



## INSTALLATION MANUAL FOR GDM-3



**GDM-3**

### TABLE OF CONTENTS

▶ <b>Safety Information</b>	
<b>Safety Precautions</b> _____	<b>1</b>
<b>Proper Disposal</b> _____	<b>2</b>
<b>Connecting Electricity</b> _____	<b>3</b>
<b>Adapter Plugs</b> _____	<b>3</b>
▶ <b>Installation / Operation Instructions</b>	
<b>Ownership</b> _____	<b>4</b>
<b>Required Tools</b> _____	<b>4</b>
<b>Uncrating</b> _____	<b>5</b>
<b>Locating and Leveling</b> _____	<b>5</b>
<b>Electrical Instructions &amp; Startup</b> _____	<b>6</b>
<b>Shelving Installation - Operation</b> _____	<b>7</b>
▶ <b>Maintenance, Care &amp; Cleaning</b>	
<b>Temperature Control Adjustment</b> _____	<b>8</b>
<b>Cabinet Cleaning</b> _____	<b>9-10</b>
<b>Warranty Information</b> _____	<b>11</b>

\*Spanish & French versions included.

### CONGRATULATIONS!

*You have just purchased the finest commercial refrigerator available. You can expect many years of trouble-free operation.*

# GDM-3 (GLASS DOOR MERCHANDISER) REFRIGERATOR SWING DOOR

SAFETY INFORMATION

# **How to Maintain Your *TRUE*<sup>®</sup> Refrigerator to Receive the Most Efficient and Successful Operation**

*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.*

## **WARNING!**

*Use this appliance for its intended purpose as described in this Owner Manual.*

### **SAFETY PRECAUTIONS**

*When using electrical appliances, basic safety precautions should be followed, including the following:*

- This refrigerator must be properly installed and located in accordance with the Installation Instructions before it is used.
- Do not allow children to climb, stand or hang on the shelves in the refrigerator. They could damage the refrigerator and seriously injure themselves.
- Do not touch the cold surfaces in the freezer compartment when hands are damp or wet. Skin may stick to these extremely cold surfaces.
- Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.
- Keep fingers out of the “pinch point” areas; clearances between the doors and between the doors and cabinet are necessarily small; be careful closing doors when children are in the area.

**NOTE:** *We strongly recommend that any servicing be preformed by a qualified individual.*

- Unplug the refrigerator before cleaning and making repairs.
- Setting temperature controls to the 0 position does not remove power to the light circuit, perimeter heaters, or evaporator fans.

SAFETY INFORMATION

**DANGER!**  
**RISK OF CHILD ENTRAPMENT**

**PROPER DISPOSAL OF THE REFRIGERATOR**

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 You Throw Away Your Old Refrigerator or Freezer:***

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

***Refrigerant Disposal***

Your old refrigerator may have a cooling system that uses “Ozone Depleting ” chemicals. If you are throwing away your old refrigerator, make sure the refrigerant is removed for proper disposal by a qualified service technician. If you intentionally release any refrigerants you can be subject to fines and imprisonment under provisions of the environmental regulations.

**USE OF EXTENSION CORDS**

***NEVER USE AN EXTENSION CORD! TRUE will not warranty any refrigerator that has been connected to an extension cord.***

SAFETY INFORMATION

# WARNING!

## HOW TO CONNECT ELECTRICITY

**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.**

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.

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.

The refrigerator should always be plugged into it's own individual electrical circuit, which has a voltage rating that matches the rating plate.

This provides the best performance and also prevents overloading building 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 removing the refrigerator away from the wall, be careful not to roll over or damage the power cord.

## USE OF ADAPTER PLUGS

**NEVER USE AN ADAPTER PLUG! Because of potential safety hazards under certain conditions, we strongly recommend against the use of an adapter plug.**

The incoming power source to the cabinet including any adapters used must have the adequate power available and must be properly grounded. Only adapters listed with UL should be used.

**(North America Use Only!)**

NEMA plugs

TRUE uses these types of plugs. If you do not have the right outlet have a certified electrician install the correct power source.



INSTALLATION / OPERATION INSTRUCTIONS

# **INSTALLATION / OPERATION INSTRUCTIONS**

## **OWNERSHIP**

To insure 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.*

## **REQUIRED TOOLS**

- Adjustable Wrench
- Phillips Head Screwdriver
- Level

INSTALLATION / OPERATION INSTRUCTIONS

## UNCRATING & LOCATING

### UNCRATING

The following procedure is recommended for uncrating the unit:

- A. Remove the outer packaging, (cardboard and bubbles or styrofoam corners and clear plastic). Inspect for concealed damage. Again, immediately file a claim with the freight carrier if there is damage.
- B. Move your unit as close to the final location as possible before removing the wooden skid.
- C. Remove skid by unscrewing all base rail anchor brackets. (See image removing skid). Place skid to the side.

Removing skid from bottom of cabinet.



### LOCATING

- D. Set unit in its final location. Be sure there is adequate ventilation in your room. Under extreme heat conditions, (90°F+, 32°C+), you may want to install an exhaust fan. True recommends a two inch clearance behind the static condenser coil. It is not recommended to fit the unit into any kind of alcove.

### Warning

**Warranty is void if ventilation is insufficient.**

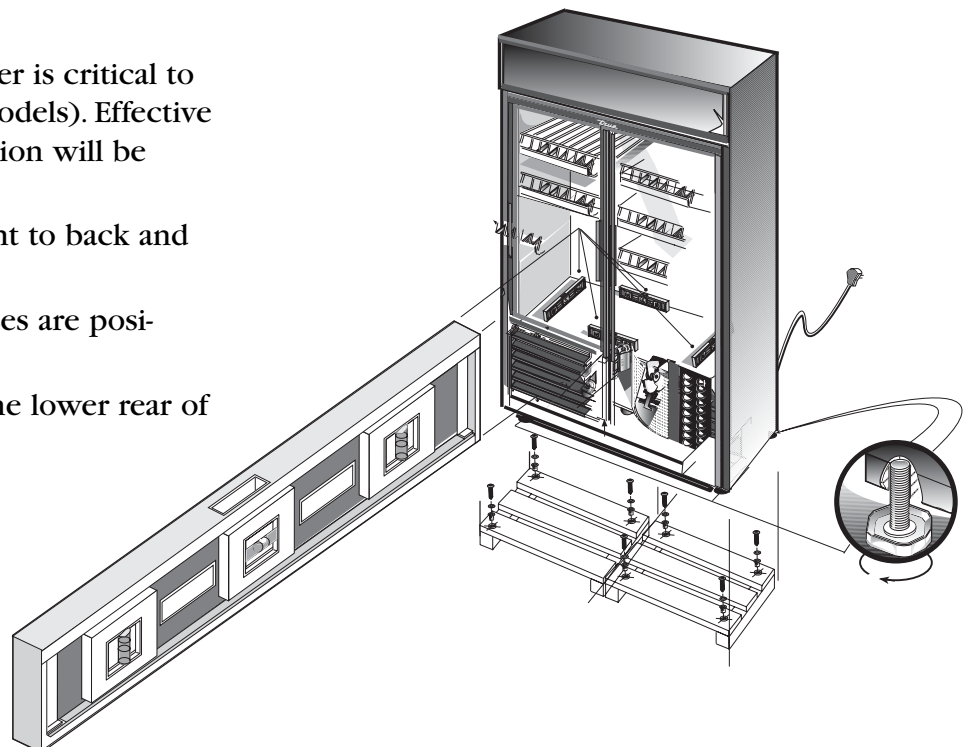
- E. The unit should be placed close enough to the electrical supply so that extension cords are never used. (do not plug in).

## LEVELING

- A. Proper leveling of your True cooler is critical to operating success (for non-mobile models). Effective condensate removal and door operation will be effected by leveling.
- B. The cooler should be leveled front to back and side to side with a level.
- C. Ensure that the drain hose or hoses are positioned in the pan.
- D. Free plug and cord from inside the lower rear of the cooler (do not plug in).

### Warning

**Compressor warranties are void if the unit is more than 7 ft. (2.1m) from plug-in connection.**



INSTALLATION / OPERATION INSTRUCTIONS

**ELECTRICAL INSTRUCTIONS**

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

True requires that a sole use circuit be dedicated for the unit. Failure to do so voids warranty.

**WARNING**

**Compressor warranties are void if compressor burns out due to low voltage.**

**WARNING**

**Power supply cord ground should not be removed!**

**STARTUP**

**A.** The compressor is ready to operate. Plug in the cooler.

**B.** The refrigerator is designed to maintain cabinet temperatures of 38°F to 40°F (3.3°C to 4.4°C).

**C.** Excessive tampering with the control could lead to service difficulties. Should it ever become necessary to replace temperature control, be sure it is ordered from your True dealer or recommended service agent.

**D.** Good air flow in your True unit is critical. Be careful to load product so that it neither presses against the back wall, nor comes within two inches of the evaporator housing. Refrigerated air off the coil must circulate down the back wall.

**NOTE**

**If the cooler is disconnected or shut off, wait five minutes before starting again.**

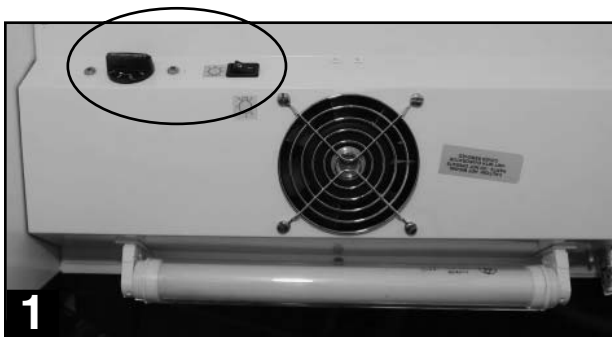
**RECOMMENDATION**

**Before loading product we recommend you run your True unit empty for two to three days. This allows you to be sure electrical wiring and installation are correct and no shipping damage has occurred. Remember, our factory warranty does not cover product loss!**

**REPLACEMENT PARTS**

**TRUE maintains a record of the cabinet serial number for your cooler. If at any time during the life of your cooler, a part is needed, you may obtain this part by furnishing the model number and serial number to the company from whom you purchased the cooler. Call Toll-Free: (800)-424-TRUE (Direct to Parts Department). (800)-325-6152 (U.S.A. & Canada only) or call: (636)-240-2400.**

Temperature Control and light switch are located next to each other on the interior ceiling of the cabinet behind the light and cabinet fan.



The evaporator drain pan is located inside the refrigerator and it needs to be manually drained



## **SHELVING INSTALLATION / OPERATION**

### **SHELF INSTALLATION:**

#### **Step 1**

A. Hook shelf clips onto shelf standards.  
(see illustration).

B. Position all four shelf clips equal in distance  
from the floor for flat shelves.

### **WIRE SHELVES:**

Wire shelves are oriented so that cross support bars  
are facing down.

#### **Step 2**

Place shelves on shelf clips making sure all corners  
are seated properly.





MAINTENANCE, CARE & CLEANING

# TEMPERATURE CONTROL ADJUSTMENT FOR HIGH ALTITUDE ONLY!

TERMS: \_\_\_\_\_ STEP 4 \_\_\_\_\_

**Cut-out** - Temperature sensed by the controller that shuts the compressor off.

**Cut-in** - Temperature sensed by the controller that turns the compressor on.

**REQUIRED TOOLS**

- Phillips Head Screwdriver
- 5/64" or 2 mm Allen Wrench
- T-7 Torx Wrench

\_\_\_\_\_ STEP 1 \_\_\_\_\_

Unplug the cooler.

\_\_\_\_\_ STEP 2 \_\_\_\_\_

Remove the screws that secure the temperature control to the evaporator fan housing in the ceiling of the cabinet. See image to the right for temperature control location.

\_\_\_\_\_ STEP 3 \_\_\_\_\_

Pull out gently from cabinet.

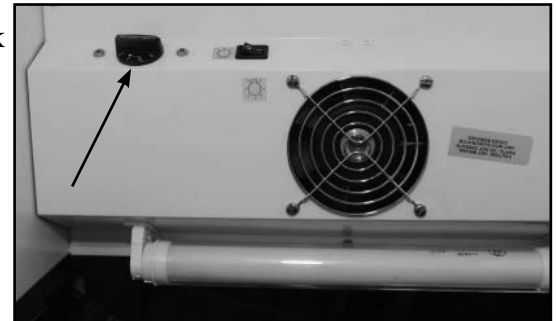
**NOTE:**

*Mechanical temperature controllers are affected when functioning at high altitude. The cut-in and cut-out temperatures will be colder than when the controller functions closer to sea level*

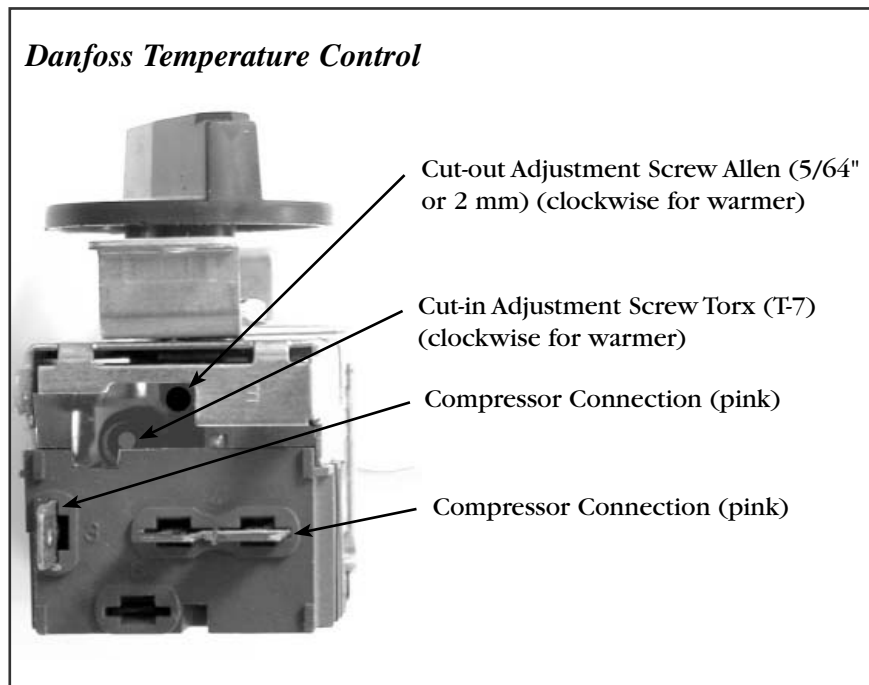
For high elevation installations, it may be necessary to "warm-up" the set points. To make the adjustment, insert the appropriate tool in each adjustment screw and turn 1/4 of a revolution clockwise (to the right). This procedure will adjust both the cut-in and cut-out about 2°F warmer.

\_\_\_\_\_ STEP 5 \_\_\_\_\_

Make sure to reconnect the pink wire to the proper spade terminal when reinstalling.



Temperature Control Location



MAINTENANCE, CARE & CLEANING

**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.

**8 steps that can help prevent rust on stainless steel:**

**1. Using 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. Step 2 tells you how to find the polishing marks.

**2. Cleaning along the polish lines**

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

**3. Use alkaline, alkaline chlorinated or non-chloride containing 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.

**4. Water Treatment**

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

**5. Maintaining the cleanliness of your food equipment**

Use cleaners at recommended strength (alkaline, alkaline chlorinated or non-chloride). Avoid build-up of hard stains by cleaning frequently. When boiling water with your stainless steel equipment, the single most likely cause of damage is chlorides in the water. Heating any cleaners containing chlorides will have the same damaging effects.

**6. 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.

**7. Hydrochloric acid (muriatic acid) should never be used on stainless steel**

**8. Regularly restore/passivate stainless steel**

## MAINTENANCE, CARE &amp; CLEANING

**STAINLESS STEEL EQUIPMENT CARE AND CLEANING****Recommended cleaners for certain situations / environments of stainless steel**

- A) Soap, ammonia and detergent medallion applied with a cloth or sponge can be used for routine cleaning.
- B) Arcal 20, Lac-O-Nu Ecoshine applied provides barrier film for fingerprints and smears.
- C) Cameo, Talc, Zud First Impression is applied by rubbing in the direction of the polished lines for stubborn stains and discoloring.
- D) Easy-off and De-Grease It oven aid are excellent for removals on all finishes for grease-fatty acids, blood and burnt-on foods.
- E) Any good commercial detergent can be applied with a sponge or cloth to remove grease and oil.
- F) Benefit, Super Sheen, Sheila Shine are good for restoration / passivation.

**NOTE:**

***The use of stainless steel cleaners or other such solvents is not recommended on plastic parts. Warm soap and water will suffice.***

**CABINET CLEANING**

- The exterior may be wiped clean with mild soap and water.

***CAUTION: Do not use any steel wool, abrasive or chlorine based products to clean stainless steel surfaces.***

- ***The interior of the cooler should be cleaned periodically and we recommend a mild solution of diluted baking soda and water which will help reduce any inherent odors. Do not use harsh cleaners on any surface of the interior.***

## WARRANTY INFORMATION

### **ONE 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 one (1) year from the date of original installation or 15 months after shipment date from TRUE, whichever occurs first.

Any part covered under this warranty that are determined by TRUE to have been defective within one (1) year of original installation or fifteen (15) months after shipment date from manufacturer, whichever occurs first, 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.

### **ADDITIONAL FOUR YEAR COMPRESSOR WARRANTY**

In addition to the one (1) year warranty stated above, TRUE 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 four (4) additional years from the date of original installation but not to exceed five (5) years and three (3) months after shipment from the manufacturer.

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

The four (4) 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, etcetera.

### **404A/134A COMPRESSOR WARRANTY**

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

1. This system contains R404A or R134A 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 (800-325-6152). 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. A drier using XH-7 desiccant or an exact replacement solid core drier must be used. The new drier must also be the same capacity as the drier being replaced.

3. Micron level vacuums must be achieved to insure low moisture levels in the system. 500 microns or lower must be obtained.

### **WARRANTY CLAIMS**

All claims for labor or parts must be made directly through TRUE. All claims should include: model number of the unit, the serial number of the cabinet, proof of purchase, date of installation, and all pertinent information supporting the existence of the alleged defect.

In case of warranty compressor, the compressor model tag must be returned to TRUE along with above listed information.

Any action or breach of these warranty provisions must be commenced within one (1) year after that cause of action has occurred.

### **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 OF 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 OF 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, NEGLIGENCE, ABUSE, MISUSE, ACCIDENT, DAMAGE DURING TRANSIT OR INSTALLATION, FIRE, FLOOD, ACTS OF GOD.** 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, THE USE OF EXTENSION CORDS, LOW VOLTAGE, OR VOLTAGE DROPS TO THE UNIT.

**NO IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE:** THERE ARE NO OTHER WARRANTIES, EXPRESSED, IMPLIED OR STATUTORY, EXCEPT THE ONE (1) YEAR PARTS & LABOR WARRANTY AND THE ADDITIONAL FOUR (4) YEAR COMPRESSOR WARRANTY AS DESCRIBED ABOVE. THESE WARRANTIES ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, INCLUDING IMPLIED WARRANTY AND MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THERE ARE NO WARRANTIES WHICH EXTEND BEYOND THE DESCRIPTION ON THE FACE HEREOF.

**OUTSIDE U.S.:** 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.

**REMOTE CONDENSERS:** True warrants the original purchaser of the remote cabinet one year parts and labor coverage for all cabinet parts thereof to be free from defects in material or workmanship, under normal and proper use and maintenance service, as specified by True. This warranty is limited to the cabinet only. True assumes no liability for remote condensing units.

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