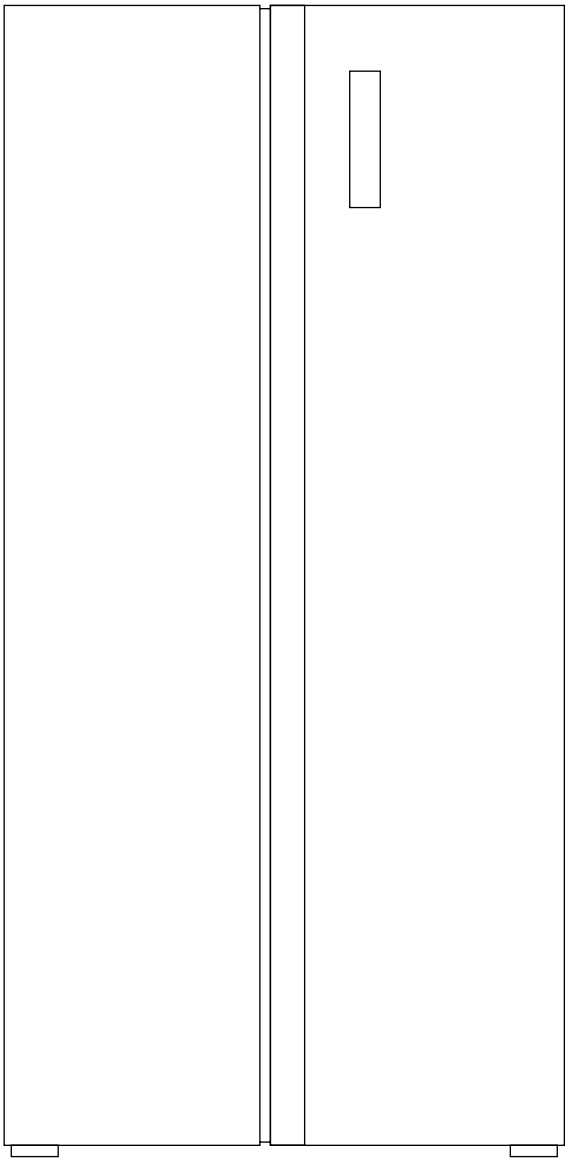
KoolMore

USER MANUAL

RESIDENTIAL REFRIGERATOR

33-Inch Side-by-Side Refrigerator with Manual Twist Ice Maker

Models: KM-RESBDW-15, KM-RESBDSS-15, KM-RESBDB-15



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 Instructions

Read all instructions before installing or using this refrigerator. Keep this manual for future reference.



WARNING: To reduce the risk of fire, electric shock, injury, or property damage, follow these basic safety precautions.

Refrigerant Safety

- This appliance contains R600a refrigerant, which is flammable.
- Do not damage, puncture, or modify the refrigerant tubing or refrigerant circuit.
- Keep ventilation openings in the appliance clear of obstruction.
- Do not use mechanical devices or other methods to accelerate defrosting unless recommended by the manufacturer.
- Do not use electrical appliances inside the food-storage compartments unless specifically recommended by the manufacturer.
- Keep the appliance away from open flames, sparks, and other ignition sources.
- If a refrigerant leak is suspected, do not touch the appliance, power plug, or electrical switches. Keep ignition sources away, ventilate the area, and disconnect power at the circuit breaker if it is safe to do so. Contact qualified service personnel.
- Refrigerant contact with the skin or eyes may cause injury. Seek medical attention immediately if contact occurs.

Electrical Safety

- This appliance is designed for use with a 115 V, 60 Hz electrical supply.
- Connect the refrigerator to a properly grounded electrical outlet.
- Use a dedicated electrical circuit suitable for the appliance.
- Do not use extension cords, power strips, multiple socket outlets, or portable power supplies with this appliance.
- Make sure the power plug is fully inserted into the outlet.
- Do not use the appliance if the power cord or plug is damaged.
- If the power cord is damaged, it must be replaced by the manufacturer, an authorized service provider, or similarly qualified personnel.
- Do not bend, pinch, crush, or otherwise damage the power cord.
- When positioning the refrigerator, make sure the power cord is not trapped or damaged.
- Keep the power plug accessible after installation so the appliance can be disconnected if necessary.
- Do not handle the power plug with wet hands.
- Disconnect the refrigerator from the electrical supply before cleaning, maintenance, or service.
- Wait at least 5 minutes after disconnecting the refrigerator before reconnecting it to the power supply.
- If you are unsure whether the appliance is properly grounded, contact a qualified electrician.

Installation Safety

- This refrigerator is intended for freestanding installation only. Do not install it as a built-in appliance.
- Install the refrigerator indoors in a dry, well-ventilated location.
- Place the appliance on a firm, level, stable surface that can support its weight when fully loaded.
- Keep the refrigerator away from direct sunlight, excessive heat, open flames, and moisture.
- Maintain the required installation clearances specified in the Installation section of this manual.
- Do not block or cover ventilation openings or the rear ventilation area of the appliance.
- At least two people are required when moving or installing the refrigerator.
- Do not lift or move the refrigerator by the doors or handles.

Safe Operation

- Children should be supervised to ensure they do not play with the appliance.
- Do not allow children to climb, stand, or hang on the refrigerator, doors, shelves, or door bins.
- Do not store explosive substances, including aerosol cans containing flammable propellants, in or near the refrigerator.
- Do not store or use gasoline, alcohol, propane, or other flammable liquids or vapors near the appliance.
- Do not place heavy objects or liquid-filled containers on top of the refrigerator.
- Do not touch frozen food or freezer surfaces with wet hands. Doing so may cause frostbite.
- Use only containers suitable for refrigerator or freezer storage. Glass containers not designed for freezing may crack or break.
- Do not spray or rinse the refrigerator directly with water.
- Do not use flammable or toxic cleaners, benzene, thinner, abrasive cleaners, metal brushes, or sharp tools to clean the appliance.
- Do not use a hair dryer, open flame, or other heat source to dry or defrost the interior.
- Do not disassemble, modify, or repair the refrigerator yourself. Repairs must be performed by qualified service personnel.

Food Safety

- Avoid leaving the refrigerator or freezer doors open for extended periods, as this can significantly increase the temperature inside the compartments.
- Regularly clean surfaces that may come into contact with food.
- Store raw meat and fish in suitable sealed containers to prevent contact with or dripping onto other foods.
- If the refrigerator will be left empty for an extended period, remove all food, disconnect the appliance, clean and dry the interior, and leave the doors open to help prevent mold and odors.

Child Entrapment Warning

WARNING: Risk of child entrapment.

Before disposing of an old refrigerator or freezer:

- Remove the doors.
- Leave shelves in place so children cannot easily climb inside.
- Do not allow children to play with, enter, or hide inside a discarded appliance.

Disposal

This appliance contains **flammable R600a refrigerant** and cyclopentane insulation material.

- Do not puncture or damage the refrigerant circuit during disposal.
- Keep the appliance away from open flames and extreme heat.
- Refrigerant must be recovered and handled by qualified personnel in accordance with applicable regulations.
- Dispose of or recycle the appliance through an appropriate authorized facility and in accordance with local regulations.

Product Overview

Product Features

Frost-Free Operation
The refrigerator features automatic defrosting, eliminating the need for manual defrosting.

Independent Temperature Control
The refrigerator and freezer compartments have independent temperature controls, allowing each compartment to be adjusted separately.

LED Display and Touch Controls
The control panel displays the set temperatures and operating functions for the refrigerator and freezer compartments.

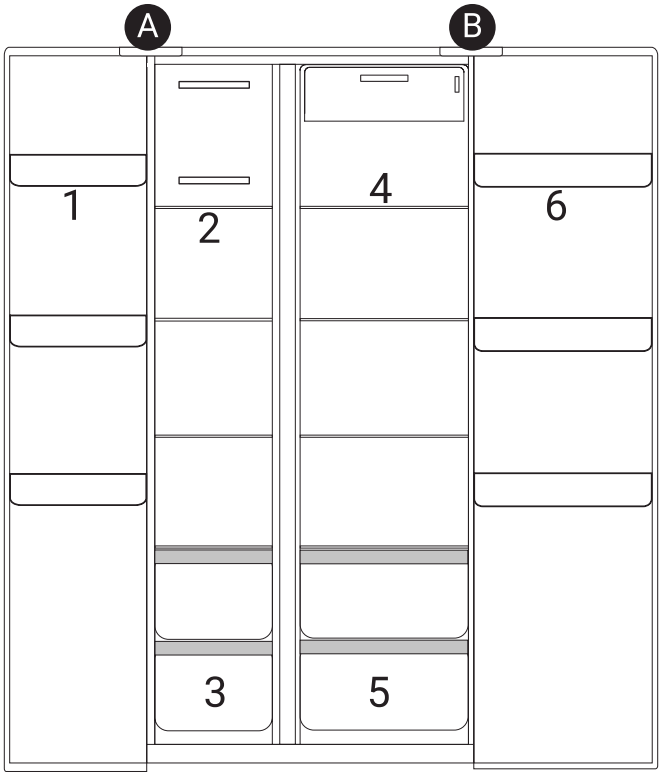
Door-Open Alarm
An audible alarm sounds when a door remains open for an extended period, reminding you to close the door.

Tempered Glass Shelves
Durable tempered glass shelves provide stable storage surfaces and are easy to clean.

Removable Door Bins
The door bins can be removed for cleaning or repositioning as needed.

Manual Twist Ice Maker
The manual twist ice maker provides a convenient way to make and release ice into the storage bin.

Product Components
The arrangement and appearance of components may vary slightly depending on the model.



A. Freezer Compartment

1. Freezer Door Bins
2. Freezer Glass Shelves
3. Freezer Drawer

B. Refrigerator Compartment

4. Refrigerator Glass Shelves
5. Crisper Drawer
6. Refrigerator Door Bins

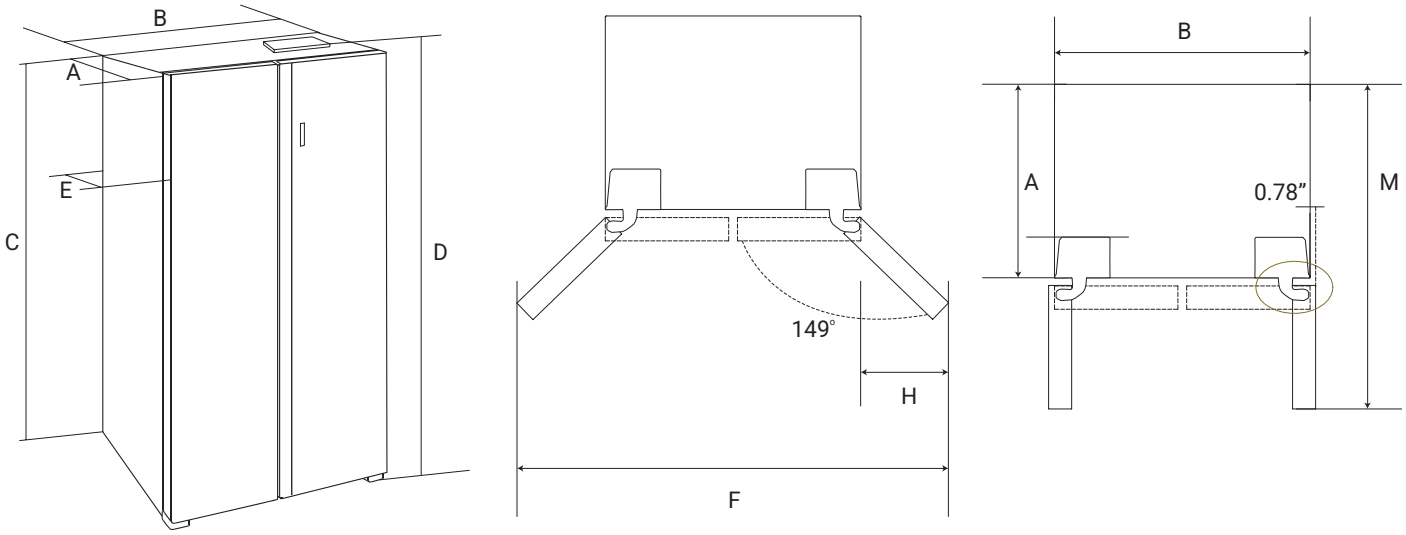
NOTE: For optimal energy efficiency, keep the shelves, drawers, and door bins installed in their intended positions.

Installation

Installation Dimensions

Select a suitable location where the refrigerator will be level, stable, and easy to use. Keep the refrigerator away from heat sources, direct sunlight, and moisture.

Refer to the diagram below for product and door-opening dimensions.



A	B	C	D	E	F	H	M
21.26”	32.91”	67.95”	70.08”	24.53”	59.88”	15.04”	39.61”

NOTE: Dimensions shown are provided as installation guidelines. Actual product dimensions may vary slightly.

Maintain adequate clearance around the refrigerator for proper ventilation and operation. Refer to the required installation clearances below.

Transportation

- Transport the refrigerator in an upright position. Do not transport it horizontally or lay it on its side.
- Do not lift or carry the refrigerator by the doors or handles. Lift the refrigerator from the bottom of the cabinet.
- At least two people are required to safely move or install the refrigerator.

Choosing an Installation Location

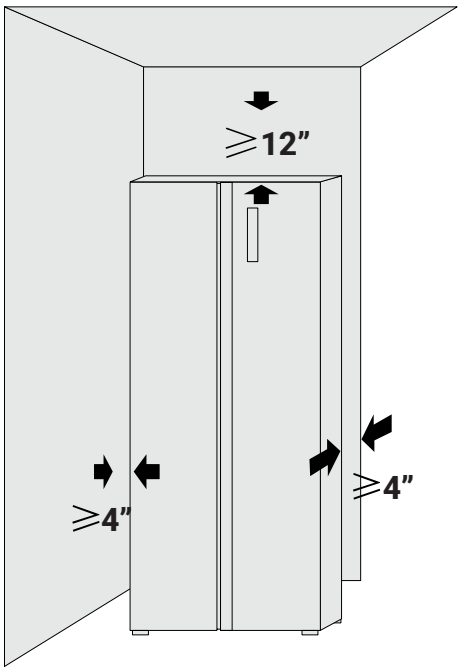
- Install the refrigerator on a firm, level, stable surface capable of supporting the appliance when fully loaded.
- If additional support is required, use only firm, stable, nonflammable material. Do not use the foam packaging as support or leveling material.
- Install the refrigerator in a dry, well-ventilated indoor location.

- Keep the refrigerator away from direct sunlight, heat sources, open flames, and excessive moisture.
- Keep the rear ventilation area clear. Do not cover or obstruct the ventilation openings.
- Maintain the required clearances around the refrigerator to provide adequate ventilation.

Minimum Installation Clearances

Maintain the following minimum clearances around the refrigerator to allow proper ventilation and operation:

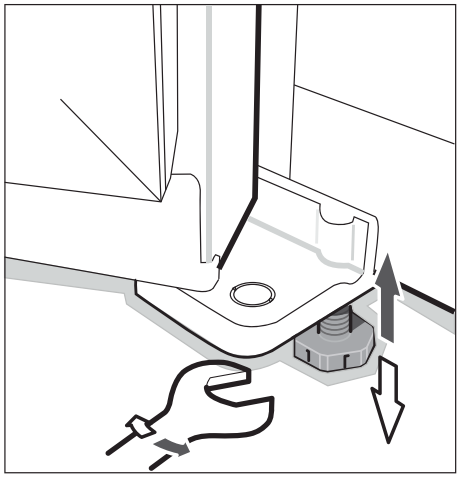
- Top: 12 in.
- Sides: 4 in. on each side
- Rear: 4 in.



Do not block or obstruct the ventilation openings at the rear of the refrigerator.

Leveling the Refrigerator

- The refrigerator is equipped with adjustable front leveling feet and rear rollers.
- Position the refrigerator in its final installation location.
- Turn the front leveling feet clockwise or counterclockwise as needed until the refrigerator is level and stable.
- Make sure the leveling feet are firmly in contact with the floor during normal operation.
- To move the refrigerator, raise the leveling feet until they no longer contact the floor, then carefully roll the refrigerator using the rear rollers.
- After repositioning the refrigerator, lower the leveling feet and level the unit again.



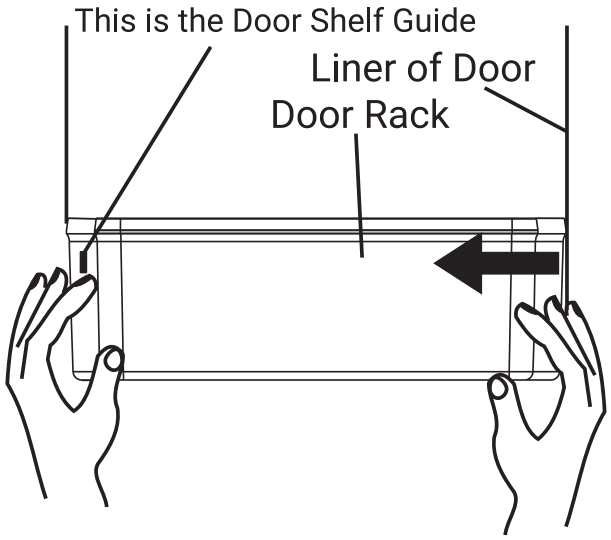
Removing and Installing Door Bins

To Remove

1. Empty the door bin before removal.
2. Hold both sides of the door bin firmly.
3. Push one side inward to release it from the retaining groove.
4. Lift and remove the door bin.

To Install

1. Insert one side of the door bin into the retaining groove.
2. Push the opposite side inward and position it into the corresponding groove.
3. Make sure the door bin is securely seated before use.



Operation

Before First Use

Before using the refrigerator for the first time:

1. Remove all packaging materials, protective film, tape, and accessories from inside and outside the refrigerator.
2. Make sure the refrigerator is installed on a firm, level surface with the required ventilation clearances.
3. Clean the interior and accessories with a soft cloth, warm water, and mild detergent. Wipe dry.
4. After positioning the refrigerator, allow it to stand upright for 4–6 hours before connecting it to power.

NOTE: This refrigerator is designed for freestanding installation only.

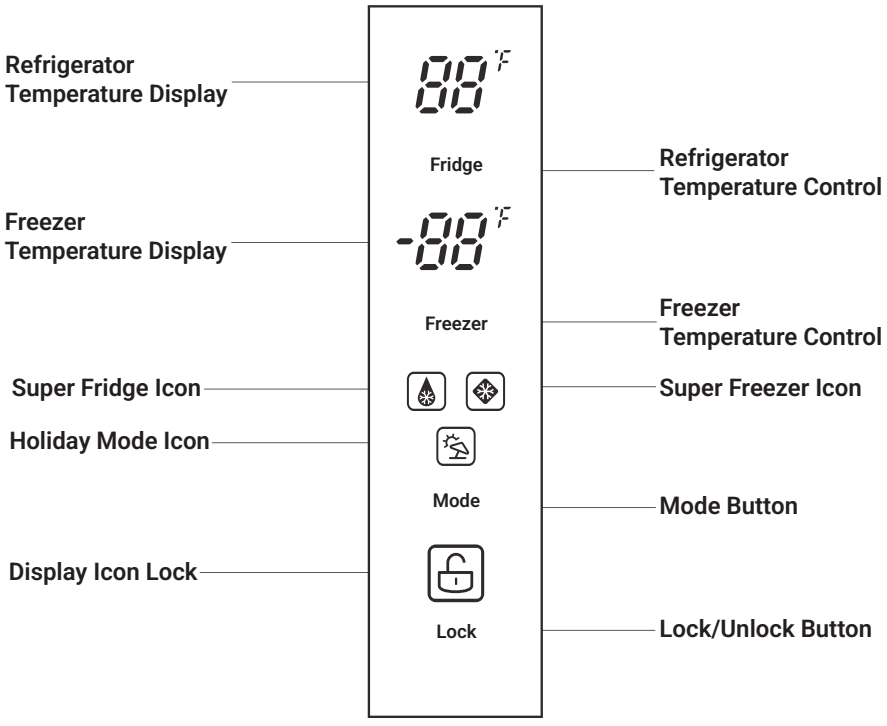
Starting the Refrigerator

1. Connect the refrigerator to a properly grounded power outlet.
2. When first powered on, the refrigerator starts using the factory default temperature settings:
   - Refrigerator: **38°F**
   - Freezer: **–2°F**
3. The display illuminates when the refrigerator is first powered on. After approximately 20 seconds without operation, the display turns off automatically.

The refrigerator may require several hours to reach the selected temperatures after initial startup. Avoid placing large quantities of food inside until the compartments have cooled sufficiently.

Control Panel

Use the control panel to adjust compartment temperatures and select operating functions.



Lock/Unlock

- To lock the control panel, press the **LOCK** button.
- To unlock the control panel, press and hold the **LOCK** button for **3 seconds**.
- The control panel must be unlocked before changing temperature settings or operating modes.

Refrigerator Temperature

The refrigerator compartment can be adjusted within the available temperature settings shown on the control panel.

1. Unlock the control panel.
2. Press the **FRIDGE** button repeatedly to select the desired refrigerator temperature.
3. The selected temperature appears on the display.

The factory default refrigerator setting is **38°F**.

Freezer Temperature

The freezer compartment can be adjusted within the available temperature settings shown on the control panel.

1. Unlock the control panel.
2. Press the **FREEZER** button repeatedly to select the desired freezer temperature.
3. The selected temperature appears on the display.

The factory default freezer setting is **–2°F**.

NOTE: The displayed temperature is the selected temperature setting. Actual compartment temperature may vary depending on room temperature, door openings, the amount and temperature of stored food, and other operating conditions.

Operating Modes

Press the **MODE** button to select the available operating modes.

Super Fridge

Use Super Fridge when rapid cooling of the refrigerator compartment is needed, such as after adding a large amount of food.

When Super Fridge is activated:

- The refrigerator temperature is set to **32°F**.
- Super Fridge operates for up to **150 minutes**.
- When Super Fridge ends, the refrigerator returns to its previously selected temperature setting.

Super Freezer

Use Super Freezer when rapid freezing is needed, such as before or after adding a large amount of unfrozen food.

When Super Freezer is activated, the freezer operates continuously to rapidly reduce the compartment temperature.

Super Freezer automatically ends:

- After **24 hours**, or
- When the freezer reaches approximately **–18°F**.

After Super Freezer ends, the freezer returns to its previously selected temperature setting.

Holiday Mode

Holiday Mode reduces energy use when the refrigerator will not be used regularly for an extended period.

When Holiday Mode is activated:

- Refrigerator: **43°F**
- Freezer: **5°F**

IMPORTANT: Remove perishable foods from the refrigerator compartment before using Holiday Mode.

Door-Open Alarm

If a refrigerator or freezer door remains open for more than approximately 1 minute, an audible alarm sounds.

Close the door completely to stop the alarm.

Turning the Refrigerator Compartment On or Off

The refrigerator compartment can be switched off without affecting the freezer.

To turn the refrigerator compartment off:

1. Press and hold the **FRIDGE** button for **5 to 10 seconds**.
2. The refrigerator temperature display turns off, and the refrigerator compartment stops cooling.

To turn the refrigerator compartment back on:

1. Press and hold the **FRIDGE** button for **5 to 10 seconds**.
2. The refrigerator temperature display turns on, and the refrigerator compartment resumes cooling.

NOTE: Do not store food in the refrigerator compartment while it is switched off.

Sabbath Mode

Sabbath Mode disables certain lights, displays, and alarms while maintaining normal refrigeration.

Activating Sabbath Mode

1. Open the freezer door.
2. Press and hold the **FRIDGE** and **LOCK** buttons simultaneously for **10 seconds**.
3. Sabbath Mode is activated.

During Sabbath Mode

- The door-open alarm is disabled.
- The **LED** lights in both the refrigerator and freezer compartments remain off.
- The display panel remains off during normal operation.
- Touching the control panel temporarily illuminates the display and allows adjustments.
- After the control panel is touched, the display turns off after approximately **20 seconds** without operation or after a door is opened and closed.
- Normal refrigeration operation continues.

Exiting Sabbath Mode

Sabbath Mode can be exited in either of the following ways:

- Open the freezer door, then press and hold the **FRIDGE** and **LOCK** buttons simultaneously for **10 seconds**.
- Sabbath Mode automatically exits after **80 hours** of operation.

Storing Food

Refrigerator Compartment

The refrigerator compartment is designed for short-term storage of fresh foods and beverages.

- Allow hot foods and beverages to cool before placing them in the refrigerator.
- Cover or seal foods before storage whenever appropriate.
- Store raw meat and fish in sealed containers to prevent liquids from dripping onto other foods.
- Do not block the interior air vents. Proper airflow is necessary to maintain consistent cooling.
- Avoid overcrowding the compartment so that cold air can circulate around stored food.
- Keep the door closed as much as possible to reduce temperature fluctuations and energy consumption.

Freezer Compartment

The freezer compartment is designed for storing frozen foods and freezing fresh food.

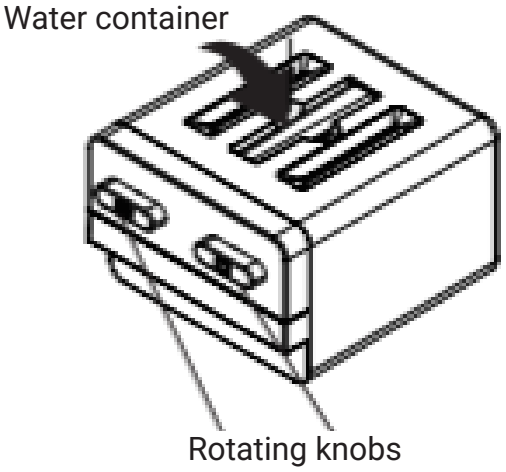
- Package food securely before freezing to help prevent moisture loss and freezer burn.
- Allow hot foods to cool before placing them in the freezer.
- Do not place glass containers filled with liquids in the freezer unless they are specifically designed for freezer use.
- Avoid overcrowding the compartment or blocking the air vents.
- When adding a large amount of unfrozen food, use **Super Freezer** to help the freezer reach the required temperature more quickly.

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. Allow the water to freeze completely.
5. Once the ice cubes are frozen, rotate both knobs clockwise until the ice cubes release and fall into the ice collection bin.
6. Return both knobs to their original positions.
7. Use the supplied ice scoop to remove the ice cubes from the collection bin.



NOTE: Do not overfill the water container. Excess water may cause the ice maker to overflow.

Maintenance

Regular cleaning and maintenance help keep the refrigerator operating efficiently.

Automatic Defrost

This refrigerator is equipped with an automatic defrost system. Manual defrosting is not required.

Do not use mechanical devices, sharp objects, or other methods to accelerate defrosting.

Cleaning the Refrigerator

WARNING: Disconnect the refrigerator from the power supply before cleaning or performing maintenance.

1. Remove food and any removable shelves, drawers, or door bins as needed.
2. Clean the interior using a soft cloth or sponge with warm water and a mild detergent.
3. Wipe surfaces with clean water to remove detergent residue.
4. Dry all surfaces thoroughly with a soft cloth.
5. Wash removable accessories separately with warm water and mild detergent. Rinse and dry completely before reinstalling.
6. Clean the exterior with a soft, damp cloth, then wipe dry.

IMPORTANT:

- Do not spray or rinse the refrigerator directly with water.
- Do not use abrasive cleaners, metal brushes, sharp tools, solvents, benzene, thinner, acidic or alkaline cleaners, or other flammable or corrosive cleaning products.
- Keep water away from electrical components and the control panel.
- Clean oily or greasy spills promptly to prevent damage to interior surfaces.

Cleaning the Door Seals

Clean the door seals regularly with a soft cloth and warm water. Remove food residue and debris that could prevent the doors from sealing properly.

After cleaning, make sure the seals are completely dry and seated correctly.

Extended Nonuse

If the refrigerator will not be used for an extended period:

1. Remove all food.
2. Disconnect the refrigerator from the power supply.
3. Clean and dry the interior thoroughly.
4. Leave the doors slightly open to allow air circulation and help prevent odors and mold.

Power Failure

During a power failure:

- Keep the refrigerator and freezer doors closed as much as possible to help maintain the internal temperature.
- Avoid adding additional food while power is unavailable.
- When power is restored, check the condition of stored food before consuming it.
- If the refrigerator was disconnected from power, wait at least 5 minutes before reconnecting it.

Energy-Saving Tips

- Install the refrigerator in a cool, dry, well-ventilated location away from direct sunlight and heat sources.
- Maintain the required installation clearances and keep ventilation openings unobstructed.
- Allow hot food to cool before placing it in the refrigerator.
- Avoid opening the doors unnecessarily or leaving them open for extended periods.
- Make sure the doors close completely and the door seals remain clean and properly seated.
- Do not overcrowd the refrigerator or freezer. Allow space for cold air to circulate around stored food.
- Use appropriate temperature settings for normal food storage.

Troubleshooting

Before contacting KoolMore Customer Service, review the troubleshooting information below. Many common operating conditions can be resolved without service.

If the problem persists after following the recommended solutions, contact KoolMore Customer Service.

Problem	Possible Cause / Solution
Display panel is not illuminated	• Make sure the refrigerator is connected to a working power outlet and power is available. The display normally turns off after approximately 20 seconds without operation; touch the control panel to illuminate it. If Sabbath Mode is active, the display remains off during normal operation.
Door-open alarm sounds	• Make sure the refrigerator and freezer doors are completely closed. Check that food, shelves, drawers, or door bins are not preventing a door from closing properly.
Compressor does not operate	• The refrigerator may be in a normal cooling-cycle pause or automatic defrost cycle. Check that the refrigerator is connected to power.
Compressor runs for a long time or frequently	• Longer operating times may occur when the room temperature is high, after a large amount of food is added, when the doors are opened frequently, or when a door is not completely closed. Make sure the required installation clearances are maintained and ventilation openings are unobstructed.
Refrigerator is not cooling sufficiently	• Check the temperature setting. Make sure the doors close completely and are not being opened frequently. Do not block interior air vents or overcrowd the compartments. Make sure the required installation clearances are maintained.
Excessive vibration or unusual rattling	• Make sure the refrigerator is installed on a firm, level surface and is stable. Check that the refrigerator is not touching nearby walls, cabinets, or other objects. Some operating sounds are normal.
Condensation forms on the exterior or around the doors	• Condensation may occur in warm or humid conditions. Make sure the doors close completely and the door seals are clean and properly seated. Wipe away condensation with a soft, dry cloth.
Center divider or cabinet surfaces feel warm	• Some exterior surfaces may become warm during normal operation because the refrigerator uses heat to help reduce exterior condensation. This is normal.
Refrigerator makes unusual sounds	• Flowing refrigerant, compressor operation, fan operation, and expansion or contraction of internal components may produce sounds during normal operation. Verify that the refrigerator is level and not contacting nearby objects.
Compressor feels hot	• The compressor may become hot during normal operation. Do not touch the compressor or other components at the rear of the refrigerator.
Door does not close properly	• Make sure the refrigerator is level and that food, shelves, drawers, or door bins are not obstructing the door. Check that the door seals are clean and properly seated.

Normal Operating Conditions

The following conditions do not normally indicate a malfunction:

- The compressor runs for extended periods during initial startup, during hot weather, or after a large amount of food is added.
- The compressor and some exterior cabinet surfaces become warm during operation.
- Moisture forms on exterior surfaces during periods of high humidity.
- Refrigerant flow, fan operation, compressor operation, and expansion or contraction of internal components produce operating sounds.
- The refrigerator cycles on and off as necessary to maintain the selected temperatures.

If the problem cannot be resolved, disconnect the refrigerator from the power supply if necessary and contact **KoolMore Customer Service**. Do not attempt to disassemble or repair the refrigerator yourself.

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