TRUE MANUFACTURING CO., INC.

OWNER'S MANUAL

**RETAIL MERCHANDISER**

## ⚠ WARNING!

**Be sure to read and fully understand** this document before installing, operating, maintaining or servicing this appliance. Failure to do so can result in appliance failure, property damage, serious injury or death. Appliance failure, injury or property damage due to

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**Model Name:**

**Serial Number:**

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**North America – Canada and Caribbean**
Warranty Phone: +1 855 878 9277
Warranty Fax: +1 636 980 8510
Technical Phone: +1 855 372 1368
Warranty Email:
warrantyinquiries@truemfg.com
Technical Email:
service@truemfg.com
7:00 – 6:00 CST Monday – Friday.
8:00 – 12:00 Saturday.

**Mexico**
Phone: +52 555 804 6343/44
service-mexicocity@truemfg.com
9:00 am – 5:30 pm M–F

**Latin America**
Phone: +52 555 804 6343/44
servicelatam@truemfg.com
9:00 am – 5:30 pm M–F

# THANK YOU

## FOR YOUR PURCHASE

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# Preface

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

## Signal & Symbol Definitions

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

| Signal Word Definitions | |
|---|---|
| ⚠ DANGER! | An imminently hazardous situation which, if not avoided, will result in serious injury or death. |
| ⚠ WARNING! | A potentially hazardous situation which, if not avoided, can result in serious injury or death. |
| ⚠ CAUTION! | A potentially hazardous situation which, if not avoided, may result in minor or moderate injury; |
| | |
| | |

## ⚠ WARNING!

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

•

| ⚠ DANGER! | |
|---|---|
|  | **DO NOT** allow children to play with or in the appliance. Child entrapment or personal injury can occur. |
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## ⚠ DANGER!



**Risk of fire or explosion! Flammable refrigerant used.**

- All servicing and maintenance must be performed by qualified technicians. This is to minimize the risk of fire or personal injury due to incorrect parts or improper service.
-

# About Your Appliance & Installation Requirements

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

For assistance finding a qualified technician, please visit our Service Company Locator at **truemfg.com/support/service-locator**. TRUE is solely the appliance manufacturer and is not responsible for installation.

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

## Clearances

Be sure your unit has the required surrounding clearances for ventilation purposes. Keep all ventilation openings in the appliance enclosure or structure housing the appliance clear of obstruction.

| Model | Side(s) | Top | Back |
|---|---|---|---|
| TRM Freezer | 0" (0 mm) | 6" (152.4 mm) | 0" (0 mm) |
| TRM Refigerator | 0" (0 mm) | 6" (152.4 mm) | 0" (0 mm) |

# About Your Applicance & Installation Requirements (cont.)

## Electrical Requirements

**USER ACTION!**

Find a copy of the wiring diagram with our serial number lookup at [truemfg.com/support/serial-number-lookup](truemfg.com/support/serial-number-lookup)

Each TRM requires one (1) individual dedicated circuit

See available locations for wall outlets by model in the following diagrams.

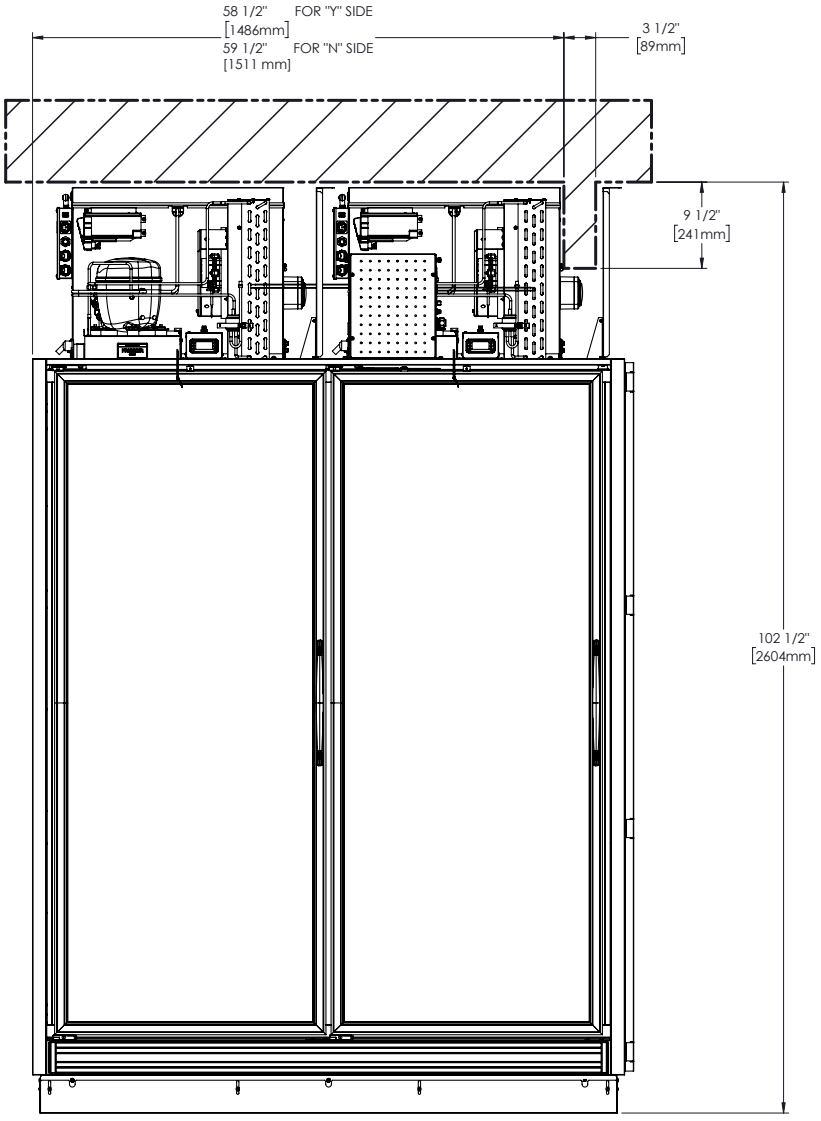
## Electrical Requirements

# About your Appliance & Installation Requirements

## Electrical Requirements

= Potential Wall Outlet Location

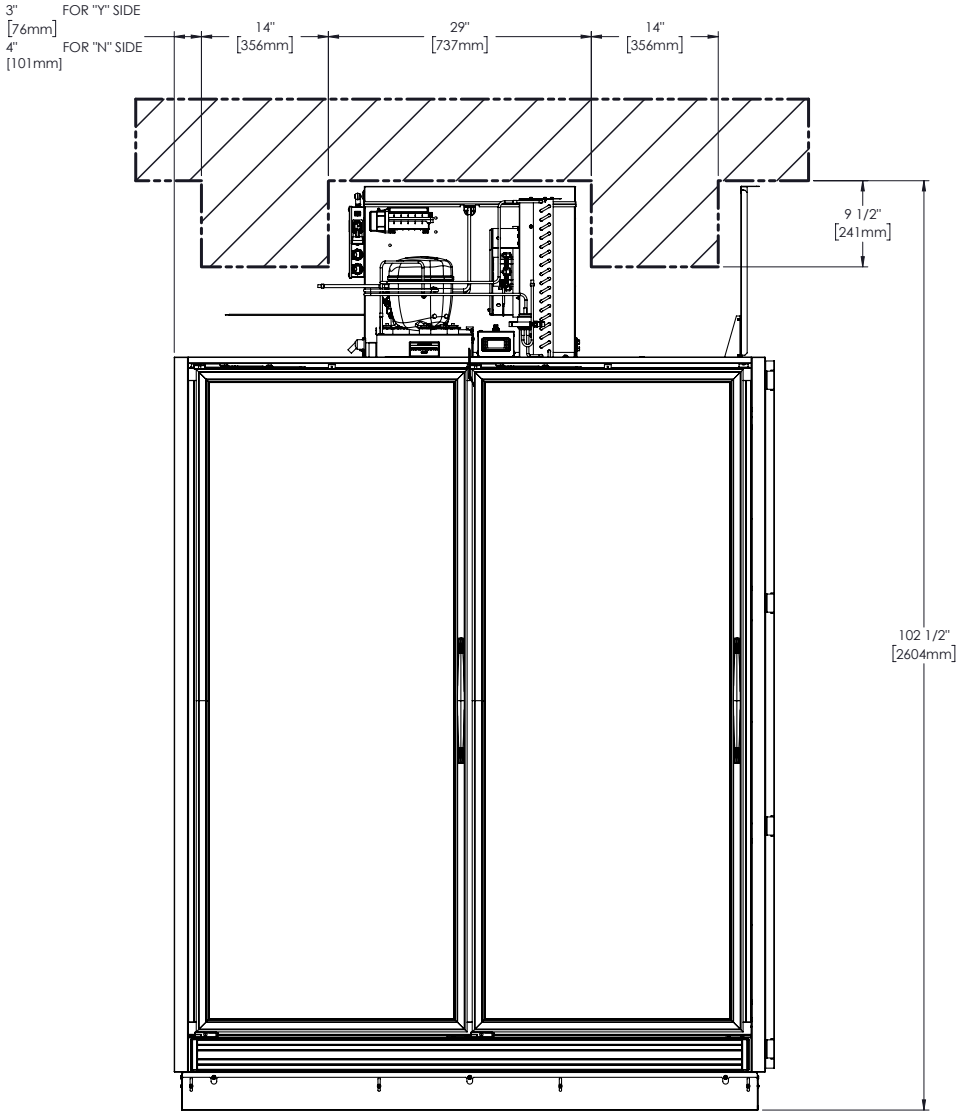
### TRM2L Outlet Location



# About your Appliance & Installation Requirements (cont.)

= Potential Wall Outlet Location

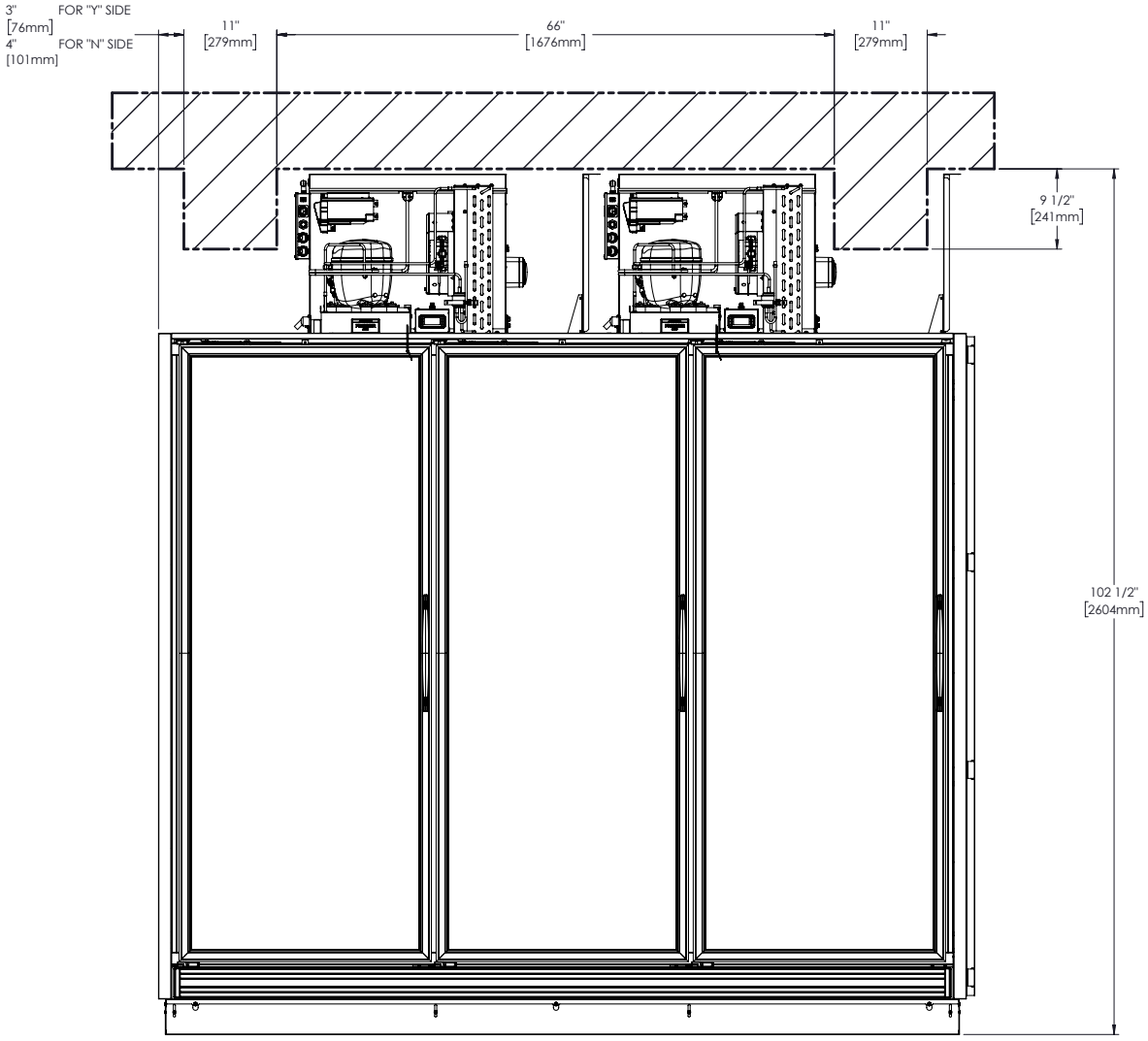
## TRM2M Outlet Location



# About Your Applicance & Installation Requirements (cont.)

= Potential Wall Outlet Location

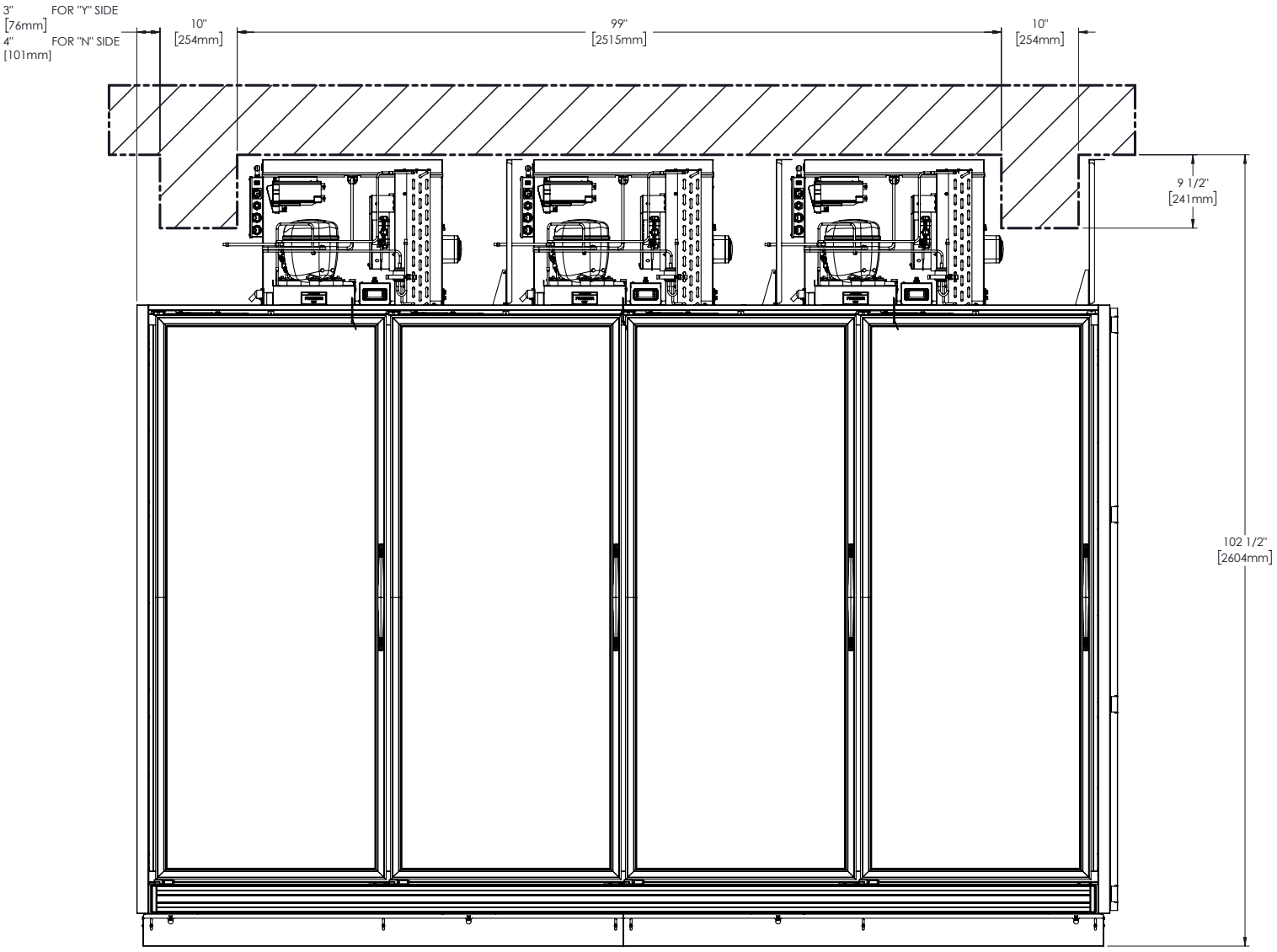
## TRM3L/TRM3M Outlet Location



# About your Appliance & Installation Requirements (cont.)

= Potential Wall Outlet Location

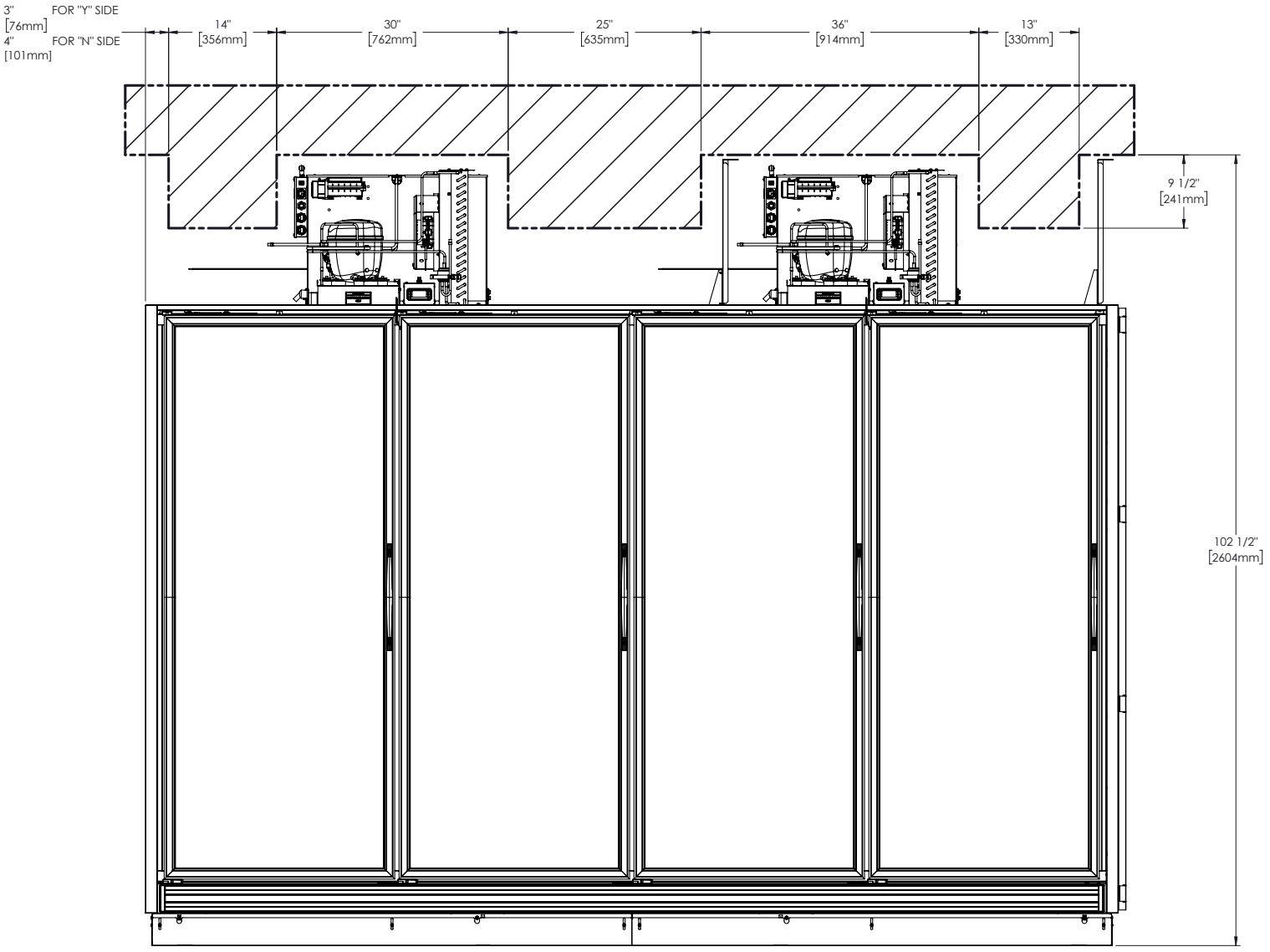
## TRM4L Outlet Location



# About your Appliance & Installation Requirements (cont.)

= Potential Wall Outlet Location

## TRM4M Outlet Location



# Installation & Setup

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

# Installation & Setup (cont.)

## Shelf Adjustment

1. Remove the shelf shipping bracket, shelf cable ties, and shipping tape. See figs. 2 and 3.
2. Lift the shelf assembly and then pull the shelf assembly forward. See fig. 4.
3. Hook the shelf assembly into the shelf standards at the desired height.
4. Repeat steps 1-3 for the remaining shelves.



***Fig. 1.*** Plugging (A) and capping (B) a leveling leg hole.

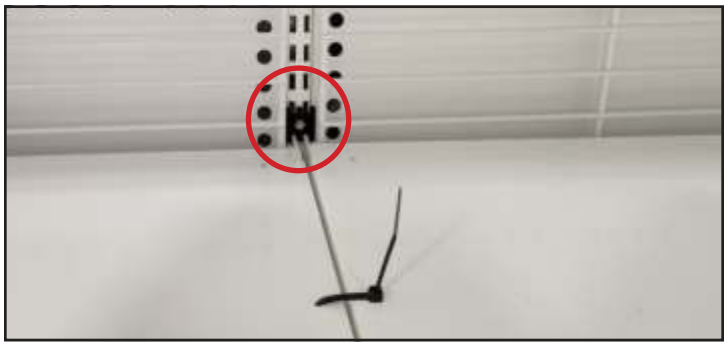


***Fig. 2.*** Shelf shipping bracket location. One bracket shown.



***Fig. 3.*** Shelf cable ties and shipping tape. Not all cable ties or tape shown.

***Fig. 4.***

# Appliance Operation

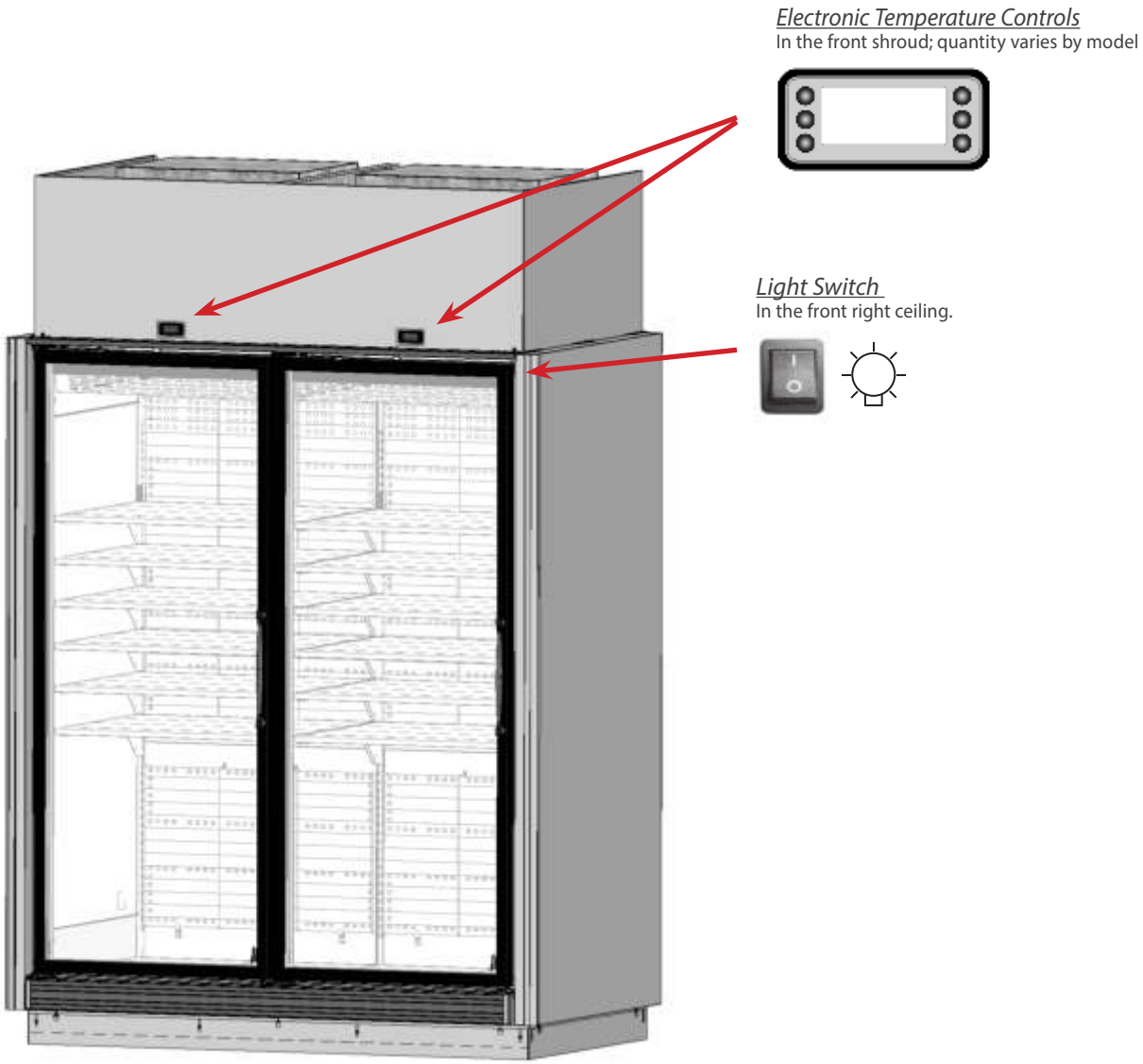
## Startup

**USER ACTION!**

- The compressor is ready to operate when the appliance is purchased. All you need to do is plug in the appliance.
- Good air flow inside your TRUE appliance is critical. Take care to prevent product from pressing against the sides or back wall and coming within 4" (101.6 mm) of the evaporator housing. Refrigerated air off the evaporator coil must circulate throughout the appliance for even product temperatures.
- Excessive tampering with the control could lead to service difficulties. If replacing the temperature control is ever needed, be sure to order the replacement from your TRUE dealer or recommended service agent.
- All covers and access panels must be in place and properly secured before operating this appliance.

# Appliance Operation (cont.)

## Temperature Control & Light Switch Location



# Appliance Operation (cont.)

## General Sequence of Operation — Refrigerator and Freezer Appliances

When the appliance is plugged in:

- Interior lights will illuminate on glass door models (see Temperature Control & Light Switch location, pg. 17).
- An electronic control with digital display will illuminate (if installed).
- There may be a short delay before the compressor and/or evaporator fan(s) start. This delay may be determined by time or by temperature, which could be the result of an initial defrost event that will last at least 6 minutes.
- The temperature control/thermostat may cycle the compressor and evaporator fan(s) on and off together. Every appliance will require a defrost event to ensure the evaporator coil remains clear of frost and ice buildup. Defrost is initiated by a defrost timer or by the electronic control.

**EXCEPTION** – Models TSID, TDBD, TCGG, and TMW do not have an evaporator fan(s).

- The temperature control/thermostat senses either an evaporator coil temperature or air temperature, NOT product temperature.
- An analog thermometer, digital thermometer, or electronic control display may reflect the refrigeration cycle swings of up and down temperatures, NOT product temperature. **The most accurate method to determine a appliance's operation is to verify the product temperature.**
- Refrigerators with mechanical temperature controls will defrost during every compressor off-cycle.
- Freezers with mechanical temperature controls will defrost by time initiation as determined by a defrost timer.

**EXCEPTION**

# Electronic Temperature Control Operation



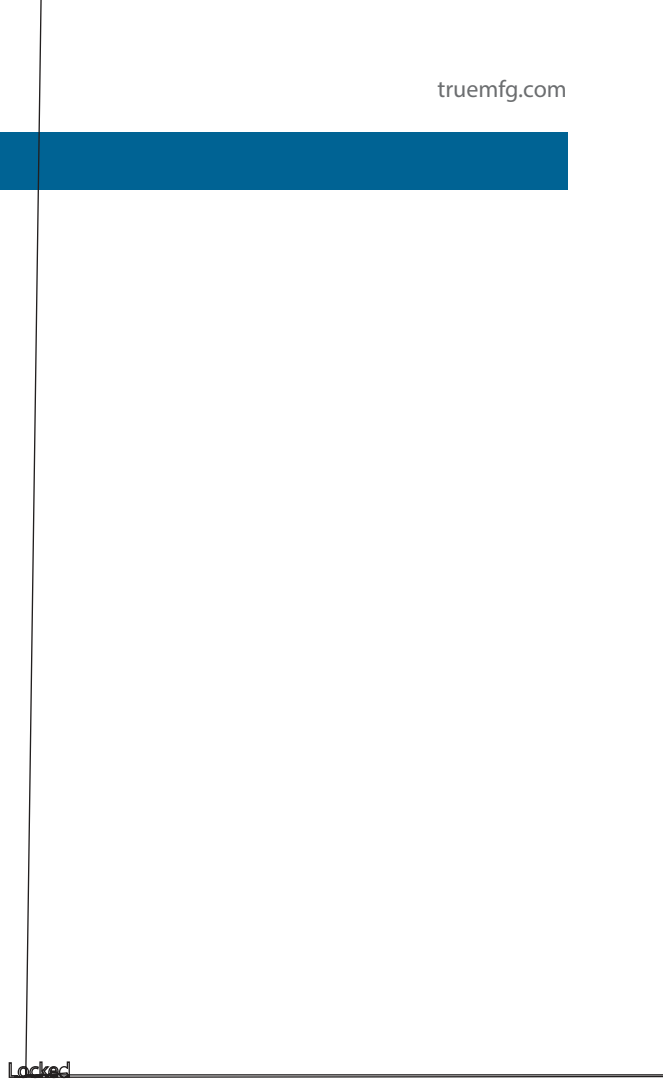

## Display Code Definitions

| | |
|---|---|
| dA | Door switch alarm |
| dEF | Defrost in progress |
| EE | Data or memory failure |
| HA | Maximum temperature alarm |
| LA | Minimum temperature alarm |
| oFF | Controller in stand-by |
| P1 | Thermostat probe failure |
| P2 | Evaporator probe failure |
| P3 | Auxiliary probe failure |
| PoF | Control is locked |
| Pon | Control is unlocked |

# Electronic Temperature Control Operation (cont.)

## Lock/Unlock the Control

Press and hold both the up and down arrows until the display shows **PoF** (locked) or **Pon** (unlocked).



# Electronic Temperature Control Operation (cont.)

## Initiate Manual Defrost

A manual defrost clears accumulated frost and ice from the evaporator coil. The defrost will only terminate when a specific preset temperature or duration has been met.

With the control unlocked, press and hold the defrost button until the display shows **dEF**.



# Electronic Temperature Control Operation (cont.)

## Change Display Readout

The display can show the temperature in either Fahrenheit or Celsius.

Press and hold the display readout °C °F button to change the system of measure.



# Electronic Temperature Control Operation (cont.)

## Change Displayed Probe Temperature

Follow the instructions to change what probe temperature the display shows.

- P1: Air temperature
- P2: Coil temperature

1. With the display unlocked, press and hold both the set point (SET) button and the down arrow until the display shows **HY**. Release the buttons.



# Maintenance & Servicing

| ⚠ WARNING! | |
|---|---|
|  | • **Only qualified technicians** should install and service the appliance. For assistance finding a qualified technician, please visit our Service Company Locator at **truemfg.com/support/service-** |
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## Maintenance & Servicing (cont.)

### USER ACTION!

- For additional maintenance instruction, please visit the media center at **truemfg.com**.
- Any appliance adjustments are to be made **AFTER** the appliance has been verified level and properly supported.

## Maintenance & Servicing (cont.)

| Maintenance Tasks | Monthly | Quarterly | Annually |
|---|---|---|---|
| Verify the appliance maintains product temperature. | X | X | X |
| Inspect power cord for damage; if damaged, replace immediately. | X | X | X |
| Verify the power cord is fully plugged into the wall receptacle | | | X |
| Inspect the overall condition of the appliance and its components (such as castors, doors, and hinges). | X | X | X |
| Verify operation of all moving parts (such as fan motors, doors and door cords). | | | X |
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## Maintenance & Servicing (cont.)

**Model:** _____ **Serial Number:** _____

| Jan. | Feb. | Mar. | Apr. | May | Jun. | Jul. | Aug. | Sep. | Oct. | Nov. | Dec. |
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# Maintenance & Servicing (cont.)

## Condenser Coil Cleaning

| ⚠ WARNING! | |
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**Required Tools**

Required tools include (but may nit be limited to) the following:

- Ladder [ > 6' (1.8m)]
- Eye protection
- Gloves
- Phillips Screwdriver or Bit Driver
- Stiff Bristle Brush
- Flashlight
- Tank of Compressed Air
- Vaccum Cleaner
- Drill (optional)

# Maintenance & Servicing (cont.)

**Procedure**

1. Unplug the unit or turn off the power supply.
2. Remove the front shroud(s). See fig. 1.

   **NOTICE ›** On FOUR SECTION UNITS, the front shrouds are connected. See fig. 2.
3. With a stiff bristle brush, carefully clean accumulated dirt from the front condenser coil fins See fig. 3.
4. With dirt removed from the surface of the coil, use a flashlight to verify that you can see through the coil and observe the condenser fan blade spinning. See fig. 4.
5. If the view is clear, vacuum any dirt around the condensing unit area, reinstall the front shroud(s), and then restore power and verify operation.
6. If the view is still blocked with dirt, proceed to the next step.
7. Gently blow compressed air or $CO_2$ through the coil until it is clean.
8. Carefully vacuum any dirt around the condensing unit area.
9. Reinstall the front shroud(s), restore power to the unit, and verify operation.

# Maintenance & Servicing (cont.)

## General Surface Care & Cleaning

| ⚠ WARNING! | |
|---|---|
|   | **Risk of electrical shock or fire!**<br>**DO NOT** clean appliance with a pressure washer or hose. |
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# Maintenance & Servicing (cont.)

## Stainless Steel Care & Cleaning

| USER ACTION |
| --- |
| DO NOT |

### Stainless Steel Opponents

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

- Scratches from wire brushes, scrapers, steel pads, and other items that can be abrasive to stainless steel's surface.
- Deposits left on your stainless steel can leave spots. You may have hard or soft water depending on what part of the country you live in. Hard water can leave spots. Hard water that is heated can leave deposits if left to sit too long. These deposits can cause the passive layer to break down and rust your stainless steel. All deposits left from food prep or service should be removed as soon as possible.
- Chlorides which are present in table salt, food and water, as well as in household and industrial cleaners. These are the worst type of chlorides to use on stainless steel.

## Maintenance & Servicing (cont.)

### Maintain the Cleanliness of Your Equipment

Avoid build-up of hard stains by cleaning frequently. Use cleaners at the recommended strength (alkaline chlorinated or non-chloride).

### Use the Correct Cleaning Tools

Use non-abrasive tools when cleaning your stainless steel products. The stainless steel's passive layer will not be harmed by soft cloths and plastic scouring pads.

### Clean Along Polishing Lines

Polishing lines ("grain") are visible on some stainless steels. Always scrub parallel to polishing lines when visible. Use a plastic scouring pad or soft cloth when you cannot see the grain.

### Use Alkaline, Alkaline-Chlorinated or Non-Chloride Cleaners

While many traditional cleaners are loaded with chlorides, the industry is providing an ever increasing choice of non-chloride cleaners. If you are not sure of your cleaner's chloride content, contact your cleaner supplier. If they tell you that your present cleaner contains chlorides, ask if they have an alternative. Avoid cleaners containing quaternary salts, as they can attack stainless steel, causing pitting and rusting.

### Rinse

When using chlorinated cleaners, you must rinse and wipe dry immediately. It is better to wipe standing cleaning agents and water as soon as possible. Allow the stainless steel equipment to air dry. Oxygen helps maintain the passivity film on stainless steel.

### Never Use Hydrochloric Acid (Muriatic Acid) on Stainless Steel

Even diluted, hydrochloric acid can cause corrosion, pitting and stress corrosion cracking of stainless steel.

### Water Treatment

To reduce deposits, soften hard water when possible. Installation of certain filters can remove corrosive and distasteful elements. Salts in a properly maintained water softener can also be to your advantage. Contact a treatment specialist if you are not sure of the proper water treatment.

### Regularly Restore & Passivate Stainless Steel

Stainless steel gets itsel

# Maintenance and Servicing (cont.)

## Door Adjustments & Reversal

Verify door alignment and operation before adjusting the alignment or tension.

**Alignment Adjustment**

Turn the door alignment adjustment screw to adjust the door alignment. See fig. 3.

- Clockwise turn: Adjust doors down
- Counterclockwise turn: Adjust doors up



***Fig. 3.*** Door alignment adjustment screw location at the bottom of the door.

**Tension Adjustment**

Doors should be self-closing when opened 2-3" (50.8-76.2 mm).

Turn the door tension adjustment screw to adjust the door tension. See fig. 4.

- Clockwise turn: Decrease door tension
- Counterclockwise turn: Increase door tension



***Fig. 4.*** Door tension adjustment screw location at the bottom of the door.

# Maintenance & Servicing (cont.)

**Removal**

| ⚠ WARNING! | |
|---|---|
|  | **Assistance recommended!** Door weight exceeds 50 lb (22.7 kg). Do not lift or support the door by the handle. |
|  | |

## Installation

| ⚠ WARNING! | |
|---|---|
|  | **Assistance recommended!** Door weight exceeds 50 lb (22.7 kg). Do not lift or support the door by the handle. |
|  | |

# Maintenance & Servicing (cont.)

## Reversal

***Required Tools***

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

- Phillips Screwdriver or Bit Driver
- Needle Nose Pliers
- 7/16" Socket wrench
- Putty Knife
- 1/4" Hex Head Driver
- Drill (optional)

***Procedure***

1. Locate the replacement torque master plate and cover plate in the interior packaging with the leveling tools. See fig. 10. Set aside.
2. Remove the door. See "Removal" (pg. 34).
3. Carefully lay the removed door handle-side down.
4. Reverse the door.
   - **a.** Remove the wire cover from the door's side. See fig. 11.
   - **b.** If applicable, disconnect the hinge pin wires. See figs. 12 and 13.
   - **c.** Remove the hinge pin.
   - **d.** Carefully remove the torsion rod.

     **NOTICE ›** Removing the torsion rod may require slightly rotating the rod to get the torsion rod cap to clear the door. See fig. 14.

# Maintenance and Servicing (cont.)

## Reversal (cont.)



***Fig. 11.*** Wire cover located in the hinge-side of the door in the center.



***Fig. 12.*** Hinge pin ground screw location.

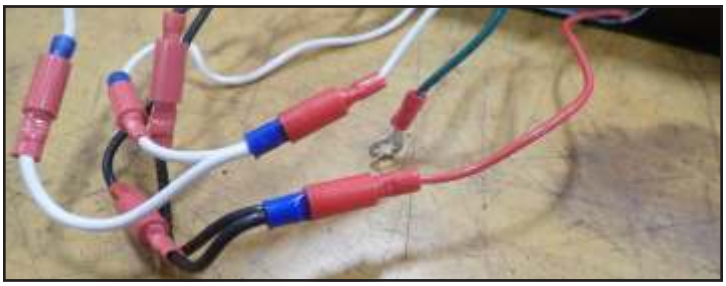


***Fig. 13.*** Hinge pin wire connectors.



***Fig. 14.*** Torsion rod cap.



***Fig. 15.*** Plastic cap in the door's bottom.



***Fig. 16.*** Hinge pin plug installed on opposite side.

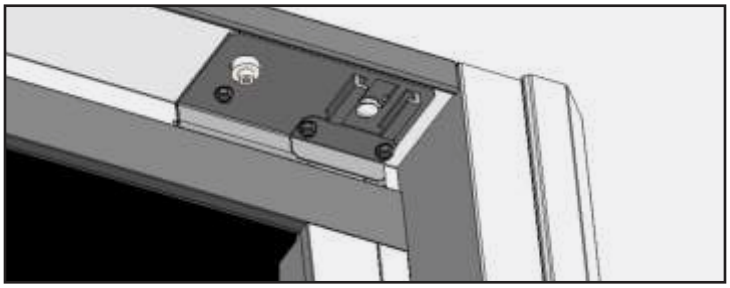


***Fig. 17.*** Hinge pin cover located on appliance upper right.



***Fig. 18.*** Original torque master assembly and cover locations.





***Fig. 19.*** Move the torque master to the replacement plate. Rotate counterclockwise



***Fig. 20.*** Correctly installed replacement torque master assembly.

# Optional Accessories (not included)

| ⚠ WARNING! | |
|---|---|
|  | • **Only qualified technicians** should install and service the appliance. For assistance finding |
| | |
| | |
| | |

# Optional Accessories (not included) (cont.)

## Heated Drain Pan (HDP)

True offers a heated drain (HDP) pan to help ensure the condensate drain pan does not overflow in high usage and/or high ambient conditions. The HDP is an option only if required for the application.

### Procedure

1. Unplug the unit or turn off the power supply.
2. Plug the HDP into the refrigeration deck electrical box. See fig. 1.
3. Position the HDP underneath the condensate drain pan overflow nozzle. See fig. 2.
4. Fold the HDP tabs over the condensate drain pan. See fig. 3.
5. Secure the HDP power cord away from hot or moving parts.

***Fig. 1.***



***Fig. 2.*** Position the HDP under the overflow nozzle.



***Fig. 3.*** Fold the HDP tabs over to hook the HDP to the condensate drain pan.

# Warranty Information (USA & Canada Only)

## THREE-YEAR PARTS & LABOR WARRANTY

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 service 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 the original installation. Any warranty coverage is dependent on the purchase date of the cabinet being within 39 months of the original ship date from TRUE.

Any part covered under this warranty that is determined by TRUE to have been defective within this 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 does not cover standard wear parts which include door gaskets. Warranty also does not cover issues caused by improper installation or lack of basic preventative maintenance.

## HYDROCARBON COMPRESSOR DECK WARRANTY

Compressors determined by TRUE to have been defective within the THREE (3) year time period will, at TRUE's option, be either repaired or replaced with a compressor or compressor parts of similar design and capacity.

The compressor warranty will be voided if the following procedure is not carefully adhered to:

1. This system contains R290 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 technical 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.

# NOTES

# NOTES

# NOTES

www.truemfg.com

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