KoolMore

USER MANUAL

REFRIGERATOR / FREEZER

Commercial Refrigerator / Freezer

Models:

Refrigerators	Freezers
KM-RMD12WH	KM-FMD12WH
KM-RMD20WH	KM-FMD12WGD
	KM-FMD12SGD
	KM-FMD20WH
	KM-FMD20WGD
	KM-FMD20SGD
	KM-MDF46GD

Before using, please read the operating instructions carefully to ensure proper application and achieve satisfactory results.

For any service-related Issues, please contact us: Phone Number: 718-576-6342
Email address: support@koolmore.com

Contents

I. SAFETY AND WARNING INFORMATION ..... **1.**

II. COMPARTMENT AND STORAGE GUIDELINES ..... **5.**

III. HOW TO USE YOUR APPLIANCE ..... **6.**

IV. DEFROSTING, FIRST USE AND INSTALLATION ..... **7.**

V. CLIMATE CLASS SPECIFICATIONS ..... **9.**

VI. TROUBLESHOOTING GUIDE ..... **10.**

VII. COMPONENTS & FUNCTIONS ..... **12.**

VIII. OPERATING YOUR APPLIANCE & ELECTRICAL SAFETY GUIDELINES ..... **13.**

IX. WARRENTY ..... **14.**

I. SAFETY AND WARNING INFORMATION

1. SAFETY AND USAGE INSTRUCTIONS

Prior to installation and initial usage of the appliance, ensure to carefully read through this user manual, including all tips and warnings. Proper knowledge of the appliance's operation and safety features is crucial to prevent unnecessary errors and accidents. It is highly recommended that everyone using the appliance familiarizes themselves with its workings.

Keep this instruction manual safely and ensure it remains with the appliance if it changes ownership or location to ensure all users are properly guided on its use and safety precautions.

The manufacturer will not bear any responsibility for damages resulting from the disregard of these safety guidelines. Hence, it is crucial to observe all safety warnings and instructions for preserving life and property.

2. SAFETY FOR CHILDREN AND VULNERABLE INDIVIDUALS

According to the EN standard, this appliance can be safely used by children aged 8 years and above and persons with reduced physical, sensory, or mental abilities or a lack of experience and knowledge, provided they are under supervision or have received appropriate instruction regarding safe use of the appliance and understand the associated risks.

The IEC standard, however, recommends that this appliance not be used by persons, including children, with reduced physical, sensory, or mental capabilities, or a lack of experience and knowledge, unless they are under the supervision or instruction of a responsible person.

Children should not play with the appliance, and any cleaning or maintenance tasks should not be performed by children without supervision.

Please ensure all packaging materials are kept out of children's reach to prevent the risk of suffocation.

3. GENERAL SAFETY INSTRUCTIONS

The appliance is designed for household use and similar applications such as staff kitchen areas in workplaces, farmhouses, residential-type environments like hotels and motels, bed and breakfasts, and non-retail catering applications.

WARNING:

- Do not store explosive substances such as aerosol cans with a flammable propellant in this appliance.
- The supply cord must be replaced by the manufacturer or a qualified person if damaged, to avoid hazards.
- Keep ventilation openings in the appliance enclosure or any built-in structure clear of obstruction.
- Do not use mechanical devices or other means to expedite the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments of the appliance unless they are recommended by the manufacturer.
- The refrigerant and insulation are flammable. Dispose of the appliance only at an authorized waste disposal center. Avoid exposure to flames.
- Ensure the supply cord is not trapped or damaged when positioning the appliance.
- Do not place multiple portable socket-outlets or portable power supplies at the rear of the appliance.

NOTE:

If the LED light is damaged, it should not be replaced
by the user. Contact the customer helpline for assistance.

4. CAUTIONS FOR SPECIFIC ITEMS AND OPERATIONS

Ensure that the refrigerant circuit isn't damaged during the transportation and installation of the appliance. The refrigerant (R290) is flammable and professional disposal is required, as it could cause eye injuries or ignition.

Do not attempt to modify or alter the product specifications. Any cord damage can lead to a short circuit, fire, or electric shock.

Avoid operating the appliance without the interior lighting lamp cover. Only use the appliance with a power supply of single-phase alternating current of 115V/60Hz.
When handling frozen food, consume it straight from the freezer compartment to prevent frost burns.

Ensure you regularly clean surfaces that can come in contact with food and accessible drainage systems.

5. CARE AND CLEANING INSTRUCTIONS

For the maintenance of your appliance, adhere to the following:

CAUTION:

- Always turn off and unplug the appliance before performing any cleaning tasks.
- Do not clean the appliance with metal objects, steam cleaners, volatile oils, organic solvents, or abrasive cleaners.
- To remove frost from the appliance, use a plastic scraper rather than sharp objects.

NOTE:

If the LED light is damaged, it should not be replaced
by the user. Contact the customer helpline for assistance.

6. INSTALLATION GUIDELINES

Take note of the following during the installation of your appliance:

- Ensure electrical connections are correctly made according to the instructions provided in this manual.
- Upon unpacking, inspect the appliance for any damages. Do not connect the appliance to the power supply if it is damaged. Report any damages immediately to the retailer.
- After unpacking, wait for at least four hours before connecting the appliance to allow the oil to flow back into the compressor.
- Ensure adequate air circulation around the appliance to reduce overheating risk. Follow the instructions relevant to installation for achieving sufficient ventilation.
- Keep the back of the product away from the wall, if possible, to avoid contact with warm parts (compressor, condenser) and reduce fire risk.
- Do not position the appliance near radiators or cookers.
- After the installation, ensure the mains plug is easily accessible.

7. SERVICING AND REPAIRS

All electrical work required for servicing the appliance should be carried out by qualified electricians or competent individuals. This appliance must be serviced by an authorized Service Center, and only genuine spare parts should be used.

8. SPECIAL INSTRUCTIONS AND NOTES

NOTE:

- Children aged 3 to 8 years are allowed to load and unload the appliance (This note applies only to EU regions).
- When refrigerating food, avoid direct contact with the inner box's surface.
- When freezing food, seal different food items separately to prevent moisture loss and odor. Use non-toxic, tasteless, impermeable, and waterproof sealing material.
- Cool hot food to room temperature before placing it into the freezer. Putting hot food directly into the freezer may affect the storage conditions of other foods and increase power consumption.
- Two-star freezer compartments are suitable for storing pre-frozen food, making ice cream, and ice cubes. One-, two-, and three-star compartments are not suitable for freezing fresh food.

II. COMPARTMENT AND STORAGE GUIDELINES

The table below provides an overview of the different compartments in your appliance, their target storage temperatures, and the type of food that is appropriate for each.

#	Compartment Type	Temp. (°F)	Suitable Food Types
1	Fridge	+35.6° < +42.8°	Ideal for eggs, prepared meals, packaged food, fruits, vegetables, dairy products, pastries, beverages, and other food items not meant for freezing.
2	(**)-Freezer	≤-0.4°	Optimal for freezing seafood (such as fish, shrimp, shellfish), freshwater aquatic products, meat products, and ice cream. It's best used for fresh food freezing. Maximum taste and nutritional value can be maintained up to 3 months.
3	***-Freezer	≤-0.4°	Primarily for seafood (such as fish, shrimp, shellfish), freshwater aquatic products, and meat products. These items maintain their best quality for up to 3 months. This compartment is not suitable for freezing fresh food.
4	**-Freezer	≤+10.4°	Suitable for storing seafood (like fish, shrimp, shellfish), freshwater aquatic products, and meat products. For best taste and nutrition, limit storage to 2 months. Freezing fresh food is not recommended in this compartment.
5	*-Freezer	≤21.2°	Designated for seafood (such as fish, shrimp, shellfish), freshwater aquatic products, and meat products. It's recommended to store these items for a maximum of 1 month for optimum taste and nutrition. Freezing fresh food is not advised in this compartment.
6	Subzero	32° to 21.2°	Primarily used for chilling beers.

Kindly adhere to these compartment-specific guidelines to optimize your appliance's performance and ensure the longevity of your food items.

III. HOW TO USE YOUR APPLIANCE

1. INTENDED USAGE

This appliance is intended for use in household and similar applications including:

- Staff kitchen areas in shops, offices, and other working environments.
- Farmhouses and by clients in hotels, motels, and other residential type environments.
- Bed and breakfast type environments.
- Catering and similar non-retail applications.

2. BEFORE FIRST USE

- Remove all shipping packages, tape, and any other packaging materials. Leave the doors open for a while to ventilate the appliance.
- While the unit is cleaned before shipment, it is recommended to clean the compartment interior once more after delivery.
- Insert the power supply plug into a grounded, single-phase 115V wall outlet.
- Allow the unit to operate for about 1 hour to cool the compartment before placing items into the appliance.

3. RESTARTING THE APPLIANCE

After turning off the appliance, wait for at least 5 minutes before restarting. Restarting the unit immediately can cause fuses to blow, activate the circuit-breaker, overload the compressor, or cause other types of damage.

4. EFFICIENT USE OF YOUR APPLIANCE

To reduce energy consumption, follow these guidelines:

- Open and close the door quickly to prevent the escape of cold air from the freezer, and keep the door opened for as short a period as possible.
- Install the unit in a well-ventilated location.
- Do not use the unit to store water or food that requires water as a storage medium. Never place fresh seafood containing water directly into the unit.

5. SAFETY CHECKS

After cleaning the unit, perform these checks to ensure safety:

- Confirm that the power cord plug is firmly inserted into a dedicated wall outlet. Make sure the plug is not abnormally hot.
- Check the power cord for any cracks or damage. If you notice any irregularities, contact the dealer from whom you purchased this unit or our customer service department.

III. HOW TO USE YOUR APPLIANCE

6. CLEANING AND DEFROSTING

CAUTION: To prevent any electrical shock hazards or injury by the rotating circulation fan, disconnect the power cord plug from the wall outlet before cleaning.

EXTERIOR CLEANING:

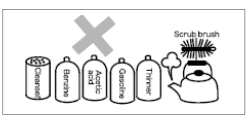
- Wipe the exterior with a soft, dry cloth. For heavily soiled surfaces, moisten a cloth with detergent, wipe the surface, and then wipe it again with a cloth dipped in clean water.

WARNING:

- Do not splash water directly onto the chest freezer or wash it with water. This could cause a short-circuit and/or electrical shock.
- Never use polishing powder, soap powder, benzine, oil, or hot water as these will damage the painting and plastic components.
- Keep ventilation openings, in the appliance enclosure or in the built-in structure, clear of obstruction.

INTERIOR CLEANING:

- Open the door and wipe clean with a dry cloth.



IV. DEFROSTING, FIRST USE AND INSTALLATION

The freezer compartment should be defrosted two or three times a year when the ice is about 1/8 inch thick. To defrost, follow these steps:

- Set the thermostat to "Colder" at least 12 hours before defrosting.
- After this period has elapsed, switch off the freezer compartment by removing the plug from the main power supply.
- Remove all food from the freezer and wrap them in paper and store them in a cold place and leave the door open.
- When the defrosting is finished, the compartment must be cleaned and wiped dry.
- Switch the appliance back on using the thermostat set to "Colder", and wait at least one hour before replacing the foodstuffs.
- After a few hours, the thermostat can be set back to the original position

WARNING: Do not use mechanical devices or other artificial means to accelerate the defrosting process, other than those recommended by the manufacturer.

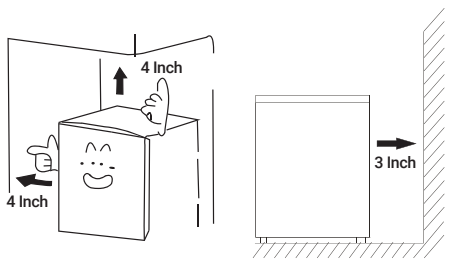
WARNING: Do not use electrical appliances inside the food storage compartment of the appliances, unless they are of the type recommended by the manufacturer.

IV. DEFROSTING, FIRST USE AND INSTALLATION

CLEANING BEFORE USE

Before using the appliance for the first time, wash the interior and all internal accessories with lukewarm water and some neutral soap to remove the typical smell of a brand-new product, then dry thoroughly.

Important! It is necessary to have good ventilation around the freezer to allow for the dissipation of heat, high efficiency, and low power consumption. For this reason, sufficiently cleared space should be available around the freezer. It is advisable for there to be 3 inches separating the back of the freezer to the wall and at least 4 inches of space on its two sides, a height of over 4 inches from its top.



- Appliances must not be exposed to rain. Sufficient air must be allowed to circulate in the lower rear section of the appliance, as poor air circulation can affect performance.
- Built-in appliances should be positioned away from heat sources such as heaters and direct sunlight.

LEVELING

- The appliance should be level to eliminate vibration. To make the appliance level, it should be upright, and both adjusters should be in stable contact with the floor. You can also adjust the level by unscrewing the appropriate level adjustment in the front (use your fingers or a suitable wrench).
- Allow the unit to operate for about 1 hour to cool the compartment before placing items into the appliance.

V. CLIMATE CLASS SPECIFICATIONS

This section outlines the designated climate classes for our appliances and the corresponding operating conditions they are designed for. A climate class is a categorization assigned to an appliance, denoting the range of ambient temperatures the appliance is intended to operate within.

Climate Class	Max. Ambient Temperature & Humidity
3	77°F, 60% RH
4	86°F, 55% RH
5	104°F, 40% RH
7	95°F, 75% RH

UNDERSTANDING CLIMATE CLASSES:

Climate classes are indicators of the specific temperature and humidity ranges within which an appliance can function effectively and efficiently. These classes are critical in ensuring that your appliance performs optimally under the environmental conditions of your specific region or location.

MAKING THE RIGHT CHOICE:

It's crucial to ensure that the climate class of your appliance aligns with the ambient temperature and humidity of the room or area where you intend to install and operate the appliance. Operating the appliance in conditions that fall within its specified climate class will promote its efficiency and longevity.

POTENTIAL CONSEQUENCES OF NON-COMPLIANCE:

Operating your appliance outside its designated climate class can lead to several issues. These could include decreased performance, increased energy consumption, potential damage to the appliance, or even premature failure.

HOW TO CHECK YOUR APPLIANCE'S CLIMATE CLASS:

our appliance is designed for a specific climate class, and this information is listed on the appliance's rating plate or in the technical specifications within the manual. This information allows you to match your appliance's designed operating conditions with your local environmental conditions.

VI. TROUBLESHOOTING GUIDE

This section is designed to help you navigate and resolve common scenarios that may arise with your appliance. Please remember, safety is paramount.

CAUTION: Prior to any troubleshooting, ensure the appliance is unplugged.
Any troubleshooting measures not included in this manual should only be performed by a qualified electrician or a similarly competent professional.

NOTICE: Maintenance and repairs on the appliance should only be undertaken by qualified service engineers. Unauthorized or unskilled repairs can pose significant risk to the user. Should your appliance require service, please contact your authorized dealer or a local Customer Service Center.

Scenario	Recommended Actions
Power Outage	• Open and close the door as little as possible to keep the cold air inside. • Avoid adding new items into the appliance until power is restored. • If the power failure is expected to be prolonged, consider using dry ice in the freezer.
Issues with Power Cord	• The power cord, if damaged, should only be replaced with a specific cord or assembly provided by the manufacturer or service agent. • Position the appliance so that the power plug is easily reachable.
Appliance Inactivity	• Remove all items, disconnect the power cord from the wall outlet, clean the interior, and wipe it dry. • To prevent mold and unpleasant odors, leave the door open to completely dry the interior.
Relocating Appliance	• Disconnect the power cord from the wall outlet before moving the appliance. • Be careful to avoid damaging the power cord. • Avoid hitting the appliance's feet against floor steps or thresholds.
Temporary Appliance Storage	• Place a piece of wood or similar object between the door and the main unit to keep the door slightly open. • Avoid storing the unused appliance in a location where children play. If a child enters the compartment and the door is closed, they may not be able to open it from the inside.

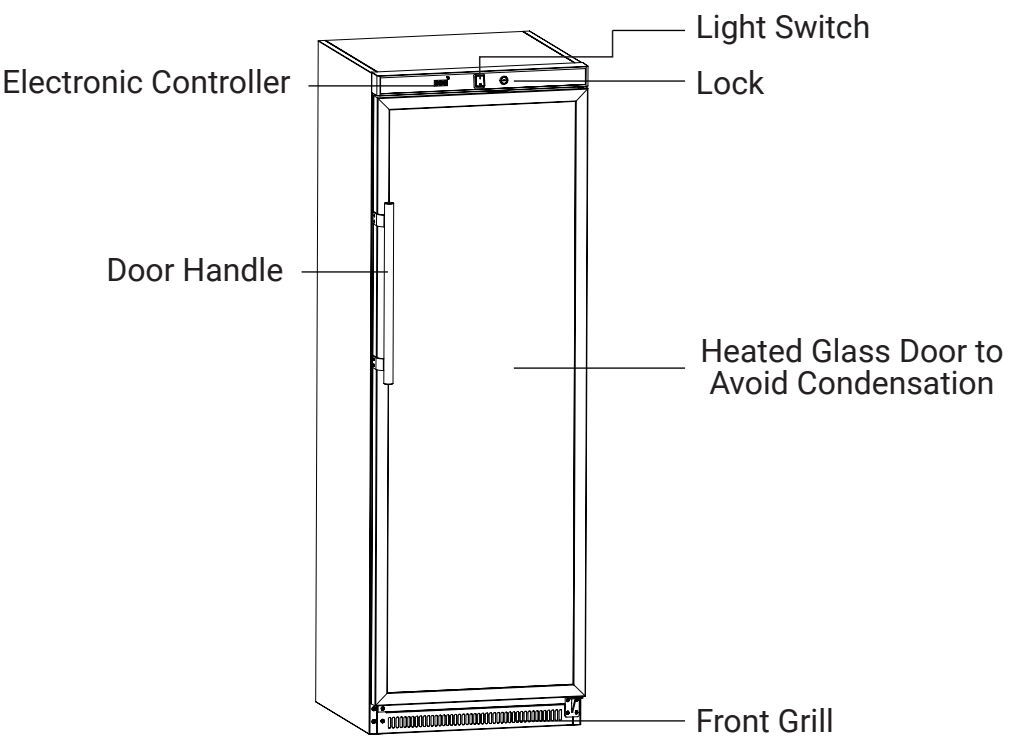
VI. TROUBLESHOOTING GUIDE

In this table, we identify some common issues you might encounter with your appliance, along with potential causes and solutions.

Issue	Potential Causes & Solutions
Not Cooling The unit doesn't seem to reduce temperature, and items inside aren't getting cold.	• Check if the power supply is interrupted, the power cord is disconnected from the wall outlet, or if the fuse is blown/circuit breaker is activated. • Make sure the temperature control is not turned to OFF.
Inefficient Cooling The unit is cooling but not as much as expected. Items are not getting sufficiently cold.	• Ensure the appliance is properly ventilated and not exposed to direct sunlight or placed near a heater or stove. • Avoid frequent opening and closing of the lids, and do not overstock items beyond the load line. • Adjust the temperature control dial as necessary. • Defrost the freezer compartment if excessive frost is observed.
Excessive Noise The unit is making a lot of noise, more than typical operating sounds.	• Verify the floor underneath the appliance is sturdy, and the unit isn't shaking or rattling. • Ensure the rear panel isn't in contact with a wall, and there are no objects behind the freezer. Note: The compressor may generate a loud sound when operation starts - this will subside with time.
Condensation There's water droplets or a wet layer forming on the outside of the unit.	This can happen on hot, humid days or depending on the place of installation. It is normal when humidity is high and water particles form on cold surfaces. Wipe away condensation with a dry cloth.
Exterior Feels Hot The outside surface of the unit is unusually warm or hot to the touch.	This is especially common in summer or when the freezer first starts running. The freezer's design includes a pipe for radiating heat and preventing condensation. This heat does not affect the items inside the freezer.

VII. COMPONENTS & FUNCTIONS

This section provides an overview of the key parts of your appliance and their primary functions. Please note that the appliance's design might vary slightly from the diagram provided, but the basic functions should remain the same.



Important Notice: Always ensure your hands are dry before touching the inside of the freezer or any frozen items to prevent the risk of frostbite. The image provided in this manual is for reference only. The actual configuration of your specific appliance may vary slightly.

VIII. OPERATING YOUR APPLIANCE & ELECTRICAL SAFETY GUIDELINES

This section contains essential information for operating the appliance safely and efficiently.

ADJUSTING THE TEMPERATURE:

To adjust the temperature of your appliance, follow these steps:

1. Press the "set" button. The current temperature value will start flashing.
2. Use the "▲" and "▼" buttons to adjust the temperature within the range of -18°C to -22°C (-0.4°F to -7.6°F).
3. Press the "set" button again to confirm your new temperature setting.

IMPORTANT ELECTRICAL SAFETY GUIDELINES:

This appliance must be properly grounded to ensure electrical safety.

Please adhere to the following guidelines:

1. Your home's grounding system should comply with local regulations.
2. Avoid damaging the refrigerant circuit and avoid pulling or stretching the supply cable.
3. Do not use any electrical appliances inside the food storage compartments, unless recommended by the manufacturer.
4. The power socket should be suitable for the maximum power of the appliance, and should be within easy reach when the appliance is installed.
5. Ensure the supply voltage matches that indicated in the technical specifications and on the appliance rating plate.
6. The appliance must be connected to an AC supply via a three-pin socket, suitably grounded and protected by a 13 amp fuse.
7. In case of a fuse replacement, only use a 13 amp fuse approved to BS1363/A standards.
8. The plug contains a removable fuse cover that must be refitted when the fuse is replaced. If the fuse cover is lost or damaged, the plug must not be used until a replacement cover has been fitted or the plug is replaced.
9. If a plug becomes damaged, cut it off as close to the plug body as possible, remove
10. Do not use adapters, multiple connectors, or extension cables.

NOTE: The appliance's specifications may change. For the most accurate information, refer to the circuit name plate on the back of your appliance.

Remember that safety is paramount, and that these guidelines are in place to prevent any accidents or damage to the appliance. Always consult with a professional electrician if you're unsure about any aspect of the appliance's electrical setup.

WARRANTY

LIMITED WARRANTY

LIMITED WARRANTY KOOLMORE SUPPLY, INC. warrants to the original consumer or purchaser this KOOLMORE product is free from defects in material or workmanship for a period of One (1) year from the date of purchase. If any such defect is discovered within the warranty period, KOOLMORE SUPPLY, INC., at its discretion, will repair or replace the product at no cost or pay for replacement parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased or that are the result of normal usage when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, At its sole discretion. Koolmore Supply Inc may determine to replace the product. In the event of product replacement, your appliance will be warranted for the remaining term of the original unit's warranty period.

This limited warranty is good only to the original purchaser of the product and effective only when used in the United States.

This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

YOU'RE SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN.
Service must be provided by a Koolmore designated service company.

For warranty or repair service: Email us at support@koolmore.com include your name, address, phone number, warranty repair request, and a copy of your proof of purchase receipt.
You can also visit us at koolmore.com and use the contact us page.
KOOLMORE customer service will contact you and arrange prompt service for your appliance.

Thank you for choosing KOOLMORE.

THIS LIMITED WARRANTY DOES NOT APPLY TO

1.Failure of product to perform during power failures and interruptions or inadequate electrical service
2.Damage caused by transportation or handling.
3.Damage caused to the product by accident, vermin, lightnin winds, fire, floods, or acts of God.
4.Damage resulting from accident, alteration, misuse, abuse, or improper installation, repair, or maintenance. Improper use includes using an external device that alters or converts the voltage or frequency of electricity
5.Any unauthorized product modification, repair by unauthorized repair center, or use of non-approved replacement parts.
6.Abnormal cleaning and maintenance as described in the user's manual.
7.Use of accessories or components that are not compatible with this product.

The cost of repair or replacement under these excluded circumstances shall be borne by the consumer.

KoolMore