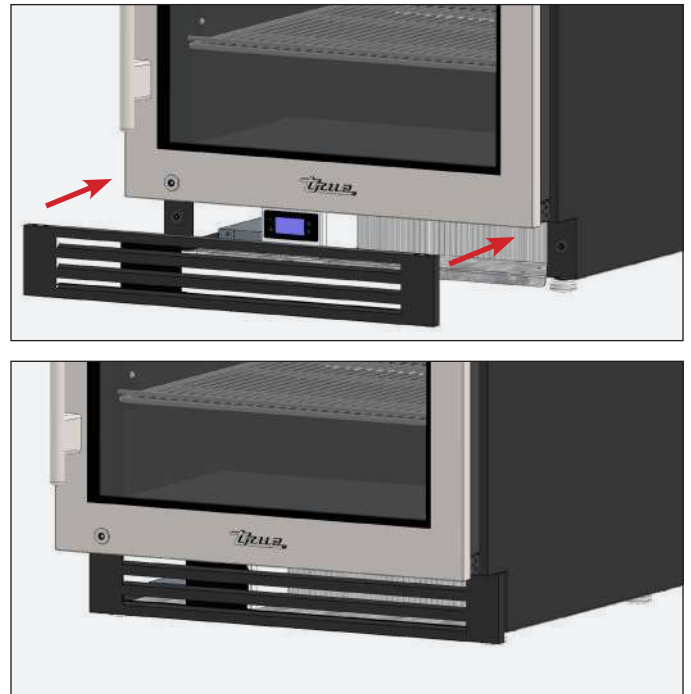
1. Position the level on the inside floor of the unit near the doors (the level should be parallel to cabinet front). Level the cabinet.
2. Position the level at the inside rear of the cabinet (again, the level should be placed parallel to cabinet back). Level the cabinet.
3. Perform procedures similar to steps 1 and 2 by placing the level on the inside floor (left and right side, parallel to the depth of the cooler). Level the cabinet.



### KICKPLATE INSTALLATION

#### PROCEDURE

1. Locate the kickplate secured to the back of the unit.
2. Position the kick plate below the door. See fig. 1.
3. Verify the kickplate correctly aligned. Adjust as needed.



**FIG. 1.** Attach the kickplate to the magnets below the door.



SHELF INSTALLATION

LOGO INSTALLATION

OPTIONAL LOCK INSTALLATION

DOOR OVERLAY INSTALLATION

DRAWER OVERLAY INSTALLATION

90° DOORSTOP INSTALLATION



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SHELF INSTALLATION

PROCEDURE

1. Hook the shelf clips into the shelf standards.  
See fig. 1.
2. Push up on the bottom of the clip. See fig. 2.

**NOTE: YOU MAY NEED TO SQUEEZE OR TWIST THE BOTTOM OF THE SHELF CLIP FOR PROPER INSTALLATION. POSITION ALL FOUR SHELF CLIPS EQUAL IN DISTANCE FROM THE FLOOR FOR FLAT SHELVES.**

3. Ensure the shelf clip is not loose or able to wiggle out of the shelf standard. See figs. 3 and 4.
4. Place the shelves on the shelf clips with the cross support bars facing down.

**NOTE: BE SURE ALL SHELF CORNERS ARE PROPERLY SEATED.**

INSTALLATION TIPS

- Install all the shelf clips before installing any shelves.
- Start at the bottom shelf and work your way up.
- Always lay the back of each shelf down on the rear clips before the front.

**WARNING – DO NOT USE PLIERS OR ANY CRIMPING TOOLS WHEN INSTALLING SHELF CLIPS. ALTERING SHELF CLIPS IN ANY WAY CAN LEAD TO SHELVING INSTABILITY.**

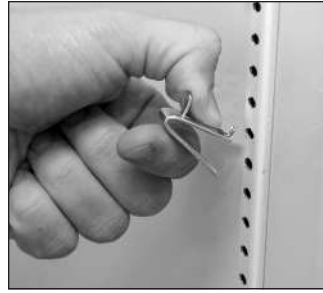
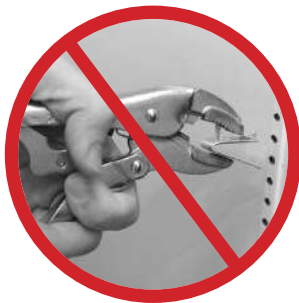


FIG. 1. Installing top tab of shelf clip.



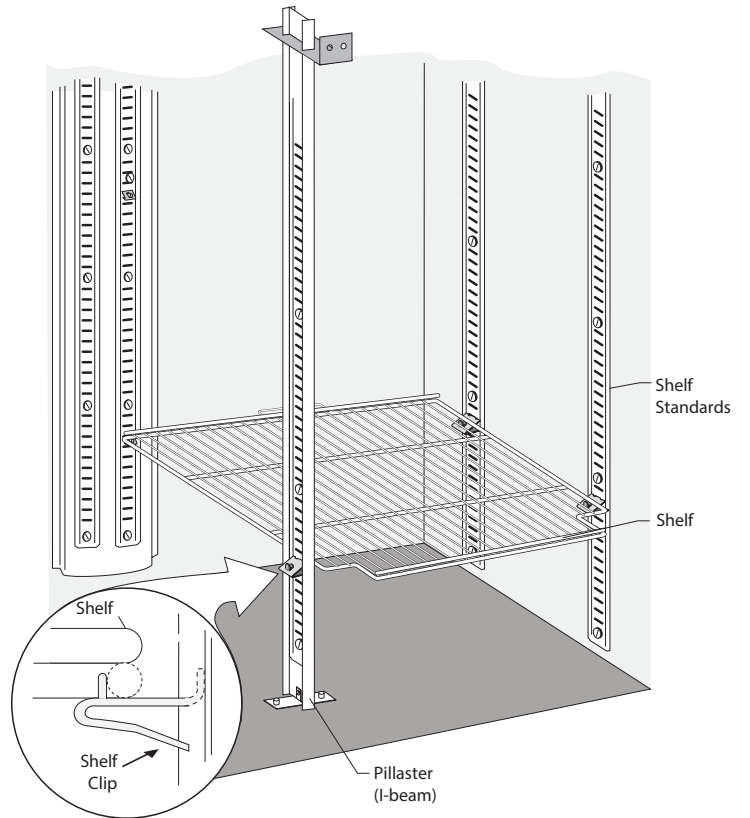
FIG. 2. The bottom tab of the shelf clip will fit tightly



FIG. 3. You may need to squeeze or twist the bottom of the shelf clip to install.



FIG. 4. Installed shelf clip.



## LOGO INSTALLATION

For door units, the TRUE logo ships separately to keep the door field reversible. For instructions on reversing the door, see “Reversing Door” (page 65).

When the door is oriented as desired, install the logo as described below.

### PROCEDURE

1. Locate the logo in the interior packaging. See fig. 1.
2. Determine the desired location for the logo. True typically puts the logo at the midpoint (see fig. 2).
3. Remove the sticker backing and apply the logo to the door. See figs. 3 and 4.



FIG. 1. Logo shipping location.

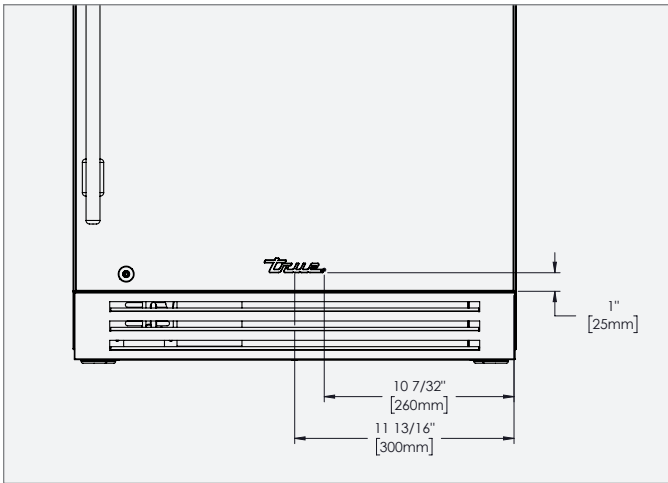


FIG. 2. True logo installation location.

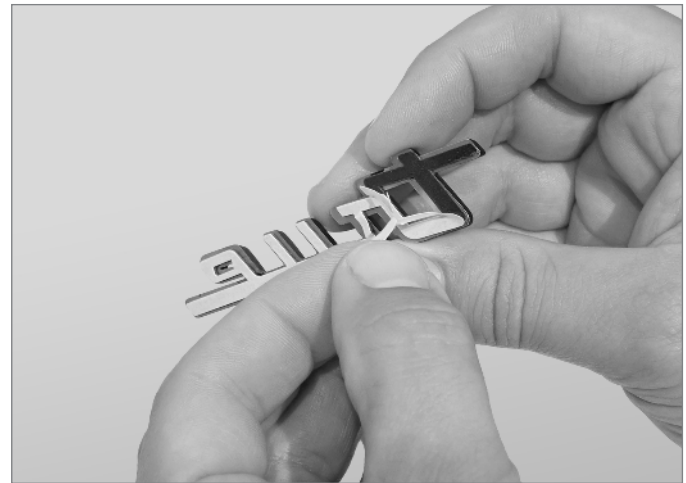


FIG. 3. Peel the backing from the adhesive.



FIG. 4. Carefully apply the logo centered at the bottom of the door. Adhesive bonds upon contact.

## OPTIONAL LOCK INSTALLATION

Follow the instructions below to install a lock assembly in your overlay panel. If converting to overlay from stainless, reuse the existing lock. Otherwise, to order a lock assembly, please contact our parts department at 844-849-6226 or TrueResidentialParts@TrueMfg.com.

### REQUIRED TOOLS

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

- 1/8" Allen key wrench
- Phillips Screwdriver or Bit Driver
- Adjustable Lock Nut Wrench
- 3/4" hole saw with shank or similar
- 1-1/4" drill bit for countersunk hole
- Tools required for creating 1/4" (6.35 mm) notch
- Drill

### PROCEDURE

**NOTE: FIGURES SHOW RIGHT-HINGED DOOR.**

1. With a 1/8" hex head Allen wrench, loosen the cabinet hinge bolts. See fig. 1.

**NOTE: DO NOT REMOVE THE HINGE FROM THE DOOR ASSEMBLY.**

2. Carefully create the lock bracket notch and the countersunk lock assembly hole in the overlay panel. See figs. 2 and 3.

**NOTE: TAKE CARE TO NOT DAMAGE THE PANEL'S FINISH.**

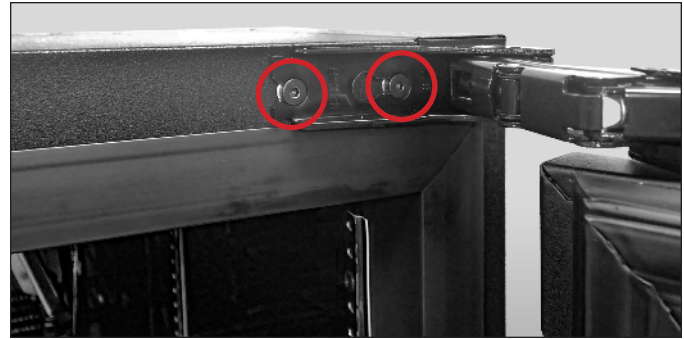


FIG. 1. The articulating hinge uses keyhole slots.

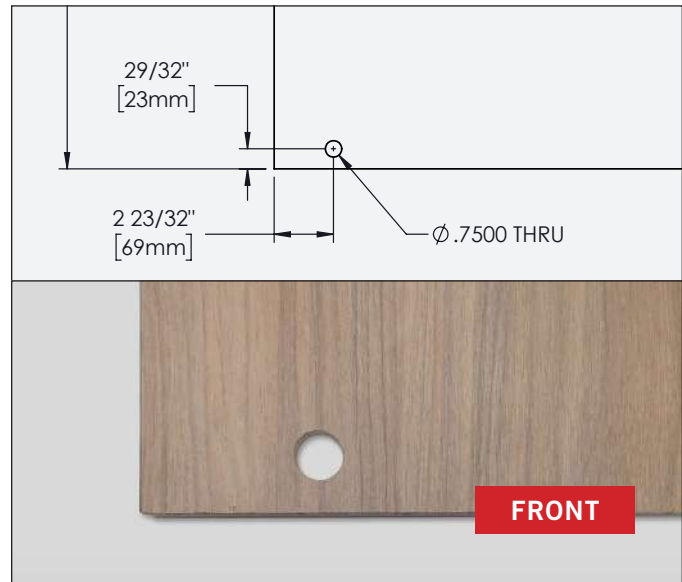


FIG. 2. Panel front. Lock assembly hole position. Rotate 180° for left-hinged units.

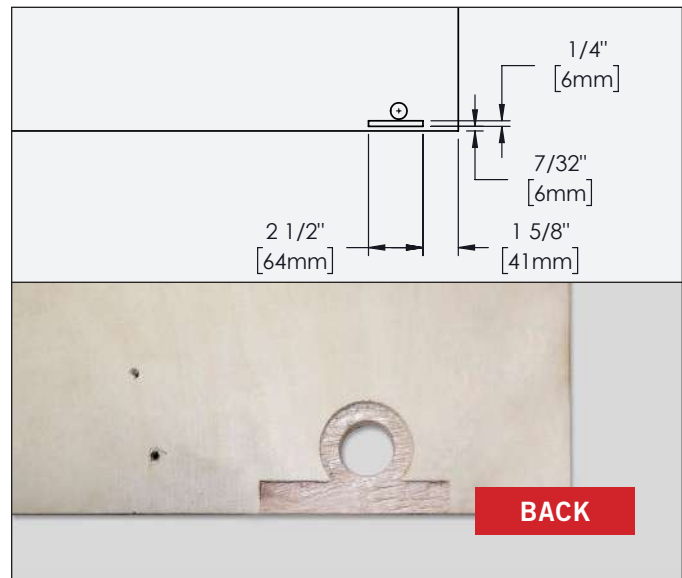


FIG. 3. Panel back. Countersunk lock assembly hole and lock bracket notch positions. Rotate 180° for left-hinged units.

OPTIONAL LOCK INSTALLATION (CONT.)

3. Install the lock assembly in the door panel.  
See fig. 4.

**NOTE: BE SURE THE LOCK CAM TURNS TOWARDS THE LOCK BRACKET NOTCH.**

4. Install the overlay panel. See “Door Overlay Panel Installation” (page 44). See fig. 5.
5. Install the door assembly. See figs. 6 and 7.
6. Verify the door alignment and that the gasket seals without gaps. See fig. 8. Adjust as needed.

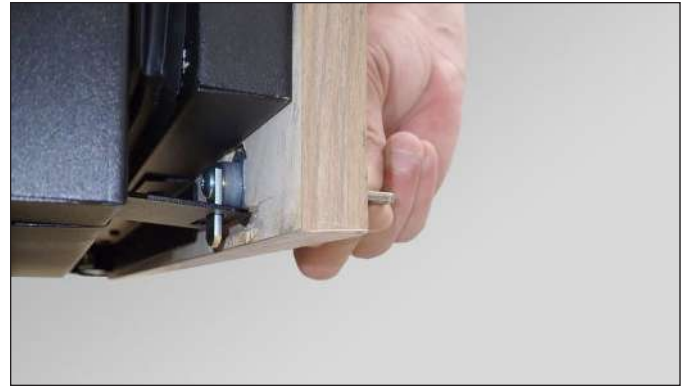


FIG. 6. Be sure the lock is correctly aligned with the lock bracket.



FIG. 4. Verify the lock cam turns towards the closest edge of the panel.



FIG. 7. Completed installation.



FIG. 5. Install the door panel.

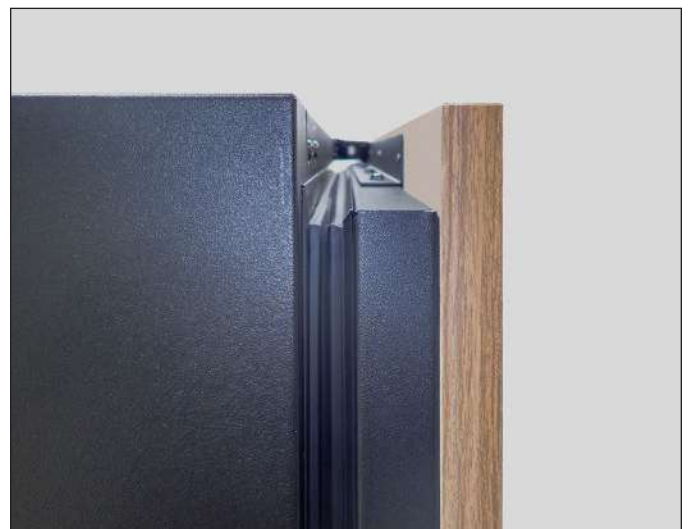


FIG. 8. Be sure the door closes with the gasket flush against the unit.

## DOOR OVERLAY PANEL INSTALLATION

Follow the instructions below to install door overlay panels. Door panel height and positioning varies by application; for more details, please see “Standard Installation Plan Views” (page 16) or “Optional Installation Plan Views” (page 21). For custom panel specifications, please see “Custom Overlay Panel Specifications” starting on page 25.

**NOTE: DO NOT INSTALL A SOLID PANEL ON A GLASS DOOR. THIS MAY CAUSE MOISTURE TO FORM BEHIND THE PANEL, RESULTING IN DAMAGE. BE SURE TO INSTALL A LOCK BEFORE INSTALLING THE DOOR PANEL.**

### REQUIRED TOOLS

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

- Surface protection\*
- 2+ Clamps  $\geq 2$ " (51 mm)
- 1/8" Hex Head Allen Wrench
- Phillips Bit Driver
- 1/8" Dill Bit
- (Qty 6) #6 x 1/2" Screws\*\*
- Drill

\*Cardboard, moving blanket, foam padding, etc.

\*\*Screw type varies by panel material.

### PROCEDURE

**NOTE: FIGURES SHOW A LEFT-HINGED DOOR.**

1. Carefully lay the door overlay panel on a protected surface.
2. With a 1/8" hex head Allen wrench, loosen the cabinet hinge bolts. Then, remove the door. See fig. 1.

**NOTE: DO NOT REMOVE THE HINGE FROM**

### THE DOOR ASSEMBLY.

**NOTE: IF CONVERTING FROM STAINLESS STEEL DOOR SKIN TO AN OVERLAY PANEL, REMOVE THE DOOR SKIN BEFORE POSITIONING THE DOOR FRONT ON THE PANEL. DO NOT REMOVE THE DOOR SKIN BRACKET FROM THE DOOR FRONT. SEE FIG. 2.**

3. Remove the gasket. See fig. 3.
4. Place the door front face down on the overlay panel. Align the door front and panel edges. See fig. 4.

**NOTE: THE PANEL'S VERTICAL POSITIONING AND LENGTH VARY BY INSTALLATION. SEE "OPTIONAL INSTALLATIONS" (PAGE #).**

5. Clamp the door and panel. See fig. 4.

**NOTE: IF THE CLAMP JAWS ARE NOT PADDED, INSERT PADDING BETWEEN THE CLAMP AND THE OVERLAY TO PROTECT THE PANEL'S FINISH.**

6. If desired, install a handle before proceeding to the next step. For best installation. Fasten the handle with recessed screws.
7. With a 1/8" drill bit, carefully drill pilot holes into the door front. See fig. 5.

**NOTE: TAKE CARE TO NOT DRILL THROUGH THE FRONT OF THE PANEL.**

8. Fasten the overlay panel to the door front. Then, remove the clamps. See fig. 6.
9. Install the door gasket. Verify the gasket is fully seated in the gasket channel. See fig. 7.
10. Install the door assembly. Verify the door closes correctly and the gasket seals without gaps (see fig. 8). Adjust the door as needed; see “Door Adjustment” (page 66).

DOOR OVERLAY PANEL INSTALLATION (CONT.)

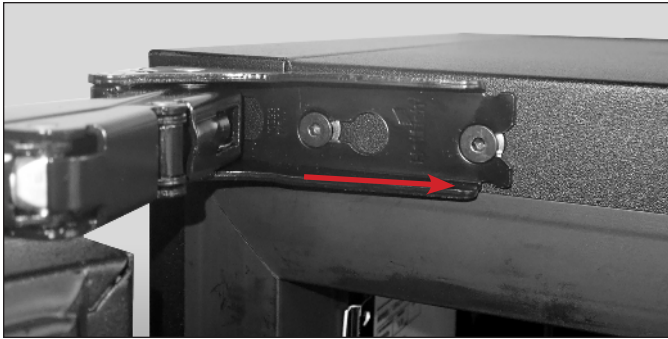


FIG. 1. The articulating hinge uses keyhole slots.

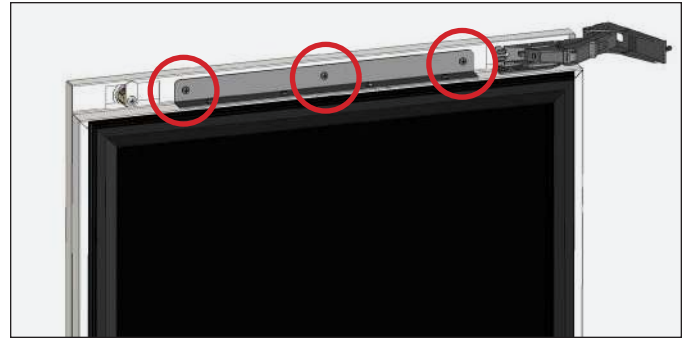


FIG. 2. STAINLESS STEEL MODELS ONLY: Remove the indicated door skin bracket screws.



FIG. 3. Pull the gasket from the door.

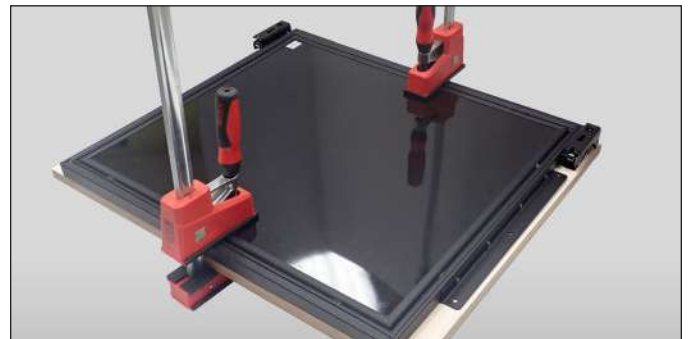


FIG. 4. Be sure the edges are aligned before clamping the door assembly.



FIG. 5. Carefully drill pilot holes in the panel.



FIG. 6. Carefully fasten the panel to the door front.



FIG. 7. Be sure the gasket is fully seated in the gasket channel.

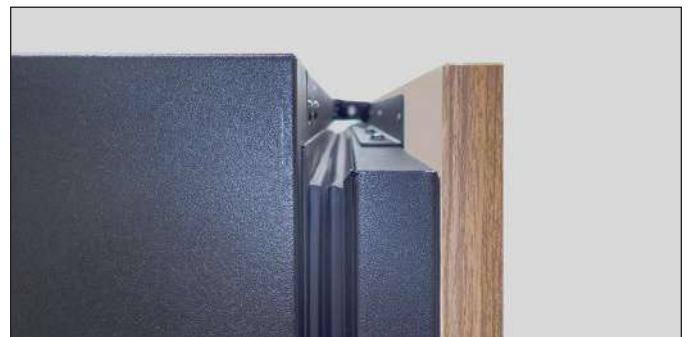


FIG. 8. Be sure the door closes with the gasket flush against the unit.

## DRAWER OVERLAY PANEL INSTALLATION

Follow the instructions below to install drawer overlay panels. For custom panel specifications, please see “Custom Overlay Panel Specifications” starting on page 25.

### REQUIRED TOOLS

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

- Surface protection\*
- Phillips bit driver
- 2+ Clamps  $\geq 2"$  (51 mm)
- 1/8" Drill Bit
- (Qty 8) #6 x  $>1/2"$  Screws\*\*
- (Qty 3) #6 x 1/2" Screws\*\*
- Drill

\*Cardboard, moving blanket, foam padding, etc.

\*\*Screw type varies by panel material. Screws going through the drawer front (rather than the drawer skin bracket) must be 1/2" (13 mm) + Overlay Panel Thickness long.

### PROCEDURE

1. Carefully lay the drawer overlay panel on a protected surface.
2. With a Phillips bit driver, remove the drawer front assembly. See fig. 1.
3. If present, remove the drawer skin from the drawer front. See fig. 2.

**NOTE: DO NOT REMOVE THE DRAWER BRACKETS FROM THE DRAWER FRONT.**

4. Remove the drawer gasket. See fig. 3.
5. With a 1/8" drill bit, carefully drill pilot holes in the drawer front. See figs. 4a and 4b.
6. If so desired, attach a drawer handle to the overlay panel.
7. Place the drawer front face down on the overlay panel. Align the drawer front and panel edges. See fig. 5.

**NOTE: BE SURE THE OVERLAY PANEL IS CORRECTLY ORIENTED BEFORE INSTALLING ON THE DRAWER FRONT. SEE FIG. 6.**

8. Clamp the drawer front and panel together. See fig. 5.

**NOTE: IF THE CLAMP JAWS ARE NOT PADDED, INSERT PADDING BETWEEN THE CLAMP AND THE OVERLAY TO PROTECT THE PANEL'S FINISH.**

9. Fasten the overlay panel to the drawer front. Then, remove the clamps. See fig. 7.
10. Install the drawer gasket. Verify the gasket is fully seated in the gasket channel. See fig. 8.
11. Install the drawer assembly.
12. Verify the drawer closes correctly and the gasket seals without gaps (see fig. 9). Adjust the drawer as needed; see “Drawer Adjustment” (page 66).

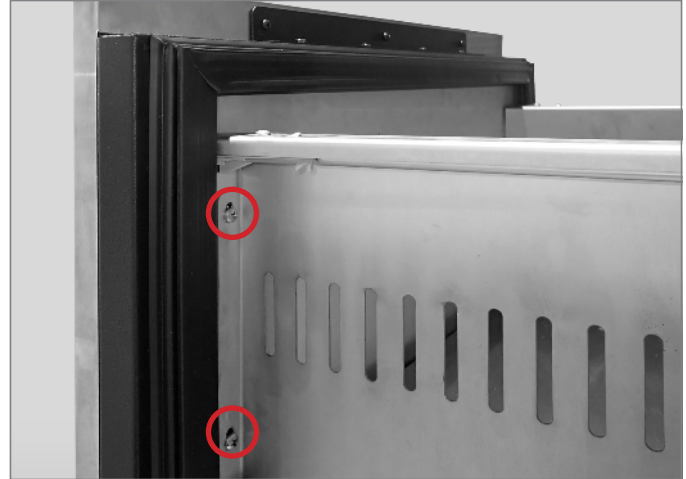


FIG. 1. Drawer front assembly screw locations. Other side not shown.

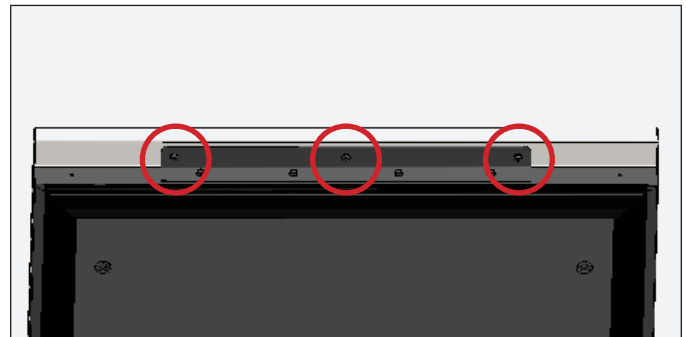


FIG. 2. Remove the indicated drawer skin bracket screws.

DRAWER OVERLAY PANEL INSTALLATION (CONT.)



FIG. 3. Pull the gasket from the drawer.



FIG. 4a. Drill pilot holes through the drawer front assembly.

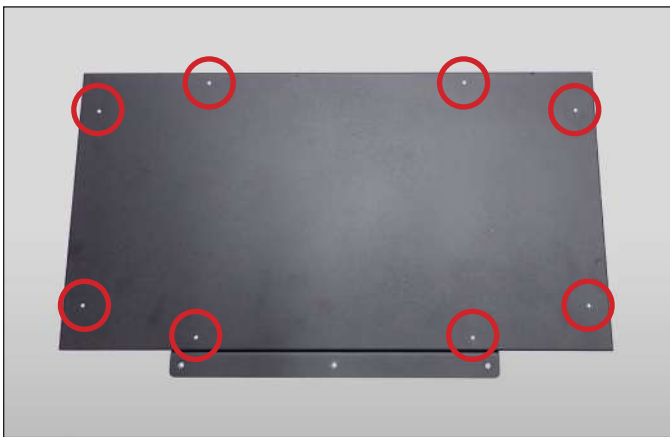


FIG. 4b. Pilot hole locations.



FIG. 5. Be sure the edges are aligned before clamping the drawer front assembly.

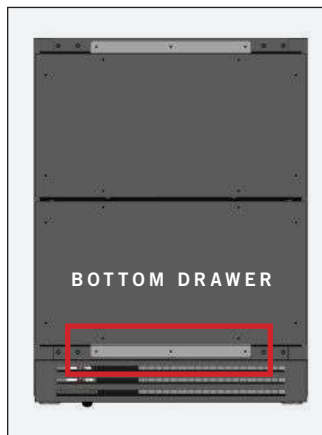
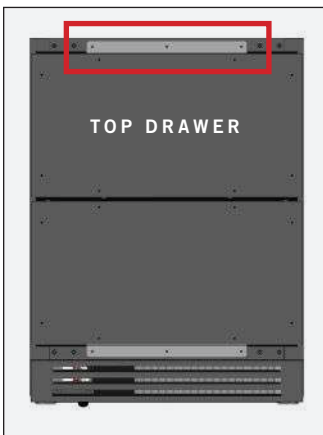


FIG. 6. Top drawer bracket skin bracket orientation vs. bottom drawer skin bracket orientation.

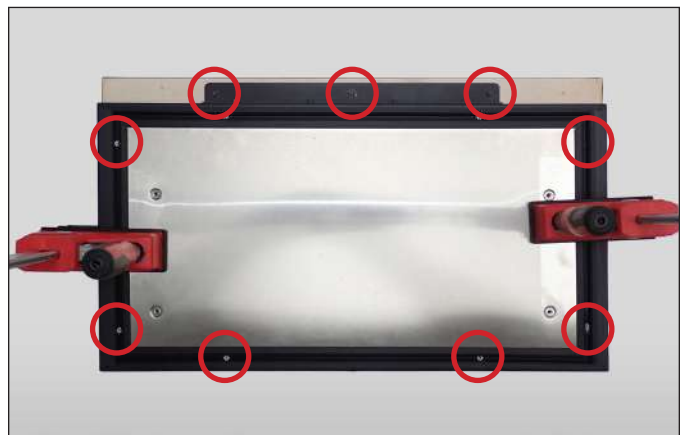


FIG. 7. Carefully fasten the panel to the drawer front.

DRAWER OVERLAY PANEL INSTALLATION (CONT.)

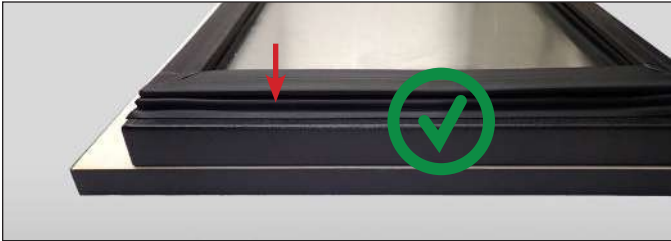


FIG. 8. Be sure the gasket is fully seated in the gasket channel.



FIG. 9. Be sure the drawers close with the gaskets flush against the unit.

90° DOORSTOP INSTALLATION (OPTIONAL ACCESSORY)

The doorstop will restrict the door from opening past approximately 90° to prevent damage to surrounding cabinets.

**NOTE: BE SURE TO PUT A DOORSTOP PIN IN BOTH THE TOP AND BOTTOM HINGES. SEE FIGS. 1 AND 2.**

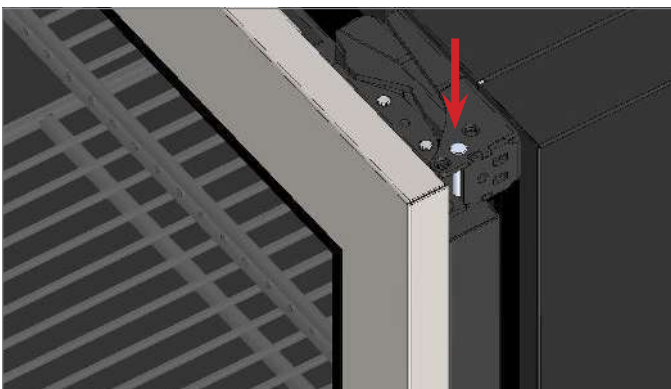
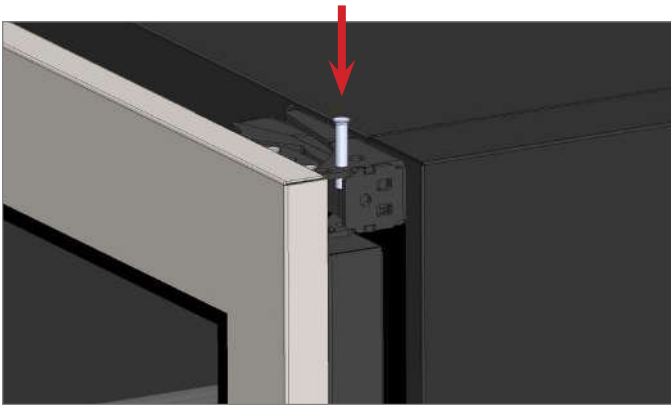


FIG. 1. Drop the doorstop pin into the articulated hinge.

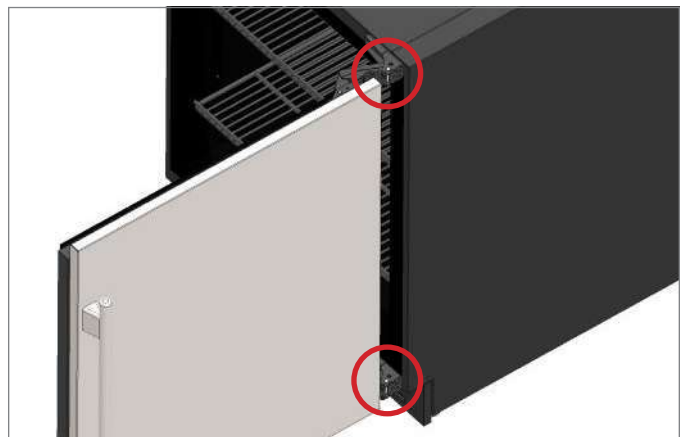


FIG. 2. Install a doorstop pin in both hinges.

## CABINET OPERATION

NOTE: AN ELECTRONIC CONTROL DISPLAY MAY REFLECT THE FLUCTUATING TEMPERATURES OF THE REFRIGERATION CYCLE, NOT THE PRODUCT TEMPERATURE. THE MOST ACCURATE METHOD TO DETERMINE AN APPLIANCE'S OPERATION IS TO VERIFY THE PRODUCT TEMPERATURE.

### CABINET COMPONENTS / ELECTRONIC CONTROL

#### AND LIGHT SWITCH LOCATION

#### ELECTRONIC CONTROL DISPLAY CODES

UNLOCK THE CONTROL

TURN OFF / ON CONTROL

CHANGE THE SET POINT

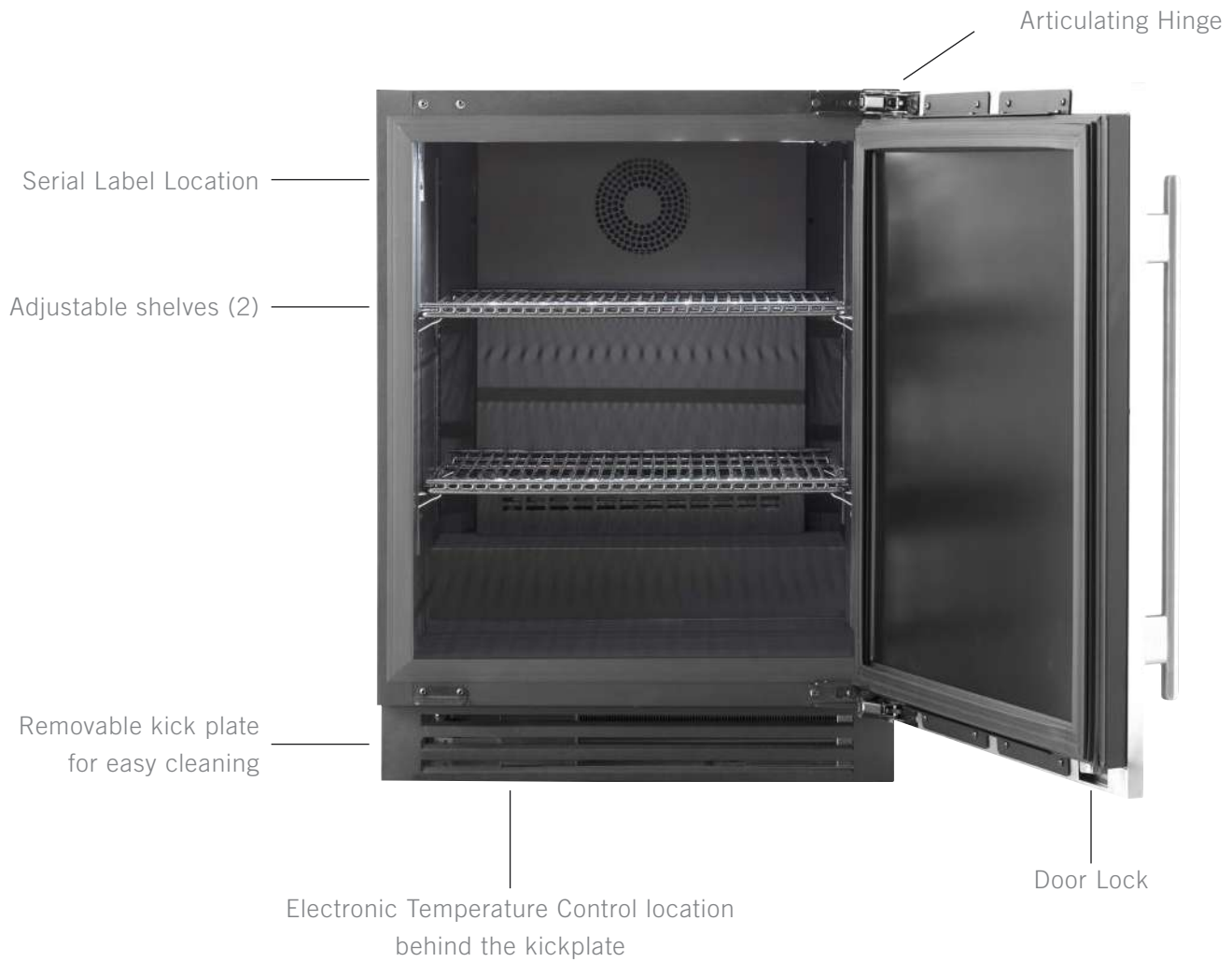
INITIATE MANUAL DEFROST

CHANGE DISPLAY READOUT

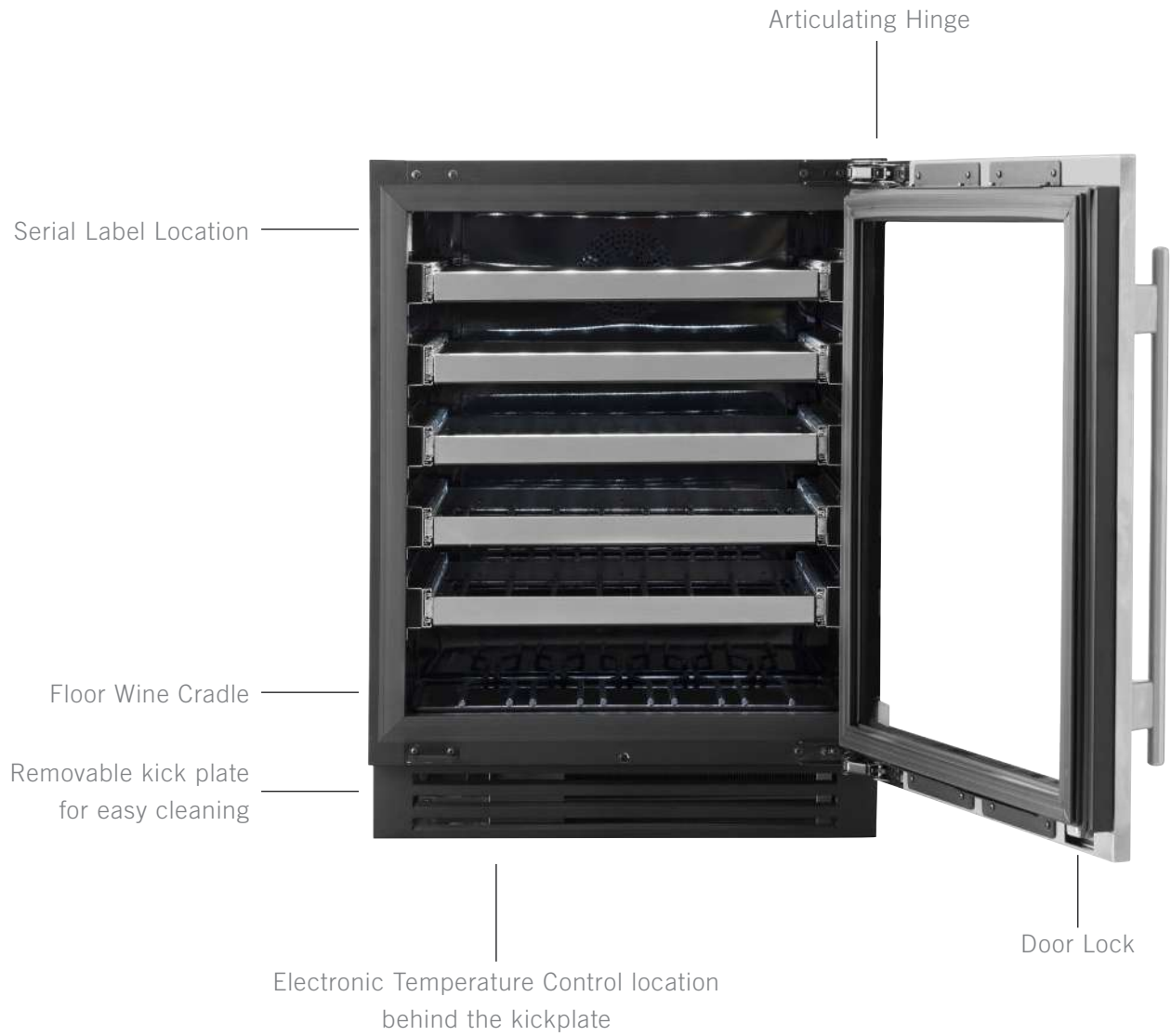


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REFRIGERATOR / FREEZER COMPONENTS



WINE CABINET COMPONENTS



REFRIGERATED DRAWERS

Serial Label  
Front center ceiling

Exclusive True®-Glide  
Soft-Close feature for  
both drawers

Removable kick plate  
for easy cleaning

Electronic Temperature Control location  
behind the kickplate



## CABINET OPERATION

### ELECTRONIC CONTROL OPERATION

#### ELECTRONIC CONTROL LEGEND

The legend defines the following controls and indicators:









- Defrost / Back / Show °F or °C:** Snowflake icon with a circular arrow.
- Power / Okay:** Power button icon.
- Set Point / Up Arrow:** Upward arrow icon.
- Set Point / Down Arrow:** Downward arrow icon.
- Compressor Running:** Snowflake icon.
- Evaporator Fan Running:** Fan icon.
- Cabinet in Defrost:** Snowflake icon with a circular arrow.
- Alarm:** Bell icon.

#### ELECTRONIC DISPLAY CODES

Display	Definition	Display	Definition
E1	Sensor 1 Defect	ULo	Low Supply Voltage
E2	Sensor 2 Defect	UH <sub>i</sub>	High Supply Voltage
E4	Compressor Fault	H <sub>i</sub>	High Temperature Alarm
E5	Heater Fault	Lo	Low Temperature Alarm
E6	Pot Fault	E13	Communication Error

ELECTRONIC CONTROL OPERATION

ELECTRONIC CONTROL LEGEND



 Defrost / Back / Show °F or °C		 Set Point / Up Arrow	 Compressor Running
 Power / Okay		 Set Point / Down Arrow	 Evaporator Fan Running
			 Cabinet in Defrost
			 Alarm

UNLOCK THE CONTROL

The display will not lock unless it was originally locked.

1. Press any button to display the current lock status.



2. If the display shows **unL**, the control is unlocked. If the display shows **Loc**, press and hold the back button  and the up arrow  until the display shows **unL**.



**NOTE: THE CONTROL WILL LOCK AFTER 60 SECONDS OF INACTIVITY.**

TURN OFF / ON THE CONTROL


Turning off the control will deactivate all electrical components.



**CAUTION** – Turning off the control will not shut off power to the cabinet. Be sure to remove power to the cabinet prior to servicing.

**ATTENTION** – La désactivation de la commande ne coupe pas l'alimentation de l'armoire. Assurez-vous de couper l'alimentation de l'armoire avant toute intervention.










**TURN OFF**

Press and hold the power  button until the display shows **off**. The display will then turn blank with a decimal point.



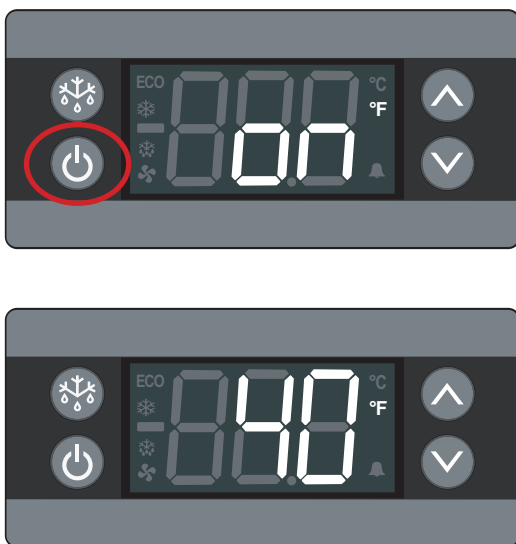
## ELECTRONIC CONTROL OPERATION

### ELECTRONIC CONTROL LEGEND

 Defrost / Back / Show °F or °C	 Power / Okay		 Set Point / Up Arrow	 Set Point / Down Arrow	 Compressor Running  Evaporator Fan Running  Cabinet in Defrost  Alarm
--	--	---	---	---	---



### TURN ON

Press and hold the power button until the display shows **on**. The display will then show the current cabinet temperature.



### CHANGE THE SET POINT

Changing the set point adjusts the cabinet temperature to keep optimal product temperature.

1. Press the up  or down  arrow to show the current setting.



2. Press the arrow buttons to change the set point to the desired temperature.










3. Leave the display inactive until it shows the current cabinet temperature.




ELECTRONIC CONTROL OPERATION

ELECTRONIC CONTROL LEGEND

 Defrost / Back / Show °F or °C		 Set Point / Up Arrow	 Compressor Running
 Power / Okay		 Set Point / Down Arrow	 Evaporator Fan Running
			 Cabinet in Defrost
			 Alarm

INITIATE MANUAL DEFROST

A manual defrost clears accumulated frost and ice from the evaporator coil. The defrost will only terminate when a specific preset temperature or duration has been met.

Press and hold the defrost button  until the display shows **dEF**.



CHANGE DISPLAY READOUT

The display can show the temperature in either Fahrenheit or Celsius.

Press the back button  to change the system of measure.



CONDENSER COIL CLEANING

CONDENSATION

HANDLE TIGHTENING

APPLIANCE CARE & CLEANING



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**CAUTION – TAKE CARE DURING OPERATION, MAINTENANCE, OR REPAIRS TO AVOID CUTS OR PINCHING FROM ANY CABINET PART/COMPONENT.**

**ATTENTION – LORS DE L'UTILISATION, DE L'ENTRETIEN OU DES RÉPARATIONS, IL FAUT PRENDRE SOIN D'ÉVITER LES COUPURES ET LES PINCEMENTS POUVANT SURVENIR AU CONTACT DES PIÈCES OU DES COMPOSANTES DE L'ARMOIRE.**

### CONDENSER COIL CLEANING

Keeping the condenser coil clean minimizes required servicing and lowers electrical cost. Warranty does not cover cleaning the condenser coil.



**WARNING** – Electrical shock or burn hazard. Unplug the unit or turn off the power supply before proceeding.  
**DO NOT** clean appliance with a pressure washer or hose.

**ATTENTION** – Risque d'électrocution ou de brûlure. Débranchez l'appareil ou coupez l'alimentation électrique avant de continuer. Ne nettoyez pas l'appareil avec un nettoyeur haute pression ou un tuyau.



**CAUTION** – Risk of eye injury from debris. Eye protection is recommended.

**ATTENTION** – Les ailettes sont coupantes. Soyez prudent pour éviter les lésions oculaires. Une protection des yeux est recommandée.



**CAUTION** – Coil fins are sharp. Gloves are recommended.

**ATTENTION** – Les ailettes de la bobine sont tranchantes. Les gants sont recommandés.

### REQUIRED TOOLS

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

- Gloves
- Eye Protection
- Stiff Bristle Brush
- Vacuum Cleaner
- Flashlight
- Tank of Compressed Air

### PROCEDURE

1. Remove the kickplate. See fig. 1.
2. With a stiff bristle brush, carefully clean accumulated dirt from the front coil fins.
3. With the dirt removed from the surface of the coil, use a flashlight to verify you can see through the coil and observe the condenser fan blade spinning. See fig. 3.
4. If the view is clear, reinstall the kickplate, restore power, and verify correct operation.
5. If the view is not clear, gently blow compressed air or CO<sub>2</sub> through the coil until it is clean.
6. Carefully vacuum any dirt around the condensing unit area.
7. Reinstall the kickplate, restore power, and verify correct operation.



FIG. 1. Pull the kickplate off the magnets.

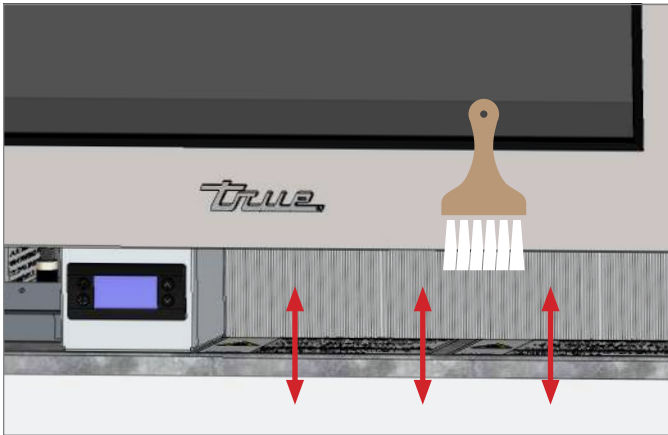


FIG. 2. Never brush across the coil fins.

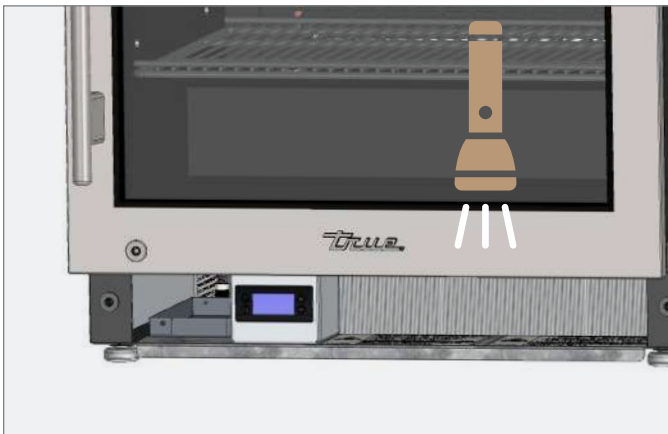


FIG. 3. Verify all blockages have been removed.

### IMPORTANT WARRANTY INFORMATION

#### THE CLEANING OF THE CONDENSER IS NOT COVERED BY WARRANTY!

If you have any questions, please contact your local TRUE Manufacturing Service Department. See contact information on pages 12, or 70.

- Condenser coils accumulate dirt and require cleaning every 30 days or as needed.
- A dirty condenser coil can result in non-warranted repairs and/or cabinet failure.
- Proper cleaning involves removing dust from the condenser by using a soft brush, vacuuming the condenser with a shop vac, or using CO<sub>2</sub>, nitrogen or pressurized air.
- Do not place any filter material in front of the condensing coil.

**IF YOU CANNOT ADEQUATELY REMOVE THE DIRT, PLEASE CONTACT YOUR LICENSED REFRIGERATION SERVICE PROVIDER.**

### CONDENSATION

Excessive condensation can be caused by leaving the door/drawer open for long periods of time or running the cabinet with little to no product inside.

### HANDLE TIGHTENING

Tighten the handle with a 3/32" Allen wrench.

APPLIANCE CARE & 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 form.

- 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**

Stainless steel cleaners must be free of phosphates, chlorine, chloride, and ammonia.

TRUE offers environmentally-friendly cleaner and polish through our True Store at <https://store.trueresidential.com/products/stainless-steel-clean-polish-kit>

**CUSTOM PAINTED APPLIANCES AND HARDWARE**

For painted doors and other surfaces, use a mild solution of soap and water with a soft microfiber cloth.

## APPLIANCE CARE &amp; 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.



SERVICING & REPLACING COMPONENTS

REVERSING DOOR

DOOR ADJUSTMENT

DRAWER ADJUSTMENT

FREQUENTLY ASKED QUESTIONS

CONTACT US



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### SERVICING & REPLACING COMPONENTS

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**NOTE: ANY CABINET ADJUSTMENTS ARE TO BE MADE AFTER THE CABINET HAS BEEN VERIFIED LEVEL AND PROPERLY SUPPORTED.**

- Replace component parts with original equipment manufacturer (OEM) components.
- Contact the dealer or our parts department at **844-849-6179** or **TrueResidentialParts@truemfg.com** for replacement parts.
- Have a licensed service provider service your unit to minimize the risk of possible ignition due to incorrect parts or improper service and to ensure the operator's health and safety.
- Unplug the refrigerator/freezer before cleaning or making any repairs. Powering off an electronic control may not remove power from all components (e.g., light circuits, perimeter heaters, and evaporator fans).

## REVERSING DOOR

### REQUIRED TOOLS

- 1/8" Hex Head Allen Wrench
- Drill (Optional)

### PROCEDURE

1. Loosen the hinge bolts and remove the door  
See fig. 1.

**NOTE: DO NOT REMOVE THE HINGES FROM THE DOOR.**

2. Move the remaining hardware to the opposite corners. See fig. 2.

**NOTE: THE DOOR LOCK POSITION IS DIFFERENT FOR EACH SIDE.  
LEFT-HINGED: BOTTOM RIGHT CORNER;  
RIGHT-HINGED: UPPER LEFT CORNER.**

3. Rotate the door 180° and secure it to the cabinet.  
See figs. 3 and 4.
4. Verify the door closes correctly and the gasket seals without gaps.

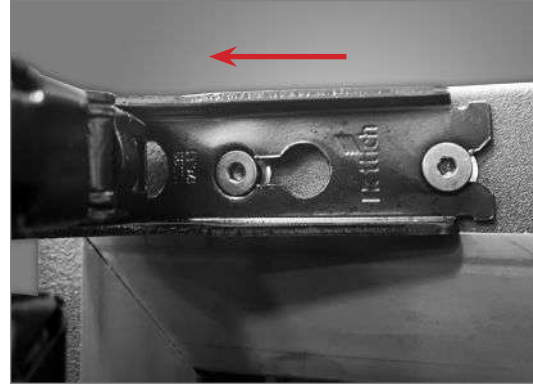


FIG. 1. Do not remove the hinge bolts.

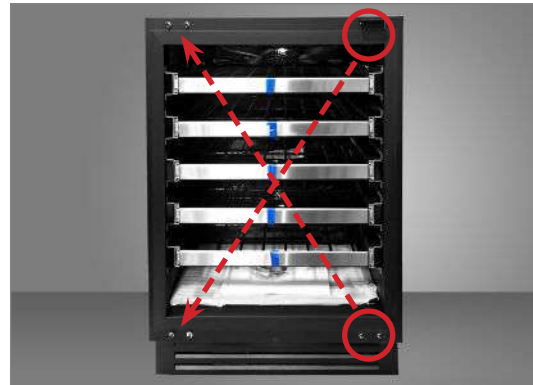


FIG. 2. Be sure to move the hardware to the opposite corners.



FIG. 3. Rotate the door 180° and install.



FIG. 4. Completed installation.

## DOOR ADJUSTMENT

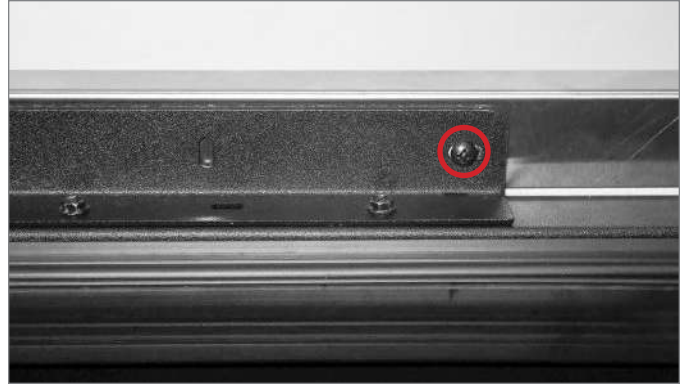
Door skin bracket screw holes are slotted to assist with door adjustment. See figs. 1 and 2.

### PROCEDURE

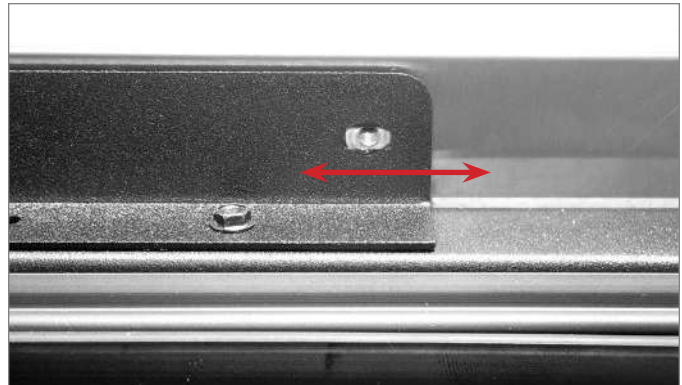
1. Loosen the screws securing the door skin / panel to the door skin bracket. See fig. 1.

**NOTE: DO NOT REMOVE THE SCREWS.**

2. Adjust the door skin / panel as needed. See fig. 2.
3. Tighten the door skin bracket screws.
4. Verify door skin / panel alignment. Repeat steps 1-3 as needed. procedure



**FIG. 1.** Door skin bracket screw location. Not all locations shown.



**FIG. 2.** Bracket screw holes are slotted for easy adjustment. Screw removed for illustration.

## DRAWER ADJUSTMENT

Drawer front bracket and skin bracket screw holes are slotted to assist with drawer adjustment. See figs. 1-4.

### PROCEDURE

1. Loosen the drawer front bracket screws. See fig. 1.
2. Adjust the drawer front as needed. See fig. 2.
3. Tighten the drawer front bracket screws.
4. Verify drawer alignment. If more alignment is needed, continue to steps 5 and 6.
5. Loosen the screws securing the drawer skin to the drawer skin bracket. See fig. 3.

**NOTE: IF APPLICABLE, REMOVE ANY DRAWER SKIN / BRACKET SCREWS GOING THROUGH THE DRAWER FRONT. SEE FIG. 4.**

6. Adjust the drawer skin/panel as needed. See fig. 5.
7. Tighten the drawer skin bracket screws.

**NOTE: REINSTALL ANY DRAWER FRONT SCREWS REMOVED IN STEP 5.**

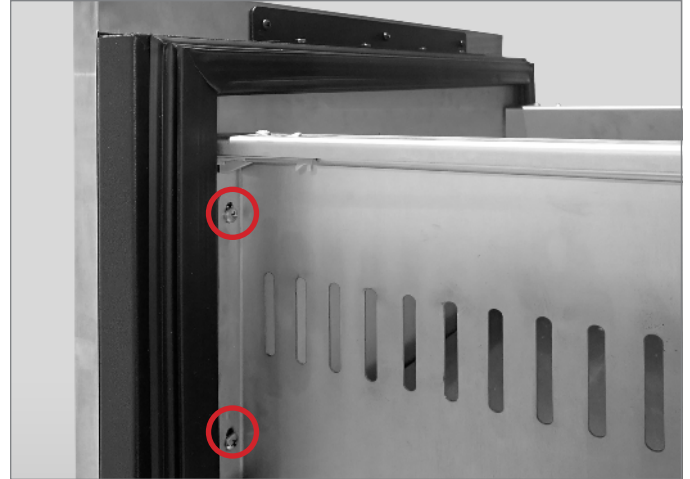


FIG. 1. Drawer front bracket screw locations. Other side not shown.



FIG. 2. Bracket screw holes are slotted for easy adjustment. Screw removed for illustration.

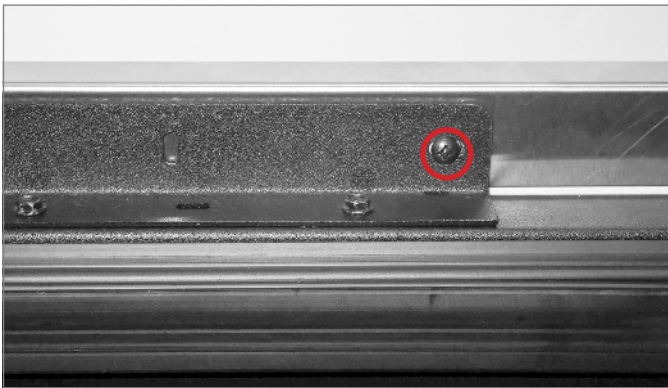


FIG. 3. Drawer skin bracket screw location. Not all locations shown.

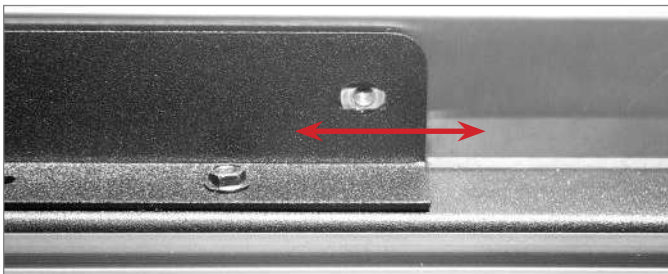


FIG. 5. Bracket screw holes are slotted for easy adjustment. Screw removed for illustration.

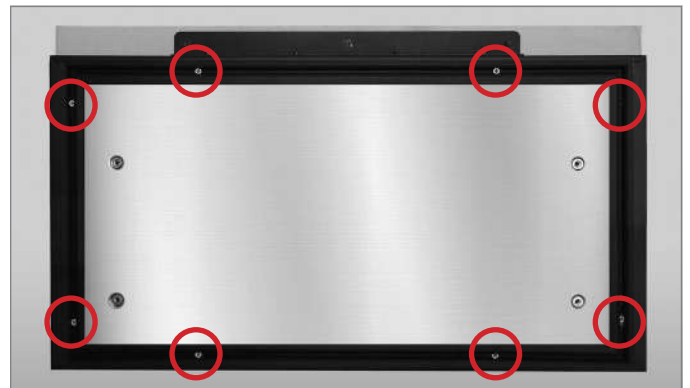


FIG. 4. Drawer front screw locations.

FREQUENTLY ASKED QUESTIONS

**UNDERCOUNTER**

**How do I adjust the temperature?**

Please see "Change the Set Point" (page 55).

**Why does the evaporator fan motor constantly run?**

This is normal. The evaporator fan motor runs continuously to ensure even temperature throughout your cabinet. The fan only stops when the door is opened to prevent warm air from being circulated throughout the cabinet.

**Why isn't my unit cooling correctly?**

Check for any obstructions to the condenser coil (located behind the kickplate). Confirm the area around the condenser coil is clean.

**How do I adjust or remove shelving?**

Please see "Shelf Installation" (page 40).

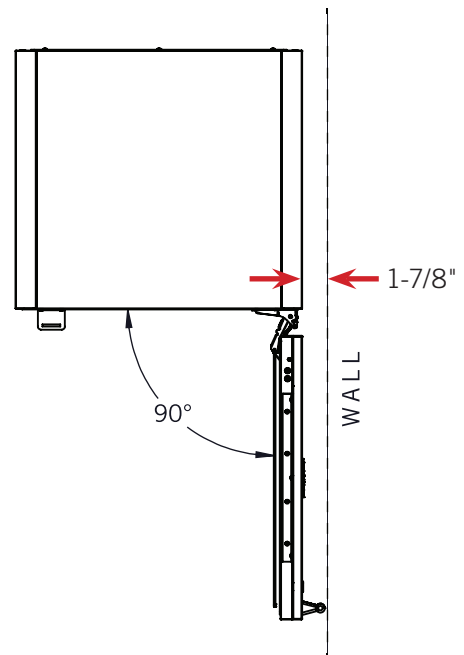
**Why is there warm air coming from the bottom/front of the unit at the kickplate?**

This is normal. The heat from the compressor is blown out through the kickplate.

**Why is there condensation forming on the inside/outside of the unit?**

Condensation can form when the door is left open for a long period of time or the unit runs with little to no product inside. Moisture can also form on applications installed side-by-side or on sides with 0" clearance; to prevent this, leave at least a 5/8" (1.58 cm) gap between the cabinets, or install foam pads between the cabinets and on any side with 0" clearance. To order foam pads, contact our parts department at **844-849-6226** or **TrueResidentialParts@TrueMfg.com**.

**How much clearance is needed to have the hinges next to the wall and still allow the door to open 90°?**



## FREQUENTLY ASKED QUESTIONS (CONT.)

**Can I put units flush against each other without spacing?**

In areas with typical climate-controlled temperature/humidity, yes, True cabinets can be installed side-by-side without spacing. However, in humid, non-climate controlled areas, be sure to leave at least a 5/8" (1.58 cm) gap between the cabinets, or install foam pads between the cabinets and on any side with 0" clearance, to prevent moisture from developing. To order foam pads, contact our parts department at **844-849-6226** or **TrueResidentialParts@TrueMfg.com**.

**Does True sell wooden overlay doors?**

No, True does not. For wooden overlay doors, reach out to a cabinetmaker and provide the overlay template available in our document library: <http://www.true-residential.com/support/document-library>.

**Do True units have zero clearance hinges?**

Yes, the unit can be installed flush with adjoining cabinetry and still open fully.

**What is the decibel rating of the units?**

42-47 dB.

**I don't see a service company in my area.****Who can I call?**

Please contact True Residential Service at **888-616-8783** or **info@true-residential.com** for assistance finding an appropriate service provided.

**Does my unit have to be covered outdoors?**

It is recommended that units are installed in a covered application. All True undercounter units are UL rated for outdoor use. If left exposed to the elements throughout the winter, a cover will help preserve the life and beauty of your True unit. Please see "Outdoor Use" (page 13) for more detail.

**What should I do in the winter? Do I have to bring the unit inside? How cold can the weather get before it's a problem?**

When the temperature consistently reaches 32°F (0°C), remove all product from the unit and unplug or turn the unit off. If the unit is exposed to the elements, covering the unit extends its life and beauty.

**WINE CABINET****Can I store magnum bottles?**

Yes, up to five magnums can fit on the floor rack.

**Can I store Pinot/Bordeaux/Riesling bottles?**

Yes, nearly all bottle varieties fit in your True Wine Cabinet.

## CONTACT INFORMATION

For any questions about installation, please contact your TRUE dealer or TRUE Residential Technical Service. Please have your **model** and **serial number** (see serial label location below) available so we can better assist you with your service – or parts-related inquiries.

### CUSTOMER SERVICE

Phone: 888-616-8783

info@true-residential.com

### TECHNICAL SERVICE DEPARTMENT

Phone: 844-746-9423

TrueResidentialService@truemfg.com

### WARRANTY DEPARTMENT

Phone: 844-849-6179

TrueResidentialWarranty@truemfg.com

## SERIAL LABEL LOCATION

Your serial label contains important information such as your model name and serial number. Label location varies by model type.

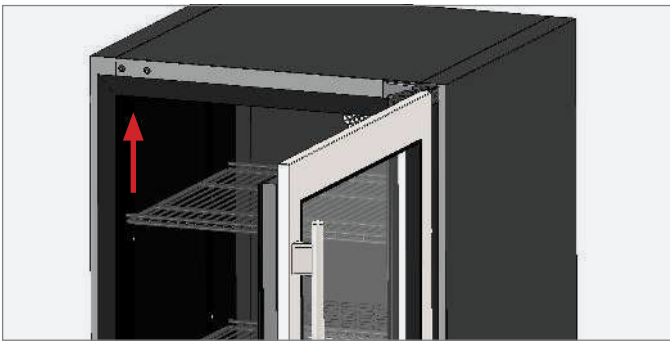


FIG. 1. Door units: upper left interior wall.

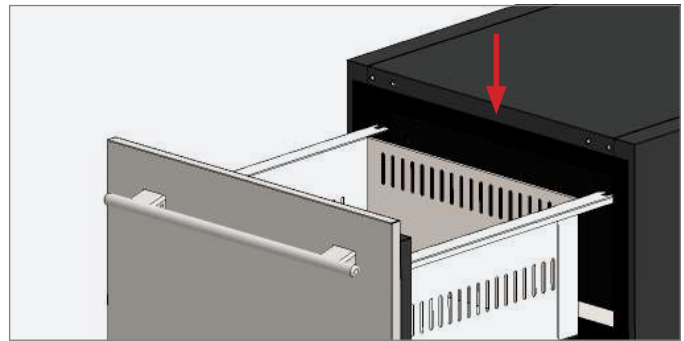


FIG. 2. Drawer units: front center interior ceiling.

# ADA TRUE RESIDENTIAL® LIMITED WARRANTY STATEMENT & ADA ICE MACHINE

## TWO-YEAR PARTS & LABOR WARRANTY

TRUE® warrants to the original purchaser of every new TRUE refrigerated unit, the cabinet and all parts thereof, to be free from defects in material or workmanship under normal and proper use and maintenance 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 two (2) years from the date of original installation. Any warranty coverage is dependent on the purchase date of the cabinet being within 27 months of the original ship date from TRUE.

## ADDITIONAL THREE-YEAR COMPRESSOR WARRANTY

In addition to the Two (2) year warranty stated above, TRUE warrants its hermetically and semi-hermetically sealed compressor to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of three (3) additional years the date of original installation. Any part covered under this warranty that is determined by TRUE to have been defective within this time frame, is limited to the repair or replacement of defective parts or assemblies. Compressors determined by TRUE to have been defective within this extended time period will, at TRUE's option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity. The three (3) year extended compressor warranty applies only to hermetically and semi-hermetically sealed parts of the compressor and does not apply to any other parts or components, including, but not limited to: cabinet, paint finish, temperature control, refrigerant, metering device, driers, motor starting equipment, fan assembly or any other electrical component, etcetera.

## COMPRESSOR WARRANTY

The three (3) year compressor warranty detailed above will be voided if the following procedure is not carefully adhered to:

1. This system contains R600 refrigerant and polyol ester lubricant. The polyol ester lubricant has rapid moisture absorbing qualities. If long exposure to the ambient conditions occur, the lubricant must be removed and replaced with new. For oil amounts and specifications please call TRUE technical service department (855-372-1368). Failure to comply with recommended lubricant specification will void the compressor warranty.
2. Drier replacement is very important and must be changed when a system is opened for servicing. An OEM exact replacement should be used. The new drier must also be the same capacity as the drier being replaced.
3. Micron level vacuums must be achieved to ensure low moisture levels in the system. 500 microns or lower must be obtained

## DISPLAY PRODUCTS

TRUE Residential Products on showroom display that are sold more than 2 years and 3 months (27 months) from the invoice date to the dealer would carry a 1 year parts and labor warranty, along with an additional 2 year compressor, parts only warranty.

## 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. Units must be purchased through an authorized TRUE Residential dealer in order to qualify for warranty.

## 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. Failure to notify TRUE within three (3) months of the defect giving rise to the breach will bar any remedy under warranty. TRUE reserves the right to request any failed part covered under warranty to be returned.

## WHAT IS NOT COVERED BY THIS WARRANTY

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) installation; (d) improper use; (e) failure to follow the product instructions or to perform any preventive maintenance; (f) modifications or alterations; (g) neglect; (h) unauthorized repair; (i) normal wear and tear; or (j) external causes such as accidents, abuse, act of God, or other actions or events beyond our reasonable control. This warranty does not cover failures related to the water supply, problems in the plumbing going to the unit, or external drain line malfunctions. Only connect your ice machine to a potable water supply. Also not covered are failures resulting from ambient conditions that are outside the limits specified in the owner's manual.

## 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 of 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.

## REMEDY LIMITATIONS

TRUE's sole obligation under this warranty is limited to either repair or replacement of parts. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty. The remedies described in this warranty statement are the sole and exclusive remedies and TRUE's entire liability for any breach of this limited warranty. TRUE's liability shall under no circumstances exceed the actual amount paid for the defective product, nor shall TRUE under any circumstances be liable for any consequential, incidental, special or punitive damages or losses, whether direct or indirect.

## LIMIT ON IMPLIED WARRANTIES

TRUE limits the duration and remedies of all implied warranties, including without limitation the warranties of merchantability and fitness for a particular purpose to the duration of this express limited warranty statement.

## 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

[TrueResidentialClaims@TrueMfg.com](mailto:TrueResidentialClaims@TrueMfg.com)

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## CONTACT US

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

636.240.2400 | toll free 888.616.8783



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