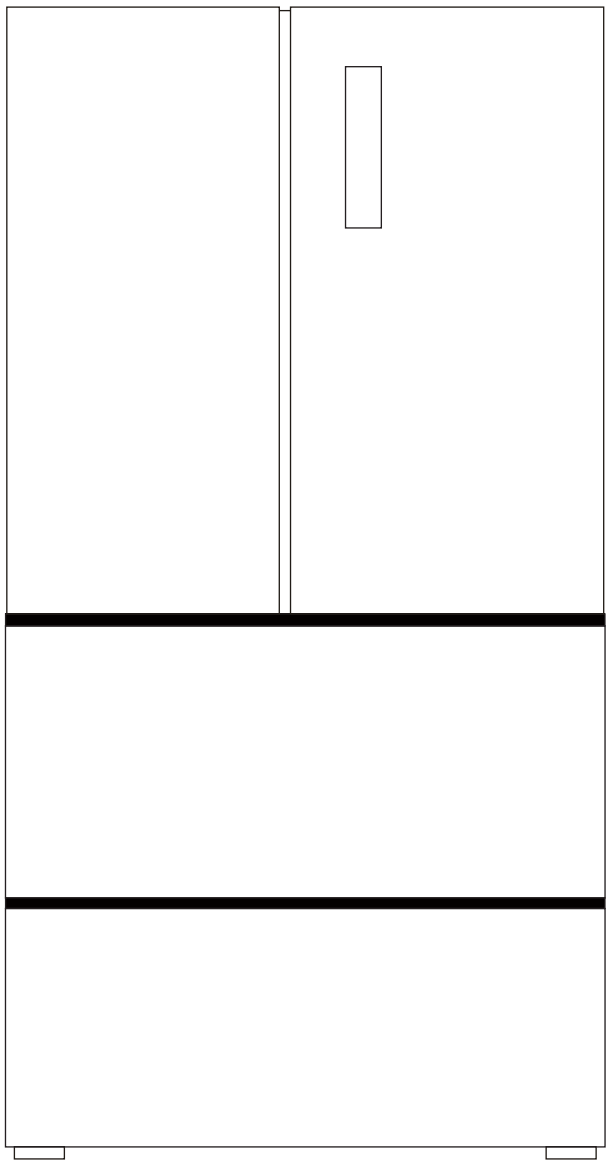
KoolMore

USER MANUAL

FRENCH DOOR

4-Door French Door Refrigerator with Manual Twist Ice Maker

Models: KM-RER4FDW-20, KM-RER4FDSS-20, KM-RER4FDB-20



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

IMPORTANT SAFETY INFORMATION

Read and follow all safety instructions before installing, operating, cleaning, or servicing this appliance. Keep this manual for future reference.

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

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

Safety Alert Symbols and Signal Words

Safety messages are identified by the safety alert symbol and the signal words **DANGER**, **WARNING**, or **CAUTION**.

DANGER
Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING
Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION
Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury or property damage.



Flammable Refrigerant Safety

WARNING – Risk of Fire / Flammable Materials

This refrigerator contains **R600a (isobutane), a flammable refrigerant,** and cyclopentane insulation.

- Do not damage or puncture the refrigerant circuit.
- Keep ventilation openings in the appliance clear of obstructions.
- Do not use mechanical devices or other means to accelerate the defrosting process unless recommended by the manufacturer.
- Do not use a hair dryer, heat gun, open flame, or other ignition source to defrost or dry the refrigerator.
- Do not use electrical appliances inside the food storage compartments unless recommended by the manufacturer.
- If you suspect a refrigerant leak, keep open flames and other ignition sources away from the appliance and ventilate the room immediately. Do not touch the appliance or power plug. Disconnect power only if it is safe to do so, and contact qualified service personnel.

- Avoid direct contact with refrigerant. If refrigerant comes into contact with the skin or eyes, seek medical attention immediately.
- Refrigerant-system service and repairs must be performed by qualified service personnel.

Electrical Safety

WARNING – Risk of Electric Shock

- This appliance is designed for **115 V AC**, **60 Hz** power and an operating voltage range of **98–132 V AC**.
- Connect the refrigerator to a properly grounded, dedicated electrical outlet protected by a **15 A circuit**.
- If you have questions about grounding or the electrical supply, contact a qualified electrician.
- Position the refrigerator so the power plug remains accessible after installation.
- Do not use extension cords, power strips, or adapters with this appliance.
- Do not allow the power cord to become trapped, pinched, bent, or damaged, and do not place heavy objects on the cord.
- Do not install the refrigerator where moisture may enter the electrical connection or damage the power plug.
- Keep the power plug clean and dry. Remove dust or debris before connecting it to the outlet.
- If the power cord is damaged, it must be replaced by the manufacturer, an authorized service agent, or similarly qualified personnel.
- Disconnect the refrigerator from the power supply before cleaning, maintenance, or servicing.
- Wait at least **5 minutes** before reconnecting the refrigerator after it has been disconnected from power.
- The **LED** light source must be serviced only by qualified service personnel.

Safe Refrigerator Use

WARNING

- This refrigerator is intended for household and similar indoor applications only.
- Do not use the refrigerator to store medicines, laboratory materials, blood products, or other items requiring specialized storage conditions.
- Do not store or use gasoline, aerosol cans with flammable propellants, or other flammable vapors, liquids, or materials in or near the appliance.
- Do not place non-freezer-safe glass containers, glass bottles, or sealed cans in the freezer compartment. They may crack, break, or burst when frozen.
- Do not touch frozen food or interior freezer surfaces with wet hands. Doing so may cause frostbite.
- Do not block the interior air vents. Proper airflow is required for consistent cooling.
- Do not place heavy objects, liquid-filled containers, or unstable items on top of the refrigerator.
- Do not hang on, climb on, sit on, or allow children to play on the refrigerator doors, freezer drawers, shelves, or door bins. Doing so may cause injury or cause the appliance to tip.
- Keep the refrigerator doors and freezer drawers fully closed when not in use.
- Do not attempt to disassemble, repair, or modify the refrigerator. Repairs must be performed by qualified service personnel.

Installation Safety

- Install the refrigerator indoors on a solid, level, stable floor capable of supporting the fully loaded appliance.

- Install the refrigerator in a dry, well-ventilated location.
- Keep the refrigerator away from standing water, excessive moisture, direct sunlight, ovens, radiators, and other heat sources.
- Maintain the required installation clearances around the refrigerator to allow proper airflow and safe operation.
- Do not block or cover the ventilation openings or condenser air inlet at the rear of the refrigerator.
- At least two people should move and install the refrigerator.
- Do not lift or carry the refrigerator by its doors.

Cleaning and Maintenance Safety

- Disconnect the refrigerator from the electrical supply before cleaning or performing maintenance.
- Do not spray or pour water directly onto the refrigerator.
- Prevent water from entering the control panel, **LED** lighting, or other electrical components.
- Clean the appliance with a soft cloth and mild detergent as directed in the **Maintenance** section.
- Do not use benzene, paint thinner, abrasive cleaners, steel wool, solvents, bleach, flammable cleaning agents, or sharp tools.
- After cleaning or maintenance, make sure all surfaces are dry before reconnecting the power supply.

Food Safety

To help reduce the risk of food contamination:

- Minimize the amount of time the refrigerator doors and freezer drawers remain open.
- Clean food-contact surfaces regularly.
- Store raw meat and fish in sealed containers to prevent contact with other foods.
- Keep food away from interior air vents to maintain proper airflow.
- If the refrigerator will remain unused for an extended period, remove all food, unplug the appliance, defrost if necessary, clean and dry the interior, and leave the refrigerator doors and freezer drawers open to help prevent mold and odors.

Disposal

WARNING – Child Entrapment Hazard

Before discarding an old refrigerator or freezer:

- Remove the doors.
- Leave the shelves in place to help prevent children from climbing inside.

R600a refrigerant and cyclopentane insulation are flammable. Do not puncture the refrigerant circuit or expose the discarded appliance to open flames or other ignition sources.

Dispose of the appliance in accordance with all applicable local regulations. Take the appliance to an appropriate collection or recycling facility for electrical and electronic equipment. Contact your local waste management authority or recycling service for information about proper disposal.

Product Overview

Product Features
This refrigerator is designed to provide reliable food preservation with convenient features for everyday use. Depending on the model, your refrigerator may include the following:

Frost-Free Operation
The automatic defrost system eliminates the need for manual defrosting, helping maintain efficient cooling performance.

Environmentally Friendly Refrigerant
This refrigerator uses **R600a (isobutane)** refrigerant, an environmentally friendly refrigerant with low environmental impact.

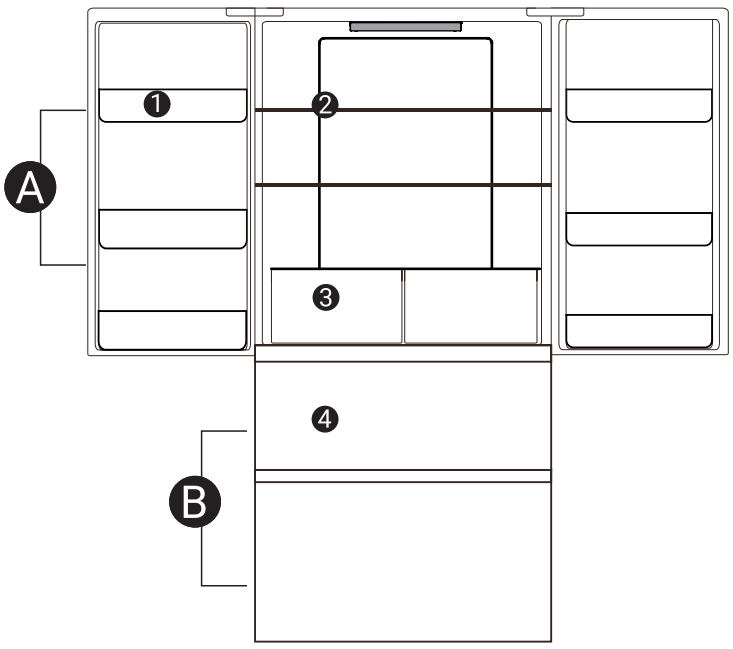
Independent Temperature Control
The refrigerator and freezer compartments can be adjusted independently to help maintain optimal storage conditions for different types of food.

LED Display and Touch Controls
The **LED** control panel displays the current temperature settings and operating status. Touch controls allow you to easily adjust temperatures and select available functions.

Door Alarm
If a refrigerator or freezer drawer is left open for an extended period, an audible alarm will sound to help prevent temperature loss and protect stored food.

Adjustable Glass Shelves
Tempered glass shelves provide durable support for food storage and can be adjusted to accommodate items of different sizes.

Product Components
The illustrations in this manual are provided for reference only. The appearance, features, and specifications of your refrigerator may vary by model.



Your refrigerator is divided into two storage compartments:

A. Refrigerator Compartment Door Bins

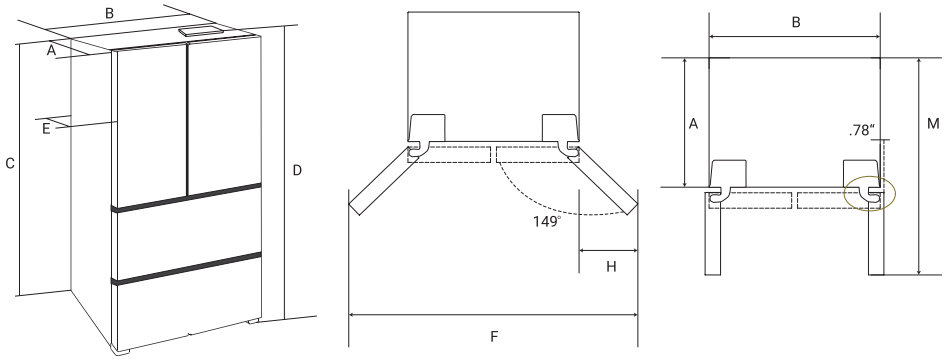
1. Door Bins
2. Adjustable Glass Shelves
3. Crisper Drawer

B. Freezer Compartment

4. Freezer Drawers

NOTE: For optimal cooling performance and energy efficiency, keep all shelves, drawers, and door bins installed in their original positions unless adjustment is necessary for storing larger items.

Installation



A	B	C	D	E	F	H	M
24.02"	32.91"	69.84"	72.05"	27.28"	59.88"	15.04"	42.36"

Transportation

Follow these guidelines when moving the refrigerator:

- Always transport the refrigerator in an upright position. Do not lay the refrigerator on its side or back.
- Do not lift or carry the refrigerator by its doors. Always lift the unit from the bottom.
- At least two people are required to safely move and install the refrigerator.

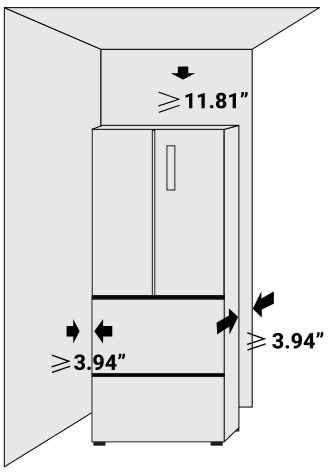
Installation Location

Select a location that meets the following requirements:

- Install the refrigerator on a solid, level floor capable of supporting the fully loaded appliance.
- Do not use the foam packaging as a permanent support or leveling base.
- Install the refrigerator in a dry, well-ventilated area away from direct sunlight, ovens, radiators, and other heat sources.
- Keep the appliance away from excessive moisture and standing water.
- Leave adequate clearance around the refrigerator to allow proper air circulation and ensure efficient operation.
- Do not block the ventilation openings or condenser air inlet at the rear of the refrigerator.

Minimum Installation Clearances

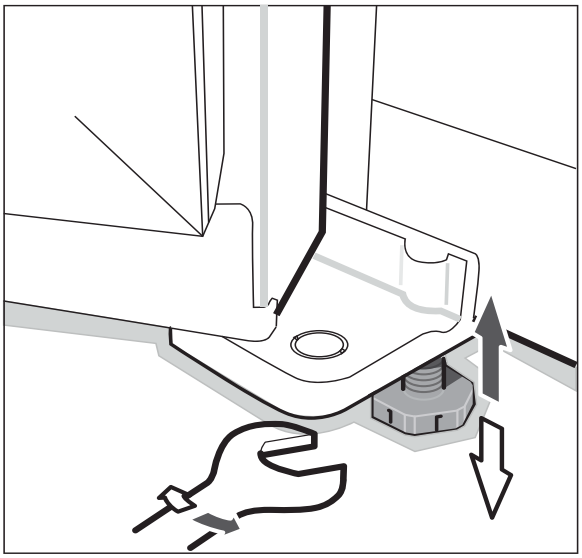
- Top: 11.81 in. (300 mm)
- Left: 3.94 in. (100 mm)
- Right: 3.94 in. (100 mm)
- Rear: 4 in. (100 mm)



Leveling the Refrigerator

The refrigerator is equipped with adjustable front leveling feet and front and rear rollers for positioning.

1. After placing the refrigerator in its final location, adjust the front leveling feet until the appliance is level and stable.
2. Turn the leveling feet clockwise or counterclockwise by hand or with a wrench as needed.
3. Both front leveling feet should make firm contact with the floor to reduce vibration and noise.
4. To move the refrigerator, raise the leveling feet until they no longer contact the floor, then carefully roll the appliance using the front and rear rollers. After repositioning the refrigerator, lower the leveling feet until the unit is level and secure.

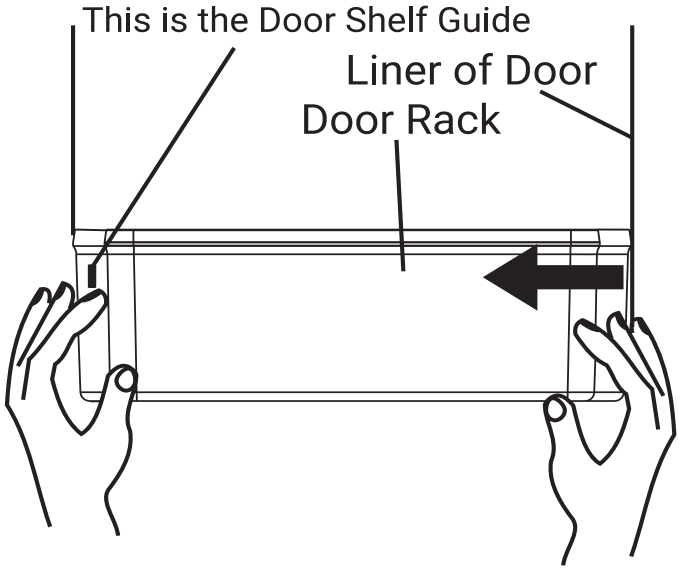


To Remove the Door Bin

1. Hold both ends of the door bin with both hands.
2. Lift the door bin upward while gently pulling it away from the door until it disengages from the mounting tabs.

To Install the Door Bin

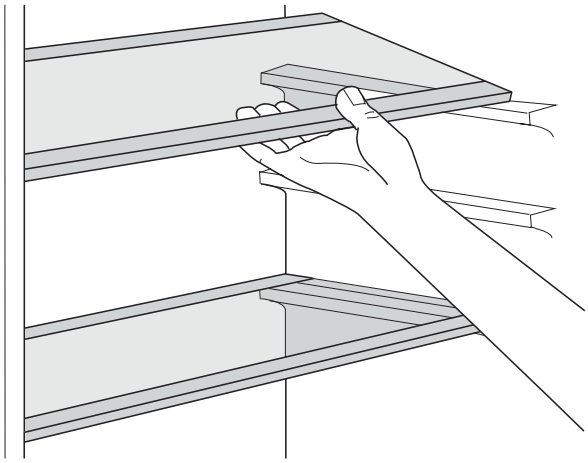
1. Align the door bin with the mounting tabs on the inside of the door.
2. Press the door bin downward until it is fully seated and securely locked into place.
3. Verify that the door bin is firmly attached before placing items inside.



Glass Shelf Removal

To remove a glass shelf:

1. Remove all items from the shelf.
2. Lift the rear of the glass shelf upward.
3. Pull the shelf forward to remove it.



NOTE: Reinstall the shelf by placing the rear edge onto the shelf supports, then lower the front until the shelf is fully seated.

Operation

Before First Use

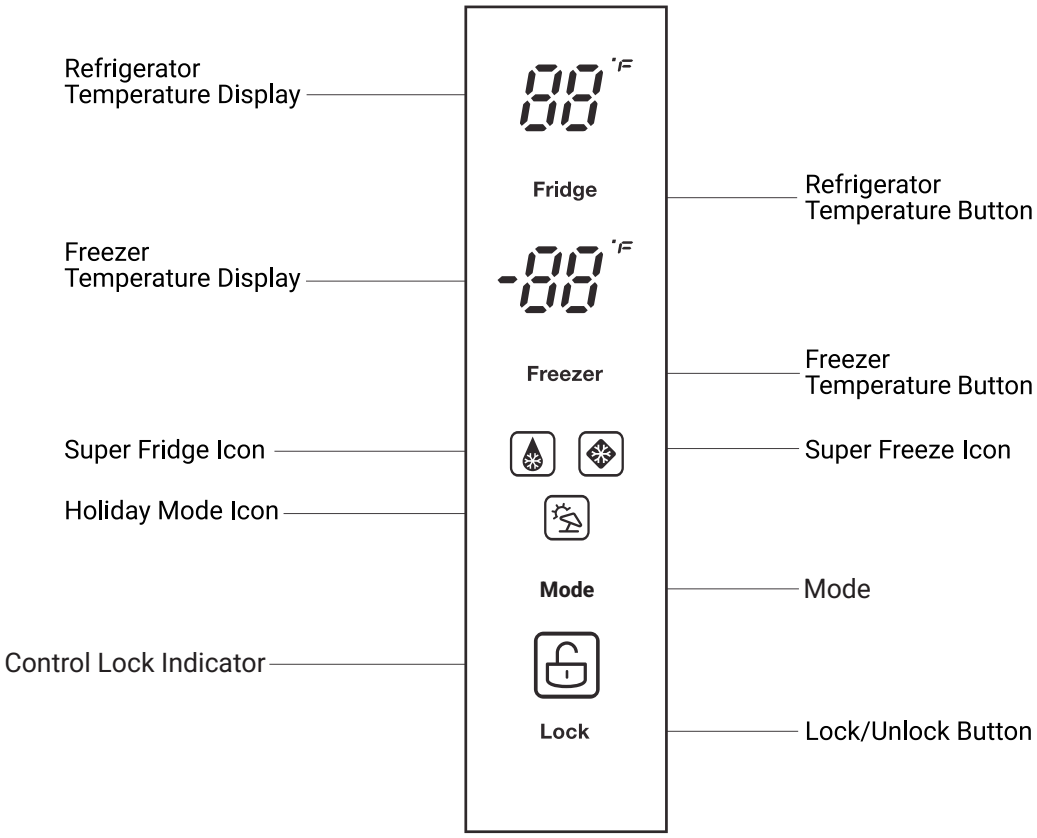
Before operating your refrigerator for the first time, complete the following steps:

- This refrigerator is designed as a **freestanding appliance** and is not intended for **built-in installation**.
- Remove all packaging materials, including the protective foam, tape, and shipping materials securing the shelves and door bins.
- Place the refrigerator in its final installation location and level the appliance using the adjustable leveling feet.
- Clean the interior with a soft cloth and warm water mixed with a mild detergent. Dry all surfaces thoroughly.
- After installation, allow the refrigerator to stand upright for **4–6 hours** before connecting power. This allows the compressor oil and refrigerant to stabilize, helping ensure proper operation.

Powering On

1. Plug the refrigerator into a properly grounded electrical outlet.
2. The refrigerator will power on automatically and display the factory default temperature settings:
   - **Refrigerator: 41°F (5°C)**
   - **Freezer: -2°F (-19°C)**
3. After approximately **20 seconds** of inactivity, the display will automatically dim or turn off to conserve energy. Press any button or open a door to wake the display.

Control Panel



Mode Selection

Press the **Mode** button repeatedly to cycle through the available operating modes.

Holiday Mode

Holiday Mode is designed for extended periods when the refrigerator will not be used frequently.

- The refrigerator compartment is maintained at **43°F (6°C)**.
- The freezer compartment is maintained at **5°F (-15°C)**.

Super Freeze Mode

Use Super Freeze Mode to rapidly freeze fresh food.

- When Super Freeze Mode is activated, the compressor operates continuously to lower the freezer temperature as quickly as possible.
- Super Freeze Mode automatically turns off after **24 hours**, or when the freezer reaches **-18°F (-28°C)**.
- Once Super Freeze Mode ends, the freezer returns to the previously selected temperature.

Super Fridge Mode

Use Super Fridge Mode to rapidly cool newly added food.

- When Super Fridge Mode is activated, the refrigerator temperature is temporarily set to **32°F (0°C)**.
- The mode automatically ends after approximately 150 minutes.
- When Super Fridge Mode turns off, the refrigerator returns to the previously selected temperature.

Freezer Temperature Settings

The factory default freezer temperature is **-2°F (-19°C).**

Press the **Freezer** button repeatedly to cycle through the available temperature settings.







Set Temperature

-10°F	0°F
-8°F	2°F
-6°F	4°F
-2°F	5°F

Refrigerator Temperature Settings

The factory default refrigerator temperature is **41°F (5°C)**.

Press the Fridge button repeatedly to cycle through the available refrigerator temperature settings.





Set Temperature

32°F	39°F
34°F	41°F
36°F	43°F
38°F	

Control Lock

Use the Lock button to prevent unintended changes to the control panel.

To Lock the Controls

- Press the Lock button.
- The Lock indicator will illuminate to confirm that the control panel is locked.
- While the controls are locked, pressing any button will sound a chime, and no settings can be changed.

To Unlock the Controls

- Press and hold the Lock button for 3 seconds.
- The Lock indicator will turn off, and the control panel will be unlocked.





Door Alarm

If a refrigerator door or freezer drawer is left open for more than 1 minute, an audible alarm will sound to remind you to close the door. The alarm will stop automatically once the door is fully closed.

Turning the Refrigerator Compartment On or Off

The refrigerator compartment can be turned off independently while the freezer continues to operate.

- Press and hold the Fridge button for 5–10 seconds to turn the refrigerator compartment OFF.
- When the refrigerator compartment is turned off, the refrigerator temperature display will show **OFF**.
- To turn the refrigerator compartment back ON, press and hold the Fridge button again for 5–10 seconds until the temperature display reappears.

NOTE: The freezer compartment will continue operating while the refrigerator compartment is turned off.

Sabbath Mode

Sabbath Mode disables the door alarm and interior lighting while maintaining normal refrigeration operation.

Activating Sabbath Mode

- Open any freezer drawer.
- Press and hold the **FRIDGE** and **LOCK** buttons simultaneously for 10 seconds to activate Sabbath Mode.

During Sabbath Mode

- The door-open alarm is disabled.
- The **LED** lights in the refrigerator and freezer compartments remain off.
- The display remains off unless the control panel is touched.
- When the control panel is touched, the display will illuminate and allow adjustments. The display will turn off after approximately 20 seconds of inactivity or after a door or freezer drawer is opened and closed.
- Normal refrigeration operation continues.

Exiting Sabbath Mode

- Open any freezer drawer.
- Press and hold the **FRIDGE** and **LOCK** buttons simultaneously for 10 seconds.
- Sabbath Mode will also automatically turn off after 80 hours.

Food Storage Recommendations

CAUTION

- Store foods in sealed containers or wrapped appropriately to help maintain freshness and prevent odors.
- Clean spills immediately, especially those containing oil, grease, or acidic foods, to help prevent staining or damage to interior surfaces.
- If the refrigerator will not be used for an extended period, unplug the appliance, remove all food, defrost if necessary, clean and dry the interior, and leave the refrigerator doors and freezer drawers open to help prevent mold and odors.

Food Storage Guidelines

CAUTION

Follow these recommendations to help maintain food quality and refrigerator performance.

- Store frozen foods in the freezer compartment.
- Do not place glass bottles or sealed cans in the freezer, as they may burst when frozen.
- Allow hot foods to cool to room temperature before placing them in the refrigerator. Placing hot foods inside may increase the internal temperature and energy consumption.
- Label and date frozen foods to help ensure they are used within the recommended storage period.
- Divide large quantities of food into smaller portions before freezing to promote faster, more even freezing.
- Use odor-resistant, airtight, and moisture-proof packaging to help preserve food quality and prevent odors from spreading.

- Do not overload the freezer with large quantities of unfrozen food at one time. Freeze fresh food in smaller batches whenever possible.
- Do not refreeze thawed food unless it has been cooked first.
- Keep food away from the air vents to allow proper air circulation throughout the refrigerator and freezer compartments.

Food Storage

Arrange food as shown in the product component illustration to ensure proper airflow and efficient cooling.

The glass shelves can be adjusted or removed to accommodate larger food items.

NOTE: Wrap or cover food before storing it in the refrigerator. Do not allow food to come into direct contact with the interior walls of the appliance, as this may cause frost buildup or affect food quality.

Proper food storage helps maintain freshness, reduce waste, and improve refrigerator performance.

Refrigerator Storage

Dairy Products and Eggs

- Store dairy products according to the manufacturer's recommended storage instructions.
- Keep butter and cheese in sealed containers to prevent them from absorbing food odors.
- Store eggs in their original carton or another covered container in the refrigerator.

Meat

- Store raw meat on a plate or in a sealed container on the lowest shelf of the refrigerator to prevent juices from dripping onto other foods.
- Keep raw meat separate from cooked and ready-to-eat foods.

Poultry

- Store raw poultry in a sealed container on the lowest shelf to prevent cross-contamination.
- Cook poultry thoroughly before consuming.

Fish and Seafood

- Store fresh fish and seafood in a sealed container and use within 1–2 days.
- Keep seafood refrigerated until ready to cook.

Cooked Foods and Leftovers

- Store leftovers in covered, airtight containers.
- Refrigerate leftovers promptly after cooling.
- Reheat leftovers thoroughly before serving.

Fruits and Vegetables

- Store fresh fruits and vegetables in the crisper drawers.
- Some fruits, such as bananas, mangoes, and unripe avocados, are best stored at room temperature until ripe.

Recommended Food Storage Locations

FOOD	Recommended Location
Butter and Cheese	Upper Door Bin
Eggs	Upper Shelf (in original carton)
Fruit and Vegetables	Crisper Drawer
Fresh Meat	Lowest Refrigerator Shelf
Dairy Products	Upper Shelf or Door Bin
Beverages	Door Bins

Freezer

FOOD	Recommended Location
Frozen Snacks	Upper Freezer Drawer
Ice Cream and Frozen Desserts	Freezer Drawers
Meat and Fish	Lower Freezer Drawer

NOTE: Store food in sealed containers or food-grade bags whenever possible. Avoid placing food directly against the interior walls of the refrigerator.

Freezer Storage

Use the freezer compartment to:

- Store frozen foods
- Freeze fresh foods
- Make and store ice cubes

Always ensure the freezer drawer is completely closed after use.

Freezing Fresh Food

- Freeze only fresh, high-quality food.
- Divide large portions into smaller packages for faster freezing.
- Label each package with its contents and freezing date.
- Use moisture-proof, airtight freezer packaging.
- Do not overload the freezer with large quantities of fresh food at one time.
- Do not refreeze thawed food unless it has been fully cooked.

Suitable Foods for Freezing

- Meat
- Poultry
- Fish and seafood
- Fruits
- Vegetables
- Soups and stews
- Cooked meals
- Butter and cheese

Foods Not Recommended for Freezing

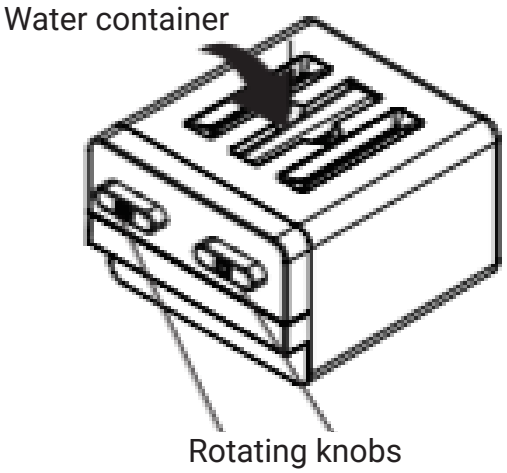
- Lettuce and other leafy greens
- Radishes
- Whole eggs in the shell
- Yogurt
- Sour cream
- Mayonnaise
- Whole fresh apples, pears, and peaches

Manual Twist Ice Maker

Before using the ice maker for the first time, wash all removable components with warm water and a mild detergent. Rinse thoroughly and dry completely.

Making Ice

1. Remove the water container from the top of the ice maker.
2. Fill the water container with drinking water up to the MAX fill line. Do not overfill.
3. Slowly pour the water into one or both fill openings on the top of the ice maker.
4. Place the ice maker in the freezer compartment and allow the water to freeze completely.
5. Once the ice cubes have frozen, rotate both knobs clockwise until the ice cubes release and fall into the ice collection bin.
6. Return both knobs to their original position.
7. Use the supplied ice scoop to remove the ice cubes from the collection bin.



NOTE: Do not overfill the water container, as excess water may cause the ice maker to overflow.

Maintenance

Defrosting

This refrigerator features an automatic defrost system. No manual defrosting is required.

Cleaning

1. Unplug the power cord before cleaning.
2. Clean the exterior with a soft cloth dampened with warm water and a mild detergent. Wipe dry with a clean cloth.
3. Clean the interior with a soft cloth and warm water. Dry all surfaces thoroughly before reconnecting power.
4. Clean the door gaskets with clean water only. Wipe dry with a soft cloth.
5. Do not allow water to enter the control panel, electrical components, or LED lighting.
6. Do not use abrasive cleaners, steel wool, solvents, bleach, or flammable cleaning agents.
7. Do not spray or pour water directly onto the refrigerator.

After cleaning, reconnect the power cord and restore the desired temperature settings.

General Information

Extended Non-Use

For short vacations, leave the refrigerator operating.
For extended periods of non-use:

- Remove all food.
- Unplug the refrigerator.
- Clean and dry the interior thoroughly.
- Leave the doors slightly open to prevent odors and mold.

Power Failure

During a power outage:

- Keep the refrigerator doors and freezer drawers closed as much as possible.
- Avoid placing additional food inside the refrigerator.
- Once power is restored, check the condition and temperature of stored food and discard any food that is no longer safe to consume. Follow applicable food-safety guidelines.

If you know a power outage is expected, you may enable Super Freeze mode before the outage to help maintain freezer temperature longer.

Energy Saving Tips

- Install the refrigerator away from direct sunlight and heat sources.
- Allow hot foods to cool before placing them in the refrigerator.
- Minimize the frequency and duration of door openings.
- Do not block the air vents inside the refrigerator.
- Do not overload the refrigerator, as this may restrict air circulation.

Normal Operating Sounds and Conditions

The following conditions are normal during operation.

Control Buttons Do Not Respond

If the control panel is locked, press and hold the Lock button for 3 seconds to unlock the controls.

Compressor Does Not Start Immediately

The compressor may delay starting after the refrigerator is powered on or after a power interruption. This is normal.

Long Cooling Time

The refrigerator may take longer to reach the set temperature when:

- It is first installed.
- Large amounts of food have been added.
- The ambient temperature is high.
- The doors are opened frequently.

Condensation

Moisture or water droplets may form on the exterior of the refrigerator during periods of high humidity or frequent door openings.

Wipe the moisture away with a soft, dry cloth.

Operating Noise

You may hear the following normal sounds:

- Compressor starting and stopping.
- Refrigerant flowing through the system.
- Fans operating.
- Expansion and contraction of internal components as temperatures change.

These sounds are normal and do not indicate a malfunction.

Hot Compressor

The compressor may become hot during normal operation. Avoid touching it while the refrigerator is running.

Troubleshooting

Before contacting customer service, review the following troubleshooting guide. Many common issues can be resolved without service.

Problem	Possible Cause	Solution
The display is not illuminated.	• The power cord is unplugged. • No power to the outlet.	• Verify the refrigerator is plugged into a properly grounded outlet. • Check the circuit breaker or try another outlet.
Door alarm sounds.	• The door has been left open for more than 1 minute.	• Close the door completely.
The compressor does not run.	• The refrigerator is in the automatic defrost cycle. • The refrigerator is not receiving power.	• This is normal. The compressor will restart automatically. • Verify the power cord is securely plugged in.
The refrigerator runs continuously.	• The refrigerator was recently plugged in. • A large quantity of warm food was added. • The doors are opened frequently or left open. • High ambient room temperature.	• Allow several hours for the refrigerator to reach the set temperature. • Allow time for the refrigerator to cool the food. • Minimize door openings and ensure the doors close completely. • This is normal during periods of high ambient temperature.
The refrigerator is noisy or vibrates.	• The refrigerator is not level. • Items on top of the refrigerator are vibrating. • The refrigerator is touching a wall or cabinet.	• Adjust the leveling feet until the refrigerator is level and stable. • Remove loose items from the top of the refrigerator. • Move the refrigerator so there is adequate clearance around the cabinet.

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.


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