KoolMore

USER MANUAL

REFRIGERATOR FREEZER

Side-by-Side Refrigerator with Manual Twist Ice Maker in Stainless-Steel

Model: KM-RESBDSS-20



Before use, please read these instructions carefully to ensure proper operation and optimal performance.

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.

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 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 Instructions
Read this manual carefully before installing, operating, or servicing this appliance. Failure to follow these instructions may result in property damage, personal injury, or death.

Keep these instructions for future reference.

Safety Symbols
The following signal words and symbols are used throughout this manual to identify important safety information.

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

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

**CAUTION**
Indicates a potentially hazardous situation that, if not avoided, may result in minor or moderate injury.

NOTICE
Indicates important information regarding installation, operation, or maintenance that is not related to personal injury but may help prevent equipment damage.

IMPORTANT: Always read and follow all safety messages and instructions in this manual.

**WARNING**

**Flammable Refrigerant (R600a)**
This appliance uses R600a (isobutane) refrigerant, which is environmentally friendly but flammable.

- Do not damage the refrigerant circuit.
- Keep the appliance away from open flames, sparks, and other ignition sources.
- Do not use mechanical devices or other means to accelerate the defrosting process unless recommended by the manufacturer.
- Do not use electrical appliances inside the food storage compartments unless they are of the type recommended by the manufacturer.
- Keep all ventilation openings in the appliance enclosure free from obstruction.
- If the refrigerant circuit becomes damaged:
  - Disconnect the appliance from the power supply.
  - Ventilate the room thoroughly.

    - Eliminate all sources of ignition.
    - Contact qualified service personnel.
- Repairs involving the refrigeration system must only be performed by qualified technicians.

General Safety
- This appliance is intended for household use and similar residential applications.
- Use the appliance only for its intended purpose as described in this manual.
- Do not store gasoline, aerosol cans with flammable propellants, or other flammable or explosive materials inside or near the appliance.
- Do not modify or damage the refrigeration system.
- Disconnect the appliance from the power supply before cleaning, maintenance, or servicing.
- If the power cord is damaged, it must be replaced by the manufacturer, an authorized service agent, or similarly qualified personnel.
- Do not locate multiple portable socket outlets or portable power supplies behind the appliance.
- This appliance is designed for freestanding installation only and must not be installed as a built-in appliance.

Electrical Safety
- Connect the refrigerator only to a properly grounded electrical outlet that matches the voltage shown on the rating label.
- Do not use extension cords, power strips, or ungrounded adapters.
- Do not pull the power cord to disconnect the appliance. Always grasp the plug.
- Ensure the power cord is not pinched, damaged, or in contact with hot surfaces.
- Keep the power plug fully inserted into the outlet.

⚠CAUTION

Safe Operation
- Allow hot foods to cool before placing them inside the refrigerator.
- Do not overload shelves, drawers, or door bins.
- Open and close the doors carefully to avoid pinching fingers.
- Do not touch frozen food or metal surfaces in the freezer compartment with wet hands, as this may cause frostbite.
- Do not place glass bottles or sealed containers in the freezer unless they are intended for freezing.
- Do not place heavy objects on top of the refrigerator.
- Keep children from climbing, hanging on, or playing with the appliance.

Installation
- Install the refrigerator on a level, stable floor capable of supporting the fully loaded appliance.
- Adjust the leveling feet to ensure the refrigerator is level and the doors operate properly.
- Allow adequate space around the appliance for ventilation as described in the Installation section.

⚠DANGER

Child Entrapment Hazard
Before disposing of or recycling the refrigerator:

- Remove the doors.
- Leave the shelves in place to help prevent children from climbing inside.
- Follow all local regulations regarding appliance disposal.

NOTICE

- Use only manufacturer-approved replacement parts.
- Installation and repairs should be performed only by qualified service personnel.
- Dispose of the appliance in accordance with all applicable local regulations governing refrigerants and insulation materials.
- Due to continuous product improvements, the appearance and specifications of this appliance may change without prior notice.

Installation

Installation Requirements

Allow adequate space around the refrigerator for proper air circulation:

Sides: 2 in. (50 mm)

Rear: 2 in. (50 mm)

Do not block the ventilation openings or place objects directly against the rear of the refrigerator.

Connecting the Refrigerator

- Connect the power cord to a properly grounded electrical outlet.
- After installation, allow the refrigerator to operate for 2–3 hours before loading food so the cabinet can reach the proper storage temperature.

Leveling the Refrigerator

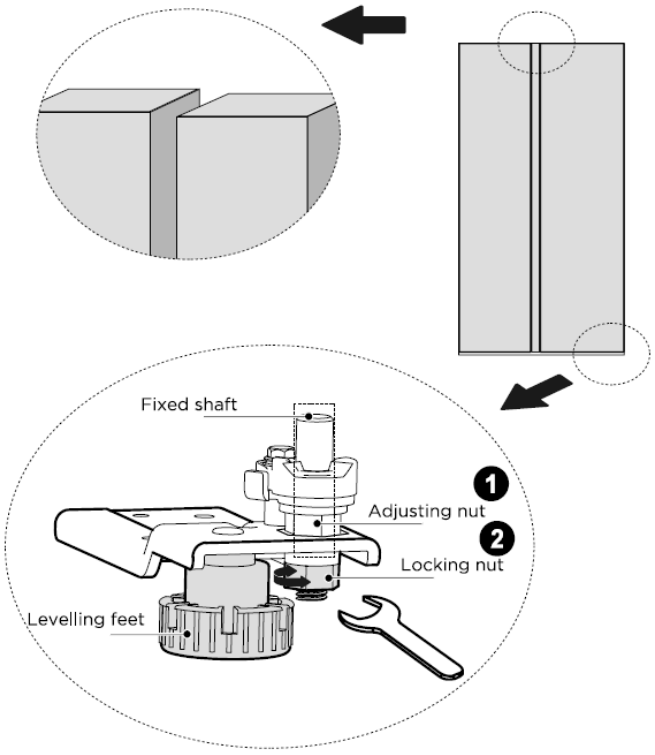
For proper operation, the refrigerator must be level.

- Install the refrigerator on a firm, level surface.
- Adjust the leveling feet as needed until the appliance is stable and does not rock.
- For proper door closing, the front of the refrigerator should be slightly higher than the rear.

Adjusting the Doors

If the refrigerator doors are not aligned after installation, adjust the door height as shown in the illustration.

- Loosen the locking nut ❷ by turning it counterclockwise.
- Turn the adjusting nut ❶ to raise or lower the door until it is properly aligned.
- Tighten the locking nut ❷ to secure the adjustment.



LED Lighting

The LED light is not user-serviceable.

If the LED light requires replacement or service, contact KoolMore Customer Support or an authorized service technician.

Moving the Refrigerator

When relocating the appliance:

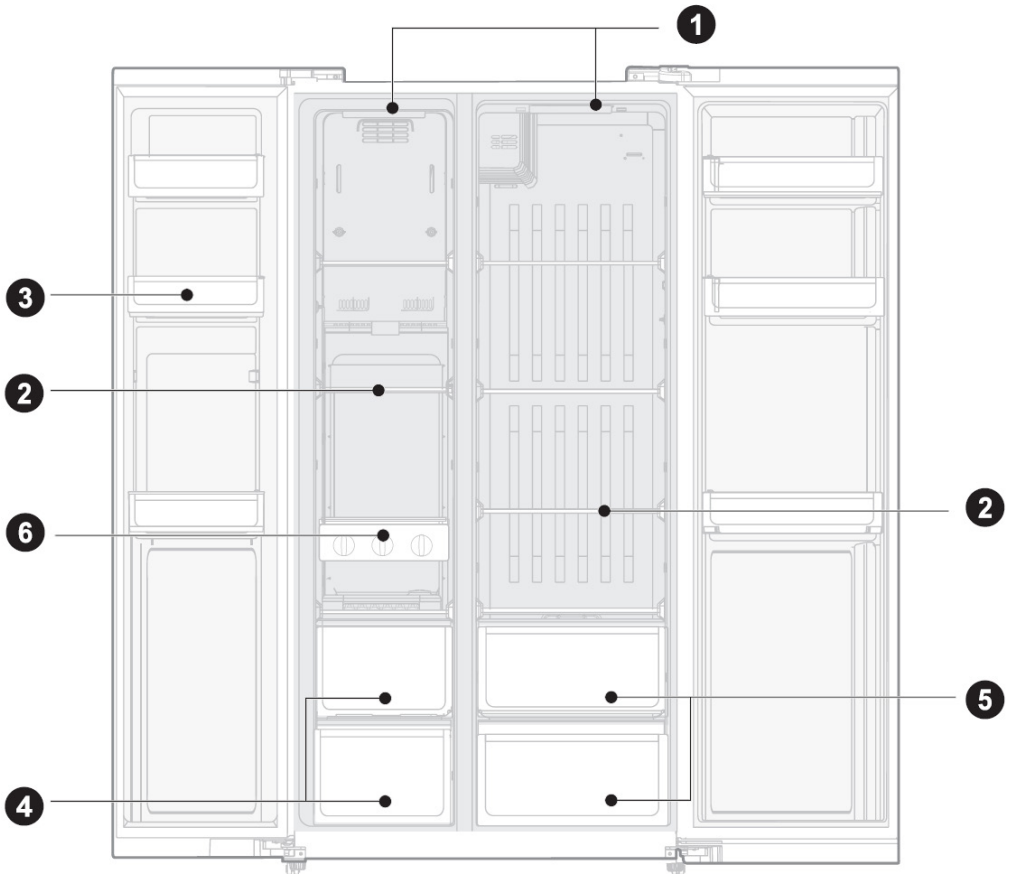
1. Remove all food and loose accessories.
2. Secure shelves, drawers, and doors with tape to prevent movement during transport.
3. Keep the refrigerator upright whenever possible.
4. Use two or more people to safely move the appliance.
5. After moving, allow the refrigerator to stand upright for at least 4 hours before reconnecting power if it has been tilted or transported on its side.

Energy-Saving Tips

- Install the refrigerator away from direct sunlight, ovens, radiators, and other heat sources.
- Maintain the recommended installation clearances to ensure proper airflow.
- Allow hot foods to cool before placing them in the refrigerator.
- Open the doors only when necessary and close them promptly.
- Avoid overloading the refrigerator and allow adequate air circulation around stored food.
- Keep the door gaskets clean and in good condition to maintain an effective seal.
- Organize food to minimize the amount of time the doors remain open.
- Keep the refrigerator at the recommended temperature setting for efficient operation.

Product Overview

Parts and Functions



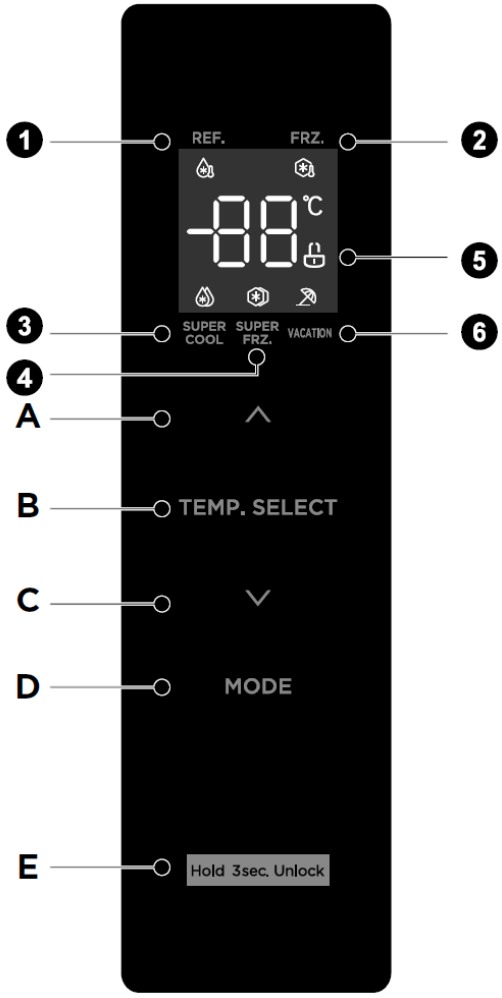
No.	Part	Description
1	LED Light	Illuminates the interior compartments.
2	Adjustable Glass Shelf	Supports refrigerated food items and can be repositioned as needed.
3	Door Bin	Provides convenient storage for bottles, condiments, and frequently used items.
4	Freezer Drawers	Provide organized storage for frozen foods.
5	Crisper Drawers	Helps maintain freshness for fruits and vegetables.
6	Twist Ice Maker	Produces ice cubes manually using the twist-release mechanism.

NOTICE

Due to continuous product improvements, the appearance and configuration of your refrigerator may differ slightly from the illustrations shown in this manual. These differences do not affect the operation or functionality of the appliance.

Operation

Control Panel



Display Indicators

No.	Part	Description
1	Refrigerator	Indicates the refrigerator compartment is selected.
2	Freezer	Indicates the freezer compartment is selected.
3	Super Cool	Indicates Super Cool mode is active.
4	Super Freeze	Indicates Super Freeze mode is active.
5	Lock	Indicates the control panel is locked.
6	Vacation	Indicates Vacation Mode is active.

Control Buttons

Button	Function
A	Increase temperature setting.
B	Select the refrigerator or freezer compartment for temperature adjustment.
C	Decrease temperature setting.
D	Cycle through operating modes (Super Cool, Super Freeze, Vacation).
E	Press and hold for 3 seconds to lock or unlock the control panel.

NOTICE: The appearance of the control panel may vary slightly depending on the model.

Locking the Control Panel

Press and hold the button for approximately **3 seconds** to lock or unlock the control panel.
When the panel is locked, all control functions are disabled except the lock function.
If no buttons are pressed for approximately **30 seconds,** the control panel locks automatically.

Temperature Adjustment

1. Press **TEMP SELECT** to choose either the **Refrigerator** or **Freezer** compartment.
2. Press the ▲ or ▼ button to adjust the desired temperature.
3. The new setting is saved automatically after a few seconds.

Temperature Ranges

Compartment	Temperature Range
Refrigerator	36°F–46°F (2°C–8°C)
Freezer	-11°F–3°F (-24°C–-16°C)

Recommended Settings

- **Refrigerator:** 38°F (3.3°C)
- **Freezer:** 0°F (-18°C)

Operating Modes

Press the **MODE** button to cycle through the available modes.



Super Cool

Quickly lowers the refrigerator temperature to **36°F (2°C)** to rapidly cool newly loaded food. The mode automatically turns off after approximately **6 hours** or when manually canceled.

Super Freeze

Quickly lowers the freezer temperature to **-11°F (-24°C)** to rapidly freeze fresh food. The mode automatically turns off after approximately **24 hours** or when manually canceled.

Tip: Turn on Super Freeze several hours before placing a large quantity of fresh food into the freezer.

Vacation Mode

Vacation Mode disables cooling in the refrigerator compartment while maintaining normal freezer operation to reduce energy consumption during extended absences.

Door Alarm

If a door is left open, an audible alarm will sound.

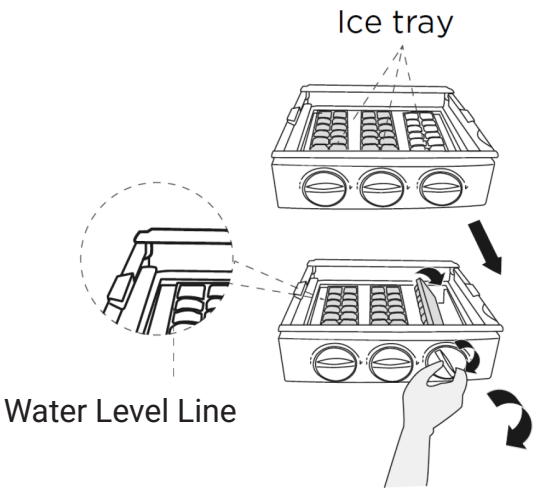
Press and hold the ▲ and ▼ buttons simultaneously for approximately **3 seconds** to enable or disable the door alarm.

Power Failure Memory

Following a power interruption, the refrigerator automatically restores the previous operating settings when power is restored.

Manual Twist Ice Maker

1. Pull out the ice tray.
2. Fill the tray with water to the indicated fill line.
3. Return the tray to the freezer.
4. Allow the water to freeze completely.
5. Rotate the twist knob clockwise until the ice cubes release into the ice bin.



NOTICE

- Do not overfill the ice tray.
- Remove ice cubes promptly after twisting the tray.
- To speed ice production, activate **Super Freeze** before making ice.

Food Storage

Refrigerator Compartment

- Allow hot foods to cool before placing them in the refrigerator.
- Store food in sealed containers whenever possible.
- Do not block the air vents.
- Avoid placing food directly against the rear wall.
- Store fruits and vegetables in the crisper drawers.

Freezer Compartment

- Keep frozen food in sealed packages.
- Do not refreeze thawed food.
- Freeze fresh foods in smaller portions for faster freezing.
- Follow the storage times recommended by the food manufacturer.

Recommended Freezer Storage Times

Food	Storage Time
Bread, Ice Cream, Sausages	2–6 months
Fish, Shrimp, Lamb, Meat	4–8 months
Vegetables, Fruit, Poultry, Beef	6–12 months

NOTICE

- Avoid overloading the refrigerator immediately after initial startup.
- Frequent door openings and warm food may increase cabinet temperature.
- Proper food storage and recommended temperature settings help maintain food quality and improve energy efficiency.

Maintenance and Cleaning

⚠ **CAUTION**

- Disconnect the refrigerator from the power supply before cleaning or performing routine maintenance.
- Allow the unit to remain unplugged for at least 5 minutes before reconnecting power.
- Always grasp the plug when unplugging the appliance. Never pull on the power cord.
- Do not use sharp objects, steam cleaners, hair dryers, or other heat sources to remove frost or clean the interior.
- Never rinse or spray the refrigerator directly with water, as this may damage electrical components.

Cleaning the Interior

Clean the refrigerator regularly to maintain proper performance and help prevent odors.

1. Remove all food and any removable shelves, drawers, and door bins.
2. Wipe the interior with a soft cloth or sponge using warm water and a mild detergent, or a solution of baking soda and water.
3. Rinse with clean water and dry thoroughly using a soft cloth.
4. Leave the doors open until the interior is completely dry before restoring power.

For corners, seams, and other hard-to-reach areas, use a soft brush or similar non-abrasive cleaning tool.

Cleaning the Exterior

- Clean the exterior surfaces with a soft cloth dampened with warm water and mild detergent.
- Dry all surfaces thoroughly after cleaning.
- Clean the door gaskets regularly using a soft cloth and mild soapy water to maintain a proper seal.
- Vacuum or dust the condenser area and rear of the refrigerator periodically to maintain efficient operation.

Cleaning Precautions



Do **not** use any of the following:

- Abrasive pads, steel wool, or wire brushes.
- Harsh cleaners or scouring powders.
- Solvents such as alcohol, acetone, benzene, or paint thinner.
- Acidic or alkaline cleaners.
- Boiling water or steam cleaners.

These products may damage painted, plastic, rubber, or glass components.

NOTE: Cleaning the refrigerator approximately once a month is recommended for optimal performance.

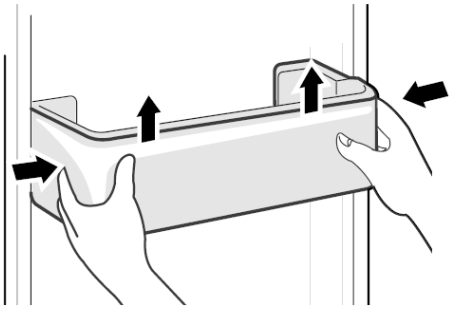
Automatic Defrost

This refrigerator features an **automatic frost-free defrost system** and requires no routine manual defrosting.

If excessive frost develops due to prolonged door openings or another abnormal condition:

- Remove the food to another refrigerated location.
- Turn the refrigerator off and disconnect it from the power supply.
- Allow any frost to melt naturally.
- Dry the interior completely before reconnecting power.

Do not use sharp tools or heat sources to remove frost.

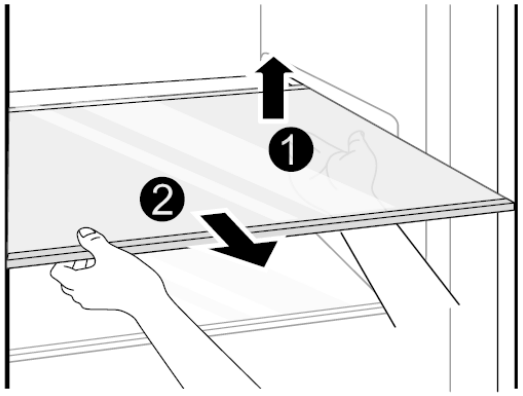


Cleaning the Door Bin

1. Remove all items from the door bin.
2. Grasp both sides of the bin and lift upward to disengage it from the door.
3. Clean with warm water and mild detergent.
4. Reinstall by aligning the bin with the mounting slots and pressing downward until fully seated.

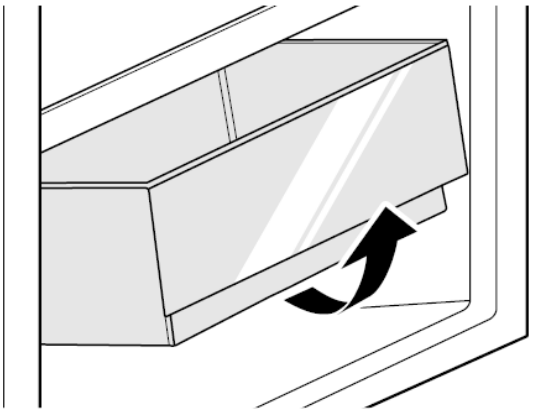
Removing and Cleaning the Glass Shelf

1. Remove all items from the shelf.
2. Lift the rear of the shelf slightly.
3. Pull the shelf forward and remove it from the cabinet.
4. Clean with warm water and mild detergent.
5. Reinstall the shelf by reversing the removal steps.



Removing and Cleaning the Crisper Drawer

1. Remove all items from the drawer.
2. Pull the drawer outward until it stops.
3. Lift the front of the drawer slightly and pull it out completely.
4. Wash with warm water and mild detergent, then dry thoroughly.
5. Reinstall by placing the drawer on the guide rails and sliding it back into position.



Before contacting KoolMore Customer Service, review the following troubleshooting guide. Many common issues can be resolved without service. If the problem persists after trying the recommended solutions, discontinue use if necessary and contact KoolMore Customer Service.

Troubleshooting

Before contacting customer service, review the troubleshooting guide below. Many common issues can be resolved by following these steps. If the problem persists, contact KoolMore Customer Support for assistance.

Problem	Possible Causes	Recommended Solution
Refrigerator does not operate	• Power cord is unplugged. • Circuit breaker has tripped. • No power at the outlet.	• Plug the power cord in securely. • Reset the circuit breaker. • Verify the outlet has power.
Interior light does not turn on	• Refrigerator is turned off. • LED light has failed.	• Turn the refrigerator on. • Contact KoolMore Customer Service if the light requires replacement.
Refrigerator or freezer is too cold	• Temperature setting is too low.	• Adjust the temperature to a warmer setting.
Compressor runs for long periods	• High ambient temperature. • Large amount of warm food recently added. • Door opened frequently. • Door not fully closed.	• This is normal in warm environments. • Allow food to cool before loading. • Minimize door openings. • Verify the door closes completely.
Door does not close properly	• Food is blocking the door. • Door gasket is dirty or damaged. • Refrigerator is not level.	• Rearrange food items. • Clean the door gasket. • Level the refrigerator.
Exterior cabinet feels warm	• Heat from the refrigeration system is being dissipated through the cabinet walls.	• This is normal during operation. Ensure adequate ventilation around the refrigerator.
Center divider between the doors feels warm	• Anti-condensation tubing is operating normally.	• This is normal.
Unpleasant odors	• Spoiled food. • Food not properly sealed. • Interior requires cleaning.	• Remove spoiled food. • Store food in sealed containers. • Clean the interior thoroughly.
Displayed temperature differs from actual food temperature	• Door has been opened frequently. • Recently loaded warm food. • Temperature is stabilizing after startup. • Temperature varies slightly throughout the cabinet.	• Allow the refrigerator sufficient time to stabilize before checking the temperature. This is normal.
Condensation on the exterior	• High room humidity.	• Wipe the exterior dry. This is normal in humid environments.
Condensation inside the refrigerator	• Frequent door openings. • High room humidity. • Door gasket not sealing properly.	• Reduce door openings. • Check and clean the door gasket. • Ensure the door closes completely.
Frost around the air vents	• Door not fully closed. • Door gasket not sealing properly.	• Verify the door closes completely. • Clean or replace the door gasket if necessary.
Door is difficult to open	• Pressure difference inside the cabinet after closing the door.	• Wait a few moments before reopening the door. This is normal.

Normal Operating Sounds

The following sounds are normal during operation and do not indicate a malfunction:

- **Compressor Operation:** A humming or buzzing sound as the compressor starts and stops.
- **Refrigerant Flow:** Gurgling or flowing water sounds as refrigerant circulates through the system.
- **Expansion and Contraction:** Clicking or popping sounds caused by normal temperature changes in system components.
- **Shelves or Bins:** Minor rattling may occur if components are not fully seated.
- **Items Inside the Refrigerator:** Bottles or containers touching each other may create noise during compressor operation.

If excessive noise occurs, verify that:

- The refrigerator is level.
- There is adequate clearance around the cabinet.
- Shelves, drawers, and door bins are properly installed.
- Containers inside the refrigerator are not touching each other.

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