

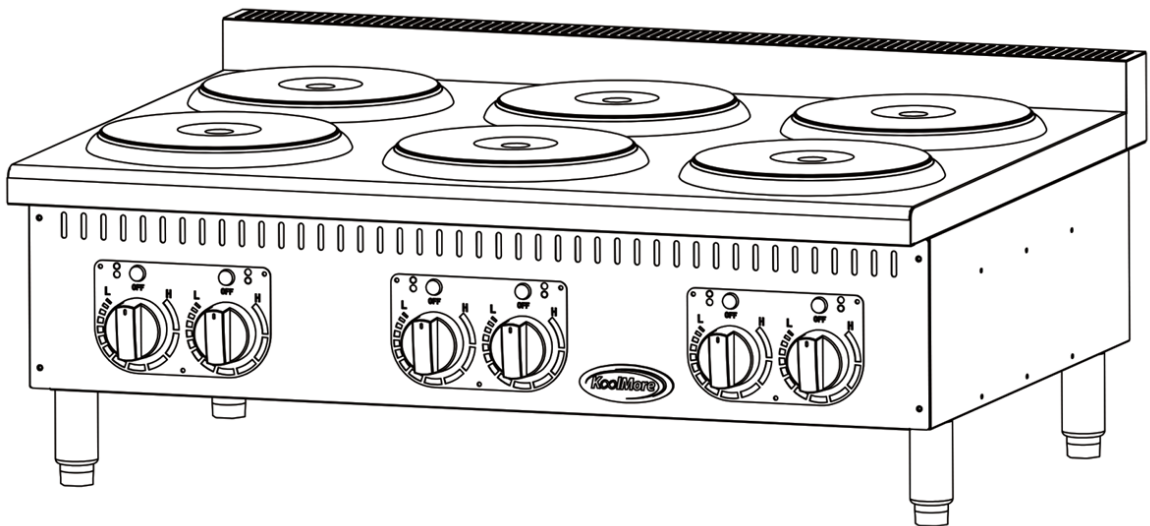


USER MANUAL

ELECTRIC HOTPLATE

36 in. 6-Burner Countertop Electric Hotplate

Model: KM-CRC36-E



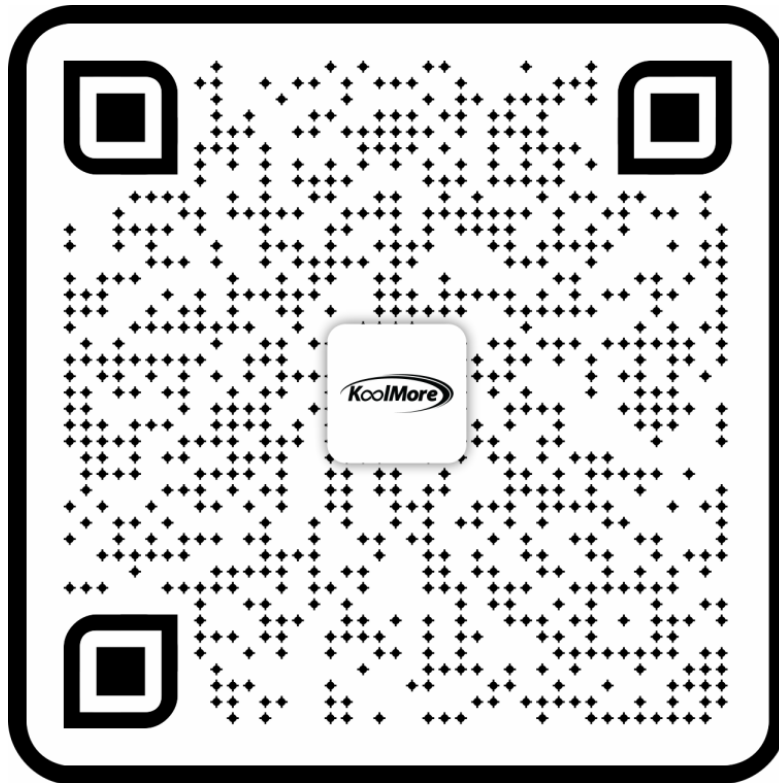
Before use, please read these instructions carefully to ensure proper operation and optimal performance.

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.

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Safety

This equipment is designed for safe and efficient cooking and warming of food when used in accordance with the instructions in this manual. Proper installation, operation, and maintenance are essential to prevent injury or damage. Failure to follow these instructions may result in serious injury, equipment damage, or voided warranty.

Only trained and qualified personnel should operate this equipment. Owners are responsible for ensuring that all users are properly instructed, supervised, and familiar with the contents of this manual. This equipment must be used in compliance with all applicable local, state, and federal regulations.

Do not allow unauthorized persons to operate or come into contact with this equipment. The operator and owner are responsible for maintaining a safe working environment and remaining alert to potential hazards during operation. If you are unsure about any procedure or operation, consult your supervisor or a qualified technician before proceeding.

This manual contains important safety information and precautions to promote safe use of the equipment. Read all instructions carefully before operating the unit and follow all warnings and guidelines provided throughout this manual.

Safety Symbols

The following signal words and symbols are used throughout this manual to indicate levels of hazard.

- **▲ WARNING** – Indicates a potentially hazardous situation that could result in serious injury or death.
- **▲ CAUTION** – Indicates a situation that may result in minor or moderate injury or damage to equipment or property.

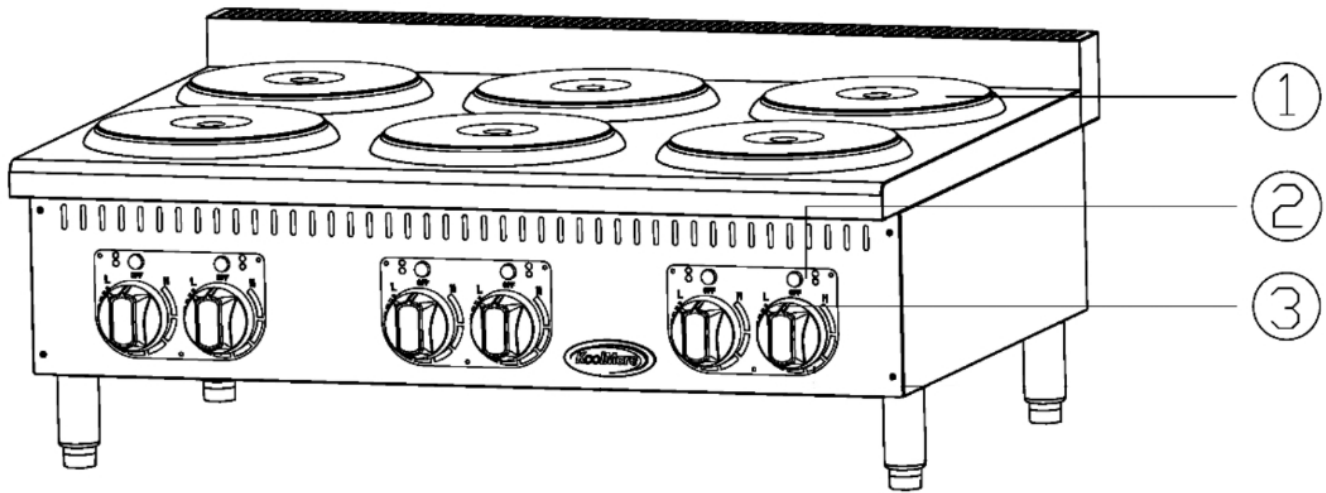
If any warning labels or this manual become damaged, illegible, or lost, contact your authorized dealer or manufacturer for replacements. These materials are provided at no charge.

Always use proper training, supervision, and safe operating practices when using this equipment. This manual and its warnings do not cover all possible conditions and situations that may occur. Operators must use good judgment and follow safe work practices at all times.

▲ WARNING: Surfaces remain hot after operation. Allow the appliance to cool before cleaning or servicing.

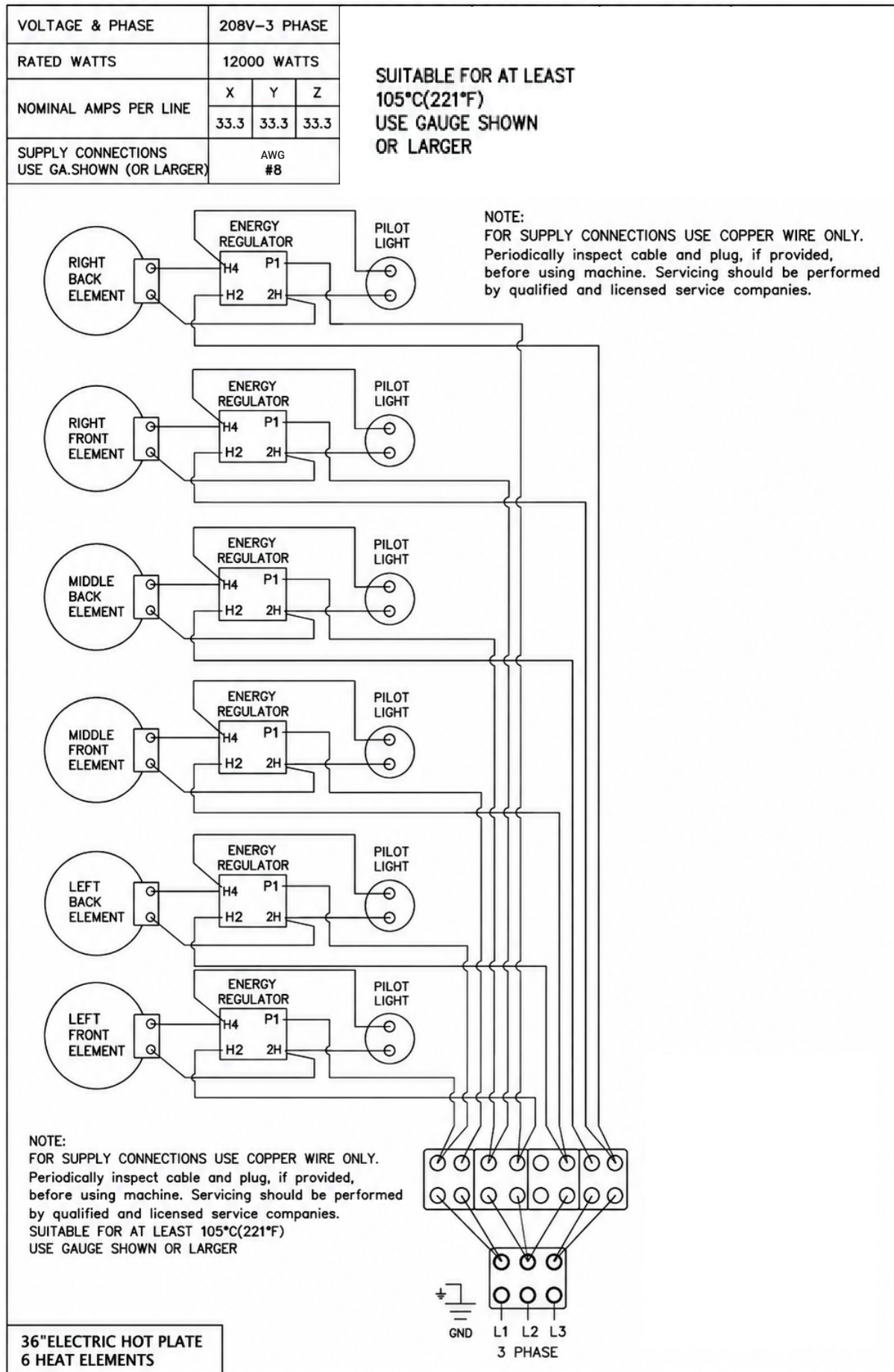
Product Overview

Main Components



Number	Part
1	Heating Element
2	Indicator Light
3	Knob

Electrical Diagram



WARNING: This appliance must be permanently connected to a properly grounded electrical system in accordance with all applicable local codes. In the absence of local codes, installation must comply with the National Electrical Code (ANSI/NFPA 70), latest edition.

A dedicated circuit with appropriate overcurrent protection (fuse or circuit breaker) must be provided. All wiring must be performed by a qualified electrician.

For installations in Canada, comply with the Canadian Electrical Code (CSA C22.2), as applicable.

Use a properly sized grounding conductor (minimum 12 AWG or as required by code).

Model	Voltage	Phase	Total Heating Power	Amps (1P / 3P)
KM-CRC36-E	208V	Single / Three Phase	12 kW	57.7A / 33.3A

Installation

WARNING:

This electric hotplate is designed to operate only at the voltage specified on the rating plate (e.g., 208V) and on alternating current (AC) only.

DO NOT CONNECT TO DIRECT CURRENT (DC).

Installation must comply with the National Electrical Code (ANSI/NFPA 70) and all applicable local electrical codes and ordinances, as well as local utility requirements.

This unit must be permanently hardwired and installed by a qualified electrician. Improper installation may void the manufacturer's warranty.

All external wiring must be installed in conduit or an approved flexible cable suitable for the operating temperature indicated in the wiring diagram and sized appropriately for the electrical load. The supply circuit must be properly protected by a fuse or circuit breaker and include a disconnecting means in accordance with local electrical codes.

The appliance must be properly grounded.

Do not connect the ground to a neutral conductor or gas piping.

NOTE: This appliance is not internally fused. It must be connected to an appropriately rated disconnect device in accordance with local codes.

Operation

Electrical Connection

All electrical connections must be made at the junction box(es) located at the rear of the unit.

Connecting Power Supply

Remove the cover from the rear junction box. Connect the pigtail leads to the power supply according to the wiring diagrams provided in this manual. All wiring must be performed by a qualified electrician in accordance with local electrical codes.

Installation and Leveling

Place the unit on a stable, level surface.

- Maintain a minimum clearance of 1 inch from side and rear walls.
- Level the unit by adjusting the four feet. Each foot provides up to 1-3/4 inches of adjustment for proper alignment and stability.

Exhaust Requirements

A minimum vertical clearance of 48 inches must be maintained between the top of the appliance and any exhaust hood filters or combustible materials.

All exhaust installations must comply with applicable local codes and regulations.

Before First Use

Before operating the appliance for the first time:

1. Clean all exterior surfaces and heating plates with a damp cloth and mild detergent.
2. Dry thoroughly before use.
3. Turn each control knob to a medium setting and allow the heating elements to operate for approximately 5–10 minutes.
4. A slight odor or smoke may occur during initial heating as manufacturing residues burn off. This is normal.
5. Allow the unit to cool before cleaning the heating plates again with a soft cloth if necessary.

The appliance is now ready for operation.

Temperature Control

The control knobs function as ON/OFF switches with adjustable heat levels.

Turning a knob increases or decreases the heat from LOW to HIGH. The control regulates power to the heating element to maintain the selected heat level.

Each control operates a specific section of the hotplate, allowing different areas of the surface to be used at different heat levels simultaneously.

Cooking

Turn the control knob to the desired heat setting (LOW to HIGH). Allow the hotplate to preheat before placing food on the surface.

Adjust the heat level as needed during cooking to achieve the desired results.

Heating Indicator Light

Each control is equipped with a heating indicator light.

The light will illuminate when the corresponding section is powered on and will cycle on and off during operation to indicate that the element is maintaining the selected heat level.

Maintenance

Maintenance and Service

Service

For service or required maintenance, contact an authorized service representative or a qualified local service company. Do not attempt to repair the unit yourself.

Routine Maintenance

Proper care and regular maintenance are essential to ensure optimal performance and extend the life of the electric hotplate.

Clean the cooking surface regularly to prevent buildup of grease and food residue.

Wipe the surface after each use once it has cooled.

Use only non-abrasive cleaning methods to avoid damaging the surface.

Avoid using sharp tools or utensils that may scratch or damage the cooking surface.

Perform daily cleaning and maintenance to keep the unit in good working condition.

Cleaning and Care

DO NOT use abrasive or flammable cleaning agents.

DO NOT hose down, immerse, or pressure wash any part of the unit.

DO NOT use steel wool, abrasive pads, or cleaners containing chlorine, iodine, ammonia, or bromine, as these may damage the stainless steel and shorten the appliance's lifespan.

Inspection Upon Delivery

This unit was tested prior to leaving the factory. Inspect the unit immediately upon delivery for any visible damage.

If damage is found, contact the carrier immediately to report and file a claim. Failure to report shipping damage promptly may affect claim eligibility.

Troubleshooting

Symptom	Possible Cause	Recommended Solution
Range top does not heat	No electrical power to unit	1. Verify the unit is connected to the correct power supply according to the wiring diagram and rating plate. 2. Confirm the circuit breaker or disconnect switch is in the ON position. 3. Ensure the unit is properly grounded. 4. Contact a qualified service technician if the issue persists. 5. If the heating plate has overheated, the thermal protection system may temporarily disable operation. Allow the unit to cool before restarting.
Heating is slow	Incorrect voltage or low heat setting	1. Verify the incoming voltage matches the rating plate specifications. 2. Adjust the control knob to the appropriate heat setting: • LOW = low heat output • MEDIUM = moderate heat output • HIGH = maximum heat output

Service Notice

Repairs and electrical servicing must be performed by qualified personnel only. Contact KoolMore Customer Service or an authorized service provider for assistance.



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.

