

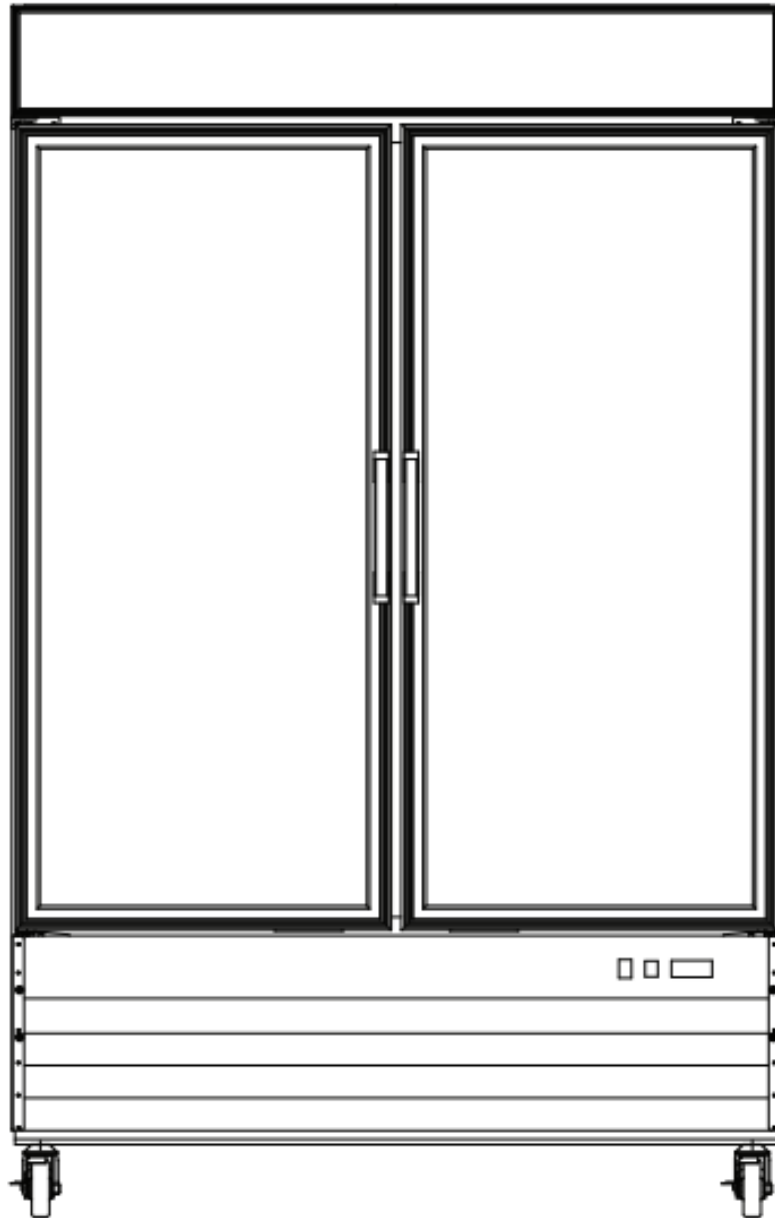


USER MANUAL

ICE MERCHANDISER FREEZER

Model: KM-IM31-1GD, KM-IM53-2GD

Ice Merchandiser



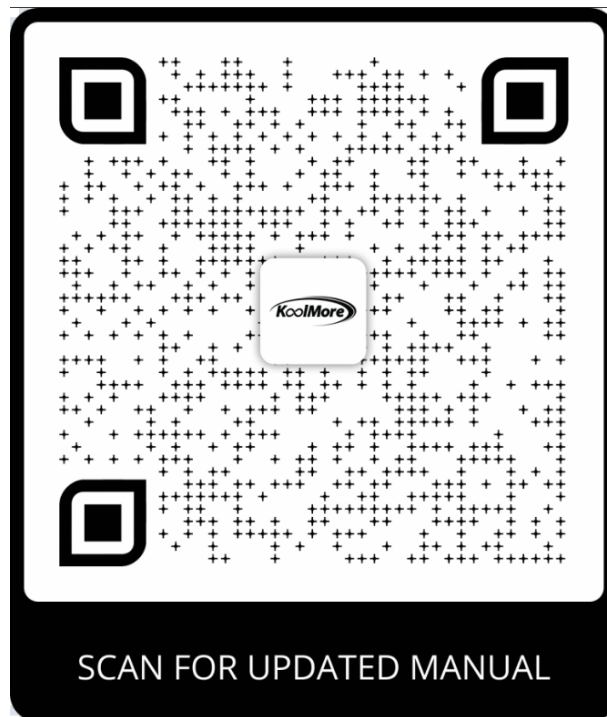
Before using, please read the operating instructions carefully to ensure proper application and achieve satisfactory results.

For any service related issues, please contact us:

☎ 718-576-6342 ✉ support@koolmore.com

Stay informed with the latest information for your KoolMore Reserve Appliance.

Scan the QR code above to access the most recent user manual on our website, which is constantly being updated and improved.



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

P- 718-576-6342 E- 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 of the unit and are needed to obtain warranty service. You may also want to staple your receipt to this manual as it is the proof of your 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 instruction 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

Intended Use:

- This appliance is not intended for use by individuals with reduced physical, sensory, or mental capabilities, or those lacking experience and knowledge, unless they are supervised or properly instructed by someone responsible for their safety.
- Children must be supervised to ensure they do not play with the appliance.
- Children should not perform cleaning or maintenance without supervision.

General Warnings:

- Do not store explosive substances, such as aerosol cans with flammable propellants, in the appliance.
- Ventilation openings in the appliance or built-in structure must be kept clear of obstructions.
- Do not use mechanical devices or any other methods to accelerate the defrosting process—this appliance features automatic defrosting.
- Do not damage the refrigerant circuit.
- Do not use electrical devices inside the food storage compartments unless specifically recommended by the manufacturer.

Approved Usage Locations:

This appliance is intended for household and similar environments, including:

- Staff kitchen areas in shops, offices, and other workplaces.
- Farmhouses and use by guests in hotels, motels, and other residential settings.
- Catering facilities and similar non-retail applications.

Installation & Components:

- Do not install the appliance in public corridors or lobbies.
- Only original or identical replacement parts should be used to prevent fire risks due to incorrect components.
- The appliance must be installed following all relevant safety standards.

Storage Precautions:

- Store the appliance in a room free of continuous ignition sources, such as open flames, gas appliances, or electric heaters.
- Do not pierce or burn the appliance.
- Be aware that refrigerants may be odorless.
- The appliance must be kept in a well-ventilated area, with room dimensions matching those required for proper operation.
- Ensure the appliance is protected from mechanical damage.


Electrical and Cable Safety:

- Verify that wiring is not exposed to wear, corrosion, pressure, vibration, sharp edges, or other environmental damage.
- Consider effects of aging and vibrations from components like compressors or fans.

Decommissioning and Refrigerant Handling

- Only trained technicians familiar with the appliance should perform the decommissioning procedure.
- Before removing refrigerant, take samples of refrigerant and oil for potential future analysis.
- Ensure electrical power is available before starting the procedure.
- Use recovery equipment that is in proper condition, follows manufacturer guidelines, and is suitable for all types of refrigerants, including flammable ones.
- Recovered refrigerant must be:
 - Returned to the supplier in the appropriate recovery cylinder.
 - Documented with a proper waste transfer note.
 - Never mixed with other refrigerants in recovery units or cylinders.

General Safety Instructions:

- All maintenance staff and nearby personnel must be informed of the nature of the work being performed.
- Avoid working in confined spaces whenever possible.
- If hot work (e.g., welding, soldering) is required on refrigerating equipment or associated parts, ensure suitable fire extinguishing equipment (such as dry chemical or CO₂ extinguishers) is readily available.
-  This equipment uses Refrigerant Class A3 (per ANSI/ASHRAE 34), which is flammable.

Warning: Risk of fire – Take precautions to prevent ignition of flammable materials.

Weight & Environmental Limits:

- Maximum weight capacity: 395 lbs / 790 lbs.
- The appliance should be used only within the ambient temperature and humidity limits of the specified climate class.

Fire Safety:

- A CO₂ fire extinguisher must be placed adjacent to the refrigerant charging area.
- “No Smoking” signs must be visibly displayed around the work area.
- Ignition sources, including cigarettes, must be kept far away from the equipment during installation, servicing, removal, or disposal.

Servicing Guidelines:

- All servicing should be conducted strictly according to the manufacturer’s instructions.
- Complex repairs requiring specialized knowledge should be done under the supervision of a qualified technician, especially when dealing with flammable refrigerants.
- Before performing any hot work or opening the system:
 - Survey the area to identify and eliminate flammable hazards or potential ignition sources.
 - Ensure the area is well-ventilated or outdoors. Ventilation should continue during the entire work period to safely disperse any leaked refrigerant into the atmosphere.
 - Do not use open flames or any ignition-based devices when checking for refrigerant leaks.
 - Devices such as halide torches are strictly prohibited.
- Use only approved leak detection equipment that is non-sparking, properly sealed, or intrinsically safe, and is suitable for all applicable refrigerants.

Refrigerant Detection:

- Before and during servicing, use a refrigerant detector to check for the presence of flammable or toxic gas.
- Confirm the detection device is suitable for the specific refrigerants used.

Electrical Safety:

- When replacing electrical components, ensure they are:
- Correctly specified for the system.
- Safe and compatible with flammable refrigerants.
- Always follow the manufacturer's service manual and consult the technical department if uncertain.

CAUTION – SAFETY INSTRUCTIONS**Ventilation & Placement:**

- Ensure at least 20 cm of clearance between the back of the cabinet and the wall.
- Do not fully seal the back of the cabinet; provide an air vent to the outside to allow proper heat dissipation.
- Remove all external packaging from the bottom of the unit to ensure safe heat radiation and to prevent fire hazards.

Prohibited Storage:

- Do not store flammable or volatile chemicals inside the appliance, as this may lead to explosion or fire.

Electrical Safety:

- Use a dedicated single-phase socket with a reliable grounding connection.
- Do NOT connect the grounding wire to water or gas pipes.

Handling & Transport:

- Avoid strong impact or vibrations during transportation.
- When moving the cabinet, ensure the inclination does not exceed 45°.

Maintenance & Repairs:

- Refer to the Troubleshooting section in the manual for common issues.
- Do not attempt repairs yourself. All service work must be done by certified or factory-authorized technicians only.

DANGER – Fire & Explosion Risk (Flammable Refrigerant Used)

- Do NOT use mechanical devices to defrost the refrigerator.
- Do NOT puncture any refrigerant tubing.
- Repairs must only be performed by trained service personnel.
- Always consult the repair manual or owner's guide before attempting any service.
- Follow all safety precautions without exception.

DISPOSAL & SERVICING WARNINGS

- Dispose of the unit properly and legally, in accordance with local or federal regulations.
- Take extreme caution to avoid puncturing refrigerant tubing during handling.
- Ventilation openings in the appliance or its built-in structure must always be kept clear of obstructions.
- All servicing must be carried out by authorized personnel to prevent risk of ignition due to incorrect parts or improper procedures.

INSTALLATION

- Avoid tilting the unit more than 45 degrees during transport.
- The refrigeration system operates most efficiently when installed in an area with cool, dry air circulation.
- There must be at least 2 inches of clearance in back of the cabinet.
- Select a location away from the heat and moisture-generating equipment such as stoves, ovens, etc.
- Avoid direct sun rays.
- Be sure that the floor where you intend to install the unit is strong and level enough to support the total weight of the unit and its contents.
- To minimize shock and fire hazards, be sure that the unit is properly grounded. For your safety and protection, all units are equipped with a special three-prong grounding plug on the service cord.
- All units are designed for indoor use. Outdoor use may cause significant damage to the unit.

PRECAUTIONS

- To minimize shock and fire hazards, be sure not to overload the outlet.
- To minimize electric shock and malfunction, do not spray the unit with water.
- To minimize fire hazards, do not use flammable spray products near the unit.

Operation

- After unplugging the unit, wait at least 6 minutes before re-plugging it. It may cause compressor failure if plugged in before 6 minutes waiting period.

When loading the unit:

- Be careful not to block the air duct located at the back and the fan on the ceiling of the unit with contents.
- Blocking the air flow may cause a decrease in performance.
- For the best performance, maintain at least 4 inches of clearance between the contents and the air duct.

Temperature controller:

- The controller is located at the right, front corner.
- Do not leave the unit door open for a long period of time. For the most efficient operation, close the door immediately after use.

add safety lock

Interior Lights switch is located next to the controller. use it to turn on the interior lights.

Temperature Controls



SET



To display target set point, in programming mode it selects a parameter or confirm an operation

To start a manual defrost

In programming mode it browses the parameter codes or increases the displayed value In programming mode it browses the parameter codes or decreases the displayed value






KEYS COMBINATION



To lock or unlock the keyboard

To enter in programming mode



To return to room temperature display

LED	MODE	SIGNIFICATO
	On	Compressor enabled
	Flashing	Anti short cycle delay enabled (AC parameter)
	On	Defrost in progress
	Flashing	Dripping in progress
	On	Fans output enabled
	Flashing	Fans delay after defrost
	On	Measurement unit
	Flashing	Programming mode
	On	Measurement unit
	Flashing	Programming mode


HOW TO SEE THE SET POINT

1. Push and immediately release the **SET** key, the set point will be showed;
2. Push and immediately release the **SET** key or wait about 5s to return to normal visualisation.

HOW TO CHANGE THE SETPOINT




1. Push the SET key for more than 2 seconds to change the Set point value;
2. The value of the set point will be displayed and the “°C” or “°F” LED starts blinking;
3. To change the Set value push the  or  arrows.
4. To memorise the new set point value push the SET key again or wait 10s.

HOW TO START A MANUAL DEFROST

Push the DEF  key for more than 2 seconds and a manual defrost will start

HOW TO CHANGE A PARAMETER VALUE

To change the parameter's value operate as follows:

1. Enter the Programming mode by pressing the **SET+**  keys for 3s (“°C” or “°F” LED starts blinking).
2. Select the required parameter. Press the “**SET**” key to display its value
3. Use  or  to change its value.
4. Press “**SET**” to store the new value and move to the following parameter.



To exit: Press **SET+**  or wait 15s without pressing a key.

NOTE: the set value is stored even when the procedure is exited by waiting the time-out to expire.



HIDDEN MENU

The hidden menu includes all the parameters of the instrument.

HOW TO ENTER THE HIDDEN MENU

1. Enter the Programming mode by pressing the **SET+**  keys for 3s (“°C” or “°F” LED starts blinking).
2. Released the keys, then push again the **SET+**  keys for more than 7s. The L2 label will be displayed immediately followed from the Hy parameter.

NOW YOU ARE IN THE HIDDEN MENU.


3. Select the required parameter.
4. Press the “**SET**” key to display its value
5. Use  or  to change its value.
6. Press “**SET**” to store the new value and move to the following parameter.

To exit: Press **SET+**  or wait 15s without pressing a key.



NOTE1: if there aren't any parameter in L1, after 3s the “nP” message is displayed. Keep the keys pushed till the L2 message is displayed.

NOTE2: the set value is stored even when the procedure is exited by waiting the time-out to expire.



HOW TO MOVE A PARAMETER FROM THE HIDDEN MENU TO THE FIRST LEVEL AND VICEVERSA.

Each parameter present in the HIDDEN MENU can be removed or put into “THE FIRST LEVEL” (user level) by pressing **SET+** . In HIDDEN MENU when a parameter is present in First Level the decimal point is on.

TO LOCK THE KEYBOARD

1. Keep pressed for more than 3s the  and  keys.
2. The “**OF**” message will be displayed and the keyboard will be locked. If a key is pressed more than 3s the “OF” message will be displayed.

TO UNLOCK THE KEYBOARD

Keep pressed together for more than 3s the  and  keys till the “**on**” message will be displayed.

ALARM SIGNALLING

Mess.	Cause	Outputs
“P1”	Room probe failure	Compressor output according to “Cy” e “Cn”
“P2”	Evaporator probe failure	Defrost end is timed
“HA”	Maximum temperature alarm	Outputs unchanged
“LA”	Minimum temperature alarm	Outputs unchanged
“EA”	External alarm	Outputs unchanged
“CA”	Serious external alarm	All outputs OFF
“dA”	Door Open	Compressor and fans restarts

ALARM RECOVERY

Probe alarms “**P1**” and “**P2**” start some seconds after the fault in the related probe; they automatically stop some seconds after the probe restarts normal operation. Check connections before replacing the probe. Temperature alarms “**HA**” and “**LA**” automatically stop as soon as the temperature returns to normal values. Alarms “**EA**” and “**CA**” (with iF=bL) recover as soon as the digital input is disabled.

Maintenance

Cautions for cleaning:

- Unplug the power cord before cleaning.
- Do not unplug/plug the power cord with wet hands.
- Do not use an abrasive cleaners, solvents or polishing agents on plastic parts. Doing so might cause cracking or discoloring.

When it is not in use:

- Unplug the power cord.
- Wipe inside with dry cloth, and you may leave the door slightly open to eliminate moisture and odor.

Maintenance

- Regular cleaning of the freezer is essential. Before cleaning, disconnect the power, empty the appliance, and wipe the interior with water or a mild detergent.
- Avoid the use of harsh chemicals such as boiling water, acids, strong solvents, petroleum-based products, or abrasive powders.
- After cleaning, thoroughly dry the interior and exterior surfaces.
- To maintain the door seal and prolong its life, lightly apply talcum powder to the seal after it has dried naturally.
- For external surfaces, use a soft cloth dampened with water or a small amount of detergent. Ensure that the power source is not exposed to water during cleaning.

Troubleshooting

Problem	Remedy
COMPRESSORS WILL NOT START	<ul style="list-style-type: none">• Check if the power cord has been plugged in.• Check for blown fuse.
POOR PERFORMANCE	<ul style="list-style-type: none">• Move the unit from direct sun light, and avoid installing heating devices near the unit.• Install the unit in a well ventilated place with a minimum of 6" clearance in the back.• Check the condenser, and clean if heavy dust is collected.• Check to see if contents are blocking the air duct.• Check the temperature controller for possible incorrect temperature setting.• Check to see if refrigerant charge is low.• Make sure the door is completely closed.
NO INTERIOR LIGHT	<ul style="list-style-type: none">• Turn off the light switch and turn it on again.• Make sure the bulb is correctly inserted into the sockets.• Check the bulb, and replace it if blown
UNIT NOISY	<ul style="list-style-type: none">• Make sure to install the unit on a level surface.• Make sure to maintain the minimum clearance of 2" from the wall.• Check for the loose parts or mounting.• Make sure the tubing is free from any contact to avoid tubing rattle.
CONDENSATION ON CABINET AND/OR FLOOR	<ul style="list-style-type: none">• Reduce the relative humidity in the area where the unit is installed.• Gasket on door or head section is not sealing properly. Repair or replace gasket as necessary.



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.

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.

