

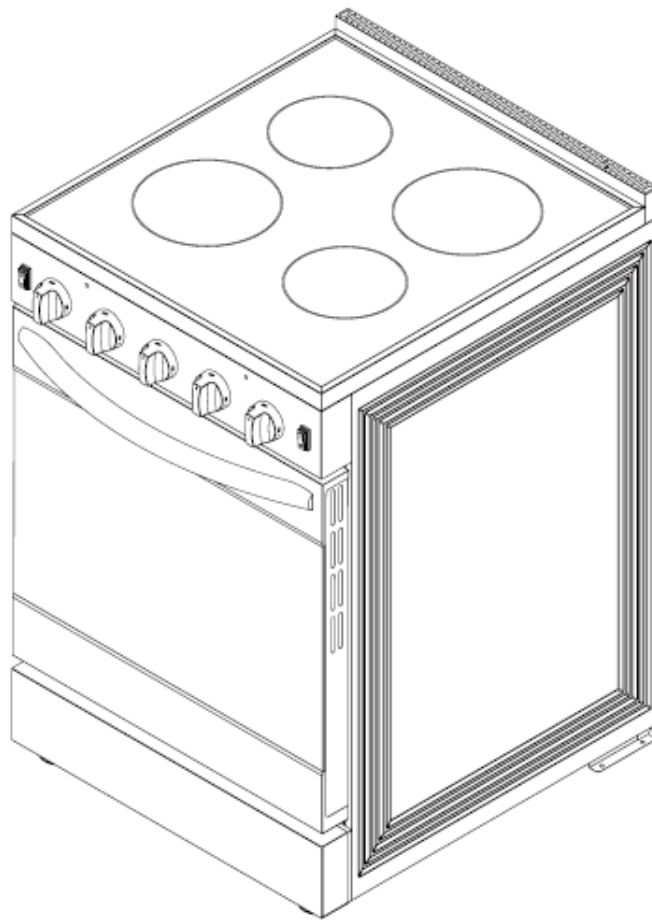


# USER MANUAL

## 24" Electric Range with 3.7 Cu. Ft. Oven

Model: KM-SER24-SS

ELECTRIC RANGE



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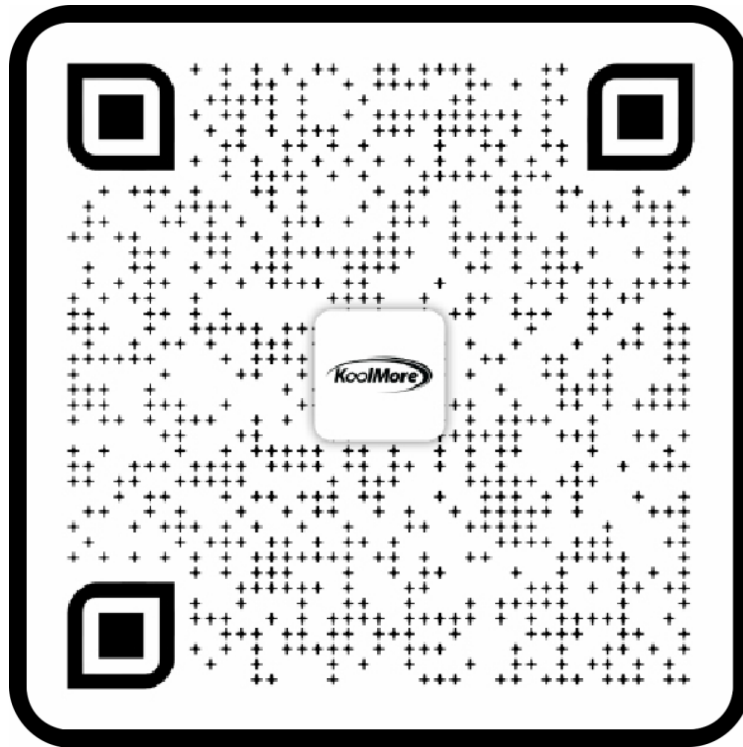
***Please read these installation instructions carefully to ensure the appliance is installed correctly and operates safely.***

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 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](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.

# Contents

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# Safety

## Important Safety Instructions

Read all instructions before using this appliance. Follow all safety precautions to reduce the risk of fire, electric shock, personal injury, or property damage.

Use this appliance only for its intended purpose as described in this manual.

Save these instructions for future reference.

## Anti-Tip Device

### **Warning**

To reduce the risk of tipping, the range must be secured by a properly installed anti-tip bracket.

After installation, verify that the anti-tip bracket is properly engaged.

- A child or adult can tip the range and be seriously injured or killed.
- Install and engage the anti-tip bracket according to the installation instructions.
- Re-engage the anti-tip bracket if the range is moved.
- Do not operate the range without the anti-tip bracket properly installed and engaged.
- Failure to follow these instructions can result in serious injury, burns, or death.

To check that the anti-tip bracket is installed correctly:

1. Carefully grasp the rear edge of the range.
2. Attempt to tilt the range forward slightly.
3. The range should not move more than a few inches if the bracket is properly engaged.

Never completely remove the leveling legs. The range will not be secured properly without them.

## Safety Symbols

### **WARNING**

Hazards or unsafe practices that may result in severe personal injury or death.

### **CAUTION**

Hazards or unsafe practices that may result in minor injury or property damage.

## California Proposition 65 Warning

### **WARNING**

This product can expose you to chemicals including carbon monoxide and soot, which are known to the State of California to cause cancer and birth defects or other reproductive harm.

For more information, visit: [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov)

## **General Safety Precautions**

- Use this appliance only for cooking purposes.
- Do not use the appliance for space heating.
- Do not store flammable materials in or near the oven or cooktop.
- Remove all packing materials before operating the appliance.
- Never leave children unattended near the appliance while it is operating.
- Do not allow children to climb, stand, or hang on the oven door.
- Wear proper clothing. Loose-fitting garments may catch fire.
- Use dry potholders only. Moist potholders may cause steam burns.
- Do not use towels or bulky cloths in place of potholders.
- Do not touch hot surface elements or interior oven surfaces during or immediately after use.
- Keep combustible materials away from hot surfaces.
- Do not use water on grease fires. Turn the appliance off and smother flames with a lid, baking soda, or dry chemical extinguisher.
- Do not store items of interest to children above the range.

## **Electrical Safety**

- This appliance must be properly installed and grounded according to local electrical codes.
- The range must be connected to a properly grounded 240V outlet.
- Disconnect power before servicing the appliance.
- Do not use damaged power cords or loose outlets.
- Do not pull, twist, bend, or pinch the power cord.
- Do not place the power cord near hot surfaces.
- Do not modify or remove the grounding prong.
- If the cooktop glass is cracked, turn off the appliance immediately and disconnect power.

### **Warning**

Electrical shock hazard.

Failure to follow these instructions may result in electric shock, fire, or death.

## **Child Safety**

### **Warning**

- Children should not be left alone or unattended near the appliance.
- Accessible parts may become hot during use.
- Keep children away from the oven door when opening or closing.
- Do not allow children to play with the controls or any part of the appliance.
- Packaging materials can be dangerous to children. Keep plastic bags away from children.

## **Cooktop Safety**

- Never leave surface elements unattended at high heat settings.
- Boilovers may cause smoke or grease fires.
- Use cookware with flat bottoms and proper size for the cooking zone.
- Do not use the ceramic cooktop as a cutting board.
- Do not slide cookware across the cooktop surface.
- Do not place plastic, paper, or cloth items on hot cooking zones.
- Do not use aluminum foil to line the cooktop or oven bottom.

- Use caution when touching the cooktop surface. It may remain hot after the elements are turned off.
- Do not place decorative covers over surface elements.

## **Glass Ceramic Cooktop Safety**

### **WARNING**

- If the cooktop surface is cracked, turn off the appliance immediately.
- Disconnect power and contact an authorized service technician.
- Cleaning solutions and spills may penetrate a broken cooktop and create an electrical shock hazard.

## **Oven Safety**

- Use care when opening the oven door. Hot air and steam may escape.
- Stand to the side when opening the oven door.
- Do not heat unopened food containers. Pressure buildup may cause containers to burst.
- Do not store items inside the oven.
- Always place oven racks in the desired position while the oven is cool.
- Use caution when removing hot cookware or racks.
- Do not allow aluminum foil or cookware to contact heating elements.
- Keep the oven vent unobstructed.
- Do not cover oven racks or oven bottom with aluminum foil.

## **Ventilation Hood Safety**

- Clean ventilation hoods and filters regularly.
- Do not allow grease to accumulate.
- Turn the hood fan on when cooking foods at high heat or flambéing.

## **Installation Safety**

### **WARNING**

- Installation and grounding must be performed by a qualified installer.
- Install the appliance on a level, stable floor capable of supporting its weight.
- Verify that the electrical supply matches the rating label specifications.
- Do not install the appliance in damp or outdoor locations.
- Do not use the appliance if it has been damaged during shipping or installation.

## **Usage Precautions**

### **CAUTION**

- Do not touch hot surfaces during or immediately after operation.
- Use caution when removing lids or coverings from hot food.
- Steam may cause burns.
- Do not place heavy objects on the oven door.
- Do not strike or slam the oven door.

- Do not use the appliance outdoors.
- Never use the appliance for storage purposes.
- Do not operate the appliance with wet hands.
- Do not insert metal objects into openings or ventilation areas.
- Do not attempt to repair or modify the appliance yourself.

## **Cleaning Safety**

### **CAUTION**

- Disconnect power and allow all surfaces to cool before cleaning.
- Do not spray water directly onto the appliance.
- Do not use abrasive cleaners, steel wool, or harsh chemicals.
- Do not use benzene, thinner, or alcohol-based cleaners.
- Use caution when cleaning sharp edges.
- Keep the oven interior clean to prevent grease buildup and reduced performance.

## **Service and Repairs**

- Repairs should only be performed by qualified service personnel.
- Use authorized replacement parts only.
- Contact KoolMore Customer Service for assistance or repairs.

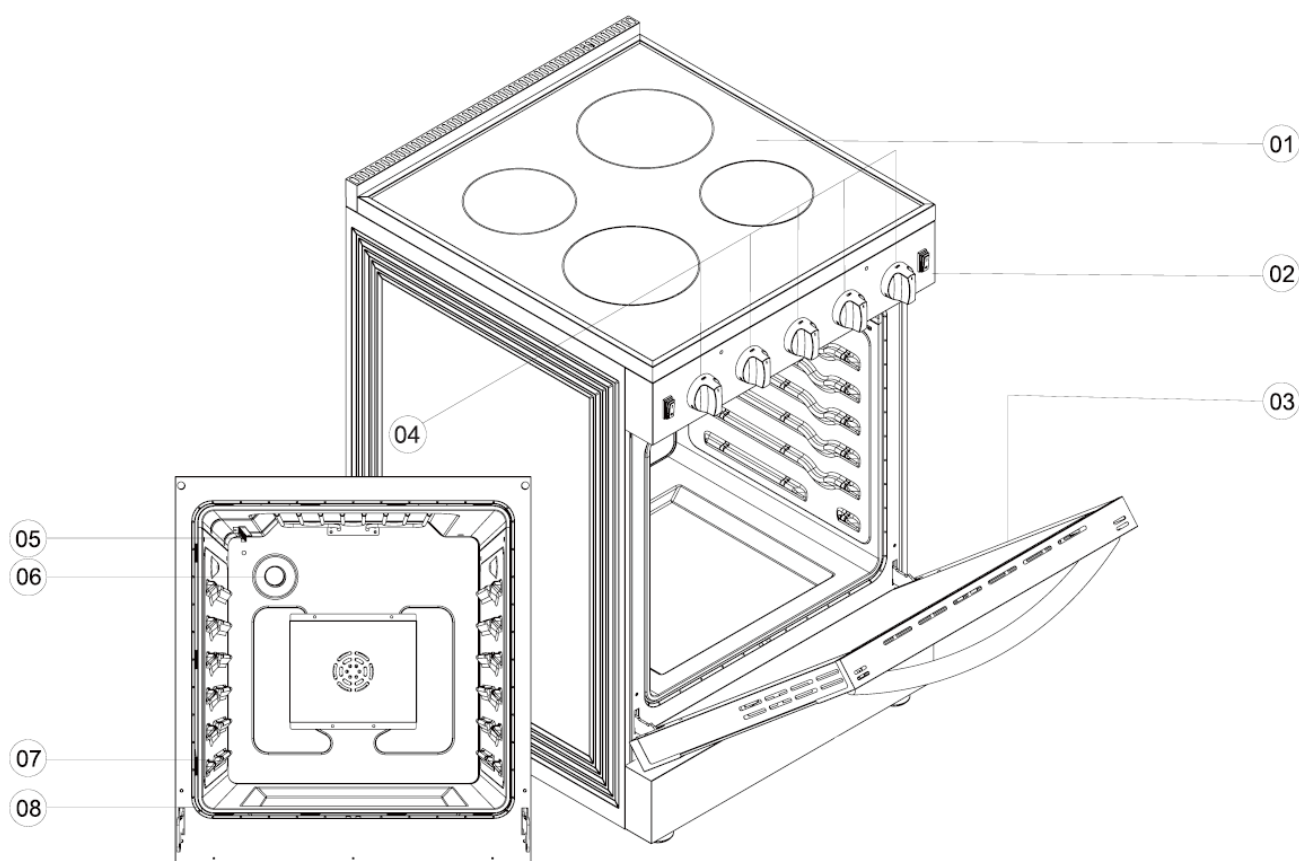
# Product Overview

## Features

### Package Contents

- 3.7 Cu. Ft. Electric Range
- Anti-tip device (1) and ST5 x 40 mm screws (4)
- Oven handle (1) with hex wrench (1)
- Oven rack (2)
- Back plastic pads (2) with ST5 x 20 mm screws (2)
- User Manual

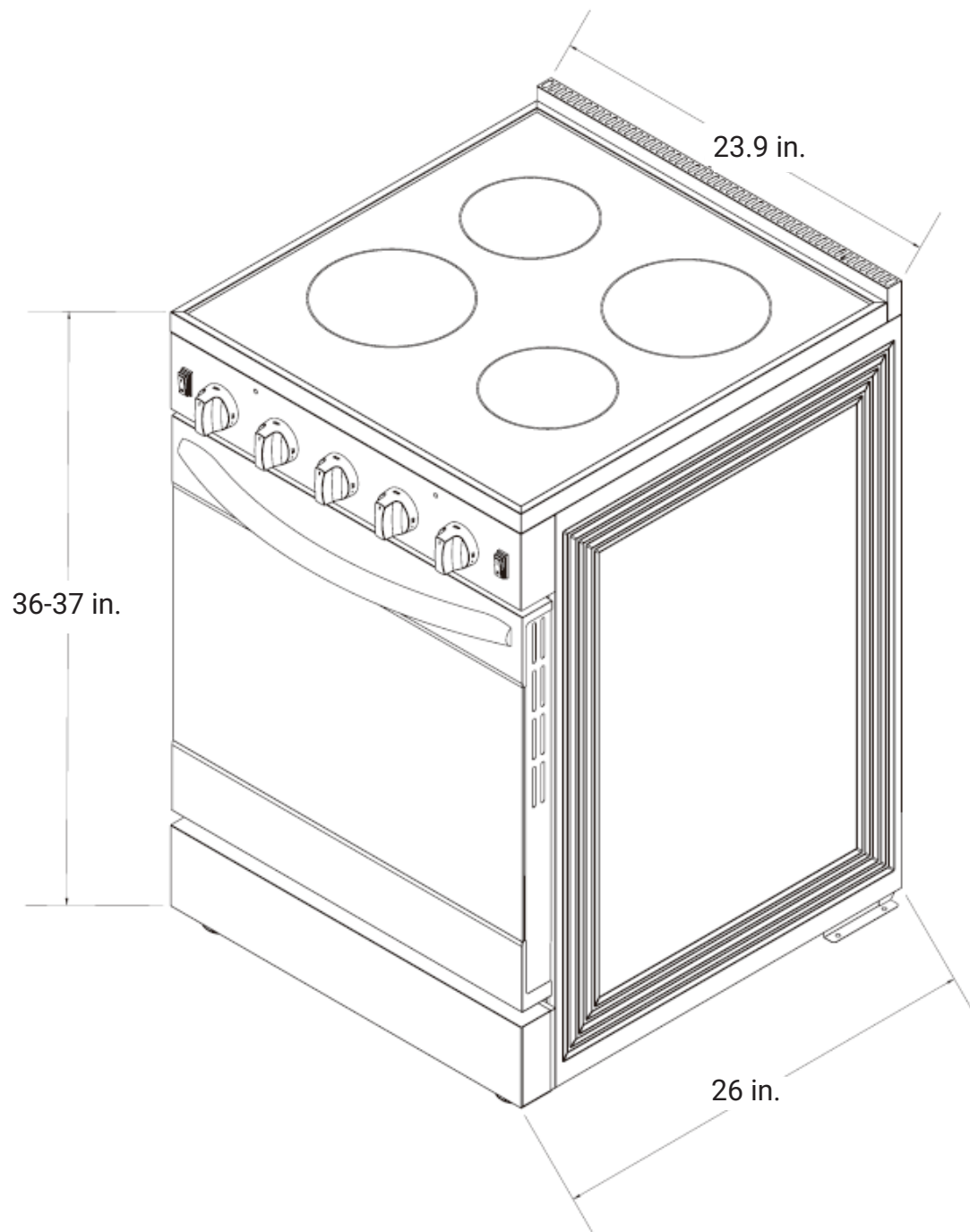
### Main Components



| Item | Feature              |
|------|----------------------|
| 1    | Glass Surface        |
| 2    | Control Panel        |
| 3    | Oven Door            |
| 4    | Surface Control Knob |
| 5    | Temperature Sensor   |
| 6    | Oven Light           |
| 7    | Oven Rack Support    |
| 8    | Gasket               |



## Range Dimensions



# Installation

## Installing the Anti-Tip Bracket

**⚠ WARNING:** To reduce the risk of tipping, the range must be secured using the provided anti-tip bracket.

- All ranges can tip and cause injury.
- A child or adult can tip the range and be seriously injured or killed.
- Install and properly engage the anti-tip bracket before using the range.
- If the range is moved for cleaning or service, ensure the anti-tip bracket is re-engaged when the range is returned to its original position.
- Do not operate the range without the anti-tip bracket properly installed and engaged.

The anti-tip bracket and mounting hardware are included with the range.

## To Verify Proper Installation

1. Adjust the leveling leg to provide approximately 0.7 in. (1.8 cm) clearance between the range bottom and floor.
2. Install the anti-tip bracket according to the included instructions.
3. Carefully slide the range into position.
4. Confirm the rear leveling leg is fully engaged in the anti-tip bracket.
5. Carefully tip the range forward slightly to verify the bracket prevents movement.

## Selecting a Location

Before installing the range, verify that all dimensions and clearances comply with these instructions and local building codes.

- Do not install the range near doors, windows, or strong air currents that may affect cooking performance.
- Maintain required clearances between the range and adjacent combustible surfaces.
- Ensure surrounding cabinets, countertops, flooring, and wall coverings can withstand temperatures up to 194°F (90°C).

For installation in Canada, a free-standing range must not be installed closer than 4.7 in. (12 cm) from any adjacent surface.

## **⚠ CAUTION:**

Failure to use heat-resistant materials around the range may result in discoloration, warping, or damage.

## Minimum Clearances and Dimensions

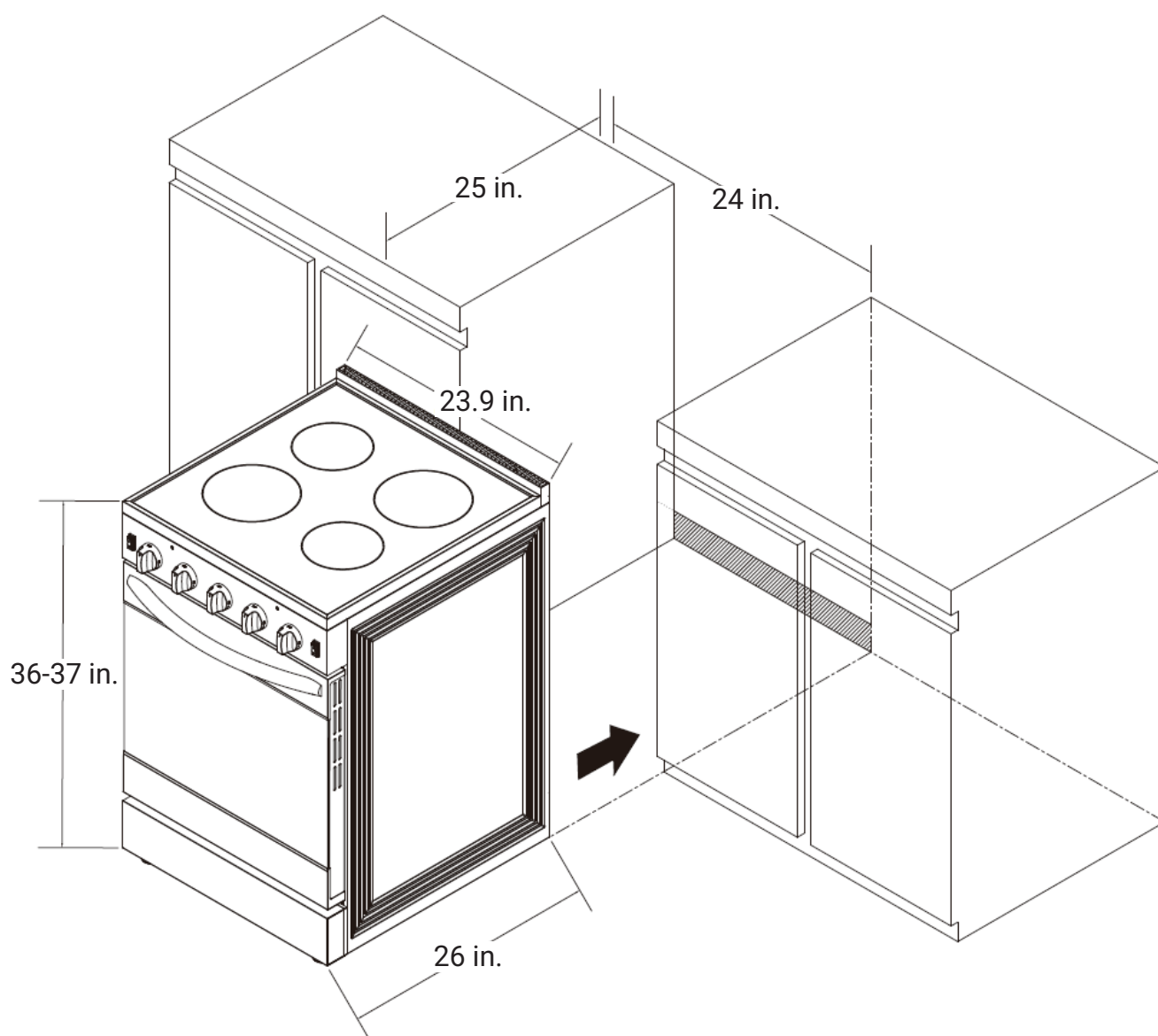
- Countertop opening width: 24 in.
- Cabinet depth: 25 in.
- Range depth: 26 in.
- Range height: 36–37 in.

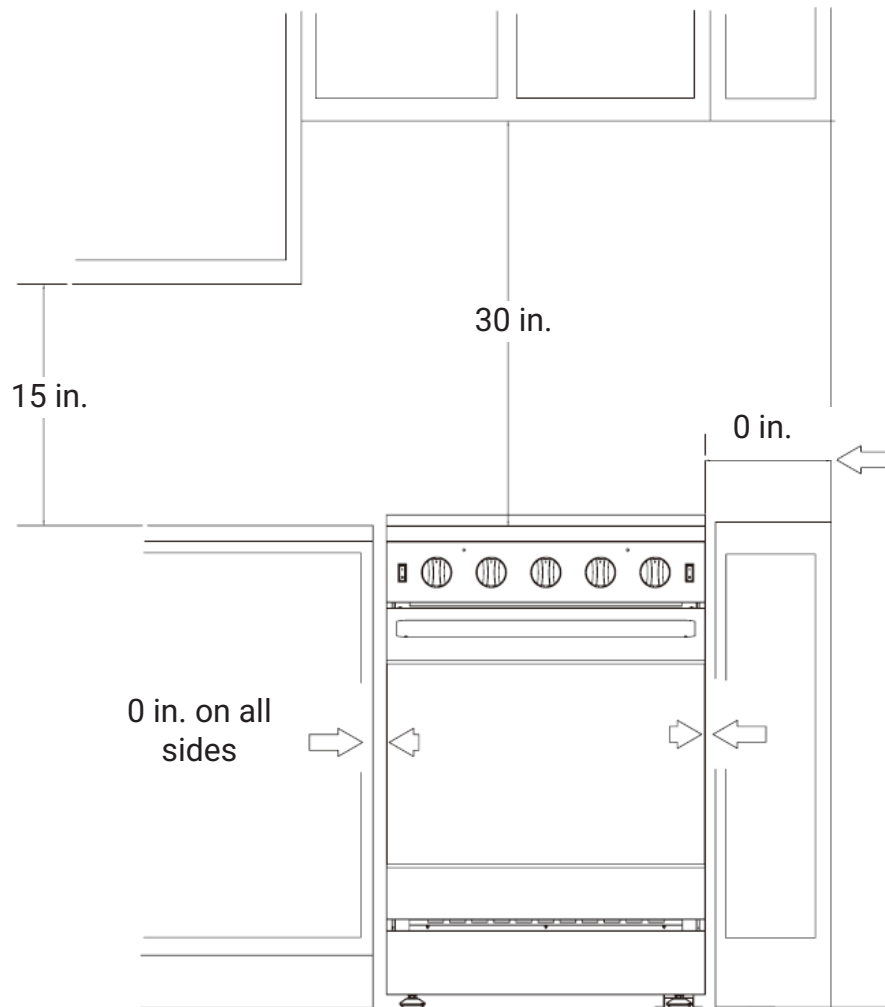
Maintain the following minimum clearances:

- 30 in. minimum between the cooktop surface and unprotected cabinets above.
- 24 in. minimum clearance when the cabinet bottom is protected by flame-retardant material covered with:
  - No. 28 MSG sheet steel
  - 0.015 in. stainless steel
  - 0.024 in. aluminum
  - 0.020 in. copper

To reduce the risk of burns or fire:

- Avoid storing items in cabinets above the cooktop.
- If overhead storage is unavoidable, install a range hood extending at least 5 in. beyond the cabinet front.
- Cabinets above the cooktop should not exceed 16 in. depth.





## Electrical Requirements

### ⚠ WARNING:

To reduce the risk of fire, electric shock, or personal injury:

- Disconnect power at the circuit breaker before servicing the appliance.
- This appliance must be properly grounded.
- Plug the range only into a grounded NEMA 14-50R receptacle.
- Do not remove the grounding prong from the power cord.
- Do not use an extension cord or adapter.
- The appliance must be connected to a dedicated 240V, 50 Amp circuit.
- Installation must comply with all local electrical codes and ordinances.

### Power Supply Requirements

- 240V AC
- 60 Hz
- Single-phase
- 41 Amps
- 9665 Watts
- Dedicated 50 Amp circuit required
- Factory-installed NEMA 14-50P power cord

### Tools Needed

- Adjustable wrench

- Phillips screwdriver
- Drill
- Level
- Pliers



Pliers



Phillips Screwdriver



Adjustable  
Wrench



Drill



Level

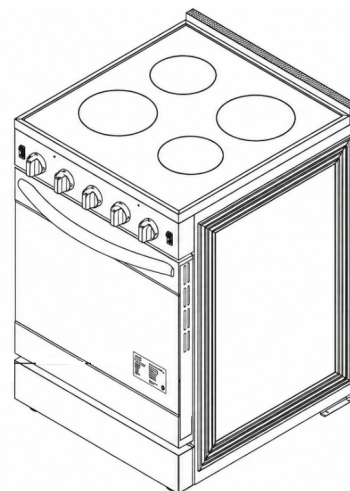
### Installer Notes

1. Read all installation instructions before beginning.
2. Observe all governing codes and ordinances.
3. Leave these instructions with the consumer.
4. Do not install the range over carpeting unless a solid insulating surface is placed beneath the appliance.
5. Ensure flooring can withstand temperatures up to 180°F (82°C).

### Before Installing the Range

1. Remove all exterior and interior packaging materials.
2. Wipe all surfaces with a damp cloth, then dry thoroughly.
3. Verify the power supply matches the rating label specifications.
4. Confirm the outlet location allows the factory-installed power cord to reach without strain.

The rating label is located at the bottom rear of the oven.



The Rating Plate

### Installing the Range

#### **⚠ WARNING:**

Tip-over hazard exists if the anti-tip bracket is not properly installed and engaged. Improper installation or grounding may result in fire, electric shock, or injury.

1. Position the range near the installation opening.
2. Plug the factory-installed power cord into the grounded NEMA 14-50 outlet.
3. Carefully slide the range into place while ensuring the rear leveling leg engages the anti-tip bracket.
4. Level the range using the adjustable leveling legs.
5. Restore power and verify proper operation of all cooking elements and oven functions.

## Leveling the Range

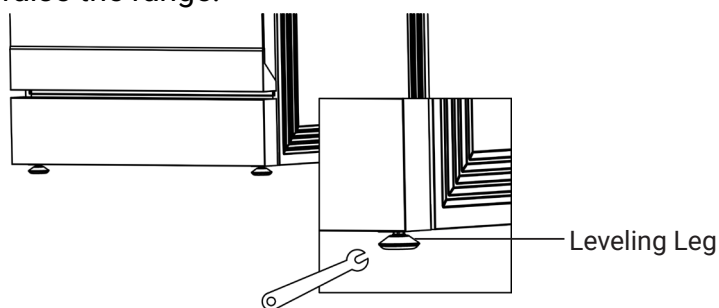
Your range must be properly leveled for best cooking and baking performance. An unlevel range may cause uneven cooking or improper door alignment.

### Notes

- For easier adjustment, have another person carefully tilt the range slightly while adjusting the leveling legs.
- In most installations, adjusting the front leveling legs is sufficient. Adjust all four legs if necessary.

### To Level the Range

1. Move the range into its final installation position.
2. Place a level on an oven rack or cooktop surface.
3. Use an adjustable wrench to turn the leveling legs as needed:
  - Turn counterclockwise to lower the range.
  - Turn clockwise to raise the range.



4. Adjust the leveling legs only as much as necessary to level the appliance.
5. If the range is installed between cabinets, ensure the cooktop is level with the countertop surfaces.

### ⚠ CAUTION

Do not extend the leveling legs excessively or remove them completely. Doing so may reduce stability.

### Completing the Installation

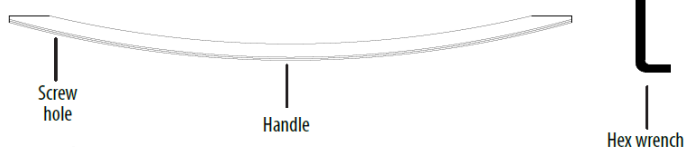
1. Plug the factory-installed power cord into a grounded NEMA 14-50R outlet.
2. Carefully slide the range into place.
3. Ensure the rear leveling leg fully engages the anti-tip bracket.
4. Carefully tip the range forward slightly to verify the anti-tip bracket is properly installed.
5. Restore power at the circuit breaker.
6. Verify proper operation of all surface elements and oven functions.

For operating instructions, refer to the Operation section of this manual.

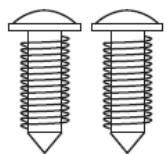
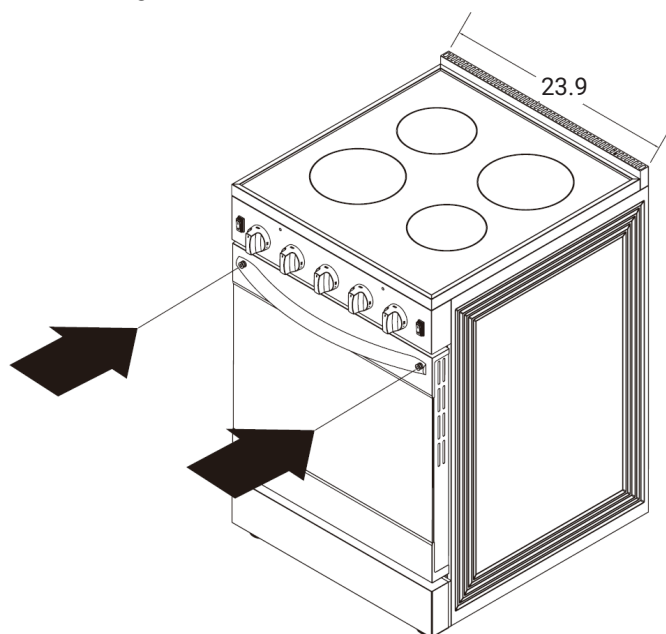
### Installing the Oven Door Handle

#### Handle Installation

1. Remove the handle and Allen wrench from the packaging.
2. Position the handle with the screw openings facing the oven door.
3. Align the handle with the mounting connections on the oven door.
4. Tighten the mounting screws securely using the provided Allen wrench.



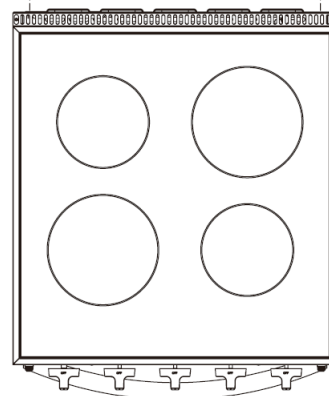
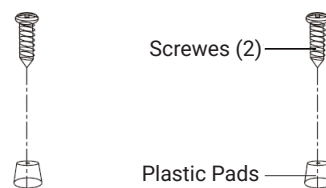
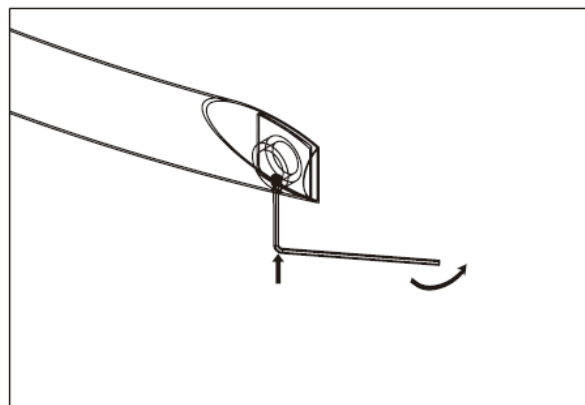
Do not overtighten.



Screws (2)



Rear Spacer



### Installing the Rear Spacers

To maintain proper clearance between the range and rear wall, install the included rear spacers.

#### Rear Spacer Installation

1. Locate the rear spacer kit, including:
  - Rear spacers
  - Mounting screws
2. Align the spacers with the mounting holes on the rear upper panel of the range.
3. Secure the spacers using the provided screws.
4. Tighten the screws securely without overtightening.

The spacers help maintain proper airflow and installation clearance behind the appliance.

# Operation

## Before Using Your Range

Read all safety instructions before operating the range. Improper use may result in fire, electric shock, burns, or other injuries.

### Before First Use

- Remove all packaging materials, tape, and protective film.
- Clean the cooktop, oven interior, racks, and exterior surfaces with a soft damp cloth, then dry thoroughly.
- Ensure all control knobs are in the OFF position.

### Important Notes

- A slight odor or smoke may occur during the first few uses. This is normal and will disappear after the appliance has been heated several times.
- Keep the kitchen well ventilated during initial operation.

### WARNING:

- Surfaces may become hot during use. Use oven mitts or potholders when handling cookware or oven racks.
- Keep children away from the appliance during operation.

### Energy Saving Tips

- Keep the oven door closed as much as possible during cooking.
- Preheat only when necessary.
- Turn the oven off a few minutes before cooking is complete to use residual heat.
- Cook multiple dishes at the same time when possible.
- Avoid opening the oven door frequently while baking.

## Using the Cooktop

### Important Safety Information

### WARNING:

- Never leave surface elements unattended while cooking at high heat settings.
- Do not slide cookware across the cooktop surface, as this may scratch the glass.
- Use cookware with flat, smooth bottoms only.
- Do not use the cooktop as a cutting surface.

### CAUTION

- Always place cookware on the cooking zone before turning on the element.
- Do not store items that can melt or ignite on the cooktop surface.
- Do not place heavy objects above the cooktop where they may fall and damage the surface.

### During Cooking

- Always center cookware on the cooking element.
- Never cook directly on the glass surface.
- Turn surface elements off before removing cookware.
- Plastic items, aluminum foil, or paper products should not be placed near hot cooking areas.



- Boilovers should be cleaned immediately to prevent staining or difficult cleanup.

## After Cooking

### **⚠ CAUTION**

- Surface elements remain hot after being turned off.
- Allow the cooktop to cool completely before cleaning.
- Hot surfaces may cause burns even when no glow is visible.

### About the Surface Elements

The cooktop uses radiant heating elements located beneath the ceramic glass surface. When an element is turned on, the cooking area heats gradually and evenly.

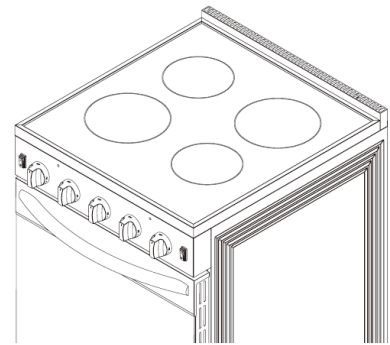
The elements cycle on and off automatically to maintain the selected temperature setting.

### Note

At high heat settings, the element may cycle on and off more frequently. This is normal operation and helps prevent overheating.

### Surface Element Locations

| Position    | Power Rating |
|-------------|--------------|
| Left Front  | 2100 W       |
| Left Rear   | 1200 W       |
| Right Rear  | 2100 W       |
| Right Front | 1200 W       |



### Cookware Guidelines

For best cooking performance:

- Use flat-bottom cookware.
- Match pan size to the cooking element size.
- Use cookware made from materials with good heat conductivity.

### Recommended Cookware Materials

- Stainless Steel
- Aluminum
- Copper-bottom cookware
- Cast iron with smooth bottoms

### Avoid

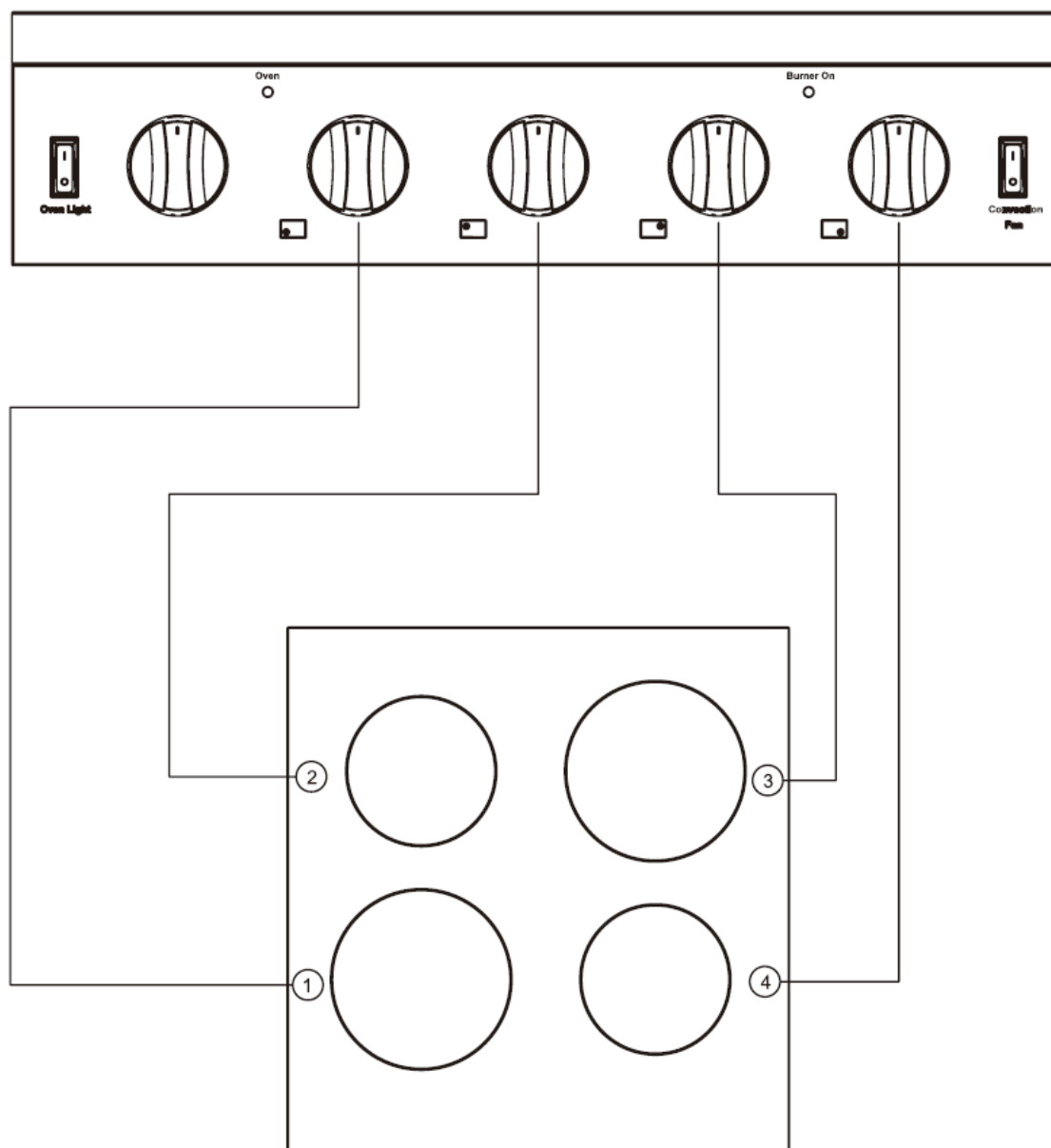
- Glass cookware
- Warped cookware
- Cookware with rough or damaged bottoms

### Using the Surface Control Knobs

1. Push in the control knob.
2. Turn the knob clockwise or counterclockwise to the desired setting.

## Heat Settings Guide

| Setting     | Recommended Use              |
|-------------|------------------------------|
| High        | Boiling water, rapid heating |
| Medium High | Frying, sautéing, steaming   |
| Medium      | General cooking              |
| Medium Low  | Simmering                    |
| Low         | Warming or melting           |



## Protecting the Ceramic Glass Cooktop

### Cleaning Tips

- Clean the cooktop after each use.
- Remove spills immediately whenever possible.
- Use cleaners specifically designed for ceramic glass cooktops.

### Preventing Scratches

- Do not slide cookware across the surface.
- Keep cookware bottoms clean and dry.
- Avoid abrasive cleaners or scouring pads.

## Preventing Stains

- Remove sugary spills immediately.
- Do not allow food residue to remain on the cooktop surface.

## Oven Rack Positions

The oven includes multiple rack positions to accommodate different cooking needs.

### General Rack Placement

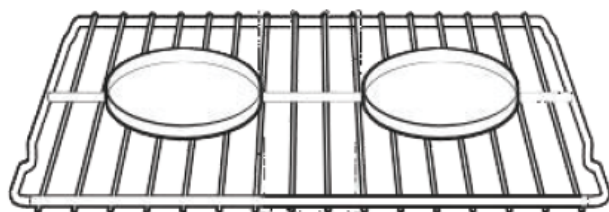
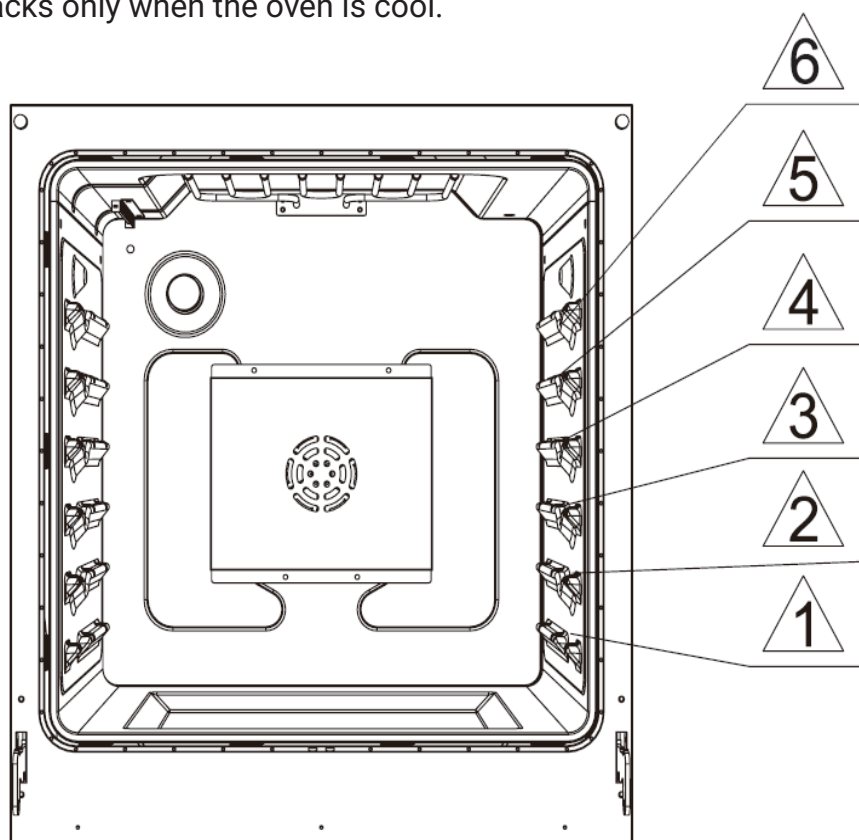
- Single-rack baking: Use rack position 3 or 4.
- Multi-rack baking: Use rack positions 3 and 5.
- Leave space between pans for proper air circulation.

### ⚠ WARNING

Hot air and steam may escape when opening the oven door. Stand to the side and use caution.

### ⚠ CAUTION

- Do not cover oven racks or the oven bottom with aluminum foil.
- Arrange oven racks only when the oven is cool.



Single rack pan placement



Multi rack pan placement

## Removing and Reinstalling Oven Racks

### To Remove

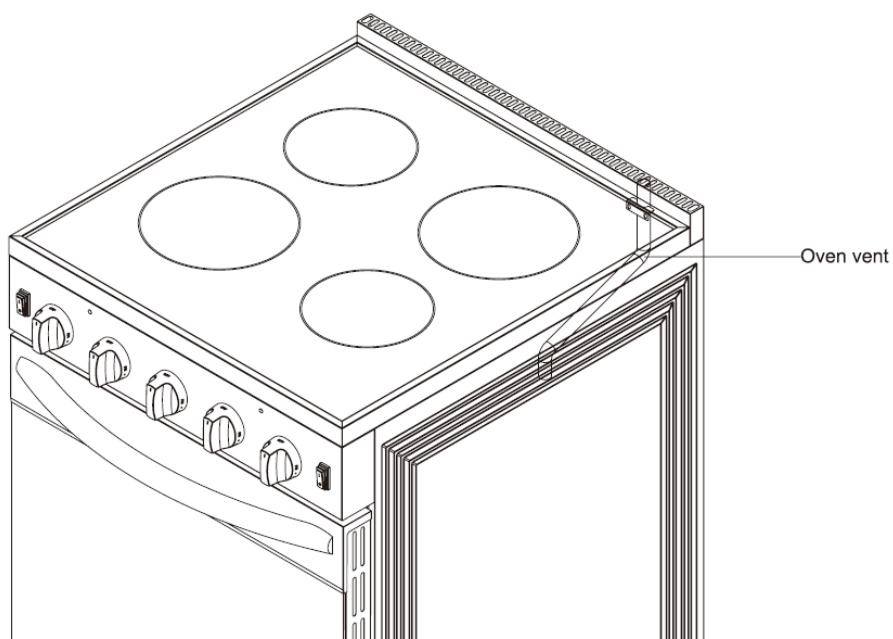
1. Pull the rack straight outward until it stops.
2. Lift the front slightly and remove the rack.

### To Reinstall

1. Place the rear of the rack onto the rack supports.
2. Slide the rack fully into the oven.

## Oven Vent

The oven vent is located above the right rear cooking element.

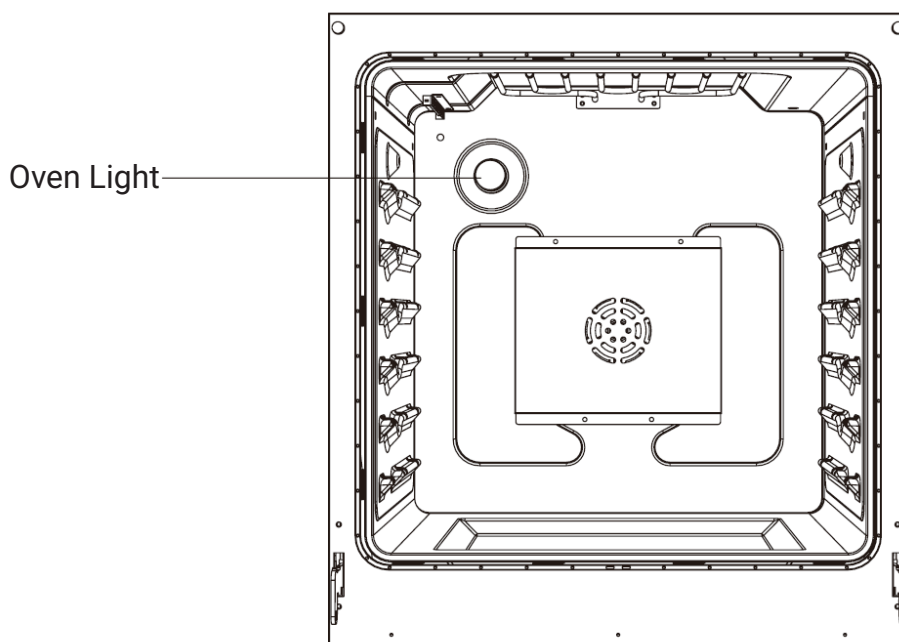


## Oven Light

The oven light is located inside the oven cavity.

Press the oven light switch to turn the light ON or OFF.

The oven light allows you to check food without opening the oven door.



## **Convection Bake**

The convection fan circulates heated air throughout the oven for faster, more even cooking results.

Convection baking improves performance when cooking on multiple racks at once.

### **To Use Convection Bake:**

1. Ensure the oven bottom cover and racks are properly positioned before use.
2. Turn on the convection fan switch, located on the right side of the control panel.
3. Remove any unused racks or cookware from the oven.
4. Preheat the oven to the temperature specified in your recipe. Preheating typically takes 15– 20 minutes, depending on the set temperature and oven size.
5. Arrange pans and food evenly on the racks. Avoid allowing pans to touch each other or the oven walls.
  - For single items, place the pan in the center of the rack.
  - For multiple racks, stagger items so they are not directly aligned above one another.
6. When using convection baking:
  - Reduce the recipe temperature slightly and keep the same cooking time, or
  - Keep the temperature the same and reduce the cooking time.
  - For recipes lasting more than 1 hour, slight reductions in both time and temperature may yield the best results.
7. Use dark or dull-finish pans for foods that require browning or a crisp crust, such as pies and breads.
8. Use shiny, light-colored pans for delicate items like cakes and cookies, as they reflect heat and promote more even, gentle browning.
9. Avoid opening the oven door frequently during baking, as this can affect temperature consistency.

## **Convection Roast**

The convection fan circulates hot air around the food, helping to seal in juices while creating a rich, evenly browned exterior.

### **To Use Convection Roast:**

1. Turn on the convection fan switch, located on the right side of the control panel.
2. Use a broiler/roast pan to catch drippings and reduce splatter.
3. Place food on the supplied rack or slotted grid to elevate it above the pan. This allows hot air to circulate evenly around the food for consistent browning.
4. When roasting larger items, such as whole poultry, use the pan and rack combination for added stability and optimal airflow.

## **Baking Tips**

- Place bakeware in the center of the oven rack.
- Use the recommended rack position for best results.
- Avoid opening the oven door frequently during baking.
- Use oven-safe bakeware only.
- Allow proper spacing between pans for even airflow.

# Cleaning and Maintenance

## **⚠ WARNING**

- Turn all controls OFF before cleaning.
- Allow all surfaces to cool completely.
- If the range is moved for cleaning or service, ensure the anti-tip bracket is properly re-engaged after repositioning the appliance.

## **Cleaning Exterior Surfaces**

### **Painted Surfaces and Decorative Trim**

- Clean with warm water and mild detergent.
- Dry with a soft cloth.

## **⚠ CAUTION**

Do not use abrasive cleaners, steel wool, or harsh chemicals.

### **Cleaning Stainless Steel Surfaces**

1. Apply stainless steel cleaner to a soft cloth.
2. Wipe in the direction of the grain.
3. Dry and polish with a clean cloth.

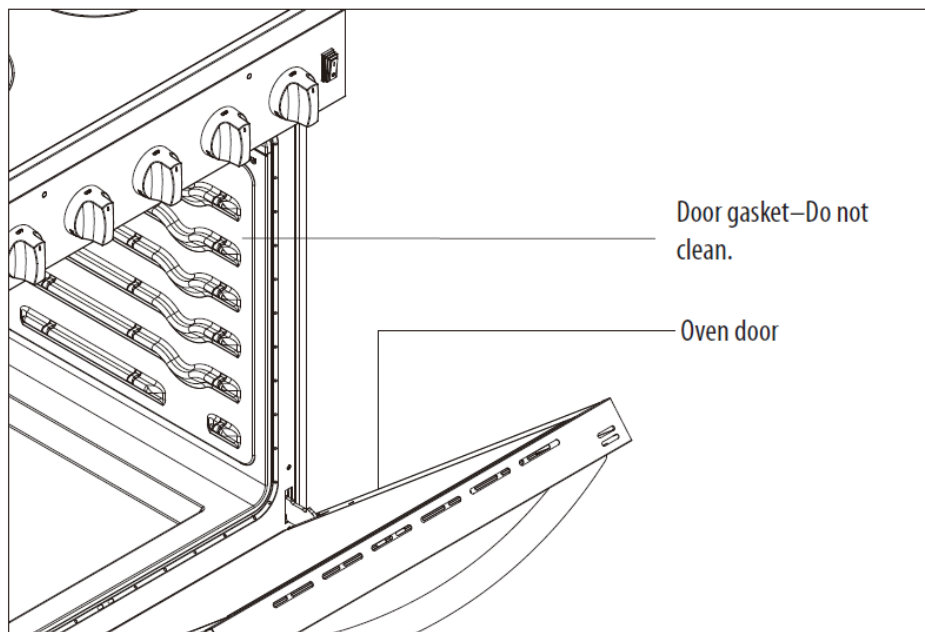
## **NOTE**

Remove grease and fingerprints regularly to maintain appearance.

### **Cleaning Oven Racks**

1. Remove racks from the oven.
2. Wash with warm, soapy water.
3. Dry completely before reinstalling.

Do not use steel wool or abrasive pads.



## Cleaning the Oven Door

### CAUTION

- Do not clean or remove the door gasket.
- Do not immerse the door in water.
- Do not spray water directly into door vents.

### Cleaning Procedure

1. Clean the interior glass with warm, soapy water.
2. Rinse and dry thoroughly.
3. Clean exterior stainless steel surfaces using stainless steel cleaner.

### Cleaning the Cooktop

Use only ceramic glass cooktop cleaner.

### Daily Cleaning

- Apply cooktop cleaner to the cool surface.
- Wipe with a soft cloth or cooktop cleaning pad.
- Buff dry with a clean paper towel or cloth.

### Removing Burned-On Residue

1. Allow the cooktop to cool.
2. Apply ceramic cooktop cleaner.
3. Use a cooktop cleaning pad to loosen residue.
4. Wipe clean and polish dry.

### Removing Heavy Burned-On Residue

1. Allow the cooktop to cool completely.
2. Use a razor-blade scraper at a 45° angle.
3. Apply cooktop cleaner and polish the surface.

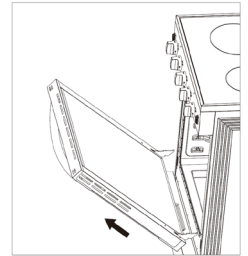
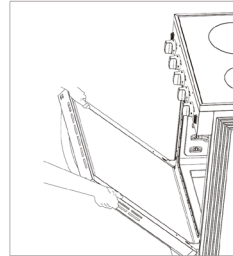
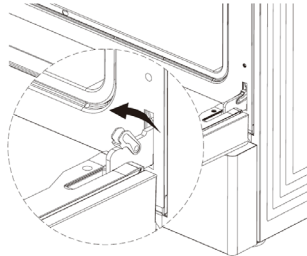
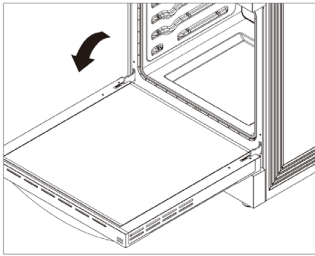
### Important

Use caution to avoid scratching the cooktop surface.

## Removing and Replacing the Oven Door

### WARNING

- The oven door is heavy.
- Disconnect power before removing the door.
- Do not lift the door by the handle.

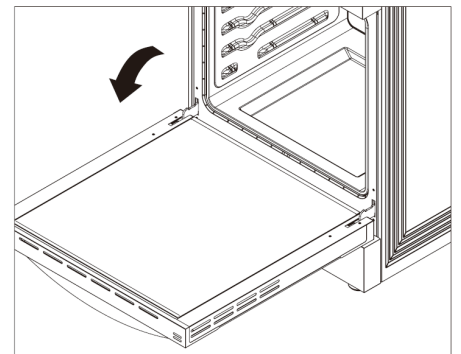
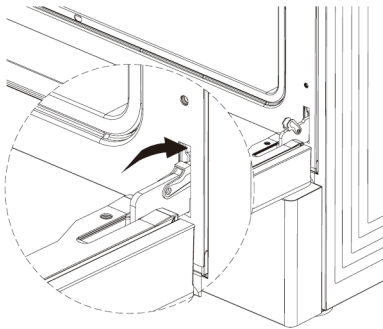
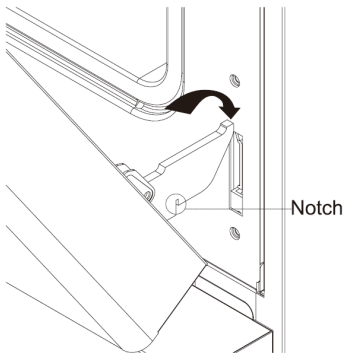


### Removing the Door

1. Open the oven door fully.
2. Unlock the hinge levers on both sides.
3. Hold the door firmly with both hands.
4. Partially close the door to approximately 30°.
5. Lift upward and remove the door.

### Reinstalling the Door

1. Hold the door at approximately 30°.
2. Insert the hinges into the slots.
3. Open the door fully.
4. Lock the hinge levers.
5. Close the door and verify proper alignment.





# Troubleshooting

If the solutions in this section do not resolve the issue, contact KoolMore Customer Service or a qualified service technician.

## General

| Problem                           | Possible Cause                              | Solution                                                                                                                         |
|-----------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Range is not level                | Leveling legs not adjusted properly         | Place an oven rack in the center of the oven and check level. Adjust the leveling legs until the rack is level.                  |
|                                   | Floor is uneven or sagging                  | Install the range on a firm, level surface. Contact a qualified installer if necessary.                                          |
|                                   | Cabinets are not aligned                    | Make sure that the cabinets are square and provide sufficient room for installation.                                             |
| Range cannot be moved for service | Anti-tip bracket is engaged                 | Carefully pull the range forward until the rear leveling leg clears the anti-tip bracket. Re-engage the bracket after servicing. |
|                                   | Cabinets are too tight around the range     | Provide proper installation clearance around the appliance.                                                                      |
|                                   | Flooring or carpet interferes with movement | Ensure the range can move freely without obstruction.                                                                            |

## Cooktop

| Problem                                | Possible Cause                                 | Solution                                                                   |
|----------------------------------------|------------------------------------------------|----------------------------------------------------------------------------|
| Surface element does not heat properly | Incorrect cookware size                        | Use cookware that matches the size of the cooking element.                 |
|                                        | Low household voltage                          | Cover cookware with a lid and allow additional heating time.               |
| Surface elements do not operate        | Power supply issue or tripped breaker          | Verify the range is plugged in and reset the circuit breaker if necessary. |
|                                        | Incorrect control setting                      | Make sure the correct burner control knob is selected and turned on.       |
| Cooktop surface discoloration          | Food residue or spills                         | Clean the cooktop after each use.                                          |
|                                        | Normal heat discoloration                      | Slight discoloration during use is normal and may disappear after cooling. |
| Burner cycles on and off frequently    | Normal radiant element operation               | Radiant elements cycle to maintain temperature.                            |
|                                        | Cookware not flat                              | Use flat-bottom cookware.                                                  |
| Cooktop scratches                      | Sliding cookware across surface                | Lift cookware instead of sliding it.                                       |
| Brown spots or residue on cooktop      | Burned-on spills                               | Allow surface to cool and clean using a ceramic cooktop cleaner.           |
| Metallic marks on cooktop              | Metal cookware residue                         | Clean surface with ceramic cooktop cleaner.                                |
| Clicking or popping noise              | Metal expanding and contracting during heating | This is normal during operation.                                           |

## Oven

| Problem                              | Possible Cause                          | Solution                                                                    |
|--------------------------------------|-----------------------------------------|-----------------------------------------------------------------------------|
| Oven does not operate                | Range is not plugged in                 | Verify the power cord is securely connected to the outlet.                  |
|                                      | Tripped breaker or blown fuse           | Reset breaker or replace fuse.                                              |
|                                      | Incorrect oven settings                 | Review operating instructions and confirm settings.                         |
|                                      | Oven is too hot                         | Allow the oven to cool before restarting.                                   |
|                                      | Power outage                            | Check household power supply.                                               |
|                                      | Oven door not fully closed              | Make sure the oven door is completely closed.                               |
| Oven light does not work             | Loose or defective bulb                 | Tighten or replace the bulb.                                                |
|                                      | Faulty light switch                     | Contact authorized service.                                                 |
| Excessive smoke during broiling      | Food too close to heating element       | Move rack to a lower position.                                              |
|                                      | Excess fat on meat                      | Trim excess fat before broiling.                                            |
|                                      | Oven interior needs cleaning            | Clean grease buildup from oven surfaces.                                    |
| Baking results uneven                | Incorrect rack position                 | Adjust rack placement.                                                      |
|                                      | Incorrect cookware                      | Use recommended bakeware.                                                   |
|                                      | Oven temperature may require adjustment | Contact service if issue continues.                                         |
| Broiling results poor                | Incorrect rack position                 | Use recommended broil rack position.                                        |
|                                      | Improper cookware                       | Use broiler-safe cookware.                                                  |
|                                      | Low voltage                             | Preheat broil element before cooking.                                       |
| Oven temperature too hot or too cold | Temperature calibration issue           | Contact authorized service if adjustment is needed.                         |
| Steam coming from oven vent          | Normal operation                        | Steam release during cooking is normal.                                     |
| Burning smell during first use       | Protective oils burning off             | Operate oven at 400°F (204°C) for approximately one hour to eliminate odor. |
| Oven racks difficult to slide        | Rack surfaces need lubrication          | Apply a small amount of cooking oil to rack edges and wipe excess off.      |



# 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.

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](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.

