



True Caliber Limited Warranty Statement

LIMITED 30-DAY COSMETIC WARRANTY

Stainless steel doors, handles, and shelves are warranted to be free from defective materials or workmanship for a period of thirty (30) days from the date of original retail purchase. Any defects must be reported to the selling dealer within thirty (30) days from the date of original retail purchase. This limited warranty excludes any type of freight / concealed damage.

THREE-YEAR PARTS & LABOR WARRANTY *FOR UNITS PURCHASED AFTER FEB 1, 2013

True Caliber warrants to the original purchaser of every new True Caliber refrigerated unit, the cabinet and all parts thereof, to be free from defects in material or workmanship under normal and proper use and maintenance as specified by True Caliber and upon proper installation and start-up in accordance with the instruction packet supplied with each True Caliber unit. True Caliber's obligation under this warranty is limited to a period of three (3) years from the date of original installation or thirty six (36) months after shipment date from True Caliber, whichever occurs first. Contact True Caliber Warranty regarding warranty for installations in a commercial/light commercial application.

SIX-YEAR SEALED SYSTEM WARRANTY – PARTS & LABOR *FOR UNITS PURCHASED AFTER FEB 1, 2013

True Caliber warrants its hermetically sealed system: compressor, evaporator coil, condenser coil, drier, metering device and connecting tubing to be free from defects in both material and workmanship under normal and proper use and maintenance service for a period of six (6) years from the date of original installation but not to exceed six (6) years and three (3) months after shipment from the manufacturer, whichever occurs first.

SEVEN THROUGH TWELVE-YEAR SEALED SYSTEM WARRANTY – PARTS ONLY

For units shipped from True Caliber after Feb 1, 2017 and REGISTERED via True Caliber's Product Registration Page – True Caliber warrants its hermetically sealed system: compressor, evaporator coil, condenser coil, drier, metering device and connecting tubing to be free from defects in both material and workmanship under normal and proper use and maintenance service period of twelve (12) years from the date of original installation but not to exceed twelve (12) years and three (3) months after shipment from the manufacturer, whichever occurs first. Product must be registered with True Caliber within twelve (12) months of the unit's installation to qualify for this warranty. Factory seconds, ADA models, and clear Ice machines are excluded from this warranty.

DISPLAY PRODUCTS

True Caliber Products on showroom display that are sold more than 3 years (36 months) from the invoice date to the dealer carry a one (1) year parts and labor warranty, and five (5) year parts-only sealed system warranty. TRUE Residential Products on showroom display sold more than 6 years (72 months) from TRUE's invoice date to the dealer are not covered under any TRUE warranty and are sold "AS-IS."

TERMS APPLICABLE TO EACH WARRANTY

Any part covered under the above warranties that is determined by True Caliber to have been defective within the time frame is limited to parts and labor for the repair or replacement of defective parts or assemblies. The labor warranty shall include standard straight time labor charges during normal business hours only and reasonable travel time, as determined by True Caliber. Only units purchased through an authorized True Caliber dealer qualify for warranty coverage.

WARRANTY CLAIMS

All claims for labor or parts must be made directly through True Caliber. All claims should include: model number and serial number of cabinet, proof of purchase, and date of installation. In case of warranted compressor, the compressor model tag must be returned to True Caliber along with the above listed information.

WHAT IS NOT COVERED BY THIS WARRANTY

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) installation; (d) improper use; (e) failure to follow the product instructions or to perform any preventive maintenance; (f) modifications or alterations; (g) neglect; (h) unauthorized repair; (i) failure to comply with any applicable state or local electrical, plumbing or building codes; (j) normal wear and tear; or (k) external causes such as accidents, abuse, act of God, or other actions or events beyond our reasonable control. This warranty does not cover, and TRUE-CALIBER is not responsible, for: (i) parts or labor required to dismantle or reinstall a fixed infrastructure or decorative trim for a repaired or replaced product built into a custom installation or any damages caused to such infrastructure or decorative trim by such removal/reinstallation; (ii) costs of permits or rental or hiring of any special equipment (e.g., cranes) to reach a product that is not freely accessible; or (iii) travel time and expenses to reach isolated geographic locations (defined as locations not within a 50-mile radius of a TRUE CALIBER Authorized Service Agent or requiring a travel distance or two hours of travel time both ways or any locations that require plane, train, boat, or ferry to reach) or reasonably inaccessible, hazardous, threatening, or treacherous locale or environment; under such conditions upon the product owner's request, TRUE CALIBER will pay to ship parts to the nearest authorized service provider and standard labor time but any additional fees charged by the authorized service provider to perform repairs are the responsibility of the product owner. This warranty does not cover failures related to the water supply, problems in the plumbing going to the unit, or external drain line malfunctions. Only connect your ice machine to a potable water supply. Also not covered are failures resulting from ambient conditions that are outside the limits specified in the owner's manual.





TRUE CALIBER LIMITED WARRANTY STATEMENT

WARRANTY IS NOT TRANSFERABLE

This warranty is not assignable and applies only in favor of the original purchaser/user to whom delivered. Any such assignment or transfer shall void the warranties herein made and shall void all warranties, express or implied, including any warranty or merchantability or fitness for a particular purpose.

IMPROPER ELECTRICAL CONNECTIONS

True Caliber is not responsible for the repair or replacement of failed or damaged components resulting from electrical power failure, high or low voltage, power surges, use of extension cords, or improper grounding of the unit.

REMEDY LIMITATIONS / NO CONSEQUENTIAL DAMAGES

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

THE REMEDIES DESCRIBED IN THIS WARRANTY STATEMENT ARE THE SOLE AND EXCLUSIVE REMEDIES AND TRUE CALIBER'S ENTIRE LIABILITY FOR ANY BREACH OF THIS LIMITED WARRANTY. TRUE CALIBER'S LIABILITY SHALL UNDER NO CIRCUMSTANCES EXCEED THE ACTUAL AMOUNT PAID FOR THE DEFECTIVE PRODUCT, NOR SHALL TRUE CALIBER UNDER ANY CIRCUMSTANCES BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, SPECIAL OR PUNITIVE DAMAGES OR LOSSES, WHETHER DIRECT OR INDIRECT, INCLUDING WITHOUT LIMITATION, LOSSES OR DAMAGES ARISING FROM FOOD OR PRODUCT SPOILAGE CLAIMS WHETHER OR NOT ON ACCOUNT OF REFRIGERATION FAILURE.

LIMIT ON IMPLIED WARRANTIES

TRUE CALIBER'S LIMITS THE DURATION AND REMEDIES OF ALL IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE TO THE DURATION OF THIS EXPRESS LIMITED WARRANTY STATEMENT.

YOUR RIGHTS UNDER STATE LAW

This warranty gives you specific legal rights and you may have other rights that vary from state to state. Some states do not allow the exclusion or limitation of consequential damages or a limitation on how long an implied warranty lasts, so the above exclusion or limitation may not apply to you.

ENVIRONMENTAL ATTRIBUTES

Any and all environmental attributes, including environmental offset credit rights, with respect to True Caliber refrigeration units manufactured after September 1, 2015, shall remain the property of TRUE Manufacturing Co., Inc. and are not transferred.

OUTSIDE U.S. / U.S. TERRITORY PUERTO RICO / CANADA

This warranty does not apply to, and True Caliber is not responsible for, any warranty claims made on products sold or used outside the country where the product was purchased. Products must be purchased from a dealer of their respective country where the unit will be installed for warranty to apply.

SUBMIT WARRANTY CLAIMS TO:

TRUE MANUFACTURING CO., INC.
2001 East Terra Lane
O'Fallon, MO 63366
WarrantyClaims@True-Caliber.com

