



# True Caliber Limited Ice Machine Warranty Statement

## LIMITED 30-DAY COSMETIC WARRANTY

Stainless steel doors and handles are warranted to be free from defective materials and 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

True Caliber warrants to the original purchaser of every new True Ice® machine, the cabinet and all parts thereof, to be free from defects in material and 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-nine (39) months after shipment date from True Caliber, whichever occurs first. Contact the True Caliber Warranty regarding warranty for installations in a commercial/light commercial application.

## SIX-YEAR SEALED SYSTEM WARRANTY – PARTS & LABOR

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.

## DISPLAY PRODUCTS

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

## TERMS APPLICABLE TO EACH WARRANTY

Any part covered under the aforementioned warranties that is determined by True Caliber to have been defective within the time frame is limited to the repair or replacement, including labor charges, of defective parts or assemblies. The labor warranty shall include standard straight time labor charges 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 product serial number of ice machine, proof of purchase, and date of installation. In case of warranted compressor, the compressor model tag, or picture of tag must be returned to True Caliber along with the above listed information. Warranty labor claim is subject to denial if failed part is requested for return and it is not returned.

## WHAT IS NOT COVERED BY THIS WARRANTY

This limited warranty does not cover any damage due to: (a) transportation; (b) storage; (c) installation; (d) improper use; (e) failure to follow the product instructions or to perform any preventive maintenance; (f) modifications or alterations; (g) neglect; (h) unauthorized repair; (i) 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 also 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.

## 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.





## TRUE CALIBER LIMITED ICE MACHINE WARRANTY STATEMENT

**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.

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 ICE LOSS OR ICE REPLACEMENT COSTS, NORMAL MAINTENANCE, AFTER-INSTALL ADJUSTMENTS OR CLEANING OF WATER DAMAGE CLAIMS, WHETHER OR NOT ON ACCOUNT OF SYSTEM FAILURE.

**LIMIT ON IMPLIED WARRANTIES**

TRUE CALIBER 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 these exclusions or limitations may not apply to you.

**ENVIRONMENTAL ATTRIBUTES**

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

**PRIVACY**

As of January 2026 - Your True clear ice machine is equipped with smart technology that transmits limited usage performance and activity data (UPAD)—such as performance metrics, operating status, and diagnostic information—to us here at True. This data is used solely to enable True to provide you with faster service and support, and assists with continual product improvements.

No personal data or personally identifying information is collected as part of the UPAD from your True clear ice machine. The UPAD collected is limited to the functioning of your True clear ice machine. Only upon your registration of your True clear machine is your True clear ice machine UPAD associated with your personal data or personal information. For more details, please refer to our [Privacy Policy](#).

**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](mailto:WarrantyClaims@True-Caliber.com)

