

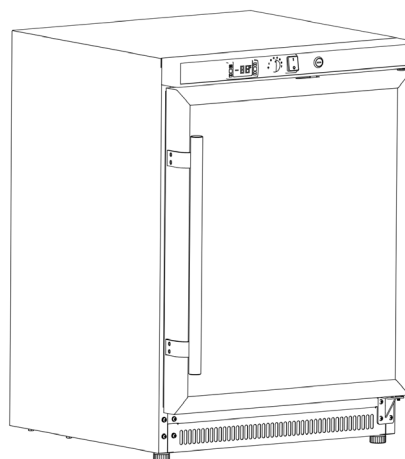
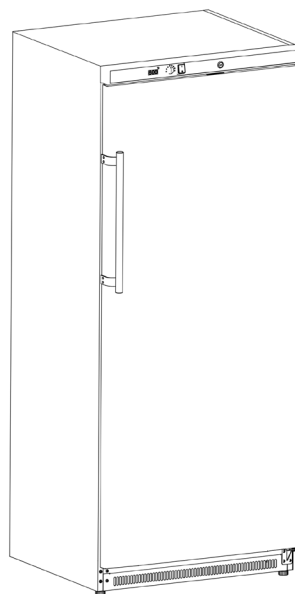
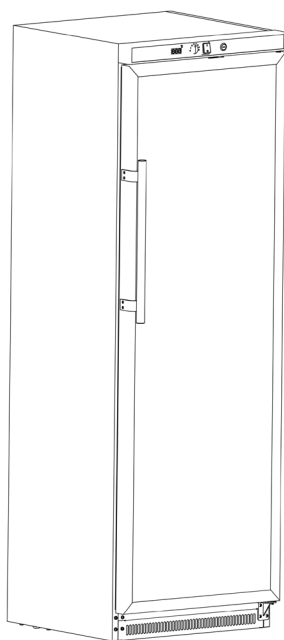


USER MANUAL

REFRIGERATOR / FREEZER

Commercial Refrigerator / Freezer

Models: KM-RMD12WH, KM-RMD20WH, KM-FMD12WH, KM-FMD12WGD, KM-FMD12SGD, KM-FMD20WH, KM-FMD20WGD, KM-FMD20SGD, KM-MDF46GD



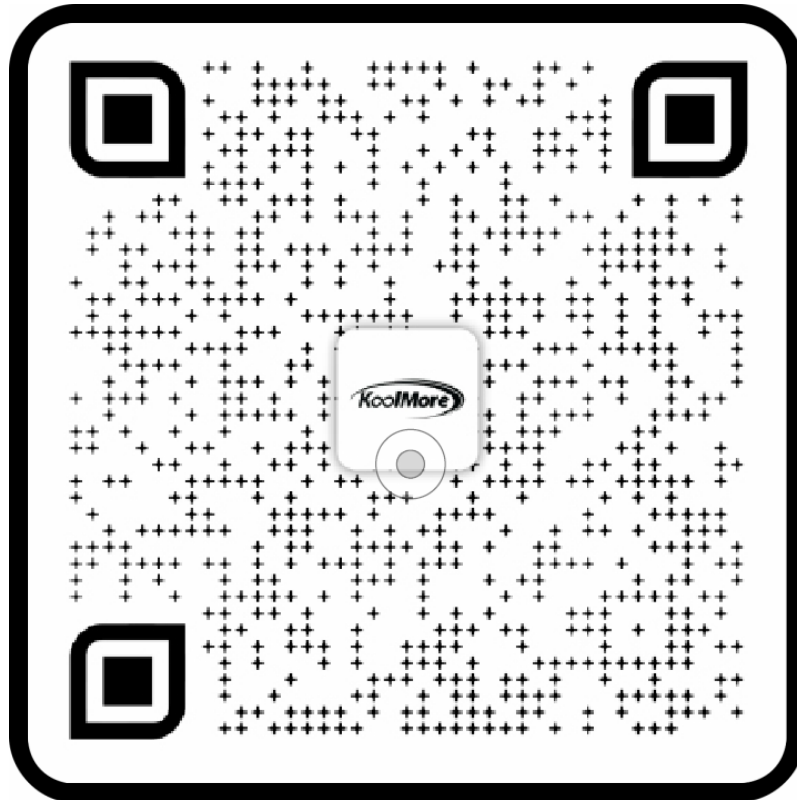
Before using, please read the operating instructions carefully to ensure proper application and achieve satisfactory results.

For any service related issues, please contact us:

☎ 718-576-6342 ✉ support@koolmore.com

Stay informed with the latest information for your KoolMore appliance.

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.

Contents

Safety	4
Installation	7
Operations	9
Maintenance	11
Troubleshooting	13
Warranty	16

Safety

Safety and Warning Information

Safety for Children and Vulnerable Individuals

- This appliance is not intended for use by young children or by individuals with reduced physical, sensory, or mental abilities, or by those lacking experience or knowledge, unless they are closely supervised by a responsible adult.
- Children should never play with the appliance.
- Cleaning and maintenance must not be performed by children without adult supervision.
- Keep all packaging materials out of the reach of children to prevent the risk of suffocation.

General Safety Instructions

- Do not store explosive substances (e.g., aerosol cans with flammable propellants) inside the appliance.
- Keep all ventilation openings in the appliance enclosure and built-in structure clear of obstruction.
- Do not damage the refrigerant circuit.
- Do not use mechanical devices or methods to accelerate defrosting other than those recommended by the manufacturer.
- Do not use electrical appliances inside the food compartments unless recommended by the manufacturer.
- The refrigerant and insulation materials are flammable. Dispose of the appliance only at an authorized waste disposal center. Avoid exposure to flames.
- Ensure the power cord is not trapped, bent, or damaged during installation or use.
- Do not connect multiple socket outlets, portable power supplies, or extension cables to the appliance.

 **Note: If the LED light is damaged, it must not be replaced by the user. Contact KoolMore customer support for service.**

Installation Safety Guidelines

- Ensure electrical connections comply with the instructions in this manual and local codes.
- Inspect the appliance upon unpacking. Do not connect if damaged. Report damages to your retailer immediately.
- After transport/unpacking, wait at least **4 hours** before connecting the appliance to power to allow the oil to settle in the compressor.
- Maintain proper air circulation around the appliance to avoid overheating.
- Keep the back of the unit at least **4 inches** away from the wall and away from heat sources such as stoves, radiators, or other appliances that generate heat.
- Place the appliance on a flat, stable surface that can support the unit and its contents.
- Ensure the power plug is easily accessible after installation.

Electrical Safety Guidelines

This appliance must be properly grounded to prevent electrical hazards

- The home grounding system must comply with local regulations.
- Avoid pulling, stretching, or damaging the power cable.
- Only use sockets suitable for the maximum appliance load and within reach after installation.
- Confirm the supply voltage matches the rating plate before use.
- Connect the appliance to an AC supply with a **three-pin grounded socket**.
- If replacing the fuse, use only a **13-amp fuse** approved to UL standards.
- The plug includes a removable fuse cover; it must be refitted after replacing the fuse.
- If the fuse cover is lost or damaged, the plug must not be used until replaced.
- If the plug is damaged, unplug immediately and contact a qualified service technician.
- Do not use adapters, multiple connectors, or extension cables.

 **Note:** Appliance specifications may vary. Refer to the circuit nameplate on the back of your unit for accurate information.

Cautions for Operation and Use

- Do not modify or alter appliance specifications. Cord or component damage may lead to fire, electric shock, or short circuits.
- Do not operate the appliance without the interior lamp cover installed.
- Use only with a **single-phase AC power supply of 115V/60Hz**.
- Avoid placing the appliance in direct sunlight or near moisture and heat-generating equipment.
- Handle frozen food carefully to avoid frost burns. Allow it to thaw or prepare it according to safe food-handling guidelines before consumption.
- Regularly clean all surfaces that may come into contact with food or accessible drainage systems.

Care and Cleaning Safety

- Always turn off and unplug the appliance before cleaning.
- Do not clean with metal objects, steam cleaners, volatile oils, solvents, or abrasive cleaners.
- Use a **plastic scraper** to remove frost instead of sharp objects.

Servicing and Repairs

- All electrical work must be carried out by **qualified technicians** or authorized service personnel.
- Use only **genuine spare parts** approved by the manufacturer.
- Servicing involving refrigerant circuits must follow proper safety protocols for flammable refrigerants.

Handling Refrigerant and Product Disposal

Warning

This appliance operates using either R600a or R290 refrigerant.

Caution!

Before attempting to service or install this unit, thoroughly consult the repair manual or User Manual. Strict adherence to all safety precautions is required. When disposing of this unit, comply with federal or local regulations. Be aware, puncturing the refrigerant tubing may result in a fire or explosion. Handle this product with utmost care.

Danger!

This product contains flammable refrigerant, posing a risk of fire or explosion. Repair services must be conducted by trained professionals only. To defrost the refrigerator, avoid the use of mechanical devices and never puncture the refrigerant tubing.

Product and Packaging Disposal



As per EU regulations, the disposal or recycling of refrigeration products, including all the constituent glass, metal, and plastic components, should be entrusted to professional recycling companies.

Reach out to your local waste collection authority for guidance on disposing of your appliance. Note, local authorities are not responsible for commercial refrigeration equipment disposal, but they may offer advice on locally available disposal options.



Dispose of all packaging materials responsibly. The cardboard can be repurposed, and the protective foil and foam cushions are CFC-free. Keep children away from the packaging and dispose of plastic bags safely.

Promoting Environmental Responsibility



As per EU regulations, the disposal or recycling of refrigeration products, including all the constituent glass, metal, and plastic components, should be entrusted to professional recycling companies.

Reach out to your local waste collection authority for guidance on disposing of your appliance. Note, local authorities are not responsible for commercial refrigeration equipment disposal, but they may offer advice on locally available disposal options.

Dispose of all packaging materials responsibly. The cardboard can be repurposed, and the protective foil and foam cushions are CFC-free. Keep children away from the packaging and dispose of plastic bags safely.

Installation

Before you begin: If the appliance has been transported or stored in a non-upright position, it must stand upright for at least 4 hours before operation. This allows the refrigerant to settle and ensures optimal performance.

Appliance Setup

- **Unpack the appliance:** After removing the appliance from its packaging, make sure all protective film and coatings are completely removed from all surfaces.
- **Location:** Select a spot for your appliance where the floor is both level and firm. To ensure adequate ventilation, maintain at least a 4-inch clearance between the unit and any walls or other obstructions. If the unit is placed near a heat source, this distance should be increased to avoid overheating. Please remember to install the rubber spacers on the back of the appliance as guided in the “Rubber Spacer Installation” Section (Page 8).
- **Pre-cleaning:** Before the first use, thoroughly clean the interior shelves with soapy water. This removes any residues from the manufacturing process and helps maintain hygiene.
- **Securing the unit:** If your appliance is equipped with castors, set the brakes to keep it stable in its position. If it has adjustable screw feet, level the appliance by turning these as needed.
- Insert the power supply plug into a grounded, single-phase 115V wall outlet.
- Allow the unit to operate for about 1 hour to cool the compartment before placing items into the appliance.

Remember, the appliance should only be operated in environments with ambient temperatures no higher than 90°F (32°C) as per Climate Class 4 specifications.

Shelf Installation

Your appliance is designed to offer flexibility in the arrangement of your items. For your convenience, it comes with adjustable shelves that allow you to customize the interior space according to your needs.

Here's how to install the shelves:

- **For Refrigerators:** Our refrigerator comes with adjustable shelves that can be placed in different layers within the appliance. To adjust the height of a shelf, carefully lift it and reposition it into the desired layer.
- **For Freezers:** In our freezers, the evaporator also functions as the shelves. The number of shelves will vary depending on the model's capacity. Please note that these shelves are fixed and not adjustable. Handle them with care to avoid damaging the evaporator pipes with excessive force.
- **Damage or Defects:** If you notice any damage or defects with the shelves upon delivery or during use, please contact our customer support for assistance.

By tailoring the layout of your appliance to suit your needs, you can optimize its storage capacity and efficiency. Please handle the shelves carefully during installation and adjustment to prevent damage.

Rubber Spacer Installation

To guarantee proper ventilation and performance of the appliance, especially when positioned against a wall, it is crucial to install the included rubber spacer onto the backside of the cabinet, as illustrated in the diagram below.

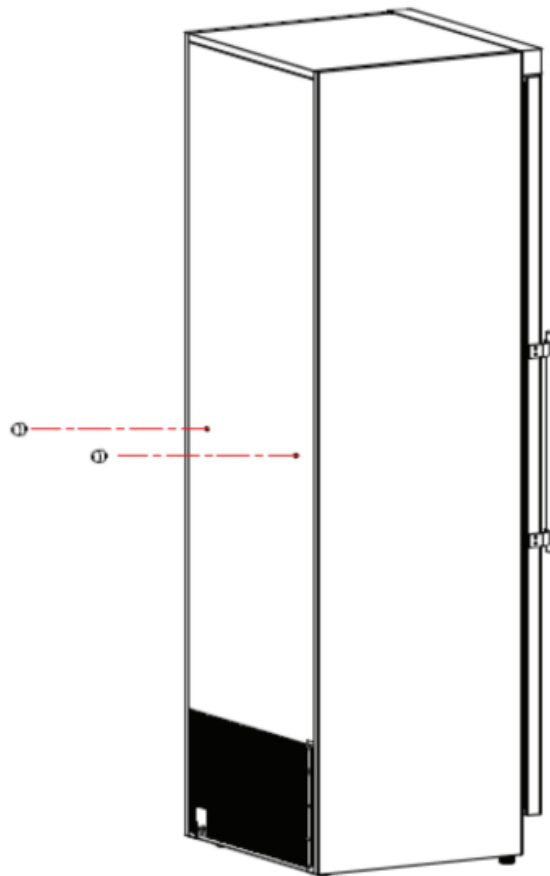
Maintain at least 4 inches of clearance at the top, back, and sides of the appliance for nominal performance.

Follow the steps below to install the rubber spacer:

- Identify the correct location for the rubber spacer on the back of the cabinet (as per the diagram).
- Align the holes on the rubber spacer with the corresponding screw holes on the cabinet.
- Using a suitable screwdriver, screw the rubber spacer into place.

Ensure that the rubber spacer is securely attached. Failing to install this spacer can result in the compressor malfunctioning and may void your appliance's warranty.

Always prioritize safety and efficiency by installing all provided components as directed.



Appliance Leveling

The appliance should be level to eliminate vibration. To make the appliance level, it should be upright, and both feet should be in stable contact with the floor.

Operations

Before First Use

- Leave the doors open for a while to ventilate the appliance.
- While the unit is cleaned before shipment, it is recommended to clean the compartment interior once more after delivery.

Turning on the Appliance

1. Ensure the doors of the appliance are securely closed.
2. Plug the unit into a socket. Upon plugging in, the appliance will power on.

Restarting the Appliance

After turning off the appliance, wait for at least 5 minutes before restarting. Restarting the unit immediately can cause fuses to blow, activate the circuit-breaker, overload the compressor, or cause other types of damage.

Efficient Use of Your Appliance

To reduce energy consumption, follow these guidelines:

- Open and close the door quickly to prevent the escape of cold air from the refrigerator/freezer, and keep the door opened for as short a period as possible.
- Install the unit in a well-ventilated location.
- Do not use the unit to store water or food that requires water as a storage medium. Never place fresh seafood containing water directly into the unit.

Proper operation of your Commercial Refrigerator or Freezer is essential for ensuring the best performance and longevity of the appliance. This section provides detailed guidelines on operation and door management for maximum efficiency.

Storing Food

The key to maintaining the freshness and quality of your food is proper storage.

Here are a few tips:

- Allow the appliance to reach its operating temperature before storing food items in it.
- Hot food or liquids should be cooled to room temperature before being placed in the appliance.
- Wrap or cover food whenever possible to prevent the spread of odors and maintain food quality.
- Avoid blocking the fans inside the appliance as they are essential for maintaining consistent internal temperatures.
- Try to minimize the time the doors are open to reduce the loss of cold air.

Door Operation

Your appliance is equipped with a lock to secure the contents and maintain a stable internal environment.

Here are a few tips:

- **Locking the Door:** Use one of the provided keys to lock the door when the appliance is not in use. This is crucial in commercial settings for security and to maintain the internal temperature.
- **Unlocking the Door:** To access the contents, insert the key into the lock and turn. Always remove the key after unlocking the door and ensure the door is fully closed after use.

Safety Checks

After cleaning the unit, perform these checks to ensure safety:

- Confirm that the power cord plug is firmly inserted into a dedicated wall outlet. Make sure the plug is not abnormally hot.
- Check the power cord for any cracks or damage. If you notice any irregularities, contact the dealer from whom you purchased this unit or our customer service department.

Temperature Adjustment

To adjust the temperature of your appliance, follow these steps:

- Press the “” button. The current temperature value will start flashing.
- Use the “” and “” buttons to adjust the temperature within the specified range:
 - **Freezer model with a solid door:** Adjust the temperature between 0°F to -13°F.
 - **Freezer unit with a glass door:** Adjust the temperature between 0°F to -8°F.
 - **Refrigerator with a solid door:** Adjust the temperature between 28°F to 50°F.
- Press the “” button again to confirm your new temperature setting.



Defrosting:

Manual Defrost: This appliance does not have an automatic defrost function and should be manually defrosted two or three times a year when the ice is about 1/8 inch thick.

To manually defrost your freezer compartment:

- Press and hold the “” button for five seconds.
- The defrost cycle will commence immediately, with the Defrost LED indicator illuminating. This manual defrost cycle will continue for a maximum of 30 minutes.

Maintenance

Maintaining the cleanliness and overall performance of your Commercial Refrigerator or Freezer requires regular cleaning and maintenance.

These practices not only ensure the appliance operates at peak efficiency but also prolong its life and functionality.

General Cleaning:

- Always disconnect the appliance from the power source before cleaning.
- Frequently clean the interior with a gentle cleaning agent to prevent bacterial growth and odor.
- Do not use abrasive or harsh cleaning agents as they can leave harmful residues or damage the surface.
- Avoid using sharp tools which may damage the ABS plastic liner of the cabinets.
- Clean the door seal with water only. Wipe dry after cleaning to prevent mold growth.
- Do not let cleaning water run into the drain hole, as it could overflow into the evaporation pan.
- Be cautious when cleaning the rear of the appliance as it may have sharp edges.

Condenser Cleaning:

The condenser is an essential part of the appliance and should be cleaned every 30 days. A clean condenser can extend the lifespan of the appliance.

We recommend having our service agent or a qualified technician perform this task.

Important Note: All repair and maintenance requiring the removal of panels or parts should be performed by a service agent or a qualified technician.

Regular cleaning and maintenance practices are crucial for the longevity and proper operation of your appliance. Remember, an investment in routine maintenance can save you from costly repairs in the future.

Climate Class Specifications

This section outlines the designated climate classes for our appliances and the corresponding operating conditions they are designed for. A climate class is a categorization assigned to an appliance, denoting the range of ambient temperatures the appliance is intended to operate within.

Climate Class	Max. Ambient Temperature & Humidity
3	77°F, 60% RH
4	86°F, 55% RH
5	104°F, 40% RH
7	95°F, 75% RH

Understanding Climate Classes

Climate classes are indicators of the specific temperature and humidity ranges within which an appliance can function effectively and efficiently. These classes are critical in ensuring that your appliance performs optimally under the environmental conditions of your specific region or location.

Making The Right Choice

It's crucial to ensure that the climate class of your appliance aligns with the ambient temperature and humidity of the room or area where you intend to install and operate the appliance. Operating the appliance in conditions that fall within its specified climate class will promote its efficiency and longevity.

Potential Consequences of Non-Compliance

Operating your appliance outside its designated climate class can lead to several issues. These could include decreased performance, increased energy consumption, potential damage to the appliance, or even premature failure.

How to Check Your Appliance Climate Class

Our appliance is designed for a specific climate class, and this information is listed on the appliance's rating plate or in the technical specifications within the manual. This information allows you to match your appliance's designed operating conditions with your local environmental conditions.

Troubleshooting

This section is designed to help you navigate and resolve common scenarios that may arise with your appliance. Please remember, safety is paramount.

Caution: Prior to any troubleshooting, ensure the appliance is unplugged.

Any troubleshooting measures not included in this manual should only be performed by a qualified electrician or a similarly competent professional.

Notice: Maintenance and repairs on the appliance should only be undertaken by qualified service engineers. Unauthorized or unskilled repairs can pose significant risk to the user. Should your appliance require service, please contact your authorized dealer or KoolMore customer service.

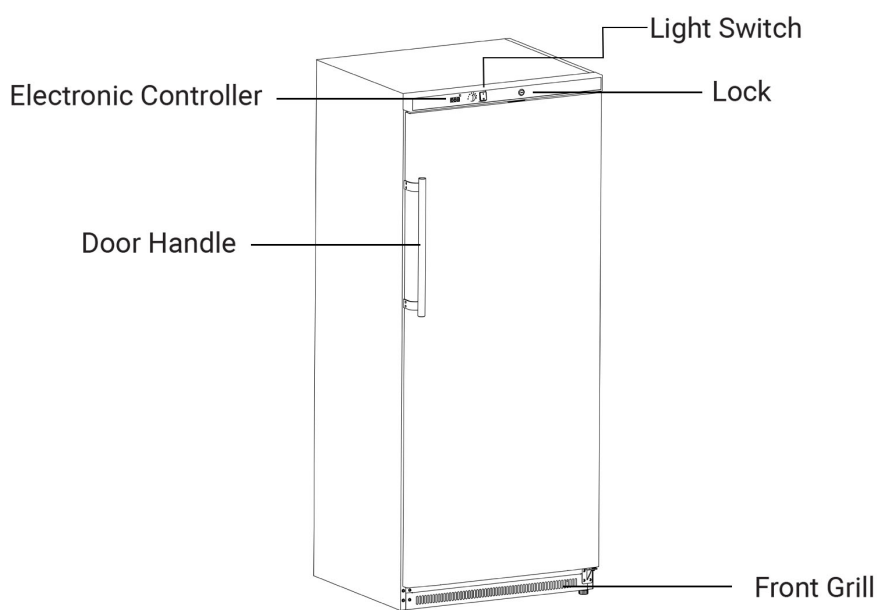
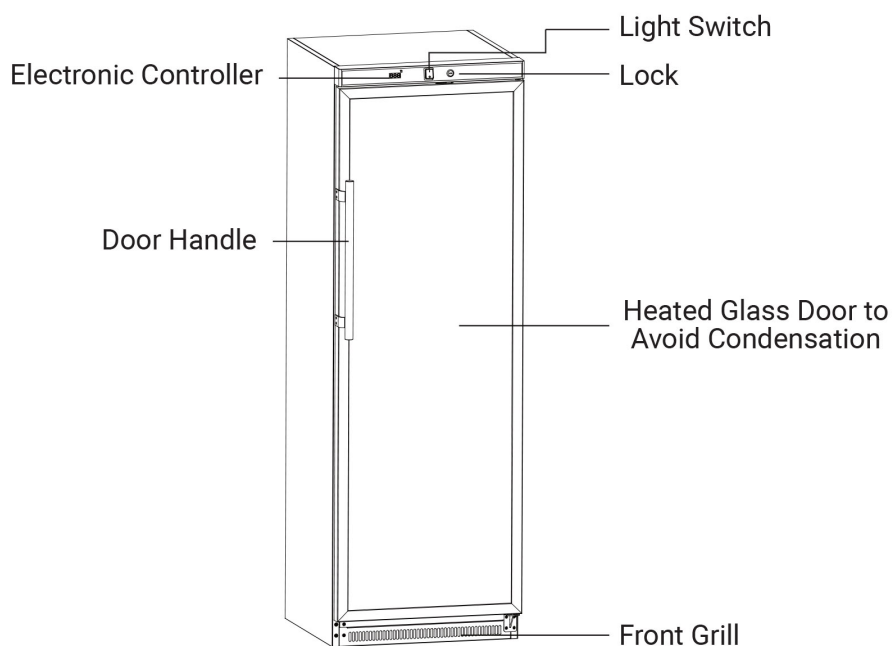
Scenario	Recommended Actions
Power Outage	• Open and close the door as little as possible to keep the cold air inside. • Avoid adding new items into the appliance until power is re-stored.
Issues with Power Cord	• The power cord, if damaged, should only be replaced with a specific cord or assembly provided by the manufacturer or service agent. • Position the appliance so that the power plug is easily reachable.
Cleaning After Use or Inactivity	• Remove all items, disconnect the power cord from the wall outlet, clean the interior, and wipe it dry. • To prevent mold and unpleasant odors, leave the door open to completely dry the interior.
Relocating Appliance	• Disconnect the power cord from the wall outlet before moving the appliance. • Be careful to avoid damaging the power cord. • Avoid hitting the appliance's feet against floor steps or thresholds.
Temporary Appliance Storage	• Place a piece of wood or similar object between the door and the main unit to keep the door slightly open. • Avoid storing the unused appliance in a location where children play. If a child enters the compartment and the door is closed, they may not be able to open it from the inside.

In this table, we identify some common issues you might encounter with your appliance, along with potential causes and solutions.

Issue	Potential Causes & Solutions
Appliance Not Cooling	• Check if the power supply is interrupted, the power cord is disconnected from the wall outlet, or if the fuse is blown/circuit breaker is activated. • Make sure the temperature control is not turned to OFF.
Poor Cooling Performance	• Ensure the appliance is properly ventilated and not exposed to direct sunlight or placed near a heater or stove. • Avoid frequent opening and closing of the lids, and do not overstock items beyond the load line. • Adjust the temperature control dial as necessary. • Defrost the freezer compartment if excessive frost is observed.
Excessive Noise	• Verify the floor underneath the appliance is sturdy, and the unit isn't shaking or rattling. • Ensure the rear panel isn't in contact with a wall, and there are no objects behind the freezer. Note: The compressor may produce a loud noise when it first starts up. This is normal and will decrease over time.
Condensation	This can happen on hot, humid days or depending on the place of installation. It is normal when humidity is high and water particles form on cold surfaces. Wipe away condensation with a dry cloth.
Hot Exterior Surfaces	This is especially common in summer or when the freezer first starts running. The freezer's design includes a pipe for radiating heat and preventing condensation. This heat does not affect the items inside the freezer.

Components & Functions

This section provides an overview of the key parts of your appliance and their primary functions. Please note that the appliance's design might vary slightly from the diagram provided, but the basic functions should remain the same.



Important Notice: Always ensure your hands are dry before touching the inside of the freezer or any frozen items to prevent the risk of frostbite. The image provided in this manual is for reference only. The actual configuration of your specific appliance may vary slightly.



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.

