

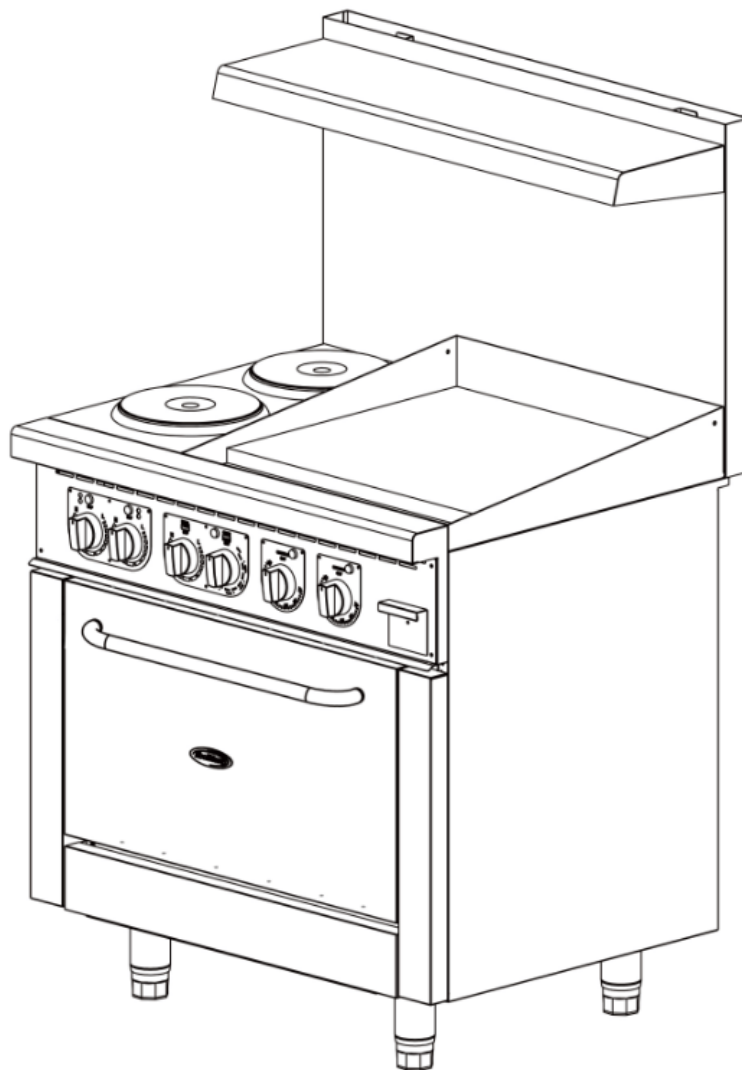


USER MANUAL

ELECTRIC RANGE

36" Electric Range with 24" Griddle

Model: KM-CRG242-E



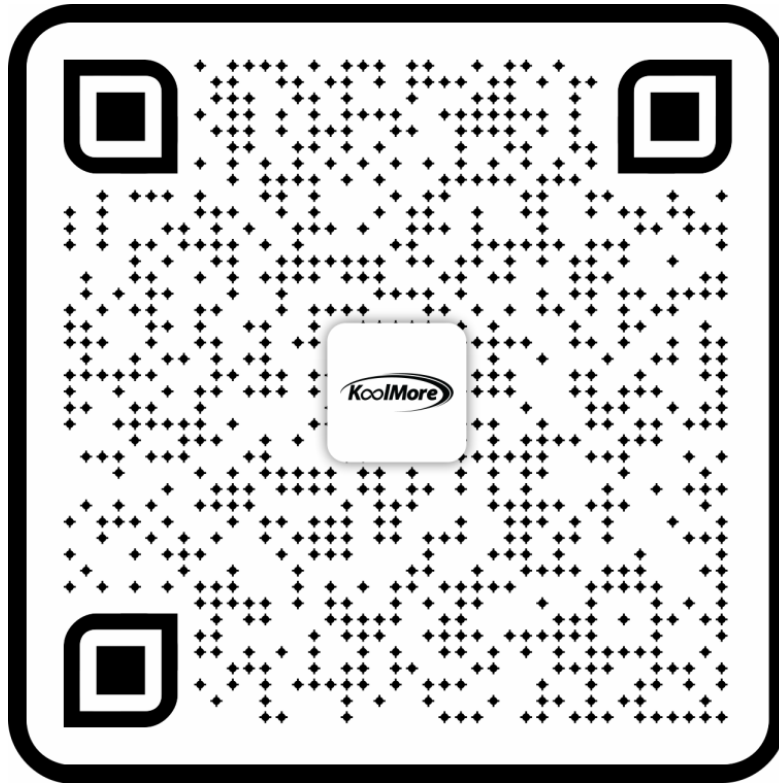
Before use, please read these instructions carefully to ensure proper operation and optimal performance.

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.

Contents

Safety	4
Electrical Diagram	5
Product Overview	7
Installation	8
Cleaning and Maintenance	13
Troubleshooting	14
Warranty	15

Safety

Important: Installing, Operating And Service Personnel

Safe and satisfactory operation of your equipment depends to a great extent on proper installation. Installation must conform with local codes, or in the absence of local codes, to the National Electrical Code, ANSI/NFPA-70 (latest edition). In Canada, installation should conform to Canadian Electrical Code CSA-C22.2. Electrical wiring from the electric meter, main control box or service outlet to appliance must be electrically grounded in accordance with local codes, or in the absence of local codes, with the National Electrical Code ANSI/NFPA-70 (latest edition) or the Canadian Electrical Code CSA-C22.2.

Installation of the equipment should be performed by qualified, certified, licensed and/or authorized personnel who are familiar with and experienced in state/local installation codes. Operation of the equipment should be performed by qualified or authorized personnel who have read this manual and are familiar with the functions of the equipment.

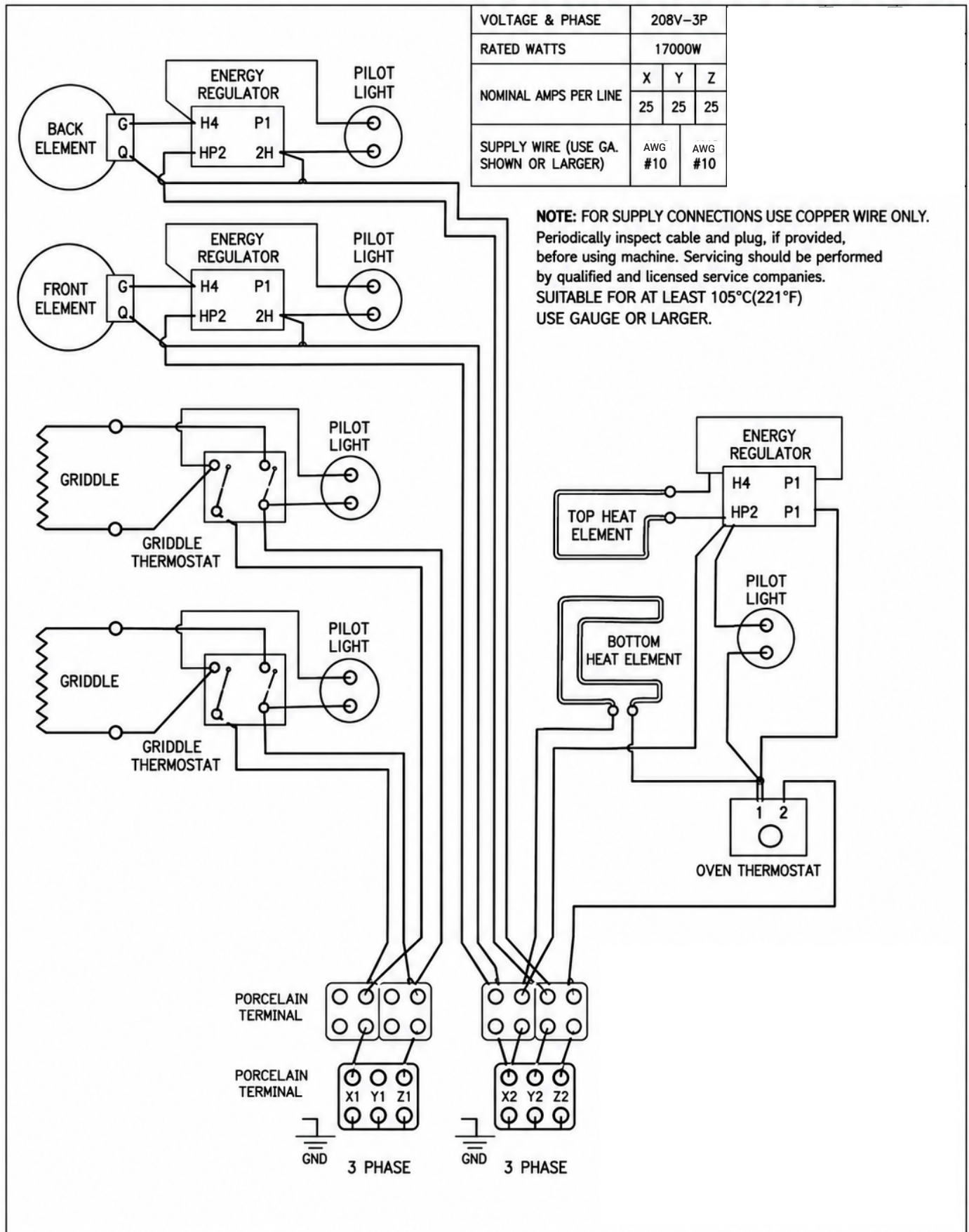
Shipping Damage

The equipment is inspected and crated carefully by skilled personnel before leaving the factory. The transportation company assumes full responsibility for safe delivery upon acceptance of this equipment. Upon receipt of shipment, immediately unpack and check for possible shipping damage. If the range is found to be damaged, save the packaging material and contact the carrier immediately.

Rating Plate

The rating plate is located on the left side of the unit, near the rear. Information on this plate includes the model, serial number, power input, current draw and clearances. This data is essential for proper identification when communicating with the factory regarding a unit, requesting parts or information.

Electrical Diagram



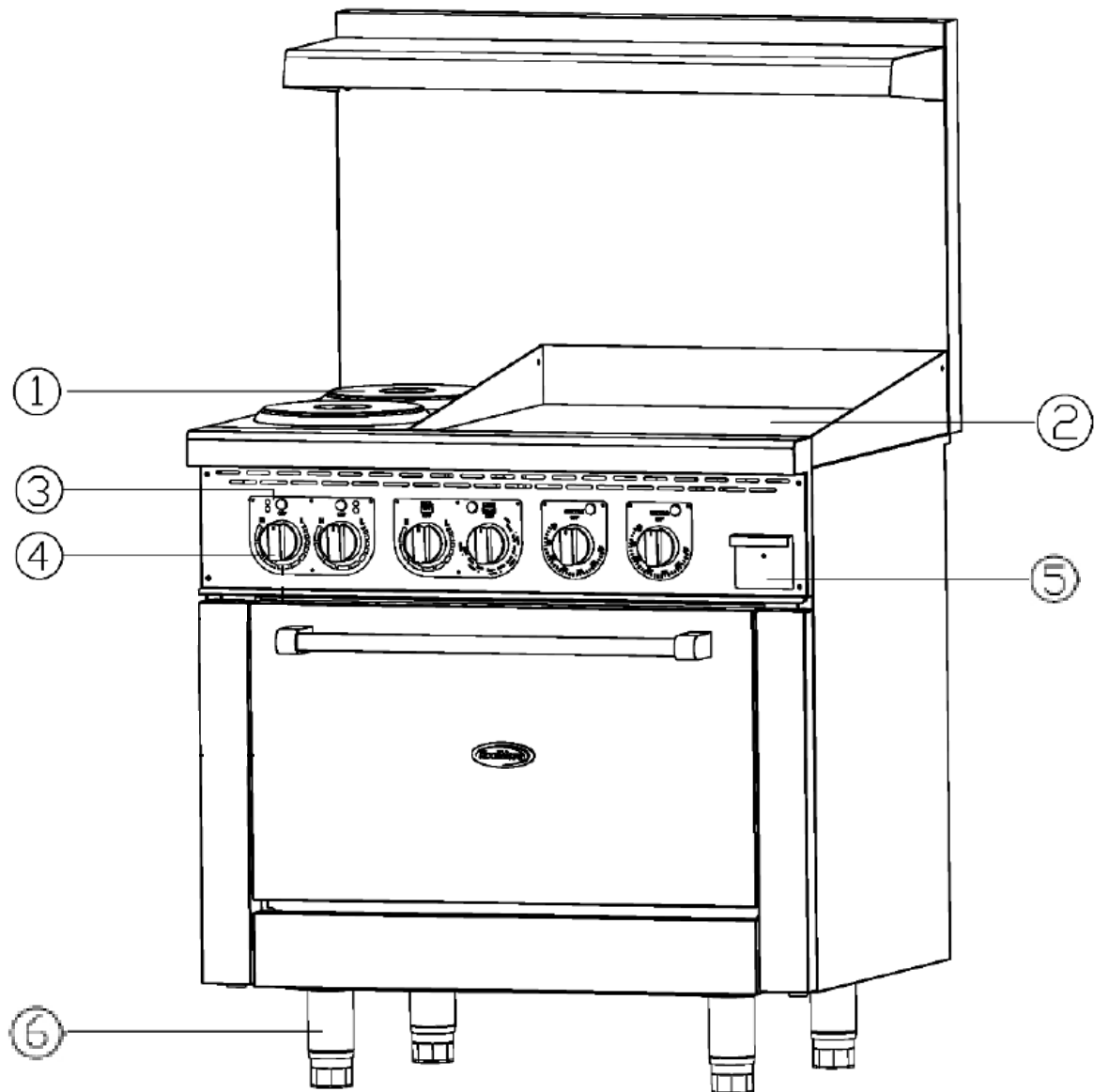
Electric Data

Must Be Connected Only to the Voltage Identified on the Rating Plate

Model	Voltage	Phase	Nominal Amps per Line	Total Heating Power	Top heat plate Power	Oven Power Broil & Oven	Top Griddle Power
KM-CRG242-E	208V	Three	25	17 kW	2 kW x 2	1.25 kW + 3.75 kW	8 kW

Product Overview

Main Components



Item	Feature
1	Heating Element
2	Griddle Plate
3	Indicator Light
4	Knob
5	Griddle Grease Drawer
6	Adjustable Foot

Installation

Shipping Damage

This equipment is inspected and carefully packaged before leaving the factory. The carrier assumes responsibility for safe delivery upon acceptance of the shipment.

Upon receipt, inspect the unit immediately for visible damage. If damage is found:

- Save all packaging materials
- Notify the carrier immediately
- File a claim for shipping damage

Failure to report shipping damage promptly may affect claim eligibility.

Clearances

- The installation area must be kept free and clear of all combustible materials.
- The appliance may be installed on combustible floors when installed in accordance with the specified clearances.

Location	Combustible Construction	Noncombustible Construction
Back	2 in. (51 mm)	2 in. (51 mm)
Right Side	1 in. (25 mm)	0 in.
Left Side	1 in. (25 mm)	0 in.
Floor	6 in. (152 mm)	6 in. (152 mm)

If legs or casters are not used, the unit must extend at least 2 inches beyond the front edge of a noncombustible curb or platform.

Leveling

Place a carpenter's level on the center oven rack.

The unit must be level front-to-back and side-to-side for proper operation. An unlevel unit may result in uneven cooking performance.

Adjust the four leveling legs as needed to achieve proper alignment.

Assembly

The unit is shipped fully assembled, except for the legs, backsplash (rear guard), and shelf.

- The unit includes 6" adjustable steel legs (hardware included), packaged separately.
- The backsplash must be installed prior to operation to protect the wall behind the unit.
- Optional 6" casters are available as a field-installable accessory.

Backsplash and Shelf Installation

The range is supplied with a removable backsplash and shelf assembly that must be installed prior to operation.

Installation Instructions

1. Remove all backsplash components and mounting hardware from the packaging.
2. Assemble the shelf to the backsplash using the supplied hardware. Tighten all fasteners securely.
3. Position the assembled backsplash at the rear of the range and align the mounting channels with the rear support brackets on the unit.
4. Carefully slide the assembly into position until fully seated.
5. Secure the backsplash assembly using the supplied mounting screws.
6. Verify that the backsplash and shelf are level, stable, and properly secured before operating the appliance.

Important

- Do not operate the unit without the backsplash properly installed.
- Installation should be performed by qualified personnel.
- Use caution when handling stainless steel components to avoid injury from sharp edges.

Air Supply and Ventilation

- Keep the area in front of, around, and above the appliance clear at all times.
- Adequate clearance must be maintained for proper operation and servicing.

This appliance should be installed under a properly designed ventilation system.

- Install under a commercial exhaust hood where required.
- Filters and grease drip systems should be part of the hood design.
- Installation must comply with all applicable local codes and regulations.

Electrical Connections

Position the unit in its final installation location.

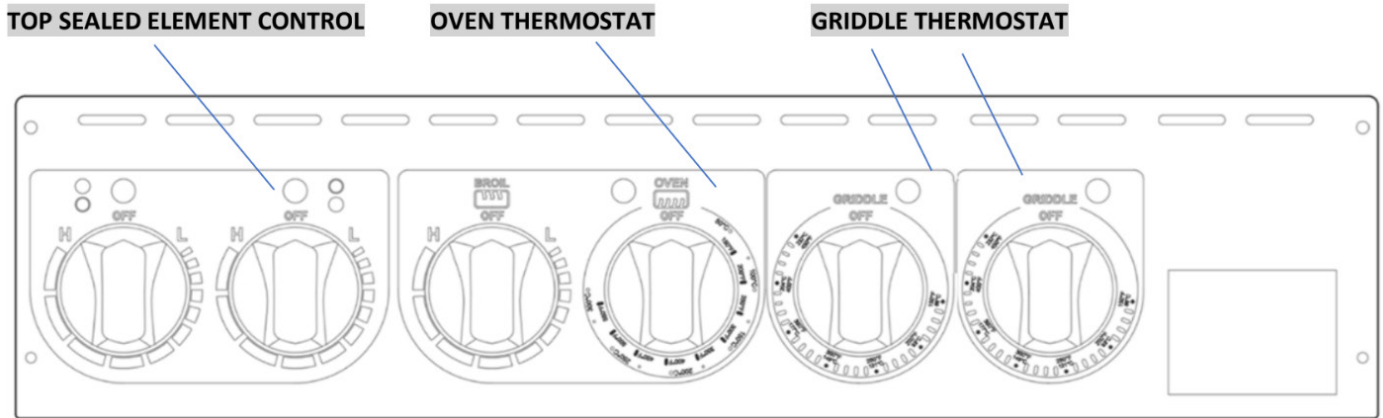
This appliance is hardwired and must be permanently connected to the electrical supply.

- Route conduit with the appropriate supply wiring through the knockout located on the junction box.
- Select field wiring size and type in accordance with the **National Electrical Code (ANSI/NFPA 70)** and local codes.
- Use supply wiring rated for a minimum of 75°C (167°F) in accordance with national and local electrical codes.

WARNING

- Disconnect electrical power at the source before installation or service.
- Lock out and tag the disconnect switch to prevent accidental energizing of the circuit.
- All electrical and grounding connections must comply with applicable local codes and the National Electrical Code (ANSI/NFPA 70).
- Connect supply leads to the field terminal block and the grounding conductor to the designated ground lug.
- Ensure all wiring connections are secure and properly anchored.

This appliance must be connected to a 208V, 3-phase electrical supply in accordance with the rating label and applicable electrical codes. Refer to the wiring diagram and schematic label on the unit for proper configuration.



Surface Elements

The sealed surface elements are controlled by infinite heat switches that allow adjustable temperature control from low to high heat settings. The left control knob operates the front element, and the right control knob operates the rear element.

For best cooking performance:

- Use cookware with flat bottoms and straight sides.
- Select cookware sized appropriately for the heating surface.
- Keep lids on pots whenever possible to reduce cooking time and improve efficiency.
- Turn the control to a lower setting near the end of cooking to utilize retained heat from the surface plate.
- Do not operate surface elements without cookware in place for extended periods.

Recommended Cookware

- Use cookware with smooth, flat bottoms for maximum contact with the heating surface.
- Stock pots and heavy-duty cookware are recommended for bulk cooking applications.

Griddle Operation

The griddle section is equipped with independently controlled thermostatic heating elements for precise temperature adjustment. Temperature settings typically range from 200°F to 450°F (93°C to 232°C).

Recommended Griddle Temperatures

Food Product	Recommended Temperature
Eggs	300°F (149°C)
Pancakes	375°F (191°C)
Bacon	375°F (191°C)
Hamburgers	350°F (177°C)
Grilled Sandwiches	400°F (204°C)
Holding Prepared Foods	200°F–250°F (93°C–121°C)

Griddle Operating Guidelines

- Preheat the griddle before cooking.
- Use lower temperatures for holding foods between serving periods.
- Avoid striking the griddle surface with metal utensils.
- Do not gouge or scrape the surface aggressively, as this may damage the finish.
- Clean food residue regularly during operation to maintain even heating.

Oven Operation

The oven thermostat controls cooking temperatures from approximately 200°F to 550°F (93°C to 288°C).

Operating the Oven

1. Turn the oven control knob to the desired temperature setting.
2. Allow the oven to fully preheat before loading food.
3. For delicate baked products or full-capacity loads, additional preheat time may be required.
4. Load products evenly to allow proper air circulation.

Broiler Operation

The upper broil element is designed for browning and finishing applications only.

- Use the broiler together with the primary baking element during normal cooking operation.
- Do not operate the broiler element alone for extended periods.

Roasting Recommendations

- Roast meats in an open pan with a rack to retain drippings.
- Recommended roasting temperatures are generally between 200°F and 325°F (93°C to 163°C).
- Use higher heat settings for faster browning when desired.

Power Interruption

In the event of a power outage:

- Turn all control knobs to the OFF position.
- When power is restored, allow the unit to stabilize and preheat before resuming operation.
- Verify all controls are operating normally before cooking.

Initial Cleaning and Preparation

Surface Elements and Oven

Before first use:

- Wash all food-contact surfaces thoroughly with warm water and mild detergent.
- Remove any protective oils or residues remaining from manufacturing.
- Rinse and dry thoroughly before operating the unit.

Griddle Seasoning Procedure

Before initial operation, the griddle surface should be properly seasoned.

1. Clean the griddle thoroughly with warm, soapy water.
2. Rinse and dry completely.
3. Apply a thin, even coat of cooking oil or unsalted shortening to the entire griddle surface.
4. Heat the griddle to approximately 350°F (177°C) until the oil begins to smoke lightly.
5. Turn the thermostats OFF and allow the griddle to cool.
6. Repeat the seasoning process if necessary until the surface develops a uniform finish.
7. Apply a light coating of oil after cleaning to maintain the griddle surface.

Important

- Never pour cold water directly onto a hot griddle surface.
- Do not use abrasive cleaners or steel wool on cooking surfaces.
- Maintain the griddle surface properly seasoned to reduce sticking and corrosion.

Cleaning and Maintenance

Proper maintenance ensures optimal performance and extends the life of your equipment. Keep the unit clean throughout the day and perform thorough cleaning at the end of each day.

Daily Cleaning

Griddle

1. Scrape the surface with a nylon griddle scraper to remove cooked-on residue. Use a fine-grain stone only when necessary.
2. Wipe away debris and dust with a clean cloth.
3. Wash with hot, soapy water, then rinse with a vinegar-and-water solution.
4. Rinse again with clean water.
5. Apply a light coating of oil or shortening to protect the surface.
6. **DO NOT pour cold water onto a hot griddle.** This can cause warping or cracking over time.

Oven Interior

1. Remove the oven racks. Wash them in hot, soapy water and set aside.
2. Remove the oven element cover by lifting it from the front and sliding it forward.
3. Scrape off food residue using a nylon scraper. Avoid scratching the porcelain oven liner.
4. Clean all interior surfaces with hot, soapy water, then reassemble.
5. For stubborn residue, use a mild household ammonia solution and a nylon pad. Clean only when the oven is cool.
6. Do not allow spray oven cleaners to contact the temperature probe or heating elements.
7. After cleaning, rinse with a solution of $\frac{1}{4}$ **cup vinegar to 1 quart water** to neutralize any residue. Wipe dry.

WARNING

Disconnect electrical power before cleaning or servicing the unit.

Periodic Maintenance

- Inspect the ventilation system regularly to ensure that no debris has accumulated in the flue, riser, or exhaust openings.
- Lubricate the oven door hinge pivot points periodically using a small amount of multi-purpose oil. Avoid over-lubrication.
- Have the unit inspected at least once per year by a qualified service technician to ensure safe and efficient operation

Stainless Steel Care

- Clean stainless steel surfaces regularly with hot, soapy water during use and with a stainless steel cleaner at the end of the day.
- **DO NOT** use steel wool or abrasive cleaners, as they will damage the finish.
- To remove hardened residue, soak with hot water and use a wooden or nylon scraper.
- **DO NOT** use metal tools such as knives or spatulas on stainless steel surfaces.
- Scratches on stainless steel surfaces are difficult to remove and should be avoided.

Troubleshooting

If the range is not operating properly, review the following troubleshooting information before contacting an authorized service technician.

Symptom	Possible Cause	Recommended Solution
Surface elements not heating	- No power to unit - Circuit breaker is OFF or fuse is blown - High-temperature safety protection activated - Electrical service issue	- Verify the unit is connected to the proper power supply and grounded correctly. - Reset the circuit breaker or replace the fuse. - Allow the surface element to cool for several minutes, then restart operation. - Contact a qualified service technician.
Surface elements heating slowly	- Incorrect heat setting - Incorrect input voltage	- Adjust the control knob to a higher heat setting. - Verify the unit is connected to the correct electrical supply.
Oven or griddle not heating	- No power to heating system - Faulty thermostat or heating element	- Verify power supply and check the circuit breaker. - Contact an authorized service technician for inspection and replacement.
Oven heating slowly	- Low temperature setting - Improper kitchen ventilation or airflow	- Increase the oven temperature setting as needed. - Ensure adequate ventilation around the appliance and avoid blocking airflow near exhaust systems
Griddle temperature uneven	- Griddle not preheated - Cooking surface not properly seasoned	- Allow sufficient preheat time before cooking. - Clean and re-season the griddle surface according to the maintenance instructions.
Unit will not power on	- Power supply disconnected - Electrical supply issue	- Verify the appliance is properly connected to the electrical supply. - Confirm proper voltage and electrical service to the unit.
Excessive smoke during initial use	Protective oils burning off	This is normal during initial startup. Operate the unit in a well-ventilated area until smoke dissipates.

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.

