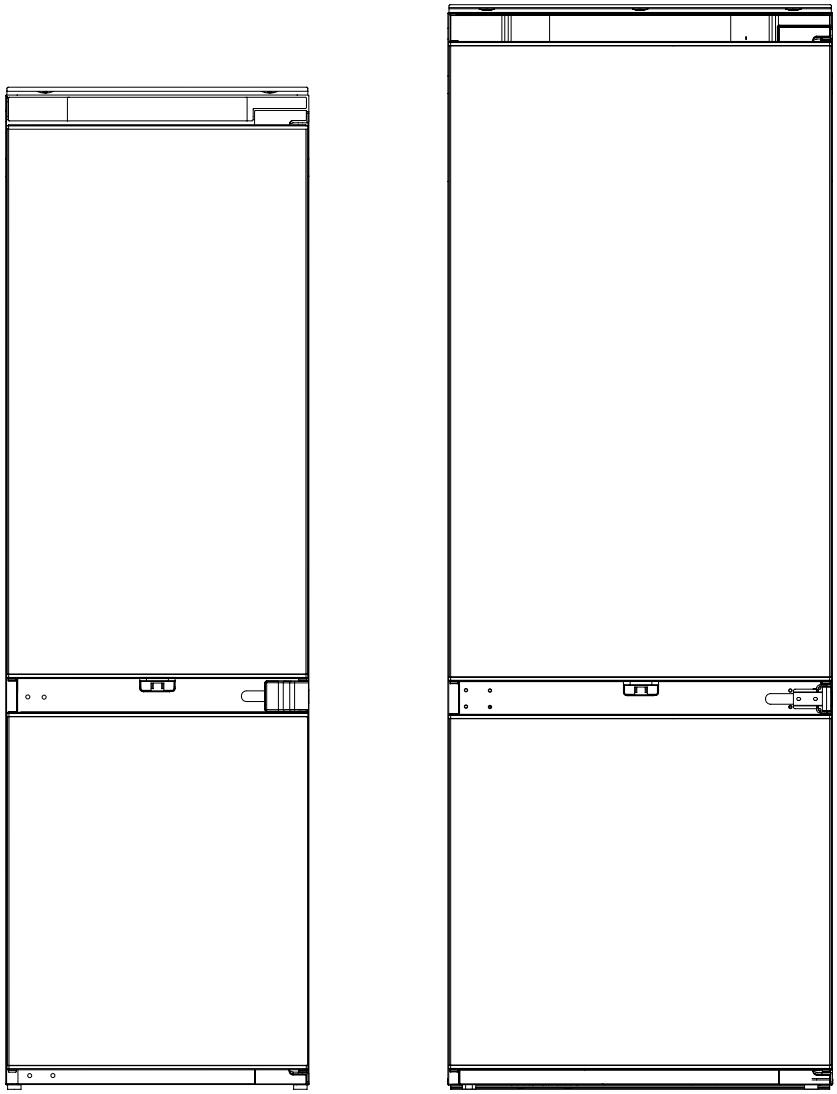
KoolMore

USER MANUAL

RESIDENTIAL REFRIGERATOR

Panel Ready Refrigerator with Bottom Freezer

Models: KM-PRTM-22, KM-PRTM-27



Before use, please read this manual carefully to ensure proper installation and operation.

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 on our website.

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 of 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

Thank you for Purchasing this Product.

Before using your refrigerator, read this User Manual carefully to ensure optimal performance. Keep this manual for future reference or for subsequent owners.

This product is intended for household use and similar applications, such as:

- Kitchen areas in homes
- Farmhouses
- Use by guests in hotels, motels, and other residential-type environments
- Bed and breakfast (B&B) environments

This appliance is intended for food storage only. Any other use is considered improper and may be hazardous. The manufacturer is not responsible for misuse.

Please review the warranty conditions for additional information.

SAFETY INFORMATION

All safety messages will alert you to potential hazards, explain how to reduce the risk of injury, and indicate what may happen if instructions are not followed.

If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified personnel to avoid a hazard.

This appliance is not intended for use by persons (including children) with reduced physical, sensory, or mental capabilities, or lack of experience and knowledge, unless they are supervised or instructed.

Children must be supervised to ensure they do not play with the appliance. Cleaning and user maintenance shall not be performed by children without supervision.

Keep the appliance and its cord out of reach of children under 8 years of age.

⚠ **WARNING: Flammable Refrigerant (R600a)**

This appliance contains **R600a (isobutane)**, a flammable refrigerant.

⚠ **WARNING:** Risk of fire or explosion. Do not store or use flammable materials such as aerosol cans with flammable propellants in or near the appliance.

⚠ **WARNING:** Keep ventilation openings in the appliance enclosure or built-in structure clear of obstruction.

⚠ **WARNING:** Do not use mechanical devices or other means to accelerate the defrosting process, unless recommended by the manufacturer.

⚠ **WARNING:** When positioning the appliance, ensure the power cord is not trapped or damaged.

⚠ **WARNING:** Do not place multiple portable socket outlets or power supplies at the rear of the appliance.

⚠ **WARNING:** To avoid instability-related hazards, the appliance must be installed in accordance with the instructions.

⚠ **CAUTION: Handling and Service**

- **CAUTION:** Risk of fire or explosion due to flammable refrigerant. Follow handling instructions carefully.
- **CAUTION:** Servicing must be performed by qualified personnel only.
- **CAUTION:** Use only manufacturer-approved replacement parts to reduce the risk of ignition due to incorrect parts or improper service.
- **CAUTION:** Avoid damaging refrigerant tubing during transport, installation, or operation.

⚠ **DANGER:** Risk of Fire or Explosion

- **DANGER:** Flammable refrigerant used. Do not puncture refrigerant tubing.
- **DANGER:** Do not use mechanical devices to defrost the appliance unless recommended by the manufacturer.
- **DANGER:** Repairs must be performed only by trained service personnel.

⚠ **DANGER:** Risk of Child Entrapment

- **DANGER:** Before disposing of your old appliance, remove the doors and leave the shelves in place so that children cannot easily climb inside.

Disposal Instructions

- **WARNING:** Dispose of the appliance in accordance with all local, state, and federal regulations.
- **CAUTION:** Do not damage the refrigerant circuit during disposal.
- **WARNING:** Do not dispose of this appliance with household waste.

Installation

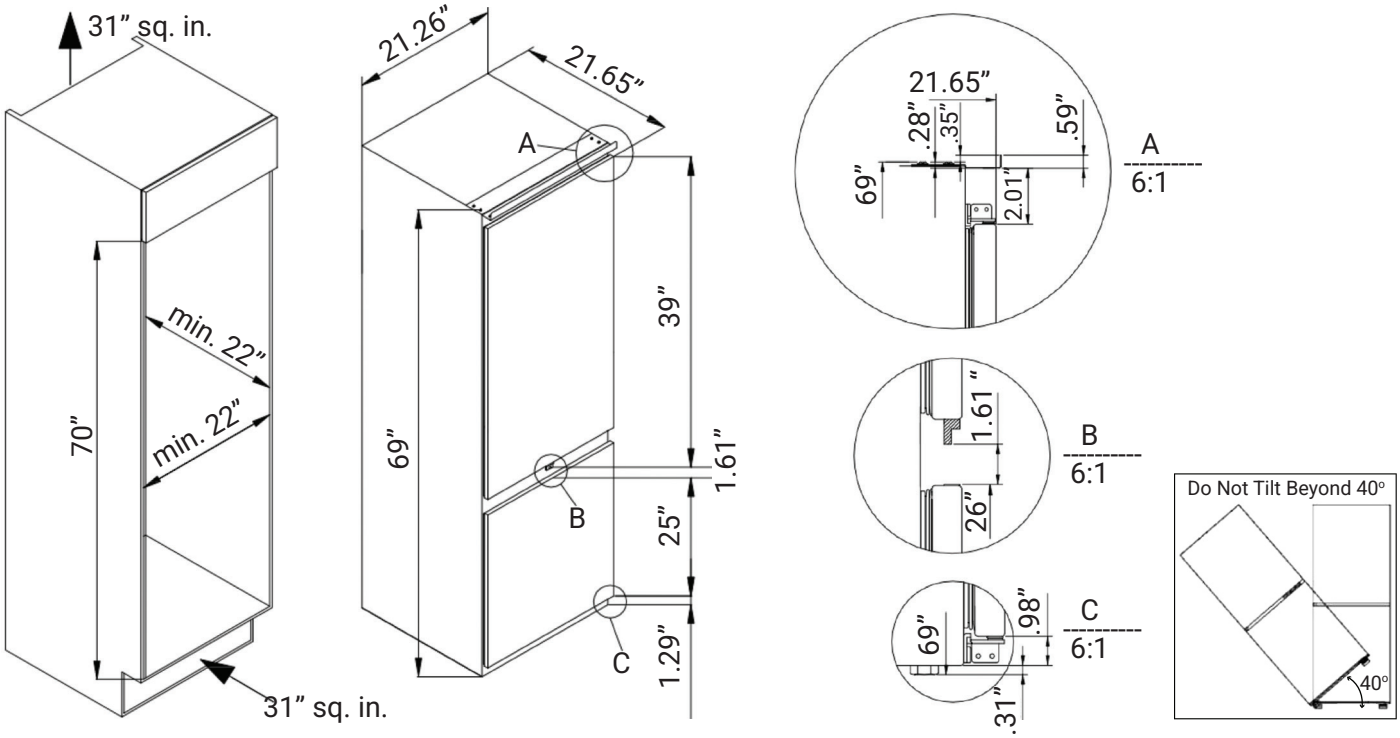
Preparation

- Do not install the appliance near heat sources such as ovens, radiators, or direct sunlight.
- Avoid installing the unit in damp or wet locations.
- Installation should be performed by two or more people to prevent injury or damage.
  The appliance may have sharp edges—wear appropriate protective equipment if necessary.
- Ensure the appliance is placed on a level surface.
  Use the adjustable front feet to stabilize and level the unit.
- Do not allow the rear cooling components to touch the wall.
  Leave space behind the appliance for proper airflow.

Clearance and Ventilation

Proper ventilation is essential for efficient operation and long-term performance.

- Leave sufficient space:
  - Behind the appliance for airflow
  - Above the appliance to allow heat to escape
  - On the sides for proper air circulation
- Do not block any ventilation openings.

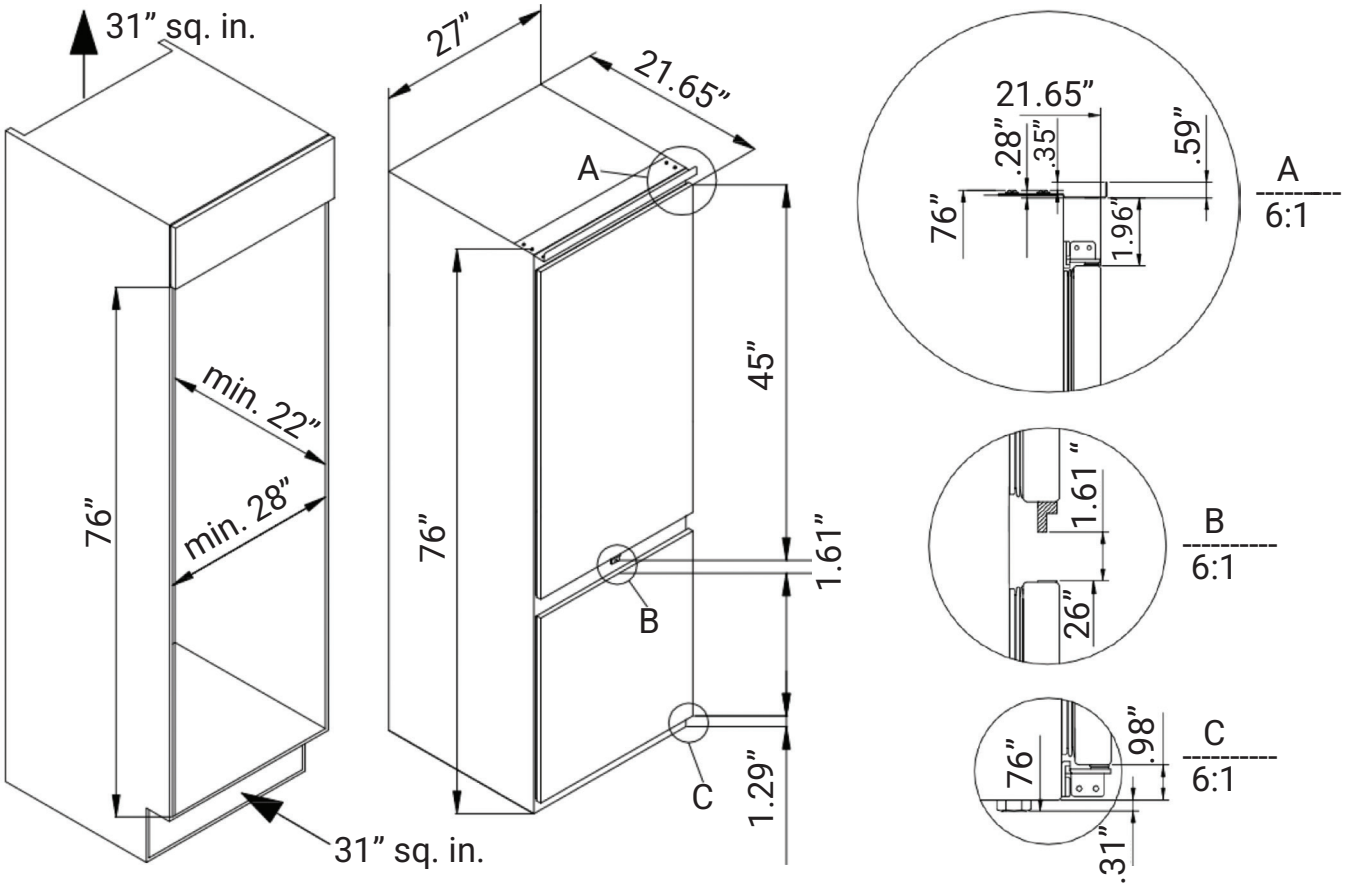


Important:

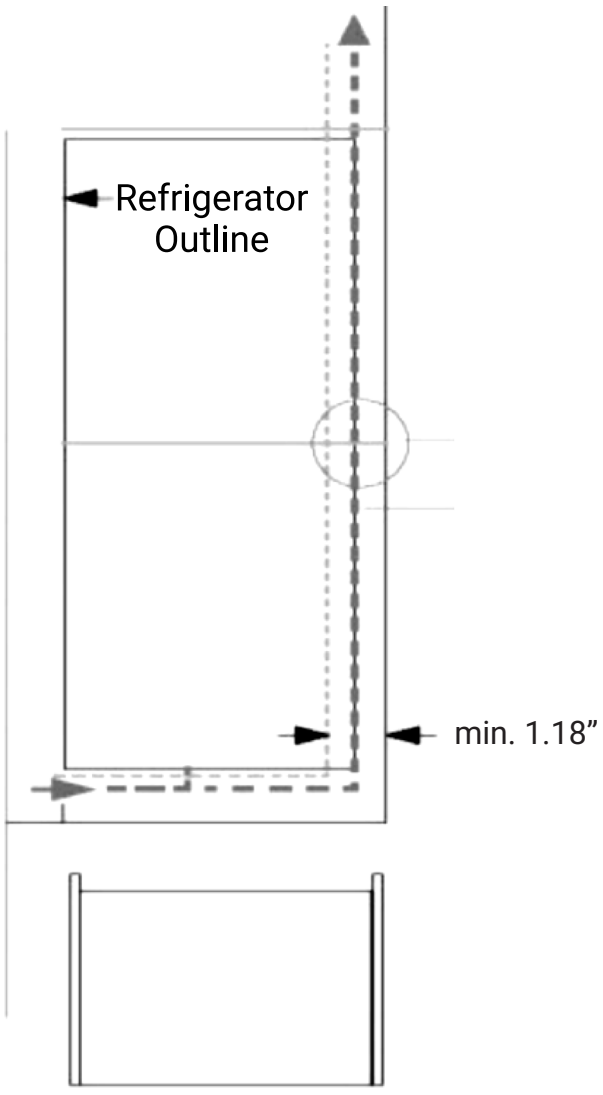
Insufficient ventilation can lead to:

- Reduced cooling performance
- Increased energy consumption
- Compressor failure
- Voiding of the warranty

KM-PRTM-22


31” sq. in.
27”
21.65”
A
45”
76”
1.61”
B
C
1.29”
min. 22”
min. 28”
31” sq. in.
21.65”
.28”
.35”
.59”
76”
1.96”
A
6:1
1.61 ”
B
6:1
26”
76”
.98”
C
6:1
.31”

KM-PRTM-27


Refrigerator
Outline
min. 1.18”

Built-In Ventilation Requirements

When installing the appliance in a cabinet or housing unit, proper ventilation must be provided to ensure efficient operation and prevent overheating.

Airflow Design

- Cool air must enter from the bottom of the cabinet.
- Air flows upward through the rear ventilation channel behind the appliance.
- Warm air must exit from the top of the cabinet.

The rear ventilation channel must remain completely open and unobstructed.
Blocking this channel will reduce performance and may damage the appliance.

Rear Ventilation Channel

- A continuous open channel must be maintained behind the appliance.
- Typical channel depth: **1.57"–1.97" (40–50 mm)**.

This space allows heat generated by the compressor and condenser to dissipate properly.

Bottom Ventilation (Air Inlet)

- A ventilation opening is required in the plinth (toe kick) of the cabinet.
- This opening allows cool air to be drawn in and circulate over the compressor.

Recommended minimum opening:

- Approximately 23.62" × .39" (600 mm x 10 mm)

Top Ventilation (Air Outlet)

- The top of the cabinet must be vented into the room
- Do not block or seal the top of the housing unit

Recommended minimum opening:

- Approximately **19.69" × 1.18" (500 mm x 30 mm)**

Rear Clearance

- Ensure there is sufficient space behind the cabinet for airflow

Recommended ventilation opening:

- Approximately 19.69" × 1.38" (500 mm x 35 mm)

Important

Proper airflow is critical for performance and longevity.

As a general rule:
The more air that can circulate in and out of the cabinet, the better and more efficient the appliance will operate.

Failure to follow these ventilation requirements may result in:

- Reduced cooling performance
- Increased energy consumption
- Overheating and potential component failure
- Voiding of the warranty

Installation Instruction

With the assistance of one or more additional people, carefully move the appliance into the cabinet opening.

At the base of the appliance are two metal mounting plates. Attach the supplied white spacers to these plates before positioning the appliance into the cabinet.

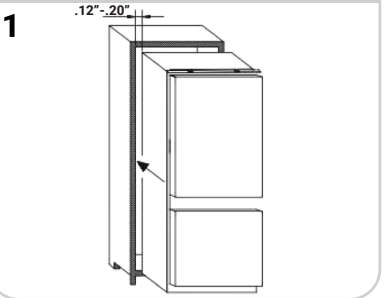
Ensure the spacers are properly aligned with the front edge (lip) of the cabinet base to maintain correct installation spacing and alignment.

Step 1 — Position the Appliance

Carefully slide the appliance into the cabinet opening from the side opposite the hinges.

Maintain a clearance gap of approximately:
- 1/8" – 3/16"

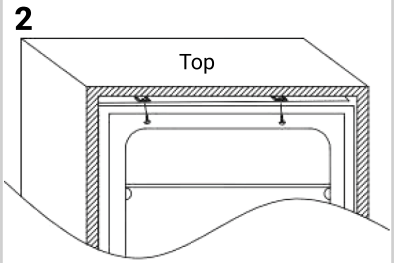
between the appliance and cabinet edge as shown.



Step 2 — Secure the Top Section

Align the appliance door with the cabinet door.

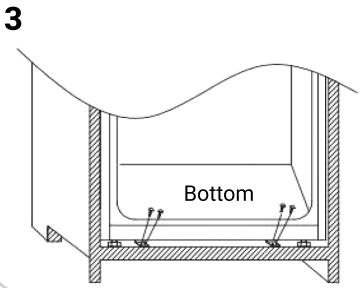
Once aligned, install the supplied top mounting brackets/covers from the accessory kit and secure the top portion of the appliance.



Step 3 — Secure the Bottom Section

Fasten the lower part of the appliance to the cabinet using the supplied screws.

Ensure the appliance is level and properly aligned before fully tightening the screws.

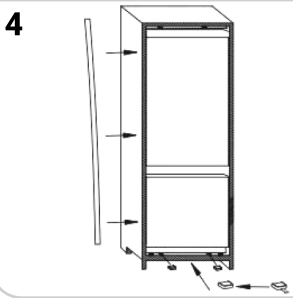


Step 4 — Install the Side Seal

Attach the sealing strip to the side of the appliance.

Trim any excess material as needed for a proper fit.

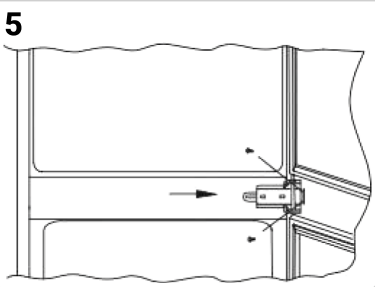
Install the supplied plastic covers onto the lower mounting points to complete the installation.

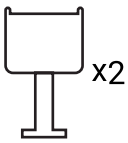


Step 5 — Adjust the Middle Hinge Connection

Using a Phillips screwdriver, loosen the connecting pin located beneath the right center hinge.

Adjust the hinge position as needed, then secure it to the cabinet side panel.



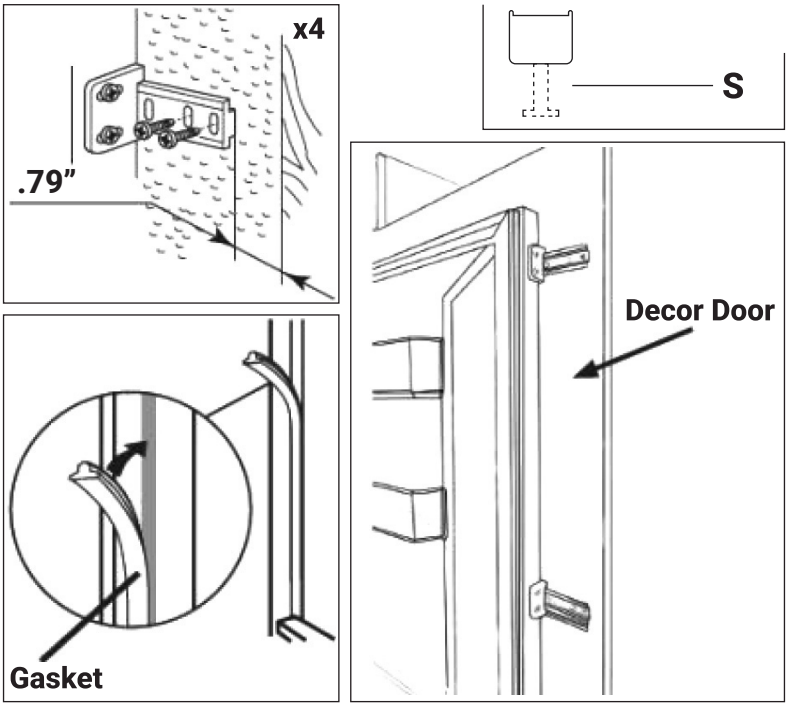


Mounting the Fascia Doors

- Ensure there is a clearance gap of approximately:
  - **1/8" – 5/32"**

  between the non-hinged side of the appliance and the cabinet wall.
- Position the door slider inside the mounting bracket and attach the slider to the fascia (cabinet) door.
- Install the slider approximately:
  - **7/8"**

  from the edge of the fascia door, as shown in the illustration.
- Make sure the slider is centered and level within the bracket, then tighten securely by hand.
- Fill the gap on the non-hinged side using the supplied gasket/sealing strip.
- The completed installation should resemble the illustration shown, with both door sliders properly installed and aligned.



Final Checks

After installation:

- Verify that the appliance doors open and close smoothly
- Ensure the doors align correctly and seal completely

Once proper alignment is confirmed:

- Bend and remove the marked sections (“S”) of the white spacer covers along the indicated dotted lines
- Leave the remaining spacer covers installed over the metal mounting plates

Refer to the illustration above for component positioning and final appearance.

Important

After installation is complete, verify that:

- The appliance is securely fastened within the cabinet
- The appliance and fascia doors open and close smoothly
- The doors align properly and seal completely

When opening the doors, there should be slight resistance caused by the door gaskets forming an airtight seal.

If there is little or no resistance when opening the doors, the appliance and/or fascia doors may not be installed or aligned correctly. Recheck the installation and door alignment before operating the appliance.

- Bend and remove the marked sections (“S”) of the white spacer covers along the indicated dotted lines
- Leave the remaining spacer covers installed over the metal mounting plates

Refer to the illustration above for component positioning and final appearance.

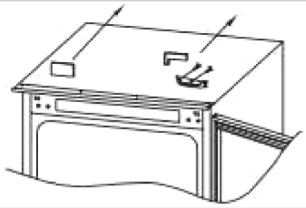
Door Reversal

We recommend that door reversal installation be performed with the assistance of another person to safely support and handle the doors during the procedure.

Step 1 - Remove the Top Hinge

Using a screwdriver, remove the upper hinge cover and the top hinge from the right side of the appliance.

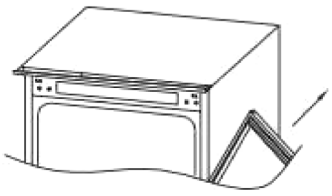
1



Step 2 - Remove the Upper Door

Carefully lift and remove the upper door from the appliance.

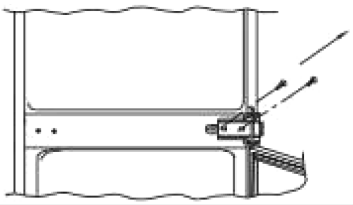
2



Step 3 - Remove the Center Hinge

Remove the center hinge and the hinge pin/connector located beneath it.

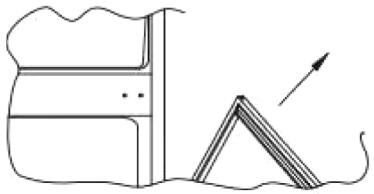
3



Step 4 - Remove the Lower Door

Carefully lift and remove the lower door.

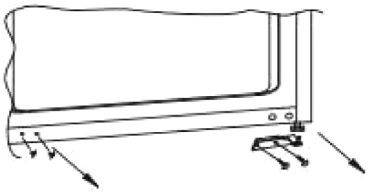
4



Step 5 - Reposition the Bottom Hinge

Remove the lower right hinge and relocate it to the opposite side of the appliance.
Transfer the plastic hole plugs to the unused mounting holes on the opposite side.

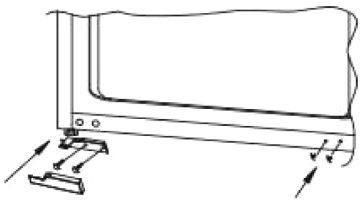
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Step 6 - Install the Upper Hinge on Opposite Side

Install the upper hinge onto the opposite side of the appliance and reattach the hinge cover.

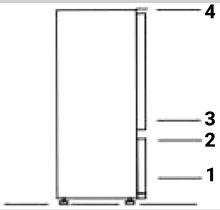
6



Step 7 - Reinstall the Doors

Reinstall the doors and hinges in reverse order, starting from the bottom and working upward.

7



Ensuring the Door Seals Correctly

After reversing the door, it is normal for the door gasket (seal) to appear compressed or uneven.

If gaps are visible between the door seal and the appliance cabinet:

1. Close the door completely.
2. Use a hair dryer on a low heat setting to gently warm the door gasket.
3. Move the hair dryer slowly along the seal to help expand the gasket and improve the seal against the cabinet.

Important

- Keep the hair dryer approximately:
  - 4” away from the appliance and gasket.
- Do not overheat the gasket, as excessive heat may damage the seal or appliance finish.

After warming the gasket:

- Allow the seal and door to cool completely before touching or adjusting them.
- Once cooled, the gasket should maintain its proper shape and sealing position.

Operation

Energy Saving

For better energy efficiency, we recommend:

- Install the appliance away from heat sources and direct sunlight, and ensure it is placed in a well-ventilated area.
- Do not place hot food in the refrigerator. Allow it to cool to room temperature first to prevent increasing the internal temperature and overworking the compressor.
- Do not overfill the appliance. Proper air circulation is required for efficient cooling.
- In the event of a power outage, keep the refrigerator door closed as much as possible.
- Open the doors only when necessary and for as short a time as possible.
- Avoid setting the temperature lower than necessary.
- Keep the rear of the appliance clean and free of dust.

Before First Use

Allow the appliance to stand upright for at least **4 hours** before connecting it to the power supply.

Before initial use, clean the interior with a solution of baking soda and warm water, then dry thoroughly. A slight odor may be present at first; this will disappear as the appliance cools.

Please Note

- The appliance will begin cooling once powered on and will continue operating until the set temperature is reached.
- Default temperature settings are approximately **41°F (5°C)** for the refrigerator and **-0.5°F (-18°C)** for the freezer.
- If the appliance is switched off, wait at least **5 minutes** before switching it on again to prevent damage to the compressor.
- Do not store flammable, explosive, or strongly corrosive substances in the appliance. The cooling system operates by cooling the rear interior wall. It is normal for frost to form on this surface. During the defrost cycle, the frost melts and drains through a small drain at the bottom, where it evaporates.
- Frost on the rear wall is normal and does not indicate a malfunction.

Refrigerator Use

- Do not store liquids uncovered.
- Do not place hot food in the refrigerator. Allow food to cool to room temperature before storing.
- Do not place food directly against the rear wall, as this may cause frost buildup and condensation.
- Ensure food is clean and excess moisture is removed before storing.
- Wrap or cover food before placing it in the refrigerator to retain moisture, preserve freshness, and prevent odors.
- Organize food properly. Items to be used soon should be placed toward the front to minimize door opening time.
- Do not overfill the refrigerator. Leave sufficient space for proper air circulation.
- Thawing frozen food in the refrigerator compartment helps maintain a low temperature and saves energy.
- Do not store raw meat above cooked food or other items to prevent cross-contamination.

Freezer Use

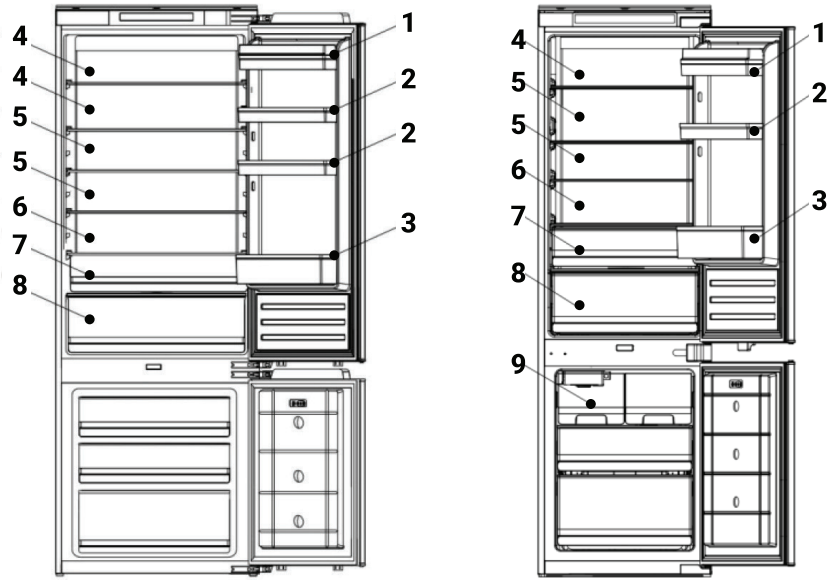
- The freezer compartment is designed for freezing and storing frozen food.
- Do not place hot or warm food in the freezer. Allow it to cool completely before freezing.
- Follow storage guidelines on food packaging. If no guidance is provided, do not store food for more than **three months** after purchase.
- Freeze food in small portions (ideally less than **2.2 lbs / 1 kg**) to improve freezing efficiency and food quality after thawing.
- Ensure food is properly wrapped and dry before placing it in the freezer to prevent sticking.
- Label food with the type and date before freezing.
- Once thawed, food must not be refrozen. Only defrost the amount needed to reduce waste.
- Do not store bottled or canned beverages in the freezer, as they may burst.
- The maximum amount of fresh food that can be frozen within a 24-hour period is **5.8 lbs (2.6 kg).**
- Do not exceed the maximum freezing capacity.
- The temperature in the My Zone (chiller drawer) can be adjusted from 37°F (3°C) to 27°F (-3°C). This drawer is ideal for storing meat and fish.

Food Storage Guidelines

The refrigerator compartment is intended for **short-term food storage**. While low temperatures can be maintained, extended storage periods are not recommended.

Cold air circulation causes temperature differences within the appliance. Store food according to type:

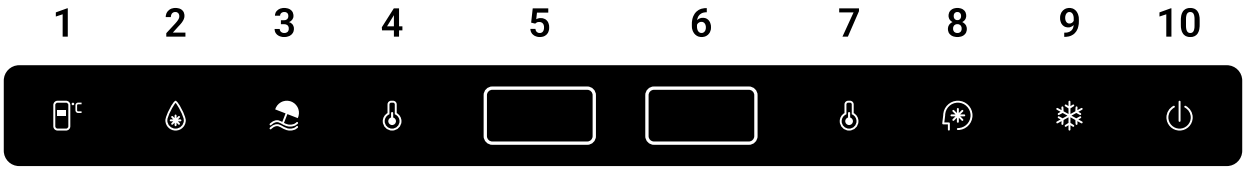
1. Butter and cheese
2. Food in jars and bottles
3. Drinks (e.g., milk)
4. Cooked food
5. Yogurt and preserves
6. Bottles or ready meals
7. Fruits and vegetables
8. Fresh meat and fish
9. Ice storage



Shelf Adjustment

- Shelves can be adjusted to suit your storage needs.
- To remove a shelf, lift the rear slightly and pull it outward.
- To reinstall, slide the shelf back into position and lower the rear section.
- For optimal energy efficiency, position drawers, shelves, and compartments as shown in the diagrams.

Control Panel Instruction



Control Panel Button Key

1. **Chiller Drawer –** Adjusts chiller drawer temperature
2. **Fast Cool –** Activates rapid refrigerator cooling
3. **Holiday Mode –** Activates vacation/energy-saving mode
4. **Refrigerator Temperature –** Adjusts refrigerator temperature
5. **Refrigerator Display / Indicator –** Shows current fridge settings
6. **Freezer Display / Indicator –** Shows current freezer settings
7. **Freezer Temperature –** Adjusts freezer temperature
8. **ECO Freeze –** Activates Eco Function
9. **Fast Freeze –** Activates rapid freezer cooling
10. **Power –** Turns the appliance on or off

Control Panel Instructions

1. Initial Startup

When the appliance is turned on for the first time, it automatically uses the following default settings:

- **Refrigerator:** 41°F
- **Chiller Drawer:** 32°F
- **Freezer:** 0°F

To adjust temperatures or activate functions, use the control panel.
The chiller drawer temperature range is **37°F to 27°F.**

2. Adjusting Refrigerator Temperature

Press the **Refrigerator Temperature** button to cycle through:

- **34°F to 43°F**

3. Adjusting Freezer Temperature

Press the **Freezer Temperature** button to cycle through:

- **5°F to -9°F**

4. Chiller Drawer Temperature

Press the **Chiller Drawer** button to adjust:

- **37°F to 27°F**

Press and hold for 3 seconds to turn the function on or off.

5. Fast Cooling

Press the **Fast Cool** button:

- Indicator light turns on
- Refrigerator sets to **36°F**
- Automatically turns off after 24 hours

6. Holiday Mode

Press the **Holiday Mode** button:

- Refrigerator set to **63°F**
- Freezer remains at **0°F**

7. Eco Mode

Press the Eco Mode button:

- Refrigerator: **41°F (5°C)**
- Freezer: **0°F (-18°C)**
- Chiller Drawer: **37°F (3°C)**

8. Fast Freezing

Press the **Fast Freeze** button:

- Freezer set to **-13°F**
- Automatically turns off after 24 hours

9. Power On/Off

- Hold **Power** for 3 seconds to turn off
- Hold again for 3 seconds to turn on

10. Forced Defrost

- Hold **Freezer Temperature + Chiller Drawer** for 5 seconds to start
- Hold again for 3 seconds to cancel

11. Sabbath Mode

- **Hold Eco Mode + Holiday Mode** for 5 seconds to activate
- Repeat to deactivate
- Only applicable to **KM-PRTM-22**

12. Error Codes & Alarm Function

This appliance is equipped with a fault display and alarm system.
If a sensor or component issue is detected, an error code will appear on the display.
The refrigerator will continue operating, but service by a qualified technician is recommended.

Error Codes

- **F2** – Chiller drawer sensor fault
- **F3** – Refrigerator compartment sensor fault
- **F4** – Freezer compartment sensor fault
- **F5** – Defrost sensor fault
- **2E** – Freezer fan or motor fault
- **CE** – Communication error between main control board and display panel

Alarm Notification

- Error alerts are **displayed visually only** (no audible alarm for these faults).

Freezer Temperature Alarm

- After the freezer reaches the set temperature, monitoring begins automatically.
- If the freezer temperature rises above **7°F (-14°C)**, an alarm will activate.
- The freezer temperature display will flash to indicate the condition.

Silence the Alarm:

- Press any button (this stops the sound only).
- The display will continue flashing until the temperature drops below **7°F (-14°C)**.

Additional Information

- The **main control board** is located in the **compressor compartment.**

Recommended Operating Conditions

SETTING	CONDITIONS
41°F (5°C) / 0°F (-18°C)	Summer or ambient temperature between **77°F–95°F (25°C–35°C)**
41°F (5°C) / 0°F (-18°C)	Spring or ambient temperature between **59°F–77°F (15°C–25°C)**
41°F (5°C) / 0°F (-18°C)	Winter or ambient temperature between **41°F–59°F (5°C–15°C)**
Super Freezing	Use when adding large amounts of food (quick freeze)
Super Cooling	Use for rapid refrigerator cooling

Ice Maker Instructions

Operation

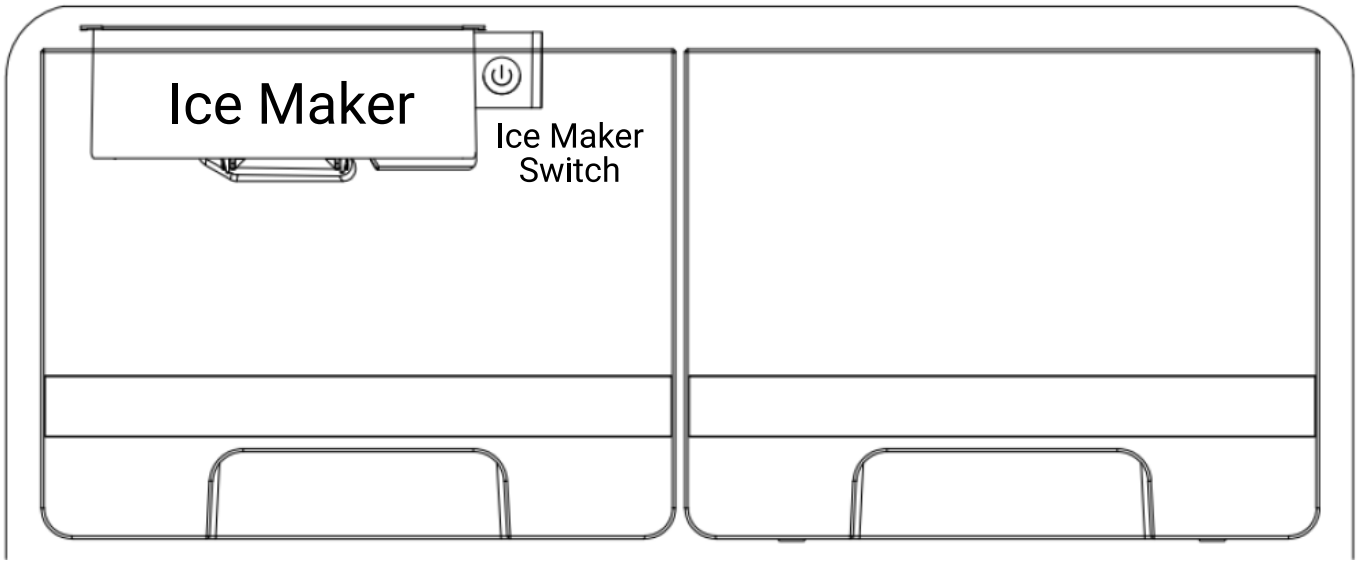
- **Turn Ice Maker On/Off:**
  Press the Ice Maker button once to turn the ice maker on or off.
- **Manual Defrost (De-Icing):**
  When the ice maker is on, press and hold the button for **10 seconds** to start a manual defrost cycle.

Indicator Light Status

- **Ice Maker On (Normal Operation):**
  Light slowly fades in and out
- **Ice Maker Off:**
  Light is off
- **Ice Bin Full:**
  Light remains solid (always on)
- **Ice Drawer Removed:**
  Light flashes slowly (once every second)

Fault Indicator

- **Ice Jam Detected:**
  Light flashes rapidly (once every 0.2 seconds)



Water Connection

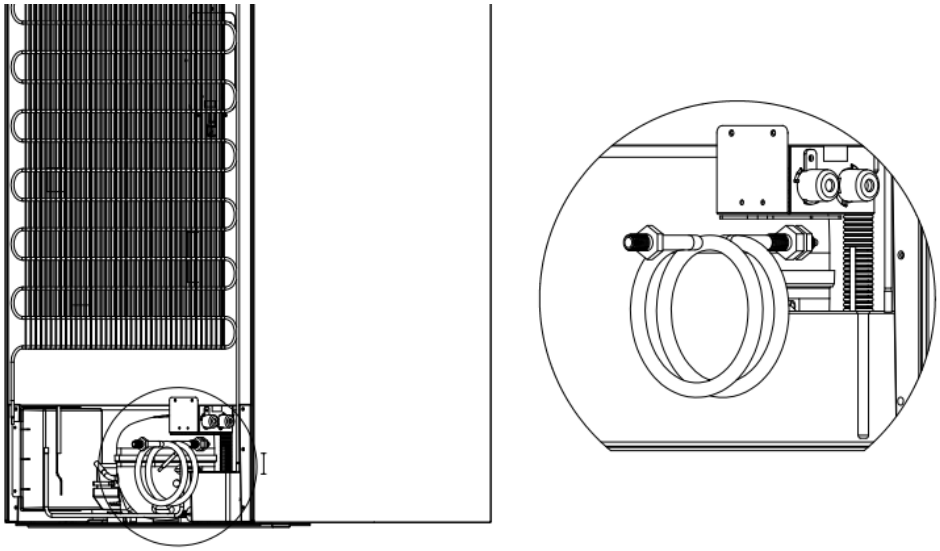
Before installing the refrigerator, connect the water supply line from your home to the water inlet located at the rear of the appliance.

- The refrigerator is equipped with an M11-sized water inlet connection.
- Ensure all connections are secure and leak-free before operating the appliance.
- Use a suitable water supply line and fittings that comply with local plumbing regulations.

Installation Notes

- Turn off the main water supply before connecting the line.
- After installation, turn the water back on and check carefully for leaks.
- Flush the water line before first use to remove any debris or air.

Refer to the illustration below for the exact location of the water connection at the rear of the unit.

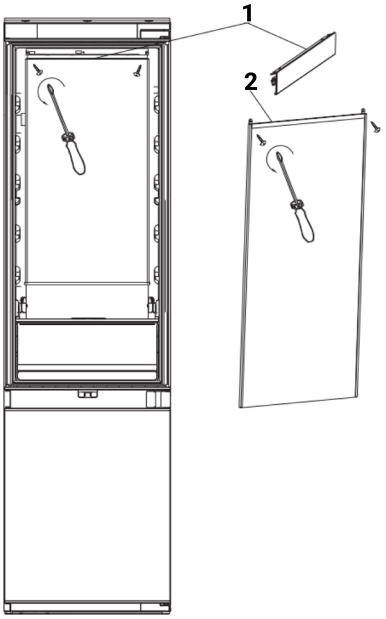


LED Light Replacement

Important: The LED light in this appliance is not intended to be replaced by the user. Replacement should only be performed by a qualified service technician.

Lighting Specifications

Voltage: 12V
Power: 10W



Maintenance

Care and Cleaning

- Always disconnect the appliance from the power supply before cleaning or performing maintenance.

- Clean the refrigerator and freezer interiors using a solution of baking soda and lukewarm water. Do not use abrasive cleaners, harsh chemicals, or detergents. After cleaning, rinse with clean water and dry thoroughly.

- Remove shelves and door bins and wash them separately by hand using mild dish soap and warm water. Do not place these parts in a dishwasher.

- If the appliance will not be used for an extended period:
    - Unplug the unit
    - Clean the interior
    - Leave the doors slightly open to prevent odor and mold buildup

Defrosting

This appliance features a No-Frost system, designed to prevent ice buildup.
Under normal operating conditions, manual defrosting is not required.

Important Notice

If you notice excessive ice buildup or water accumulation inside the freezer:
- Check that the door is closing properly
- Inspect the door gasket (seal) for damage or gaps
- Ensure the door is not being blocked or overloaded

Improper sealing may lead to frost buildup and reduced performance.
Refer to the Troubleshooting section for additional guidance.

Troubleshooting

If you experience any issues with your appliance, review the following troubleshooting steps before contacting KoolMore Customer Service.

Appliance Not Operating

Check the following:

- The appliance is properly connected to a working power supply
- Household fuses or circuit breakers are not tripped
- The appliance has not been turned off
- The wall outlet is functioning (test with another device)

Appliance Not Cooling Properly

Check the following:

- The appliance is not overloaded
- Temperature settings are appropriate
- Doors are closing completely
- The rear cooling area is clean and free of dust
- The appliance is not pushed directly against the wall
- There is adequate ventilation around the sides and back

Appliance is Noisy

Check the following:

- The appliance is level and stable
- No objects are touching or resting on the appliance
- There is sufficient clearance from surrounding walls

Note: It is normal to hear occasional bubbling or gurgling sounds caused by refrigerant flow, even when the compressor is not running.

Appliance is Beeping

Check the following:

- The doors are fully closed (an alarm sounds if a door is left open for more than 60 seconds)
- Items inside the refrigerator are not blocking the door from closing

Normal Condition:

- Small droplets or light frost on the back wall can occur and are not a fault

Also check:

- The door seal (gasket) for damage, debris, or gaps
- That there is slight resistance when opening the door (indicates a proper seal)

If the seal is damaged or loose, contact Customer Service for replacement.

Excessive Ice Build-Up in Freezer

Check the following:

- The door is sealing properly
- The door gasket is clean and undamaged
- The door closes with slight resistance

Poor sealing may cause excess frost.
If needed, contact Customer Service for assistance.

LED Light Not Working

- The LED light is not user-serviceable
- Contact Customer Service to schedule service

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.


KoolMore