



## TRUE RESIDENTIAL®

15 INCH AND 24 INCH UNDERCOUNTER  
INSTALL GUIDE AND USER'S MANUAL  
"B" & "C" REVISIONS



PRESERVE THE MOMENT®

THANK YOU

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FOR YOUR PURCHASE

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## INSTALLATION CHECKLIST

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To ensure a proper installation, this checklist should be completed to ensure that no part of the process has been overlooked.

- Have all packaging materials been removed?
- Have the anti-tip brackets been installed securely and are they properly engaging the unit?
- Is the unit leveled properly with all leveling legs making contact with the floor? Has the toe kick been installed?
- Has door stop been installed (if needed)?
- Are panels attached securely and properly aligned? (Overlay cabinets only).
- Does the customer understand the unit's operation?
- Has the customer been given the key and literature package?
- Have stainless steel surfaces been inspected for any imperfections? This is to be done by the authorized True dealer or installer with the customer, upon completion of installation. Stainless steel doors, handles and shelves are covered by a limited 30-day warranty for cosmetic defects.
- Is the unit operating properly? If not, is the unit plugged in? Is the control turned on?

OWNERSHIP

SAFETY PRECAUTIONS

DISPOSAL OF THE OLD REFRIGERATOR

UNCRATING

ELECTRICAL SPECIFICATIONS

OUTDOOR USE

INSTALLATION SPECIFICATIONS



PRESERVE THE MOMENT®

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

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

## OWNERSHIP

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To ensure that your unit works properly from the first day, it must be installed properly. We highly recommend a trained refrigeration mechanic and electrician install your True equipment. The cost of a professional installation is money well spent.

Before you start to install your TRUE unit, carefully inspect it for freight damage. If damage is discovered, immediately file a claim with the delivery freight carrier.

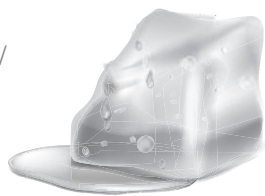
TRUE is not responsible for damage incurred during shipment.

For any questions about installation, please contact your True dealer or True Residential Technical Service at **844-746-9423** or **TrueResidentialService@TrueMfg.com**. Please have your model and serial number available.

## NOTICE TO CUSTOMER

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



## OUTDOOR USE

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All True undercounter units are rated for outdoor use.

- In regions with high dewpoints or humidity, condensation may appear on the glass and around gasket seals. For best operation, keep the unit fully stocked with product.

- In areas where the ambient temperature regularly exceeds 95°F (35°C), vent the rear of the rough opening for optimum performance. Recommended vent size is 4" x 10" (102 mm x 254 mm).
- For the best operation, install your True unit with your outdoor bar/kitchen countertop covering the door or drawer gasket (flush install). The rough opening should be at least 24" (606.6 mm) deep.

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

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

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

## REFRIGERANT SAFETY & WARNING INFORMATION

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See the serial label inside the cabinet for the units refrigeration type. For Hydrocarbon Refrigeration (R-600A only), see below:



**DANGER** – Risk of fire or explosion.

Flammable refrigerant used. DO NOT use mechanical devices to defrost refrigerator. DO NOT puncture refrigerant tubing; follow handling instructions carefully. To be repaired only by trained service personnel.



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



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

## BASIC SAFETY & WARNING PRECAUTIONS

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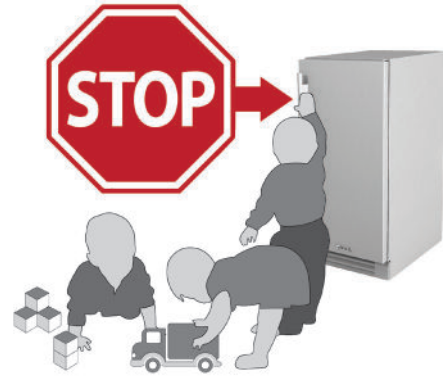
- Take care during operation, maintenance or repairs to avoid cuts or pinching from any part/component of the cabinet.
- Units may pose a tipping hazard while uncrating, during installation, or when moving the unit.
- Ensure the unit is properly installed and located in accordance with the Installation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

- **DO NOT** use electrical appliances inside the food storage compartments of the units unless the appliances are of the type recommended by the manufacturer.

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

## CABINET DISPOSAL WARNING

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### DANGER! RISK OF CHILD ENTRAPMENT

## PROPER DISPOSAL OF THE CABINET

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Child entrapment and suffocation are not problems of the past. Junked or abandoned refrigerators are still dangerous, even if they will sit for "just a few days." If you are getting rid of your old refrigerator, please follow the instructions below to help prevent accidents.

### Before throwing away your old refrigerator or freezer:

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



### **DANGER** – Risk of fire or explosion.

Flammable insulation and/or refrigerant used. Dispose of all in accordance with local and federal regulations. Follow all safety precautions.

# UNCRATING

## REQUIRED TOOLS

- Cutting utensil (utility knife)
- Hammer
- Crowbar
- Phillips head screwdriver

The following procedure is recommended for uncrating the unit:

### MOVE YOUR UNIT AS CLOSE TO THE FINAL LOCATION AS POSSIBLE BEFORE REMOVING THE WOODEN SKID.

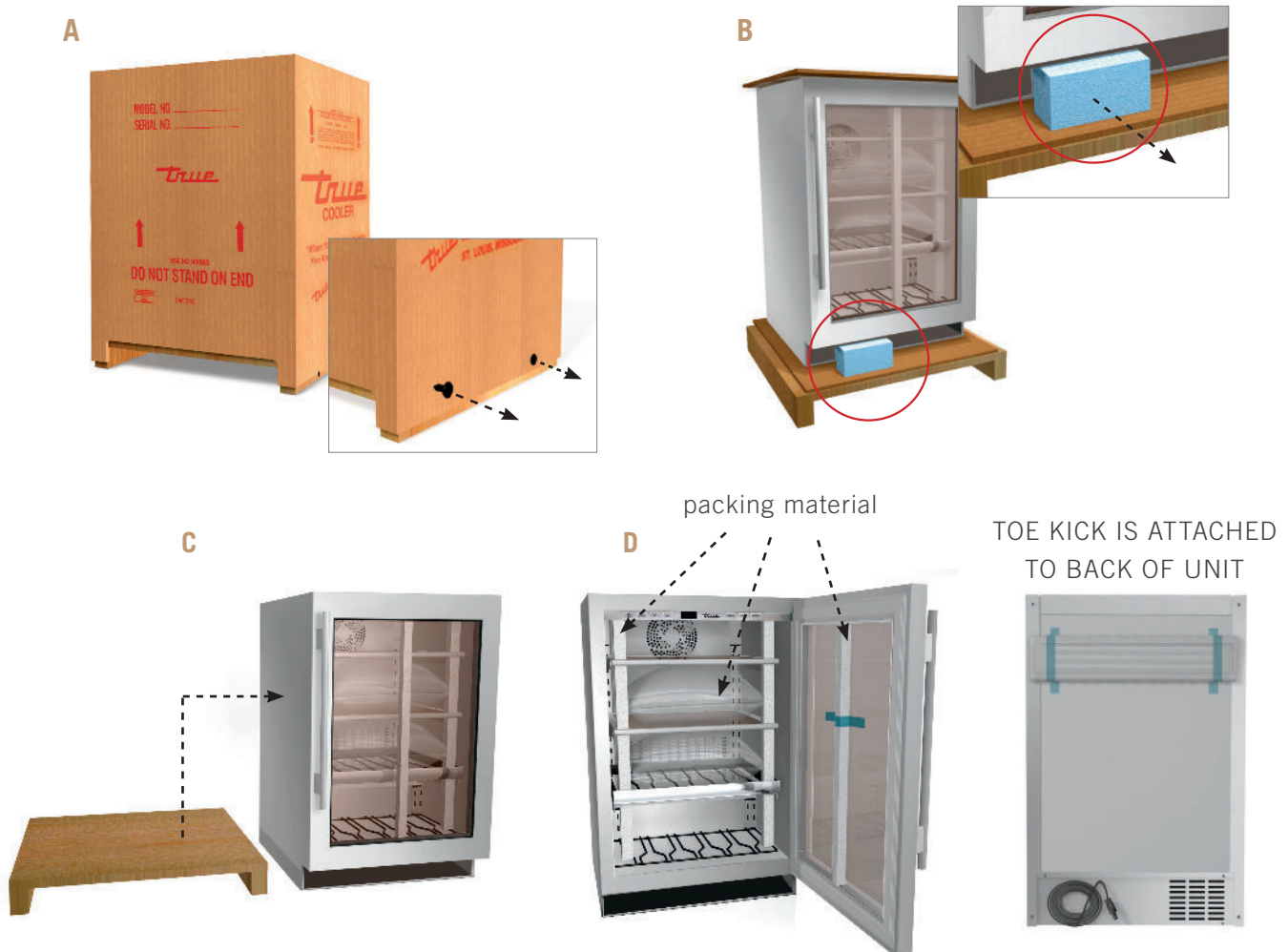
- A. Remove nails securing cardboard box to the wooden skid. Then discard any outer packaging (cardboard, clear plastic).

**INSPECT FOR CONCEALED DAMAGE. AGAIN, IMMEDIATELY FILE A CLAIM WITH THE FREIGHT CARRIER IF THERE IS DAMAGE.**

- B. **IMPORTANT:** Cut green polyband and remove styrofoam block before removing refrigerator from pallet.
- C. Remove skid by carefully lifting the refrigerator off and place skid aside.
- D. Open the unit and remove any packing material Styrofoam, tape, and any other material used for shipping purposes.

**NOTE: KEYS FOR UNIT ARE PROVIDED WITH THIS PACKET.**

**NOTE: ANTI-TIP KIT AND DOOR STOP ARE PACKED INSIDE UNIT.**

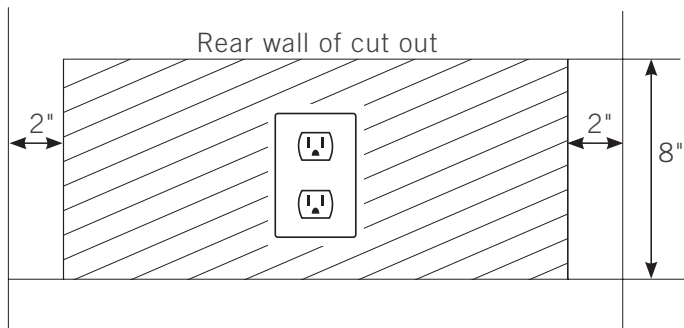




## ELECTRICAL SPECIFICATIONS

Do not, under any circumstances, cut or remove the third (ground) prong from the power cord. For personal safety, this appliance must be properly grounded.

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



Before your new unit is connected to a power supply, check the incoming voltage with a volt meter. If anything less than 100% of the rated voltage for operation is noted, correct immediately.

The power cord of this appliance is equipped with a 3-prong (grounding) plug which mates with a standard 3-prong (grounding) wall outlet to minimize the possibility of electric shock hazard from this appliance. A 115V AC, 60 Hz, 15 amp circuit breaker and electrical supply are required.

Each unit requires a dedicated circuit. Have the wall outlet and circuit checked by a qualified electrician to make sure the outlet is properly grounded.

If the outlet is a standard 2-prong outlet, it is your personal responsibility and obligation to have it replaced with the properly grounded 3 prong wall outlet.

Do not use an extension cord or two prong adaptor. Electrical ground is required on this appliance.



The unit should always be plugged into its own individual electrical circuit, which has a voltage rating that matches the rating plate. This provides the best performance and also prevents overloading house wiring circuits which could cause a fire hazard from overheated wires. Never unplug your refrigerator by pulling on the power cord. Always grip plug firmly and pull straight out from the outlet.

Repair or replace immediately all power cords that have become frayed or otherwise damaged. Do not use a cord that shows cracks or abrasion damage along its length or at either end. When moving the refrigerator away from the wall, be careful not to roll over or damage the power cord.

## OUTDOOR USE

All True undercounter units are UL-rated for outdoor use.

In regions that have high dewpoint/high humidity, it is possible that you will see some condensation on the glass and possibly around some of the gasket seals. For best operation, it is recommended that your True unit be stocked full with product.

To winterize your True unit, it is recommended once the temperature reaches below 32°F consistently that products are removed from the unit, the unit is either unplugged or turned OFF, and a cover is placed over the unit.

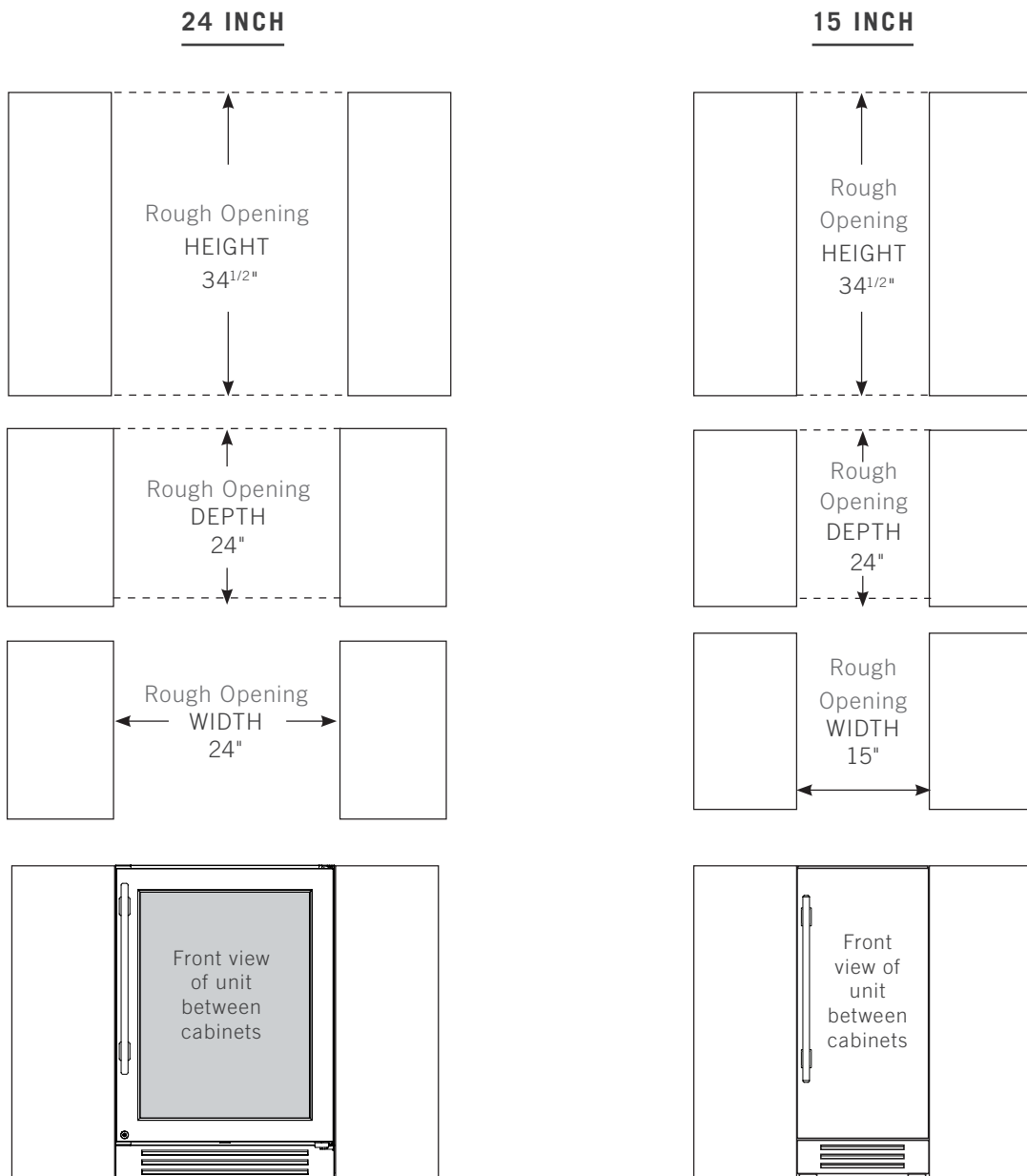
**Installation** – For best operation, it is recommended that your True unit is installed so that the countertop of your outdoor kitchen/bar covers the door or drawer gasket. Cutout opening should be a minimum of 24 inches deep and unit should be installed “flush”. Please note that door/drawer gaskets do not provide a water tight seal against the elements.

# INSTALLATION SPECIFICATIONS – STAINLESS SOLID & GLASS DOOR

True's Stainless Solid and Glass Door units are designed to be inserted into a cabinet opening or free standing. Below are recommended dimensions for rough opening.

**TRUE'S CABINETS ARE UL RATED FOR USE IN OUTDOOR SETTINGS. IN OUTDOOR LOCATIONS WHERE THE AMBIENT TEMPERATURE REGULARLY EXCEEDS 95°F, IT IS RECOMMENDED TO VENT THE REAR OF THE CUT OUT OPENING IN THE AREA SHOWN BELOW FOR OPTIMUM PERFORMANCE. THE RECOMMENDED CUT OUT SIZE IS 4" X 10".**

**WHEN INSTALLING TWO TRUE UNITS SIDE BY SIDE, IT IS RECOMMEND TO LEAVE A 5/8" GAP TO BETWEEN CABINETS TO ENSURE MOISTURE DOES NOT DEVELOP ON AN INDOOR APPLICATION. FOAM PADS CAN BE PURCHASED FROM OUR PARTS DEPARTMENT AT 844-849-6226 OR TRUERESIDENTIALPARTS@TRUEMFG.COM. IF INSTALLING FOAM PADS WE RECOMMEND A PAD IS PUT ON EACH OF THE UNITS JOINED TOGETHER.**



# 24 INCH

## ALL REFRIGERATOR



TUR-24-R/L-SS-B



TUR-24-R/L-SG-B



TUR-24D-SS-B

## FREEZER



TUF-24-R/L-SS-B



TUF-24D-SS-B

## BEVERAGE CENTER



TBC-24-R/L-SG-B

## WINE CABINET

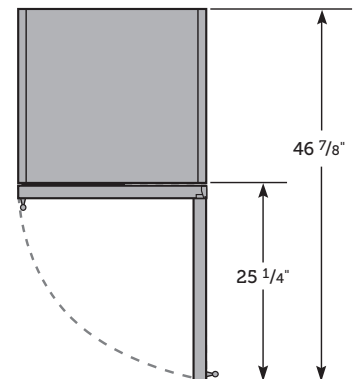
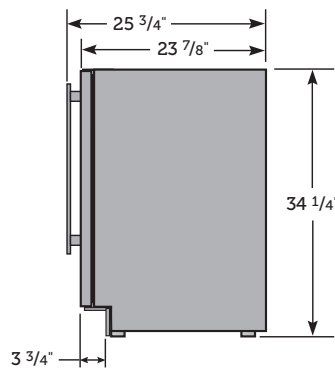
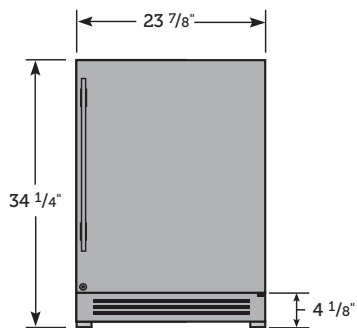


TWC-24-R/L-SG-B

## DUAL ZONE WINE CABINET



TWC-24DZ-R/L-SG-B



**DIMENSIONS MAY VARY BY ±1/8"**

BEVERAGE DISPENSER



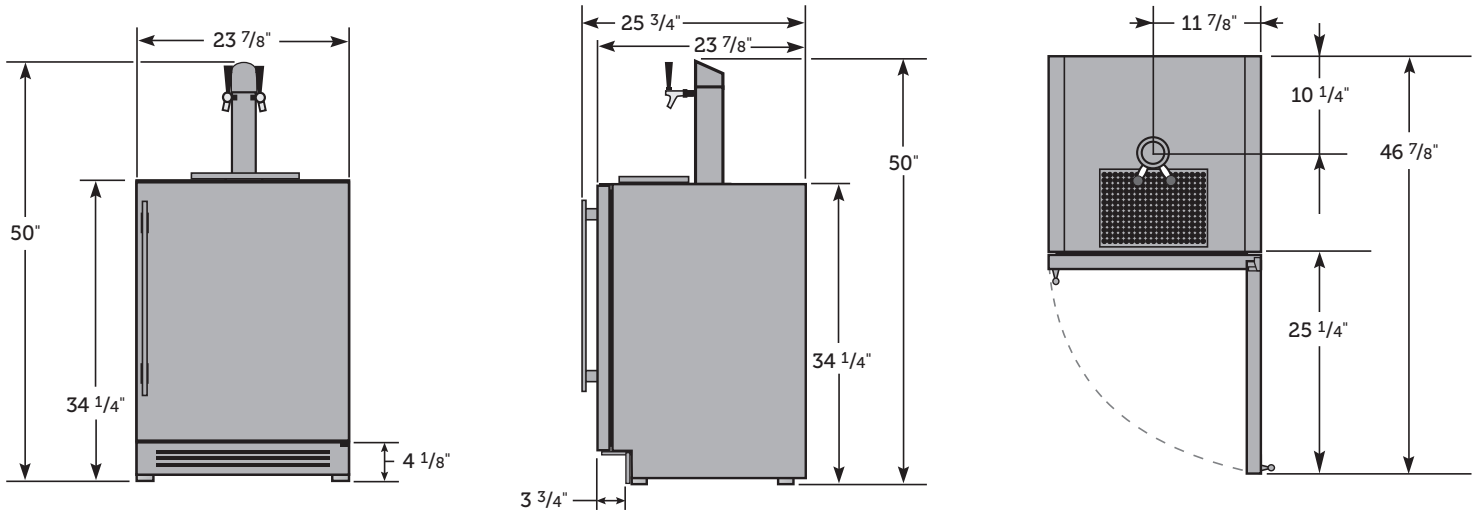
TUR-24BD-R/L-SS-B



TUR-24DD-R/L-SS-B

**24" SINGLE TAP UNIT ACCOMMODATES (1) SHORT 1/4 BARREL,  
(1) SLIM 1/4 BARREL, OR (1) 1/6 BARREL.**

**24" DUAL TAP UNIT ACCOMMODATES (2) 1/6 BARRELS OR (1)  
SLIM 1/4 BARREL AND (1) 1/6 BARREL.**



**DIMENSIONS MAY VARY BY  $\pm 1/8$ "**

# 15 INCH

## ALL REFRIGERATOR



TUR-15-R/L-SS-C

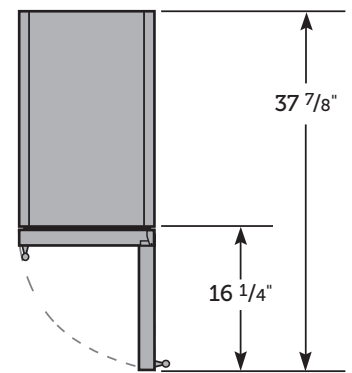
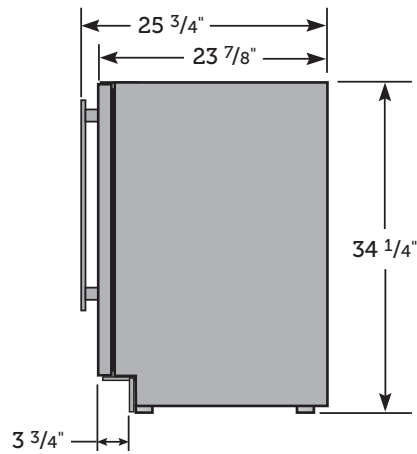
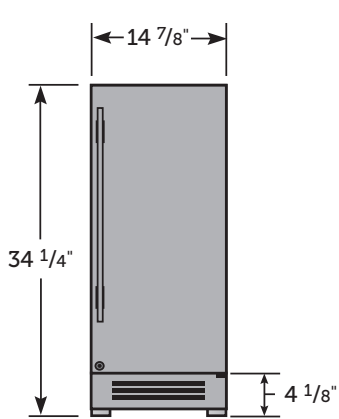


TUR-15-R/L-SG-C

## WINE CABINET



TWC-15-R/L-SG-C



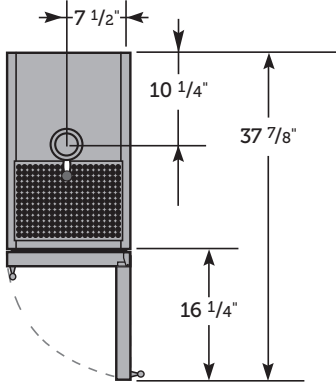
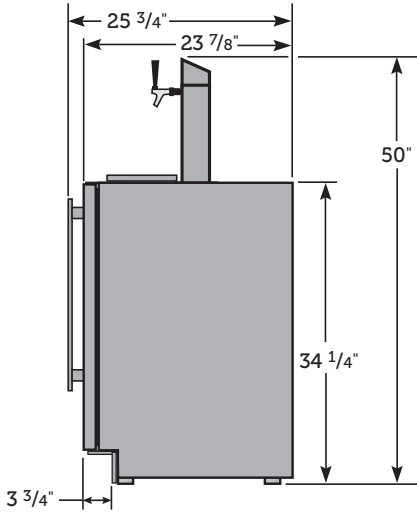
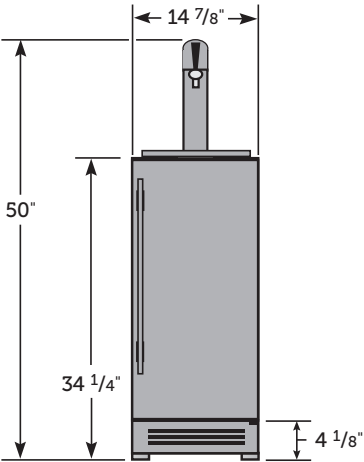
**DIMENSIONS MAY VARY BY ±1/8"**

BEVERAGE DISPENSER



TUR-15BD-R/L-SS-C

**15" SINGLE TAP UNIT ACCOMMODATES (1) SLIM 1/4 BARREL  
OR (1) 1/6 BARREL.**



**DIMENSIONS MAY VARY BY ±1/8"**

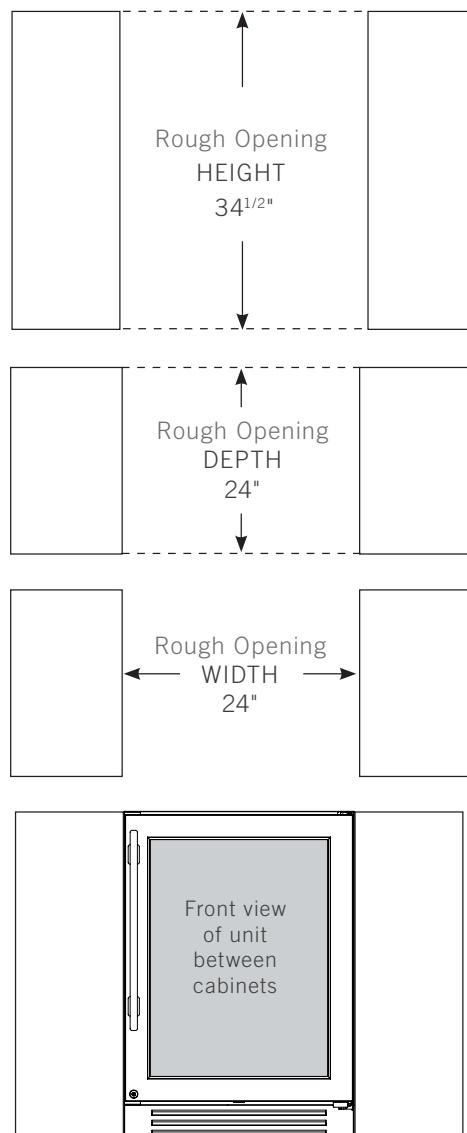
## 24 INCH INSTALLATION SPECIFICATIONS – SOLID (OP) AND GLASS FRAMED PANEL (OG)

True's 24 inch units with Solid and Glass Framed Panels are designed to be inserted into a cabinet opening or free standing. Below are recommended dimensions for rough opening.

**TRUE'S CABINETS ARE UL RATED FOR USE IN OUTDOOR SETTINGS. IN OUTDOOR LOCATIONS WHERE THE AMBIENT TEMPERATURE REGULARLY EXCEEDS 95°F, IT IS RECOMMENDED TO VENT THE REAR OF THE CUT OUT OPENING IN THE AREA SHOWN BELOW FOR OPTIMUM PERFORMANCE. THE RECOMMENDED CUT OUT SIZE IS 4" X 10".**

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### 24 INCH



# 24 INCH

## ALL REFRIGERATOR



TUR-24-R/L-OP-B

TUR-24-R/L-OG-B

TUR-24D-OP-B

## FREEZER



TUF-24-R/L-OP-B

TUF-24D-OP-B

## BEVERAGE CENTER



TBC-24-R/L-OP-B

TBC-24-R/L-OG-B

## WINE CABINET



TWC-24-R/L-OP-B

TWC-24-R/L-OG-B

## DUAL ZONE WINE CABINET



TWC-24DZ-R/L-OP-B

TWC-24DZ-R/L-OG-B

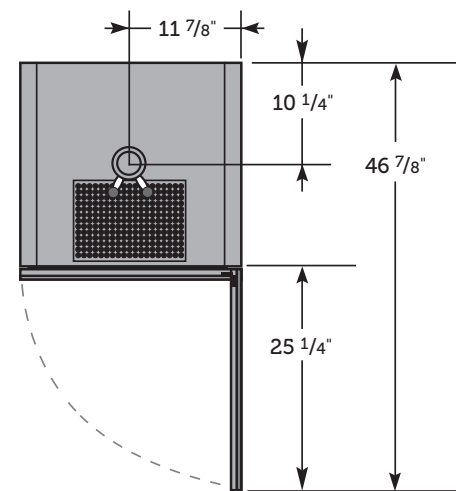
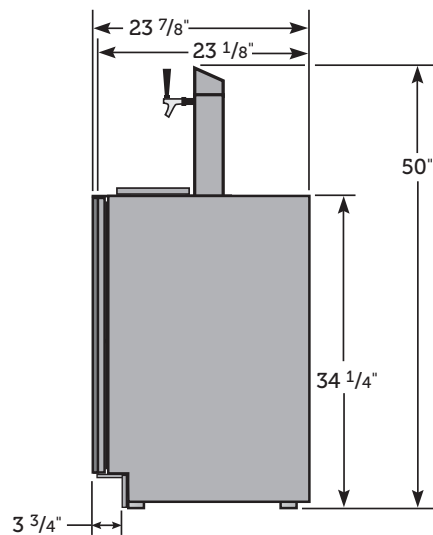
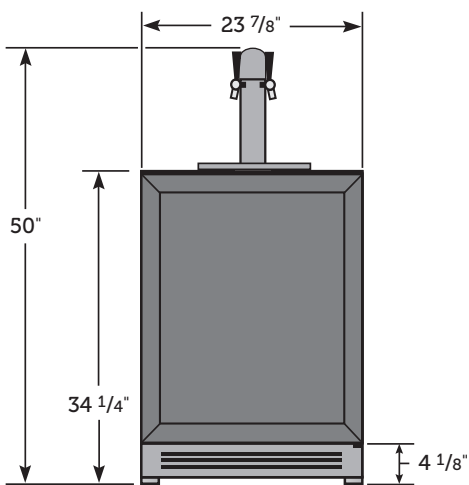
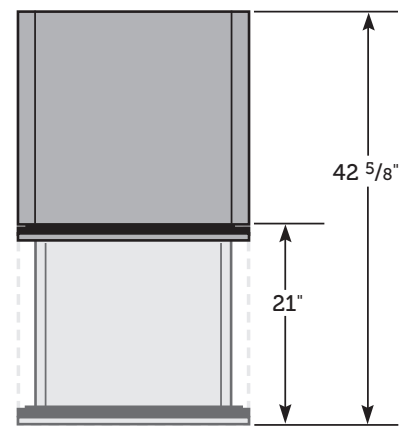
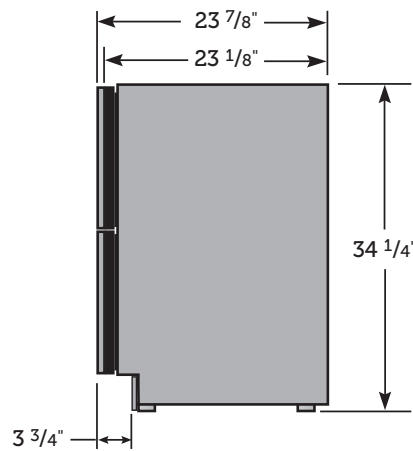
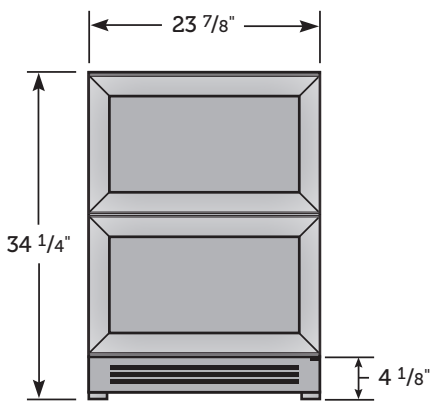
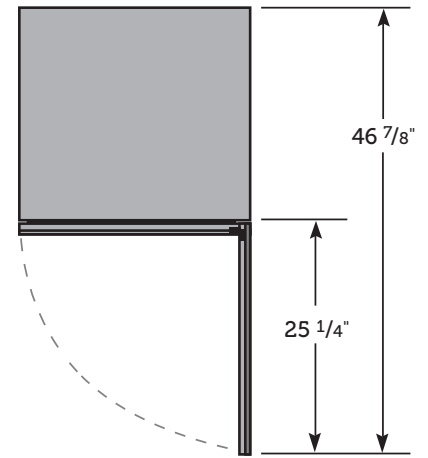
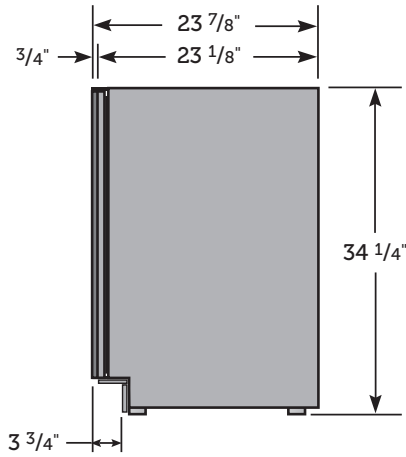
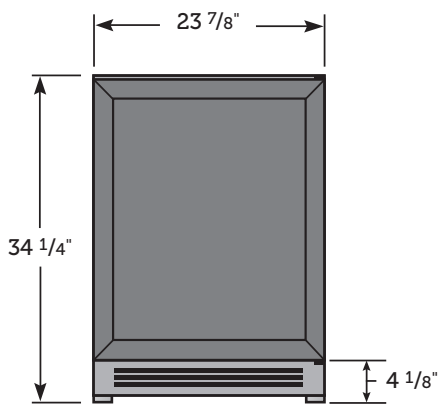
## BEVERAGE DISPENSER



TUR-24BD-R/L-OP-B

TUR-24DD-R/L-OP-B





**24" SINGLE TAP UNIT ACCOMMODATES (1) SHORT 1/4 BARREL, (1) SLIM 1/4 BARREL, OR (1) 1/6 BARREL. 24" DUAL TAP UNIT ACCOMMODATES (2) 1/6 BARRELS OR (1) SLIM 1/4 BARREL AND (1) 1/6 BARREL.**

**\* INCLUDING 3/4" THICK PANEL (PROVIDED BY OTHERS)  
DIMENSIONS MAY VARY BY ± 1/8"**

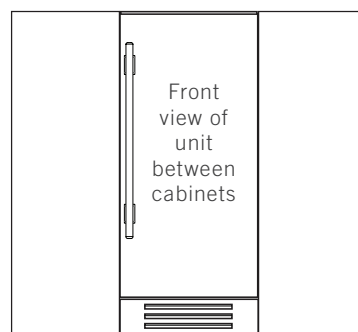
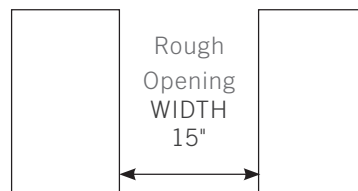
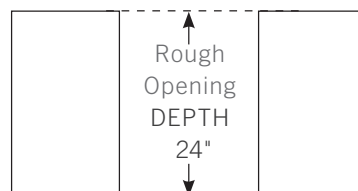
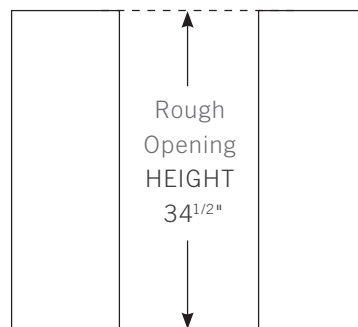
## 15 INCH INSTALLATION SPECIFICATIONS – SOLID (OP) AND GLASS FRAMED PANEL (OG)

True's 15 inch units with Solid and Glass Framed Panels are designed to be inserted into a cabinet opening or free standing. Below are recommended dimensions for rough opening.

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### 15 INCH



# 15 INCH

## ALL REFRIGERATOR



TUR-15-R/L-OP-C



TUR-15-R/L-OG-C

## WINE CABINET



TWC-15-R/L-OP-C

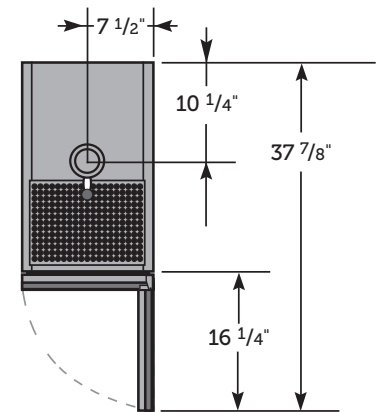
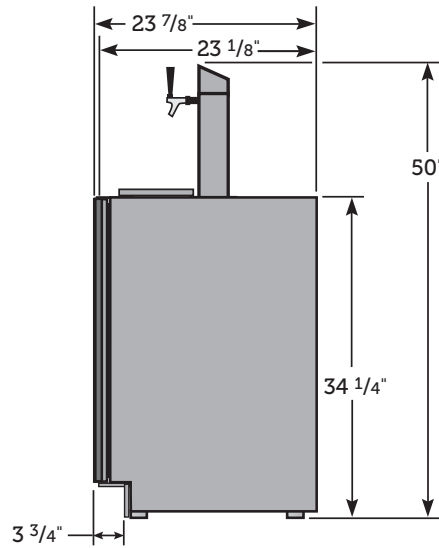
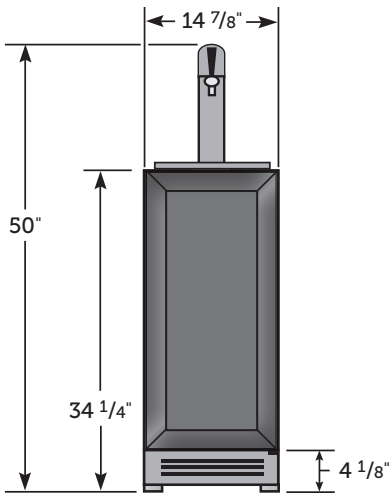
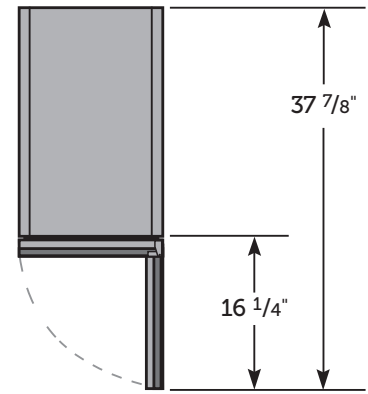
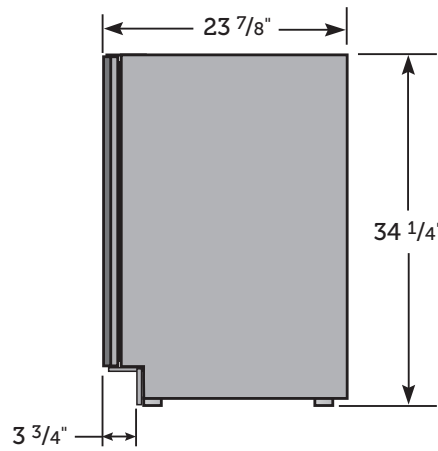
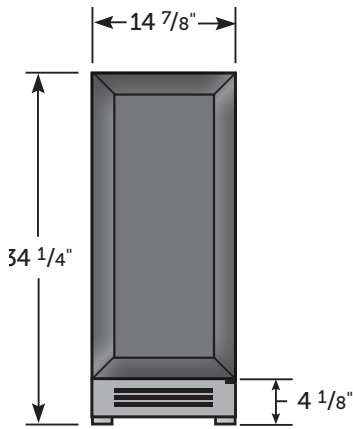


TWC-15-R/L-OG-C

## BEVERAGE DISPENSER



TUR-15BD-R/L-OP-C



**15" SINGLE TAP UNIT ACCOMMODATES (1) SLIM 1/4 BARREL OR (1) 1/6 BARREL.**

**\*INCLUDING 3/4" THICK PANEL (PROVIDED BY OTHERS)  
DIMENSIONS MAY VARY BY ± 1/8"**

## CUSTOM PANEL INSTALLATION – SOLID DOOR REFRIGERATOR / FREEZER

Overlay units can be fitted with custom panels to match adjacent cabinetry. Two specification options for panel sizes are given in these instructions for overlay units: Standard overlays and Integrated Panels. The standard overlay panel dimensions fully cover the provided appliance door. The integrated panel options extend above the door and conceal the hinge assembly to match full overlay cabinet doors. See pictures below for reference.

### STANDARD OVERLAY PANEL



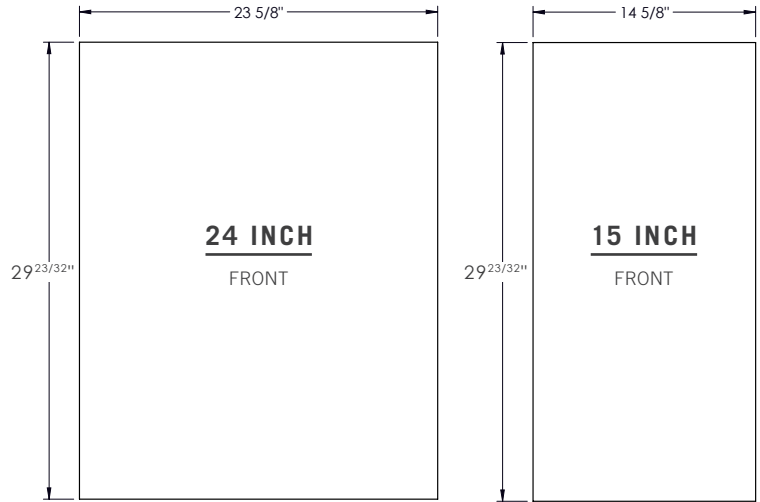
### INTEGRATED OVERLAY PANEL



# CUSTOM PANEL INSTALLATION – SOLID DOOR REFRIGERATOR / FREEZER

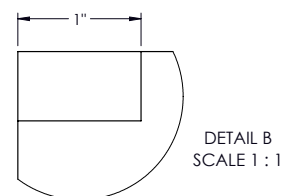
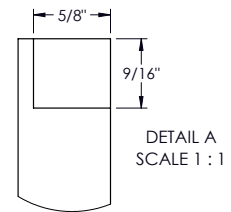
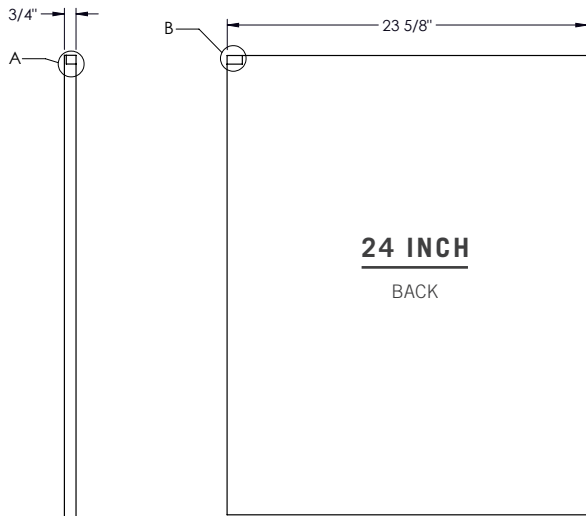
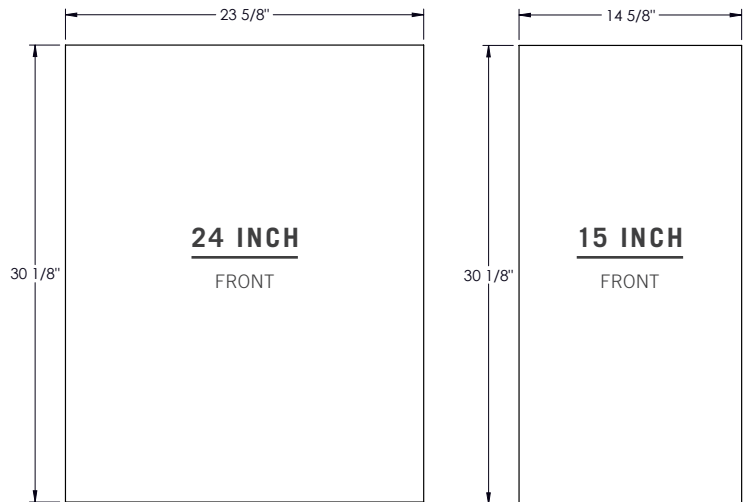
## STANDARD OVERLAY PANEL

SOLID DOOR	24 INCH	15 INCH
DOOR PANEL WIDTH	23 <sup>5/8"</sup>	14 <sup>5/8"</sup>
DOOR PANEL HEIGHT	29 <sup>23/32"</sup>	29 <sup>23/32"</sup>
DOOR PANEL DEPTH	3/4" max	3/4" max
DOOR PANEL WEIGHT	20 lb. max	20 lb. max
RAIL STYLE DIMENSION	2" min	2" min



## INTEGRATED OVERLAY PANEL

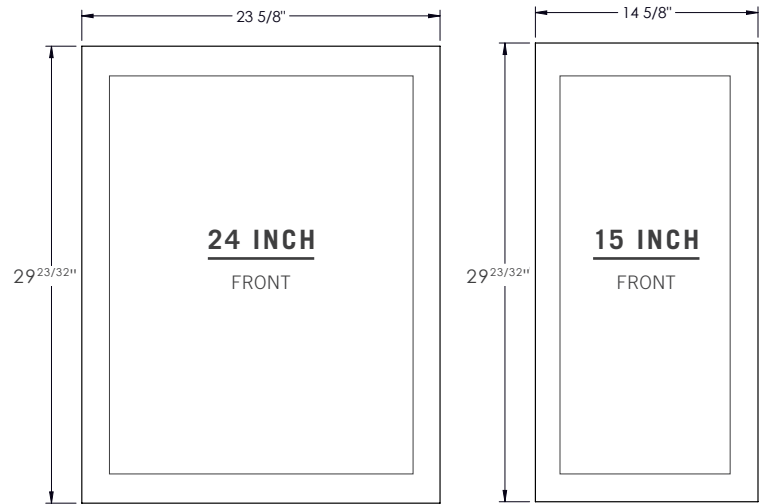
SOLID DOOR	24 INCH	15 INCH
DOOR PANEL WIDTH	23 <sup>5/8"</sup>	14 <sup>5/8"</sup>
DOOR PANEL HEIGHT	30 <sup>1/8"</sup>	30 <sup>1/8"</sup>
DOOR PANEL DEPTH	3/4" max	3/4" max
DOOR PANEL WEIGHT	20 lb. max	20 lb. max
RAIL STYLE DIMENSION	2" min	2" min



# CUSTOM PANEL INSTALLATION – GLASS DOOR REFRIGERATOR

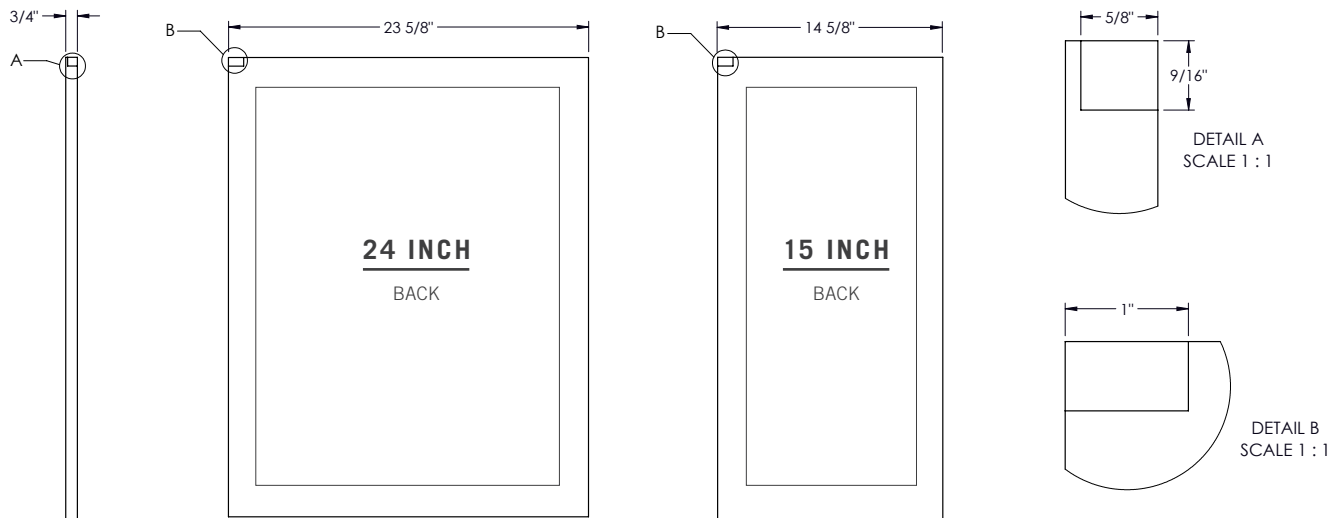
## STANDARD OVERLAY PANEL

SOLID DOOR	24 INCH	15 INCH
DOOR PANEL WIDTH	23 <sup>5</sup> / <sub>8</sub> "	14 <sup>5</sup> / <sub>8</sub> "
DOOR PANEL HEIGHT	29 <sup>23</sup> / <sub>32</sub> "	29 <sup>23</sup> / <sub>32</sub> "
DOOR PANEL DEPTH	3/4" max	3/4" max
DOOR PANEL WEIGHT	10 lb. max	10 lb. max
RAIL STYLE DIMENSION	2" min	2" min
VIEWABLE AREA WIDTH	19 <sup>5</sup> / <sub>8</sub> "	10 <sup>5</sup> / <sub>8</sub> "
VIEWABLE AREA HEIGHT	25 <sup>23</sup> / <sub>32</sub> "	25 <sup>23</sup> / <sub>32</sub> "



## INTEGRATED OVERLAY PANEL

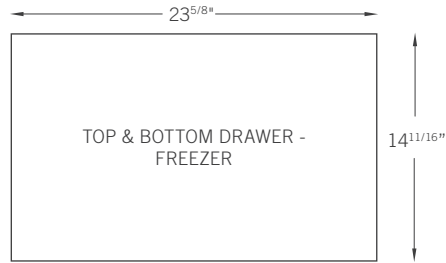
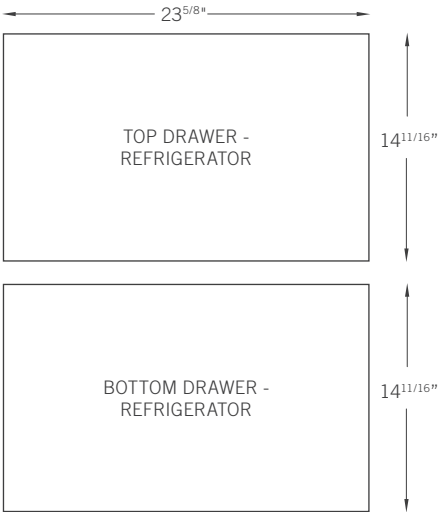
SOLID DOOR	24 INCH	15 INCH
DOOR PANEL WIDTH	23 <sup>5</sup> / <sub>8</sub> "	14 <sup>5</sup> / <sub>8</sub> "
DOOR PANEL HEIGHT	30 <sup>1</sup> / <sub>8</sub> "	30 <sup>1</sup> / <sub>8</sub> "
DOOR PANEL DEPTH	3/4" max	3/4" max
DOOR PANEL WEIGHT	10 lb. max	10 lb. max
RAIL STYLE DIMENSION	2" min	2" min
VIEWABLE AREA WIDTH	19 <sup>5</sup> / <sub>8</sub> "	10 <sup>5</sup> / <sub>8</sub> "
VIEWABLE AREA HEIGHT	25 <sup>23</sup> / <sub>32</sub> "	25 <sup>23</sup> / <sub>32</sub> "



# CUSTOM PANEL INSTALLATION – DRAWER REFRIGERATOR / FREEZER

## STANDARD OVERLAY PANEL

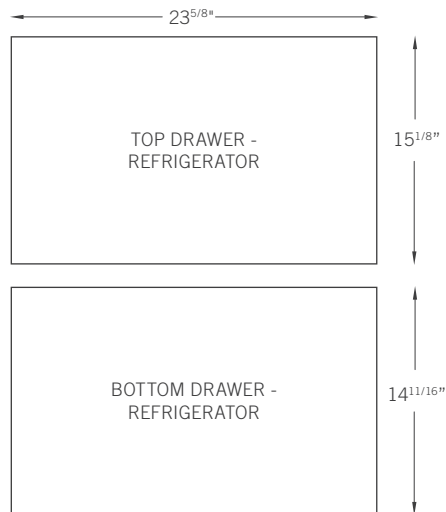
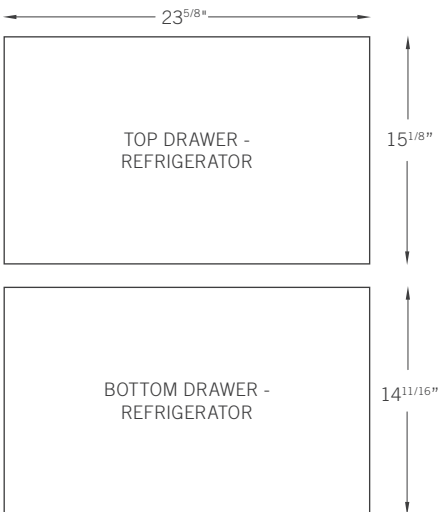
DRAWER PANEL WIDTH	23 <sup>5</sup> / <sub>8</sub> "
DRAWER PANEL HEIGHT	14 <sup>11</sup> / <sub>16</sub> "
DRAWER PANEL DEPTH	3/4" max



SPEC SAME PANEL FOR TOP & BOTTOM FREEZER DRAWERS.  
FOR BOTTOM DRAWER ROTATE PANEL 180°.

## INTEGRATED OVERLAY PANEL

DRAWER PANEL WIDTH	23 <sup>5</sup> / <sub>8</sub> "
TOP DRAWER PANEL HEIGHT	15 <sup>1</sup> / <sub>8</sub> "
BOTTOM DRAWER PANEL HEIGHT	14 <sup>11</sup> / <sub>16</sub> "
DRAWER PANEL DEPTH	3/4" max



NOTE: TOP DRAWER WILL EXTEND ABOVE PROVIDED APPLIANCE FRONT



# SOLID (OP) AND GLASS FRAMED PANEL (OG) INSTALLATION

## REQUIRED TOOLS

- Phillips Screwdriver
- 3/8" Wrench
- 1/8" Drill Bit
- Ten (10) Screws #6

**NOTE: THE LENGTH OF OVERLAY PANEL MOUNTING SCREWS NEED TO BE 3/4" PLUS THE THICKNESS OF THE PANEL, MINUS 1/4". (3/4"+ THICKNESS OF THE OVERLAY PANEL- 1/4"= LENGTH OF SCREW). TYPES AND LENGTHS OF SCREWS CAN VARY DEPENDING ON THE MATERIAL USED**

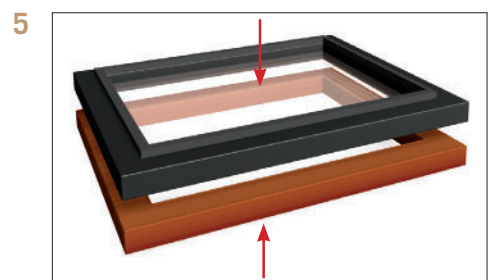
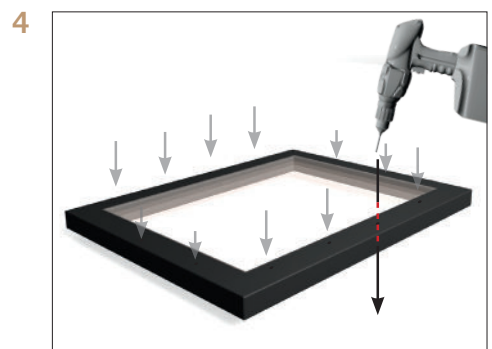
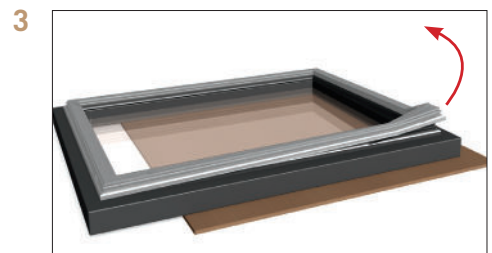
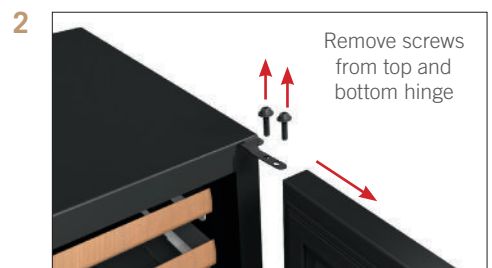
See pages 21-22 for Overlay Panel Dimensions before installing. For easy overlay installation, refrigerator door removal is required.

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

1. Open front door and pull grill forward to remove.
2. To remove door back out two bottom hinge screws with a 3/8" wrench. Secure door while removing screws. Remove two Phillips screws from the top hinge. Save all these screws for later reinstall.
3. Lay door on a safe solid surface. If retrofitting glass door model be careful not to damage glass. Lay cardboard or other safe material down before working on the door. Remove door gasket from the inside of the door frame. Place gasket to the side for later reinstall.
4. There are pre marked areas on the front of the door. Drill these pre marked holes with 1/8" drill bit. Make sure to go all the way through the door.

**NOTE: IF HANDLE IS BEING USED ON OVERLAY INSTALL IT BEFORE STEP 7 (SEE IMAGE A). FOR BEST INSTALLATION, SCREWS ATTACHING HANDLE SHOULD BE RECESSED.**

5. It is recommended to clamp the door front on top of the overlay before drilling pilot holes and installing anchor screws. The clamp ensures the overlay panel and door stay aligned with each other while installing. Once panel is clamped in place, pilot holes may be drilled into the panel from the rear side of the door.



- Once all holes are pre drilled use the appropriate specified screws to secure the overlay panel onto the front of the refrigerator door.
- Reinstall all components in reverse order. Door gasket snaps back into place. Overlay panel and door stay aligned with each other while installing.

**SOLID OVERLAY PANEL**

**24 INCH**



**15 INCH**

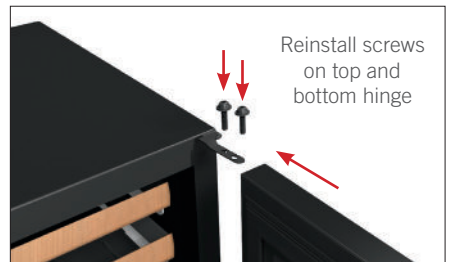
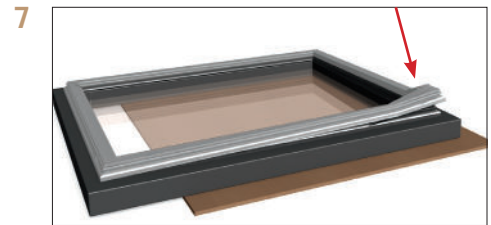
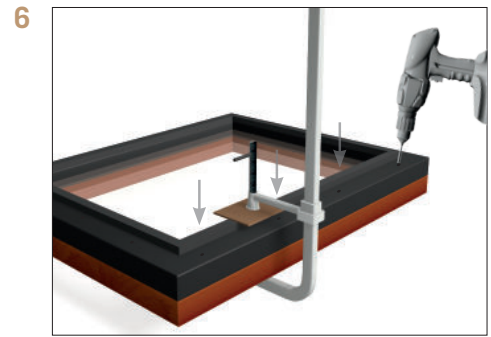


**GLASS OVERLAY PANEL**

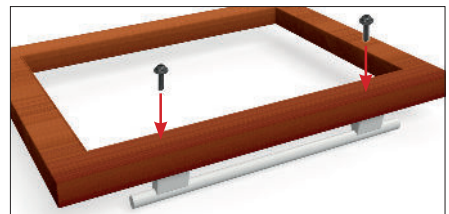
**24 INCH**



**15 INCH**



**IMAGE A**



# DRAWER OVERLAY PANEL INSTALLATION

## REQUIRED TOOLS

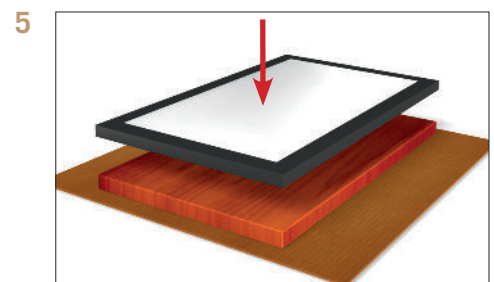
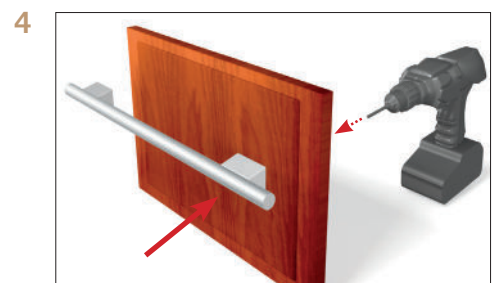
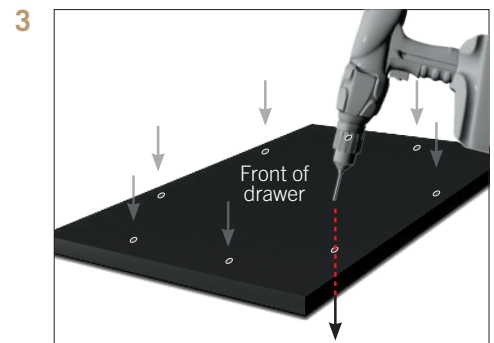
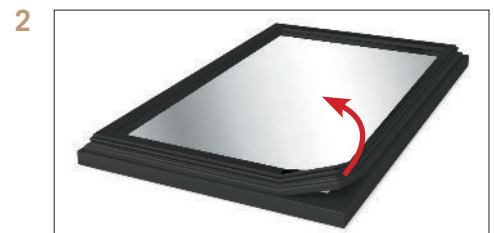
- Phillips Screwdriver
- 1/8" Drill Bit

**SEE PAGE 21 FOR OVERLAY PANEL DIMENSIONS BEFORE INSTALLING.**

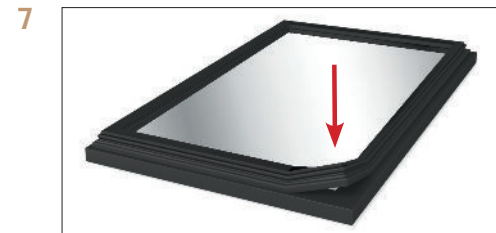
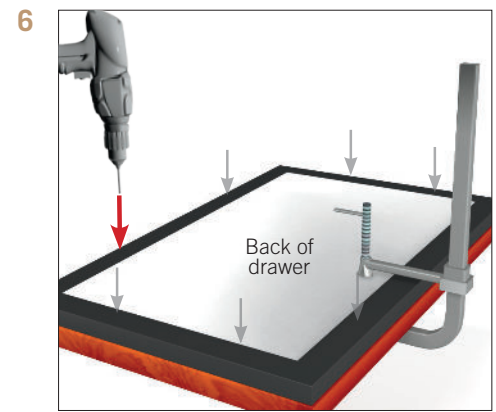
**FOR EASY OVERLAY INSTALLATION, DRAWER FRONT REMOVAL IS REQUIRED.**

## PROCEDURE

1. Open the drawer and detach the front drawer panel by removing four #2 Phillips screws (two on each side). (See image 1). Save all these screws for later reinstallation.
2. Remove front drawer panel gasket.
3. Using a 1/8" drill bit, drill out the eight pilot holes (each drawer) from the front of the drawer panel. Drill completely through the panel.
4. Attach drawer handle to the front of the overlay panel. Attach handle before step 5.
5. Lay overlay panel face-down on a safe solid surface. Lay drawer panel face-down on top of the overlay panel. Align panels and secure with a clamp. Lay cardboard or other soft or safe material down before working on drawer front.



6. Secure overlay panel to drawer panel using appropriate size screws.
7. Reattach drawer gasket by pressing and snapping back into place in gasket channel.
8. Reattach drawer panel front to the drawer using four screws.



**DRAWER OVERLAY PANEL**

**24 INCH**



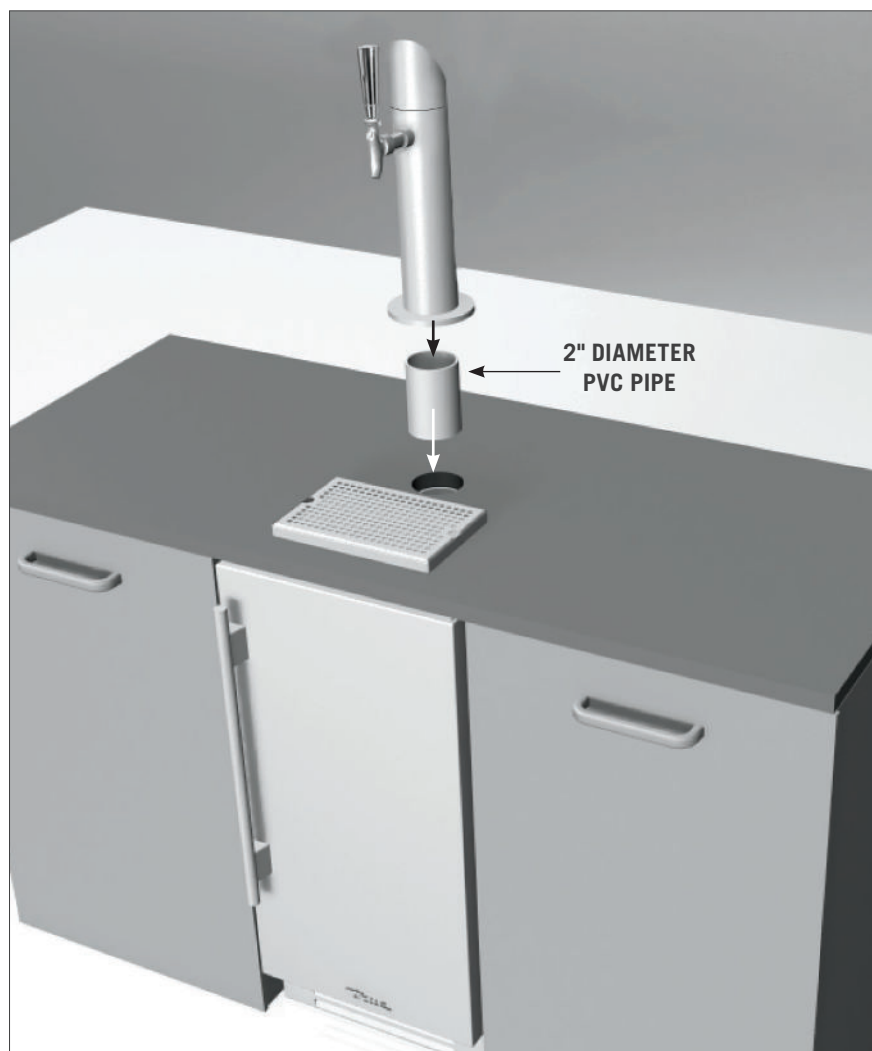
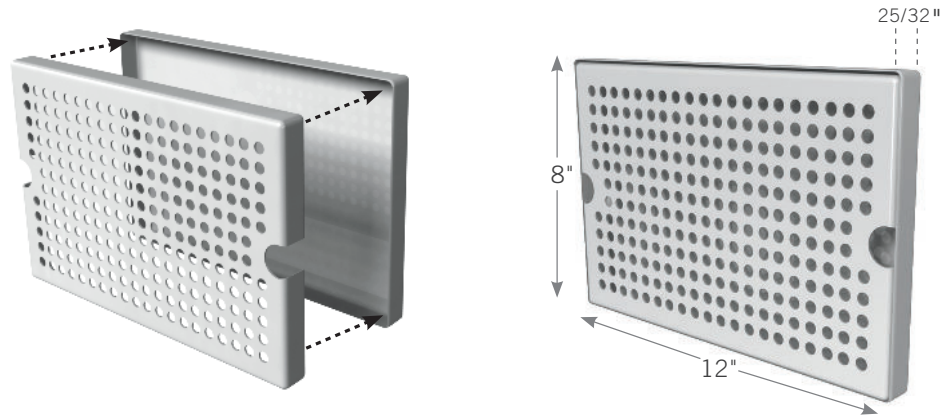
## TAPPER UNIT INSTALLATION UNDER COUNTER TOPS

### REQUIRED TOOLS

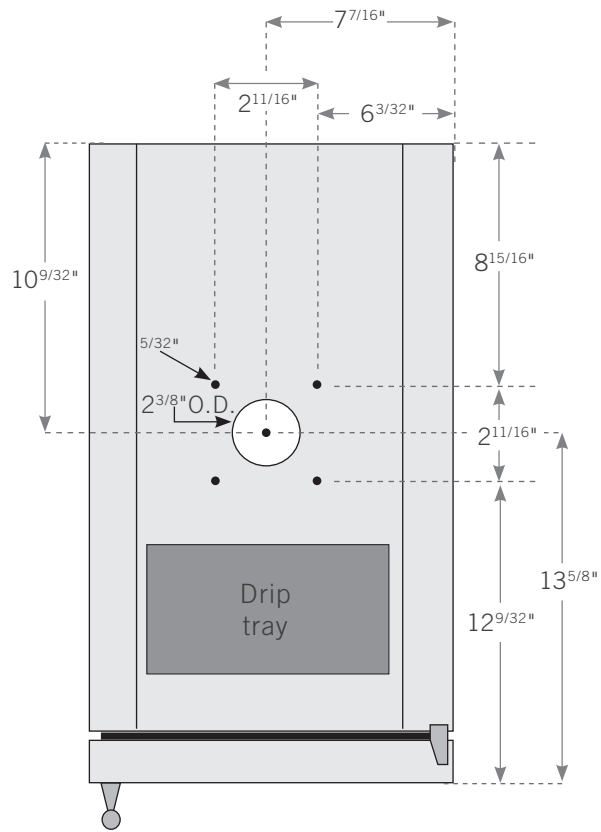
- 2" Diameter PVC pipe (12" long). Will need to be cut down to size when refrigeration unit is installed
- Silicone Caulk

When installing under counter tops use the dimensions in the diagrams for cutting into the counter top. Silicone caulk around the edge of the PVC pipe after it has been installed.

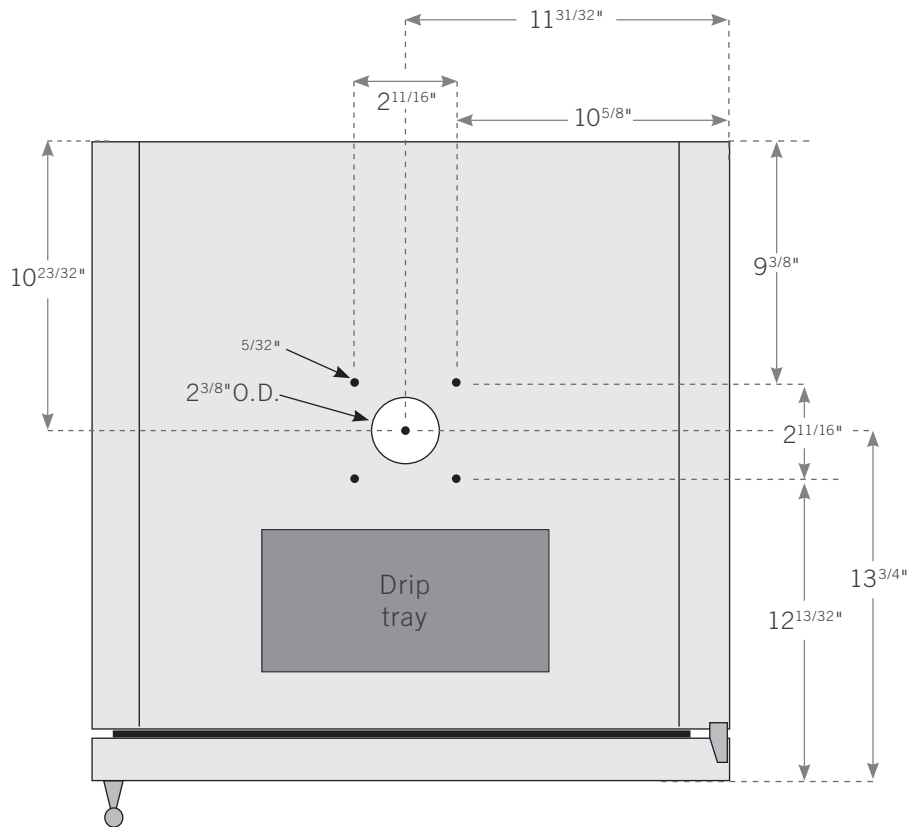
Assemble drip tray and place it on top of unit as shown.



**15 INCH**



**24 INCH**



# INSTALLING DRAFT STANDARD AND HOOK UP

## REQUIRED TOOLS

- Phillips Screwdriver
- Adjustable Wrench

## KIT CONTENTS

- A. CO<sub>2</sub> Tank (Shipped empty. Fill before use)
- B. Draft Standard\*
- C. Draft Standard Screws
- D. Draft Standard Handles\*
- E. CO<sub>2</sub> Pressure Regulator (single version/  
double version)
- F. Chill Hose\*\*
- G. Rubber Washer
- H. CO<sub>2</sub> Hoses\*
- I. Hose Clamps
- J. Safety strap
- K. Beer Tapper (Sankey, low profile tapper)

\*Double draft standard kit shown.

\*\*Located inside the cabinet.

**WARNING – CONTENTS UNDER PRESSURE. TAKE CARE WHEN HANDLING FILLED CO<sub>2</sub> TANKS. IF UNFAMILIAR WITH USING CO<sub>2</sub> TANKS AND/OR REGULATORS, SEEK INFORMATION FROM YOUR LOCAL DISTRIBUTOR OR BREWER REPRESENTATIVE BEFORE PROCEEDING.**

## PROCEDURE

1. Position the rubber gasket over the mounting holes in the cabinet countertop. See fig. 1.
2. Run the beer line(s) through the hole and into the cabinet. See fig. 2.
3. With the provided hardware, install the draft standard. See fig. 3.
4. Install the draft standard handle(s). See fig. 4.
5. Remove the draft standard top. See fig. 5.



FIG. 1. Position the rubber gasket around the draft tower hole.



FIG. 2. Thread the draft standard lines into the cabinet.



FIG. 3. Secure the draft standard to the countertop.



FIG. 4. Screw the handles on.

## INSTALLING DRAFT STANDARD AND HOOK UP

- Hook the chill hose's clip to the top of the draft standard insulation sleeve. See fig. 6.

**NOTE: DO NOT REMOVE THE INSULATION SLEEVE FROM THE DRAFT STANDARD.**

- Reinstall the draft standard top.
- Attach the pressure regulator to the CO<sub>2</sub> cylinder. See fig. 7.

**NOTE: FILL THE CO<sub>2</sub> CYLINDER BEFORE INSTALLATION. DO NOT LAY CO<sub>2</sub> CYLINDERS ON THEIR SIDE. DO NOT DROP CO<sub>2</sub> CYLINDERS.**

- With the hose clamp(s) the provided clear vinyl hose (s) onto the pressure regulator. See fig. 7.

**NOTE: MAKE SURE CLAMP IS ON THE HOSE PRIOR TO ATTACHING.**

- Install the safety strap inside the cabinet. See fig. 8.
- Position the CO<sub>2</sub> cylinder inside the cabinet. Then, fasten the safety strap around the cylinder. See fig. 9.

- Attach the tapper to the keg. See fig. 10.
- With the hose clamp(s), connect the provided clear vinyl hose(s) to the tapper's air inlet.

**NOTE: MAKE SURE CLAMP IS ON THE HOSE PRIOR TO ATTACHING.**

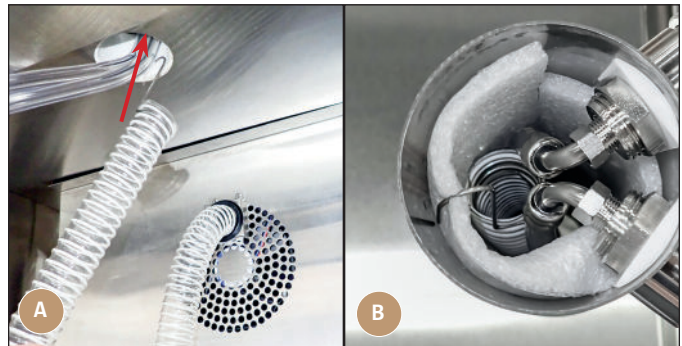
- Pressurize the system and check the connection points for leaks. If the system leaks, verify all fittings and clamps are tight and seal correctly.
- With the hose clamp(s), connect the draft standard line(s) to the tapper.

**NOTE: MAKE SURE CLAMP IS ON THE HOSE PRIOR TO ATTACHING.**

- Engage the tapper. See fig. 11.
- Position the keg inside the cabinet.



**FIG. 5.** Lift the top off the draft standard.



**FIG. 6.** Route the chill hose into the draft standard from below (A) and hook it on the top of the insulation sleeve (B).



**FIG. 7.** Installed pressure regulator and air hoses. Be sure the hose clamps are tightened to prevent leaks.



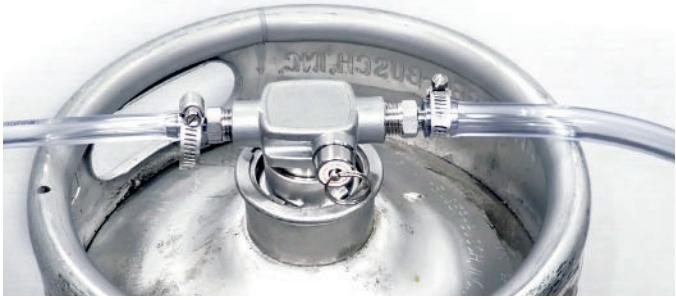
**FIG. 8.** Installed safety strap.



**Fig. 9.** Always strap the CO<sub>2</sub> cylinder into the cabinet.



## INSTALLING DRAFT STANDARD AND HOOK UP (CONTINUED)



**FIG. 10.** Installed and connected taper. Be sure the hose clamps are tightened to prevent leaks.



**FIG. 11.** Engaged taper vs. disengaged taper

## PRESSURE

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### DISPENSING PRESSURES DIFFER ACCORDING TO:

- The type of draft dispensing system
- The length of draft dispensing line
- The actual product – some require more, some require less
- The temperature of the product
- The pressurizing agent: air pressure, CO<sub>2</sub> or special blended gases

### HELPFUL HINTS ON MAINTAINING THE CORRECT PRESSURE

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- Know which pressurizing agent to use on which product and why
- Monitor your regulators to ensure applied pressure remains constant
- Keep equipment in good repair

## TAPPING

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Do not agitate the kegs unnecessarily. If excessive agitation occurs allow kegs to settle for 1 to 2 hours before tapping. Prior to tapping the keg, ensure that all beer faucet in the serving location are in the off position. Completely remove the dust cover (identification cap) from the keg.

## DRAFT BEER PROBLEMS

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**TO MINIMIZE DRAFT BEER PROBLEMS, ALWAYS FOLLOW THE RECOMMENDED INSTRUCTIONS FOR TEMPERATURE AND CO<sub>2</sub> PRESSURES FROM YOUR BEER SUPPLIER.**

**Flat Beer – Description: Foamy head disappears quickly. Beer lacks usual zestful brewery fresh flavor**

- CO<sub>2</sub> turned off when not in use
- Contaminated air source (associated with compressed air)
- Greasy glasses
- Not enough pressure
- Pressure shut off during night
- Loose tap or vent connection
- Sluggish pressure regulator
- Obstruction in lines

**False Head – Description: Large soap-like bubbles, head dissolves very quickly**

- Dry glasses
- Improper pour
- Pressure required does not correspond to beer temperature
- Coils or direct draw beer lines warmer than beer in keg
- Small lines into large faucet shanks
- Beer drawn improperly

**Wild Beer – Description: Beer, when drawn, is all foam and not enough liquid beer**

- Beer drawn improperly
- Faucet in bad or worn condition
- Kinks, dents, twists or other obstructions in line
- Traps in beer lines
- Beer too warm in kegs or lines
- Too much pressure
- Creeping gauge causing too much pressure

**Cloudy Beer – Description: Beer in the glass appears hazy. Not clear**

- Dirty glass or faucet
- Beer over chilled
- Beer temperature variance in keg. (Beer may have warmed up at sometime)
- Hot spots in beer lines
- Cutting beer through faucet
- Beer line in poor condition
- Dirty lines
- Beer that has been frozen

**Bad Taste**

- Dirty faucet
- Old or dirty beer lines
- Failure to flush beer lines with water after each empty keg
- Unsanitary conditions at bar
- Foul air or dirt in lines
- Oily air; greasy kitchen air
- Temperature of package too warm
- Dry glasses

## CHANGING CO<sub>2</sub> GAS CYLINDER

### FOLLOW THESE INSTRUCTIONS AT ALL TIMES WHEN YOU REPLACE A CO<sub>2</sub> GAS CYLINDER:

1. Close cylinder at "A".
2. Remove tap "D" from barrel. Pull pressure release ring on body of tap to release pressure remaining in line. (Do not close "C").
3. Remove or loosen regulator key "B" by turning counter clockwise.
4. Remove regulator from used cylinder at "E".
5. Remove dust cap from new gas cylinder at "E" and clear dust from outlet by opening and closing valve "A" quickly using appropriate wrench.
6. Attach regulator to new cylinder at "E". (Use new fiber/plastic washer, if required).
7. Open valve "A" all the way.
8. Close valve "C".
9. Adjust regulator key "B" by turning clockwise to set pressure. (Check setting by opening "C" and pulling and releasing the ring "F" on the pressure release valve on the body of the tap).
10. Tap barrel at "D" with valve "C" open.

**NOTE: DO NOT LAY CO<sub>2</sub> CYLINDERS FLAT. DO NOT DROP CO<sub>2</sub> CYLINDERS.**

**IT REQUIRES 1/2 POUND CO<sub>2</sub> TO DISPENSE 1/2 BARREL OF BEER AT 38°F WITH 15 POUNDS PRESSURE ON BARREL.**

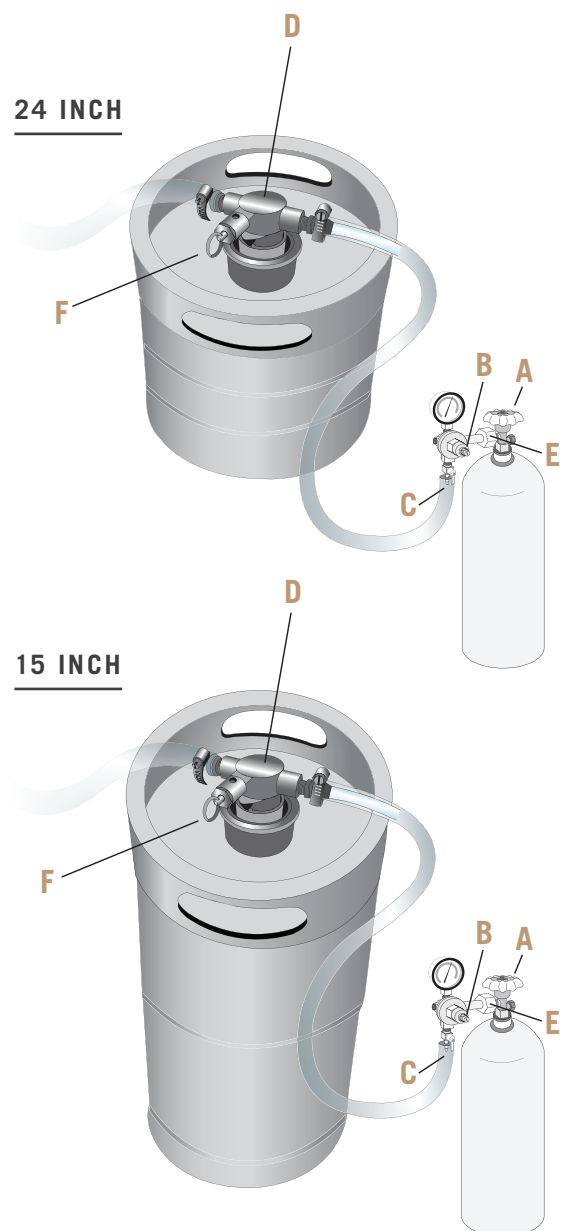
### PRESSURE ADJUSTMENT ON CO<sub>2</sub> REGULATOR

#### Increasing Pressure

1. Close regulator shut-off "C".
2. Turn regulator key "B" clockwise and make setting.
3. Tap gauge for accurate reading.
4. Open regulator shut-off "C" and draw beer.

#### Decreasing Pressure

1. Close regulator shut-off "C".
2. Untap barrel at "D" and to bleed line, activate tap handle. Leave in open position.
3. Slowly open regulator shut-off "C" and simultaneously turn regulator key counter-clockwise to zero reading.
4. Close regulator shut-off "C" and set pressure by turning regulator key clockwise. Check setting by opening and closing valve "C".
5. Close tap head "D". (Put in "OFF" position).
6. Tap barrel at "D" and open regulator shut-off "C".



# CLEANING INSTRUCTIONS FOR DRAFT TOWERS

Draught dispensers, regardless of design, must be cleaned on a regular basis. Flushing your draught dispenser with water only is not enough. Cleaning is recommended whenever changing to a fresh keg.

**NOTE: USE CLEANERS APPROVED BY YOUR BEER SUPPLIER AND FOLLOW THEIR INSTRUCTIONS. IF YOU ARE USING THE CLEANING KIT PURCHASED FROM TRUE FOLLOW THESE INSTRUCTIONS:**

Cleanliness should be constantly maintained in your dispenser so that your draught beer will be at its best when served. Although the beer in the barrel is in excellent condition, it can become less satisfying as it is drawn through the beer line and faucet if they are not kept clean.

### Prepare Solution:

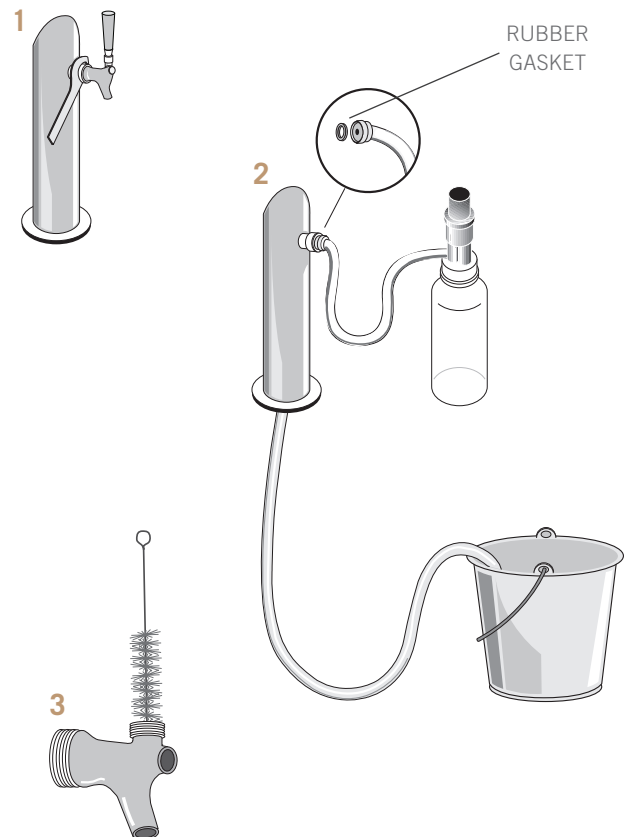
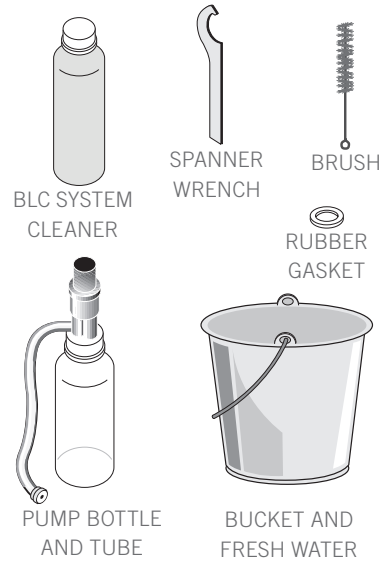
Add 1/2 ounce (19 grams) of cleaning solution to each quart of warm water. Fill pump bottle with the mixed cleaning solution.

### Beer Cleaning instructions:

1. Shut-off the CO<sub>2</sub> at the regulator.
2. Remove the tapping device (keg coupler) from the keg.
3. Unscrew handle from faucet.
4. Remove beer faucet with spanner wrench (turn clockwise to remove). (image 1).
5. Put tap and faucet parts in a bucket.
6. Thread hose from pump bottle to beer column tap outlet (be sure rubber gasket is in place to prevent leakage) – allow beer line to drain in bucket. (Image 2).
7. Pump solution from bottle through the beer line(s) into the bucket. Wait 10 minutes while cleaning solution works through the lines.
8. Use supplied brush to clean beer faucet parts. (Image 3).
9. Rinse parts thoroughly.
10. Rinse bucket, pump bottle and hose thoroughly with clean cool water.

11. Fill pump bottle with clean cool water and pump through lines until water runs clear. (repeat if necessary)
12. When crystal clear water comes through, you're ready to assemble and reattach faucet and re-tap the keg.

### BEER TAP CLEANING KIT REQUIRED TOOLS



INSTALLING THE TOE KICK

LEVELING REFRIGERATOR

ANTI-TIP BRACKET INSTALLATION

INSTALLING THE 120° DOOR STOP (STANDARD)

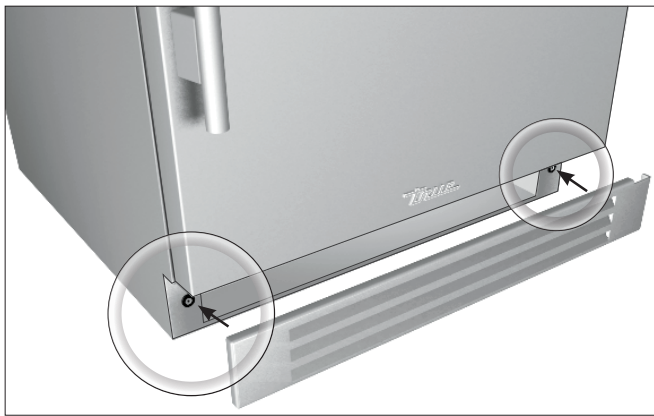
INSTALLING THE 90° DOOR STOP (OPTIONAL)



PRESERVE THE MOMENT®

## INSTALLING THE TOE KICK

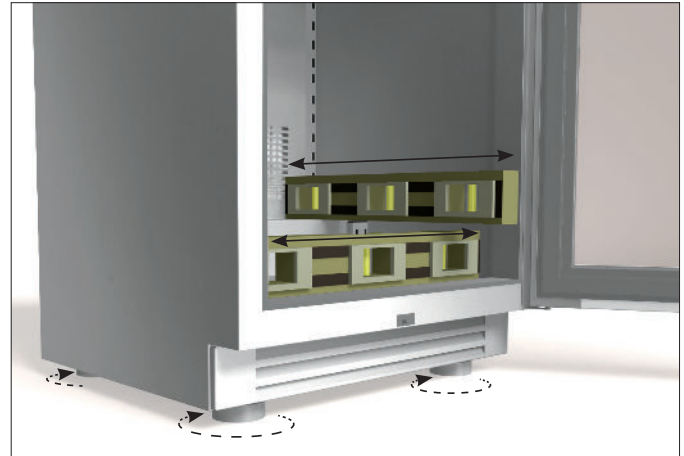
1. Remove from package that is taped to back of unit.
2. Line up and attach the toe kick to the bottom of the cabinet using the magnets.



Toe kick is attached to back of unit

5. The unit should be placed close enough to the electrical supply so that extension cords are never used.
6. Once installed in final location, insert toe kick by clipping in place.

**WARNING: COMPRESSOR WARRANTIES ARE VOID IF THE UNIT IS MORE THAN 7 FT. (2.1M) FROM PLUG-IN CONNECTION OR IF AN EXTENSION CORD IS USED.**



## LEVELING REFRIGERATOR

1. Set unit in its final location. Be sure there is adequate ventilation in your room.
2. Proper leveling of your True unit is critical to operating success (for non-mobile models). Effective condensate removal and door operation will be effected by leveling. Adjust leg levelers on the front and back of the cabinet if it needs to be lowered or raised.
3. The unit should be leveled from the interior of the unit front to back and side to side with a level. If the refrigerator is not level adjust the stainless steel leg levelers. The leg levelers can be adjusted by turning to reach the desired leveling height as shown in the illustration below.
4. Free plug and cord from back of cooler (do not plug in).

## ANTI-TIP BRACKET INSTALLATION

### IMPORTANT!

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

#### KIT CONTENTS

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

#### REQUIRED TOOLS

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

\*Drill bit type will vary by flooring material.

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

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

1. Place the unit on the floor protector.
2. Determine the final installation location of the unit. Measure 27/32" (22 mm) inset from the sides and either 27/32" from the back or 18-1/2" (470 mm) from the front (measure does not include the kickplate). See fig. 1.
3. Position the anti-tip brackets and mark the mounting hole locations.
4. With a 1/8" drill bit, drill pilot holes at the marked locations.

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

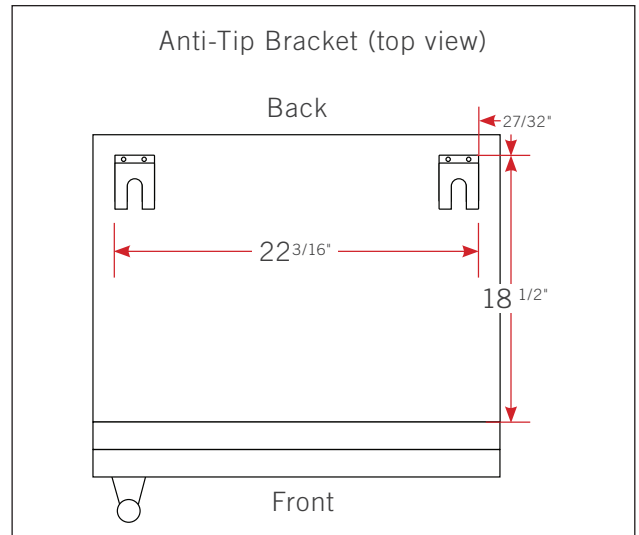


FIG. 1. Top plan view of anti-tip bracket positioning.

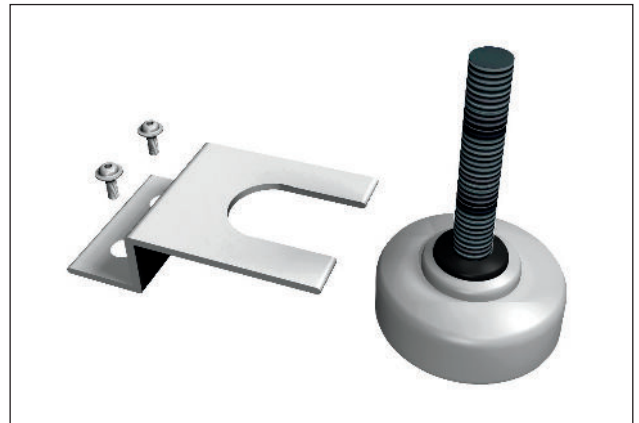


FIG. 2. Securely fasten the anti-tip brackets to the floor.

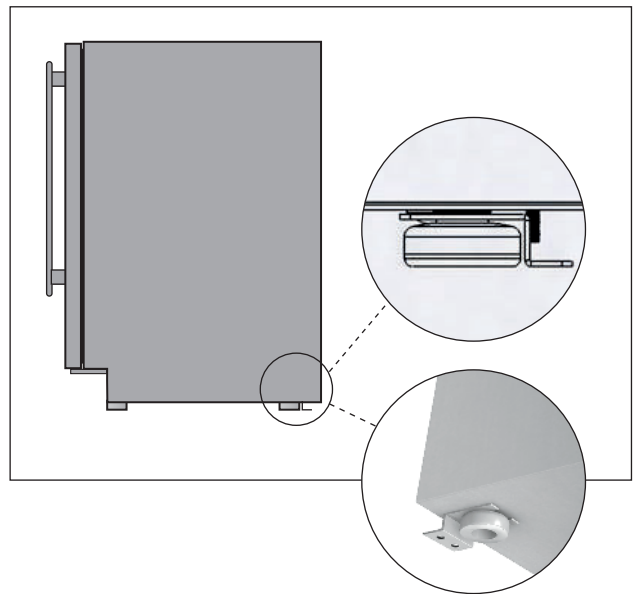


FIG. 3. Be sure the rear leveling legs slide into the brackets.

## ANTI-TIP BRACKET INSTALLATION (CONTINUED)

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

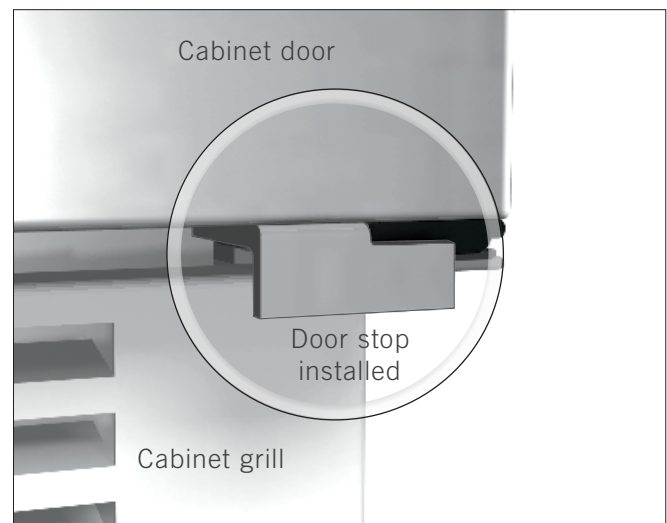
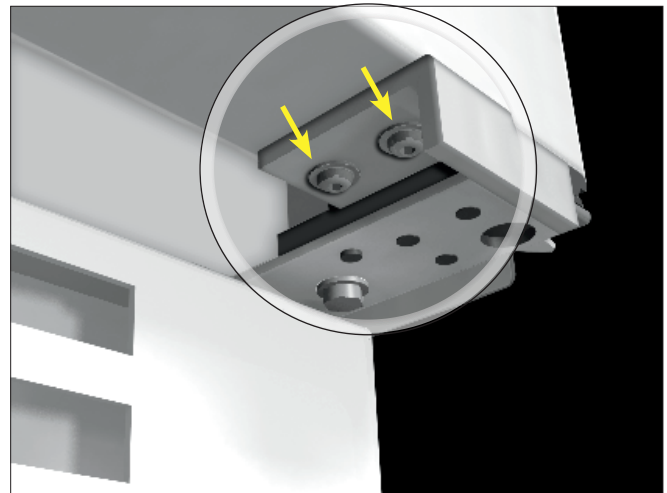
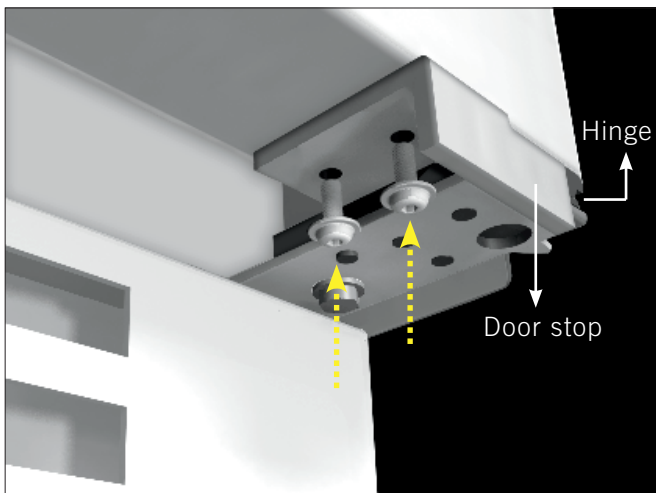
**NOTE: THE CONCRETE SCREWS ARE BLUE.**

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

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

## INSTALLING THE 120° DOOR STOP

All units are provided with an optional door stop. When installed, the door stop will restrict the door from opening past approximately 120° to prevent damage to surrounding cabinets. To install the door stop, use the 2 screws provided and secure the bracket to the bottom of the door on the same side as the hinge.





# INSTALLING THE 90° DOOR STOP

## REQUIRED TOOLS

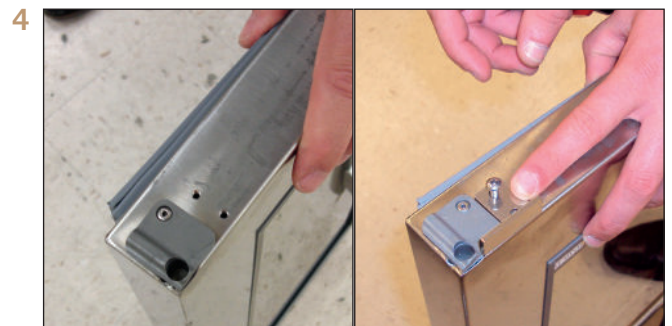
- 3/8" Socket wrench
- Phillips screwdriver

## KIT CONTENTS

- 90° Hinge door stop
- Door stop bracket

## PROCEDURE

1. Remove toe kick.
2. **WARNING:** Support the door while removing hinge. Door is heavy and weight will cause it to drop if not supported. Remove 2 3/8" bolts to detach 120° door hinge (standard).
3. Slowly remove door from unit by sliding down from top hinge.
4. Install door stop using screws already installed. Reinstall door by sliding up into top hinge.
5. Install 90° hinge with the 2 3/8" bolts that you removed. Note: Do not tighten screws all the way until door adjustments have been made.
6. Align door with lock latch and light switch. Tighten screws.





TRUE PRECISION CONTROL® OPERATION AND  
CABINET COMPONENTS (ALL MODELS)

24 INCH REFRIGERATOR & FREEZER

24 INCH DUAL ZONE WINE CABINET

24 INCH REFRIGERATOR DRAWERS

24 INCH FREEZER DRAWERS

15 INCH REFRIGERATOR

HOME ALARM SYSTEM

SHELVING ADJUSTMENT

STACKING KIT INSTRUCTIONS











PRESERVE THE MOMENT®









# 24 INCH REFRIGERATOR & FREEZER

(FREEZER NOT AVAILABLE IN GLASS DOOR)



-  = Power unit off / on cuts power to all relays
-  = To display set point
-  = Press to change set point down
-  = Press to change set point up
-  = To turn on accent light - This will leave light on all the time even when the door is closed
-  = To switch color LED's - 14 color TruLumina® patent. 
-  = To turn on door ajar alarm & high temperature alarm - Door ajar alarm activates after 7 minutes.
  - Refrigerator - High temperature alarm activates after one consecutive hour at or above 50°F.
  - Freezer - High temperature alarm activates after one consecutive hour at or above 20°F.
  - Wine Cabinet - High temperature alarm activates after one consecutive hour at or above 70°F.

## KEY COMBINATIONS

-  +  = Lock / Unlock Keypad
-  +  = Sabbath Mode
-  +  = Showroom Mode - Shuts off all refrigeration components. Displays set point. Lights are fully functional.
-  +  = Toggle °C / °F

## TRUE ALL REFRIGERATOR / FREEZER COMPONENTS

TUR / TUF



## TRUE BEVERAGE CENTER COMPONENTS

TBC



## TRUE WINE CABINET COMPONENTS

TWC



# TRUE BEVERAGE DISPENSER

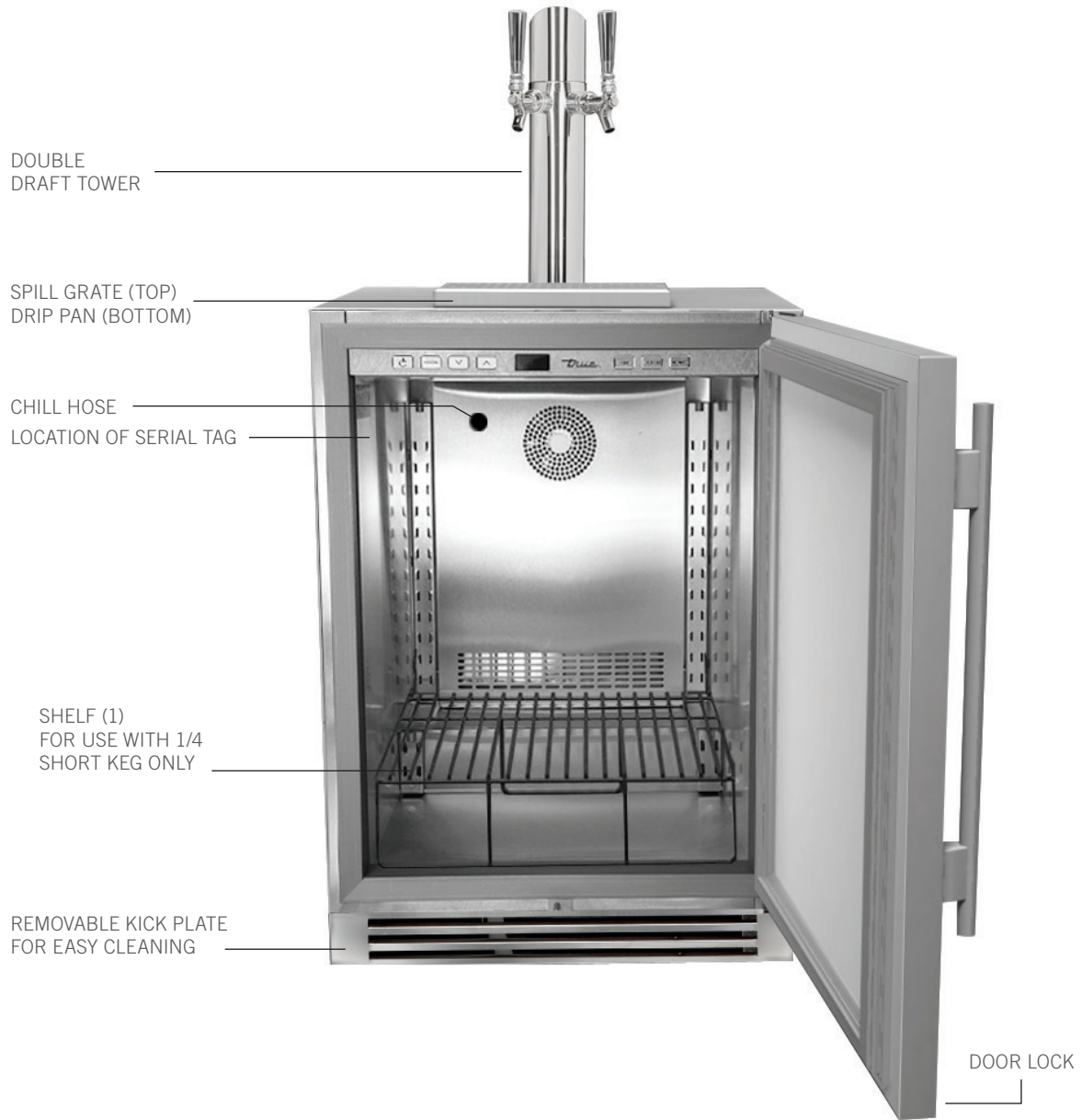
TUR-24BD





# TRUE DUAL BEVERAGE DISPENSER







TUR-24DD











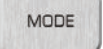


# 24 INCH DUAL ZONE

## USER INTERFACE COMMANDS



-  = Power, cuts power to all relays, resumes pulldown
-  = To display set point
-  = Press to change set point down, hold to scroll down
-  = Press to change set point up, hold to scroll up
-  = To turn on Accent Light - This will leave light on all the time even when the door is closed
-  = To turn on door ajar alarm & high temperature alarm - Door ajar alarm activates after 7 minutes.
  - High temperature alarm activates after one consecutive hour at or above 70°F.

## KEY COMBINATIONS

-  +  = Lock / Unlock Keypad (UPPER)
-  +  = Sabbath Mode (UPPER)
-  +  = Showroom Mode - Shuts off all refrigeration components. Displays set point. Lights are fully functional.
-  +  = Toggle °C / °F (UPPER)
-  +  = To switch color LEDs - 14 color TruLumina® patent. 









## TRUE WINE CABINET - DUAL ZONE COMPONENTS

TWC-DZ











# 24 INCH REFRIGERATOR / FREEZER DRAWERS



-  = Power unit off / on cuts power to all relays
-  = To display set point
-  = Press to change set point down
-  = Press to change set point up
-  = To turn on accent light - This will leave light on all the time even when the door is closed
-  = To switch color LED's - 14 color TruLumina® patent. 
-  = To turn on door ajar alarm & high temperature alarm - Door ajar alarm activates after 7 minutes.
  - Refrigerator - High temperature alarm activates after one consecutive hour at or above 50°F.
  - Freezer - High temperature alarm activates after one consecutive hour at or above 20°F.

## KEY COMBINATIONS

-  +  = Lock / Unlock Keypad
-  +  = Sabbath Mode
-  +  = Showroom Mode - Shuts off all refrigeration components. Displays set point. Lights are fully functional.
-  +  = Toggle °C / °F

**TRUE REFRIGERATED DRAWERS**  
TUR-24D

TWO HEAVY DUTY  
LEXAN ORGANIZERS  
PER DRAWER

EXCLUSIVE TRUE®-GLIDE  
SOFT-CLOSE FEATURE  
FOR BOTH DRAWERS

REMOVABLE KICK PLATE  
FOR EASY CLEANING



**TRUE FREEZER DRAWERS**  
TUF-24D

EXCLUSIVE TRUE®-GLIDE  
SOFT-CLOSE FEATURE  
FOR BOTH DRAWERS




REMOVABLE KICK PLATE  
FOR EASY CLEANING


# 15 INCH


## USER INTERFACE COMMANDS

Control is located behind the user interface and can be accessed by removing 3 Phillips screws. This will also give you access to the user interface, and LED driver. Control sequence is as follows:



 = Power, cuts power to all relays, resumes pulldown

 = To turn on Accent Light



 = Press to change set point down, hold to scroll down

 = Press to change set point up, hold to scroll up



## KEY COMBINATIONS

 +  = Lock / Unlock Keypad

 +  = Sabbath Mode

 +  = Showroom Mode - Shuts off all refrigeration components. Displays set point. Lights are fully functional.

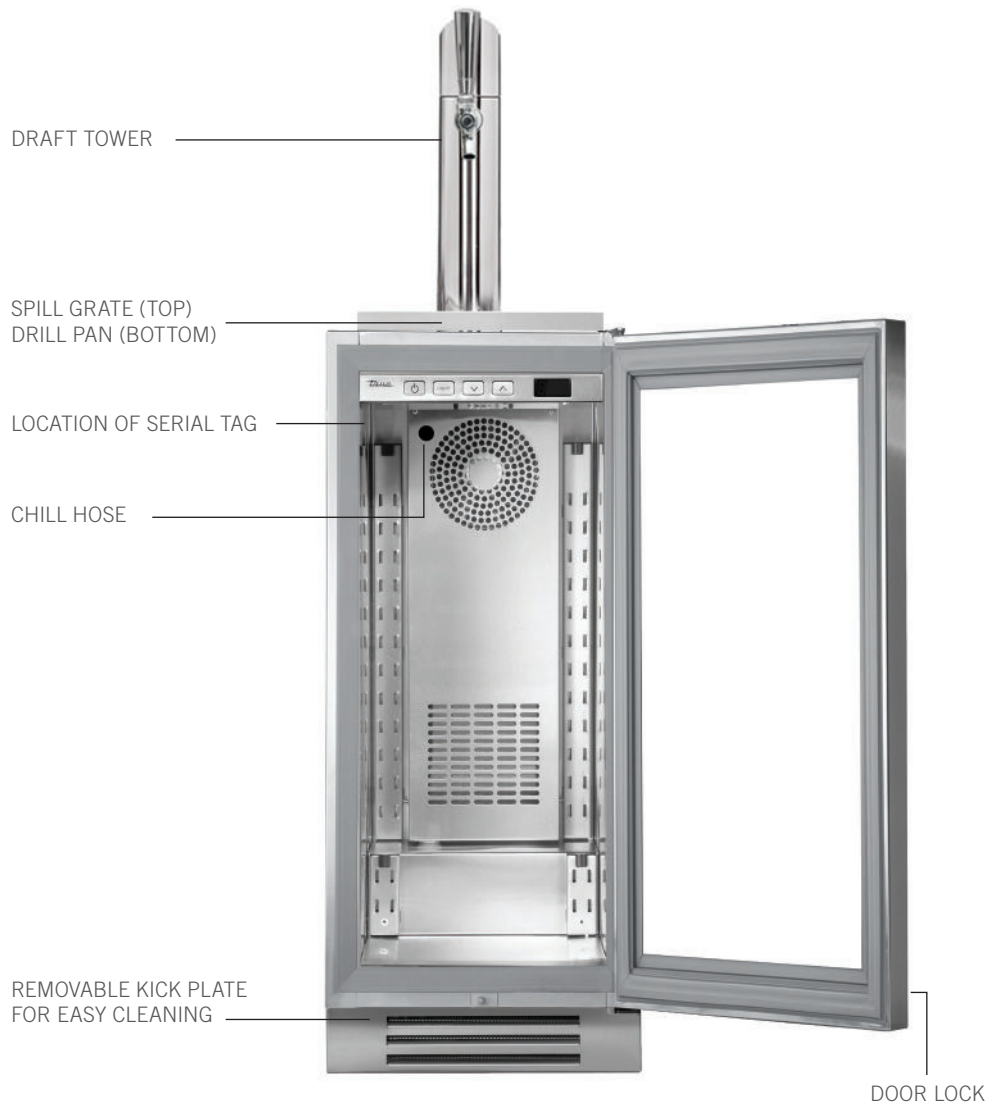
 +  = To switch color LEDs - 14 color TruLumina® patent. 

 +  = To turn on door ajar alarm & high temperature alarm - Door ajar alarm activates after 7 minutes.

- Refrigerator - High temperature alarm activates after one consecutive hour at or above 50°F.
- Wine Cabinet - High temperature alarm activates after one consecutive hour at or above 70°F.

## TRUE BEVERAGE DISPENSER

TUR-15BD





## TRUE ALL REFRIGERATOR COMPONENTS

TUR



**TRUE WINE CABINET COMPONENTS**

TWC



## HOME ALARM SYSTEM – DUAL ZONE WINE CABINET ONLY

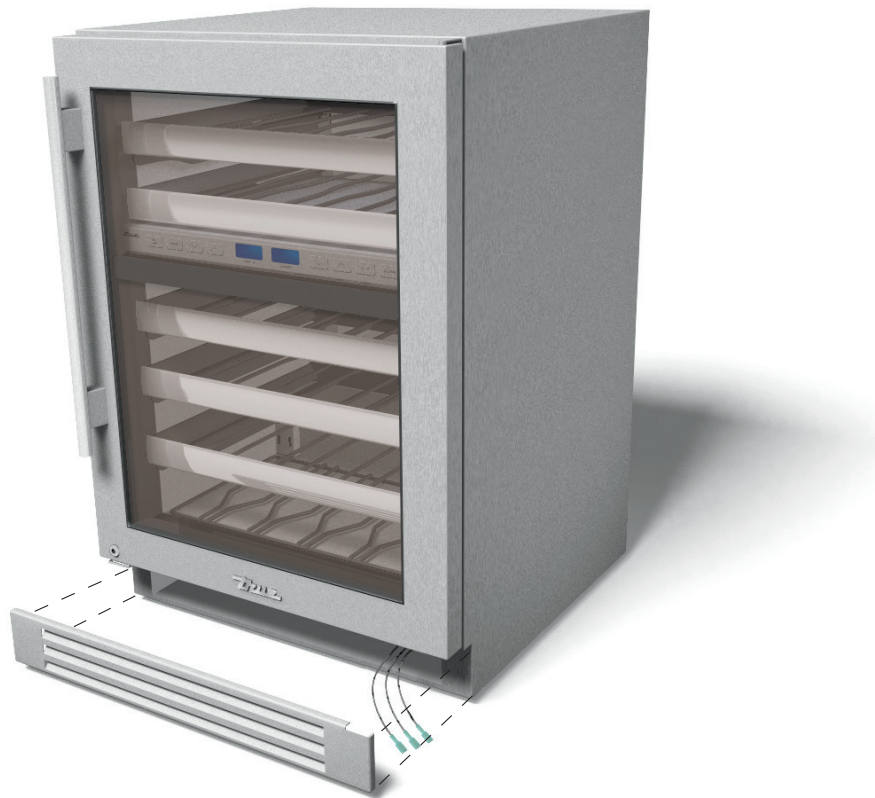
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Dual Zone wine units are provided with three wires located behind the kick-plate that may be connected to a home alarm system. These connections are for low voltage, low current circuits similar to those used as signals for alarms on doors and windows. Refer to the specifications of your alarm system to determine the type of circuit used.

**The color codes for the different circuits are as follows:**

- Normally closed contacts: White with black and violet
- Normally open contacts: White with blue and black
- Common: White with black

**CAUTION: ANY UNUSED TERMINALS SHOULD BE FULLY INSULATED AND ALL WIRES SHOULD BE SECURED AWAY FROM MOVING PARTS AND SHARP EDGES.**



## WINE SHELVING ADJUSTMENT

The glide out wine shelves in TBC, TWC and TWZ-DZ models consist of 3 pieces. These pieces are the wire wine rack and 2 mounting bracket/glide assemblies (one for the hinge side and one for the non-hinge side).

To remove the wine shelf, pull up on the front of the wine rack and it will separate from the two mounting brackets. The two mounting brackets may now be removed from the pilasters by lifting straight up then pulling the brackets out of the pilasters.

**NOTE WHEN REINSTALLING THE BRACKETS, THE BRACKET WITH THE LARGER VIBRATION BUMPER MUST BE INSTALLED ON THE SAME SIDE OF THE CABINET AS THE DOOR HINGE. WHEN REINSTALLING THE WINE RACK, BE SURE THAT THE BACK OF THE RACK HOOKS UNDERNEATH THE TAB ON THE GLIDE.**

The tab on the front of the glide must also fit securely in the gap between the handle and the rack (see illustration). If the fit is too tight, you may need to loosen the screws on the back of the handle to increase the gap.

The wine shelves are held securely by the anti-vibration bumpers. If there is too much play side-to-side, tighten the bumpers against the compartment walls by rotating with your fingers.

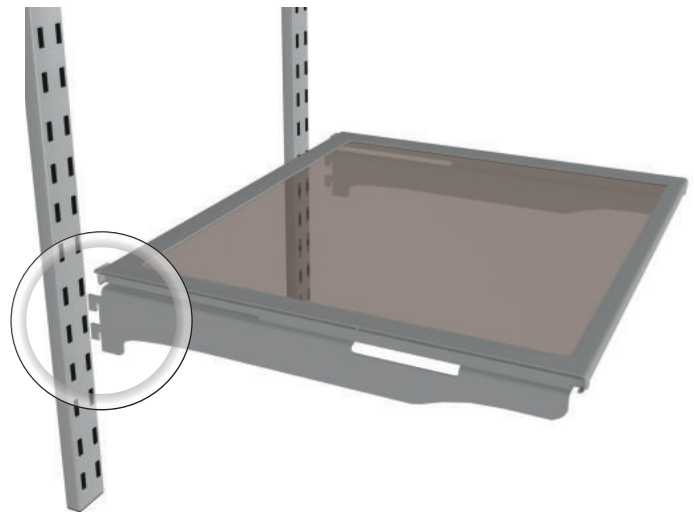


## GLASS SHELVING ADJUSTMENT

The glide out glass shelves are already attached to the mounting bracket/glide assemblies.

To install the glass shelves insert mounting brackets into pilasters.

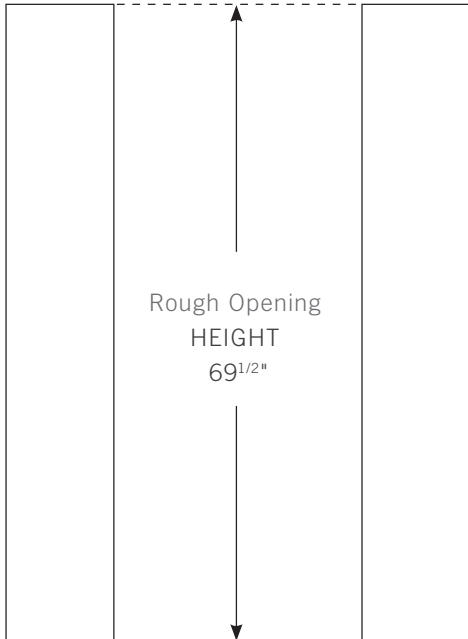
To remove the glass shelves, simply lift straight up then pull the brackets out of the pilasters.



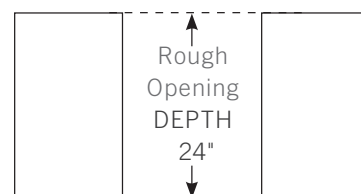
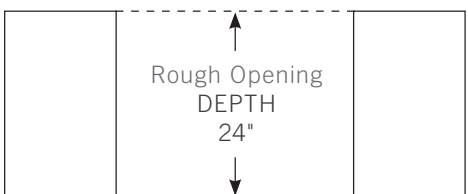
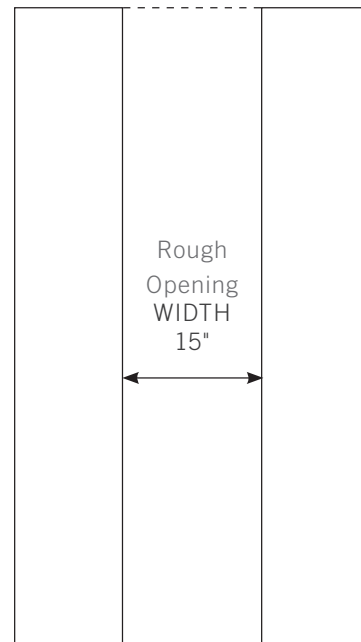
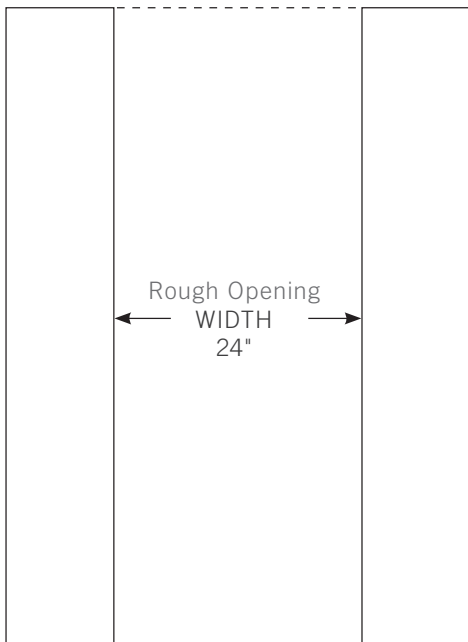
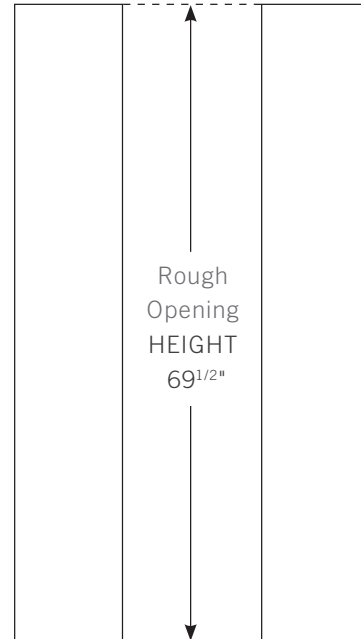
# INSTALLATION SPECIFICATIONS - STACKED UNITS (SOLID AND GLASS DOOR AND OVERLAY PANELS)

True's stacked units are designed to be inserted into a cabinet opening or free standing. Below are recommended dimensions for rough opening.

**24 INCH**



**15 INCH**



# TRUE STACKING KIT

## REQUIRED TOOLS

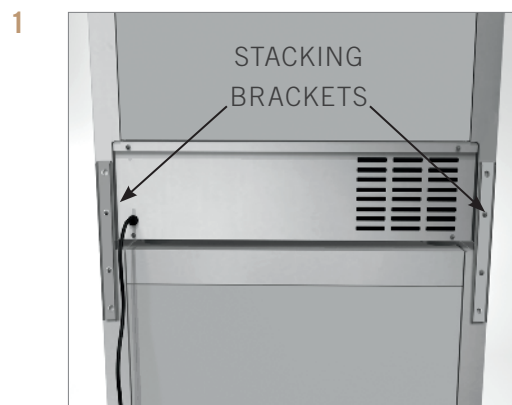
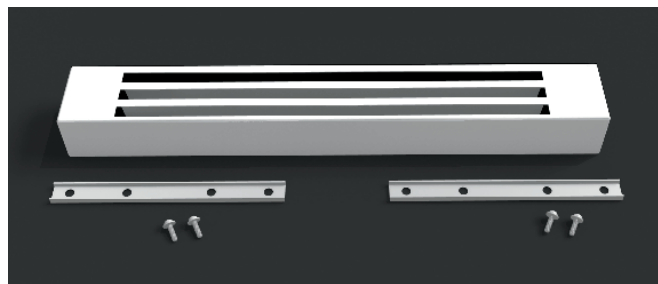
- 1/4 inch socket and ratchet
- Level
- Floor protector

## KIT CONTENTS

- (1) Louver Grill
- (2) Stacking Brackets
- (4) 1/4" Hex Head Screws

## PROCEDURE

1. Lay floor protectant down.
2. Uncrate cabinets and secure both shelving and doors/drawers.
3. Install the anti-tip device per its instructions. (Page 16).
4. Trial fit anti tip brackets using the lower cabinet.
5. Carefully lift the top cabinet and place on the lower cabinet. This procedure requires assistance. Level the top cabinet.
6. Position the upper refrigerator so that it is flush with the lower cabinet's sides and back.
7. Install the rear stacking brackets. See image 1.
8. Place set in final spot. Level both top and bottom unit. Use a level on the inside of the cabinets. Check front to back and side to side. See image 2.
9. Remove front grill on top cabinet. Door must be open to remove grill. Pull both sides of the louver grill at the same time. The grill then snaps out. See image 3.



## TRUE STACKING KIT (CONTINUED)

10. Install the new louver grill on top cabinet.

**NOTE: MAKE SURE ANY PLASTIC PROTECTIVE MATERIAL IS REMOVED FROM LOUVER GRILL BEFORE INSTALLING.**

11. Door must be open for installation. Slide louver grill into place and snap both sides into the unit. See image 4.

12. Installation is complete.

4



**24 INCH**



**15 INCH**



**24 / 15 INCH SIDE VIEW**



# TRUE STACKING KIT FOR UNITS WITH OVERLAY PANELS

## REQUIRED TOOLS

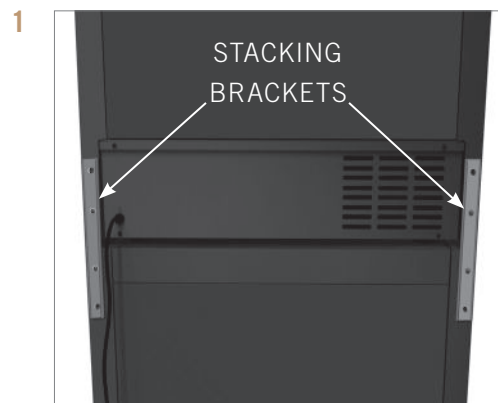
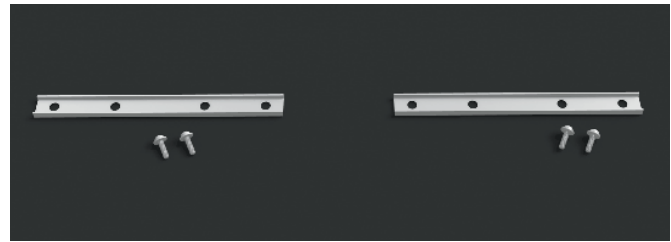
- 1/4 inch socket and ratchet
- Level
- Floor protector

## KIT CONTENTS

- (2) Stacking Brackets
- (4) 1/4" Hex Head Screws

## PROCEDURE

1. Lay floor protectant down.
2. Uncrate cabinets and secure both shelving and doors/drawers.
3. Install the anti-tip device per its instructions. (Page 16).
4. Trial fit anti tip brackets using the lower cabinet.
5. Carefully lift the top cabinet and place on the lower cabinet. This procedure requires assistance. Level the top cabinet.
6. Position the upper refrigerator so that it is flush with the lower cabinet's sides and back.
7. Install the rear stacking brackets. See image 1.
8. Place set in final spot. Level both top and bottom unit. Use a level on the inside of the cabinets. Check front to back and side to side. See image 2.
9. Installation is complete.





PLEASE NOTE WHEN ADDING A PANEL TO THE GRILL OR DOOR, AIR FLOW NEEDS TO BE TAKEN INTO CONSIDERATION. SEE IMAGES 3 AND 4.

IMAGE 3



IMAGE 4



Approximate distance from bottom of door to bottom of cabinet.

24 INCH



15 INCH

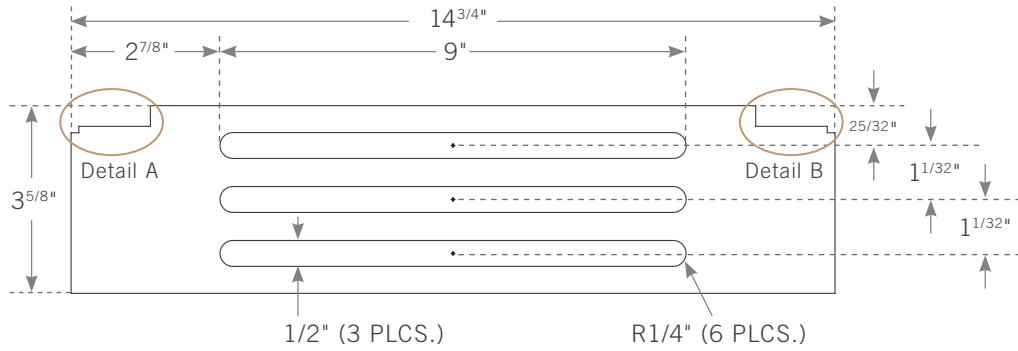


24 / 15 INCH SIDE VIEW

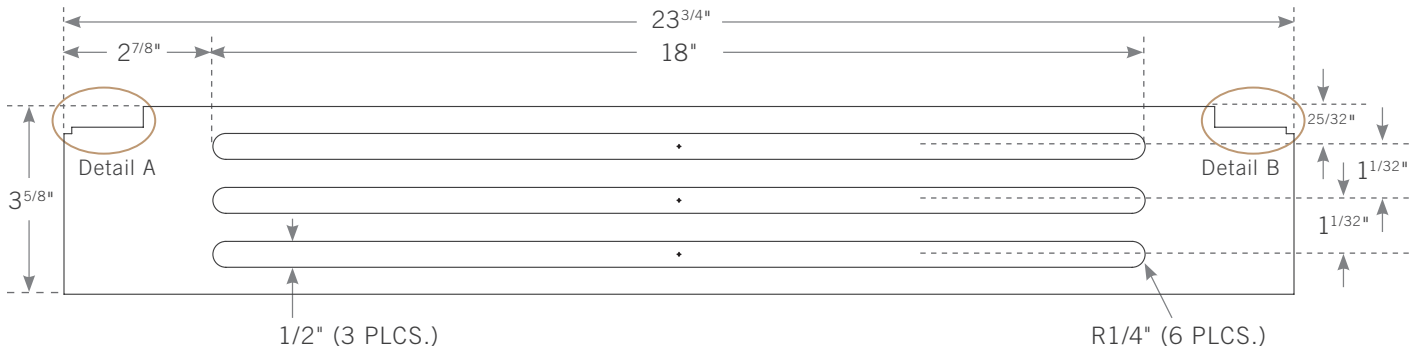


# CUSTOM WOOD LOUVER TEMPLATE

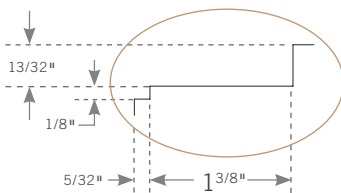
## 15 INCH



## 24 INCH

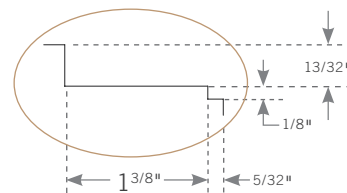


### DETAIL A



SCALE 2:3  
Notch here for a  
**left hinged** unit

### DETAIL B



SCALE 2:3  
Notch here for a  
**right hinged** unit

STAINLESS STEEL EQUIPMENT CARE AND CLEANING

GENERAL MAINTENANCE

CONDENSATION

SERVICE INFORMATION

FREQUENTLY ASKED QUESTIONS

WARRANTY



PRESERVE THE MOMENT®

## STAINLESS STEEL EQUIPMENT CARE AND CLEANING

---

**CAUTION: DO NOT USE ANY STEEL WOOL, ABRASIVE OR CHLORINE BASED PRODUCTS TO CLEAN STAINLESS STEEL SURFACES.**

### STAINLESS STEEL OPPONENTS

---

There are three basic things which can break down your stainless steel's passivity layer and allow corrosion to rear its ugly head.

1. Scratches from wire brushes, scrapers, and steel pads are just a few examples of items that can be abrasive to stainless steel's surface.
2. 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.
3. 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

---

Do not use stainless steel cleaners or similar solvents to clean plastic or powder-coated parts. Instead, use warm soapy water.

- For routine cleaning and removal of grease and oil, apply white vinegar, ammonia, or any good commercial detergent\* with a soft cloth or sponge.
- Stainless steel polish (i.e., Zep® Stainless Steel Polish, Weiman® Stainless Steel Cleaner & Polish, Nyco® Stainless Steel Cleaner & Polish, or Ecolab® Ecoshine®) and olive oil can act as a barrier against fingerprints and smears.
- Degreasers\* (i.e., Easy-Off® Specialty Kitchen Degreaser or Simple Green® Industrial Cleaner & Degreaser) are excellent for removal of grease, fatty acids, blood and burnt-on foods on all surfaces.
- For restoration/passivation or removing stubborn stains and discoloration, Brillo® Cameo®, Zud® Cleanser, Ecolab® Specifax™ First Impression® Metal Polish, Sheila Shine, or talc can be applied by rubbing in the direction of the polish lines.

\*Do not use detergents or degreasers with chlorides or phosphates.

**NOTE: THE USE OF PROPRIETARY NAMES IS INTENDED FOR EXAMPLE ONLY AND DOES NOT CONSTITUTE OR IMPLY AN ENDORSEMENT. OMISSION OF PROPRIETARY CLEANSERS FROM THIS LIST DOES NOT IMPLY INADEQUACY.**

### 8 TIPS TO HELP PREVENT RUST ON STAINLESS STEEL

---

1. **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).
2. **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.
3. **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.
4. **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.
5. **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.
6. **Never Use Hydrochloric Acid (Muriatic Acid) on Stainless Steel** – Even diluted, hydrochloric acid can cause corrosion, pitting and stress corrosion cracking of stainless steel.
7. **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.
8. **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.

## GENERAL MAINTENANCE

Keeping the condenser coil clean will minimize required service and lower electrical cost. The condenser coil is accessible from the front. The condenser coil should be cleaned by removing dust and other build-up from the tube assembly with vacuum or a cleaning rag. When properly cleaned you should be able to see through the tube assembly. Warranty does not cover cleaning the condenser coil.

## CONDENSATION

Leaving the door open for a long period of time or a unit that is running with little to no product inside may also cause excessive condensation.

## DATA TAG

Please have your model number and seven-digit serial number on hand so we can better assist you with your service- or parts-related inquiries. These numbers are on the data tag, located on the left hand side wall by the pull out wire basket in freezers, and the upper drawer in refrigerators.



## REPLACEMENT PARTS

True maintains a record of the cabinet serial number for your unit. If at any time during the life of your unit, a part is needed, you may obtain that part by furnishing the model number and serial number to the company from whom you purchased the cooler. For replacement parts contact the dealer from whom you purchased the refrigerator or call True parts department at 844-849-6179. Inquiries can be sent to the following address:

ATTN Parts Department  
True Manufacturing  
2001 East Terra Lane  
O'Fallon, MO 63366-4434  
Trueresidentialparts@truemfg.com  
Phone Number : 844-849-6179

## FREQUENTLY ASKED QUESTIONS

### Q. How do I adjust the temperature?

A. Refer to True Precision Control® Operation listed in Table of Contents on page 1.

### Q. Why does the evaporator fan motor run constantly?

A. This is a normal operation. The evaporator fan motor will run continuously to ensure even temperature throughout your cabinet. This will only stop when the door is opened to keep warm air from being circulated throughout the cabinet.

### Q. Why isn't my unit cooling properly?

A. Check to see that there are no obstructions to the condenser coil (behind front grill). Confirm that the condenser area is clean.

### Q. How do I adjust or remove a shelf from my current configuration?

A. Refer to Shelfing Adjustment listed in Table of Contents on page 1.

### Q. Why is there warm air coming from the bottom/front of the refrigerator (grill/kickplate area)?

A. This is normal as heat dissipation is part of the refrigeration cycle.

### Q. Why is there condensation forming on the inside or outside of the unit?

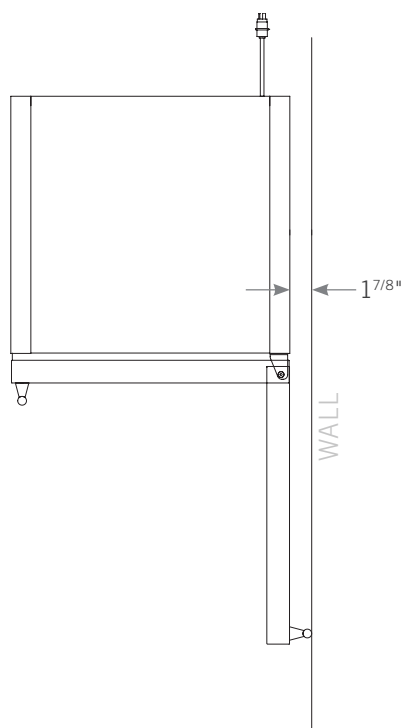
A. Leaving the door open for a long period of time or a unit that is running with little to no product inside may also cause excessive condensation.

### Q. What are the preset limits for the high temperature alarm?

A. The electronic control will monitor temperatures and activate an alert if unsafe product temperatures are present for more than 60 minutes. For single and dual zone wine cabinets, the alarm will activate at 70°F. For all refrigerators, the alarm will activate at 50°F.

**Q. How much distance is needed from the wall to have the hinge on the wall side and still open 90 degrees?**

A. 2 inches



**Q. Can I put 2 units flush against each other without spacing?**

A. Yes, usually. In typical climate controlled temperature/humidity conditions our units can be installed flush against each other. However, if you place your units in a humid, non-climate controlled area, ½ to 1 inch of spacing between the units will help prevent potential condensation buildup.

**Q. Does True sell the wood doors on overlay?**

A. No, for wood front doors, reach out to your cabinet maker and provide them with the overlay template available on the right hand side of our document library: <http://www.true-residential.com/Support/Document-Library/>

**Q. Does the overlay come with the handle?**

A. No, our handle can be ordered as an accessory, or any pull can be added to your overlay drawer.

**Q. Do True units have a zero clearance hinge?**

A. Yes. No spacing is needed on the either side of our unit. It can be placed flush with adjoining cabinetry and still open fully.

**Q. Why doesn't the warranty cover commercial units in my home?**

A. Due to Department of Energy regulations on refrigerator energy use, we are not able to market and sell our commercial units in homes. Providing a warranty to home users is included in this.



**Q. What is the Decibel rating of the units?**



A. 42-47 db.

**Q. How do I change the lighting?**

A. For models that include a color button, simply push the button until the desired color appears.

For 15 inch models without a color button press

 +  at the same time until your desired color is reached.

On 24 inch dual zone models press  + .

**Q. My display was reading "REF" What does that mean?**

A. The REF code is shown when the cabinet doesn't reach the desired set temp in the allotted time. The problem may be that the door was left open or very hot product was loaded into the unit. To reset the code, simply power off, and power on the refrigerator. If the code returns, please contact True for service.

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

A. Please call True's service line: 888.616.8783 or email us: [info@true-residential.com](mailto:info@true-residential.com) to have us help find an appropriate servicer for your cabinet.

**Q. Does my refrigerator have to be covered outdoors?**

A. No. All True undercounter are UL rated for outdoor use.

True units are able to be installed free standing. If left exposed to the elements throughout winter months, a cover will help preserve the life and beauty of your True product.

**PLEASE NOTE: THE GASKETS DO NOT PROVIDE A WATER TIGHT SEAL, SO IT IS RECOMMENDED THAT THE UNIT IS INSTALLED SO THAT THE COUNTERTOP OF YOUR OUTDOOR KITCHEN COVERS THE DOOR OR DRAWER GASKET.**

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

A. In regions with cold winters (consistently below 32°F), True refrigerators should be turned off, and emptied of all contents. If exposed to the elements, covering your cooler will extend its life and beauty.

**BEVERAGE DISPENSER QUESTIONS**

**Q. What type of tap system can be used with a True unit?**

A. Different tap systems can be used on ¼ barrel short kegs, but low profile taps are not available in the non-sankey variety, and therefore will probably not fit in our dispensers when used with tall kegs.

**Q. Where can I get my CO<sub>2</sub> tank filled?**

A. CO<sub>2</sub> is available at many sporting good stores as well as paintball stores. CO<sub>2</sub> canisters can often be exchanged (much like propane tanks) at many liquor stores as well as nationally at AIRGAS locations.

**WINE CABINET QUESTIONS**

**Q. Can I store Magnum bottles?**

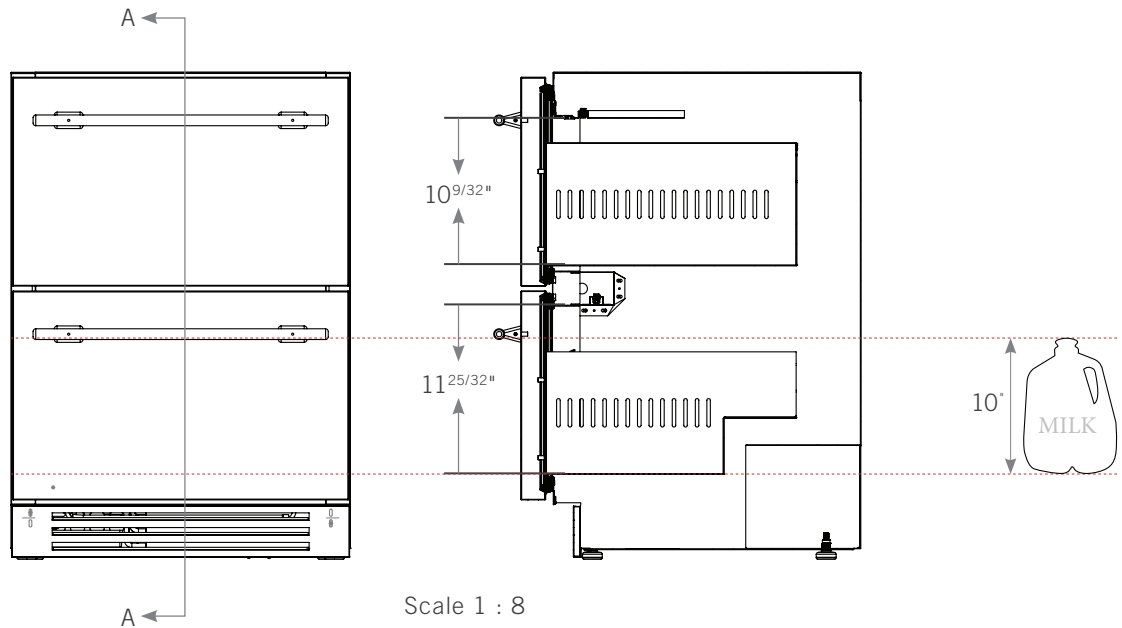
A. Magnums will fit on our floor rack which holds 5 bottles. Also, our shelves are removable to create additional space.

**Q. Can I store pinot/Bordeaux/Riesling bottles?**

A. Yes. Almost all bottle varieties will fit in your True Wine Cabinet.

**DRAWER CABINET QUESTIONS**

**Q. How tall are the drawers? Can I store an upright bottle of wine, or a gallon of milk?**



**CONTACT US**

**Customer Service**  
 Phone: 888-616-8783  
 True-Residential.com

**Warranty Department**  
 Phone: 844-849-6179  
 TrueResidentialWarranty@truemfg.com

**Service Department**  
 Phone: 844-746-9423  
 TrueResidentialService@truemfg.com



# TRUE RESIDENTIAL® SERIES 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® warrants to the original purchaser of every new TRUE refrigerated unit, the cabinet and all parts thereof, to be free from defects in material or workmanship under normal and proper use and maintenance as specified by TRUE and upon proper installation and start-up in accordance with the instruction packet supplied with each TRUE unit. TRUE's obligation under this warranty is limited to a period of three (3) years from the date of original installation or thirty nine (39) months after shipment date from TRUE, whichever occurs first. Contact the factory 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 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 after Feb 1, 2017 and REGISTERED via TRUE's Product Registration Page – TRUE 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 within 12 months of the unit's installation to qualify for this warranty. Factory seconds and clear Ice machines are excluded from this warranty.

## TERMS APPLICABLE TO EACH WARRANTY

Any part covered under the above warranties that is determined by TRUE to have been defective within the time frame is limited to the repair or replacement, including labor charges, of defective parts or assemblies. The labor warranty shall include standard straight time labor charges only and reasonable travel time, as determined by TRUE.

## WARRANTY CLAIMS

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

## WHAT IS NOT COVERED BY THIS WARRANTY

TRUE's sole obligation under this warranty is limited to either repair or replacement of parts, subject to the additional limitations below. This warranty neither assumes nor authorizes any person to assume obligations other than those expressly covered by this warranty.

## NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss, profit loss; or special, indirect or consequential damages, including without limitation, losses or damages arising from food or product spoilage claims whether or not on account or refrigeration failure.

## WARRANTY IS NOT TRANSFERABLE

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

## IMPROPER USAGE

TRUE assumes no liability for parts or labor coverage for component failure or other damages resulting from improper usage or installation or failure to clean and/or maintain product as set forth in the warranty packet provided with the unit.

## ALTERATION OR NEGLIGENCE

TRUE is not responsible for the repair or replacement of any parts that TRUE determines have been subjected after the date of manufacture to alteration, neglect, abuse, misuse, accident, damage during transit or installation, fire, flood, or act of God.

## IMPROPER ELECTRICAL CONNECTIONS

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

## YOUR RIGHTS UNDER STATE LAW

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

## ENVIRONMENTAL ATTRIBUTES

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

## OUTSIDE U.S./CANADA

This warranty does not apply to, and TRUE is not responsible for, any warranty claims made on products sold or used outside the United States or Canada.

**SUBMIT WARRANTY CLAIMS TO:** True Residential  
2001 East Terra Lane  
O'Fallon MO 63366  
TrueResidentialWarranty@truemfg.com

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## CONTACT US

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

636.240.2400 | toll free 888.616.8783

