



WARRANTY LABOR CLAIM

True Manufacturing
2001 East Terra Lane
O'Fallon, MO 63366-4434
Phone#636-240-2400 • 855-878-9277
Fax#636-980-8510
warrantyclaims@truemfg.com

INSTRUCTIONS FOR COMPLETING FORM:

1. Model and serial number of the equipment involved must be supplied. (One cabinet serial number per claim form)
2. Submit claims directly to True via mail, email, or fax.
3. A Copy of the "Bill of Sale" is recommended and may be required to determine warranty status.
4. Must be submitted in legal form (print).
5. This form may be used as your original invoice.

WARRANTY SERVICE GUIDE

When submitting a bill for warranty work, please refer to the "Warranty Repair Guidelines by Model". The hours submitted must be within the guidelines or authorization is required from TRUE. The time spent on the job should be multiplied by the straight time labor rate to determine the charge. TRUE reserves the right to pay no more than the average commercial hourly rates within the Distributor territory or region of the country. To prevent delays in processing claims, **a complete explanation of the diagnosis/failure and the repair are required.** TRUE realizes that diagnostic and repair times may vary depending on the problem and model.

MULTIPLE REPAIRS DURING SAME SERVICE CALL

To diagnose and repair or replace more than one item, use up to the highest allowable time for the single repair, then add ½ hour for each additional repair.

REFRIGERANT ALLOWANCES

- No alternative blends are approved without written permission.
- New or reclaimed refrigerant (meets ARI Standard 700.88 Lab test). (for R134a/404a only)
- The recovery and reuse of refrigerant is covered by the \$25.00 reclaim charge. (for R134a/404a only)
- Only the weigh-in charge for the unit will be reimbursed. Otherwise an explanation will be required.

TO SEE WHAT IS COVERED/NOT COVERED UNDER WARRANTY PLEASE REFER TO THE WARRANTY STATEMENT

For warranty questions, please call us at 855-878-9277 or email warrantyinquiries@truemfg.com.

For technical questions, please call us at 800-325-6152 or email service@truemfg.com.

NO CONSEQUENTIAL DAMAGES

TRUE is not responsible for economic loss; or special, indirect, or consequential damages, including, without limitation, of losses or damages arising from food or product spoilage claims as a result of refrigeration failure.



USA WARRANTY LABOR CLAIM

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For Questions Contact:
 Technical Support: service@truemfg.com
 Warranty Information: warrantyinquiries@truemfg.com

Service's Invoice
 Number (if attached) _____

Important: Please Place Only One Cabinet Serial Number Per Warranty Claim Form.	Model No.	Serial No.	Date Failed	Date Repaired

SERVICE COMPANY	END USER
Company Name:	Company Name:
Address:	Address:
City, State, Zip:	City, State, Zip:
Phone #:	Phone #:

Reported Complaint

Service Performed (Symptoms and / or summary of diagnosis made is required. List hours and explanation for each repair made. Give exact location of any leaks.)

SEE WARRANTY REPAIR GUIDELINES BY MODEL FOR TIME ALLOWED. Any refrigeration repair should be in accordance with True's Good Refrigeration Practices. See Warranty Guidelines. PLEASE CALL FOR APPROVAL IF TIME IS GOING TO EXCEED HOURS ALLOWED. ALL WARRANTY CLAIMS MUST BE RECEIVED AT TRUE WITHIN 90 DAYS OF COMPLETION OF THE WORK.

	Micron Level Achieved _____	Please Circle USD
LABOR CHARGES	Labor Rate Per Hour _____ Labor Hours _____	\$ _____
	Travel Time _____ Total Hours _____	\$ _____
	Type Of Refrigerant Used _____ Ounces Of Refrigerant Used ___ x Price Per Ounce _____	\$ _____
	Nitrogen Usage Fee (Maximum \$5.00) _____	\$ _____
	Miscellaneous Material Fee Maximum \$25.00 (Includes soldering supplies, vacuum pump, etc.) _____	\$ _____
	Reclaim Fee Maximum \$25.00 Allowed (for 134a/404a only) _____	\$ _____
PART REIMBURSEMENT	Part Description and/or Part Number(s) Used _____ (Please list separately below)	\$ _____
	_____	\$ _____
	Replacement compressor serial number _____	\$ _____
	Miscellaneous charges (please explain) _____	\$ _____
	Tax (if applicable) _____ %	\$ _____
Signatures Required (or attach Service Agents original invoice with signatures.)		Grand Total \$ _____

CUSTOMER SIGNATURE _____ **SERVICE TECHNICIAN SIGNATURE** _____

(Technician making refrigeration system repairs must be certified per EPA requirements)

Date Signed _____ **Date Signed** _____

*IF NON-OEM PARTS ARE USED WITHOUT PRIOR APPROVAL THIS MAY EFFECT FUTURE WARRANTY CLAIMS

GDM/FLM/STA/STG/STM/STR/T/TAC/THAC/TS/TSD/TVM Series Cabinets

UPRIGHT REFRIGERATORS AND FREEZERS

REFRIGERATION -- All refrigeration repairs should be done in accordance with True's Good Refrigeration Practices. SEE ATTACHED

A. Diagnose and replace defective compressor	4 ½ hrs.
B. Diagnose and replace defective compressor for GDM-72F/T-72F	5 ½ hrs.
C. Diagnose and replace defective condensing unit	4 hrs.
D. Diagnose and replace defective condensing unit for GDM-72F/T-72F	5 hrs.
E. Diagnose and replace defective evaporator coil.....	4 ½ hrs.
F. Diagnose and replace defective evaporator coil with multiple condensing units.....	6 hrs.
G. Locate refrigeration leak (NOTE: The location of the refrigerant leak must be noted on the service invoice).....	4 hrs.
H. Diagnose and reroute defective capillary tube and replace the condensing unit	6 hrs.
I. Diagnose and reroute defective capillary tube and replace the condensing unit for GDM-72F/T-72F	6 ½ hrs.
J. Diagnose and repair or replace defective refrigeration parts, other than list above which require opening the refrigeration system.....	4 hrs.

Multiple Refrigeration Repairs will be paid at the highest rate for the part changed, plus 1 hour for each additional refrigeration component changed.

ELECTRICAL

A. Diagnose and replace temperature control, module, display	2 hrs.
B. Diagnose and replace probe(s)	1 ½ hrs.
C. Diagnose and replace evaporator coil heater	4 hrs.
D. Diagnose and replace termination/high limit switch.....	3 hrs.
E. Diagnose and replace drain line heater.....	3 ½ hrs.
F. Diagnose and replace perimeter heater	4 hrs.
G. Diagnose and replace mullion heater	1 ½ hrs.
H. Diagnose and replace time clock.....	1 ½ hrs.
I. Diagnose and replace, driver, LED module.....	1 ½ hrs.
J. Diagnose and replace the IDL door cord.....	2 hrs.
K. Diagnose and replace condenser fan motor.....	2 hrs.
L. Diagnose and replace evaporator fan motor	1 ½ hrs.
M. Diagnose and replace compressor starting components	2 hrs.

CABINET

A. Diagnose and replace door(s)	1 hr.
B. Diagnose and replace door torsion spring /cartridge/door hinges.....	2 hrs.
C. Diagnose and replace door cord/retractor (GDM / TSD Slide Door)	1 ½ hrs.
D. Diagnose and replace door cams on STA, STG, STM,STR.....	1 hr.

***LABOR ALLOWANCES INCLUDE THE INITIAL DIAGNOSIS AND REPAIR
SHOULD YOUR REPAIR OR THE TIME TO PERFORM THE NECESSARY REPAIRS EXCEED THE
ALLOWED AMOUNT PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY
DEPARTMENT PRIOR TO OR WHILE DOING THE WARRANTY REPAIR FOR APPROVAL.***

***FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE
WARRANTY DEPARTMENT FOR APPROVAL.***

CUSTOMER RESPONSIBILITIES TO INCLUDE BUT NOT LIMITED TO:

- A. To verify the product's installation date to process warranty.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by modifications made without TRUE'S written approval.
- D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

NO CONSEQUENTIAL DAMAGES

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T-GC/TBB/TD/TDD/TFP/ TMC/TPP/TRCB/TSSU/TUC/TWT Series Cabinets

REACH-IN REFRIGERATORS AND FREEZERS

REFRIGERATION All refrigeration repairs should be done in accordance with True's Good Refrigeration Practices. **SEE ATTACHED**

- A. Diagnose and replace defective compressor4 ½ hrs.
- B. Diagnose and replace defective condensing unit4 hrs.
- C. Diagnose and replace defective evaporator coil by removing cabinet top5 ½ hrs.
- D. Locate refrigeration leak (**NOTE: The location of leak must be noted on the service invoice**)4 hrs.
- E. Locate refrigeration leak and repair with top removal for TMC/TPP/TRCB5 hrs.
- F. Diagnose and replace defective capillary tube4 ½ hrs.
- G. Diagnose and repair or replace defective refrigeration parts, other than list above which require opening the refrigeration system.4 hrs.

Multiple Refrigeration Repairs will be paid at the highest rate for the part changed, plus 1 hour for each additional refrigeration component changed.

ELECTRICAL

- A. Diagnose and replace temperature control, module, display2 hrs.
- B. Diagnose and replace probe(s)1 ½ hrs.
- C. Diagnose and replace temperature control for the TRCB3 hrs.
- D. Diagnose and replace termination/high limit switch3 hrs.
- E. Diagnose and replace drain line heater3 hrs.
- F. Diagnose and replace perimeter heater4 hrs.
- G. Diagnose and replace time clock1 ½ hrs.
- H. Diagnose and replace, ballast, driver, lamp holder, LED module, IDL door cord1 ½ hrs.
- I. Diagnose and replace condenser fan motor2 hrs.
- J. Diagnose and replace evaporator motor1 ½ hrs.
- K. Diagnose and replace evaporator fan motor in a drawer unit2 hrs.
- L. Diagnose and replace compressor starting components2 hrs.

CABINET

- A. Diagnose and replace door(s)1 hr.
- B. Diagnose and replace door cartridge/door hinges2 hrs.
- C. Countertop removal 93" and larger (Added to Repair for 2 Men)1 ½ hrs.
- D. General cabinet repair1 ½ hrs.

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OR THE WARRANTY DEPARTMENT FOR APPROVAL.**

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- A. To verify the product's installation date to process warranty.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by modifications made without TRUE's written approval.
- D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

NO CONSEQUENTIAL DAMAGES

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TCGD/TCGG/TCGR/TDBD/TDM/TSID Series Cabinets

REACH-IN REFRIGERATORS

REFRIGERATION All refrigeration repairs should be done in accordance with True's Good Refrigeration Practices. SEE ATTACHED

- A. Diagnose and replace defective compressor (including starting components) and test 4 ½ hrs.
- B. Diagnose and replace defective condensing unit, and test 4 hrs.
- C. Diagnose and replace defective evaporator, change drier, and test 5 hrs.
- D. Diagnose and replace defective evaporator, change drier, and test for TDBD-96 models 5 ½ hrs.
- E. Locate refrigeration leak, change drier, and test (**NOTE: The location of leak must be noted on the service invoice**) 4 hrs.
- F. Diagnose and reroute defective capillary tube 5 hrs.
- G. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system..... 4 hrs.

Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1 hour for each additional refrigeration part changed.

*** PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT FOR RECOMMENDATIONS**

ELECTRICAL

- A. Diagnose and replace temperature control 2 ½ hrs.
- B. Diagnose and replace probe(s)..... 1 ½ hrs.
- C. Diagnose and replace time clock 1 ½ hrs.
- D. Diagnose and replace, ballast, driver, lamp holder, LED module, IDL door cord 1 ½ hrs.
- E. Diagnose and replace condenser fan motor..... 2 hrs.
- F. Diagnose and replace evaporator fan motor 2 hrs.
- G. Diagnose and replace the front glass motor on a TDM 2 hrs.
- H. Diagnose and replace compressor starting components 2 hrs.

CABINET

- A. Diagnose and replace door(s)..... 1 hr.
- B. Diagnose and replace main glass Call for Pre-Approval.
- C. Diagnose and replace v-rollers..... 1 hr.
- D. Diagnose and replace v-track..... 2 hrs.
- E. Diagnose and replace the door cord 1 hr.
- F. Diagnose and replace the air deflector on TDM 1 hr.
- G. General cabinet repair..... 1 ½ hrs.

LABOR ALLOWANCES INCLUDE THE INITIAL DIAGNOSIS AND REPAIR

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FOR REPAIRS NOT NOTED, PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT OR THE WARRANTY DEPARTMENT FOR APPROVAL.

CUSTOMER RESPONSIBILITIES TO INCLUDE BUT NOT LIMITED TO:

- A. To verify the product's installation date for warranty process.
- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by modifications made without TRUE's written approval.
- D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

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TDC /THDC /TFM Series Cabinets

FREEZERS - CHEST TYPE

REFRIGERATION All refrigeration repairs should be done in accordance with True's Good Refrigeration Practices. SEE ATTACHED

- A. Diagnose and replace defective compressor (including starting components) 4 ½ hrs.
- B. Diagnose and replace defective condensing unit, and test 4 hrs.
- C. Locate refrigeration leak, change drier, and test (**NOTE: The location of leak must be noted on the service invoice**) 4 hrs.
- D. Diagnose and replace defective capillary tube, change drier, and test. 4 hrs.
- E. Diagnose and repair or replace defective refrigeration parts, other than listed above, which require opening the refrigeration system..... 4 hrs.

Multiple Refrigeration Service: Up to the highest rate for the part changed, plus 1½ hour for each additional refrigeration part changed.

*** PLEASE CONTACT THE TECHNICAL SERVICE DEPARTMENT FOR RECOMMENDATIONS**

ELECTRICAL

- A. Diagnose and replace temperature control 2 ½ hrs.
- B. Diagnose and replace time clock..... 2 ½ hrs.
- C. Diagnose and replace condenser fan motor..... 1 ½ hrs.
- D. Diagnose and replace temp control relay, ballast, lamp holder 2 hrs.
- E. Diagnose and replace compressor starting components 2 hrs.

CABINET

- A. General cabinet repair 1 ½ hrs.
- B. Diagnose and replace door(s)..... 1 hr.

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- B. To pay for normal operational maintenance, adjustments and cleaning.
- C. To pay for repairs caused by modifications made without TRUE'S written approval.
- D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of God.
- E. To pay for premium labor rates, holidays, overtime, etc., unreasonable travel time, flat rate service call charges, mileage or miscellaneous tools and material charges not listed on payment schedule and additional labor charges resulting from inaccessibility of the cabinet.

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STA/STG/STM/STR/T Heated Series Cabinets

UPRIGHT EQUIPMENT

ELECTRICAL

- A. Diagnose and replace temperature control module, display 2 hrs.
- B. Diagnose and replace probe(s) 1 ½ hrs.
- C. Diagnose and replace condenser fan motor..... 1 ½ hrs.
- D. Diagnose and replace termination/high limit switch..... 2 hrs.
- E. Diagnose and replace heating element..... 2 hrs.
- F. Diagnose and replace ballast, driver, lamp holder, LED module 2 hrs.

CABINET

- A. Diagnose and replace door(s)..... 1 hr.
- B. Diagnose and replace door torsion spring/cartridge..... 2 hrs.
- C. Diagnose and replace the door cams on STA/STG/STM/STR..... 1 hr.
- D. Diagnose and replace door torsion spring /cartridge/door hinges..... 2 hrs.
- E. General cabinet repairs 1 ½ hrs.

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- C. To pay for repairs caused by modifications made without TRUE's written approval.
- D. To pay for damage repairs resulting from electrical supply, water or drainage, flood, storm or other acts of god.
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GOOD REFRIGERATION PRACTICES

Good refrigeration practices will always start with good detective work to find out what caused the failure so we can eliminate the possibility of a repeat failure. Below is a step by step set of procedures we would recommend is followed when repairing a refrigeration system.

- ❑ Before opening the refrigeration system remember that POE oil is very hydroscopic and absorbs moisture very quickly. You should not leave the system open to the atmosphere for more than 15 minutes. Any vacuum that exists before any repair should be broken with nitrogen to avoid moisture being pulled into the system.
- ❑ For your manifold gauges, use as short of refrigeration hoses as possible. We recommend maximum of 12" (304.8 mm) hoses.
- ❑ Always replace the drier with the exact OEM size when opening the refrigeration system.
- ❑ Recover the refrigerant from the system. NOTE: R-290 can be vented in a well ventilated area with no source of ignition.
- ❑ The introduction to the refrigeration system of anything other than a flushing agent, nitrogen, refrigerant, or oil is prohibited.
- ❑ Remove the faulty refrigeration component and filter drier by cutting them out with a tubing cutter.
- ❑ If you are changing a component keep the system closed up with plugs or caps to reduce moisture contamination.
- ❑ Take a look at the filter drier and the components that have been removed for signs of oil breakdown, foreign objects like desiccant from drier, metal pieces from valves, etc.
- ❑ When replacing a compressor make sure to also remove all old oil from the system.
- ❑ While purging nitrogen through the system drill (approximately 1/8") (3.18 mm) hole in the bottom of the accumulator **(IF EQUIPPED)** so we do not leave contaminated oil in the system. After blowing this out with nitrogen, be sure to braze the hole closed.
- ❑ Be sure and test the oil from the refrigeration system for contamination using the proper test kit for the type of oil.
- ❑ If the oil shows signs of contamination or there was a restriction in the system, all of the oil must be removed and replaced. This can be accomplished by removing the compressor and flushing the entire system with nitrogen. Remove all the oil in the compressor, and in the accumulator. Measure all the old oil in a measuring cup and replace the exact amount you removed with the new oil. If necessary, a flushing agent can be used for cleanup.
- ❑ When brazing an R-290 system always purge nitrogen through the system 2 minutes before brazing and during the entire brazing process.
- ❑ Place a nitrogen charge in the system to check for any leaks. **Use maximum 200 PSI (13.8 Bar).**
- ❑ Release the nitrogen charge down to about 2 pounds of positive pressure (.1379 bar).
- ❑ Start pulling a vacuum as soon as possible to help remove any moisture from the system. Remember that any moisture that is absorbed by the POE oil cannot be removed and we must start the process over.
- ❑ Change vacuum pump oil regularly to ensure the deepest vacuum your pump is capable of.
- ❑ Using a micron gauge, pull the system down to hold a minimum of 500 microns (0.5 Torr).
- ❑ See if the system will hold this micron with the gauges closed and the pump switched off to test for leaks or moisture.
- ❑ Once the system is evacuated, weigh in the listed refrigerant charge located on the serial tag inside the cabinet. R-290 can be added as a liquid or vapor. Refrigerant 134a/404A charge as a liquid only. Refrigerant should be charged through the high side.
- ❑ Test run the unit and check for proper operation.

AFTER REPAIR IS COMPLETE ALL ACCESS FITTINGS MUST BE REMOVED.

PLEASE CALL TRUE TECHNICAL SERVICE WITH ANY QUESTIONS REGARDING THE ABOVE PRACTICES.

1 855 372 1368

service@truemfg.com

WORLD HEADQUARTERS: O'FALLON, MISSOURI, USA

SERVICE DEPARTMENT HOURS OF OPERATION:

7:00-7:00 CST MONDAY-THURSDAY, 7:00-6:00 FRIDAY, 8:00-12:00 SATURDAYS

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South Yorkshire, S63 9EU
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