



True Caliber ADA Limited Warranty Statement & ADA Ice Machine

TWO-YEAR PARTS & LABOR WARRANTY

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 two (2) years from the date of original installation. Any warranty coverage is dependent on the purchase date of the unit being within thirty-six (36) months of the original date shipped from True Caliber.

ADDITIONAL THREE-YEAR COMPRESSOR WARRANTY

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

COMPRESSOR WARRANTY

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

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

DISPLAY PRODUCTS

True Caliber Products on showroom display sold more than 3 years (36 months) from the invoice date to the dealer carry a 1-year parts and labor warranty and 3-year parts-only compressor 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 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 product serial number, 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. Failure to notify True Caliber within three (3) months of the defect giving rise to the breach will bar any remedy under warranty. True Caliber reserves the right to request any failed part covered under warranty to be returned.

WHAT IS NOT COVERED BY THIS WARRANTY

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

WARRANTY IS NOT TRANSFERABLE

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

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

IMPROPER ELECTRICAL CONNECTIONS

True 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.

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.

2001 East Terra Lane O'Fallon MO 63366

WarrantyClaims@True-Caliber.com

