

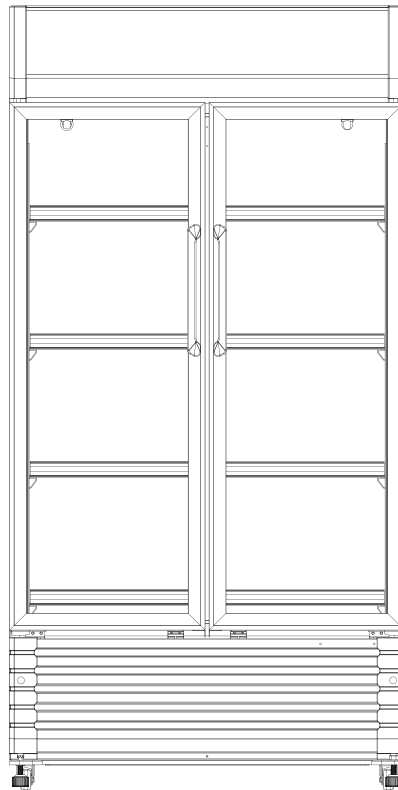


USER MANUAL

MERCHANDISER

KoolMore Commercial 2 Glass Door Merchandiser Refrigerator

Model: KM-MDR-2GD-35 | KM-MDR-2GD-39 | KM-MDR-2GD-47



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 Appliance.***

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



718-576-6342



support@koolmore.com

Contents

Safety	4
Set up	9
Installation	11
Use and Cleaning	13
Troubleshooting	14
Warranty	15

Safety

Important Safety Instructions

- **Operating Voltage:** The range of operating voltage is 97V~130V. To avoid damaging the electrical performance of the compressor, equip the cooler with a voltage stabilizer appliance of power not less than 500W to protect the cooler when the voltage is lower than 97V or higher than 130V.
- **Single-Phase Socket:** Individual single-phase sockets must be used. It should be reliably connected to a grounded wire.
- **Caution:** The grounding wire is not allowed to connect to a water pipe or a gas pipe.
Storage Restrictions: Strong bases, strong acids, organic solvents, corrosive goods, or items that can pollute food are prohibited from being stored in the cooler as they may cause corrosion or accidents.
- **Avoid Raising the Cooler:** Do not raise the cooler or the shell of the electric parts, as this can cause a decline in insulation and corrosion.
- **Long-Term Disconnection:** When the cooler will not be used for a long time, disconnect the power and clean it. Please examine the circuit before reuse to ensure it is safe.
- **Damaged Power Cord:** If the supply cord is damaged, it must be replaced by a special cord or assembly from the manufacturer or its service agent.
- **Disconnection During Maintenance:** The appliance should be disconnected from its power source during cleaning or when replacing parts.
- **Sound Pressure Level:** The A-weighted emission sound pressure level is below 60dB(A).
- **Explosive Substances:** Do not store explosive substances, such as aerosol cans with a flammable propellant, inside the appliance.
- **Flammable Blowing Gas:** Flammable blowing gas of the cooler should be handled according to local regulations. Before scrapping the appliance, remove the doors to prevent children from being trapped.

Caution:

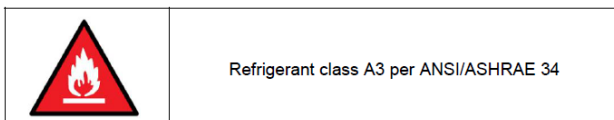
- **Fire Risk:** There is a risk of fire or flammable materials. Take care to avoid igniting any flammable materials.
- **Ventilation:** Keep all ventilation openings clear in the appliance enclosure or in the structure for building-in.
- **Defrosting:** Do not use mechanical devices or other means to accelerate the defrosting process unless recommended by the manufacturer.

- Refrigerant Circuit: Do not damage the refrigerant circuit.
- Electrical Appliances: Do not use electrical appliances inside the food storage compartments unless they are of the type recommended by the manufacturer.
- Climate Conditions: The ambient temperature and humidity conditions of the cooler must follow the climate class detailed in the table below.

Test Room Climate Class	Dry Bulb Temperature (°F)	Relative Humidity (%)	Dew Point (°F)	Water Vapor Mass in Dry Air (gr/lb)
0	68	50	48.7	51.1
1	60.8	80	54.7	63.7
8	75	55	57.7	71.4
2	71.6	55	59.4	75.6
3	77	60	62.1	83.9
4	86	55	68	103.7
6	80.6	75	70	110.6
5	104	40	75	131.7
7	95	75	86	191

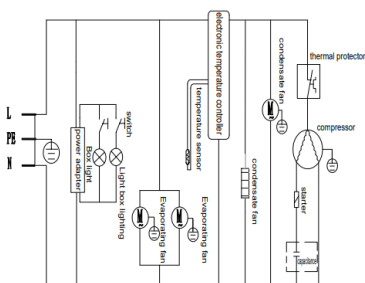
Note:

The water vapor mass in dry air is one of the main factors influencing the performance and energy consumption of the coolers. Therefore, the order of the climate class in the table is based on the water vapor mass column.



Electrical Connection

Electronic diagram



WARNING

Do not, under any circumstances, cut or remove the third ground prong from the power cord supplied.

This appliance is not designed to be used with an inverter.

The cord should be secured behind the appliance and not left exposed or dangling to prevent accidental injury.

Never unplug the cooler by pulling the power cord. Always grip the plug firmly and pull straight out from the receptacle.

Do not use an extension cord with this appliance. If the power cord is too short, have a qualified electrician or service technician install an outlet near the appliance. Use of an extension cord can negatively affect the performance of the unit.

Improper use of the grounded plug can result in the risk of electrical shock. If the power cord is damaged, have it replaced by an authorized service center.

Caution for Safety

- Warning! Do not damage the refrigerant circuit.
- Warning! Do not damage the walls of the machine; the cooling fluid circuit may get damaged.
- Warning! Do not use electrical appliances inside the food storage compartments of the appliance unless they are of the type recommended by the manufacturer.
- Warning! The equipment must not be used by persons (including children) whose physical, sensory, or mental capacities are reduced, or who lack experience and know-how, unless they have been provided supervision or instructions about the use of the equipment. Children must be monitored to ensure they do not play with the equipment.
- Warning! Keep all ventilation openings in the appliance enclosure or in the structure for building-in clear of obstruction.
- Warning! The appliance shall be installed in accordance with national wiring regulations.
- Warning! Do not use any methods to accelerate the defrosting process or clean the unit other than those recommended by the manufacturer.
- Warning! The appliance must be stored in a well-ventilated area where the room size corresponds to the specified room area for operation.
- Warning! The appliance shall be stored in a room without continuously operating open flames (for example, an operating gas appliance) and ignition sources (for example, an operating electric heater).

Do not pierce or burn.

Be aware that refrigerants may not contain an odor.

Warning! The appliance shall be stored so as to prevent mechanical damage from occurring.

Warning! Keep ventilation openings in the appliance enclosure or in the built-in structure clear of obstruction.

Notice! Any person who is involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorizes their competence to handle refrigerants safely in accordance with an industry-recognized assessment specification.

Notice! Servicing shall only be performed as recommended by the equipment manufacturer. Maintenance and repair requiring the assistance of other skilled personnel shall be carried out under the supervision of the person competent in the use of flammable refrigerants.

Notice! Component parts shall be replaced with like components so as to minimize the risk of possible ignition due to incorrect parts. The appliance is to be installed in accordance with national safety regulations.

Notice! Any person involved with working on or breaking into a refrigerant circuit should hold a current valid certificate from an industry-accredited assessment authority, which authorizes their competence to handle refrigerants safely in accordance with an industry-recognized assessment specification.

Notice! Servicing shall only be performed as recommended by the equipment manufacturer. Maintenance and repairs requiring the assistance of other skilled personnel shall be carried out under the supervision of a person competent in the use of flammable refrigerants.

This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or a lack of experience and knowledge unless they have been given supervision or instruction concerning the use of the appliance by a person responsible for their safety.

Children should be supervised to ensure they do not play with the appliance.

Cleaning and user maintenance shall not be made by children without supervision.

Please follow local regulations regarding disposal of the appliance for its flammable blowing gas. Before scrapping

the appliance, please take off the doors to prevent children from being trapped.

If the supply cord is damaged, it must be replaced by the manufacturer or its service agent or a similarly qualified person in order to avoid a hazard.

Please follow local regulations regarding disposal of the appliance for its flammable blowing gas. Before scrapping the appliance, please take off the doors to prevent children from being trapped.

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

Staff kitchen areas in shops, offices, and other working environments;
Farmhouses and by clients in hotels, motels, and other residential environments;
Catering and similar non-retail applications.
The appliance shall not be installed in public corridors or lobbies.

The appliance is to be installed in accordance with the Safety Standard for Refrigeration Systems, ANSI/ASHRAE 15.

Check that cabling will not be subject to wear, corrosion, excessive pressure, vibration, sharp edges, or any other adverse environmental effects. The check should also take into account the effect of aging or continual vibration from sources such as compressors or fans.

• Before carrying out the Decommissioning procedure, it is essential that the technician is completely familiar with the equipment and all its details. It is recommended good practice that all refrigerants are recovered safely. Prior to the task being carried out, an oil and refrigerant sample shall be taken in case analysis is required prior to the re-use of recovered refrigerant. It is essential that electrical power is available before the task is commenced.

When removing refrigerant from a system, either for servicing or decommissioning, it is recommended good practice that all refrigerants are removed safely.

The recovery equipment shall be in good working order with a set of instructions concerning the equipment at hand. It shall be suitable for the recovery of all appropriate refrigerants, including, when applicable, FLAMMABLE REFRIGERANTS.

The recovered refrigerant shall be returned to the refrigerant supplier in the correct recovery cylinder, and the relevant waste transfer note arranged. Do not mix refrigerants in recovery units, and especially not in cylinders.

The maximum loading of each type of shelf is 30kg.

All maintenance staff and others working in the local area shall be instructed on the nature of the work being carried out. Work in confined spaces shall be avoided.

If any hot work is to be conducted on the refrigerating equipment or any associated parts, appropriate fire extinguishing equipment shall be available on hand. A dry chemical or CO2 fire extinguisher should be adjacent to the charging area.

No person carrying out work in relation to a REFRIGERATING SYSTEM which involves exposing any pipework shall use any sources of ignition in such a manner that it may lead to the risk of fire or explosion. All possible ignition sources, including cigarette smoking, should be kept sufficiently far away from the site of installation, repair, removal, or disposal, during which refrigerant may be released to the surrounding space. Prior to starting work, the area around the equipment shall be surveyed to ensure there are no flammable hazards or ignition risks. "No Smoking" signs shall be displayed.

Checking for presence of refrigerant: The area shall be checked with an appropriate refrigerant detector prior to and during work, to ensure the technician is aware of potentially toxic or flammable atmospheres. Ensure that the leak detection equipment being used is suitable for use with all applicable refrigerants, i.e., no spark, adequately sealed, or intrinsically safe.

Ensure that the area is in the open or is adequately ventilated before breaking into the system or conducting any hot work. A degree of ventilation shall continue during the work to safely disperse any released refrigerant and, preferably, expel it externally into the atmosphere.

Where electrical components are being changed, they shall be fit for purpose and to the correct specifications. At all times, follow the manufacturer's maintenance and service guidelines. If in doubt, consult the manufacturer's technical department for assistance.

Detection of flammable refrigerants: Under no circumstances shall potential sources of ignition be used in searching for or detecting refrigerant leaks. A halide torch (or any other detector using a naked flame) shall not be used.

Setup

Transportation and Placement

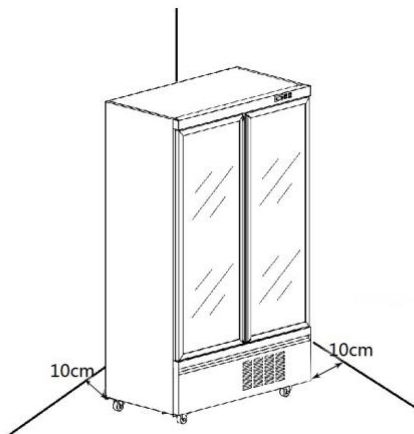
Transportation:

Take out packing and clean all the cabinet using warm water together with 5% of neutral soap, then dry it with a soft cloth. For glass parts, use specific products, avoiding water that can leave limestone residues on the glass.

Keep a distance from the wall of at least 10 cm. Adjust the unit using the adjustable feet to ensure it's level.

The cabinet must be installed on a perfectly even surface, far from any heat source, including direct sunlight.

Do not install the unit in open spaces or expose it to rain.



Note: Schematic diagram for required product space:

Rear clearance: 3 inches

Side clearance: 1 foot

Choosing the installation location:

The unit is for indoor application only.

Since the unit has a glass door, its performance is highly influenced by environmental conditions. To minimize the environmental impact and optimize the unit's performance, follow these recommendations:

- The unit should not be placed near any kind of heat source.
- The unit should not be placed near or inside air streams produced by ventilation fans, open doors, or windows.
- The unit should not be installed under a roof-mounted ventilation system.
- Ensure there is sufficient space for the unit to "breathe" (especially the rear space for proper clearance).

- The unit should not be placed under direct sunlight.
- Keep all ventilation openings in the appliance enclosure or the surrounding structure free of obstructions.
- To reduce fire hazards, installation must be carried out only by a suitably qualified person.

Levelling the Unit:

- Place the unit at the chosen location. Using a spirit level, check whether the unit is levelled in both directions.
- The spirit level can be placed on one of the shelves.
- It is essential that the unit is levelled during operation to avoid possible ice formation on the evaporator's fins due to insufficient drainage of condensates.
- Tilt the unit by 2° for easy door closure and drainage.

Note:

Do not insert cream or spray bottles inside the cooler.

Do not store explosive substances such as aerosol cans with flammable propellants in the cooler.

Product Features:

It uses a high-quality, effective, and hermetic compressor with a broad range of starting voltages, and is suitable for an ambient temperature not exceeding 40°C. The reasonable matching of the cooler system guarantees powerful refrigerating ability and energy saving.

Goods can be displayed clearly through the luxurious hollow glass door.

The thermal insulation layer of the cooler, made from hard polyurethane foamed plastics, is light-weight and offers excellent ability to keep the contents cold.

Installation

Installation Accessories

Shelf Installation:

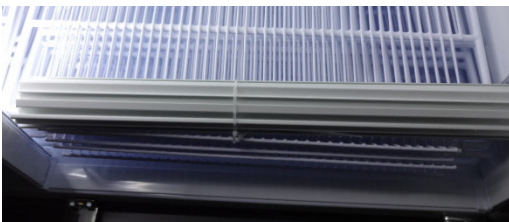
A. Hook shelf clips onto the clip hanger.



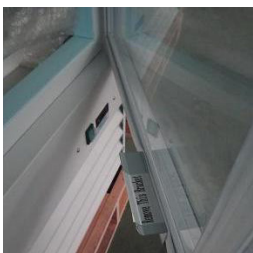
B. Place shelves on the shelf clips, ensuring all corners are seated properly.



C. Hook the plastic frame of the price tag on the shelves.



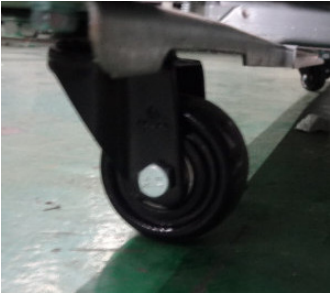
Remove the glass door bracket from the door before use



Casters or adjustable feet are available for the units
– Universal caster with support



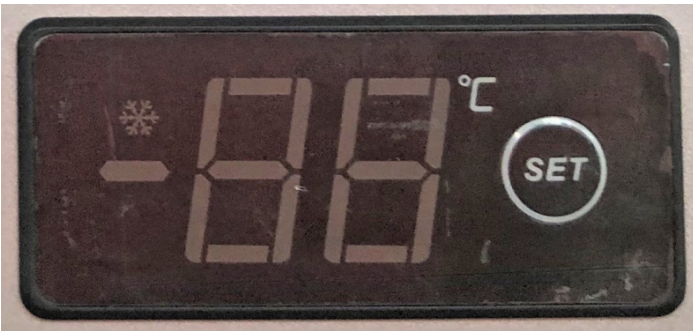
-- Universal caster



Operation of the Temperature control knob

To display or set the set point, proceed as follows:

- 1) Press SET for 1s, the set value will start flashing ;
- 2) Increase or decrease the value by per click ;
- 3) Press the SET button again to confirm the new value.



Use and Cleaning

Caution for Using

Unpack all packages before using the cooler. Do not slant it over more than 60°, while moving it.

During initial operation, the cooler should run empty for about two hours before storing food in it.

The thermostat can adjust the temperature inside the cooler. When you turn the knob clockwise, the bigger the figure, the lower the temperature. Generally, the position of '3-4' is suitable. The 'MAX' position may be stopped.

To save energy, the door should not be frequently opened or left open for a long time.

The surface and the inside of the cooler should be dry and clean. Long-term moisture will cause the cooler to rust slowly. (There may be some stains on the surface.)

Periodical cleaning is suggested for your reference. Generally, 30-45 days once is the best. When cleaning, it is best to wipe the inside and the surface of the cooler with a soft cloth with neutral soap or detergent.

Caution: To ensure safety, the power plug must be pulled out before cleaning.

Cleaning of the Unit

For cleaning the unit's internal plastic parts, use a light solution of soap and water. Do not apply hard chemical detergents on the plastics as they may lose their brightness or even become deformed.

The same applies to the external metallic surfaces. The use of hard chemicals could harm the painting of the metallic surfaces, thus affecting the sanitary protection of the unit.

Troubleshooting

Trouble	Reason	Check	Solution	Remark
Lamp not lighting	No voltage	Fuse breaking off	Check fuse	Change fuse
	Poor connection between the plug and socket	The connection is loose or not	Repair or change socket	
	Have voltage	Lamp has poor contact or worn down	Check the circuit and lamp	Tighten the connection or change the lamp
	Lamp switch has poor contact	Check the switch	Tighten the connection or change the switch	
Condenser fan not running	Compressor works orderly	Condenser fan broken down	Remove condenser fan	Change condenser fan
	Compressor does not work	Thermostat is not set to the work position	Check the position of the thermostat knob	Revolve the thermostat knob to the operating position
		Thermostat terminal is not connected properly	Check the thermostat terminal	Reconnect the terminal
		The thermostat is worn down	Check the thermostat	Change the thermostat
Continuous operating	Temperature is too high inside the cabinet	Open the door too frequently	/	Open the door as little as possible
		Too much storage	/	Take out part of the storage
		The circulation of cooling air has been affected	/	Repair at a qualified service center
	Temperature is too low inside the cabinet	Thermostat does not work properly	Check the thermostat	Change the thermostat
Noise	Cooler isn't placed levelly	Check if the four wheels are adjusted to the same level and touching the ground	Adjust the wheels	
	Fixing screws of compressor or condenser are loose	Screws fixed tightly or not	Tighten the screws	
Compressor or fan defective	Compressor or fan defective	Check the compressor or fan	Ask for help from a professional to repair	Ask professional to repair.
Condenser fan is working, but the compressor doesn't operate	The plug of the starter or heat relay is loose	Check the starter and heat relay	Install the starter or heat relay	Ask professional to repair.
	Compressor defective	Check the resistance of the compressor CSM terminal	Change the compressor	Ask professional to maintain.
	Voltage is lower than 97V or higher than 130V	Check the input voltage	Use a voltage stabilizer	Ask professional to maintain.
Evaporator fan not running	Fan switch defective	Check the resistance of the switch	Change the switch	Ask professional to maintain.
	Fan switch terminal is not connected properly	Check the circuit of the fan switch	Connect the switch terminal or change to a new terminal	Ask professional to maintain.

Notice: The following are not trouble but common phenomenon:

1. Sound, the refrigerant flows inside the cooler.
2. Compressor and condenser become hot.
3. If the ambient humidity is high, there may be dewdrop on the surface, please use soft and dry cloth to clean in time



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.

