



TRUE COLUMN

INSTALL GUIDE & USER'S MANUAL

TR-24-A & TR-30/36-C

⚠ WARNING!



Be sure to read and fully understand this document before installing, operating, maintaining or servicing this appliance. Failure to do so can result in appliance failure, property damage, serious injury or death. Appliance failure, injury or property damage due to improper installation is not covered by warranty.

📌 USER ACTION!

TRUE tracks the history of your appliance by its serial number. For easy reference, record your appliances full model name and serial number below. This information is on the serial label. Serial label location varies by appliance.

Model Name:

Serial Number:



212530-N

THANK YOU

.....
FOR YOUR PURCHASE

INSTALLATION CHECKLIST

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

- Have all packaging materials been removed?
- Are the anti-tip brackets securely installed and properly engaging the unit?
NOTE: REQUIRED FOR SAFETY, CORRECT OPERATION, AND PROPER AIRFLOW.
- Has the unit been properly leveled? Do all leveling legs touch the floor?
- Is the kickplate installed?
- Is the doorstop being installed (if needed)? TRUE offers a 90° door stop option. If a 90° door stop is required, please contact your dealer or True Customer Service at **888-616-8783**.
- 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.

RESIDENTIAL TECHNICAL SUPPORT YOUTUBE



For more in-depth installation and service information, see our True Residential Technical Support YouTube channel at <https://www.youtube.com/@TrueResidentialTechSupport>.



**24" REFRIGERATOR
COLUMN**

STAINLESS SOLID DOOR



**24" REFRIGERATOR
COLUMN**

STAINLESS GLASS DOOR



**24" FREEZER
COLUMN**

STAINLESS SOLID DOOR



**24" BEVERAGE
COLUMN**

STAINLESS GLASS DOOR



**24" DUAL ZONE
WINE COLUMN**

STAINLESS GLASS DOOR



x105

**30"
REFRIGERATOR
COLUMN**

STAINLESS SOLID DOOR



**30"
REFRIGERATOR
COLUMN**

STAINLESS GLASS DOOR



**30"
FREEZER
COLUMN**

STAINLESS SOLID DOOR



**30"
REFRIGERATOR
BEVERAGE COLUMN**

STAINLESS GLASS DOOR



**30"
DUAL ZONE
WINE COLUMN**

STAINLESS GLASS DOOR



x150

**36"
REFRIGERATOR
COLUMN**

STAINLESS SOLID DOOR



**36"
REFRIGERATOR
COLUMN**

STAINLESS GLASS DOOR



**36"
FREEZER
COLUMN**

STAINLESS SOLID DOOR



**36"
DUAL ZONE
WINE COLUMN**

STAINLESS GLASS DOOR



x179

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NOTICE!



- **Your appliance may not exactly match** the figures shown in this manual.
- **As we strive for continuous improvements**, features and specifications are subject to change without notice.

The primary purpose of this document is to assist the installation, maintenance, and servicing of your True appliance. This document contains information important to safety, operation, maintenance, and servicing.

DO NOT discard this document. For assistance locating a refrigeration service technician in your area for installation, servicing, or maintenance, please visit our Service Company Locator at <https://true-residential.com/technical-service/>.






Important Safety Information

PREFACE

The warning, guidelines, and recommendations within this document are meant to prevent appliance damage, property damage, injury, or death. Please carefully read all warnings, guidelines, and recommendations before proceeding to ensure the continued safe use and maintenance of your TRUE appliance.

SIGNAL & SYMBOL DEFINITIONS

Following are symbols you may see in this document. Some symbols may not appear.

SIGNAL WORD DEFINITIONS	
 DANGER!	An imminently hazardous situation which, if not avoided, will result in serious injury or death.
 WARNING!	A potentially hazardous situation which, if not avoided, can result in serious injury or death.
 CAUTION!	A potentially hazardous situation which, if not avoided, may result in minor or moderate injury; an unsafe practice.
 USER ACTION!	User action alert follow all recommendations to avoid appliance or product damage.
 NOTICE!	Important information not related to hazards or risk of personal injury.

SIGNAL & SYMBOL DEFINITIONS (CONT.)

SAFETY SYMBOLS		ADDITIONAL SYMBOLS	
	Safety alert alerts reader to potential physical injury hazards. Obey all safety messages following this symbol to avoid possible injury or death.		Mandatory action alert symbol alerts reader to required or recommended actions. Obey all messages and recommendations following this symbol to avoid appliance or product damage.
		NOTICE >	Important information not related to hazards or risk of personal injury.
	Electrical shock hazard.		Review and understand the installation manual before installing, operating, or servicing.
	Tipping hazard, tip-over hazard.		Wear eye protection .
	Sharp element, cut or sever hazard.		Wear protective gloves .
	Eye hazard, risk of eye injury .		Secure gas cylinders to prevent falling cylinders.
	Exploding pressurized cylinder hazard.		DO NOT use extension cord.
	Slippery surface hazard.		DO NOT use adapter plugs.
	Crush or cut hazard.		DO NOT dispose of with other household waste.

BASIC SAFETY & OPERATION WARNINGS

Follow basic safety precautions, including the following, to reduce risk of personal injury, electric shock, fire or death.

⚠ WARNING!



Be sure to read and fully understand this document before installing, operating, maintaining, or servicing this appliance. Failure to do so can result in appliance failure, property damage, serious injury, or death. Appliance failure, personal injury, or property damage due to improper installation is not covered by warranty.

- **Failure to install, operate, and maintain the appliance** as detailed in this document will negatively affect safety, appliance performance, component life, and warranty coverage.
- **Only qualified technicians** should install and service the appliance. For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at <https://www.true-residential.com/technical-service/>.
- **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, without proper supervision or instruction concerning the appliance by a person responsible for their safety.
- **DO NOT** install or operate equipment that has been misused, abused, neglected, damaged, or altered/modified from original manufactured specifications.
- **DO NOT** modify or alter the appliance.
- **DO NOT** use electrical appliances inside the food storage compartments of the appliance unless the appliances are approved by the manufacturer.
- **The appliance owner is responsible** for performing a Personal Protective Equipment (PPE) Hazard Assessment and to ensure adequate protection during maintenance and cleaning procedures.
- **Use appropriate tools, safety equipment, and PPE** during installation and servicing.
- **Only use the appliance for its intended purpose** as described in this document.
- **All shelving must be properly installed** and adhere to load limits. Incorrect installation and improperly loaded or overloaded shelves can result in appliance damage, product damage, or personal injury.
- **Keep the area surrounding the appliance clean and dry** to avoid personal injury or appliance damage from debris or pests.

ⓘ USER ACTION!



- **The appliance must be installed in accordance** with all applicable laws, codes, and regulations. This appliance is to be installed in accordance with the Safety Standard for Refrigeration Systems, ANSI/ASHRAE 15.

ⓘ NOTICE!



- **The manufacturer is not responsible** for injury or damage resulting from improper, incorrect, and unreasonable use.

PERSONAL INJURY WARNINGS

⚠ DANGER!



DO NOT allow children to play with or in the appliance. Child entrapment or personal injury can occur.



DO NOT store or use the following in the vicinity of this or any other appliance:

- **Gasoline** or other flammable vapors and liquids
- **Combustible or explosive substances**, such as aerosol cans with a flammable propellant
- **Other volatile or flammable substances**



Contact TRUE Manufacturing to locate refrigerant lines and electrical wiring before drilling, cutting or puncturing interior or exterior walls. Failure to do so could result in damage, personal injury, or death.

⚠ WARNING!



Only qualified technicians should install and service the appliance. For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at true-residential.com/technical-service/.

- **Use appropriate tools, safety equipment, and personal protective equipment (PPE)** during installation and servicing.
- **DO NOT** touch the cold surfaces in the freezer compartment when hands are damp or wet. Skin may stick to extremely cold surfaces.



This product can expose you to chemicals including Chromium VI Compounds, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information go to P65warnings.ca.gov.



Slippery Surfaces! Moisture from improper drainage can create slippery surfaces near the appliance. It is your duty to immediately warn your customers of, and dry, the slippery surface. All wet floor areas must be marked with a wet floor sign.



Sharp edges! Take care when moving, installing, cleaning, servicing, and maintaining the appliance to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components.

- Keep fingers out of pinch point areas, such as the space between appliance doors and surrounding cabinetry. Take care closing doors with children nearby.



Tip over hazard! Appliance may pose a tipping hazard when uncrating, installing, or moving the appliance. Take appropriate safety precautions. Use of tip over restraints may only reduce (not eliminate) the tipping hazard. Never allow children to climb or hang on drawers, doors, or shelves.



Crush or cut hazard! Keep clear when uncrating, installing, moving, or servicing the appliance.



Risk of electric shock or burn! See "Electrical Safety Warnings" for more information.

APPLIANCE DISPOSAL WARNINGS

⚠ DANGER!



Risk of child entrapment!

Children can get trapped inside discarded appliances and suffocate.

NEVER dispose of your appliance without taking precautions to prevent child entrapment, even if the appliance only sits unattended for a short period of time.

Child entrapment precautions include the following:

- Remove all doors (or drawers for drawer appliances).
- Leave all interior drawers and shelving in place to make climbing (and fitting) inside the appliance more difficult.



Risk of fire or explosion! Flammable refrigerant and insulation used. Dispose of the appliance in accordance with all applicable laws, codes, and regulations. Follow all safety precautions associated with handling flammable refrigerant and insulation.



DO NOT dispose of your appliance with household waste.

HYDROCARBON REFRIGERANT WARNINGS

TRUE appliances use hydrocarbon refrigerant (R-290/600a). Check the serial label to identify the appliance's refrigerant. See "Serial Label Location" (pg. 16).

⚠ DANGER!



Risk of fire or explosion! Flammable refrigerant used.

- **All servicing and maintenance must be performed by qualified technicians** to minimize the risk of fire or personal injury due to incorrect parts or improper service.
- **Check the serial label to identify the appliance's refrigerant.** Serial label location varies by model.
- **DO NOT** damage the refrigeration system during transportation and installation.
- **If the appliance is damaged,** check the refrigeration system for damage before installing or putting into service.
- **NEVER use sharp objects or tools to remove ice or frost. DO NOT** use mechanical devices to accelerate defrost.
- **Dispose of the appliance in accordance with all applicable laws,** codes, and regulations. Follow all safety precautions associated with handling flammable refrigerant.
- **DO NOT** use electrical appliances inside the food storage compartments of the appliances unless the appliances are of the type recommended by the manufacturer.

ELECTRICAL SAFETY WARNINGS

⚠ DANGER!

Risk of electric shock, burn, or fire! Failure to comply with these electrical warnings may result in appliance damage, property damage, electrical shock, burns, or fire leading to serious personal injury or death.

- **It is the appliance owner's responsibility** to ensure the electrical connection meets all applicable building codes.
- **Before connecting the appliance to the power supply**, verify the supply voltage and circuit rating match the appliance. Correct improper supply voltage or circuit size immediately.
- **Before connecting the appliance to the power supply**, verify the power supply is correctly grounded and wired with the correct polarity. If the power supply is not grounded or wired with the correct polarity, correct immediately. TRUE recommends hiring a qualified electrician to inspect the wall outlet and circuit to ensure they are properly grounded and wired with the correct polarity.
 - **If the outlet is a standard 2-prong outlet**, it is your personal responsibility and obligation to have it replaced with a properly grounded wall outlet.
- **DO NOT clean appliance** with a pressure washer or hose. **DO NOT** immerse power cord in water.
- **Always unplug the appliance** or disconnect power before installation or servicing. Powering off an electronic control does not remove power from all components.
- **The appliance should receive power** from its own individual dedicated electrical circuit to avoid overloading the power supply.
- **The original equipment manufacturer (OEM) power cord** has a grounding plug to minimize the possibility of electrical shock.
 - **NEVER** remove the ground prong from the power cord! For personal safety, this appliance must be properly grounded.
 - **NEVER** use an extension cord! An extension cord is any component that adds length to the OEM power cord when connecting the cord to a power source.
 - **NEVER** use an adapter plug! An adapter plug alters the OEM plug configuration when connecting the plug to a power source.
- **NEVER** use a power cord that shows cracks or abrasion damage along its length or at either end.
 - **Immediately** have a qualified technician replace damaged OEM power cords with OEM components.
 - **NEVER** unplug the appliance by pulling on the power cord! Always grip the plug and pull the plug straight out of the outlet.
 - **Take care to prevent rolling over or damaging the power cord** when moving the appliance.
 - **NEVER** use the power cord to prevent appliance movement! Always use adequate means to keep the appliance in place without transmitting stress to the power cord.
 - **Keep power cord away** from heated surfaces.
 - **DO NOT** let power cord hang over edge of table or counter.
 - **DO NOT** excessively bend or place heavy articles on the power cord.



ⓘ NOTICE!

A ground fault circuit interrupter (GFCI) is not recommended and may cause interruption of operation.

TRUE will not warranty the following:

- **Compressor failures** due to improper incoming voltage.
- **Appliance with tampered OEM power cords.**
- **Appliance connected** to adapters or extension cords.

For more details, see TRUE's full warranty statement.



About Your Appliance

! USER ACTION!



TRUE is not responsible for damage incurred during shipment. Always carefully inspect for freight damage before receiving and installing the appliance. If there is damage, note all damage on the delivery receipt, immediately file a claim with the delivery freight carrier, and contact TRUE. **DO NOT install the appliance or put it in service.**

Thank you for choosing TRUE Manufacturing to meet your refrigeration needs. TRUE highly recommends a qualified technician and electrician install your appliance to ensure correct installation. The cost of professional installation is money well spent. Only qualified technicians should install and service the appliance.

For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at



<https://www.true-residential.com/technical-service/>

The appliance owner is responsible for proper installation and maintaining the appliance as described in this document. Routine care and maintenance procedures are not covered by TRUE's warranty.

For any questions about installation, please contact your True dealer or True Residential Technical Support at **844-746-9423** or

TrueResidentialService@TrueMfg.com

Please have your model and serial number available.

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:



<https://www.true-residential.com/product-registration>

For warranty details, please see pg. (83).

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

APPLIANCE SPECIFICATIONS

This appliance has been tested for UL CSA to ISO Climate Class 5 [104°F (40°C) temperature, 40% relative humidity].

- Higher ambient conditions may reduce the appliance's performance.
- Appliance is not suitable for outdoor use.

SERIAL LABEL LOCATION

The serial label is located on the...

Refrigerators: Left wall near the upper drawer

Freezers: Left wall near the wire basket

Dual-Zones: Upper left wall

This label contains important information such as your model name and serial number. Please have this information on hand when contacting True so we can better assist you with your service- or parts-related inquiries. See figs. 1 and 2.

CONTACT INFORMATION

Please have your model name and serial number ready when contacting True so we can better assist you with your service- or parts-related inquiries.

CUSTOMER SERVICE DEPARTMENT

888-616-8783

info@true-residential.com

WARRANTY DEPARTMENT

844-849-6179

TrueResidentialWarranty@truemfg.com

TECHNICAL SUPPORT DEPARTMENT

844-746-9423

TrueResidentialService@truemfg.com



Fig. 1. Refrigerator and freezer serial label location.



Fig. 2. Dual zone serial label location.

Installation Requirements

APPLIANCE LOCATION

- This appliance has been tested for UL CSA to ISO Climate Class 5 [104°F (40°C) temperature, 40% relative humidity].
- Higher ambient conditions may reduce the appliance's performance.
- Appliance is not suitable for outdoor use.

ANTI-SWEAT FOAM END PANELS

When installing two or more True units side-by-side, be sure to install two (2) foam pads between the appliances (one on each appliance) to prevent moisture from developing. 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 email: TrueResidentialParts@TrueMfg.com.

ROUGH OPENING

! USER ACTION!

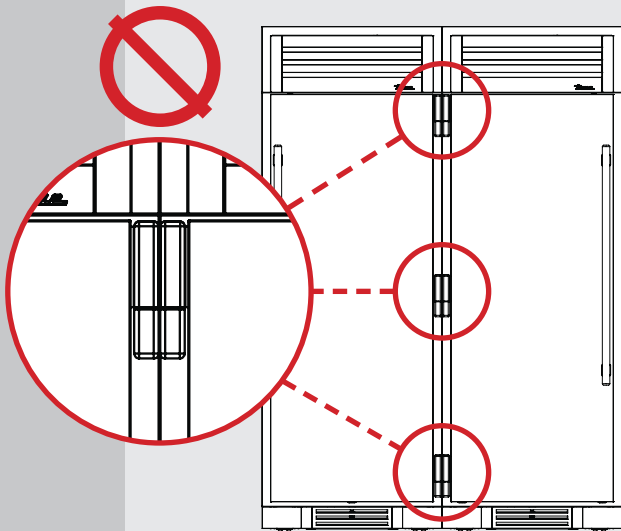


Due to the weight of this unit, True recommends consulting a flooring expert prior to installation. The flooring beneath the unit should be rated to support 150 lb/ ft² (732.36 kg/ m²).

! NOTICE!



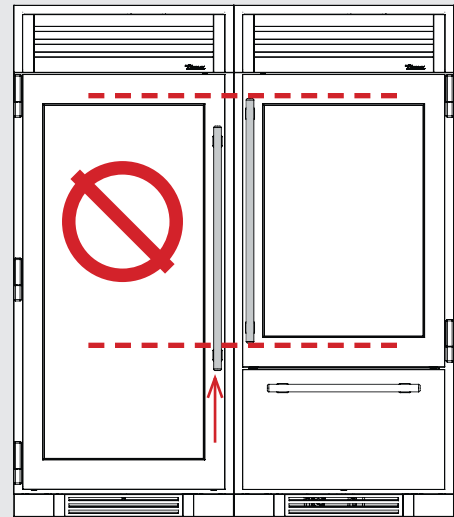
It is **NOT RECOMMENDED** to install units side by side with hinges touching each other. If you plan to install units hinge-to-hinge, you must have a minimum 1" (25.4 mm) gap between the appliances being joined hinge-to-hinge. Joining kits are not available for these applications.



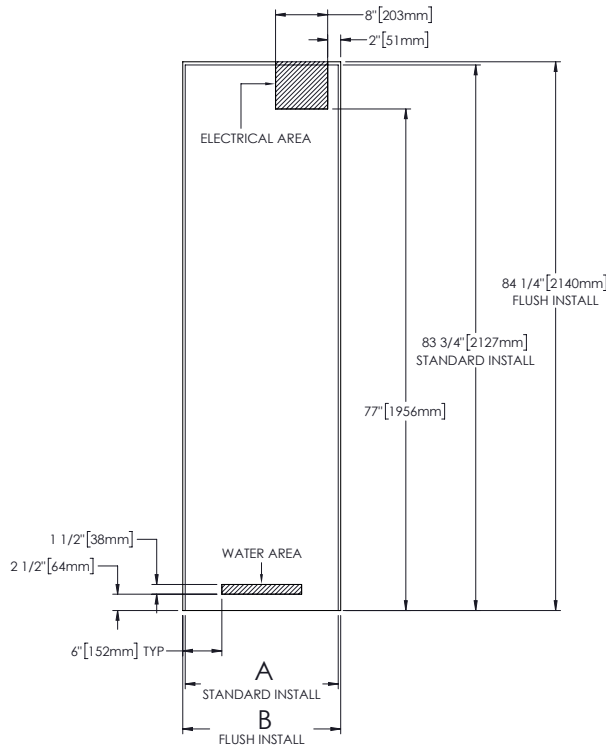
! NOTICE!



If joining or installing an RBF next to another full size appliance, **the full size appliance's door MUST BE SPECIAL ORDERED** for the door handles to align.



ROUGH OPENING CONT.



Rough Opening Dimensions—Standard (Proud)

Model	Width (A)	Height	Depth
TR-24	23-1/2" (597 mm)	83-3/4" (2127 mm)	24" (609.1 mm)
TR-30	29-1/2" (749.3 mm)	83-3/4" (2127 mm)	24" (609.1 mm)
TR-36	35-1/2" (901.7 mm)	83-3/4" (2127 mm)	24" (609.1 mm)

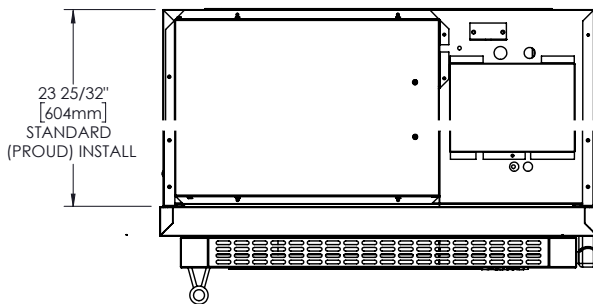
Dimensions may vary by ± 1/8" (3.2 mm)

Rough Opening Dimensions—Flush

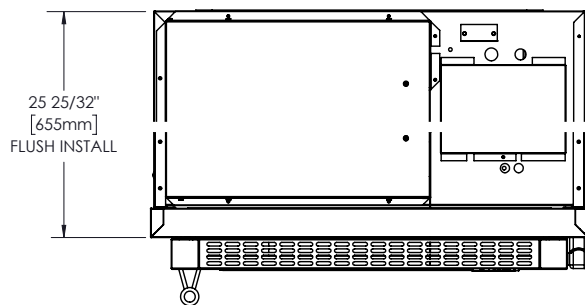
Model	Width (B)	Height	Depth
TR-24	24-1/4" (616 mm)	84-1/4" (2140 mm)	26" (609.6 mm)
TR-30	30-1/4" (768.4 mm)	84-1/4" (2140 mm)	26" (609.6 mm)
TR-36	36-1/4" (920.8 mm)	84-1/4" (2140 mm)	26" (609.6 mm)

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

Standard (Proud) Installation – The front face of the unit extends beyond the surrounding cabinets



Flush Installation – The front face of the unit is flush with the surrounding cabinets



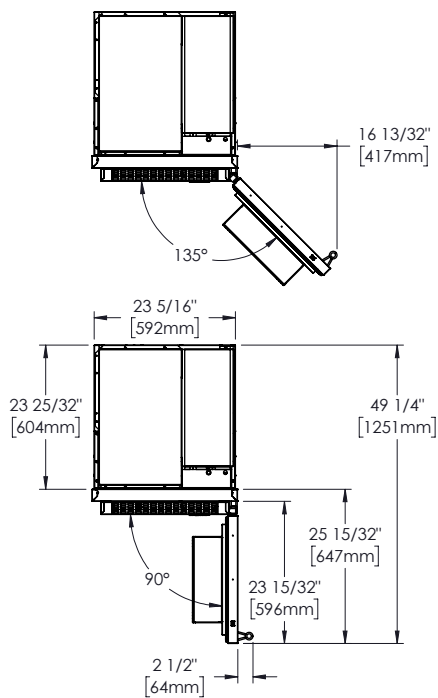
Rough Opening Dimensions—Combinations

Combo Size	Standard (A)	Flush (B)
48"	47-1/2" (1206.5 mm)	48-1/4" (1225.6 mm)
54"	53-1/2" (1358.9 mm)	54-1/4" (1378 mm)
60"	59-1/2" (1511.3 mm)	60-1/4" (1530.4 mm)
66"	65-1/2" (1663.7 mm)	66-1/4" (1682.8 mm)
72"	71-1/2" (1816.1 mm)	72-1/4" (1835.2 mm)
78"	77-1/2" (1968.5 mm)	78-1/4" (1987.6 mm)
84"	83-1/2" (2120.9 mm)	84-1/4" (2140 mm)
90"	89-1/2" (2273.3 mm)	90-1/4" (2292.4 mm)
96"	95-1/2" (2425.7 mm)	96-1/4" (2444.8 mm)
102"	101-1/2" (2578.1 mm)	102-1/4" (2597.2 mm)
108"	107-1/2" (2730.5 mm)	108-1/4" (2749.6 mm)
114"	113-1/2" (2882.9 mm)	114-1/4" (2902 mm)
120"	119-1/2" (3035.3 mm)	120-1/4" (3054.4 mm)

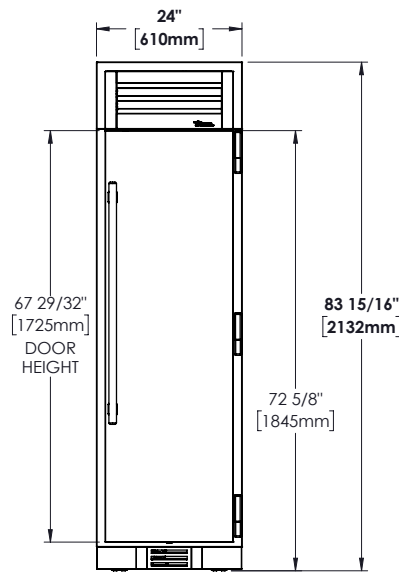
Dimensions may vary by ± 1/8" (3.2 mm)

PLAN VIEWS

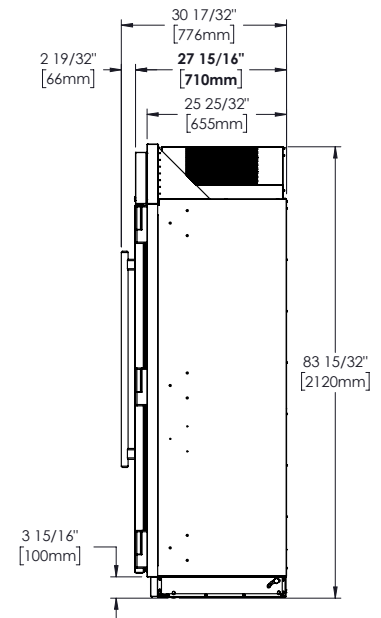
TR-24 – TOP VIEW



TR-24 – FRONT VIEW



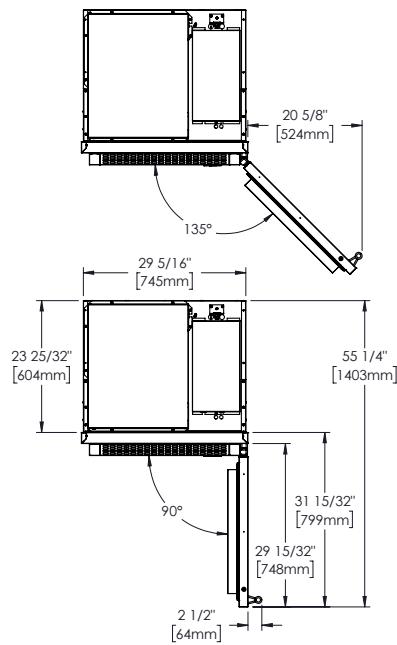
TR-24 – SIDE VIEW



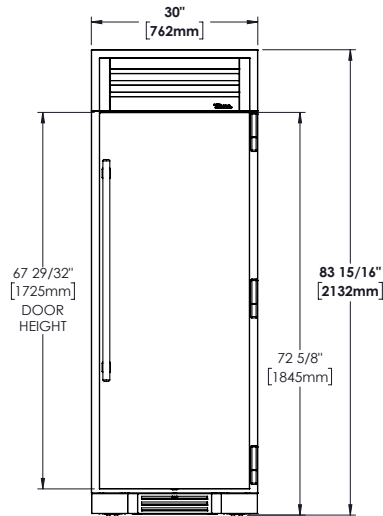
NOTE: Dimensions may vary by ± 1/8" (3.2 mm)

PLAN VIEWS (CONT.)

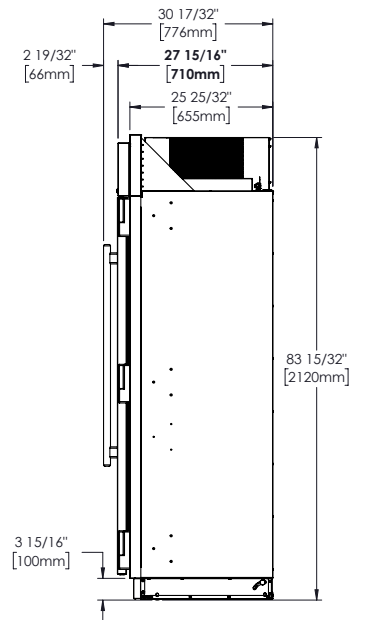
TR-30 – TOP VIEW



TR-30 – FRONT VIEW



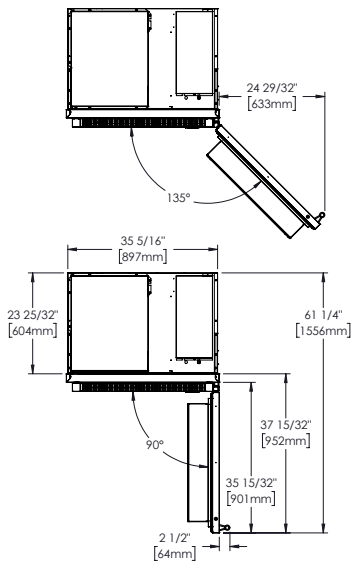
TR-30 – SIDE VIEW



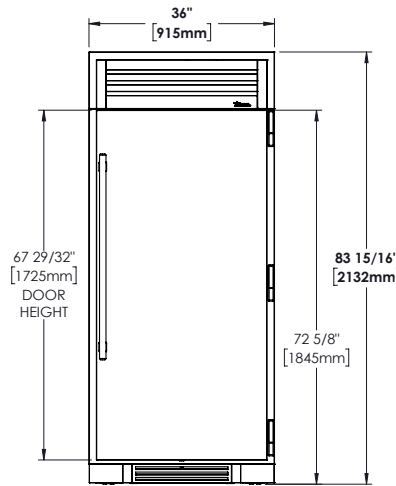
NOTE: Dimensions may vary by ± 1/8" (3.2 mm)

PLAN VIEWS (CONT.)

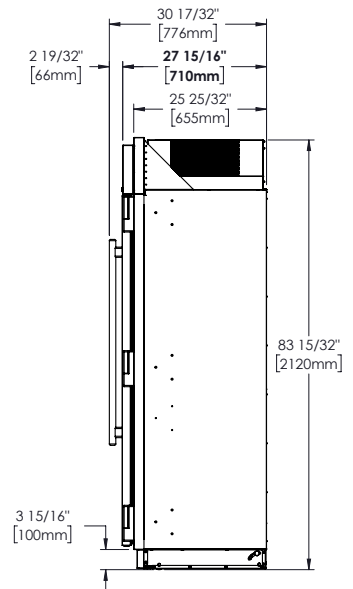
TR-36 – TOP VIEW



TR-36 – FRONT VIEW



TR-36 – SIDE VIEW



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

ELECTRICAL REQUIREMENTS

Power Supply: 115VAC, 60hz

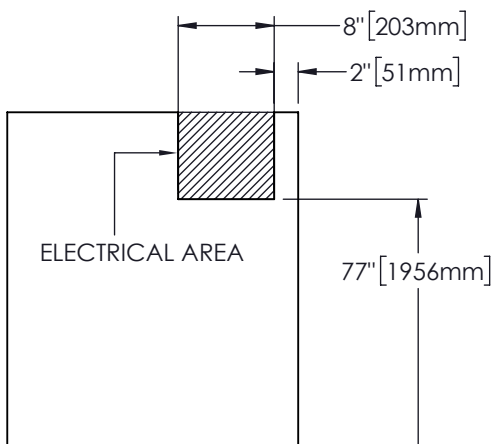
Circuit Breaker: 15 Amp

Receptacle: 3-Prong Grounding-Type



115/60/1
NEMA-5-15R

- For all built-in models, the electrical supply should be located within the indicated shaded area shown in the figure.
- A ground fault circuit interrupter (GFCI) is not recommended and may cause interruption of operation.
- Be sure to follow the National Electrical Code, as well as local codes and ordinances, when installing the receptacle.
- The electrical outlet must be within 36" (914.4 mm) of the center of the back wall of the appliance's final location. Outlet must be flush with wall and comply with local electrical codes.



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

POWER CORD

Installation

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

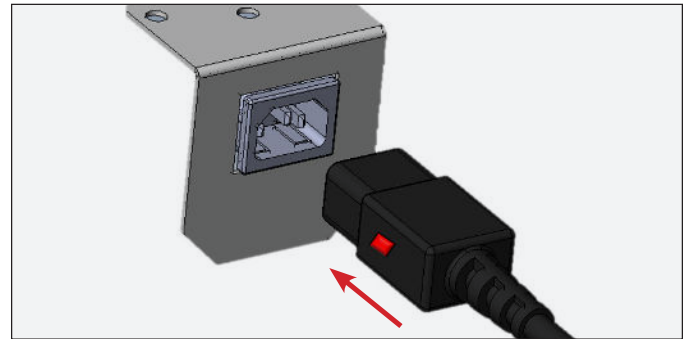


Fig. 1. Fully insert the power cord into the receptacle.

Removal

Depress the red button. **See fig. 2.**

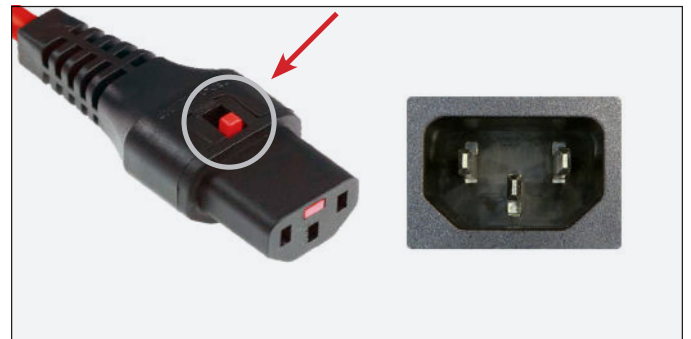


Fig. 2. Push the red button to remove the plug.

OPTIONAL ICE MAKER REQUIREMENTS (TR-FRZ-IM)

⚠ WARNING!



Only connect your appliance to a potable water supply.

Units with icemakers come with 20" (508 mm) of polyethylene tubing with a 1/4" O.D. push connector for customer attachment.

Before installing your unit, prepare the water supply line. Please see plumbing requirements in the plumbing requirements table.

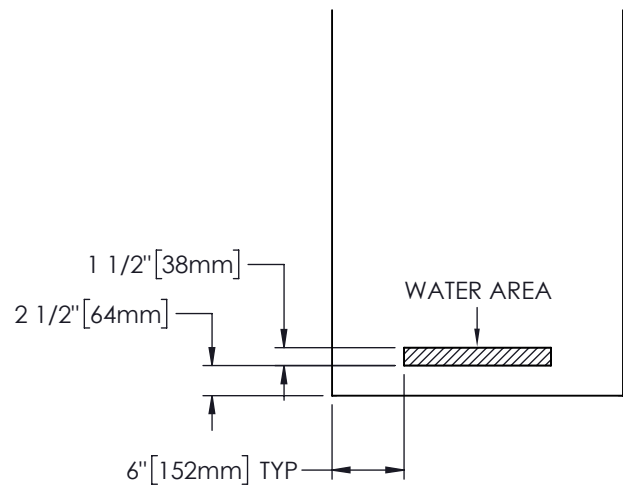
- Purge the water line prior to final connection to the unit. This removes any debris present in the line.
- Do not connect to a hot water supply! Install the water filter before turning on the water supply to the icemaker. See "Water Filter Installation" (pg. 34).
- A copper line is not recommended for this application.
- Check all water line fittings for leaks.
- **Your ice quality is only as good as the water supply quality and routine maintenance.** Hard water softened by a water softener can result in white, mushy cubes. TRUE recommends changing the water filter every six (6) months.
- Tape the supply line to the floor before moving the unit into its final installation location.
- In the water connection area (see the rough opening illustration), tape the water line to the floor.



Fig. 1. Water line connection. Fitting included, PEX not included.

Plumbing Requirements

Water Supply	1/4" PEX tubing (1/4" O.D. lines and fittings not included) NOTE: Copper line is not recommended
Flow Rate	0.5 gpm / 1.89 lpm
Operating Pressure	30-100 psi (207-689 kPa)
Incoming Water Temp.	33-100°F (0.6-38°C)



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

WINE RACK HANDLE FINISH APPLICATION (TR-DZW)

⚠ WARNING!



The appliance owner is responsible for performing a Personal Protective Equipment (PPE) hazard Assessment and to ensure adequate protection during maintenance and cleaning procedures. **Use appropriate tools**, safety equipment, and PPE during installation and servicing.

🔧 USER ACTION!



Remove the wine rack handles from the wine rack assembly before applying finish!

📌 NOTICE!



Finish odors from parts installed before fully drying / curing can linger and be absorbed by the appliance's interior. True is not responsible for lingering finish odors inside the unit.

See finish (e.g., paint or stain) for application instructions and drying/curing times. Drying/Curing times vary by finish. Follow recommended guidelines associated with treating unfinished natural cherry wood.

REQUIRED TOOLS

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

- Phillips Screwdriver

REMOVAL

1. Pull the wine rack forward.
2. Push the slide release tabs as indicated by the release arrows (see fig. 1) and pull the wine rack forward.
3. Remove the wine rack handle from the wine rack assembly. See fig. 2.

INSTALLATION

1. Install the wine rack handle on the wine rack assembly. See fig. 2.
2. Position the wine rack on the slides and carefully push the wine rack towards the back of the unit.

REMOVAL

1. Pull the wine rack forward.
2. Remove the wine rack assembly screws. See fig. 3. Then, lift the wine rack assembly from the slides.
3. Remove the wine rack handle from the wine rack assembly. See fig. 2.

INSTALLATION

4. Install the wine rack handle on the wine rack assembly. See fig. 2.
5. Extend the slides.
6. Position the wine rack on the slides. Then, reinstall the wine rack assembly screws.

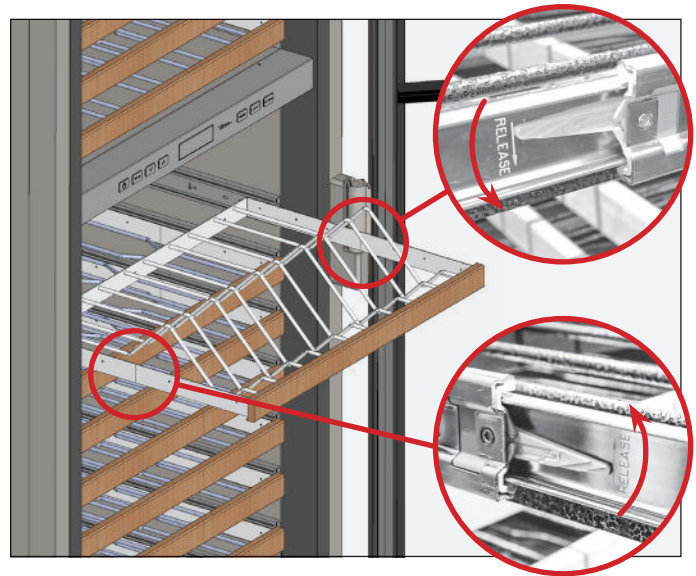


FIG. 1. Push the left release tab up and the right release tab down.

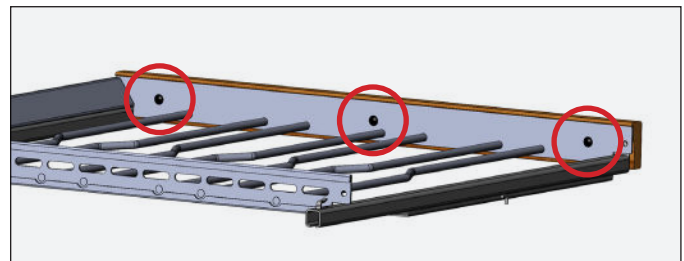


FIG. 2. Wine rack handle screw locations.



FIG. 3. Wine rack assembly screw locations and screw closeup.

Installation

⚠ DANGER!



Risk of electrical shock or burn! Powering off an electronic control does not remove power from all components. Unplug the appliance or disconnect power before installation or servicing.

⚠ WARNING!



Only qualified technicians should install and service the appliance. For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at <https://true-residential.com/technical-service/>.



The appliance owner is responsible for performing a Personal Protective Equipment (PPE) hazard Assessment and to ensure adequate protection during maintenance and cleaning procedures. **Use appropriate tools**, safety equipment, and PPE during installation and servicing.



Sharp edges! Take care when moving, installing, cleaning, servicing and maintaining the appliance to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components. Keep fingers out of pinch point areas, such as the space between appliance doors and surrounding appliances. Take care closing doors with children nearby.



Tip over hazard! Appliance may pose a tipping hazard when uncrating, installing, or moving the appliance. Take appropriate safety precautions. Use of tip over restraints may only reduce (not eliminate) the tipping hazard. Never allow children to climb or hang on drawers, doors, or shelves.



Crush or cut hazard! Keep clear when uncrating, installing, moving, or servicing the appliance.

ⓘ USER ACTION!



- **If the appliance is damaged**, note all damage on the delivery receipt, immediately file a claim with the delivery freight carrier, and contact TRUE. **DO NOT install the appliance or put it in service.**
- **If the appliance is laid on its back or side**, be sure to leave the appliance upright twice the time it has been laying down (up to four (4) hours) before plugging the appliance into power source. If this time exceeds four (4) hours, let the appliance sit upright for 24 hours before powering the appliance.

ⓘ NOTICE!



Keys for appliances with door locks are located on the back cover of this manual.

UNCRATING

REQUIRED TOOLS

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

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

PROCEDURE

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

NOTICE > Do not discard the kickplate (see fig. 4). If moving the unit a long distance (e.g., between buildings or on stairs), do not discard the exterior cardboard.

Continued >



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



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



Fig. 3. Be sure to inspect the rainshield.

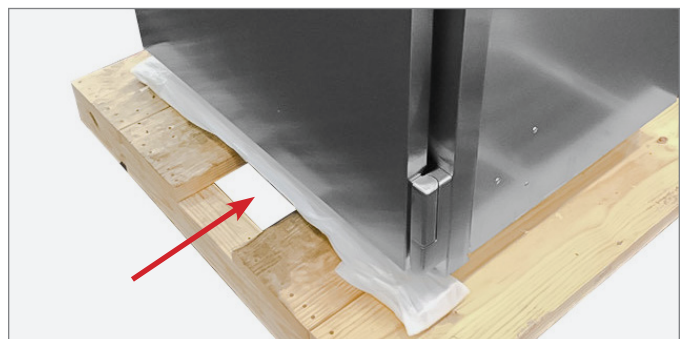


Fig. 4. Packaged kickplate ships tucked under the unit's front.

UNCRATING (CONT.)

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

NOTICE > Do not remove the interior packaging.

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

NOTICE > Secure the door before moving the unit to its final location (see fig. 6). Repackage the unit with the exterior packaging as needed before moving the unit.

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

NOTICE > Do not discard the anti-tip bracket.



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

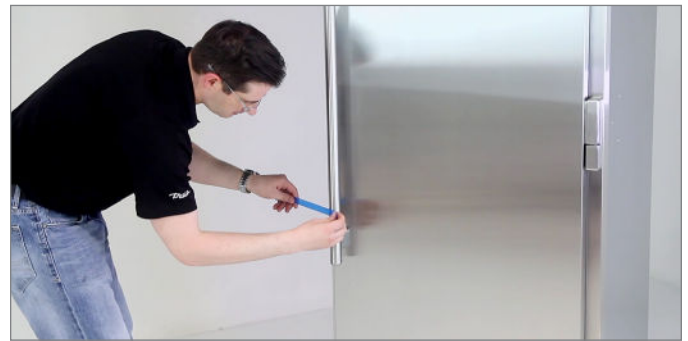


Fig. 6. Always secure the door closed before moving the appliance.

Continued >



Fig. 7. Shipping bracket bolt locations.



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

UNCRATING (CONT.)

6. Slightly raise the rear leveling leg rollers. Turn the front adjustment screw 1/4-1/2 turn clockwise. **See fig. 9.**
7. With assistance, pull the unit off the back of the skid. Then, remove the skid and Carefully guide the unit to a fully upright position. **See figs. 10a, 10b, & 10c.**

⚠ CAUTION!



Only lift with appliance moving equipment from the unit's sides, **NEVER** the front or rear. **See fig. 11.** Failure to do so may result in personal injury or appliance damage. Do not lift the unit by handles, doors, or hinges.

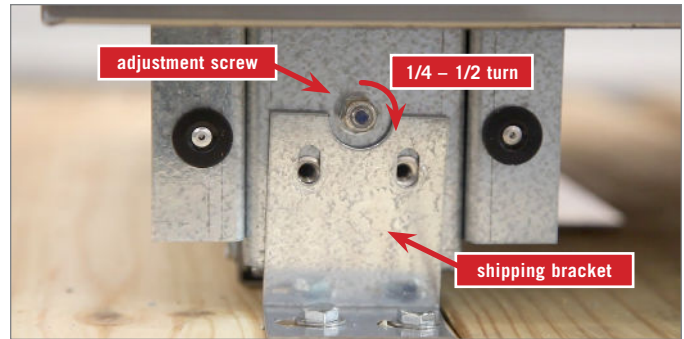


Fig. 9. Adjustment screw location. Other adjustment screw not shown.



Fig. 10a. With assistance, carefully walk the appliance partially off the back of the skid.

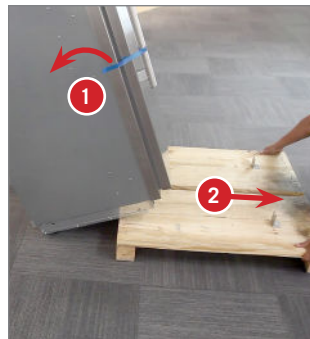


Fig. 10b. Then, tilt the unit backward and remove the skid.



Fig. 10c. Carefully guide the appliance to an upright position.

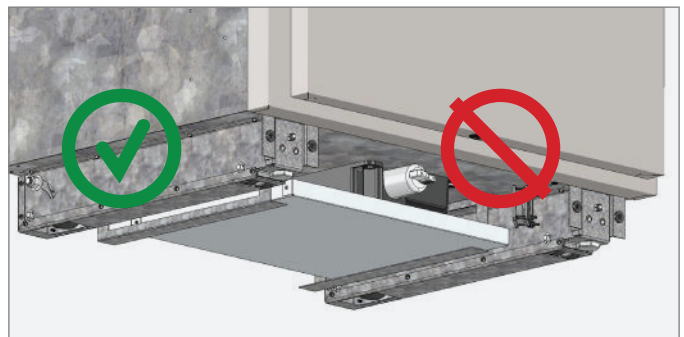


Fig. 11. Only lift with appliance moving equipment from the **SIDES**, **NEVER** the **FRONT** or **REAR**.

ANTI-TIP BRACKET INSTALLATION (REQUIRED)

⚠ WARNING!



Tip over hazard! To avoid hazards from appliance instability, anti-tip brackets must be installed and engaged with the appliance.



Anti-tip bracket must be installed to ensure personal safety, correct operation, and proper airflow.

🔧 USER ACTION!



- **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 pilot holes through your flooring material.
- **Consult a flooring expert** to confirm the flooring at the installation location is rated for at least 150 lb/ft² (732 kg/m²).

KIT CONTENTS

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



Fig. 1. Anti-tip bracket. Do not discard.

REQUIRED TOOLS

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

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

PROCEDURE

1. Measure and mark the anti-tip bracket's placement in the installation location. **See fig. 2.**
2. Position the bracket. Then, with the bracket as a guide, drill pilot holes into the wall and/or floor.

NOTICE > For increased stability, secure the bracket to as many joists and / or studs as possible.
3. With the provided hardware, secure the anti-tip bracket.
4. Adjust the rear leveling rollers 1/4 turn clockwise.
5. Slide the unit into place and hook the anti-tip bracket into the castor assembly slots.

Continued >

ANTI-TIP BRACKET INSTALLATION (REQUIRED) (CONT.)

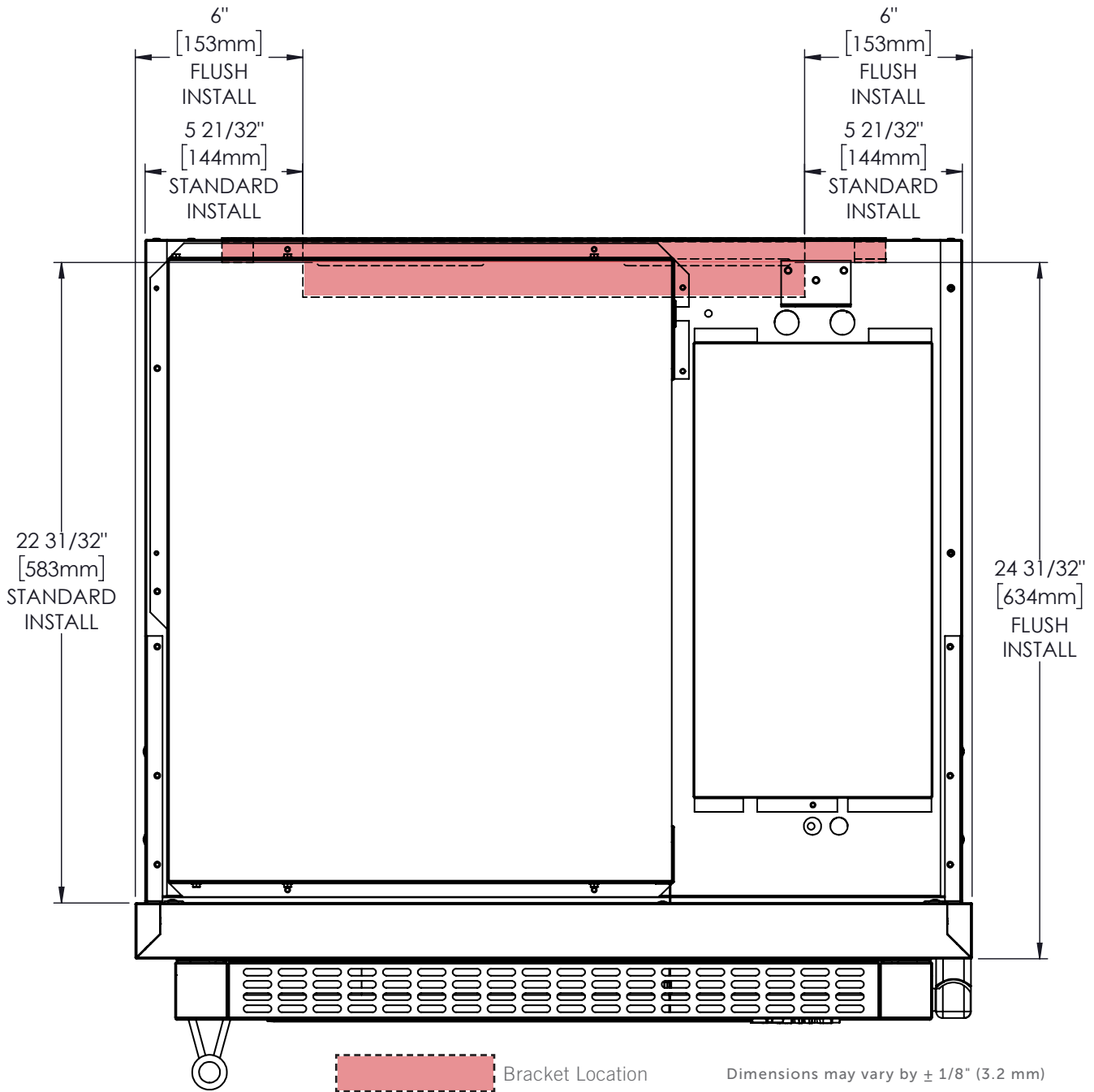
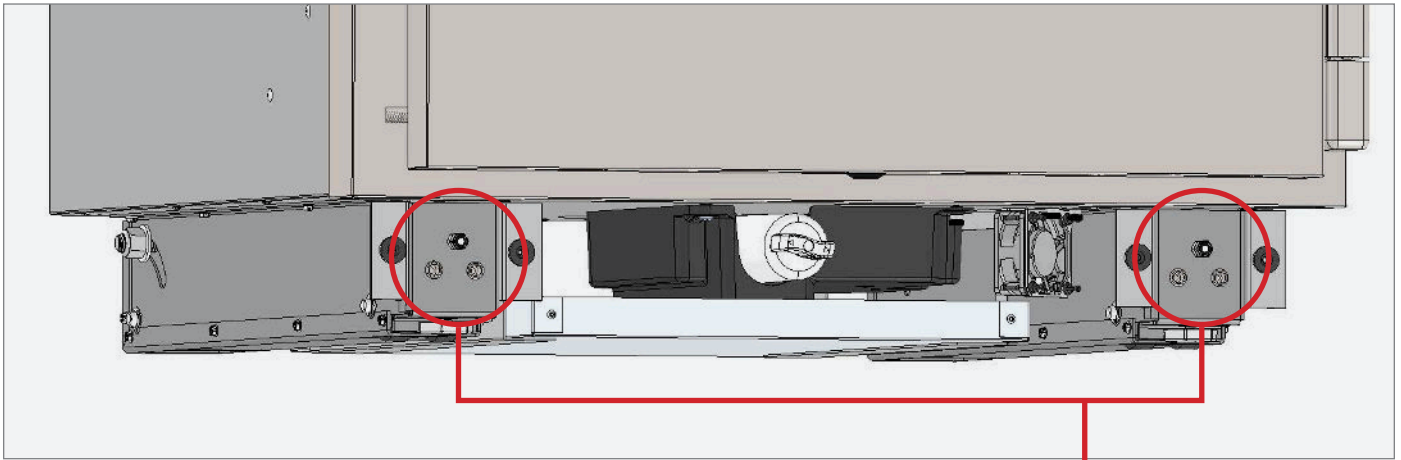


Fig. 2. Diagram of anti-tip bracket installation location.

LEVELING



Once the appliance is installed in its final location, it is important that it is properly leveled. When the appliance is properly leveled, doors, drawers, and rainshields are less likely to need adjustments. Proper leveling also ensures the gasket seals, drain pans do not spill over, and the best refrigeration performance.

PROCEDURE

1. Verify the rear rollers and the front leveling legs are raised as high as possible and the appliance is resting on the castor bases.
2. Place a level on the appliance's interior floor. Check the level front-to-back and side-to-side.
3. If present, remove the kickplate. The kickplate is magnetically attached to the appliance. With a 7/16" socket, adjust the rear height. Turn the rear roller adjustment nut clockwise to raise the unit and counterclockwise to lower the unit.

NOTICE > Adjust the rear height just enough or the rear roller to touch the ground.

4. With the provided wrench, adjust the front leveling legs as needed. **See fig. 1.**

NOTICE > Adjust the front height just enough for the front legs to touch the ground.

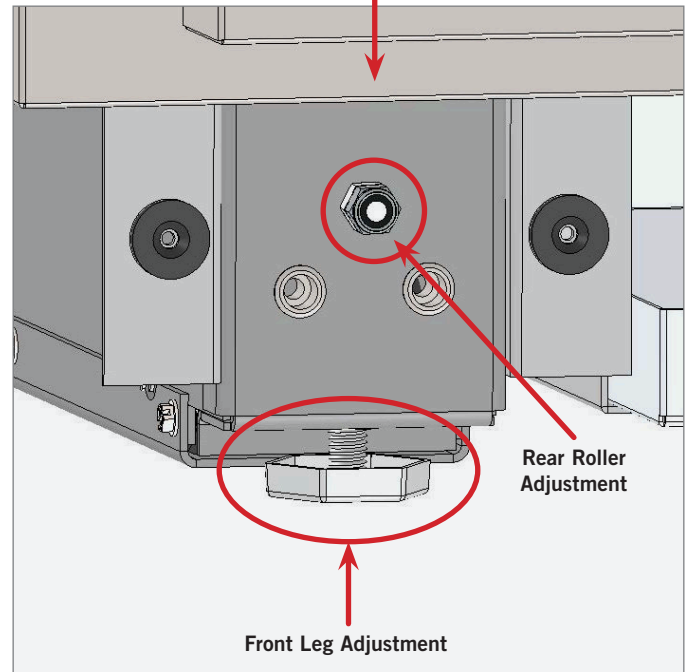


Fig. 1. Need copy here.

WATER FILTER INSTALLATION & PERFORMANCE DATA (TR-FRZ-IM)

⚠ WARNING!



Sharp Edges! Take care when moving, installing, cleaning, servicing, and maintaining the appliance to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components. Gloves recommended.



Choking Hazard! Small parts. Keep away from children under 8 years.

🔧 USER ACTION!



- **If the residence is equipped with a water filtration system**, reverse osmosis (RO) and/or water softener, do not install the water filter. The appliance is equipped with an automatic bypass.
- **Before consuming ice**, discard the first full bin of ice (48 hours). This flushes the system of impurities.

The water filter reduces sediment and improves taste and smell.

PROCEDURE

1. Remove the kickplate. **See fig. 1.**
2. Locate the provided water filter. **See fig. 2.**
3. Remove the outer packaging and the water filter cap. **See fig. 3.**

Continued >

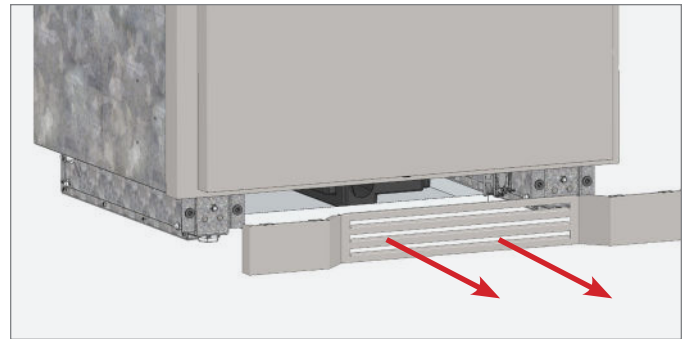


Fig. 1. Pull the kickplate from the appliance.



Fig. 2. Locate the provided water filter shipped in the ice bucket.



Fig. 3. Sanitary cap over water filter head.

WATER FILTER INSTALLATION & PERFORMANCE DATA (CONT.)

4. Inspect the water filter head and o-rings for damage.
See fig. 4.
 5. With the handle arrows (see fig. 5) vertical, insert the water filter into the filter receptacle. See fig. 6.
 6. Rotate the water filter clockwise until the filter stops turning. See figs. 6 & 7.
- NOTICE >** The handle arrows should be slightly beyond horizontal. See fig. 7.
7. Press and hold the test button* on the icemaker (see fig. 8) for 5-10 sec. Then, check the water filter area for leaks. If leaks are detected, repeat step 6.
 8. Reinstall the kickplate.
 9. Before consuming ice, discard the first full bin of ice (48 hours). This flushes the system of impurities.

*The test button cycles the icemaker. The ice tray will fill with water. Please note if the button is pressed and held multiple times, the tray will empty into the appliance. Make sure the ice bin is in place to catch the tray contents.



Fig. 4. Undamaged water filter head (A) vs. a damaged water filter head (B).

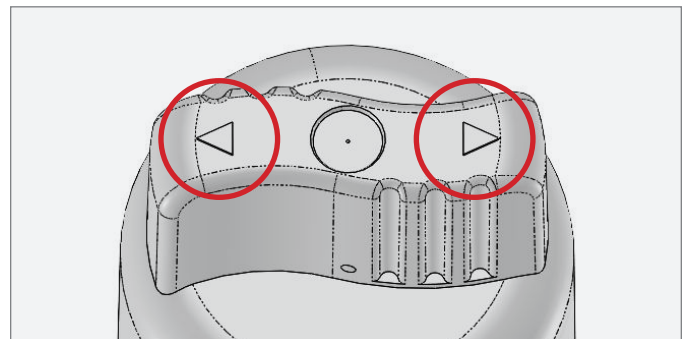


Fig. 5. Water filter handle arrow locations.

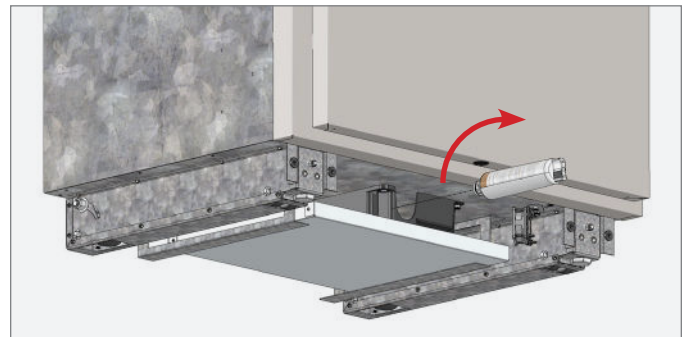


Fig. 6. Insert the water filter and rotate it clockwise.

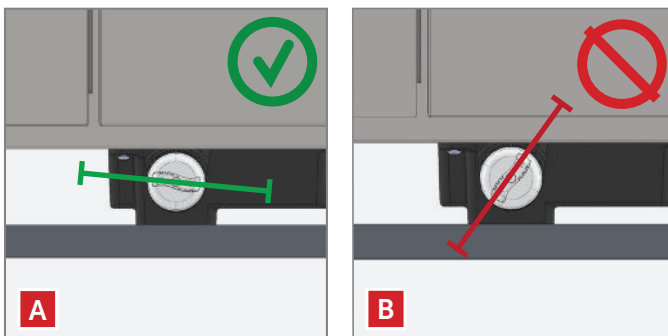


Fig. 7. Correct install (A) vs. incorrect install (B).



Fig. 8. Test button located on underside of icemaker by TRUE logo.

WATER FILTER PERFORMANCE DATA

- This system has been tested according to NSF/ANSI Standard 42, 53, 372, 401, P473 and CSA B483.1 for reduction of the substances listed below. The concentration of the indicated substances in water entering the system was reduced to a concentration less than or equal to the permissible limit for water leaving the system, as specified in NSF/ANSI Standards 42, 53, 372, 401, P473 and CSA B483.1.
- Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts. The system conforms to NSF/ANSI 42, 53, 372, 401, P473 and CSA B483.1 for the specific performance claims as verified and substantiated by test data. Conforms to NSF/ANSI 53 for VOC reduction. See below for individual contaminants and reduction performance.

NOTICE > Testing was performed under standard laboratory conditions, actual performance may vary.

- System to be used with municipal or well water sources treated and tested on regular basis to ensure bacteriological safe quality. Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system.
- It is essential that the manufacturer’s recommended installation, maintenance and filter replacement requirements be carried out for the product to perform as advertised.

Filter Specifications	
Flow Rate	0.5 gpm (1.89 lpm)
Operating Temperature	33-100°F (0.6-38°C)
Operating Pressure	30-100 psi (206.8-689.4 kpa)
Capacity	300 gal (1,136 L) or six months



WATER FILTER PERFORMANCE DATA – Contaminant & Reduction Performance

Contaminant	% of Reduction	Influent Concentration	Max Allowable
Chlorine	>97%	2.0 mg/L	1.0 mg/L
Alachlor*	>98%	0.050	0.001
Asbestos	99.98%	189 MFL	99%
Atrazine*	>97%	0.100	0.003
Benzene*	>99%	0.081	0.001
Bisphenol	99.1%	2.058 mg/L	<0.300ng/L
Bromodichloromethane (TTHM)*	>99.8%	0.300	0.015
Bromoform (TTHM)*	>99.8%	0.300	0.015
Carbofuran (Furadan)*	>99%	0.19	0.001
Carbon Tetrachloride	>95%	0.014	0.005
Chlordane	>99.5%	0.04 +/-10%	0.002
Chlorobenzene (Monochlorobenzene)*	>99%	0.077	0.001
Chloropicrin*	99%	0.015	0.0002
Chloroform (TTHM)* (surrogate chemical)	>99.8%	0.300	0.015
2,4-D*	98%	0.110	0.0017
CYST (Giardi; Cryptosporidium; Entamoeba; Toxoplasma)	>99.95%	Minimum 50,000/L	99.95% Reduction Requirement
Cryptosporidium (see CYST)	>99.95%	Minimum 50,000/L	99.95% Reduction Requirement
DBCP (see Dibromochloropropane)*	>99%	0.052	0.00002
1,2-DCA (see 1,2-Dichloroethane)*	95%	0.088	0.0048
1,1-DCE (see 1,1-Dichloroethylene)*	>99%	0.083	0.001
Dibromochloromethane (TTHM; Chlorodibromomethane)*	>99.8%	0.300	0.015
Dibromochloropropane (DBCP)*	>99%	0.052	0.00002
o-Dichlorobenzene (1,2 Dichlorobenzene)*	>99%	0.080	0.001
p-Dichlorobenzene (para-Dichlorobenzene)	>98%	0.040	0.001
1,2-Dichloroethane (1,2-DCA)*	95%	0.088	0.0048
1,1-Dichloroethylene (1,1-DCE)*	>99%	0.083	0.001
CIS-1,2-Dichloroethylene*	>99%	0.170	0.0005
TRANS-1,2-Dichloroethylene*	>99%	0.086	0.001
1,2-Dichloropropane (Propylene Dichloride)*	>99%	0.080	0.001
CIS-1,3-Dichloropropylene*	>99%	0.079	0.001
Dinoseb*	99%	0.170	0.0002
EDB (See Ethylene Dibromide)*	>99%	0.044	0.00002
Endrin	99%	0.053	0.00059
Entamoeba (see CYST)	99.95%	Minimum 50,000/L	99.95% Reduction Requirement
Estrone	96.9%	0.1388 mg/L	<0.020 mg/L
Ethylbenzene*	>99%	0.088	0.001
Ethylene Dibromide (EDB)*	>99%	0.044	0.00002
Furadan (see Carbofuran)*	>99%	0.19	0.001
Giardia Lamblia (see CYST)	>99.95%	Minimum 50,000/L	99.95% Reduction Requirement
Haloacetonitriles (HAN)*			
Bromochloroacetonitrile	98%	0.022	0.0005
Dibromoacetonitrile	98%	0.024	0.0006
Haloacetonitriles (HAN)*			
Dichloroacetonitrile	98%	0.0096	0.0002
Trichloroacetonitrile	98%	0.015	0.0003
Haloketones (HK):*			
1,1-Dichloro-2-Propanone	99%	0.0072	0.0001
1,1,1-Trichloro-2-Propanone	96%	0.0082	0.0003
Heptachlor*	>99%	0.25	0.00001
Heptachlor Epoxide*	98%	0.0107	0.0002
Hexachlorobutadiene (Perchlorobutadiene)*	>98%	0.044	0.001
Hexachlorocyclopentadiene*	>99%	0.060	0.000002
Ibuprofen	96.7%	0.432 mg/L	<0.060 mg/L
LEAD (pH 6.5)	>99.3%	0.15 +/- 10%	0.010
LEAD (pH 8.5)	>99.3%	0.15 +/- 10%	0.010
Lindane*	>99%	0.055	0.00001
Methoxychlor*	>99%	0.050	0.0001
Methylbenzene (see Toluene)*	>99%	0.078	0.001
Mercury (pH 6.5)	74.9%	0.0059	0.002
Mercury (pH 8.5)	97.8%	0.0061	0.002
Monochlorobenzene (see Chlorobenzene)*	>99%	0.077	0.001
Naproxen	95.3%	0.130 Mg/L	<0.020 Mg/L
Nonylphenol	97.1%	2.058 Mg/L	<0.200 Mg/L
Polychlorinated Biphenyls (PCBs, Aroclor 1260)	>99.9%	0.01 +/- 10%	0.0005
PCE (see Tetrachloroethylene)	>96%	0.014	0.005
Pentachlorophenol*	>99%	0.096	0.001
Perchlorobutadiene (see Hexachlorobutadiene)*	>98%	0.044	0.001
PFOA	98.0%	0.0005 mg/L	<0.00007 mg/L
PFOS	98.0%	0.001 mg/L	<0.00007 mg/L
Phenytoln	94.7%	0.2173 mg/L	<.030 mg/L
Propylene Dichloride (see 1,2 -Dichloropropane)*	>99%	0.080	0.001
Simazine*	>97%	0.120	0.004
Styrene (Vinylbenzene)*	>99%	0.150	0.0005
1,1,1-TCA (see 1,1,1 - Trichloroethane)*	95%	0.084	0.0046
1,2,4-Trichlorobenze	>99%	0.215	0.07
TCE (see Trichloroethylene)*	>99%	0.180	0.0010
1,1,2,2- Tetrachloroethane*	>99%	0.081	0.001
Tetrachloroethylene*	>99%	0.081	0.001
Toluene (Methylbenzene)*	>99%	0.078	0.001
Toxaphene	>92.9%	0.015 +/- 10%	0.003
2,4,5-TP (Silvex)*	99%	0.270	0.0016
Toxoplasma (see CYST)	>99.95%	Minimum 50,000/L	99.95% Reduction Requirement
Tribromoacetic Acid*		0.042	0.001
1,1,1-Trichloroethane (1,1,1-TCA)*	95%	0.084	0.0046
1,1,2-Trichloroethane*	>99%	0.150	0.0005
Trichloroethylene (TCE)*	>99%	0.180	0.0010
Trihalomethanes (TTHM) (Chloroform; Bromoform; Bromodichloromethane; Dibromochloromethane)	>99.8%	0.300	0.015
Unsym-Trichlorobenzene (see 1,2,4-Trichlorobenzene)*	>99%	0.160	0.0005
Vinylbenzene (see Styrene)*	>99%	0.150	0.0005
Xylenes (Total)*	>99%	0.070	0.001

KICKPLATE INSTALLATION

⚠ WARNING!



Sharp Edges! Take care when moving, installing, cleaning, servicing, and maintaining the appliance to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components. Gloves recommended.

The kickplate (**see fig. 1**) is shipped unattached to the unit to allow easy access for leveling the unit. The kickplate attaches to the unit with magnets (**see fig. 2**) located on either side at the bottom of the unit.

INSTALLATION

After leveling the unit, position the kickplate at the bottom of the unit's front. **See fig. 3.**

REMOVAL

Pull the kickplate away from its magnets.

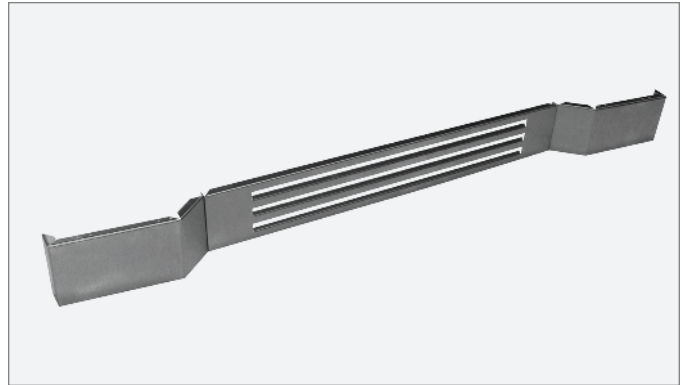


Fig. 1. The kickplate.

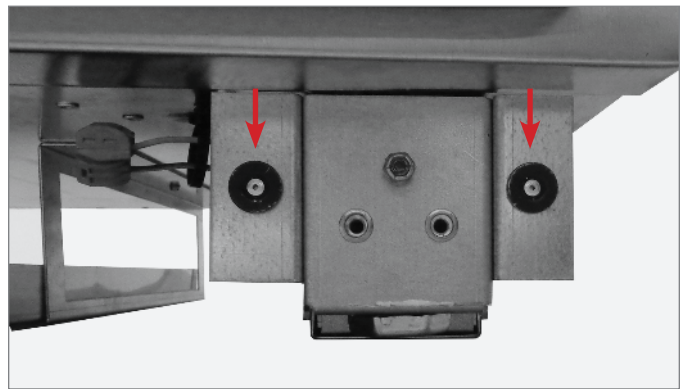


Fig. 2. The magnets. Other side not shown.



Fig. 3. Installed kickplate. Verify the kickplate is correctly aligned. Adjust as needed.

JOINING KIT INSTALLATION

⚠ DANGER!



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

⚠ WARNING!



Tip over hazard! To avoid hazards from appliance instability, be sure to install the anti-tip brackets (**see fig. 1**) on each individual unit per the installation manual instructions. If the appliance is moved, verify that the device is properly engaged before the normal usage of the appliance commences.



Sharp Edges! Take care when moving, installing, cleaning, servicing, and maintaining the appliance to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components. Gloves recommended.

KIT CONTENTS

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

*Quantities vary by kit size.

REQUIRED TOOLS

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

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

NOTICE > Make sure the anti-tip brackets are installed per installation manual instructions. Each unit will also need to be properly leveled per installation manual instructions.

To avoid hazards from appliance instability, be sure to install the anti-tip brackets (**see fig. 1**) on each individual unit per the installation manual instructions. If the appliance is moved, verify that the device is properly engaged before the normal usage of the appliance commences.



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

Continued >

JOINING KIT INSTALLATION (CONT.)

PROCEDURE

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

NOTICE!



If four (4) wires are connected to the reed switch, be sure to clearly label the wires' original locations before disconnecting the reed switch. **Wire location is CRITICAL to the APPLIANCE's operation.** See fig. 5.

3. Remove the reed switch wire from the rainshield. See figs. 6 & 7.

Continued >



Fig. 2. Pull the rainshield open.



Fig. 3. Locate the reed switch in the bottom of the rainshield.



Fig. 4. Remove the plastic cover.

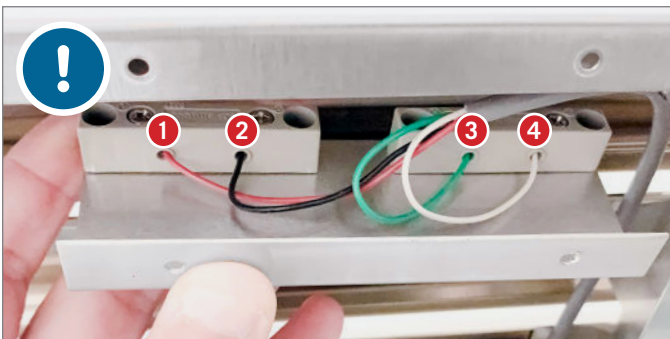


Fig. 5. Label the original wire locations **BEFORE** disconnecting the reed switch.



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



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

JOINING KIT INSTALLATION (CONT.)

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

NOTICE > Be sure to return magnet bracket screws to their original positions; the screws support the castor assembly housing.

7. Install anti-sweat foam end panels on the joined units' sides where the appliances will meet. See figs. 13 & 14.

Continued >



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



Fig. 9. Rainshield screw locations.

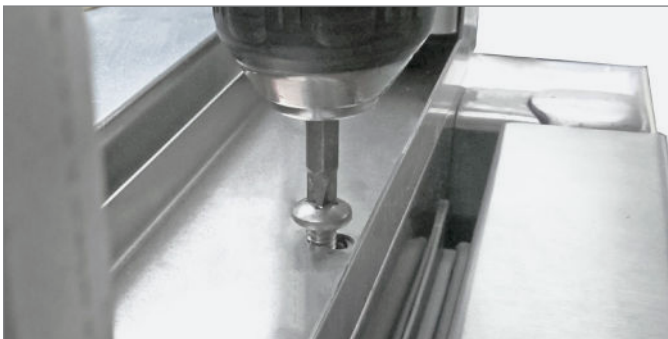


Fig. 10. Remove the screws from the metal channel.

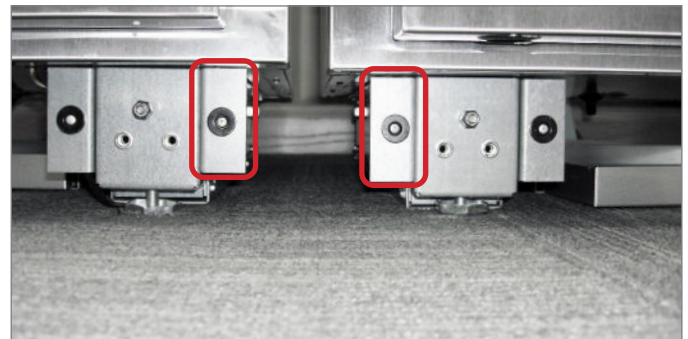


Fig. 11. Remove and discard the interior magnet brackets.



Fig. 12. Magnet bracket screw locations.

JOINING KIT INSTALLATION (CONT.)

8. Position the units in front of the final installation location. Then, level the units.
9. Verify the fronts of the units are flush at the seams and the gap(s) between the units is (are) consistent from top to bottom. **See figs. 15 & 16.**
10. With the provided hardware, install the joining bracket across the interior legs. **See figs. 17 & 18.**

Continued >



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

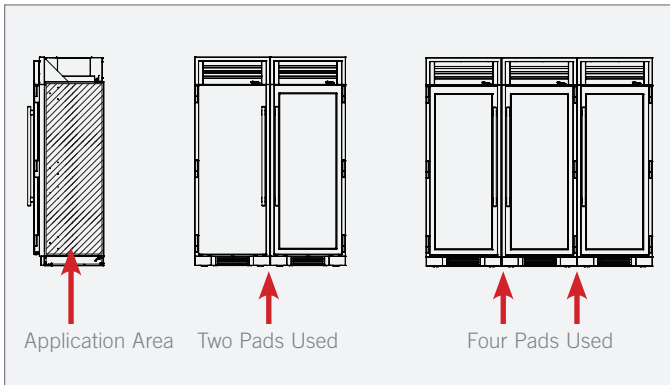


Fig. 14. Install foam pads between the joined units.



Fig. 15. Verify the appliance fronts are flush. Adjust the units accordingly.



Fig. 16. Verify the gap(s) between appliances is (are) even throughout.

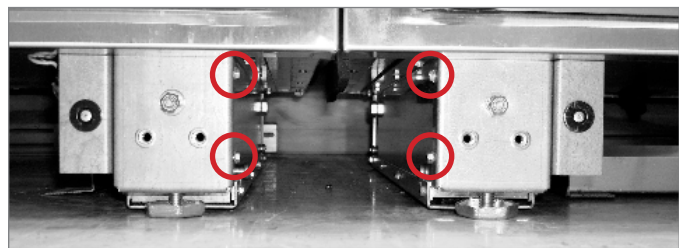


Fig. 17. Return the magnet bracket screws to their original locations

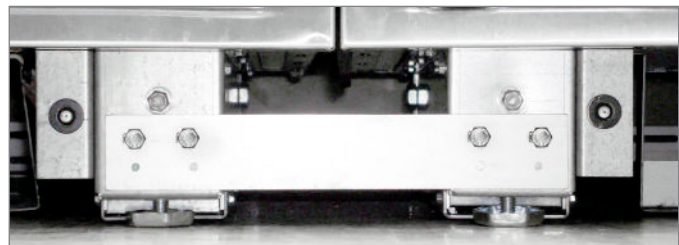


Fig. 18. Installed joining bracket.

JOINING KIT INSTALLATION (CONT.)

- With the existing hardware, install the joining rainshield assembly. **See fig. 19.**

NOTICE > Assistance may be required based on the application.

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

NOTICE!



Be sure to connect the wires to the reed switch as originally configured. **Wire location is CRITICAL to the APPLIANCE's operation.** See figs. 5 or 20.

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

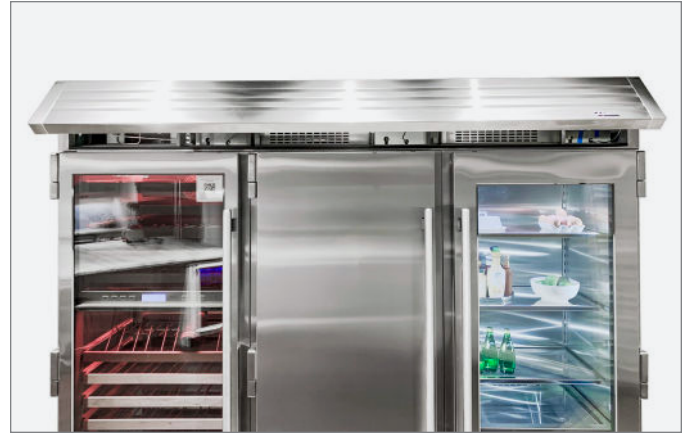


Fig. 19. Installed joining rainshield.

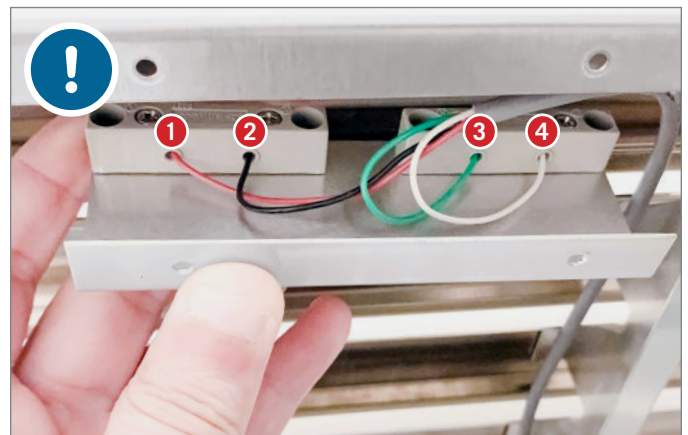


Fig. 20. Connect the reed switches with the original wire configurations.

Appliance Setup & Operation

⚠ DANGER!



Risk of electrical shock or burn! Powering off an electronic control. Unplug the appliance or disconnect power before installation or servicing.

⚠ WARNING!



Only qualified technicians should install and service the appliance. For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at true-residential.com/technical-service/.



The appliance owner is responsible for performing a Personal Protective Equipment (PPE) hazard Assessment and to ensure adequate protection during maintenance and cleaning procedures. **Use appropriate tools**, safety equipment, and PPE during installation and servicing.



Sharp edges! Take care when moving, installing, cleaning, servicing and maintaining the appliance to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components. Keep fingers out of pinch point areas, such as the space between appliance doors and surrounding appliances. Take care closing doors with children nearby.



Tip over hazard! Appliance may pose a tipping hazard when uncrating, installing, or moving the appliance. Take appropriate safety precautions. Use of tip over restraints may only reduce (not eliminate) the tipping hazard. Never allow children to climb or hang on drawers, doors, or shelves.



Crush or cut hazard! Keep clear when uncrating, installing, moving, or servicing the appliance.



The owner is solely responsible for ensuring safe holding temperature levels for all food items. Failure to do so may result in unsafe food products. Loss or spoilage of products in your appliance is not covered by warranty. In addition to following recommended installation procedures, run the appliance for 24 hours prior to usage to verify operation.

SHELF ADJUSTMENT

ⓘ USER ACTION!



The side microfilm prevents cosmetic damage when adjusting shelving. **DO NOT** remove the side microfilm until all shelves are positioned. See fig. 1.

Shelving comes taped in place to prevent moving during shipping. See fig. 2.

This appliance meets the IEC shelf weight capacity of 47 lb/ft² (230 kg/m²).

NOTICE > Your appliance may not match the figures shown.

Continued >



Fig. 1. Do not remove the microfilm until all the shelves are positioned.



Fig. 2. Packaged shelving.

SHELF ADJUSTMENT (CONT.)

PROCEDURE

1. Remove the shelf shipping clips. **See fig. 3.**
2. Remove the shipping tape from the shelf.

NOTICE > TRUE recommends pulling the tape from the top.

3. Remove the shelf. **See fig. 4.**
4. Install the shelf at the desired height.

NOTICE > Be sure the shelf is fully seated. **See fig. 5.** Push the bottom tabs inward if the shelf does not sit flat. **See fig. 6.**
5. Repeat steps 2-4 for the remaining shelves.
6. Remove the side microfilm. **See fig. 7.**

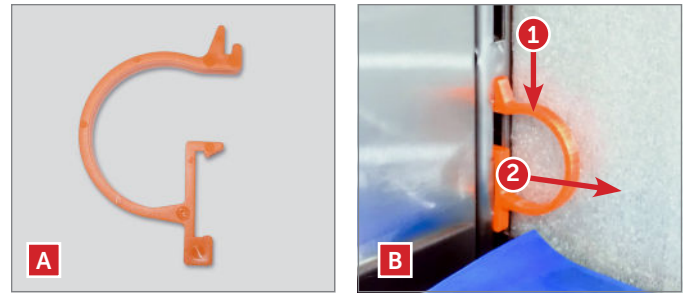


Fig. 3. Remove the shelf shipping clip (A) from the shelf standard (B).

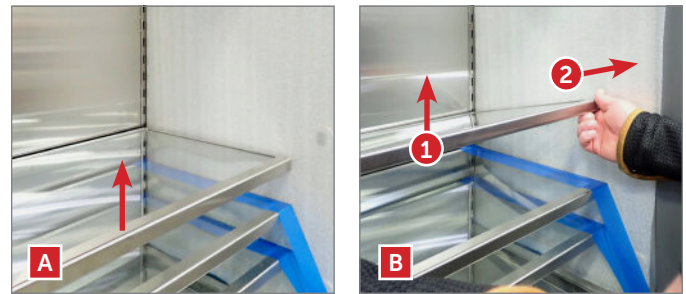


Fig. 4. Lift the shelf front up (A). Then, lift the shelf back and pull forward (B).



Fig. 5a CORRECT. Underside view. Left side shown. Bottom tab **IS FULLY** seated in the shelf standard.



Fig. 5b INCORRECT. Underside view. Left side shown. Bottom tab **IS NOT** seated in the shelf standard.



Fig. 6. Push the bottom tab inward. Right side shown.



Fig. 7. Completed shelf installation.

REFRIGERATOR STORAGE

GLASS SHELVES

Position the shelves at the desired height. **See fig. 1.** See “Shelf Adjustment” (pg. 46).

DOOR BINS (SOLID DOORS ONLY)

⚠ CAUTION!



Incorrectly installed door bins may result in appliance damage or personal injury.

Door bins ship in the refrigerator’s bottom drawer. **See fig. 2.**

NOTICE > Be cautious of placing tall items in top door bin, as items might interfere with UI control panel.

Installation

1. Hook a door bin into the door slots. **See fig. 3.**
2. Push the bin down to ensure the tabs are fully engaged in the slots. **See fig. 4.**

Removal

Lift the door bin up and away from the door.



Fig. 1. Installed shelving.



Fig. 2. Packaged door bins.

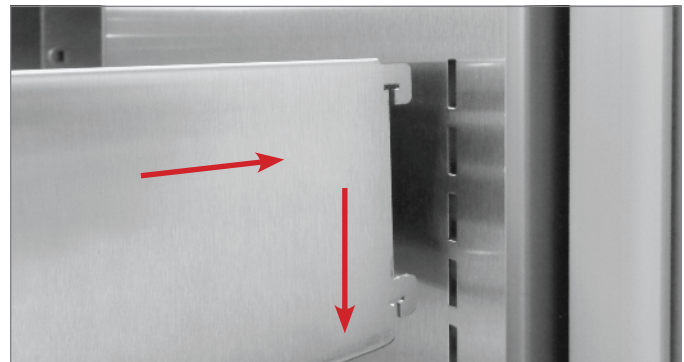


Fig. 3. Hook the door bins into the door slots.



Fig. 4. Final door bin installation.

REFRIGERATOR STORAGE (CONT.)

DRAWERS

Your True appliance ships with the drawers installed.

Removal

1. Pull the drawer fully forward.
2. Remove the drawer slide screws. **See fig. 5.**
3. Lift the drawer from the unit.

Installation

1. Pull the drawer slides fully forward.
2. Position the drawer on the drawer slides and carefully push the drawer towards the back of the unit.

NOTICE > be sure the drawer sits under the slides' rear tabs. **See fig. 6.**

3. Reinstall the drawer slide screws.



Fig. 5. Drawer slide screw locations.

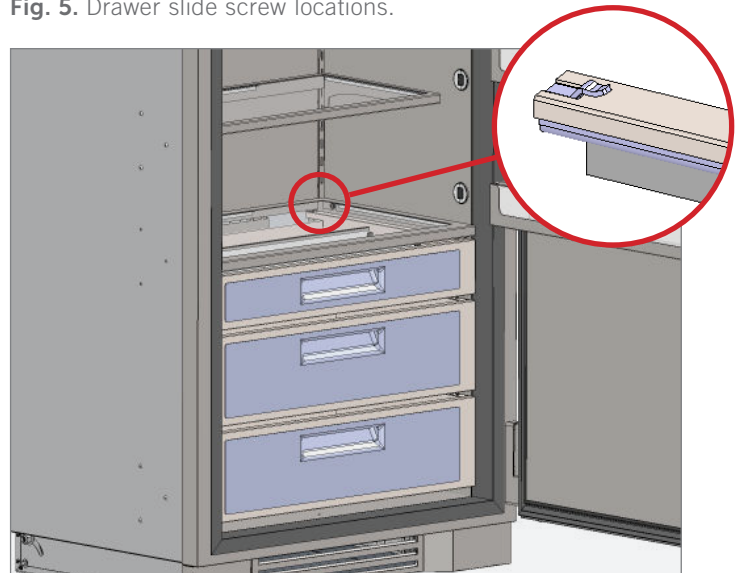


Fig. 6. Be sure the drawer sits under the rear tabs.

FREEZER STORAGE

WIRE SHELVES

Position the shelving at the desired heights before use.
See fig. 1. See “Shelf Adjustment” (pg. 46).

WIRE BASKETS

Your True appliance ships with the drawers installed.

Removal

1. Pull the drawer fully forward.
2. Remove the drawer slide screws. **See fig. 2.**
3. Lift the drawer from the unit.

Installation

1. Pull the drawer slides fully forward.
2. Position the drawer on the drawer slides and carefully push the drawer towards the back of the unit.

NOTICE > Be sure the drawer sits under the slides’ rear tabs. **See fig. 3.**

3. Reinstall the drawer slide screws.



Fig. 1. Installed shelving.

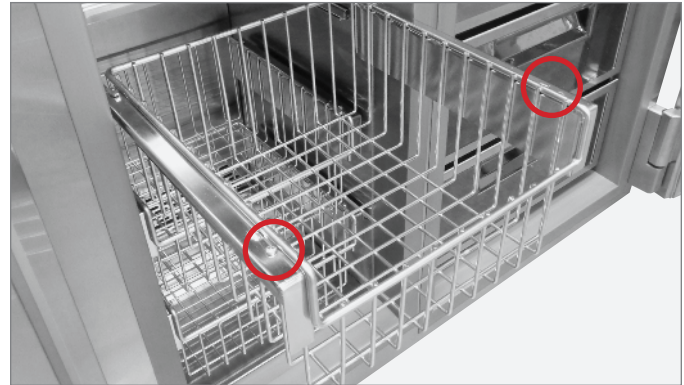


Fig. 2. Drawer slide screw locations.

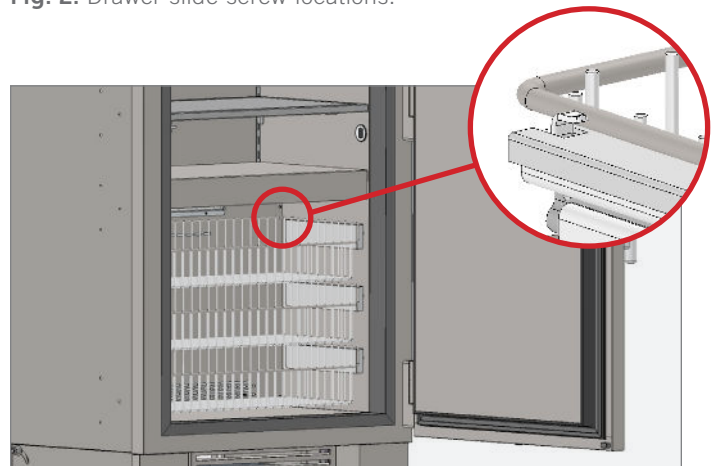


Fig. 3. Be sure the drawer sits under the rear tabs

OPTIONAL ICEMAKER (TR-FRZ-IM)

The icemaker (**see fig. 1**) is below the lowest shelf. For water supply requirements, please see “Optional Icemaker Requirements” (pg. 24). To turn the icemaker on, please see “Ice Menu Navigation” (pg. 60).

- See “Water Filter Installation” (pg. 34) for water filter installation instructions.
- After the initial startup, **discard the first full bin of ice (48 hours)**. This ice may contain impurities from new plumbing connections.
- Do not remove the ice bin, even if the icemaker is not in use. The ice bin prevents stacked product from damaging the icemaker.
- If ice is not used regularly, it may fuse together. To avoid this, discard the ice and allow the icemaker to replenish.

ICE SCOOP

The ice scoop ships inside the ice bin. **See fig. 2.**

MAX ICE

When the max ice is turned on, the unit increases ice production to up to 2.9 lb (1.3 kg) per day. For information on turning Max Ice on or off, please see “Ice Menu Navigation” (pg. 60).



Fig. 1. The icemaker.



Fig. 2. The ice scoop ships inside the ice bin.

STARTUP

⚠ DANGER!



Risk of electrical shock or fire! Before plugging in the appliance, be sure to inspect the main power cord and plug for damage. Immediately have a qualified technician replace damaged OEM components.

ⓘ USER ACTION!



Before loading product, run your TRUE appliance empty for 24 hours to verify proper operation. Remember, our factory warranty DOES NOT cover product loss!

Refrigerator/Freezer Electronic Control Operation

NOTICE!



- 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**.
- Please note that though the display can show either Fahrenheit or Celsius, in most cases the figures show Fahrenheit.

TURN ON/OFF

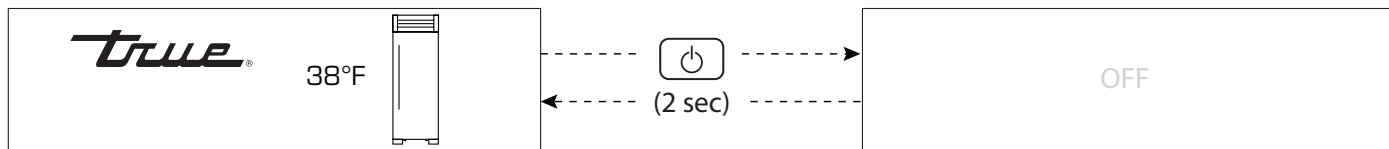
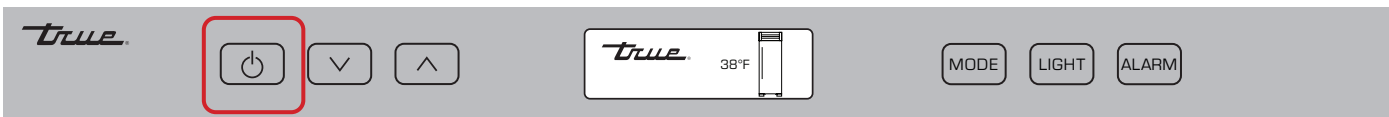
DANGER!



Electrical shock or burn hazard. Turning the unit off with the power button does not remove the power supply from the control. Unplug the unit or disconnect power.

All units are shipped in **ON** mode. During the initial startup, the unit runs a short power up diagnostic followed by a single audible beep. The lights turn on and temperature readings appear on the display.

HOME SCREEN ON / OFF



TEMPERATURE ADJUSTMENT

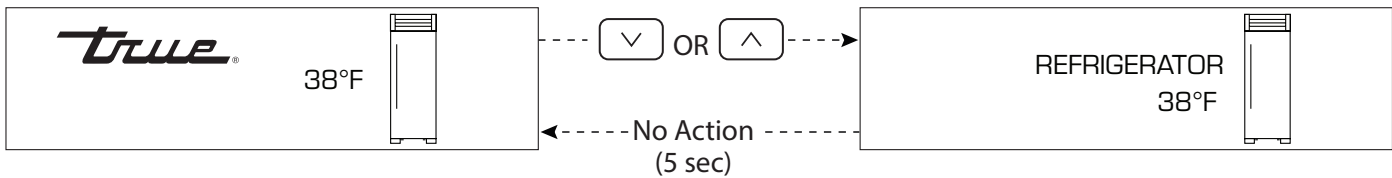
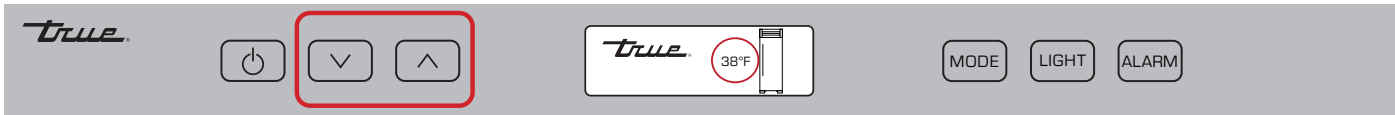
1. Press down or up until the display shows the desired set point.

NOTE: A BUTTON PRESS CHANGES THE SET POINT BY 1° AND IS ACCOMPANIED BY AN AUDIBLE BEEP.

2. When the display shows the desired set point, leave the display inactive until the display shows the Home screen.

	Default Set Point	Temperature Range
Refrigerator Zone	38°F (3°C)	34 - 42°F (1 - 6°C)
Freezer Zone	-2°F (18.8°C)	-4 - 4°F (-20 - -16°C)

SET POINT NAVIGATION



REFRIGERATOR 38°F / FREEZER 0°F

MODE NAVIGATION

This page explains the following models:

- HOLIDAY Mode
- Temperature Unit Selection Mode
- VACATION MODE

HOLIDAY MODE

NOTE: IN HOLIDAY MODE, SET POINTS CANNOT CHANGE AND MANUAL DEFROST CANNOT INITIATE.

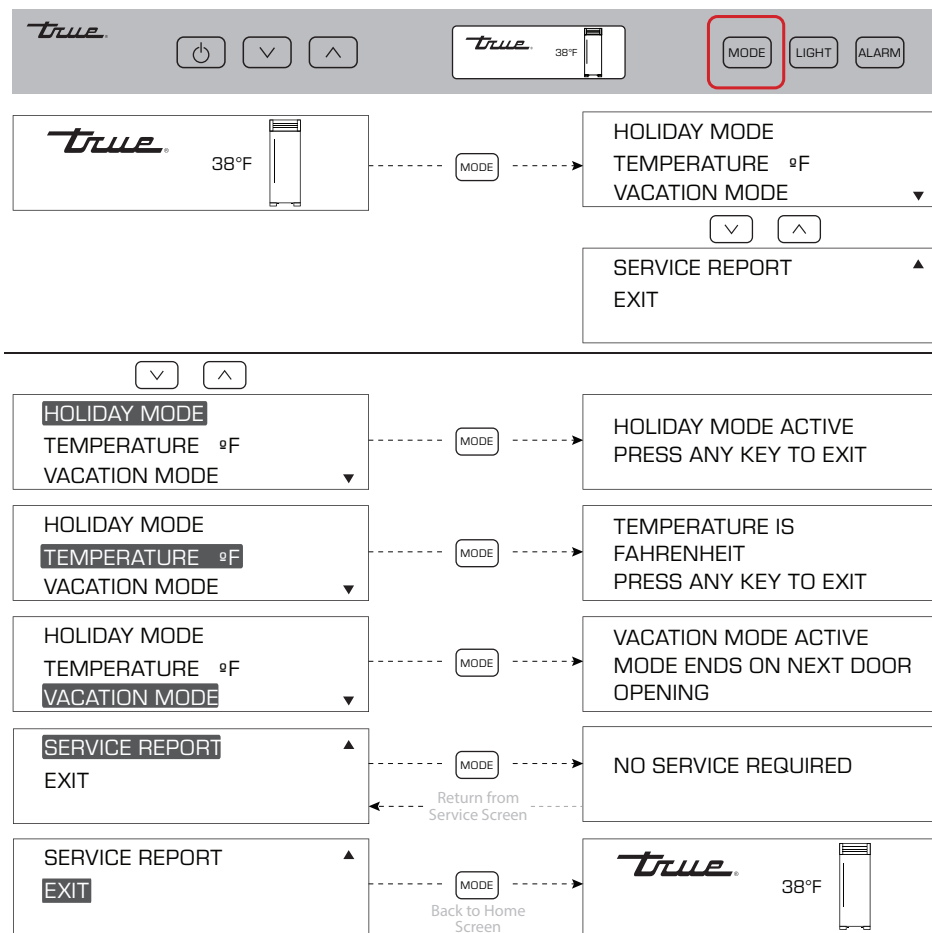
The following holds TRUE in accordance with Star-K requirements:

- Freezer defrosting function switch to a fixed time-based sequence.
- The compartment/zone thermistors detect cut-in and cut-out temperatures (determining factor to start/stop cooling), but there is a random 16-21 second delay before cooling begins/ends.
- The display shows HOLIDAY MODE ACTIVE when the door is closed.

VACATION MODE

Vacation mode is operation optimized for energy savings.

MODE NAVIGATION



SHOWROOM MODE

SHOWROOM MODE DISABLES THE REFRIGERATION SYSTEM. The appliance will not cool or defrost; however, the lighting system and door ajar alarm system function, and the display shows the set points.

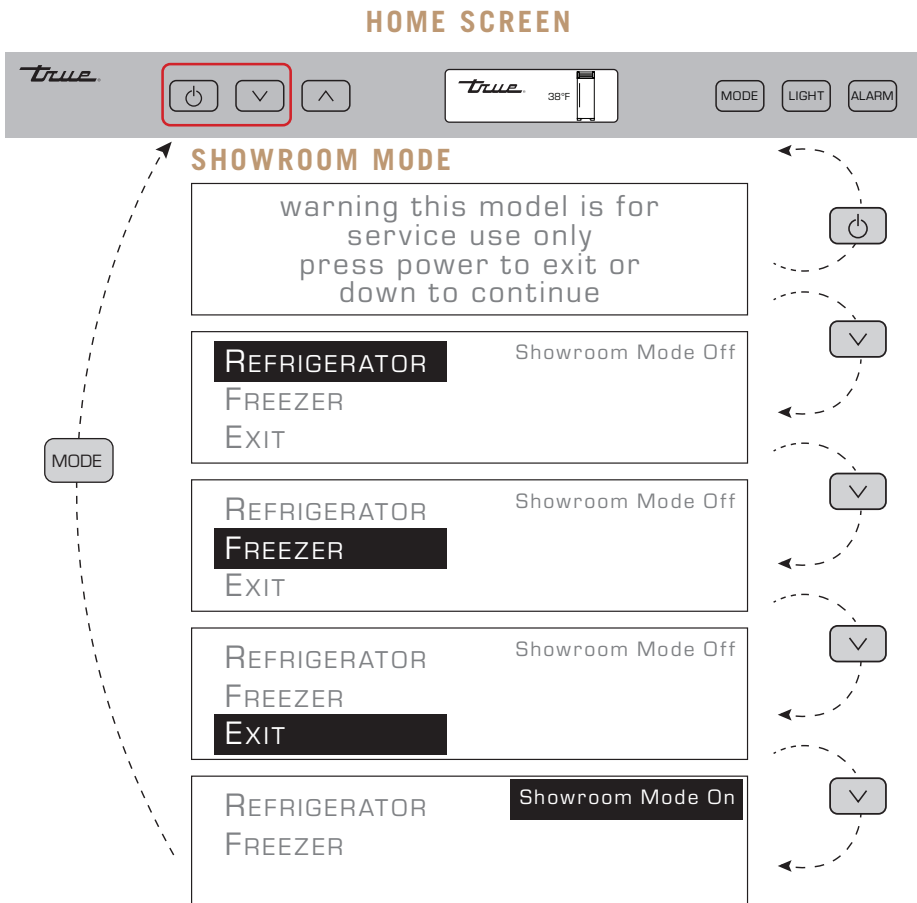
NOTE: ALL MENUS ARE DISPLAY ONLY. ANY SETTING CHANGES WILL NOT AFFECT THE REFRIGERATION SYSTEM'S OPERATION UNTIL SHOWROOM MODE IS OFF.

SHOWROOM MODE ON

1. Press both power and down until the display shows the service warning.
2. Press down.
3. Press down until SHOWROOM MODE OFF is selected.
4. With SHOWROOM MODE OFF selected, press MODE.

SHOWROOM MODE OFF

1. Press both power and down until the display shows the service warning.
2. Press down.
3. Press down until SHOWROOM MODE ON is selected.
4. With SHOWROOM MODE ON selected, press MODE.



ACCENT LIGHTING SYSTEM

All models are equipped with an accent lighting system in the refrigerator/freezer compartment(s).

PROCEDURE

1. Press LIGHT.
2. With the arrow buttons, navigate to the desired menu option.
3. With the desired option selected, press LIGHT to toggle between options.

LIGHT MODE: Interior lights

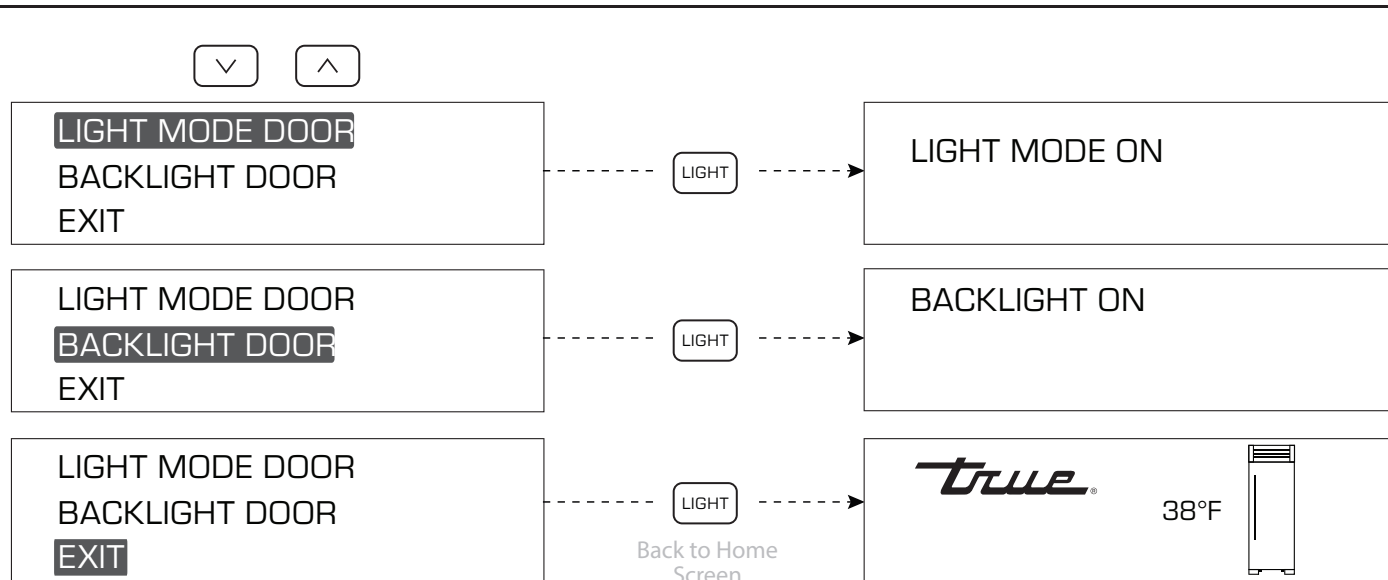
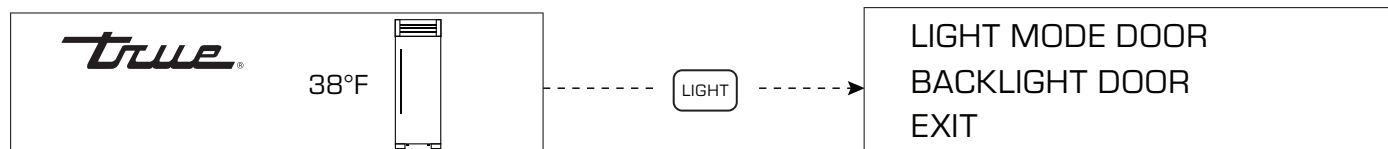
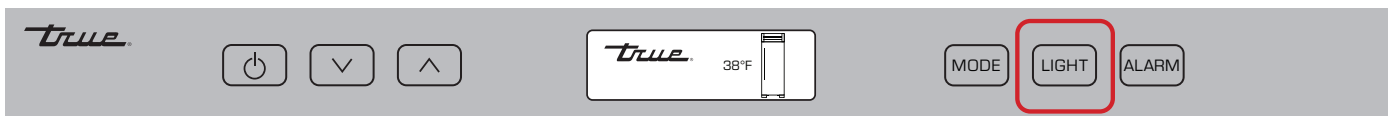
BACKLIGHT: Display

ON mode: Stays illuminated when the door is closed.

NOTE: WHEN IN ON MODE, LIGHTS WILL NOT FADE-UP WHEN THE DOOR OPENS.

DOOR mode: Only illuminates when the door is open.

LIGHT NAVIGATION



ALARM NAVIGATION (DOOR AJAR ALARM FEATURE ON/OFF)

All models are equipped with a door ajar alarm. The door ajar alarm beeps continuously when the door is left open for more than 5 minutes. During a door ajar alarm, the display shows the notification icons.

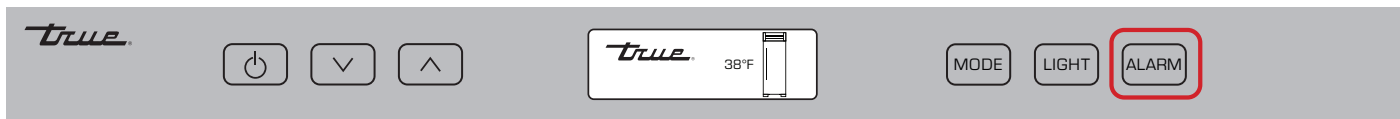
ENABLE

Press ALARM. The display will show DOOR ALARM IS ON.

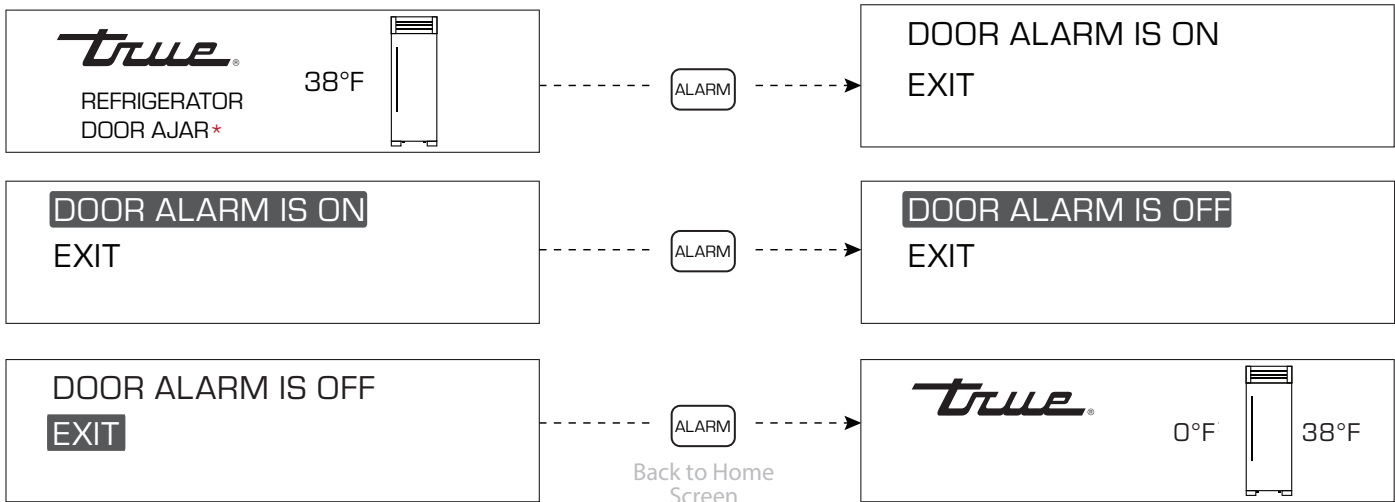
DISABLE

Press ALARM. The display will show DOOR ALARM IS OFF.

ALARM NAVIGATION



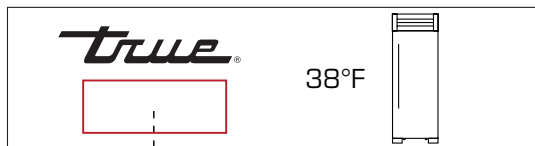
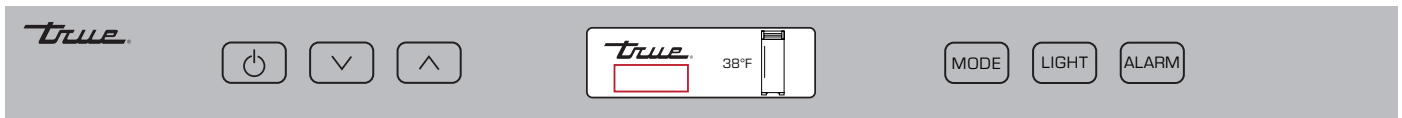
* TO STOP ALARM BUZZER PRESS



NOTIFICATION ALERTS

The following notification alerts may show on the display if the appliance needs attention.

NOTIFICATION ALERTS



- DEFROST
- HIGH TEMP
- SHOWROOM MODE
- COMMUNICATION ERROR
- SERVICE REQUIRED
- DOOR ALARM

ICE MENU NAVIGATION (OPTIONAL ICEMAKER ONLY)

To enter the Ice Menu, press ICE on the user interface. Use the UP and DOWN arrows to navigate between the menu options and use ICE to make a selection. See the diagram below.

The Ice Menu contains three operations:

- Ice Maker: Toggles the icemaker between on/off.
- Max Ice: Increases ice production to up to 2.9 lb (1.3 kg) per day.
- Water Filter Reset: Immediately resets the countdown to change the water filter.

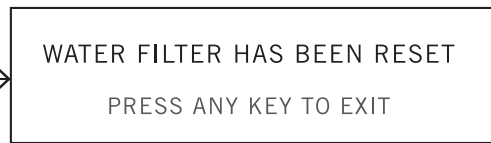


↓ ↑ To change selection (dark highlight/white text).

ICE To toggle ICE MAKER and MAX ICE between ON and OFF. Return to home if EXIT is highlighted.



ICE



ANY KEY

HOME SCREEN



Dual Zone Electronic Control Operation

NOTICE!



- 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**.
- Please note that though the display can show either Fahrenheit or Celsius, in most cases the figures show Fahrenheit.

TURN ON/OFF

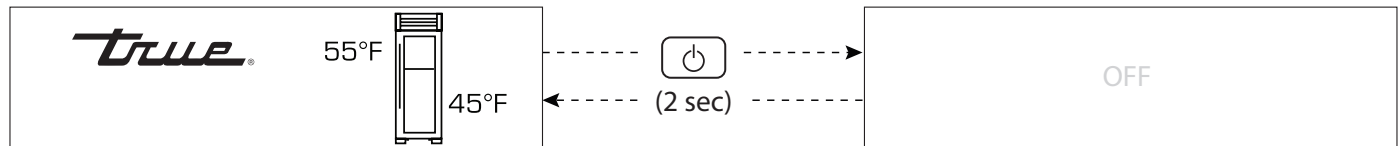
⚠ DANGER!



Electrical shock or burn hazard. Turning the unit off with the power button does not remove the power supply from the control. Unplug the unit or disconnect power.

All units are shipped in **ON** mode. During the initial startup, the unit runs a short power up diagnostic followed by a single audible beep. The lights turn on and temperature readings appear on the display.

HOME SCREEN ON / OFF



TEMPERATURE ADJUSTMENT

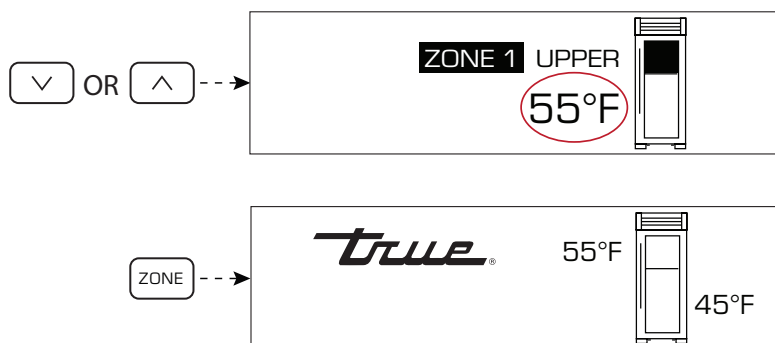
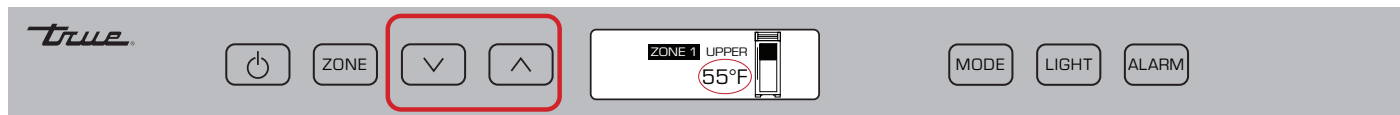
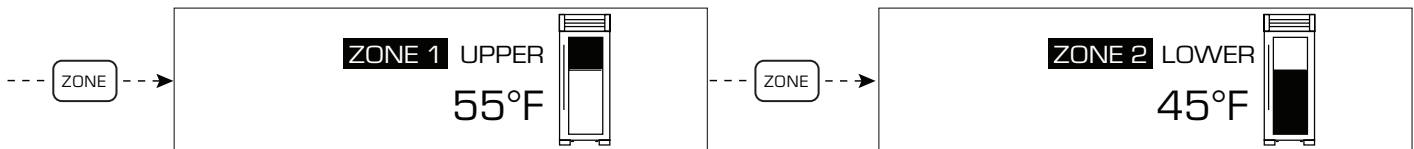
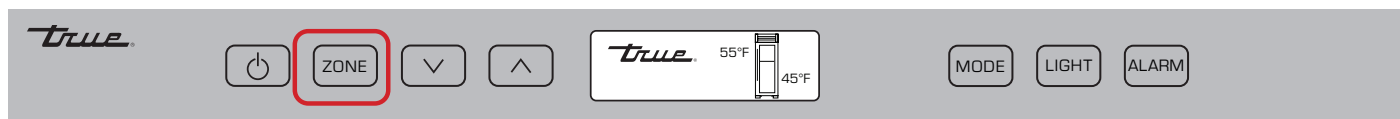
1. Press ZONE until the display selects the desired zone.
2. Press down or up until the display shows the desired set point.

	Default Set Point	Temperature Range
Upper Zone	55°F (12.7°C)	40 - 65°F (4.4 - 18.3°C)
Lower Zone	45°F (7.2°C)	40 - 65°F (4.4 - 18.3°C)

NOTE: A BUTTON PRESS CHANGES THE SET POINT BY 1° AND IS ACCOMPANIED BY AN AUDIBLE BEEP.

3. When the display shows the desired set point, press ZONE or leave the display inactive until the display shows the Home screen.

SET POINT NAVIGATION



UPPER ZONE 55°F / LOWER ZONE 45°F

MODE NAVIGATION

This page explains the following models:

- HOLIDAY Mode
- Temperature Unit Selection Mode
- VACATION MODE

HOLIDAY MODE

NOTE: IN HOLIDAY MODE, SET POINTS CANNOT CHANGE AND MANUAL DEFROST CANNOT INITIATE.

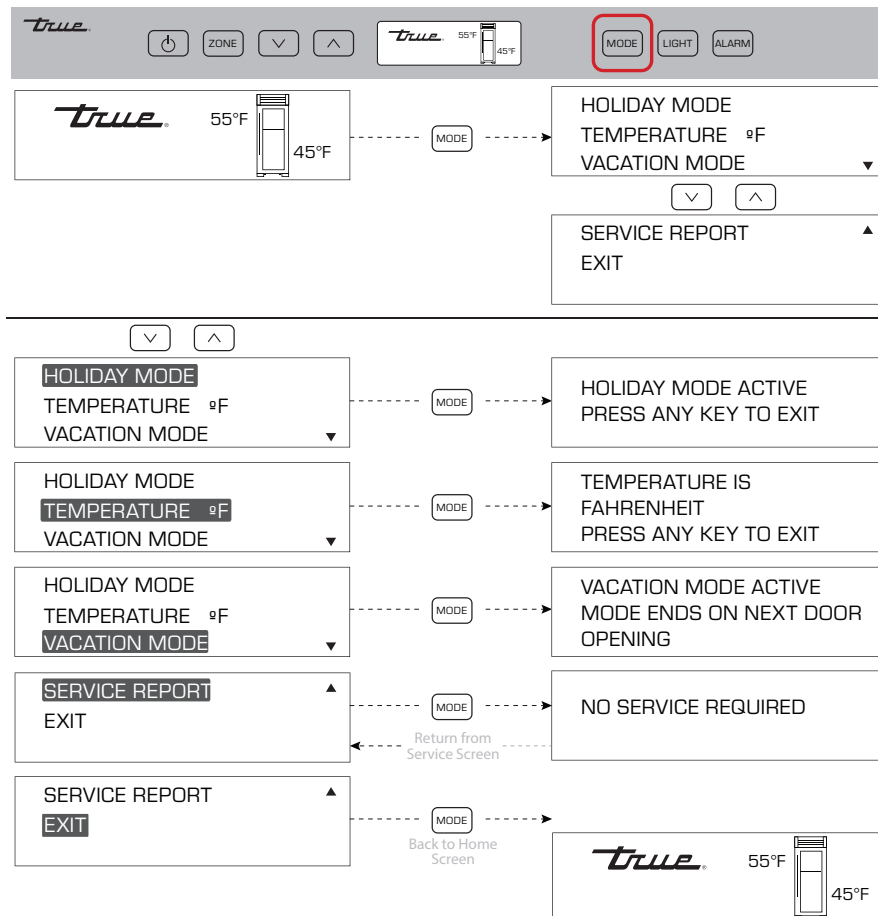
The following holds TRUE in accordance with Star-K requirements:

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- The compartment/zone thermistors detect cut-in and cut-out temperatures (determining factor to start/stop cooling), but there is a random 16-21 second delay before cooling begins/ends.
- The display shows HOLIDAY MODE ACTIVE when the door is closed.

VACATION MODE

Vacation mode is operation optimized for energy savings.

MODE NAVIGATION





SHOWROOM MODE



SHOWROOM MODE DISABLES THE REFRIGERATION SYSTEM. The appliance will not cool or defrost; however, the lighting system and door ajar alarm system function, and the display shows the set points.

NOTE: ALL MENUS ARE DISPLAY ONLY. ANY SETTING CHANGES WILL NOT AFFECT THE REFRIGERATION SYSTEM'S OPERATION UNTIL SHOWROOM MODE IS OFF.

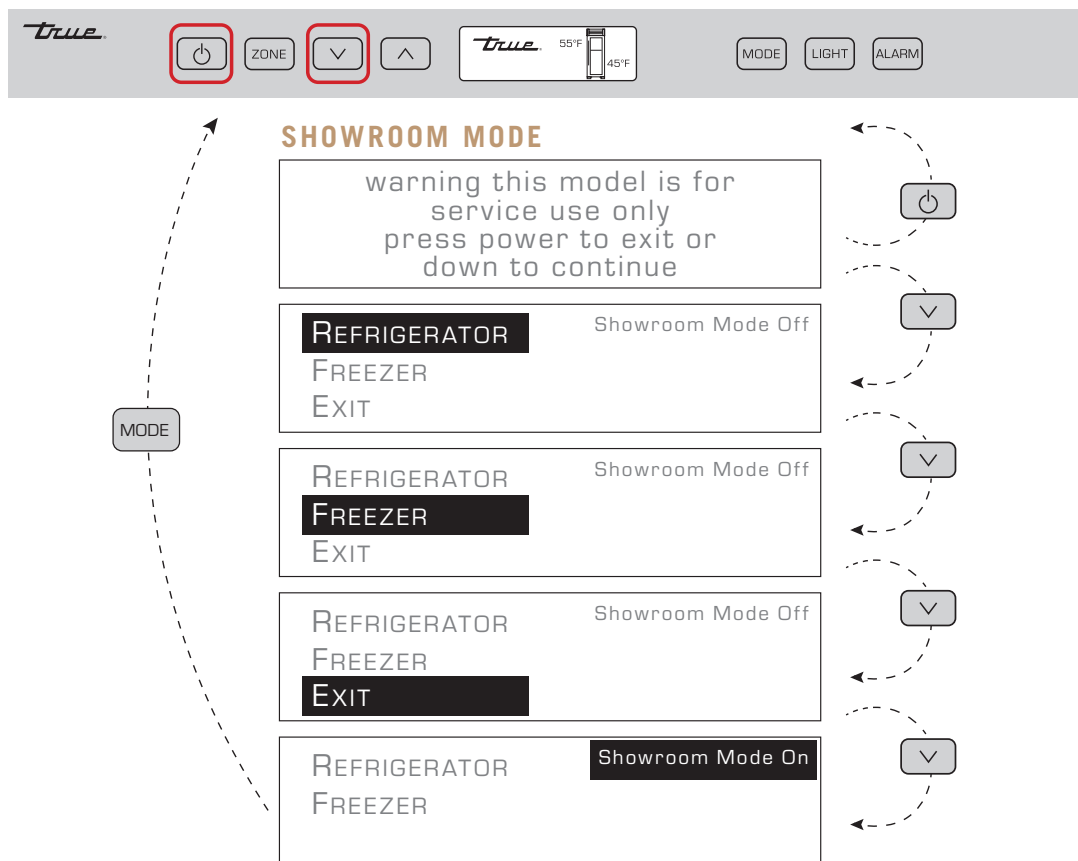
SHOWROOM MODE ON

1. Press both power  and down  until the display shows the service warning.
2. Press down.
3. Press down until SHOWROOM MODE OFF is selected.
4. With SHOWROOM MODE OFF selected, press MODE.

SHOWROOM MODE OFF

1. Press both power  and down  until the display shows the service warning.
2. Press down.
3. Press down until SHOWROOM MODE ON is selected.
4. With SHOWROOM MODE ON selected, press MODE.

HOME SCREEN



ACCENT LIGHTING SYSTEM

All models are equipped with an accent lighting system in the refrigerator/freezer compartment(s).

PROCEDURE

1. Press LIGHT.
2. With the arrow buttons, navigate to the desired menu option.
3. With the desired option selected, press LIGHT to toggle between options.

LIGHT MODE: Interior lights

BACKLIGHT: Display

ON mode: Stays illuminated when the door is closed.

NOTE: WHEN IN ON MODE, LIGHTS WILL NOT FADE-UP WHEN THE DOOR OPENS.

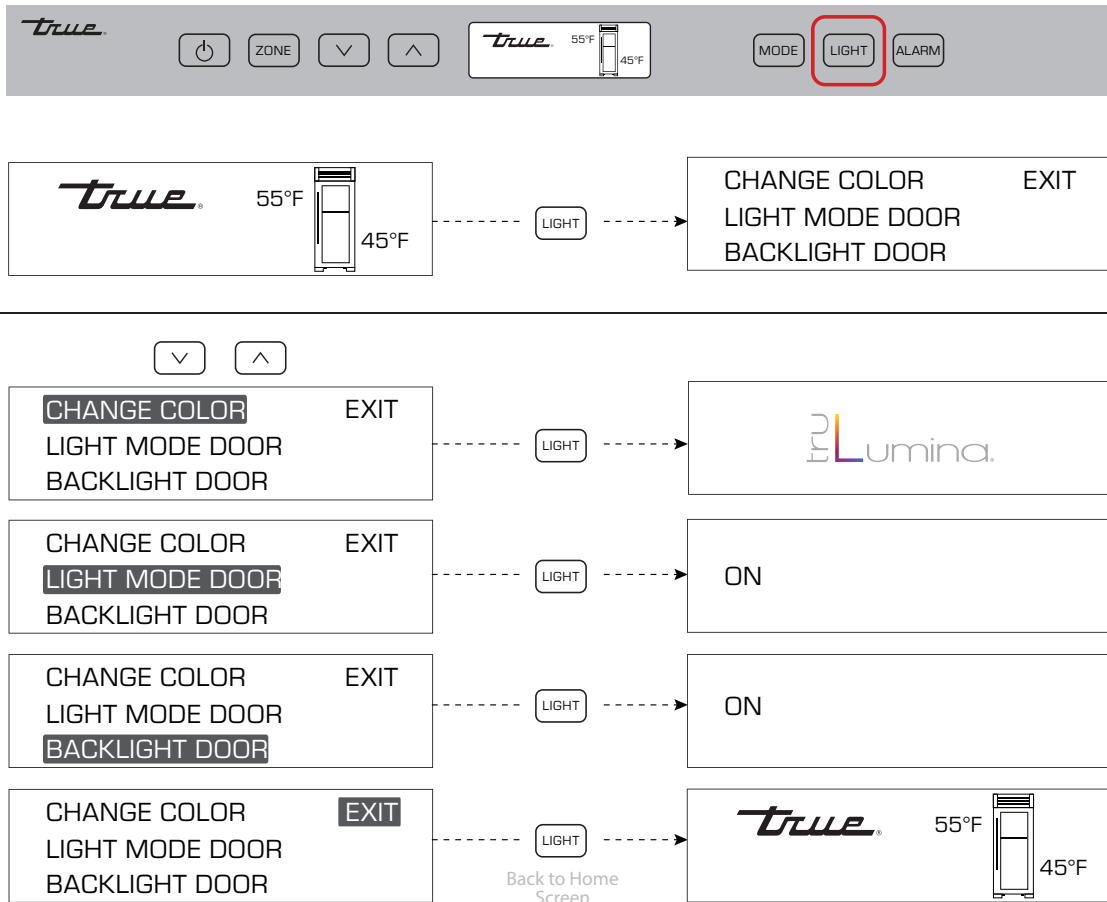
DOOR mode: Only illuminates when the door is open.

CHANGE TRULUMINA® LIGHT COLOR PROCEDURE

1. Press LIGHT until the display shows CHANGE COLOR.
2. With the display showing CHANGE COLOR, press and release LIGHT until the light turns the desired color.



LIGHT NAVIGATION



ALARM NAVIGATION (DOOR AJAR ALARM FEATURE ON/OFF)

All models are equipped with a door ajar alarm. The door ajar alarm beeps continuously when the door is left open for more than 5 minutes. During a door ajar alarm, the display shows the notification icons.

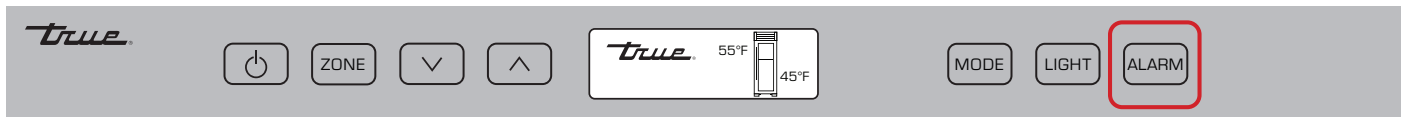
ENABLE

Press ALARM. The display will show DOOR ALARM IS ON.

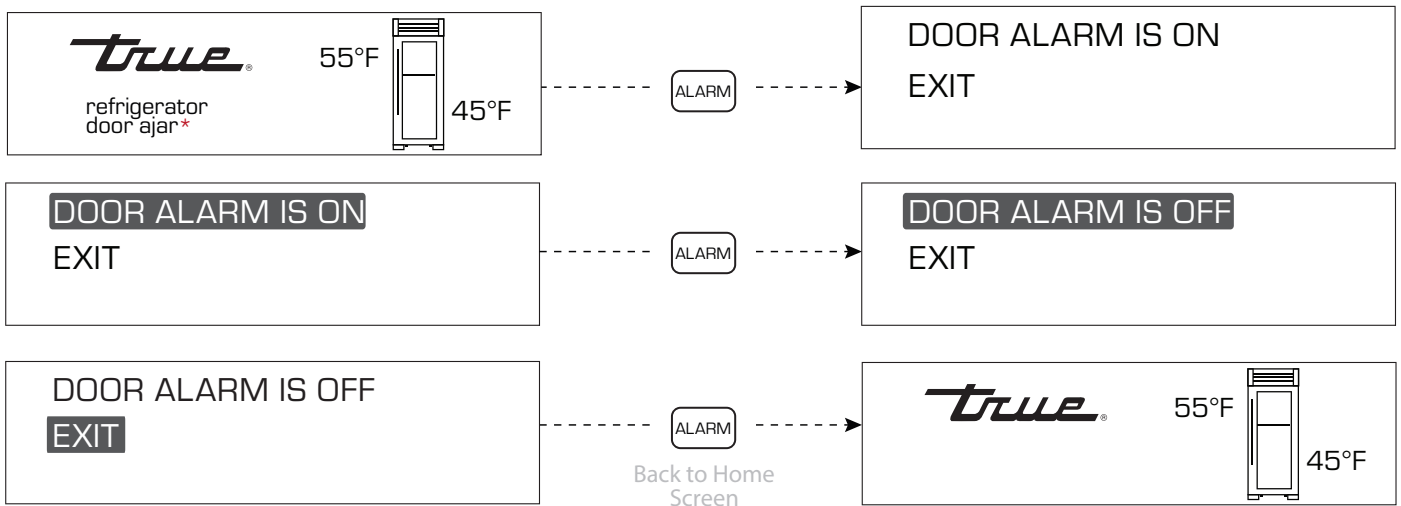
DISABLE

Press ALARM. The display will show DOOR ALARM IS OFF.

ALARM NAVIGATION



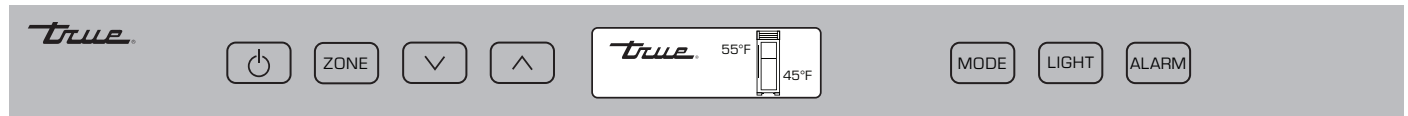
*TO STOP ALARM BUZZER PRESS



NOTIFICATION ALERTS

The following notification alerts may show on the display if the appliance needs attention.

NOTIFICATION ALERTS



- DEFROST
- HIGH TEMP
- SHOWROOM MODE
- COMMUNICATION ERROR
- SERVICE REQUIRED
- DOOR ALARM
- ZONE 1 UPPER HIGH TEMP
- ZONE 2 LOWER HIGH TEMP

Maintenance & Servicing

⚠ DANGER!



Risk of electric shock or burn!

- Powering off an electronic control **DOES NOT remove power from all components**. Unplug the appliance or disconnect power before installation or servicing.
- **DO NOT** clean appliance with a pressure washer or hose.



Flammable refrigerant/insulation used! Have a licensed service provider service your appliance to minimize the risk of possible ignition due to incorrect parts or improper service and to ensure the operator's health and safety.

⚠ WARNING!



- **Only qualified technicians should install and service the appliance.** For assistance locating a refrigeration service technician in your area for installation, servicing or maintenance, please visit our Service Company Locator at <https://www.truefmg.com/support/service-locator>.
- **Turn off and lockout all utilities (gas, electric, water)** according to approved practices during maintenance or servicing.



The appliance owner is responsible for performing a Personal Protective Equipment (PPE) Hazard Assessment and to ensure adequate protection during maintenance and cleaning procedures. **Use appropriate tools**, safety equipment, and PPE during installation and servicing.



Sharp Edges!

- Take care when moving, installing, cleaning, servicing, and maintaining the appliance to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components.
- Stay clear of pinch point areas, such as the space between appliance doors and surrounding cabinetry. Take care closing doors with children nearby.



Crush or cut hazard! Keep clear when uncrating, installing, moving, or servicing the appliance.



Slippery Surfaces! Moisture from improper drainage can create slippery surfaces near the appliance. It is your duty to immediately dry the slippery surface.

ⓘ NOTICE!



- **The appliance owner is responsible** for maintaining the appliance as described in the installation manual. Routine care and maintenance procedures are not covered by TRUE's warranty.

COMPONENT REPLACEMENT

ⓘ USER ACTION!



- **Replace components with original equipment manufacturer (OEM) components** such as those shown in fig. 1. OEM parts minimize the risk of possible ignition due to incorrect parts. TRUE is not responsible for defects or damage caused by parts not approved by TRUE. Warranty will be voided for any damage caused by a non-OEM part.
- **Have a licensed service provider service your appliance** to minimize the risk of possible ignition due to incorrect parts or improper service and to ensure the operator's health and safety.
- **Contact the dealer or our parts department at 844-849-6226 or TrueResidentialParts@truemfg.com** for replacement parts.

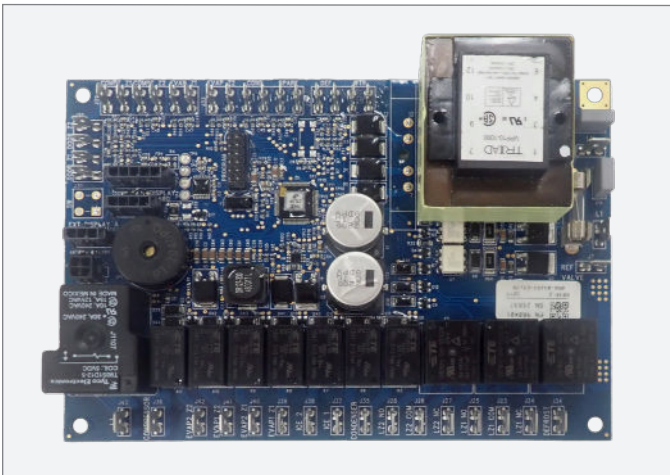


Fig. 1. Example of an OEM part.

INTERIOR ACCESSORIES

All removable interior accessories are dishwasher safe.

CONDENSATION

Leaving the doors and/or drawers open for long periods of time or running a unit with little/no product inside may cause excessive condensation.

APPLIANCE CARE & CLEANING

! USER ACTION!



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 & HARDWARE

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

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.

CONDENSER COIL CLEANING

⚠ DANGER!



Risk of electric shock or burn!

- **Unplug the appliance or disconnect power** before installation or servicing.
- **DO NOT** clean appliance with a pressure washer or hose.

⚠ WARNING!



The appliance owner is responsible for performing a Personal Protective Equipment (PPE) Hazard Assessment and to ensure adequate protection during maintenance and cleaning procedures. **Use appropriate tools**, safety equipment, and PPE during installation and servicing.



Sharp edges! Coil fins are sharp and metal components can have sharp edges. Take care when moving, installing, cleaning, servicing, and maintaining the appliance to avoid cuts.



Risk of eye injury! Airborne dust and debris can cause eye injury. Eye protection recommended.

ⓘ USER ACTION!



- **DO NOT** place any filter material in front of the condenser coil.
- Condenser coils accumulate dirt and debris and require checking every six (6) months or as needed.

ⓘ NOTICE!



Service calls to clean the condenser coil are NOT covered by warranty.

CONDENSER COIL CLEANING (CONT.)

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



REQUIRED TOOLS

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

- Eye Protection
- Gloves
- Stiff-Bristled Brush
- Vacuum

PROCEDURE

1. Unplug the unit or disconnect power.
2. Open the rainshield. **See fig. 1.**
3. With a stiff-bristled brush, carefully clean accumulated dirt from the condenser coil fins. **See fig. 2.**

NOTICE > NEVER brush across the coil fins.

4. Carefully vacuum any dirt around the condensing unit area.
5. Close the rainshield.
6. Restore power and verify operation.



Fig. 1. Opened rainshield.

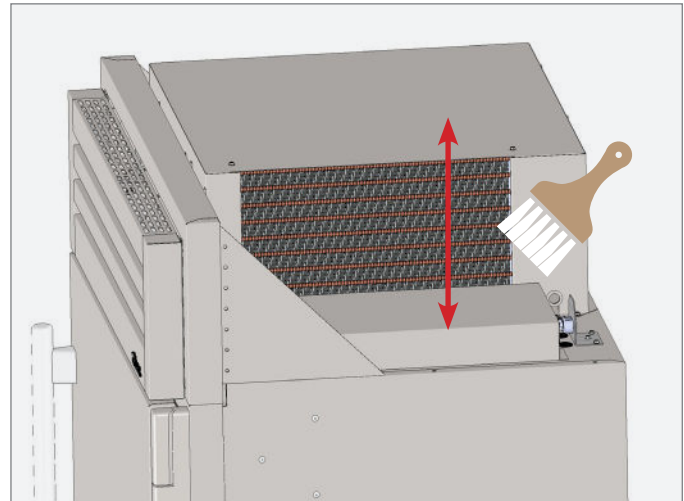


Fig. 2. Never brush across coil fins.

DOOR HANDLE TIGHTENING

REQUIRED TOOLS

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

- 3/32" Allen Wrench
- Phillips Screwdriver

PROCEDURE

1. With a 3/32" Allen wrench, loosen (DO NOT REMOVE) the handle base set screws. **See fig. 1.**
2. Remove the handle assembly from the door.
3. With a Phillips screwdriver, carefully tighten the handle screws. **See fig. 2.**

NOTICE > DO NOT overtighten.

4. Position the handle assembly on the door. Then, carefully tighten the handle base set screws.

NOTICE > DO NOT overtighten.

5. Verify the handle does not move.

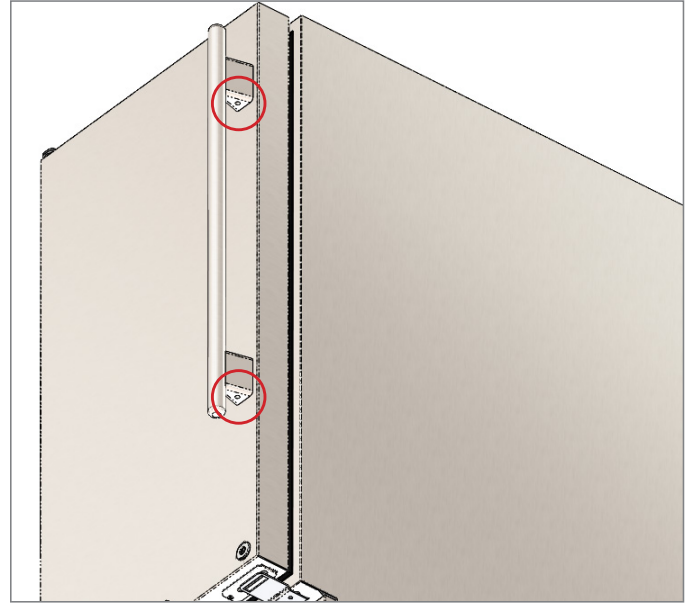


Fig. 1. Handle base set screw location.

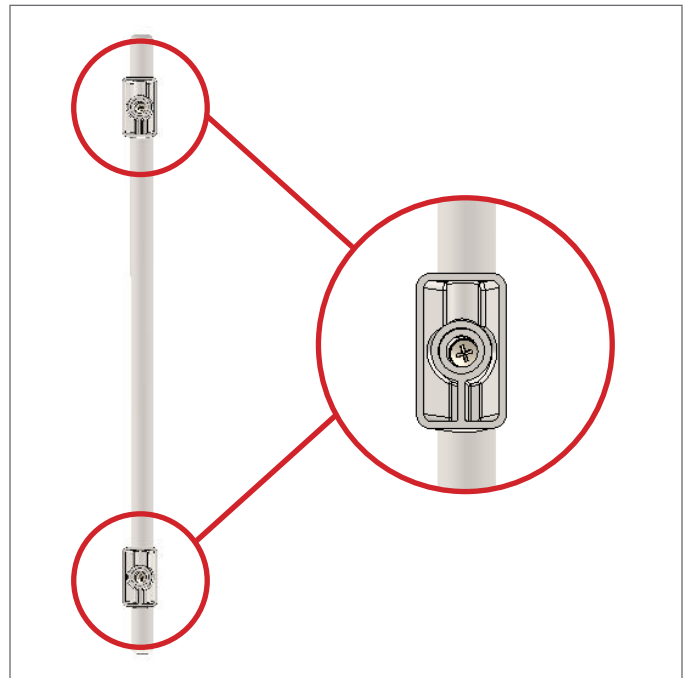


Fig. 2. Handle screws.

DOOR REMOVAL

⚠ WARNING!



Sharp edges! Take care when moving, installing, cleaning, servicing, and maintaining the appliance to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components. Gloves recommended.



Personal injury hazard! Cut or crush hazard! Doors are heavy. Always use proper lifting techniques. Be prepared to support the door's weight. Do not lift or support the door by the handle.

📢 NOTICE!



If the appliance is equipped with a 90° doorstop, open/hold the door 45° from the opening.

REMOVAL

1. Open the rainshield. **See fig. 1.**
2. Remove the hinge covers. **See fig. 2.**
3. Open the door 90°.
4. Carefully lift the door from the hinge bases. **See fig 3.**

NOTICE > DO NOT lift the door by the handle.

INSTALLATION

1. Open the rainshield. **See fig. 1.**
2. Hold the door 90° to the door opening. **See fig. 3.**

NOTICE > DO NOT lift the door by the handle.

3. Align the hinge posts with the hinge bases. Then, lower the door into place.
4. Reinstall the hinge covers.
5. Close the rainshield.



Fig. 1. Open the rainshield.



Fig. 2. Remove the hinge covers.



Fig. 3. Remove the door.

WATER FILTER REPLACEMENT (TR-FZ-IM)

⚠ WARNING!



Sharp edges! Take care when moving, installing, cleaning, servicing, and maintaining the appliance to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components. Gloves recommended.



Choking hazard! Small parts. Keep away from children under 8 years.

📢 USER ACTION!



Before consuming ice, discard the first full bin of ice (48 hours). This flushes the system of impurities.

📢 NOTICE!



Water filter notifications still occur even if the water filter is not installed.



The water filter has a life expectancy of 300 gal (1,136 L) or six months. When the water filter reaches the end of its life, the control display shows WATER FILTER.

To order a replacement water filter, go to: <https://store.trueresidential.com/collections/maintenance-1/products/full-size-models-replacement-water-filter> or contact our parts department at **844-849-6226** or TrueResidentialParts@TrueMfg.com.

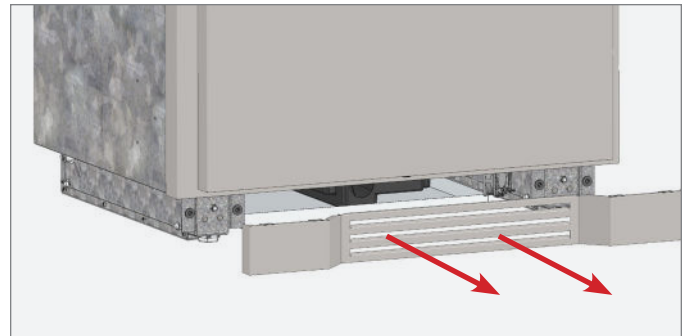


Fig. 1. Pull the kickplate from the cabinet.

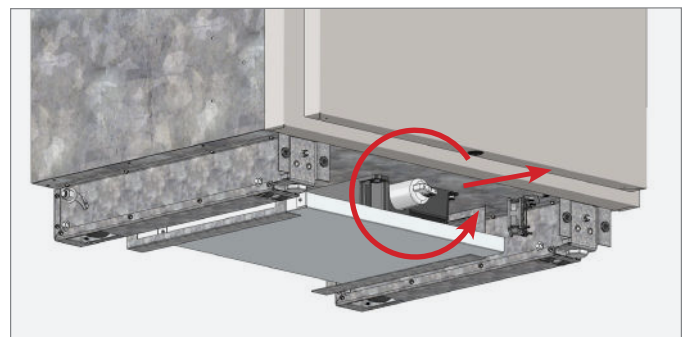


Fig. 2. Rotate the existing water filter counterclockwise.

PROCEDURE

1. Remove the kickplate from its magnets.
See fig. 1.
2. Rotate the water filter counterclockwise (see fig. 2) until the handle arrows (see fig. 3) are vertical. Pull the water filter from the filter receptacle.

NOTICE > Residual water may be present.
Clean any water spills immediately.

Continued >

WATER FILTER REPLACEMENT (CONT.)

1. Locate the replacement water filter.
2. Remove the outer packaging and water filter cap.
See fig. 4.
3. Inspect the water filter head and o-rings for damage. **See fig. 5.**

Continued >

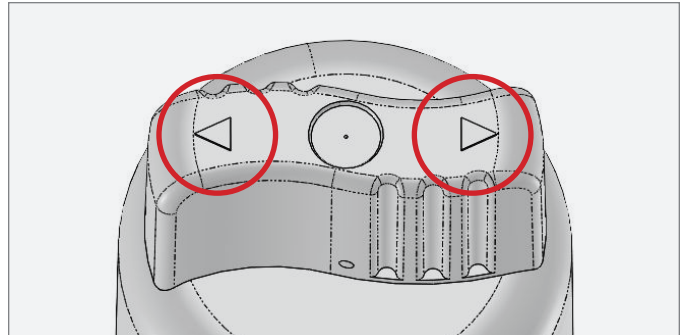


Fig. 3. Water filter handle arrow locations.



Fig. 4. Sanitary cap over water filter head.



Fig. 5. Undamaged water filter head (A) vs. a damaged water filter head (B).

WATER FILTER REPLACEMENT (CONT.)

1. With the handle arrows vertical, insert the water filter into the filter receptacle. **See fig. 6.**
2. Rotate the water filter clockwise until the filter stops turning. **See fig. 6 and 7.**

NOTICE > The handle arrows should be slightly beyond horizontal. **See fig. 7.**

3. Press and hold the test button* on the icemaker (see fig. 8) for 5-10 sec. Then, check the water filter area for leaks. If leaks are detected, repeat step 7.

NOTICE > Be sure the ice bin is in place to catch the tray contents.

4. Reinstall the kickplate.
5. Reset the filter reminder per “Ice Menu Navigation” (pg. 60).
6. Before consuming ice, discard the first full bin of ice (48 hours). This flushes the system of impurities.

*The test button cycles the icemaker. The ice tray will fill with water. Please note if the button is pressed and held multiple times, the tray will empty into the appliance. Make sure the ice bin is in place to catch the tray contents.

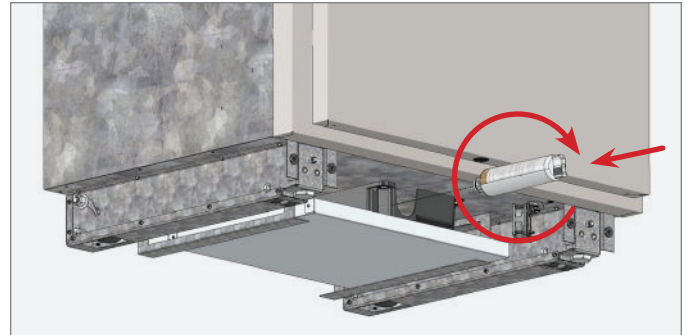


Fig. 6. Insert the water filter and rotate it clockwise.

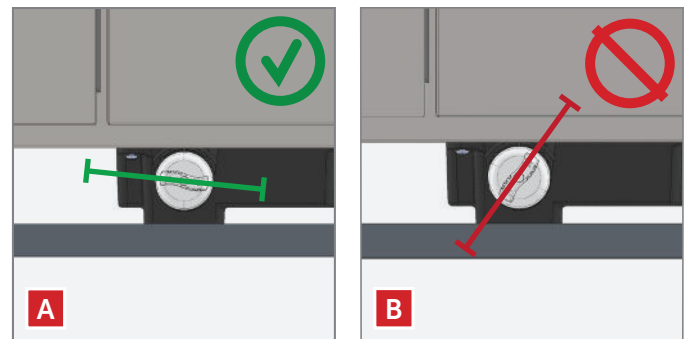


Fig. 7. Correct install (A) vs. incorrect install (B).



Fig. 8. Test button located on underside of icemaker by the TRUE logo.

ICEMAKER TROUBLESHOOTING

Please see the table below to troubleshoot some common problems with ice production. If your issue is not resolved, please contact True Residential Technical Support at **844-746-9423** or **TrueResidentialService@TrueMfg.com**.

Icemaker Troubleshooting	
No ice	<ul style="list-style-type: none"> • Verify the water filter is installed if not bypassed due to a water filtration system, reverse osmosis (RO) or water softener. • Verify water is being supplied to the unit • Verify the icemaker is on at the display and on the icemaker itself (see fig. 1) and has been running for at least 24 hours • Verify the ice bin is positioned correctly • Verify the freezer temperature is near 0°F (-17.8°C) • Verify the water filter has been replaced within the last 12 months and has been installed correctly
Black flecks in the ice cubes	Stop use and contact True Residential Technical Support
Bad taste	<ul style="list-style-type: none"> • Defrost the freezer and clean with soap and water • Place coffee grounds or charcoal briquettes in the freezer to absorb odor
Hollow cubes	Clean the condenser coil. Contact True Residential Technical Support if the issue is unresolved.

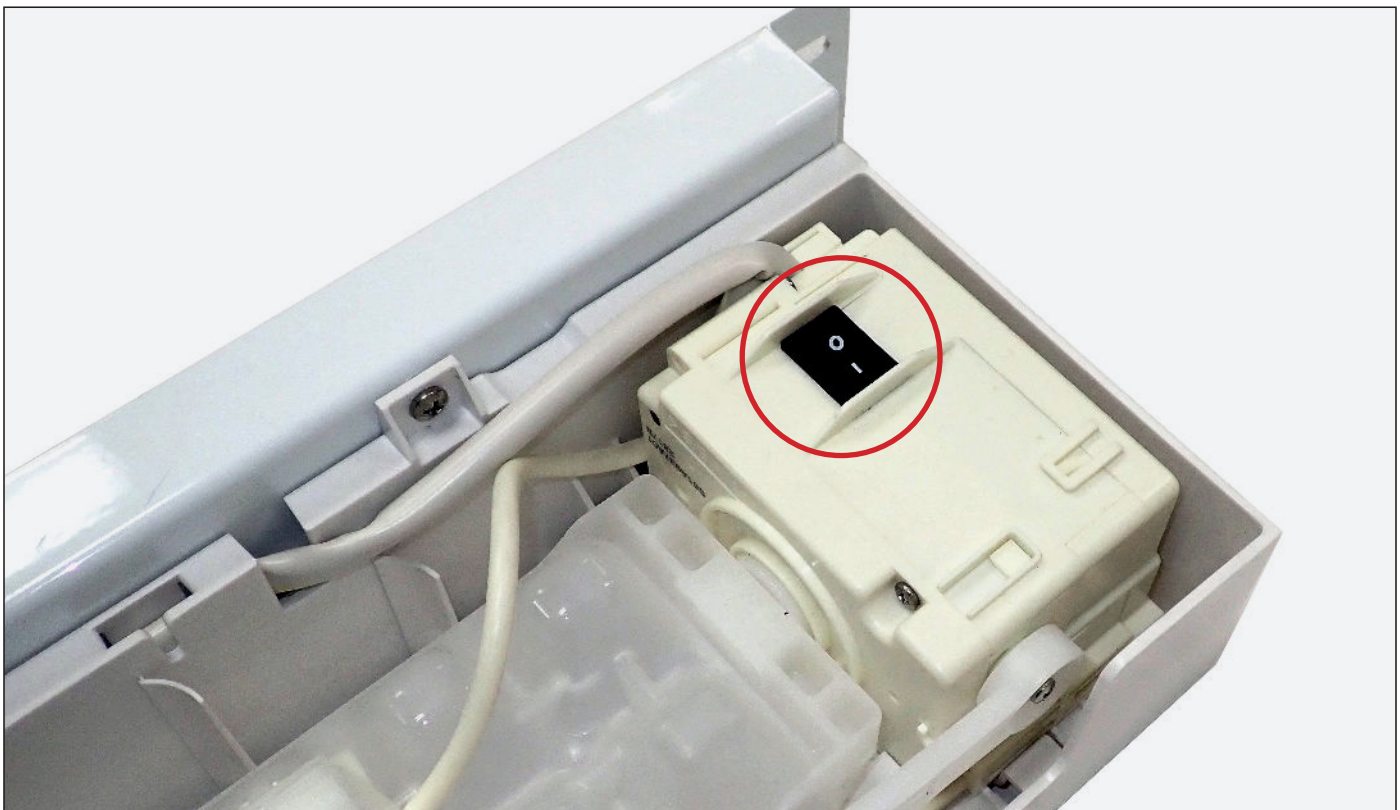


FIG. 1. Off/on switch on the bottom of the icemaker near the TRUE logo.

SERIAL LABEL LOCATION

The serial label is located on the...

Refrigerators: left wall near the upper drawer

Freezers: left wall near the wire basket

Dual-Zones: Upper left wall

This label contains important information such as your model name and serial number. Please have this information on hand when contacting True so we can better assist you with your service- or parts-related inquiries. See figs. 1 and 2.

CONTACT INFORMATION

Please have your model name and serial number ready when contacting True so we can better assist you with your service- or parts-related inquiries.

CUSTOMER SERVICE DEPARTMENT

888-616-8783

info@true-residential.com

WARRANTY DEPARTMENT

844-849-6179

TrueResidentialWarranty@truemfg.com

TECHNICAL SUPPORT DEPARTMENT

844-746-9423

TrueResidentialService@truemfg.com



Fig. 1. Refrigerator and freezer serial label location.



Fig. 2. Dual zone serial label location.

Warranty

To view and download the warranty information for USA and Canada please scan the QR code below.



CONTACT US

true-residential.com

636.240.2400 | toll free 888.616.8783

