

TRAULSEN SERVICE REQUEST

MONDAY - FRIDAY | 7:30 AM - 6:30 PM

WARRANTY SERVICE SUPPORT

DEDICATED SUPPORT

For warranty service support going forward, please contact an authorized Traulsen service representative by phone or e-mail at:



(800) 825-8220



Service@Traulsen.com

PLACING A SERVICE CALL

Please make sure you have the following information available:

- Serial Number
- → Onsite Contact Name & Phone Number
- ✓ Address
- → Description of Service Needed

PHONE SUPPORT

- ✓ Temperature Changing Changing the setpoint
- ✓ Settings Reset Unit freezing up or seems to not cool as well as usual

MAINTENANCE

- ✓ Coils should be free of debris & not impeding airflow
- ✓ Gaskets should be sealing & not torn/missing
- ✓ Water management (TS Prep) has the drain line be cleaned recently?

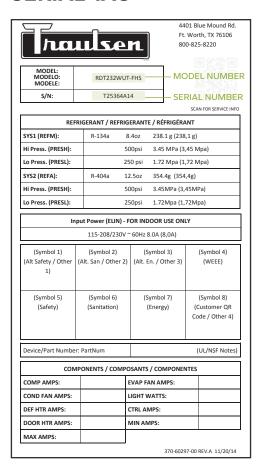
ELECTRICAL

- ✓ Unit should be on a dedicated circuit
- ✓ Is the breaker tripped?
- Is the power switch on?

OBSERVATIONAL

- ✓ Is the unit in defrost?
- ✓ Is the display showing a decimal?
- → Has the control been turned off?

SERIAL TAG



The serial tag (pictured above) is usually located in the interior compartment of your Traulsen unit.



