

## Installation & Setup

# Installation & Setup

### ⚠ WARNING!

	<b>Only qualified technicians</b> should install and service the appliance. For assistance finding a qualified technician, please visit our Service Company Locator at <a href="https://truemfg.com/support/service-locator/">truemfg.com/support/service-locator/</a> .
	<b>The appliance owner is responsible</b> for performing a Personal Protective Equipment (PPE) hazard Assessment and to ensure adequate protection during maintenance and cleaning procedures.
	<b>Use appropriate tools</b> , safety equipment, and PPE during installation and servicing.
	<b>Sharp edges!</b> Take care when moving, installing, cleaning, servicing and maintaining the appliance to avoid cuts. Be sure to take care when reaching under the appliance or handling metal components. Keep fingers out of pinch point areas, such as the space between appliance doors and surrounding appliances. Take care closing doors with children nearby.
	<b>Risk of electrical shock or burn!</b> Powering off an electronic control or setting temperature controls to the 0 (off) position does not remove power from all components. Unplug the appliance or turn off the power supply before installation or servicing.
	<b>Tip over hazard!</b> Appliance may pose a tipping hazard when uncrating, installing or moving the appliance. Take appropriate safety precautions. Use of tip over restraints may only reduce (not eliminate) the tipping hazard. Never allow children to climb or hang on drawers, doors or shelves.
	<b>Crush or cut hazard!</b> Keep clear when uncrating, installing, moving, or servicing the appliance.

### Uncrating

#### ! USER ACTION!

	<ul style="list-style-type: none"> <li>If the appliance is damaged, note all damage on the delivery receipt, immediately file a claim with the delivery freight carrier, and contact TRUE. <b>DO NOT install the appliance or put it in service.</b></li> <li>If the appliance is laid on its back or side, be sure to leave the appliance upright twice the time it has been laying down (up to four (4) hours) before plugging the appliance into a power source. If this time exceeds four (4) hours, let the appliance sit upright for 24 hours before powering the appliance.</li> </ul>
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#### ! NOTICE!

	Keys for appliances with door locks are located in the warranty packet.
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### Required Tools

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

- Adjustable wrench
- Phillips screwdriver

## Installation & Setup (cont.)

### Procedure

1. Remove the outer packaging (cardboard and bubble wrap or Styrofoam corner and clear plastic). See fig. 1. Inspect for concealed damage. **Again, immediately file a claim with the freight carrier if there is damage.**

**NOTICE >** **DO NOT** remove the shipping bracket (glass swing doors; fig. 2) or the shipping blocks (glass slide doors; fig. 3) until the appliance is installed in its final location. **Do not discard;** use the bracket/blocks when next moving the appliance.

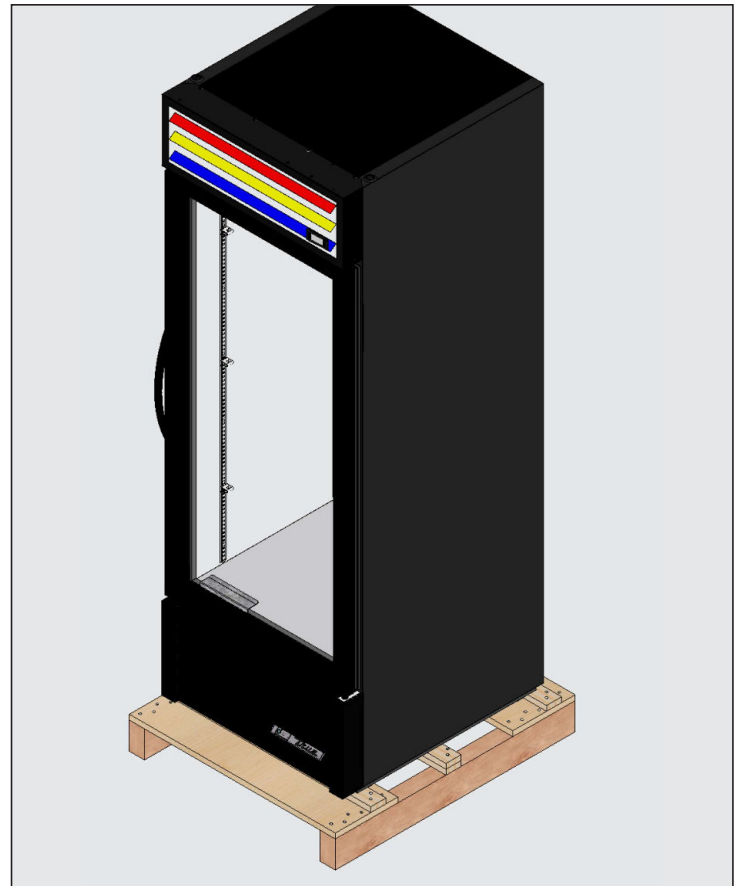
2. With an adjustable wrench, remove all shipping bolts securing the wood skid to the bottom of the appliance. See fig. 4.

**NOTICE >** Move the appliance as close as possible to the final location before removing the wooden skid. Some models may require removing the front and/or rear grill/cover to access the shipping bolts.

3. If leveling legs or castors **will not be used**, remove the appliance from the wood skid and set the skid aside.

**NOTICE >** **DO NOT** lift the appliance by the counter tops, doors, drawers, or grills.

If leveling legs or castors **will be used**, rotate the appliance on the skid (see fig. 5) and see Leveling Screw, Leg or Castor Installation on page 15.



**Fig. 1.** Remove the existing packaging.



**Fig. 2.** Remove the glass swing door shipping bracket, if so equipped. Do not discard.

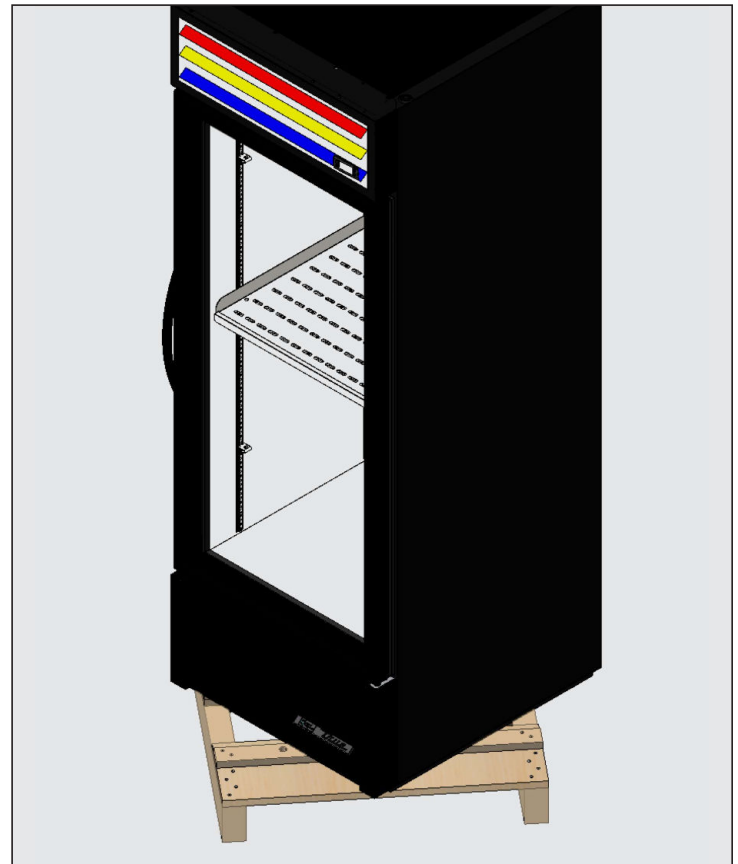
## Installation & Setup (cont.)



**Fig. 3.** Glass slide door shipping block locations. Remove if so equipped and do not discard.



**Fig. 4.** Shipping bolt locations.



**Fig. 5.** When lifting the appliance, do not use counter tops, doors/drawers, or grills as a lifting point.

## Installation & Setup (cont.)

### Appliance Location

- Ensure that the drain hose or hoses are positioned in the pan.
- Free the plug and cord from inside the lower rear of the cooler (**DO NOT** plug in).
- Place the appliance close enough to the electrical supply so that extension cords are never used.

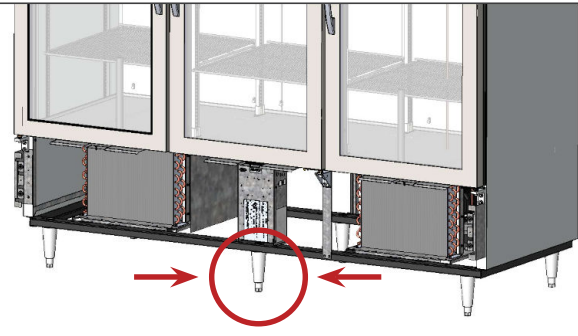
### Leveling Screw, Leg, or Castor Installation

#### ⚠ WARNING!

**Tipping hazard!** Incorrect installation of leveling legs or castors can cause a tipping hazard.

**ALWAYS** be sure leveling legs or castors (and shims) are snug against the rail assembly or mounting plate.

**ALWAYS** verify center castors or leveling legs fully contact the floor after leveling the appliance. See fig. below.



Leveling legs are provided to assist with leveling the appliance. Adjustable legs provide 6" (152 mm) of clearance under the appliance. Castors provide appliance mobility.

#### Required Tools

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

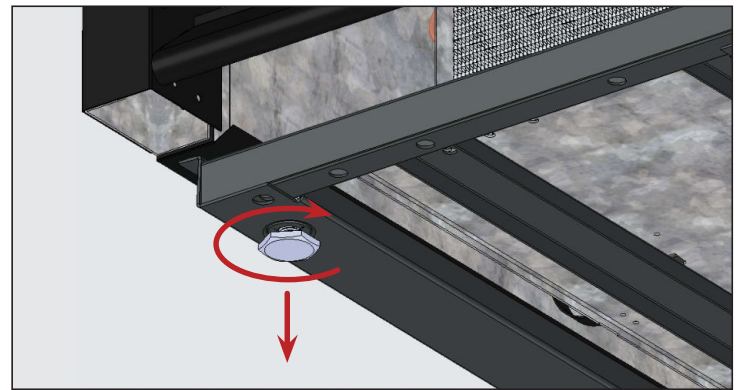
- Adjustable Wrench

### Procedure – Leveling Screws

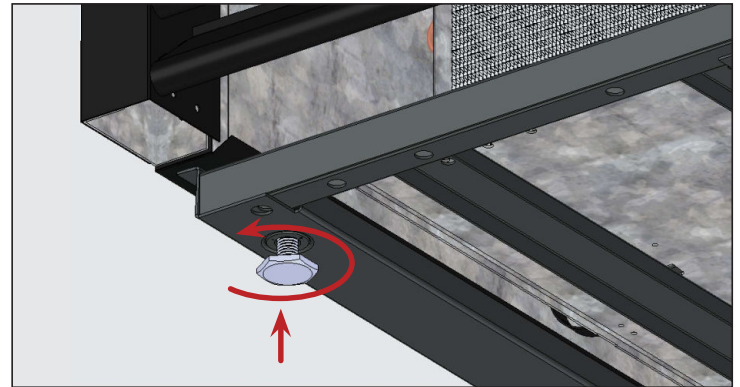
If leveling screws are not factory installed, then, with access to the appliance bottom, install the leveling screws into the threaded holes in the frame rail or appliance bottom. See figs. 1–3.



**Fig. 1.** Leveling screw.



**Fig. 2.** Turn the leveling screws clockwise to lower the appliance.



**Fig. 3.** Turn the leveling screws counterclockwise to raise the appliance.



## Installation & Setup (cont.)

### Procedure – 6" (152 mm) Leveling Legs

1. Access the appliance bottom.
2. If present, remove the leveling screws.
3. Thread the leveling legs into the frame rail or appliance bottom. See figs. 4 and 5.
4. Verify that the appliance is level. See "Level the Appliance" (pg. 17).
5. If the appliance is not level, gently lift and support the low end of the appliance. Then, with an adjustable wrench, screw the leveling leg bottom stems in or out to level and support the appliance. See fig. 4 and 6.

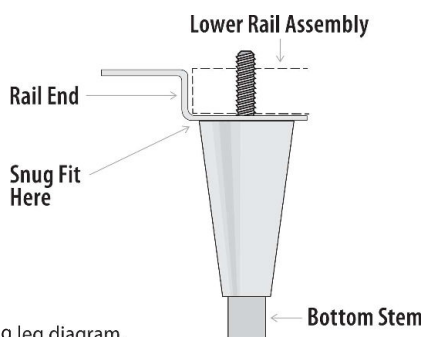


Fig. 4. Leveling leg diagram.

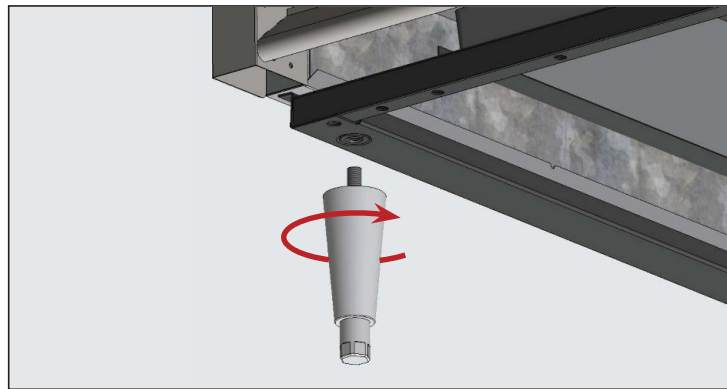


Fig. 5. Screw the leveling legs into the threaded holes.

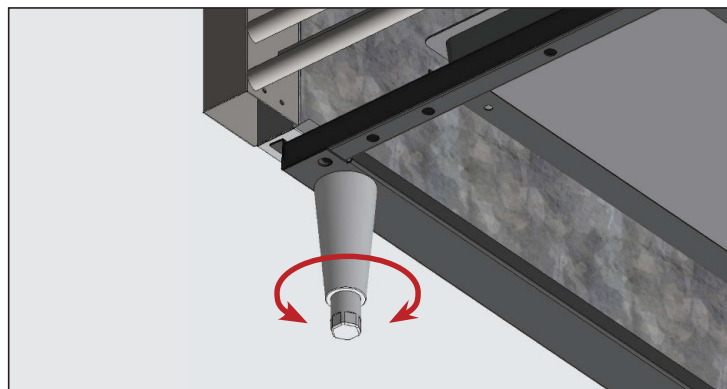


Fig. 6. Turn the bottom stem to level the appliance.

### Procedure — Castors

#### ! USER ACTION!



Install castors with brakes in the front.

1. Access the appliance bottom.
2. If present, remove the leveling screws.
3. Thread the castors into the frame rail or appliance bottom. See figs. 7 and 8.
4. Verify the appliance is level. See "Level the Appliance" (pg. 17).
5. On the low end of the appliance, loosen the castor bolt enough to slide provided castor shims between the castor bearing and the bottom rail of the appliance. See fig. 9.
6. Install the desired number of shims. See fig. 9.
  - If more than one shim is used, be sure shim slots are offset. See fig. 10.
  - **DO NOT** use more than four (4) shims on a castor.
  - Be sure each shim touches the castor stem.
7. Tighten and secure the shims and castors.
8. Verify the appliance is level.
9. If the appliance is not level, repeat the steps 3 – 6 until the appliance is level and supported.

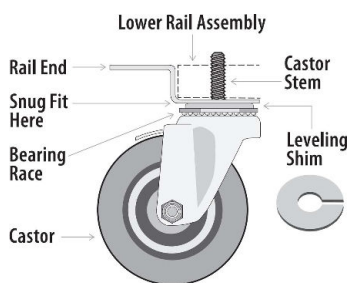


Fig. 7. Castor diagram.

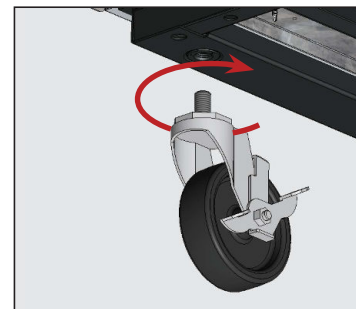


Fig. 8. Screw the castors into the threaded holes.

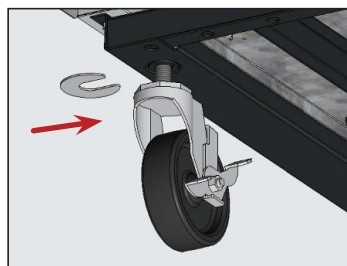


Fig. 9. Insert the castor shim(s). be sure to tighten the castor stem.

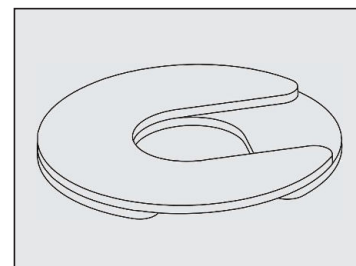


Fig. 10. Install multiple shims with offset slots.

## Installation & Setup (cont.)

### Castor Installation (GDM-10/12)

1. Position Styrofoam or cardboard on the floor behind the appliance.
2. Carefully lay the appliance on its back.
3. Remove the front louver grill.
4. Remove the shipping bolts.
5. Install the castors into the threaded holes.
6. Position the front castors forward and engage the brakes.

**NOTICE** > Be sure to position castors with brakes at the appliance's front.

#### ⚠ WARNING!



**Tipping hazard!** Appliance may tip if front castors are not positioned forward and locked.

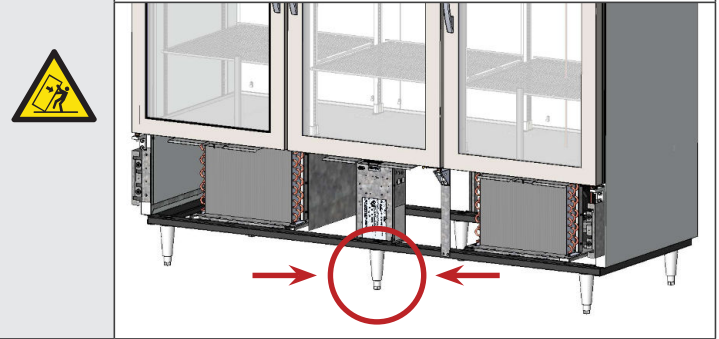
7. Install the front louver grill.
8. Carefully lift the appliance upright.
9. Verify the appliance is level. Adjust level as needed. See "Leveling Screw, Leg, or Castor Installation" (pg. 15).

**NOTICE** > Slowly lift the appliance upright to avoid damaging the lower rail assembly.

### Level the Appliance

#### ⚠ WARNING!

**Tipping hazard! ALWAYS** verify center castors or leveling legs fully contact the floor after leveling the appliance. See fig. below.



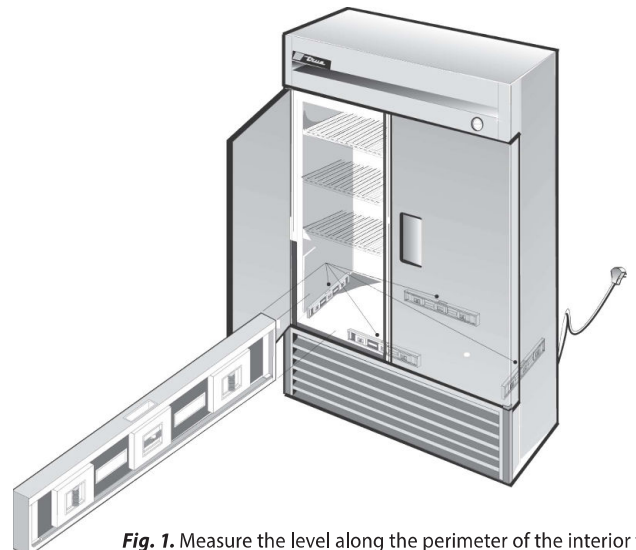
Proper leveling of your TRUE appliance is critical to operating success (for non-mobile appliances). Leveling impacts effective condensate removal and door operation.

See "Leveling Screw, Leg or Castor Installation" (pg. 15) for level adjustment and shimming information.

#### Procedure

Position the appliance in its final installation location. Then, level the appliance front-to-back and side-to-side. See fig. 1.

1. Position the level on the inside floor of the appliance near the doors (level parallel to appliance front). Level the appliance.
2. Position the level at the inside rear of the appliance (level parallel to appliance back). Level the appliance.
3. Position the level on the left and right inside floor (level parallel to appliance sides). Level the appliance.



**Fig. 1.** Measure the level along the perimeter of the interior floor.

## Installation & Setup (cont.)

### Seal the Appliance to the Floor

#### ! USER ACTION!



Asphalt floors are susceptible to chemicals. TRUE recommends installing a layer of tape between the asphalt and the sealant to protect the floor.

The following procedure describes sealing a non-mobile appliance to the floor for NSF standards. This may not be required for your application.

#### Procedure

1. Position the appliance in its final installation location. Be sure to leave adequate clearance between the back and sides per "Clearances" (pg. 9) to ensure proper ventilation.
2. Level the appliance front-to-back and side-to-side. See "Level the Appliance" (pg. 17).
3. Draw an outline of the appliance base on the floor.
4. Raise and block the front side of the appliance.
5. Apply a bead of NSF-approved sealant (see list below) to the floor, 1/2" (13 mm) inside the front part of the outline drawn in step 3. The bead of sealant must be heavy enough to seal the entire appliance surface when the appliance is lowered on top of the sealant.
6. Raise and block the rear of the appliance.
7. Apply sealant to the floor on the other three sides, as outlined in step 5.
8. Examine the appliance to ensure that it is sealed to the floor around the entire perimeter.

#### NSF-Approved Sealants

- 3M #ECU800 Caulk
- 3M #ECU2185 Caulk
- 3M #ECU1055 Bead
- 3M #ECU1202 Bead
- Armstrong Cork – Rubber Caulk
- Products Research Co. #5000 Rubber Caulk
- G.E. Silicone Sealer
- Dow Corning Silicone Sealer

## Installation & Setup (cont.)

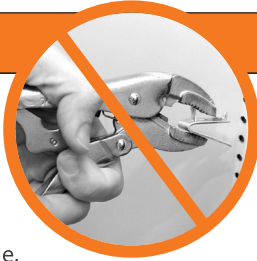
### Wire Shelf Installation

#### ⚠ WARNING!



Overloading, incorrectly installing, or improperly loading shelves can cause shelf failure and negatively affect appliance operation, resulting in appliance damage, product damage, or personal injury.

**DO NOT use pliers or any crimping tools** when installing shelf clips. Altering shelf clips in any way can lead to shelving instability.



#### Installation Tips

- Install **all** the shelf clips before installing any shelves.
- Start at the bottom shelf and work your way up.
- Always lay the back of each shelf down on the rear clips before the front.

#### Procedure

1. Hook the shelf clips into the shelf standards. See fig. 1.
2. Push up on the bottom of the clip. See fig. 2.
 

**NOTICE >** You may need to squeeze or twist the bottom of the shelf clip for proper installation. Position all four shelf clips equal in distance from the floor for flat shelves.
3. Ensure the shelf clip is not loose or able to wiggle out of the shelf standard. See figs. 3 and 4.
4. Place the shelves on the shelf clips with the cross support bars facing down.

**NOTICE >** Be sure all shelf corners are properly seated.

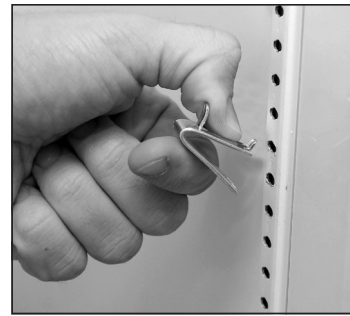
#### TrueTrac Organizers

TrueTrac Organizers come with a package of shelf retainer clips.

Install the clips on the side of the organizer towards the rear. See fig. 5.

#### Shelf Adjustment

Shelving is adjustable for customer application. This appliance meets the IEC Shelf Weight Capacity of 47lb/ft<sup>2</sup> (230kg/m<sup>2</sup>).



**Fig. 1.** Installing top tab of shelf clip.



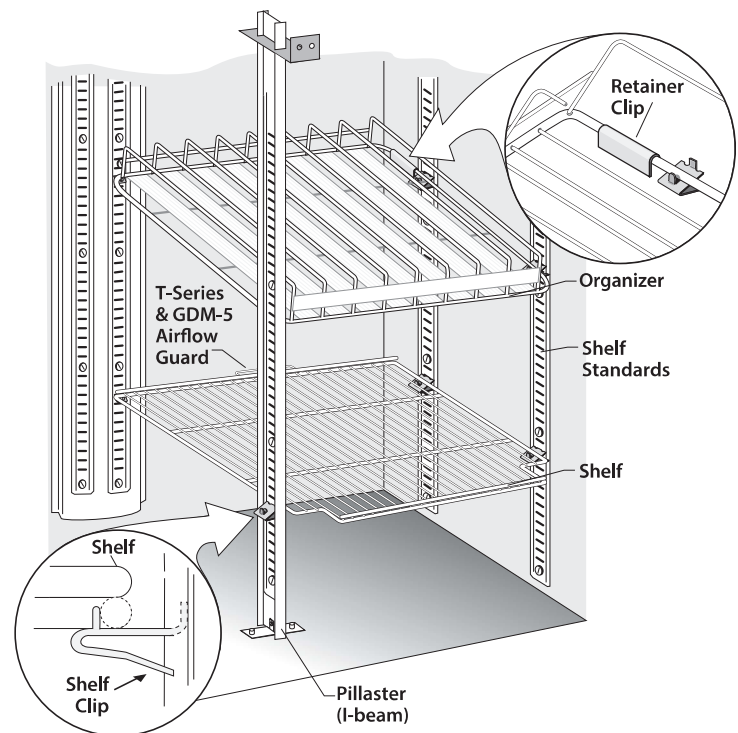
**Fig. 2.** The bottom tab of the shelf clip will fit tightly.



**Fig. 3.** You may need to squeeze or twist the bottom of the shelf clip to install.



**Fig. 4.** Installed shelf clip.



**Fig. 5.** GDM-5 models include an airflow guard on the rear shelves to maintain an air space at the rear of the appliance.



## Installation & Setup (cont.)

### Cantilever Shelf Installation

#### ⚠ WARNING!



**Overloading, incorrectly installing, or improperly loading shelves** can cause shelf failure and negatively affect appliance operation, resulting in appliance damage, product damage, or personal injury.

#### ⓘ USER ACTION!



Do not let product hang over the edge of the shelf.

#### ⓘ NOTICE!



Please note some doors are manufactured with a 90° Stay Open feature to assist with shelf installation, as well as loading and unloading the cabinet.

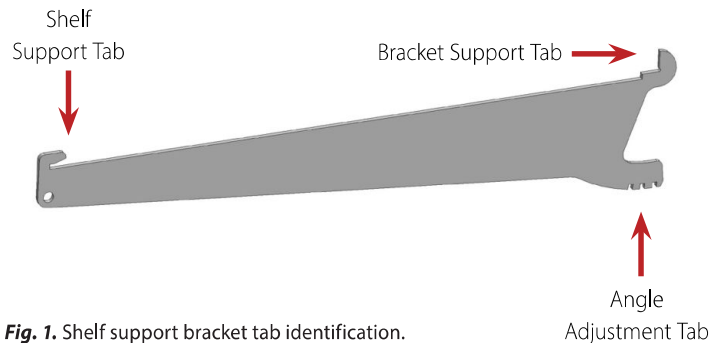
For ease of installation, TRUE recommends installing the lowest shelves first and then working your way up.

### Procedure

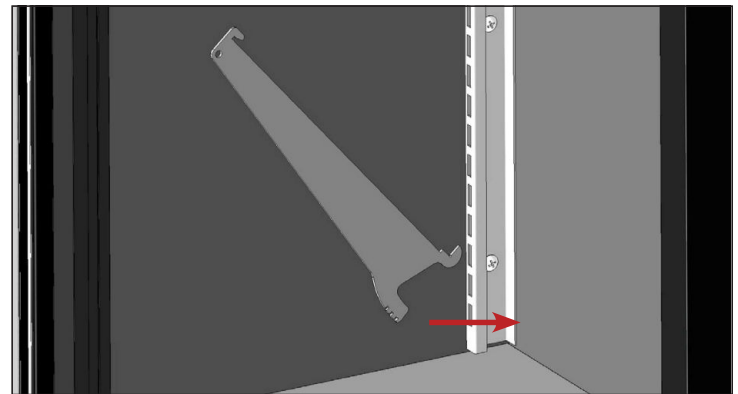
1. Slide the bracket support tab into the shelf standard. See figs. 1-3.
2. Slide the angle adjustment tab into the shelf standard. Hook the appropriate notch into the shelf standard to support the shelf at the desired angle. See figs. 3 and 4.
3. Repeat steps 1 and 2 for the opposite shelf support bracket.
4. Lift the back of the shelf up. Position the shelf over the shelf support brackets. See fig. 5.
5. Carefully lower the back of the shelf and slide the shelf under the shelf support tab. See figs. 5 and 6.
6. Repeat steps 1-5 for the next shelf.

### Shelf Adjustment

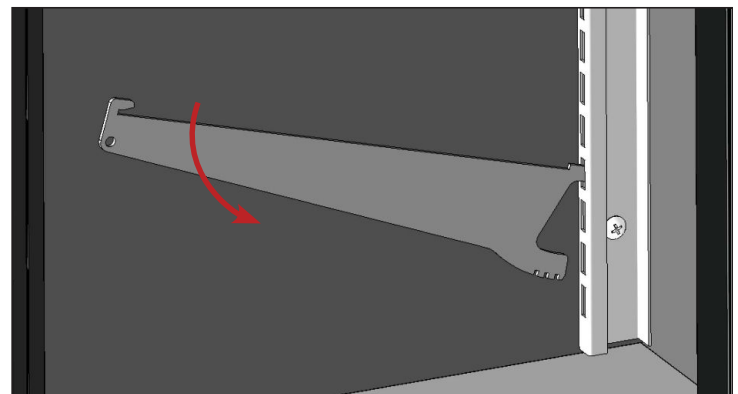
Shelving is adjustable for customer application. This appliance meets the IEC Shelf Weight Capacity of 47lb/ft<sup>2</sup> (230kg/m<sup>2</sup>).



**Fig. 1.** Shelf support bracket tab identification.

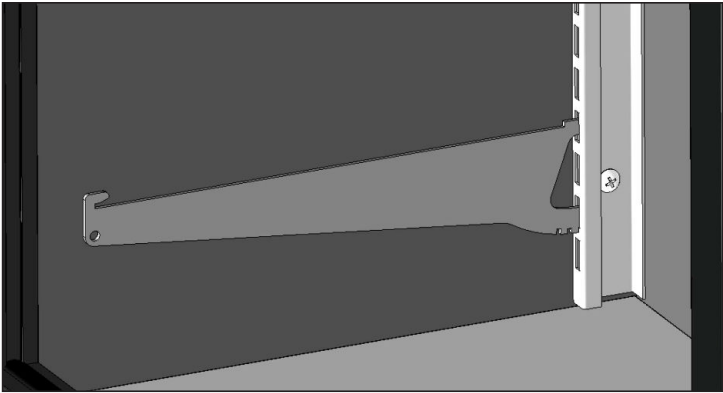


**Fig. 2.** Hook the shelf support into the shelf standard.

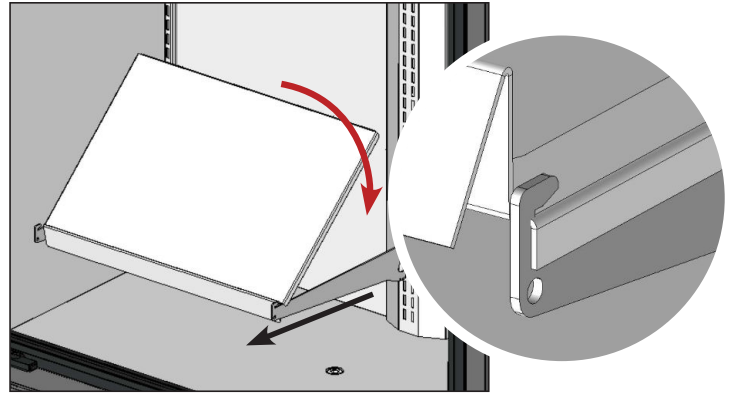


**Fig. 3.** Determine the appropriate adjustment slot.

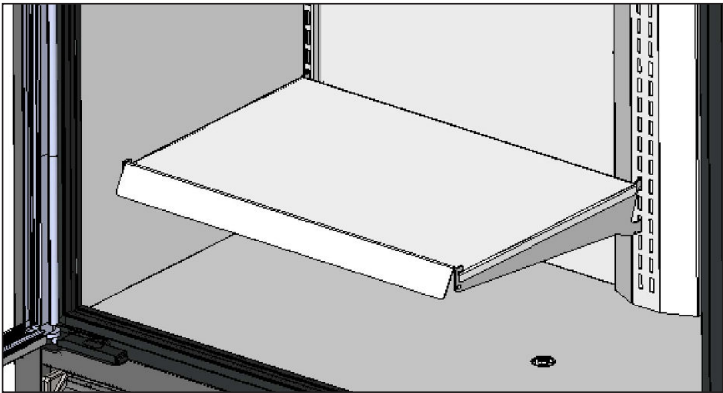
## Installation & Setup (cont.)



**Fig. 4.** Installed shelf support bracket.



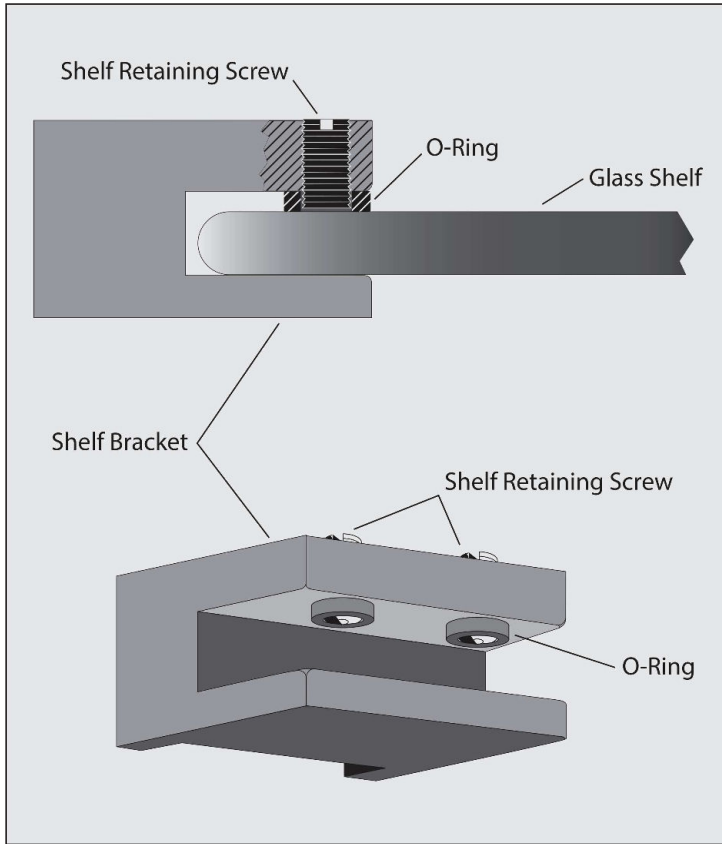
**Fig. 5.** Position the shelf while lifting the back of the shelf. Be sure the sides of the shelf hang over the bracket.



**Fig. 6.** Installed solid cantilever shelf.

## Installation & Setup (cont.)

### G4SM-23RGS Shelf Bracket Assembly



### Installing Shelves (GDM-30 only)

Tape door handles back to the appliance when installing shelves.

