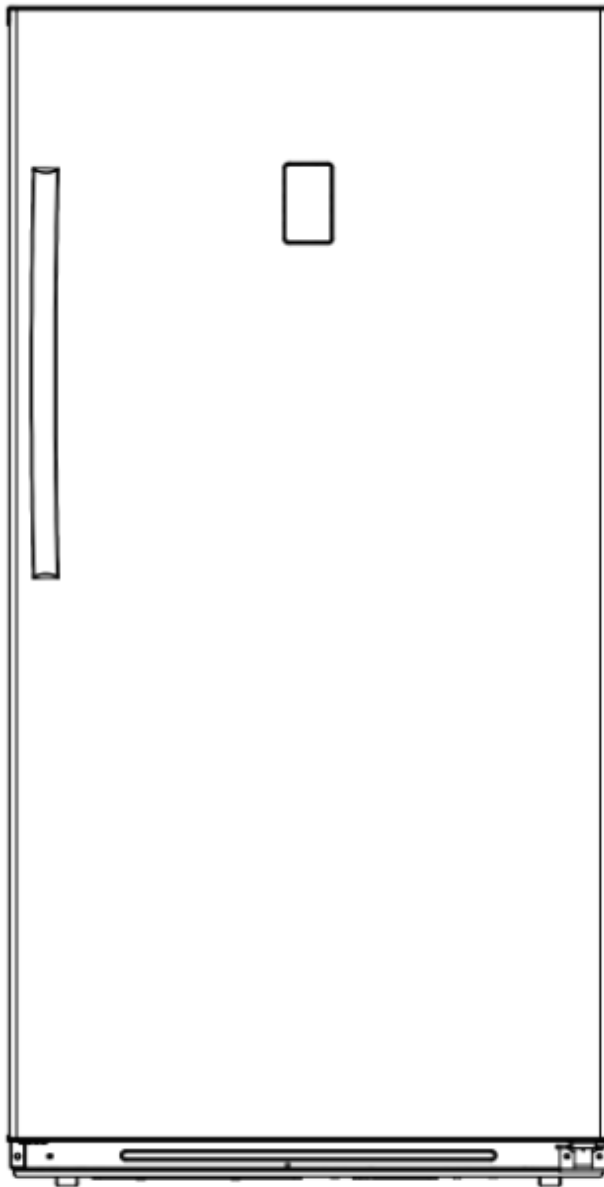




REFRIGERATOR / FREEZER

## Upright Convertible Refrigerator Freezer

Model: KM-RUF-21S



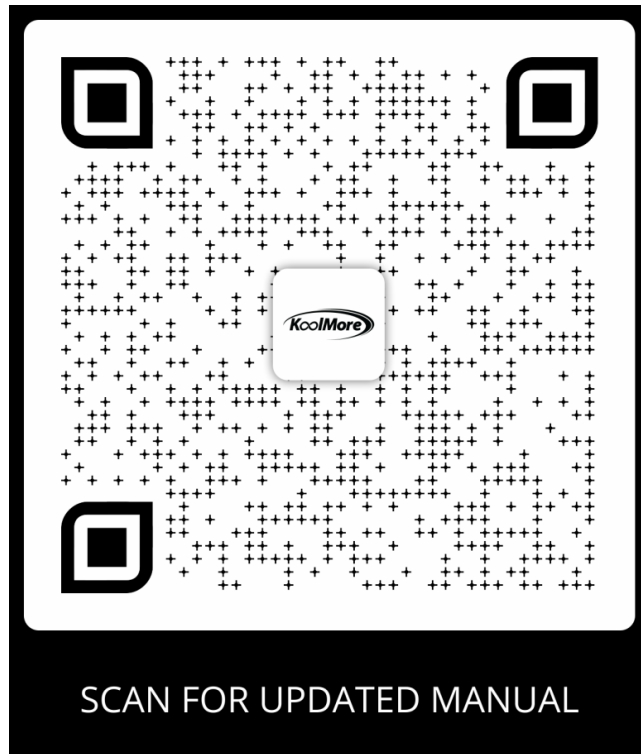
*Before using, please read the operating instructions carefully to ensure proper application and achieve satisfactory results.*

For any service related issues, please contact us:

☎ 718-576-6342    ✉ [support@koolmore.com](mailto:support@koolmore.com)

# Stay informed with the latest information for your KoolMore Appliance.

Scan the QR code below to access the most recent user manual on our website, which is constantly being updated and improved.



**If you need any assistance or have questions, our customer support team is here to help.**

**Phone- 718-576-6342 Email- [support@koolmore.com](mailto: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

## General Warnings

 **Warning:** Risk of Fire / Flammable Materials

This appliance is designed for household and similar uses, including:

- Staff kitchen areas in shops, offices, and other working environments
- Farmhouses
- By clients in hotels, motels, and other residential environments
- Bed-and-breakfast environments
- Catering and similar non-retail locations

This appliance is not intended for use by individuals (including children) with reduced physical, sensory, or mental capabilities or those lacking experience and knowledge, unless supervised by a responsible person for their safety.

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

- If the power cord is damaged, it must be replaced by the manufacturer, its service agent, or similarly qualified persons to avoid hazards.
- Do not store explosive substances, such as aerosol cans with flammable propellants, in this appliance.
- Always unplug the appliance after use and before performing user maintenance.
- Keep ventilation openings, in both the unit and any built-in structure, free from obstruction.
- Do not use mechanical devices or methods to accelerate the defrosting process, other than those recommended by the manufacturer.
- Do not damage the refrigerant circuit.
- Do not use electrical appliances inside the food compartments of the appliance, unless specifically recommended by the manufacturer.
- Dispose of the appliance properly, in accordance with local laws and regulations regarding flammable gases and refrigerants.
- Ensure the power cord is not trapped or damaged when positioning the appliance.
- Do not use multiple portable socket outlets or portable power supplies at the rear of the appliance.
- To avoid instability hazards, the appliance must be installed according to the instructions provided.
- Do not use extension cords or ungrounded (two-prong) adapters.
- The unit must be disconnected from the power source before installing accessories.
- Refrigerant and cyclopentane foaming materials are flammable. When the appliance is no longer in use, keep it away from fire sources and ensure it is recycled by a certified recycling company.

## Child Safety

- For doors or lids fitted with locks, keep keys out of reach of children to prevent them from being locked inside.

- To prevent entrapment, ensure children do not play near or inside the unit.
- **Risk of child entrapment:** Before discarding your old unit, remove the doors and leave the shelves in place to prevent children from climbing inside.

## Food Safety

To prevent contamination of food:

- Avoid leaving the door open for long periods, which can raise compartment temperatures.
- Clean surfaces that come into contact with food and drainage systems regularly.
- Store raw meat and fish in sealed containers to prevent contact with other food.
- If the appliance will be unused for long periods, empty it, switch it off, clean and dry it, and leave the door slightly open to prevent mold.

## Electricity-Related Warnings

- Always grasp the plug firmly when unplugging; never pull by the cord.
- Do not use the appliance if the power cord is damaged or worn.
- If noise, odor, or smoke occurs, unplug immediately and contact customer service.
- Use a dedicated power socket; do not share outlets with other appliances.
- Ensure the power plug fits securely in the socket and that the socket is grounded.
- Do not unplug the unit while gas leaks are present, as sparks may ignite flammable gases.
- Do not place electrical appliances on top of the appliance unless recommended by the manufacturer.

## Usage Warnings

- Do not disassemble or reconstruct the unit yourself. Repairs must be done by specialists.
- The power cord must be replaced only by the manufacturer, service agents, or qualified professionals.
- Do not put your hands in the gaps around the unit door to avoid injury.
- Do not pick up food or containers with wet hands inside the freezer, especially metal containers, to avoid frostbite.
- Do not allow children to climb into or onto the unit.
- Do not place heavy objects on top of the unit, as they may fall and cause injury when opening or closing the door.
- Always unplug the unit during power failures or cleaning. Wait at least 5 minutes before reconnecting power to prevent compressor damage.
- Refrigerating appliances may not operate consistently if placed in very low temperatures for extended periods.
- Do not store carbonated drinks inside the unit while in freezer mode.
- Do not exceed the storage times recommended by food manufacturers.
- Take precautions to prevent a rise in food temperature during defrosting or maintenance.
- A rise in temperature during defrosting or cleaning can reduce food storage life.

## Placement Warnings

- Do not place flammable, explosive, or highly corrosive items inside the unit.
- Do not store flammable materials near the freezer.
- This unit is for storing food only. Do not use it to store blood, drugs, or biological products.
- Do not store beverages or liquids in sealed containers inside the freezer, as they may crack or burst when frozen.

**Disposal Warnings**

- Refrigerant and foaming materials are flammable. When disposing of the unit, keep it away from fire sources and have it recycled by a qualified company.
- Remove doors and shelves before disposal to prevent children from becoming trapped inside.
- This product must not be disposed of with regular household waste. Use official collection systems to ensure safe recycling.

# Installation

## Before Use:

- Before use, remove all packing materials, including bottom cushions, foam pads, and tape from inside the unit.
- Peel off the protective film from the doors and the appliance body.
- Place the appliance in a well-ventilated indoor location, away from heat sources and direct sunlight. Do not place it in damp or wet areas, as this can cause rust and reduce the insulation performance.
- Do not spray or wash the appliance with water. Avoid areas where the appliance could be splashed, as this may damage its electrical insulation.
- Position the appliance on a flat, sturdy surface. Adjust the leveling feet as needed to ensure stability.
- Do not install or operate the appliance on moving vehicles or platforms (e.g., boats).
- To allow proper heat dissipation, leave at least 12 in. of clearance above the freezer and 4 in. behind it.

## Precautions Before Installation:

- Always disconnect the appliance from power before installation or adjusting accessories.
- Take precautions to prevent the handle from detaching, which could cause personal injury.

## Door Handle Installation

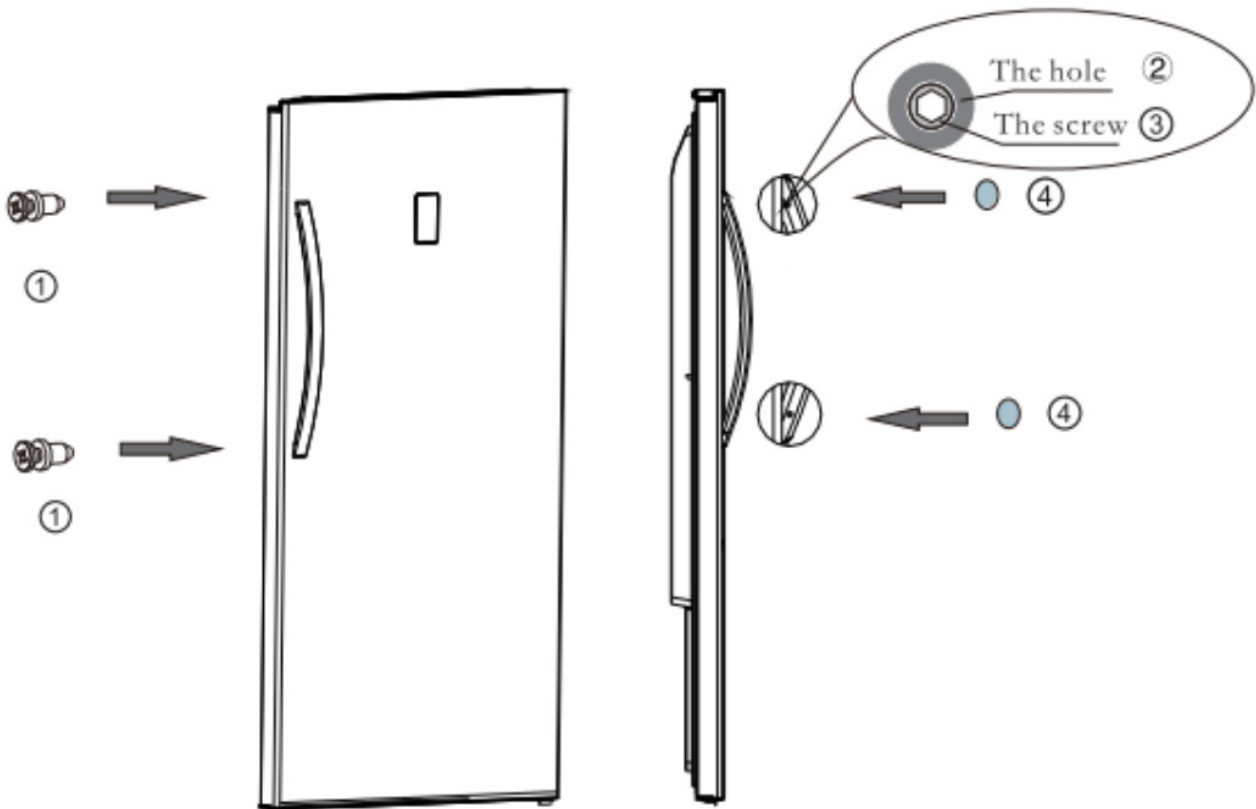
### Precautions Before Operation

- Before installing any accessories, make sure the appliance is disconnected from the power supply.
- When installing the door handle, take precautions to ensure it is properly secured to prevent it from falling and causing personal injury.

List of Tools to be Provided by User	
	Phillips-head Screwdriver



Phillips-head Screwdriver



(The image above is for reference only. Actual configuration may vary by model or distributor.)

**Explanatory Notes:**

1. Handle Bolt
2. Screw Hole
3. Handle Screw
4. Screw Cap

**Assembly Steps:**

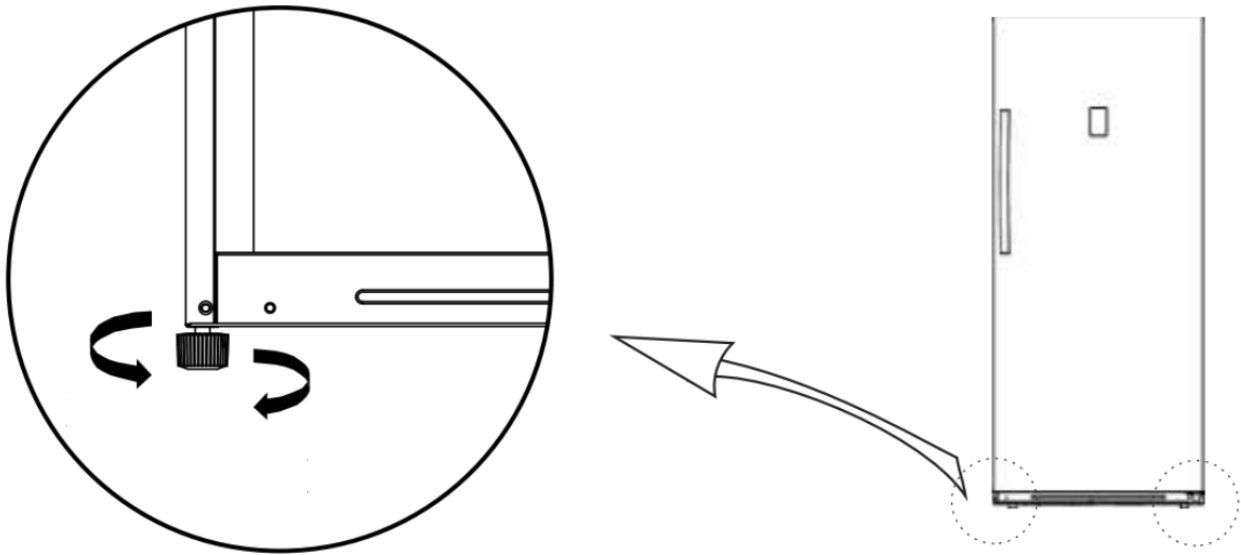
- Take out the handle bolts (1) from the accessory bag, then use a Phillips-head screwdriver to fix them on the appliance door.
- Put the handle on the door through the handle bolts, then use an Allen key to fix the handle screws (3). Shake the handle to ensure it is securely fixed.
- Cover the screw caps (4) on the screw holes (2).

**Leveling Feet:**

**Precautions Before Operation:**

- Before adjusting the leveling feet, take necessary precautions to prevent any personal injury.

**Schematic Diagram of the Leveling Feet:**



( The picture above is only for reference. The actual configuration will depend on the physical product or statement by the distributor )

**Adjusting Procedures:**

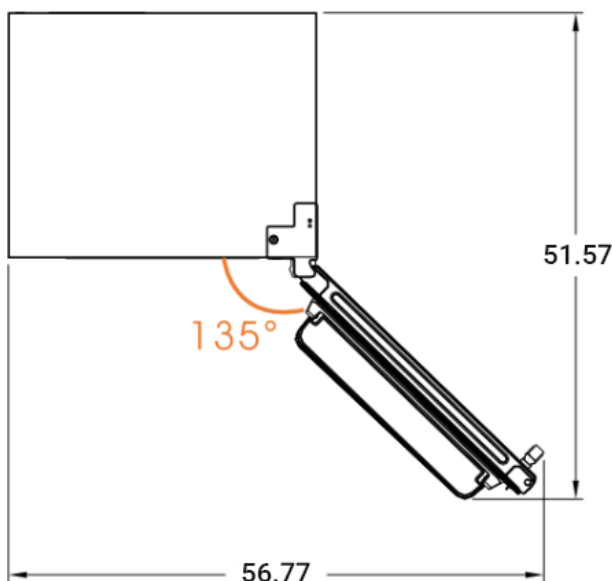
- Turn the feet clockwise to raise the freezer.
- Turn the feet counterclockwise to lower the freezer.
- Adjust the right and left feet based on the procedures above to a horizontal level.

**Changing the Light**

Any replacement or maintenance of the LED lights is intended to be made by the manufacturer, its service agent or similar qualified person.

**Before First Use**

- Let the unit sit upright and unplugged for at least 30 minutes before connecting it to the power supply.
- Run the unit for 2–3 hours before adding any fresh or frozen food. In hot weather (summer), allow it to run for at least 4 hours.



**Clearance and Product Reference:**

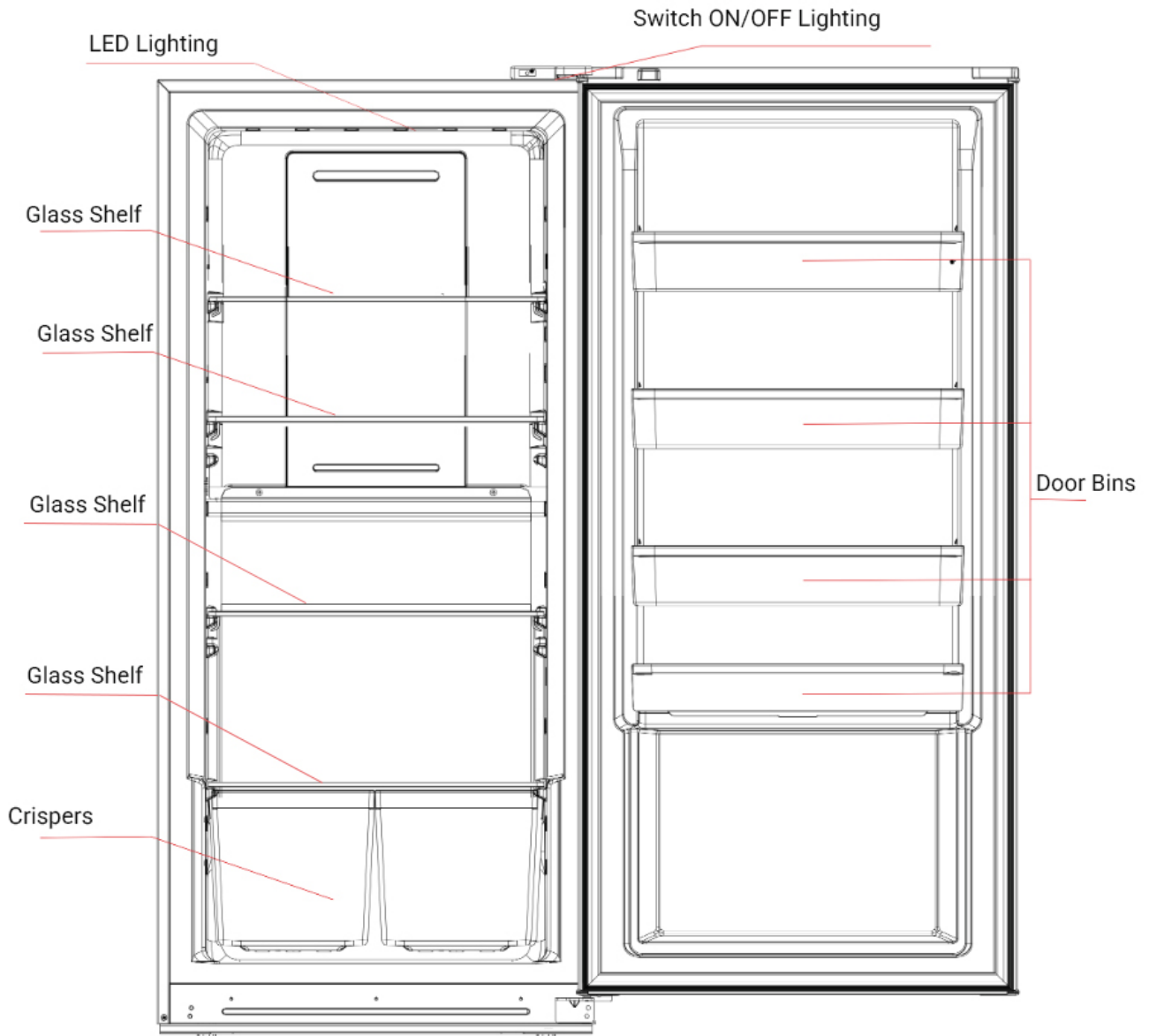
- Leave enough space around the unit for the doors and drawers to open easily.
- The image shown is for reference only. The actual design and features may vary depending on the product itself or the distributor's specifications.

**Energy Saving Tips**

- The appliance should be located in the coolest area of the room, away from heat producing appliances or heating ducts, and out of the direct sunlight.
- Let hot food cool to room temperature before placing in the appliance. Overloading the appliance forces the compressor to run longer. Food that freezes too slowly may lose quality, or spoil.
- Be sure to wrap food properly and wipe containers dry before placing them in the appliance. This cuts down on frost build-up inside the appliance.
- Crisper drawers should not be lined with aluminum foil, wax paper, or paper towels. Liners interfere with cold air circulation, making the appliance less efficient.
- Organize and label food to reduce door openings and extended searches. Remove as many

# Operation

## Key Components



(The picture above is only for reference. The actual configuration will depend on the physical product or statement by the distributor)

## Functions



(The image above is for reference only. Actual configuration may vary by model or distributor.)

### 1. Indicators

Hi-Temp(High temperature alarm)



- ① Door Open (if the door is kept opened for 300 seconds alarm)
- ②



### 2. Button

- A. Quick Freeze button
- B. Lock button
- C. Freezer & Refrigerator conversion button
- D. Temperature setting ▼
- E. Temperature setting ▲

### 3. Operation

#### • Freezer & Refrigerator Conversion

Press and hold the **Freezer/Fridge** button  for 3 seconds. The upper indicator light  will turn on with a beep, and the appliance will operate as a freezer.

Press and hold the **Freezer/Fridge**  button again for 3 seconds. The upper light will turn off, the lower indicator light  will illuminate with a beep, and the appliance will operate as a refrigerator.

#### • Quick Freeze Function Setting

Press the Quick Freeze button to activate Quick Freeze mode. A snowflake icon ❄ will appear on the display.

Press Quick Freeze again to turn off Quick Freeze mode.

If the internal temperature reaches below -13°F, Quick Freeze mode will automatically turn off after 3 hours.

If the temperature does not reach -13°F, the appliance will automatically exit Quick Freeze mode after 24 hours.

- **Centigrade–Fahrenheit Conversion**


Hold down ▼ and ▲ at the same time for 3 seconds until a beep is heard to change the temperature display.

- The default refrigerating and freezing temperature is 41°F / 0°F. The temperature range of the freezer is 10°F ~ -11°F. The temperature range of the refrigerator is 35 ~ 46°F.


- **Door Open Alert**

When the door is opened, the blue indicator light turns on. When the door is closed, the light turns off. If the door remains open for more than 300 seconds (5 minutes) while the appliance is running, the door-open alert will activate – the blue indicator will blink, and a buzzer will sound.

- **High Temperature Alert**



In refrigerator mode, if the inside temperature is over 59°F (15°C) for 36 hours, the high temperature alert is activated with the blue point  blinking and buzzing for 10 seconds. It will buzz for 10 seconds every 30 minutes.

If the temperature reaches below 54°F (12°C), the High Temperature Alert will exit. Press any button to cancel this alert.

In freezer mode, if the inside temperature is over 18°F (-8°C) for 36 hours, the high temperature alert is activated with the blue point  blinking and buzzing for 10 seconds, and it will buzz for 10 seconds every 30 minutes.

If the temperature reaches below 10°F (-12°C), the High Temperature Alert will exit. Press any button to cancel this alert.

- **Lock**

Press and hold the Lock button for 3 seconds to activate the control lock. The icon  is on with a beep. Press it again for another 3 seconds to unlock; the icon  is off with a beep.

- **Temperature Adjustment**

Press ▼ to decrease the temperature. Press ▲ to increase the temperature.

- **Reset**

Press Lock and ▲ at the same time for 3 seconds until a beep to reset the mainboard. All variables of the mainboard will be initialized (except those stored in the EEPROM). The display will be fully lit up for 3 seconds, just like when the appliance is powered on for the first time. While resetting, if the compressor is running, it will pause for 5 minutes and then run again.

Recommended setting: Refrigerator 39°F, Freezer 0°F.

Please contact our Customer Service Department or a qualified technician to resolve any faults.

Fault Code	Fault Description
E2	Temperature sensor failure of freezing chamber
E5	Failure of defrosting sensor in freezing chamber
E6	Communication error
E7	Failure of ambient temperature sensor

# Maintenance

## Overall Cleaning

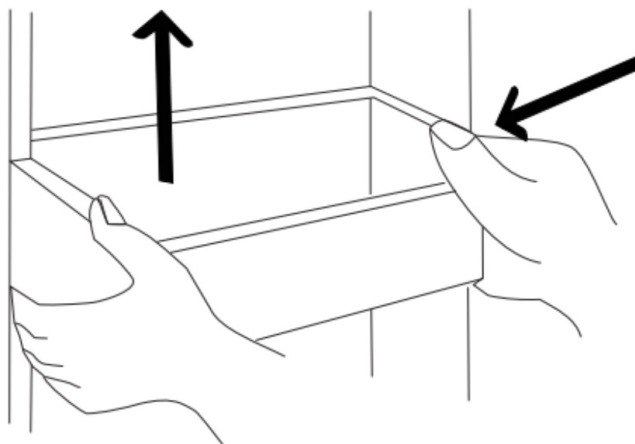
- Regularly clean dust from behind and around the appliance to improve cooling performance and save energy. Clean the interior often to prevent odors. Use a soft towel or sponge with water and a mild, non-corrosive detergent. Wipe again with clean water, then dry with a soft cloth. Leave the door open to air-dry completely before turning the power back on.
- Do not use hard brushes, steel wool, wire brushes, abrasive cleaners (such as toothpaste), or organic solvents (including alcohol, acetone, or paint thinners). These can damage the surface and interior of the freezer.
- Do not rinse the appliance directly with water, as this may affect the electrical insulation.



**!** Unplug the appliance before defrosting or cleaning.

## Cleaning of Door Bin

- Following the direction of the arrow in the figure below, use your right hand to squeeze the tray and push it upward to remove it.
- After washing the tray, you can reinstall it at the height that best suits your needs.



(The image above is for reference only. Actual configuration may vary by model or distributor.)


## Defrosting

This freezer uses an air-cooling system with an automatic defrost function. If frost forms due to seasonal or temperature changes, it can also be removed manually by unplugging the appliance or wiping it with a dry towel.

## Power Failures, Storage, and Moving

- **Power failure:** In the event of a power outage, food inside the appliance will remain cold for several hours, even during summer. To help preserve the temperature, minimize how often you open the door and avoid adding new food until power is restored.

- **Long-Term Nonuse:** If the appliance will not be used for an extended period, unplug it and clean the interior thoroughly. Leave the doors open to prevent odors from developing.
- **Moving:** Before moving the appliance, remove all items and secure the glass shelves, crisper drawers and door bins with tape. Tighten the leveling feet, close the doors, and seal them with tape. During transport, do not place the appliance upside down or lay it flat, and avoid excessive vibration. The appliance should not be tilted more than 45° during movement.

 **Continuous Operation:** Once the appliance is started, it should run continuously. Avoid interrupting its operation, as frequent shutdowns may shorten its service life.

# Troubleshooting

You may try to solve the following simple problems by yourself.

If the problem cannot be solved, please contact KoolMore customer service.

Problem	Possible Reason
Appliance Not Running	<ul style="list-style-type: none"> <li>• Check whether the appliance is properly connected to power and that the plug is securely inserted into the outlet.</li> <li>• Check whether the voltage is too low.</li> <li>• Check whether there is a power failure or partial circuits have tripped.</li> </ul>
Odor	<ul style="list-style-type: none"> <li>• Odorous foods shall be tightly wrapped.</li> <li>• Check whether there is any rotten food.</li> <li>• Clean the inside of the freezer.</li> </ul>
Long Compressor Operation	<ul style="list-style-type: none"> <li>• Extended compressor operation is normal during summer or when the ambient temperature is high.</li> <li>• Avoid overloading the appliance with too much food at once.</li> <li>• Allow hot or warm food to cool before placing it inside.</li> <li>• Minimize how often and how long the doors are opened to maintain proper temperature.</li> </ul>
Interior Light Not Working	<ul style="list-style-type: none"> <li>• Check whether the appliance is connected to power supply and whether the illuminating light is damaged.</li> <li>• Have the light replaced by a technician.</li> </ul>
Door Can Not Be Properly Closed	<ul style="list-style-type: none"> <li>• The door is blocked by food packages.</li> <li>• Too much food has been placed inside the appliance.</li> <li>• The appliance is not level or is tilted.</li> </ul>
Unusual Noises	<ul style="list-style-type: none"> <li>• Check whether the floor is level and whether the appliance is placed stably.</li> <li>• Check whether accessories are placed at proper locations.</li> </ul>
Door Seal Issues	<ul style="list-style-type: none"> <li>• Remove any debris or foreign objects from the door seal.</li> <li>• Warm the door seal, then allow it to cool to restore its shape. (You can use a hair dryer or a hot towel to gently heat the seal.)</li> </ul>

Problem	Possible Reason
Water Pan Overflowing	<ul style="list-style-type: none"> <li>• There is too much food in the chamber or food stored contains too much water, resulting in heavy defrosting.</li> <li>• The doors are not closed properly, resulting in frosting due to entry of air and increased water due to defrosting.</li> </ul>
Exterior Feels Hot	<ul style="list-style-type: none"> <li>• The built-in condenser releases heat through the outer housing – this is normal operation.</li> <li>• The surface may feel warmer when the ambient temperature is high or during extended compressor operation.</li> </ul>
Condensation on Exterior Surfaces	<ul style="list-style-type: none"> <li>• Condensation on the exterior surface and door seals of the appliance is normal when the ambient humidity is too high. Just wipe the condensation with a clean towel.</li> </ul>
Abnormal Noise	<ul style="list-style-type: none"> <li>• <b>Buzz:</b> The compressor may produce buzzes during operation, and the buzzes are loud particularly upon start or stop. This is normal.</li> <li>• <b>Creak:</b> Refrigerant flowing inside of the appliance may produce creak, which is normal.</li> </ul>



# WARRANTY

## LIMITED WARRANTY

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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.

To claim warranty or request repair service:

Email [support@koolmore.com](mailto: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](http://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

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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***