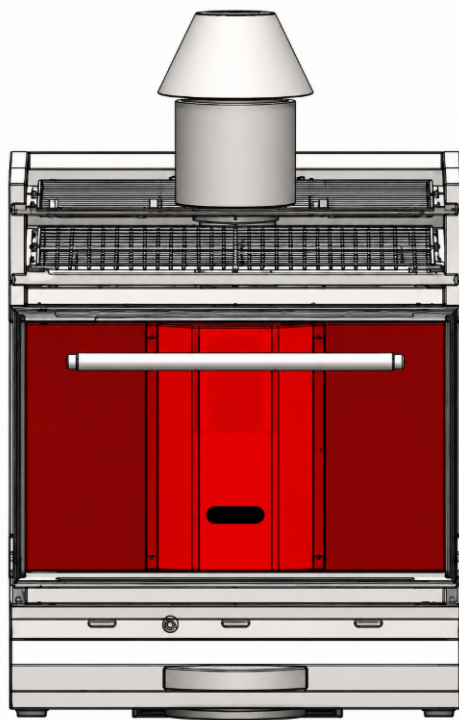




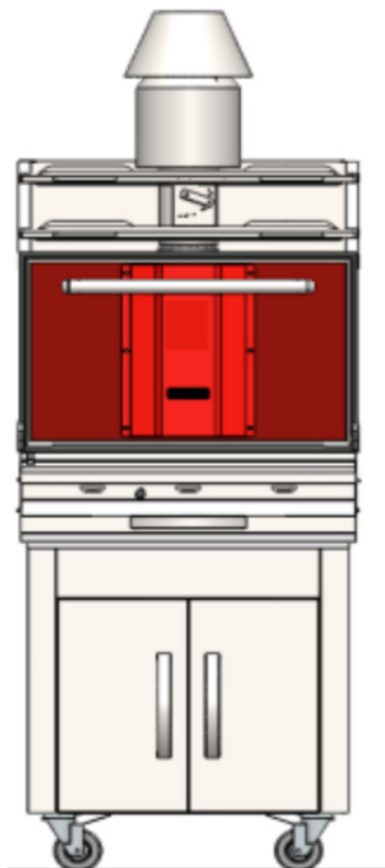
CHARCOAL OVEN

Stainless-Steel Professional Charcoal Oven with Warming Racks

Models: KM-CHO28-SS-TR, KM-CHO28-SS-TRB, KM-CHO35-SS-TR, KM-CHO35-SS-TRB



KM-CHO28-SS-TR



KM-CHO35-SS-TRB

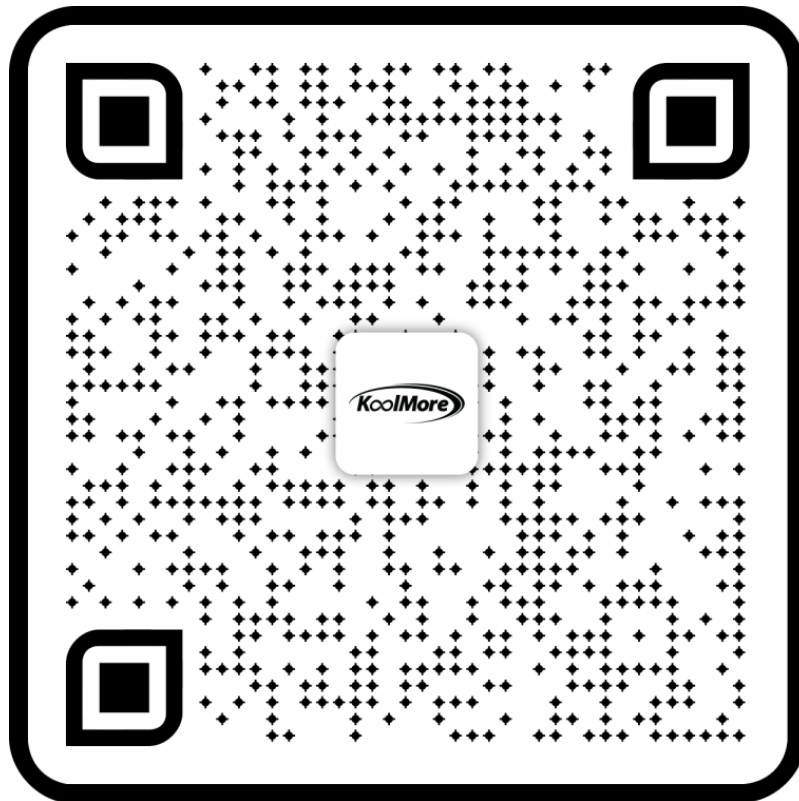
Before use, please read these instructions carefully to ensure proper operation and optimal performance.

For any service related issues, please contact us:

☎ 718-576-6342 ✉ support@koolmore.com

Stay informed with the latest information for your KoolMore appliance.

Scan the QR code below to access the most up-to-date user manual.



**If you need any assistance or have questions, our customer support
team is here to help.**

Phone: 718-576-6342 Email: support@koolmore.com

Please write down the model number and serial number below for future reference. Both numbers are located on the rating label on the back of your unit or inside the unit and are needed to obtain warranty service. You may also want to staple your receipt to this manual as it is your proof of purchase and may also be needed for service under warranty.

Model Number: _____
Serial Number: _____
Date of Purchase: _____

To better serve you, please do the following before contacting customer service:

If you received a damaged product, immediately contact the retailer or dealer that sold you the product.

Read and follow this User Manual carefully to help you install, use, and maintain your unit.

Refer to the Troubleshooting section of this manual as it will help you diagnose and solve many common issues.

Contents

Safety	4
Product Features	6
Technical Information	7
Installation	8
Operation	14
Cleaning and Maintenance	19
Warranty	22

Safety

General Safety

Read this manual completely before installing, operating, or servicing the appliance. Proper installation, operation, and maintenance are essential for safe and reliable performance.

Failure to follow the instructions in this manual may result in property damage, serious injury, or death.

This appliance must be installed, operated, and serviced only by qualified personnel familiar with commercial cooking equipment and applicable local codes.

Important Safety Requirements

1. Keep this manual in a safe and accessible location for future reference.
2. Installation must comply with all applicable local, state, and national codes and regulations.
3. Operate this appliance only as described in this manual.
4. Do not modify, alter, or tamper with any component of the appliance.
5. Use only manufacturer-approved replacement parts and accessories.
6. If the appliance malfunctions, discontinue use immediately and contact an authorized service technician.

WARNING:

Improper installation, adjustment, alteration, service, or maintenance can result in property damage, serious injury, or death.

Read all installation, operating, and maintenance instructions before installing or servicing this equipment.

This appliance must be installed in a well-ventilated area and operated only under an approved exhaust hood system where required by local codes.

Fire Safety

A major cause of oven-related fires is failure to maintain the required clearances to combustible materials.

Always maintain the minimum installation clearances specified in this manual.

Do not store gasoline, lighter fluid, solvents, or other flammable vapors and liquids near this appliance.

Before Operating the Oven

WARNING

- Use only charcoal approved for cooking applications.
- Do not use gasoline, alcohol, lighter fluid, or other flammable liquids to ignite or rekindle charcoal.
- Always operate the oven with the door closed unless otherwise instructed.
- Never place ashes in combustible or heat-sensitive containers, including plastic, rubber, cardboard, or wooden containers.
- All accessible surfaces may become extremely hot during operation. Use heat-resistant gloves when handling racks, trays, or other components.
- Do not touch hot surfaces with unprotected hands.

CAUTION

Improper installation or operation may create a fire hazard. Follow all installation, operating, and maintenance instructions provided in this manual.

Inspection Upon Delivery

Inspect the appliance immediately upon receipt.

If shipping damage is discovered:

1. Retain all packaging materials.
2. Notify the carrier immediately.
3. File a freight damage claim as required by the carrier.

Failure to report shipping damage promptly may affect claim eligibility.

Codes and Standards

This appliance must be installed in accordance with all applicable local codes and regulations. In the absence of local requirements, installation shall comply with applicable national standards and fuel gas regulations in the country of installation.

For installations in Canada, installation must comply with applicable Canadian gas and electrical codes.

Safety Symbols

The safety symbols and signal words used throughout this manual are intended to alert the operator to potential hazards and important operating instructions.

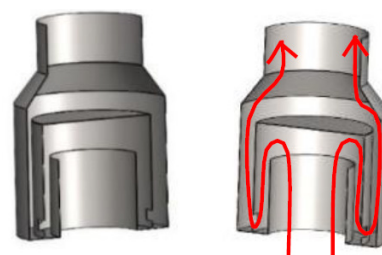
- **WARNING** – Indicates a potentially hazardous situation that could result in serious injury or death.
- **CAUTION** – Indicates a potentially hazardous situation that may result in minor injury or equipment damage.
- **NOTICE** – Indicates important operating, maintenance, or installation information.

Product Features

Antispark and Antiparticulate Design

The exhaust system is specially designed to reduce the discharge of sparks and airborne particles.

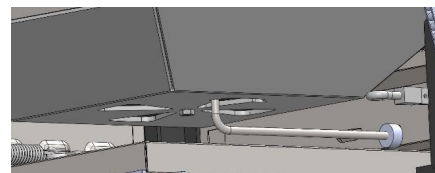
As exhaust gases pass through the vent system, airflow is redirected to lower the velocity and temperature of sparks and particulates before they exit the unit. This design helps improve operational safety and reduces the risk of sparks escaping into the surrounding environment.



Oxygen Intake Control

The lower air vent provides precise control of airflow into the combustion chamber.

Its slide-adjustable design allows the vent opening to be easily increased or decreased with a single movement, enabling accurate regulation of combustion air. The vent also incorporates a locking mechanism to help maintain the selected setting during operation.



Spark Arrestor Cap

The spark arrestor cap helps reduce the discharge of sparks and airborne particulate matter from the exhaust system.

Its design helps cool exhaust gases before they exit the unit, reducing the temperature of combustion byproducts and helping protect exhaust hood filters from excessive heat buildup and discoloration.

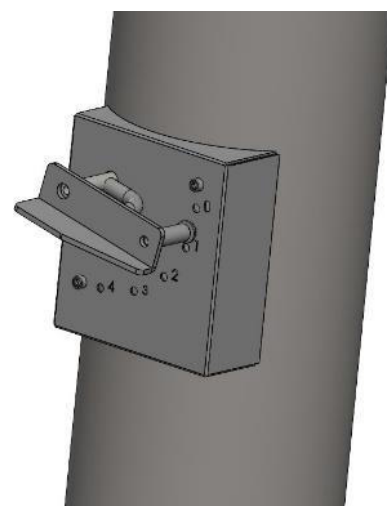


Upper Vent

The upper vent provides adjustable exhaust control with five vent positions, allowing airflow and smoke discharge to be regulated according to operating conditions.

By adjusting the vent opening, users can optimize combustion performance, temperature control, and exhaust flow throughout the cooking process.

For additional operating instructions, refer to the Operating Instructions.



Technical Information

KM-CH035-SS Series

Specification	Details
Recommended Capacity	Up to 80 guests per service period
Average Preheat Time	30 minutes
Daily Charcoal Consumption	22–26.5 lb (10–12 kg)
Average Burn Time	Up to 9 hours
Production Capacity	44 lb/hr (20 kg/hr)
Cooking Temperature Range	482–662°F (250–350°C)
Exhaust Airflow	1,648 CFM
Flue Gas Flow Rate	0.68 oz/s
Exhaust Gas Temperature	407°F (208°C)

Included Accessories

- Grill rack tongs
- Ash pan

KM-CH028-SS Series

Specification	Details
Recommended Capacity	Up to 40 guests per service period
Average Preheat Time	25 minutes
Daily Charcoal Consumption	13.2–17.6 lb (6–8 kg)
Average Burn Time	Up to 7 hours
Production Capacity	55.1 lb/hr (25 kg/hr)
Cooking Temperature Range	482–662°F (250–350°C)
Exhaust Airflow	1,471 CFM
Flue Gas Flow Rate	0.42 oz/s
Exhaust Gas Temperature	550.4°F (288°C)

Included Accessories

- Grill rack tongs
- Ash pan

Installation

Warnings

- ⚠ Do not use flammable liquids or accelerants to ignite charcoal. Use charcoal only. Never use gasoline, alcohol, lighter fluid, or other combustible liquids
- ⚠ An initial burn-in must be performed before first use. Operate the oven at cooking temperature before preparing food to remove manufacturing residues and odors.
- ⚠ Do not connect this appliance directly to a shared chimney or fireplace flue system.
- ⚠ Before first use, remove all protective plastic film and packaging materials from the appliance exterior and interior.
- ⚠ Clean grill racks before first use. Wash with warm water, dry thoroughly, and ensure all surfaces are clean before cooking.
- ⚠ Keep the hood, filters, and ventilation ducts clean at all times. Grease buildup may create a fire hazard and reduce ventilation performance.
- ⚠ Do not block or cover ventilation openings during installation or operation. Proper airflow is required for safe and efficient operation.
- ⚠ Install the appliance according to all instructions in this manual and applicable local codes.

Oven Assembly

Before operating the oven, install the exhaust components in the order shown below.

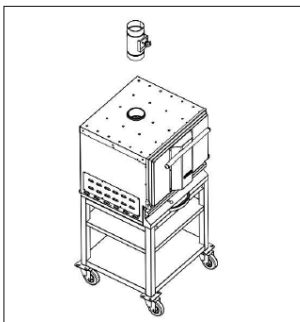


Figure 1

Step 1 – Install the Flue Adapter

Position the flue adapter over the exhaust outlet located on the top of the oven and ensure it is fully seated.

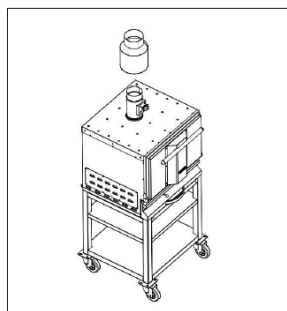


Figure 2

Step 2 – Install the Exhaust Stack

Place the exhaust stack onto the flue adapter and align it properly with the exhaust outlet.

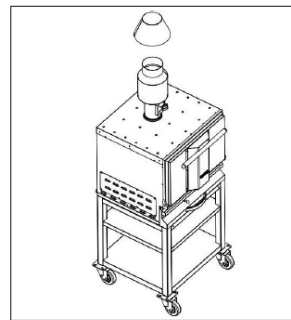


Figure 3

Step 3 – Install the Spark Arrester Cap

Position the spark arrester cap on top of the exhaust stack and ensure it is securely seated.

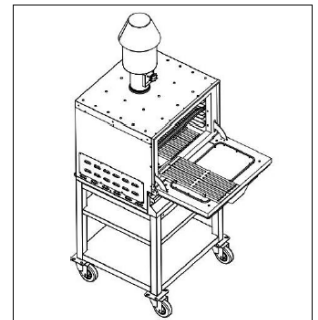
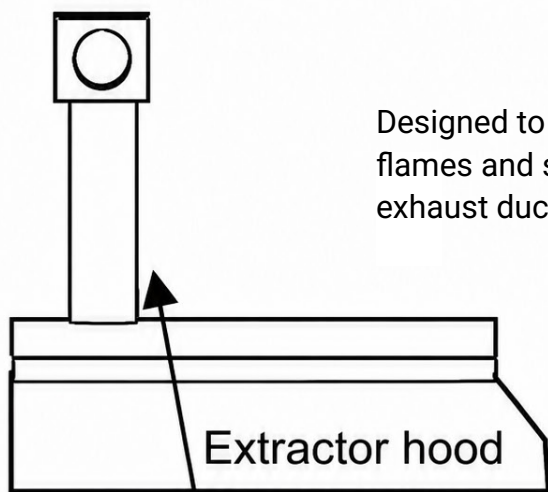


Figure 4

Step 4 – Verify Assembly and Install Accessories

Confirm that all exhaust components are correctly assembled and securely installed. Install the cooking rack(s) and any additional accessories supplied with the oven.

Oven Installation Under an Exhaust Hood



Designed to reduce the risk of flames and sparks entering the exhaust ductwork.

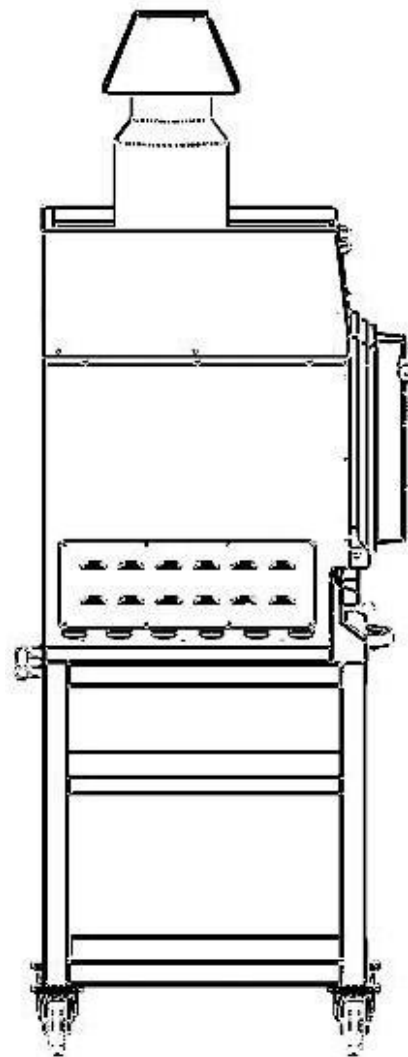
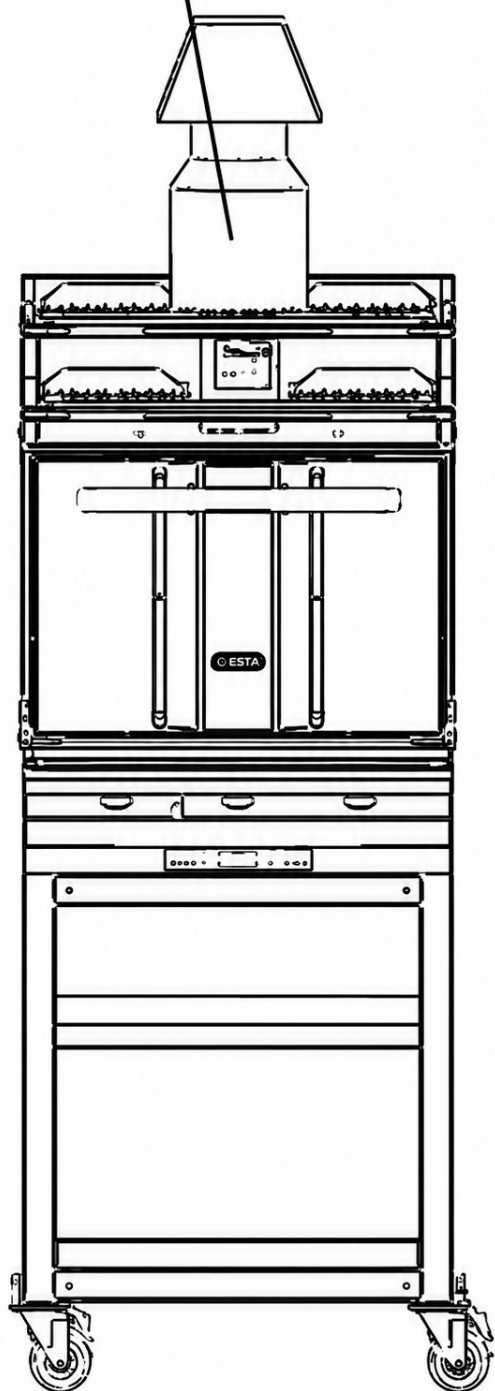
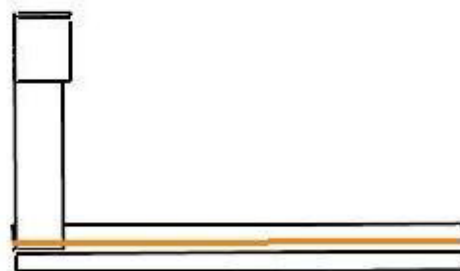


Illustration for reference only. Actual exhaust hood installation must comply with local code requirements.

This oven must be installed beneath a properly sized commercial exhaust hood in accordance with all applicable local ventilation, fire, and building codes.

The exhaust system must be designed to:

- Safely remove smoke, heat, grease, and cooking vapors
- Prevent flames or excessive heat from entering the ventilation ducts
- Maintain proper airflow during operation

Installation must comply with:

- **NFPA 96: Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations**
- All applicable local codes and regulations

Installation must be performed only by qualified personnel.

Exhaust Hood & Ventilation Recommendations

- Clean the exhaust hood, grease filters, and ductwork regularly. Weekly cleaning is strongly recommended, especially for grease filters.
- A firebreak cap (spark arrestor / firebreak hat) is recommended to:
 - Reduce smoke temperature before entering the ventilation system
 - Help reduce the risk of flames entering the ductwork
- Inspection, cleaning, and maintenance of the hood and ventilation system must be performed according to the hood manufacturer's instructions and applicable fire safety regulations.
- Always follow the exhaust hood manufacturer's installation, operation, and maintenance guidelines.

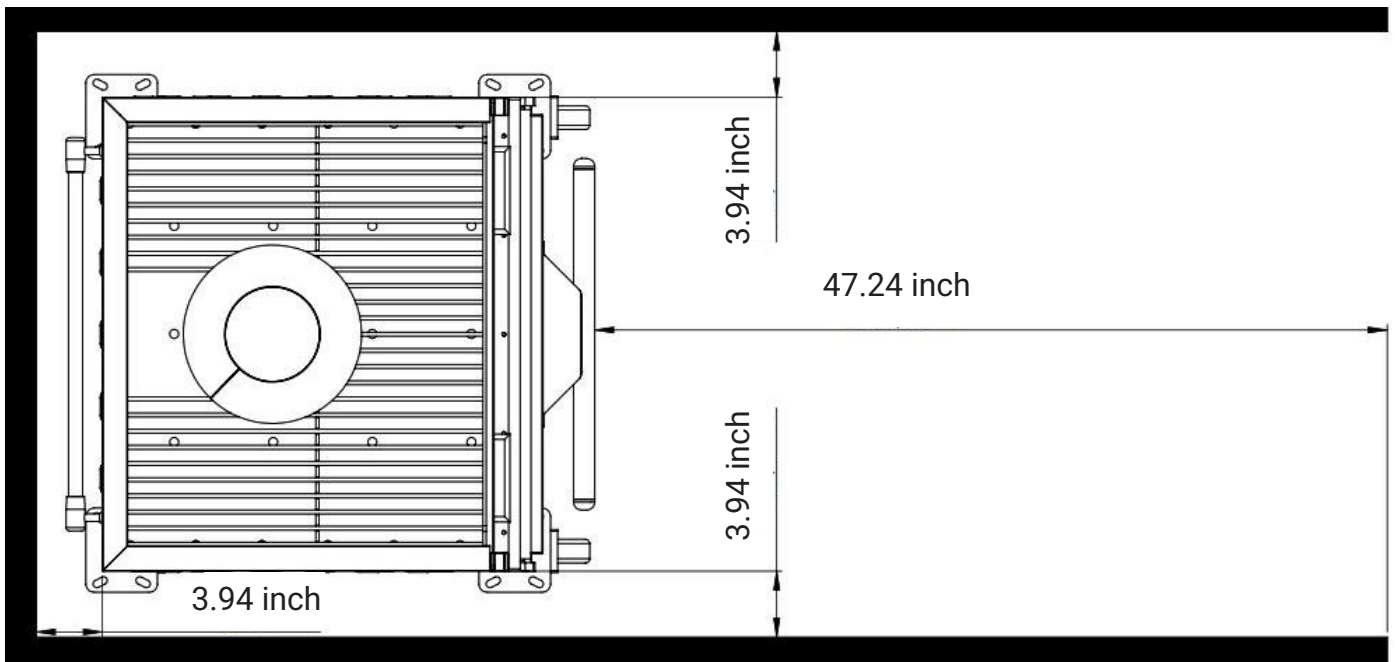
Fire Safety Instructions

In the event of a chimney or ventilation fire:

1. Immediately turn off the smoke extraction motor or exhaust fan.
2. Shut down the oven as quickly and safely as possible.
3. Close the upper and lower air vents on the oven to help restrict airflow and smother the fire.
4. Use an approved fire extinguisher according to local fire safety procedures.
5. Contact emergency services immediately if the fire cannot be controlled safely.

Important

- Do not operate the oven without a properly functioning ventilation system.
- Do not block or restrict airflow to the hood or ventilation openings.
- Failure to maintain proper ventilation and cleaning procedures may create a fire hazard and reduce equipment performance.



Clearance Requirements

Maintain the required clearances around the oven to ensure safe operation, proper ventilation, and service access.

Minimum Clearances

To Combustible Materials

- Maintain a minimum clearance of **12 in. (305 mm)** between the oven and any combustible materials or construction.

For Ventilation and Service Access

- Maintain a minimum clearance of **4 in. (100 mm)** on the left side, right side, and rear of the oven.
- Do not block ventilation openings or airflow around the appliance.

Operator Working Space

- Maintain a minimum clear working space of **47.24 in. (1200 mm)** in front of the oven for safe loading, unloading, cleaning, and operation.

Installation Requirements

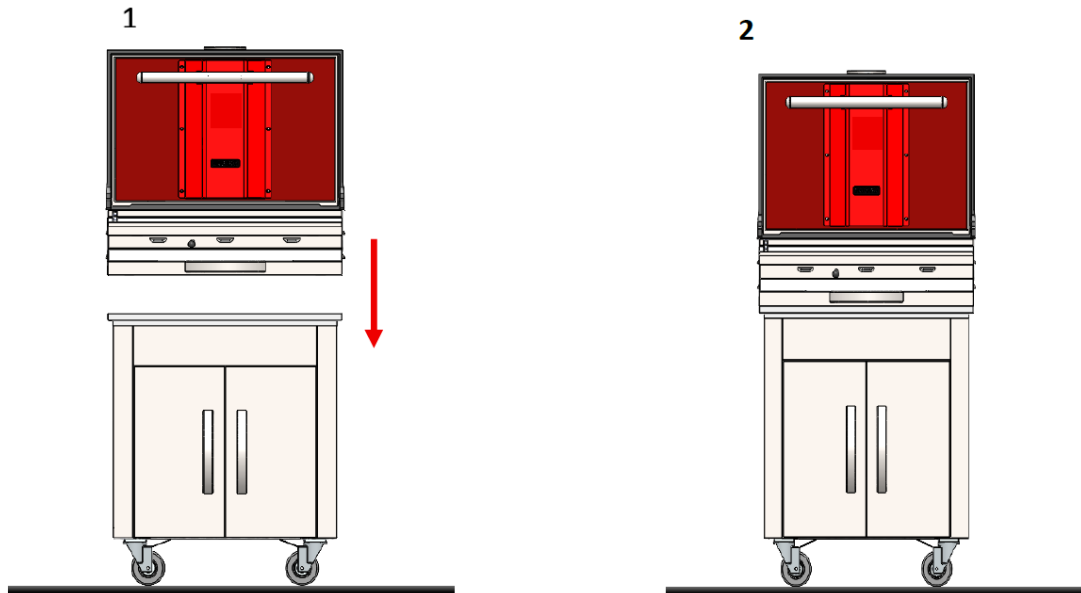
- Do not fill required air gaps with insulation, sealants, or other materials.
- Install the oven beneath a properly sized commercial exhaust hood in accordance with local codes.
- Hood dimensions and placement must comply with applicable ventilation and fire-safety requirements.
- Any oven surfaces that contact surrounding cabinetry or enclosure panels must be sealed with high-temperature silicone.

Installation Requirements

⚠ Failure to maintain the required clearances may result in:

- Fire hazards
- Overheating
- Reduced equipment performance
- Property damage or personal injury

⚠ Installation must comply with all applicable local fire, ventilation, and building codes.



Note: For models without a base cabinet skip steps 1 and 2.

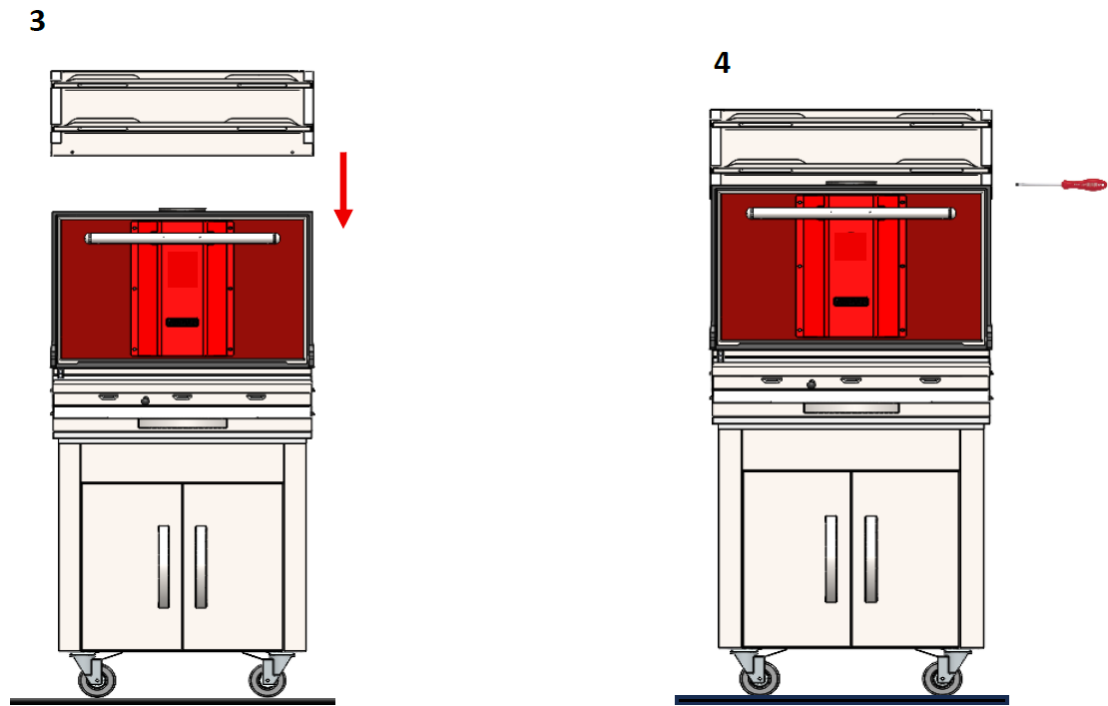
1. Position the Oven

Using appropriate lifting equipment, carefully lift the oven and lower it onto the cabinet base as shown. Ensure the oven is fully seated on the cabinet and properly aligned on all sides. The oven must not overhang any edge of the cabinet.

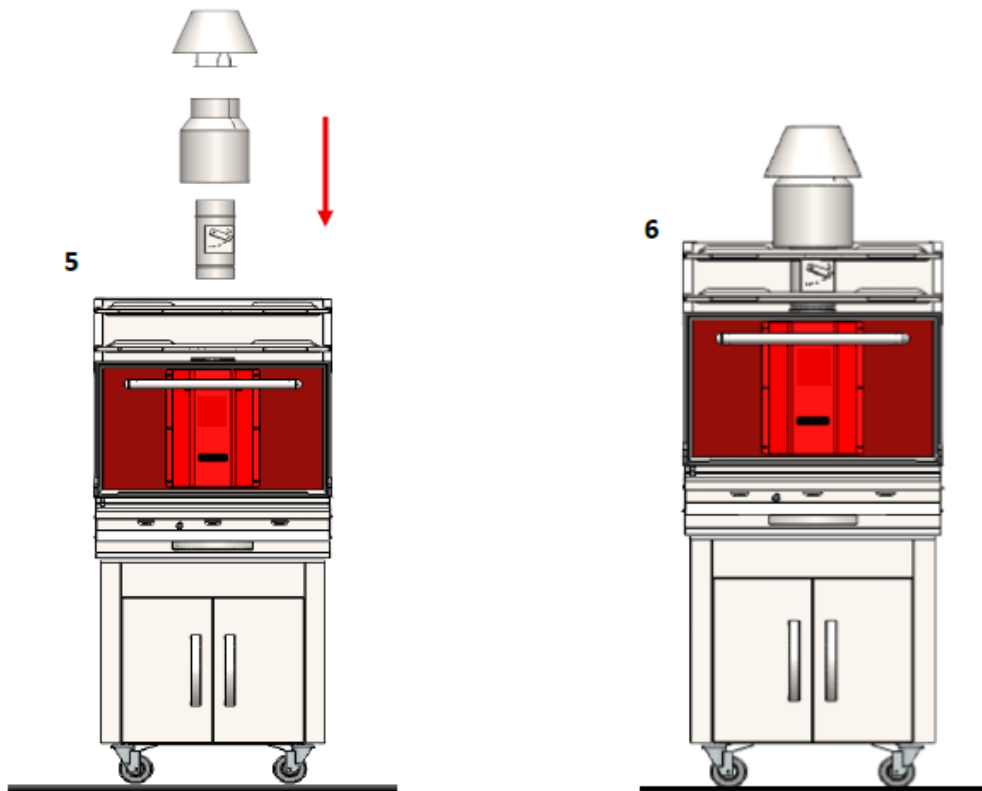
2. Secure the Oven

From inside the cabinet, insert the supplied mounting bolts through the cutout holes in the cabinet top and into the threaded mounting holes on the bottom of the oven. Tighten all bolts securely to fasten the oven to the cabinet.

Note: Verify that the oven is level and securely attached to the cabinet before operating the appliance.



Place the top rack onto the oven as shown in Figures 3 and 4. Align all mounting holes, then secure the cabinet using the supplied M5 × 20 screws through the mounting holes located on both sides and the rear of the unit. Tighten all screws securely.



Install the chimney assembly supplied inside the oven into the chimney opening on top of the oven, as shown in Figure 5. Ensure all chimney components are fully seated and securely installed before operation.

Operation

⚠ Operate the oven only when the doors are fully open or fully closed.

Operating the oven with the doors partially open may allow heat, flames, or smoke to escape, creating a fire hazard.

⚠ Use charcoal fuel only.

Do not use wood, flammable liquids, or other unauthorized fuels.

⚠ Never use gasoline, kerosene, lighter fluid, alcohol, or other flammable liquids to ignite or accelerate the charcoal.

Keep all flammable liquids away from the appliance.

⚠ Do not operate the appliance in severe weather or unsuitable environmental conditions.

Avoid operation during conditions that may affect safe performance, including excessive moisture, flooding, or freezing conditions.

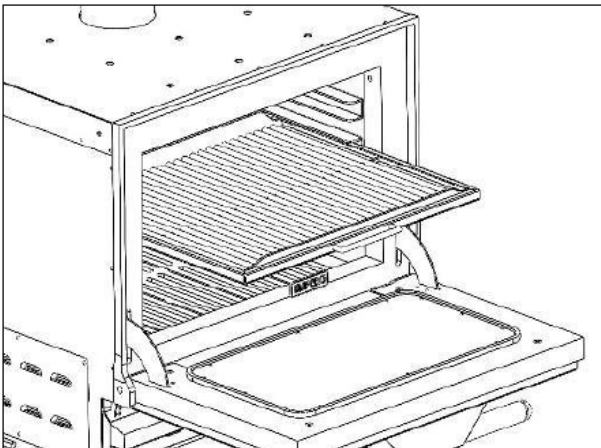
⚠ Accessible surfaces become extremely hot during operation.

Use heat-resistant gloves, tools, or tongs when handling cooking grates or internal components.

Do not touch hot surfaces with bare hands.

⚠ Do not block or cover air intake or exhaust openings.

Restricted airflow may affect combustion, ventilation, and safe operation of the oven.



Charcoal Loading

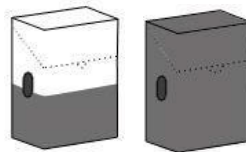
1. Open the oven door and remove the cooking racks if installed.
2. Arrange the charcoal in a pyramid-shaped pile to promote ignition and even heat distribution..
3. Ensure the charcoal is evenly distributed and does not block the air openings.
4. Use only high-quality charcoal intended for commercial cooking applications.

The pyramid arrangement promotes proper ignition and helps establish an even charcoal bed during startup.

Recommended Charcoal Load

The amount of charcoal required varies depending on the oven model and cooking demand.

Model	Recommended Charcoal Load
KM-CHO28 Series	13.2 lb
KM-CHO35 Series	22 lb



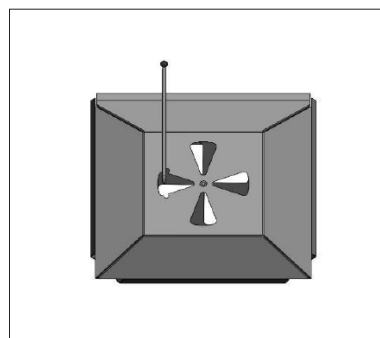
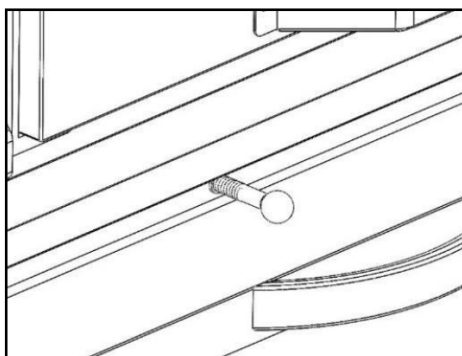
Do not exceed the recommended charcoal capacity for your oven model.

Firing The Oven

⚠ WARNING

The ignition process must be performed with all cooking racks, cookware, and food removed from the oven.

1. Fully open the upper exhaust vent.
2. Fully open the lower air intake vent by opening the ash drawer.
3. Place fire starters or ignition cubes in three evenly spaced locations within the charcoal pile.
4. Ignite the fire starters and close the oven door.
5. Allow the charcoal to ignite and burn for approximately 25–40 minutes, depending on the oven model and charcoal type.
6. Once the charcoal is burning evenly, close the lower air intake vent and allow the oven to stabilize for an additional 10 minutes while keeping the upper exhaust vent open.
7. Verify that the charcoal is fully ignited with no visible black or unlit charcoal remaining.

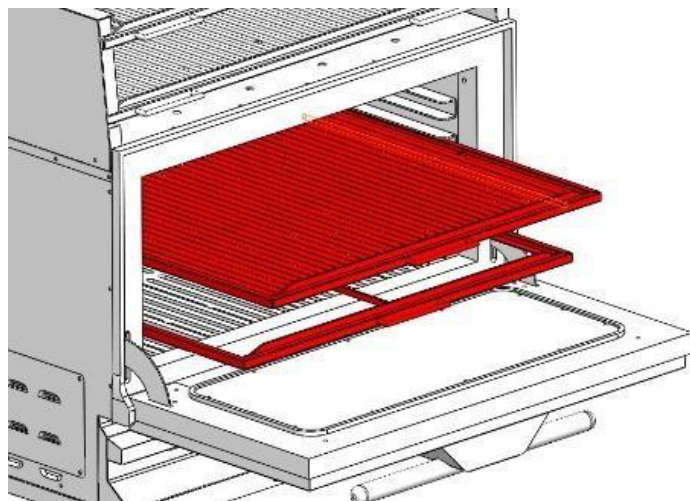


The oven is ready for operation when the charcoal bed is evenly lit and the desired cooking temperature has been reached.

Ready to Cook

Once the charcoal has fully ignited and the oven has reached the desired cooking temperature, adjust the cooking rack position according to the type and thickness of the food being prepared.

Position the cooking rack closer to the charcoal for higher heat and faster cooking. Position the cooking rack farther from the charcoal for lower heat and more controlled cooking.



Adjusting the Cooking Rack

Open the oven door carefully.

Remove or reposition the cooking rack to the desired height.

Ensure the rack is securely seated before loading food.

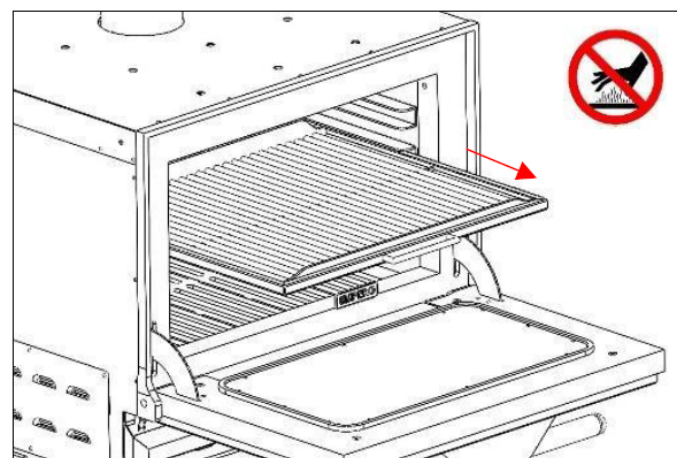
Preparing for Cooking

Before placing food in the oven:

Open the upper and lower vents to establish proper airflow.

Verify that the charcoal is burning evenly and the oven has reached the desired cooking temperature.

Place food on the cooking rack and close the oven door.

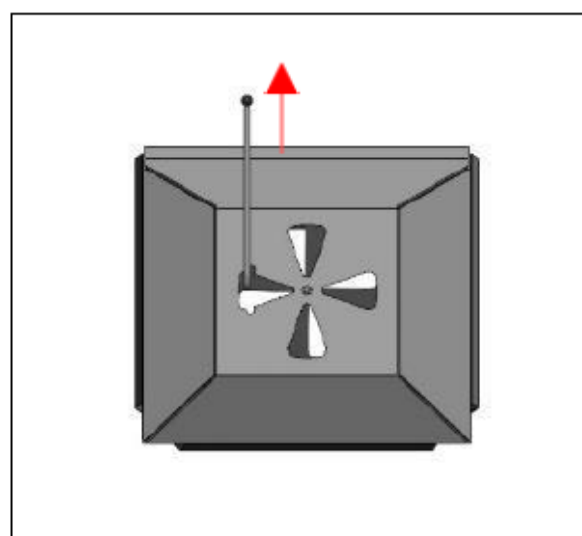


Important: Always use heat-resistant gloves when handling cooking racks or adjusting components while the oven is hot. All interior surfaces may reach high temperatures during operation.

Increasing Smoke Flavor

For foods that benefit from additional smoke flavor, the upper exhaust vent may be partially closed to increase smoke retention. Do not completely close the vent while charcoal is actively burning.

Note: Reducing airflow will increase smoke retention inside the cooking chamber and may intensify the smoky flavor of the food.



Monitoring Charcoal Levels

Use the charcoal level indicator (fire stick) as a reference to check the remaining amount of charcoal in the firebox.

Add charcoal as needed to maintain the desired fuel level and cooking temperature.

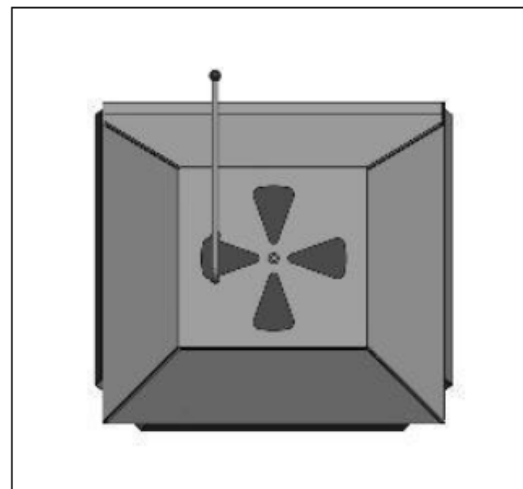
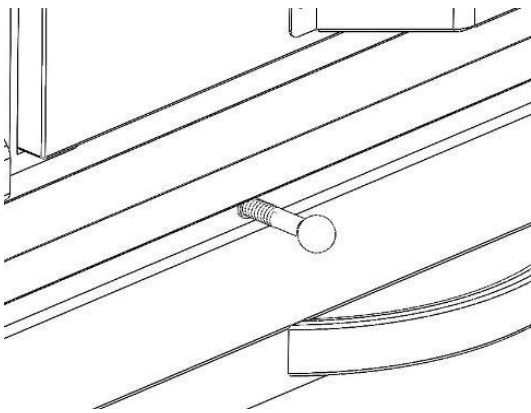
The amount of charcoal required will depend on previous usage and operating conditions.

⚠ WARNING

Charcoal packaging and storage materials are flammable. Keep all charcoal bags, packaging, and combustible materials away from the oven and other heat sources.

⚠ CAUTION

Hot charcoal and embers may remain in the firebox during operation and for an extended period after use. Use appropriate heat-resistant gloves and tools when handling or adding charcoal. Avoid contact with hot coals to prevent burns.



Shutting Down the Oven

At the end of service, close the upper exhaust vent and ensure the lower air intake vent is fully closed.

Closing both vents restricts airflow to the charcoal bed, allowing the remaining charcoal to extinguish naturally while preserving any unused fuel for future use.

Important

Do not extinguish the charcoal with water or any other liquid. Rapid cooling may damage oven components and can create steam and ash hazards.

Allow the charcoal to burn out naturally by keeping both vents closed.

Any remaining charcoal may be reused during the next cooking session, provided it is dry and in good condition.

⚠ **CAUTION:** Charcoal and ash may remain hot for several hours after operation. Allow the oven to cool completely before handling charcoal, removing ash, or performing cleaning and maintenance procedures.

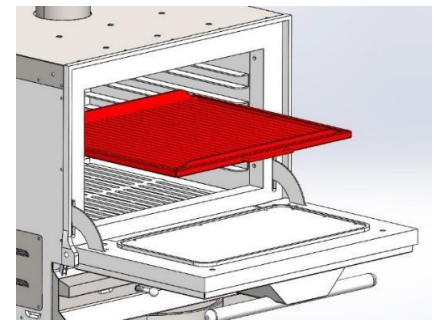
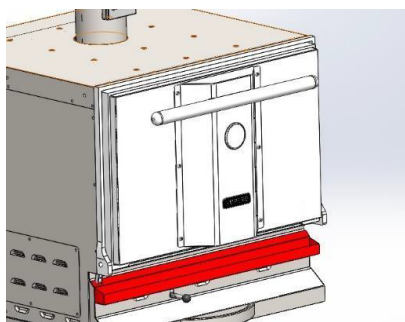
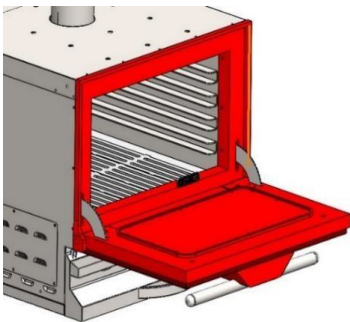
Cleaning and Maintenance

Safety Guidelines

- Always allow the oven to cool completely before cleaning to prevent burns.
- Do not dispose of hot ashes in flammable or heat-sensitive containers such as plastic, rubber, or wood.

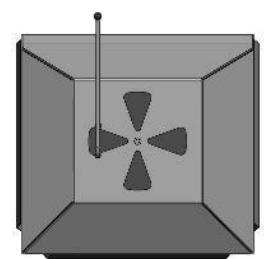
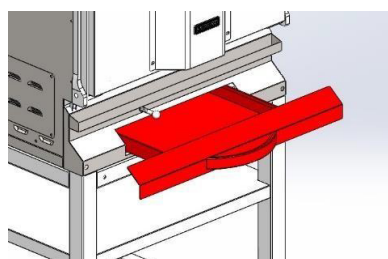
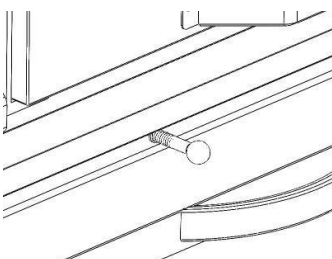
Daily Cleaning

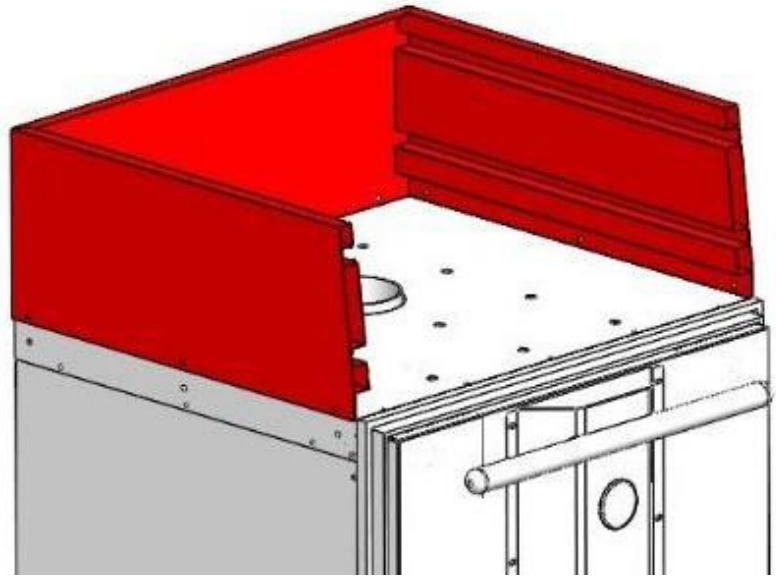
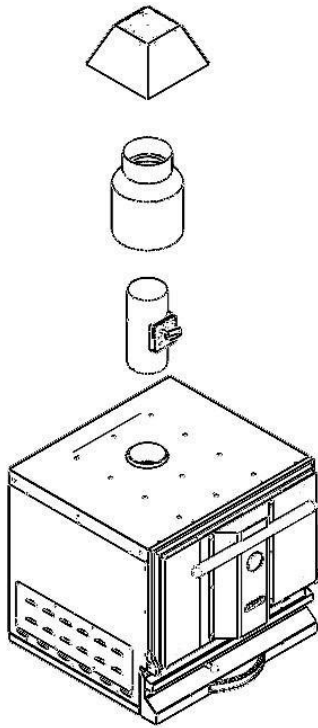
- **Door Frame:** Wipe down thoroughly, especially areas with grease buildup. Clean at the start of each shift.
- **Grill Racks:** Remove and clean using a wire brush before each use to eliminate grease and residue.
- **Ash Tray:** Slide out for removal. Clean regularly; disassemble if needed for a deeper clean.
- **Exterior Components:** Clean surfaces such as the fire guard, exhaust, and tray shelf using a damp cloth.



Ash Removal

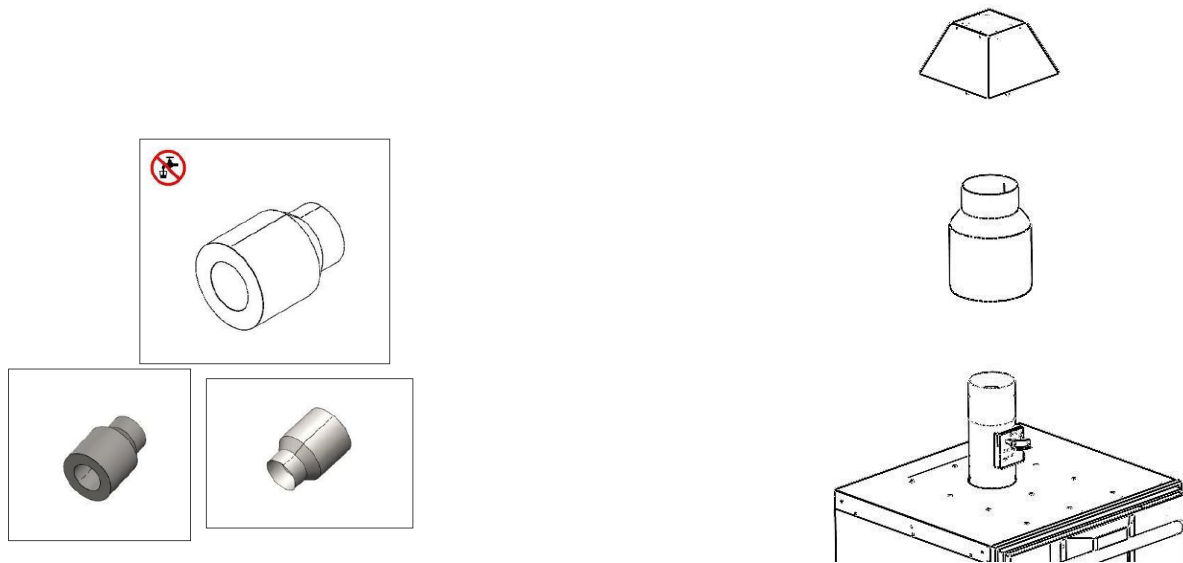
- Always allow the oven to cool completely before cleaning to prevent burns.
- Do not dispose of hot ashes in flammable or heat-sensitive containers such as plastic, rubber, or wood.





Weekly Maintenance

- **Vent & Firebreak System:** Empty and clean to prevent soot buildup and airflow restriction.
- **Chimney Check:** Ensure the chimney is clear of obstructions for proper ventilation.

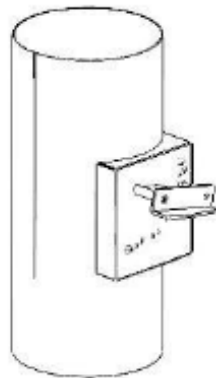
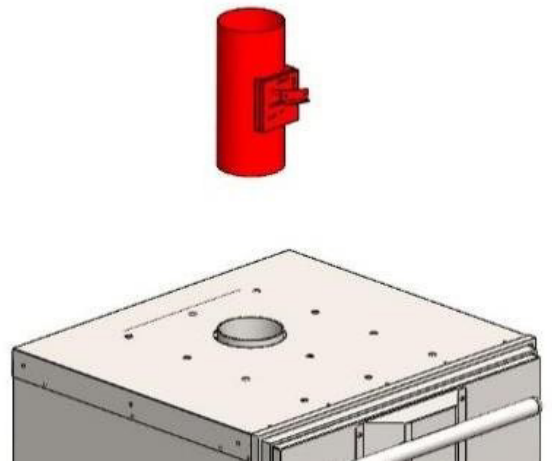
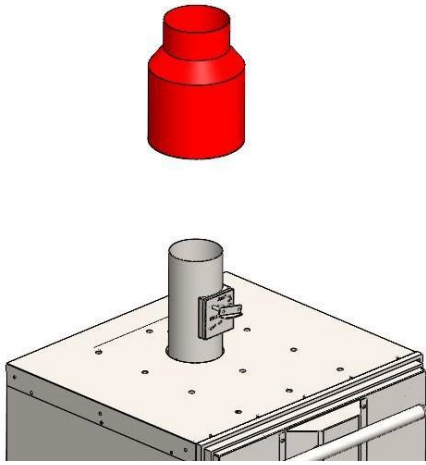


Deep Cleaning (Bi-Weekly)

- **Fire Grates:** Rotate positions during cleaning to promote even wear and extend lifespan.
- Clean internal surfaces using a degreaser and brush as needed.

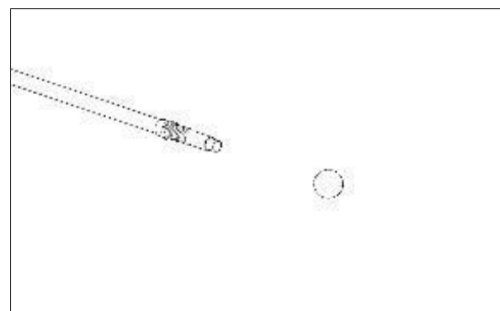
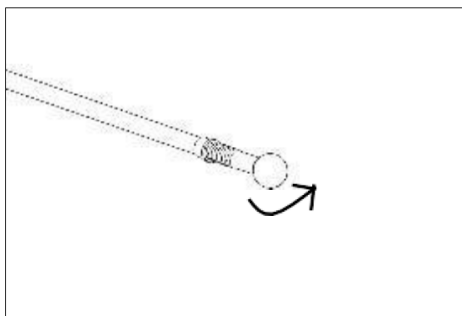
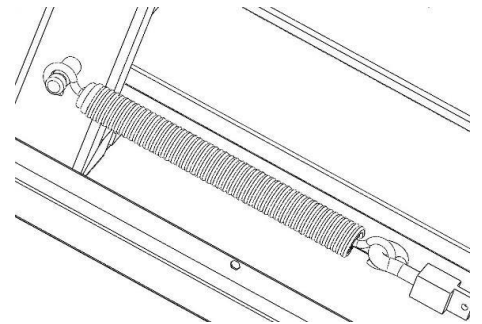
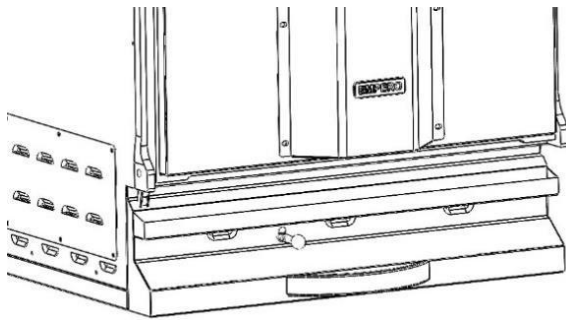
Creosote & Chimney Care

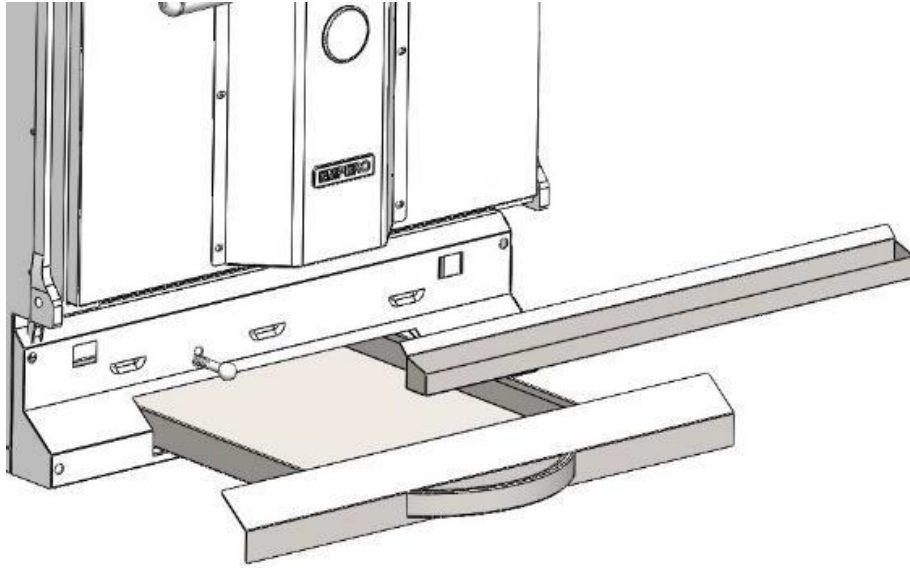
- Inspect the chimney regularly for creosote buildup, which can be a fire hazard.
- Clean the chimney before each use if necessary and have it professionally inspected at least twice per year.
- Never use water or liquids inside the firebreak or chimney system.



Annual Maintenance

- **Lubrication:** Apply high-temperature grease to moving components such as chains and hinges.
- **Mechanical Inspection:** Check springs, chains, and dampers for proper operation and replace worn components as needed.





Important Cleaning Notes

- Do not use water or place components in a dishwasher.
- Use only appropriate tools such as wire brushes, degreasers, and cloths.
- Avoid excess moisture inside the unit.



WARRANTY

LIMITED WARRANTY

KoolMore Supply Inc. extends a limited warranty to the original purchaser, guaranteeing that this KoolMore product is free from manufacturing defects in material or workmanship for one year from the date of purchase.

Should you discover any such defect within the warranty period, KoolMore Supply Inc. reserves the right to repair or replace the product without charge, or to cover the cost of replacement parts and repair labor needed to correct defects present at the time of purchase or resulting from regular usage, when the appliance has been installed, operated, and maintained as per the instructions provided.

At its sole discretion, KoolMore Supply Inc. may decide to replace the product. In such an event, your replacement appliance will carry the warranty for the remaining term of the original unit's warranty period.

This warranty is valid exclusively to the original purchaser of the product and only applicable within the United States. The warranty commences from the date of original consumer purchase. Proof of the original purchase date will be required to obtain service under this warranty.

Under this limited warranty, your sole and exclusive remedy will be product repair, as outlined above. All services must be provided by a KoolMore designated service company.

KoolMore shall not be responsible or liable for any loss, spoilage, or damage to food, beverages, pharmaceuticals, medical supplies, or any other contents stored in the unit resulting from failure, malfunction, defects, improper installation, improper use, power interruption, or any other cause. Any such losses are expressly excluded from coverage under this warranty.

To claim warranty or request repair service:

Email support@koolmore.com. Please include your name, address, phone number, warranty repair request, and a copy of your proof of purchase receipt. Alternatively, visit koolmore.com and use the Contact Us page. A KoolMore customer service representative will promptly arrange service for your appliance.

We thank you for choosing KoolMore.

WARRANTY EXCLUSIONS

This limited warranty will not cover:

1. Failure of the product to perform during power failures or interruptions, or due to inadequate electrical service.
2. Damage incurred during transportation or handling.
3. Damage caused by accidents, vermin, lightning, winds, fire, floods, or acts of God.
4. Damage resulting from accidents, alterations, misuse, abuse, improper installation, repair, or maintenance. This includes using any external device that alters or converts the voltage or frequency of electricity.
5. Unauthorized product modifications, repairs by unauthorized centers, or use of non-approved replacement parts.
6. Abnormal cleaning and maintenance not aligned with the user's manual.
7. Use of incompatible accessories or components.
8. Any costs associated with repairs or replacements under these excluded circumstances shall be the responsibility of the consumer.

KoolMore