



USER MANUAL

VENDING MACHINE

KoolMore Refrigerated Snack Vending Machine

Models: KM-VMR-30-B | KM-VMR-40-B



KM-VMR-30-B

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.***

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

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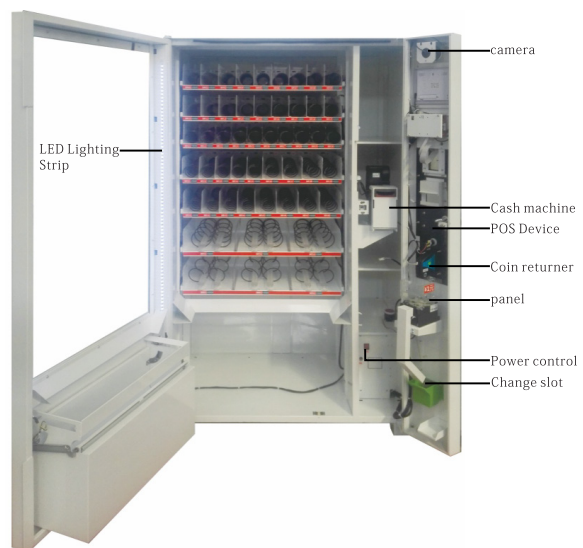
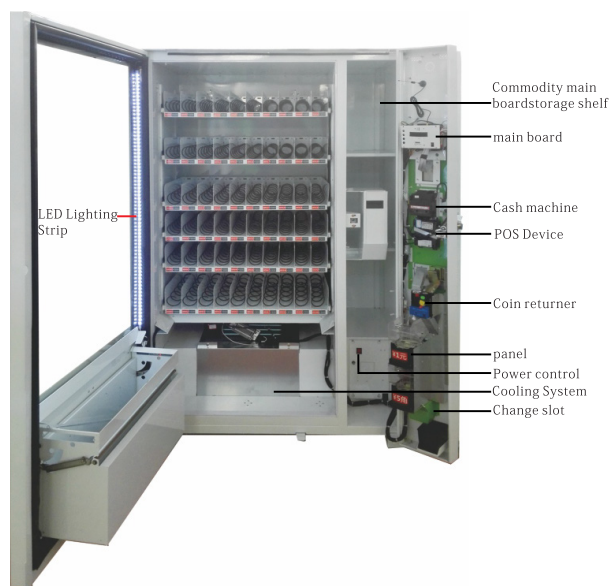
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Parts



Note: The image is for reference. The machine that you bought might vary from shown in image.

Setup

Preparation and Placement Environment

- After receiving the machine, check the packaging to ensure it is in good condition. If there is any damage, contact our customer service team.
- Remove all packaging materials such as wood boards, protective film, foam, and cable ties before using the machine.
- Place the machine in a dry, well-ventilated area, away from heat sources, rain, low temperatures, and water splashes. Ensure it is on a solid, stable surface, at least 7.87 inches (20 cm) away from the wall.
- After placing the machine, let it stand for more than 30 minutes before turning on the power to ensure normal operation. If cooling is needed, allow the machine to stand for 4-5 hours before turning on to avoid damaging the compressor. The machine operates at a normal temperature of 60W, with a cooling capacity of up to 510W, and a heating capacity of up to 760W. Cooling and heating are optional features.

Parts Functions

Cargo Lane: The tray is divided by a partition, and the goods can be transported using a spring or a crawler.

Cash Slot: Used for inserting cash when purchasing goods. Ensure cash is placed flat and in a single tile; otherwise, it may not be recognized.

Coin Slot: Used for inserting coins one at a time when purchasing goods and prefilling coins.

Cash Machine: Receives, recognizes, stores, and matches cash with an optional prefill change function.

Coin Machine: Receives, identifies, stores, and prefills coins.

Refrigeration and Heating System: Optional feature for refrigerating or heating goods.

5-Inch Display Screen: Displays information to users.

Keyboard: Used for product selection and menu operation input.

Machine Lock: Secures the machine door and container to prevent loss of goods.

Coin Return Button: Returns the coin if it is not accepted or if there is an issue.

Change Slot: The exit slot where users receive their change or unaccepted coins.

Pickup Slot: The area where users retrieve purchased items.

Power Cord: Connects to an external power supply; ensure a reliable grounding socket is used.

POS Device: Used for credit card transactions.

Cargo Lane Number/Price Tag: Identifies the cargo lane number and pricing, making it easy for users to buy.

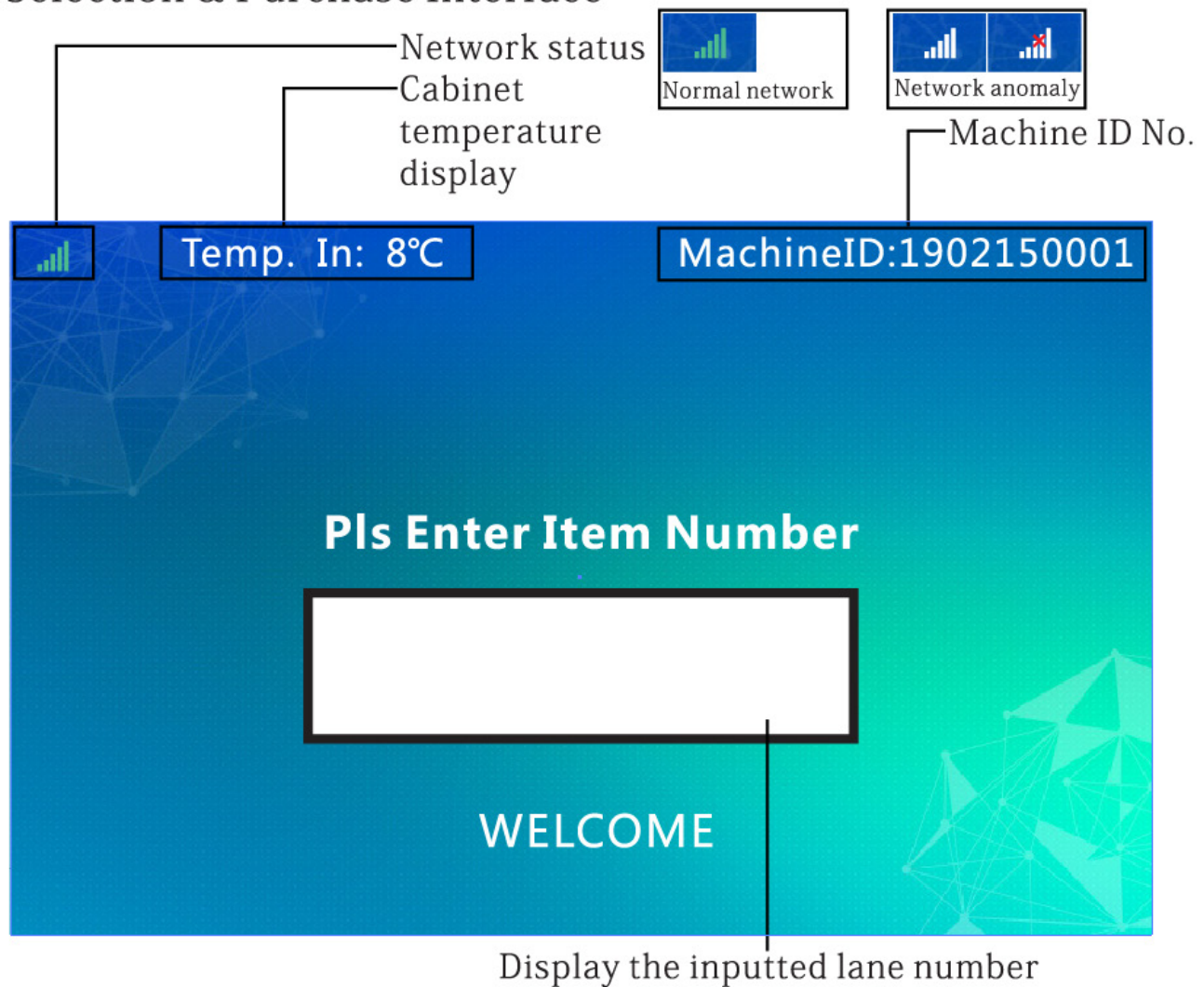
Safety

- Ensure the vending machine is carefully unpacked and inspected before use.
- Keep a minimum distance of 8 inches between the machine and the wall for proper ventilation.
- Place the machine away from heat sources to prevent overheating.
- Maintain a clearance of at least 8 inches on all sides (rear, left, and right) of the machine for adequate airflow.
- Protect the machine from contact with water to prevent electrical hazards.
- Avoid placing the machine in areas with low temperatures to prevent malfunction.
- The vending machine must be grounded; operating an ungrounded machine is unsafe and may lead to security risks.
- Use an AC 110V/60Hz/10A power supply. Avoid voltage fluctuations exceeding 200-240V, which may cause machine failure.
- Use a reliable three-hole socket with grounding. The plug should be easily accessible to prevent the danger of electric shock.
- Do not damage the power cord. Unplug by holding the plug tightly, not by pulling the cord. Avoid pressing, stepping on, or crushing the power cord. Replace damaged cords or plugs with the help of a professional.
- Unplug the power cord before cleaning, repairing, or replacing machine parts to prevent electric shock.
- Do not dismantle or modify the machine privately; maintenance should be performed by professionals.
- To retrieve items, push the door of the pickup slot with one hand and reach into the slot with the other hand to retrieve the goods. The pickup door may be heavy, so handle it carefully and supervise children.
- Ensure the machine is properly grounded to prevent electric shock hazards.

Operation

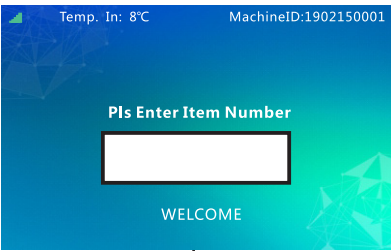
Menu Setup Flowchart

Selection & Purchase Interface



To Load Items Into The Machine:

follow this flow chart to load items into the machine.

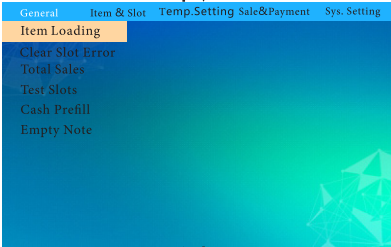


Open the machine door



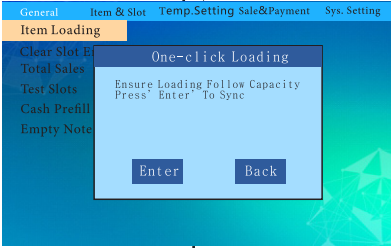
Press the digital keyboard to enter the password, the initial password is "000000"

Back



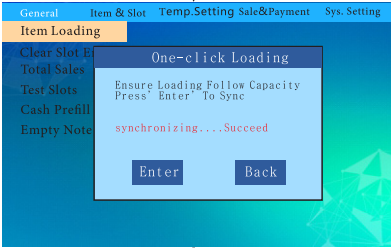
The orange selection box stays at the "One-click Item Loading" option.

Back



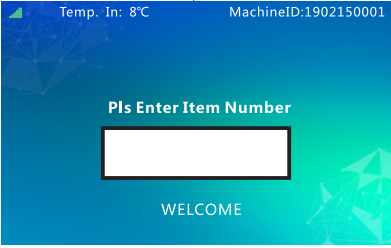
Fill all the cargo lanes according to the products set in the background. Press the "Enter" button. The existing quantity of all cargo lanes is refreshed to the cargo lane capacity. Pressing the "Back" button does not refresh the existing quantity.

Enter



After the machine is automatically synchronized, the prompt "Setup succeeded"

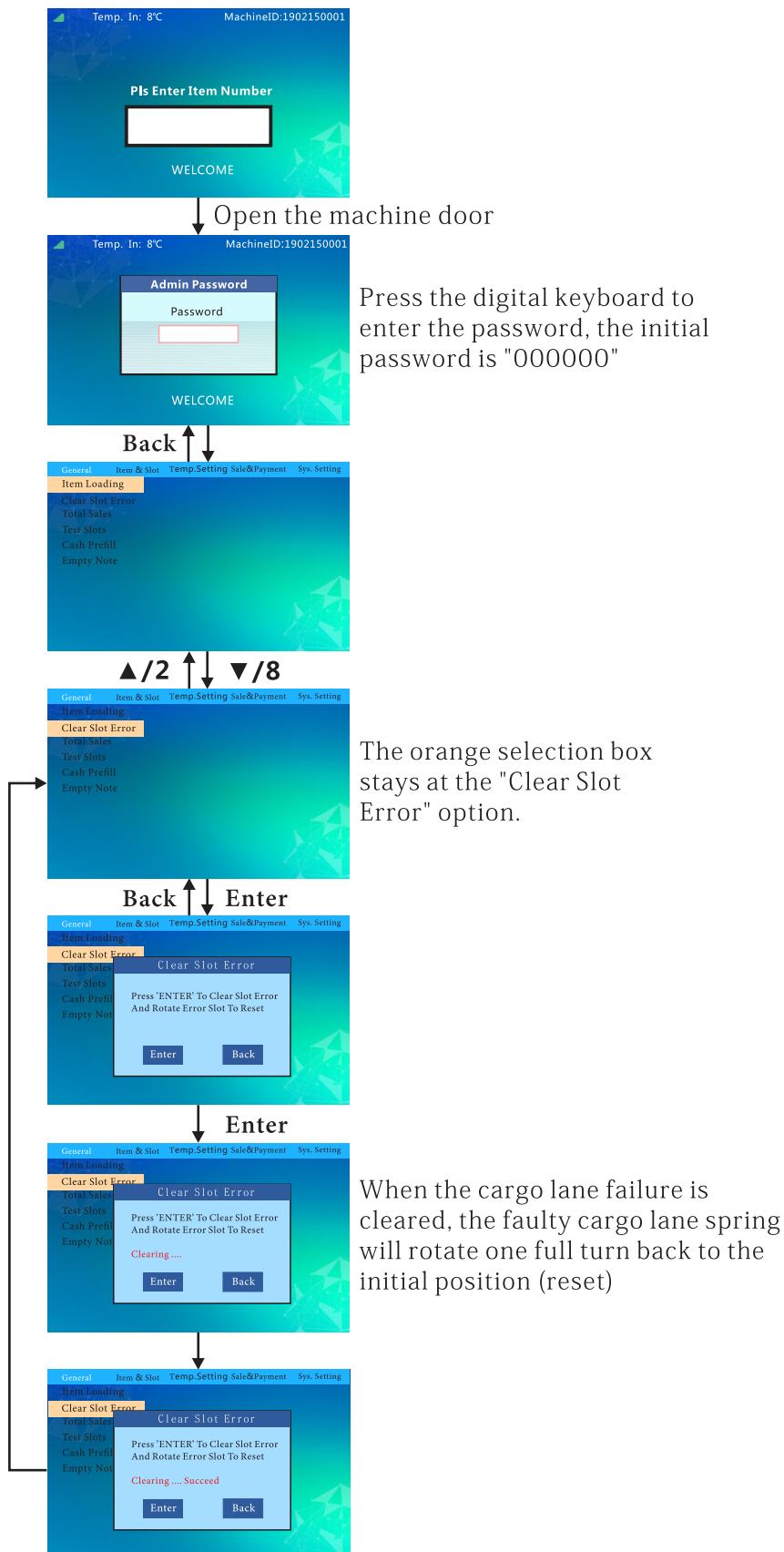
Close the machine door



The machine enters the selection & purchase interface

To Clear Slot Error:

follow this flow chart to clear slot error.

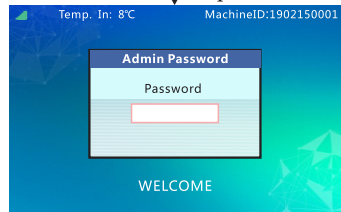


To See Total Sales:

follow this flow chart to see total sales for the last month, year and ten years.

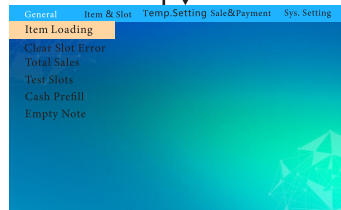


↓ Open the machine door

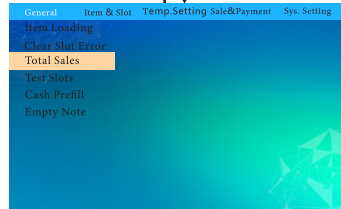


Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓

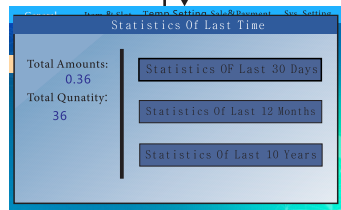


▲/2 ↑ ↓ ▼/8



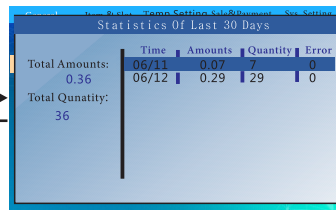
The orange selection box stays at the "Query the Total Sales" option

Back ↑ ↓ Enter



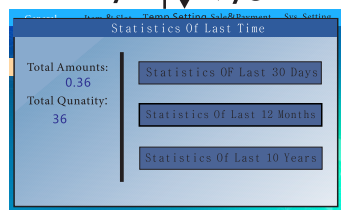
Enter

Back



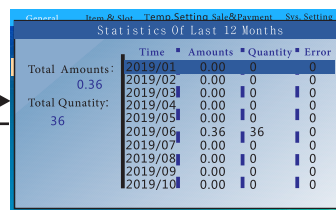
Press "2\8" to turn the page

▲/2 ↑ ↓ ▼/8



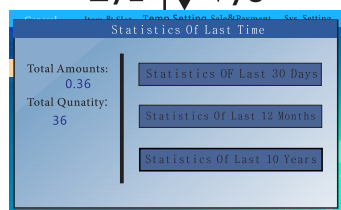
Enter

Back



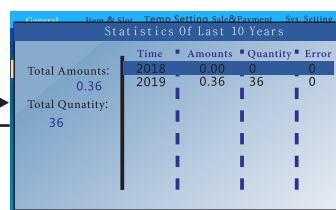
Press "2\8" to turn the page

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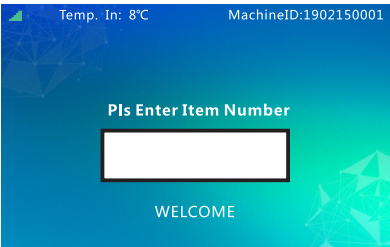
Enter

Back



To Test The Slots:

follow this flow chart to test the slots.

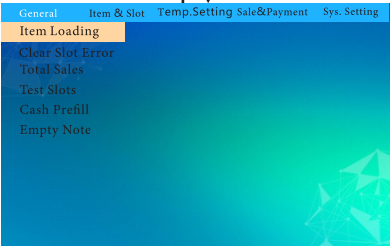


Open the machine door

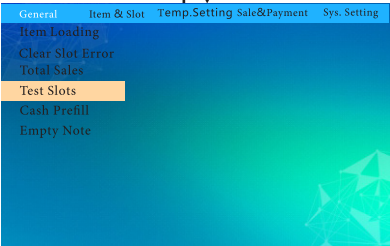


Press the digital keyboard to enter the password, the initial password is "000000"

Back

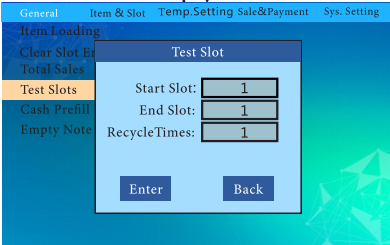


▲/2 ▼/8



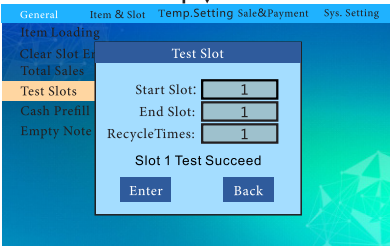
The orange selection box stays at the “Test Slots” option

Back Enter



Input the starting cargo lane number and ending cargo lane number, and set the number of cycle tests (turn off the optical inspection before testing the cargo lane or block the optical inspection by hand when the cargo lane rotates, otherwise the spring can not be reset)

Enter

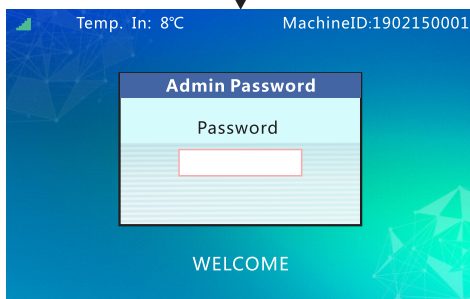


To Prefill With Cash:

follow this flow chart to fill up the machine with cash for change.

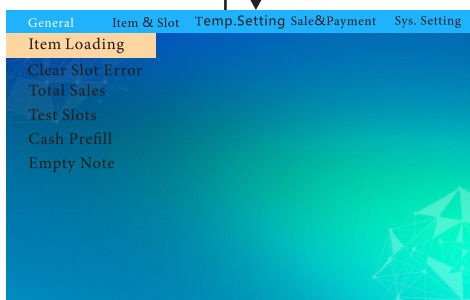


Open the machine door

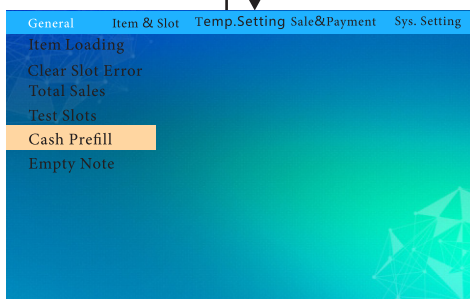


Press the digital keyboard to enter the password, the initial password is "000000"

Back

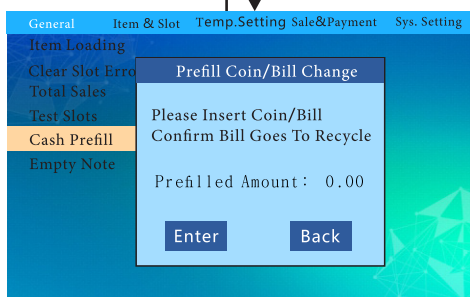


▲/2 ▼/8



The orange selection box stays at the "Cash Prefill" option

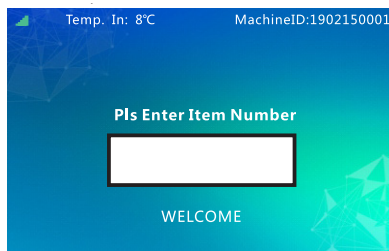
Back Enter



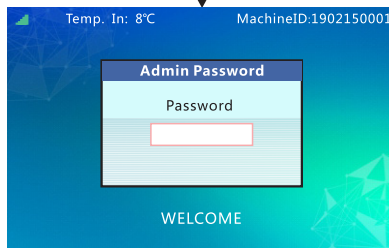
Check whether the change amount of the input is consistent with the current prefill amount displayed. Confirm that there is no mistake and press the "Enter" button.

To Empty The Machines Cash:

follow this flow chart to empty the cash.

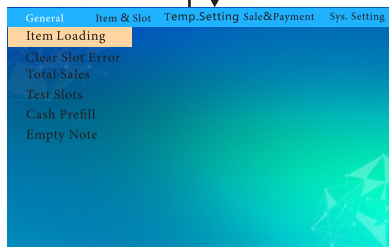


↓ Open the machine door

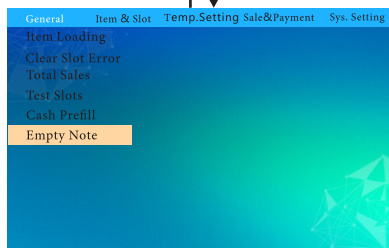


Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓

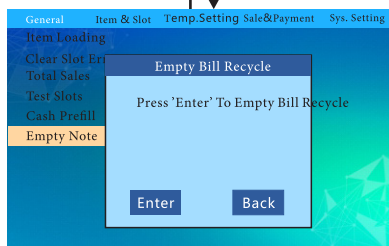


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The orange selection box stays at the "Empty Note" option

Back ↑ ↓ Enter

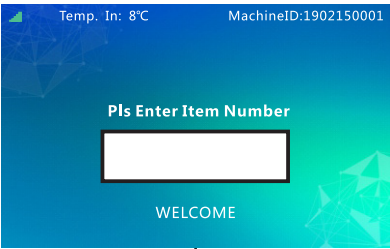


Back ↑ ↓ Enter



To Set The Price:

follow this flow chart to set the prices for the products.

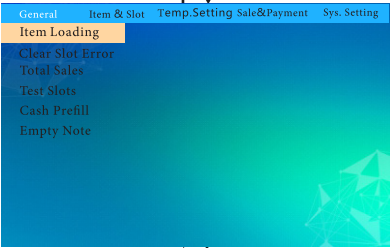


Open the machine door

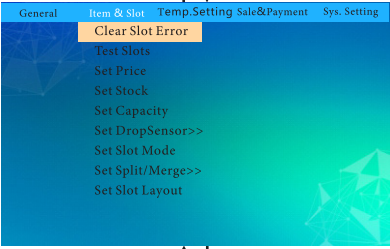


Press the digital keyboard to enter the password, the initial password is "000000"

Back

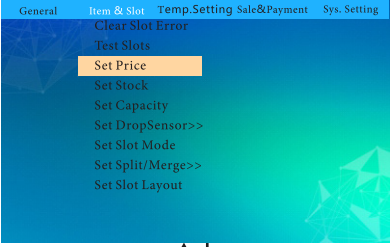


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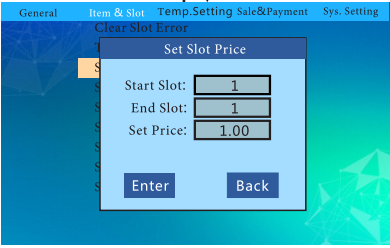


Back

▲/2 ▼/8



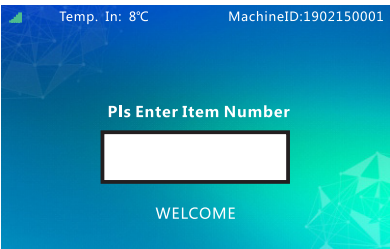
Back Enter



Press the digital keyboard to input the initial cargo lane number and ending cargo lane number to be set, and set the selected cargo lane number price. Press “Enter” to save the setting.

To Stock Up:

follow this flow chart to stock the machine.

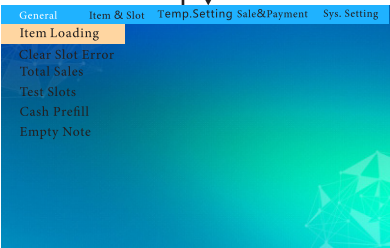


Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back

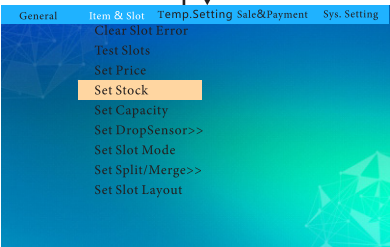


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Back

▲/2 ⬆ ⬇ ▼/8



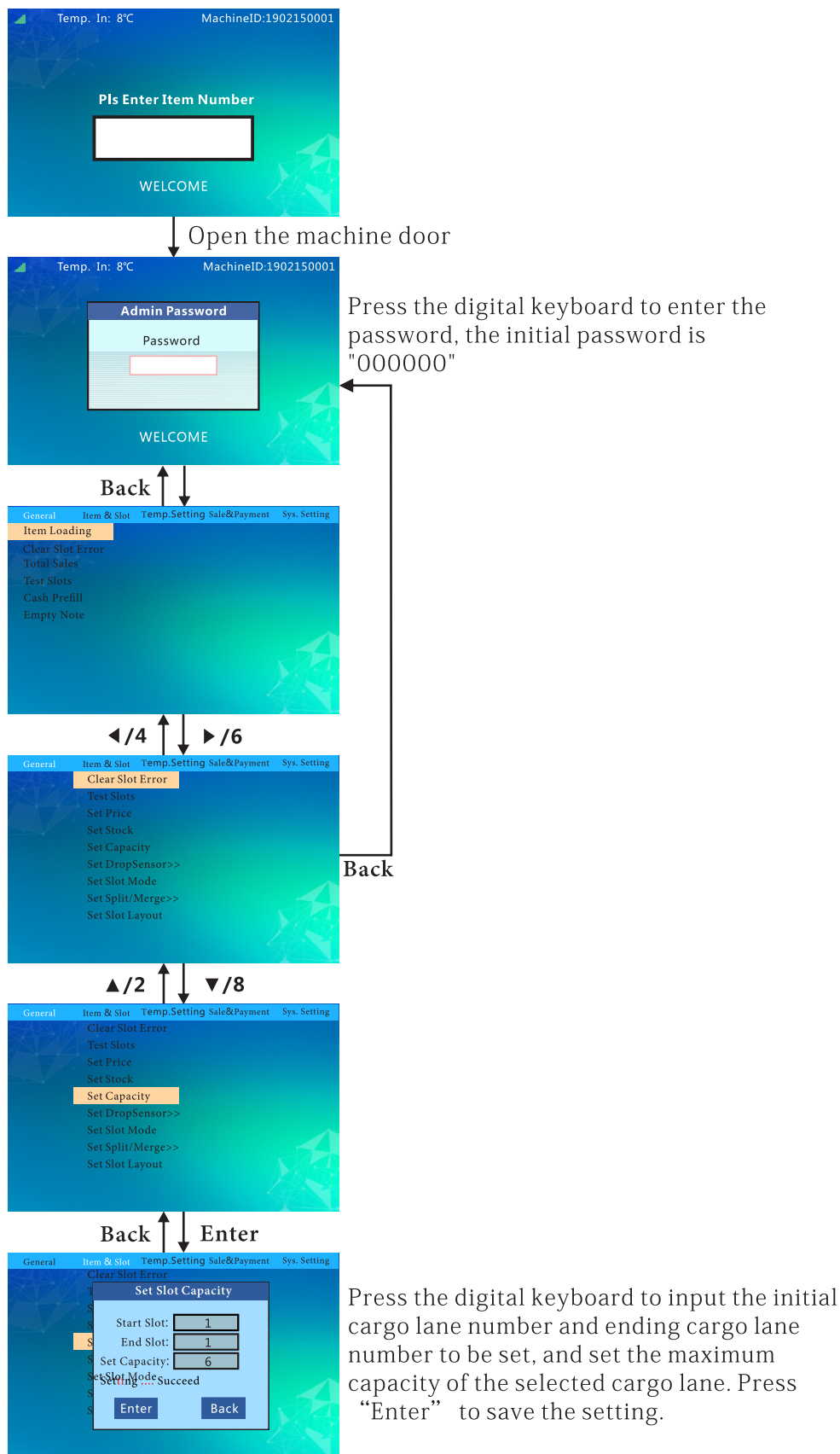
Back ⬆ ⬇ Enter



Press the digital keyboard to input the initial cargo lane number and ending cargo lane number to be set, and set the existing number of the selected cargo lane number. Press “Enter” to save the setting (the existing number must be consistent with the actual number of goods in the cargo lane)

To Set Capacity:

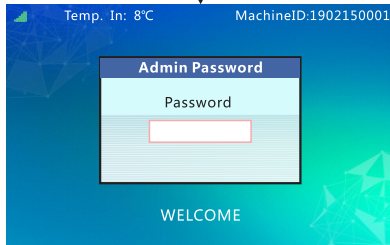
follow this flow chart to set the capacity.



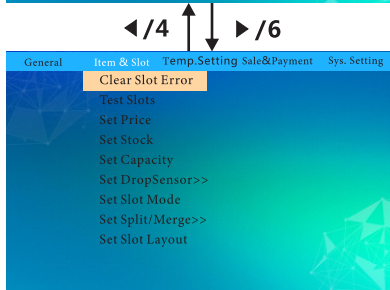
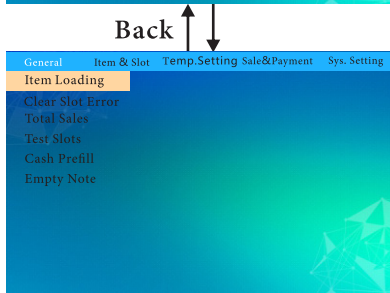
To Set VMC Drop Sensor ON/OFF:



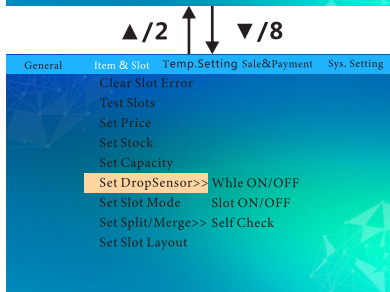
Open the machine door



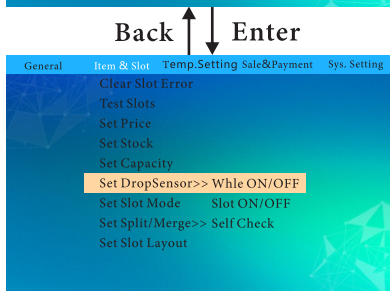
Press the digital keyboard to enter the password, the initial password is "000000"



Back

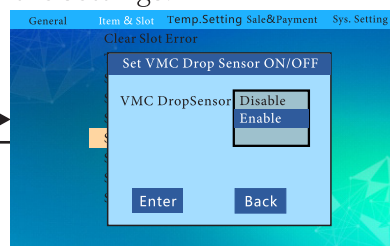


Press "▲/2" & "▼/8" on the digital keyboard to select optical inspection on or off, and press "Enter" to save the settings.

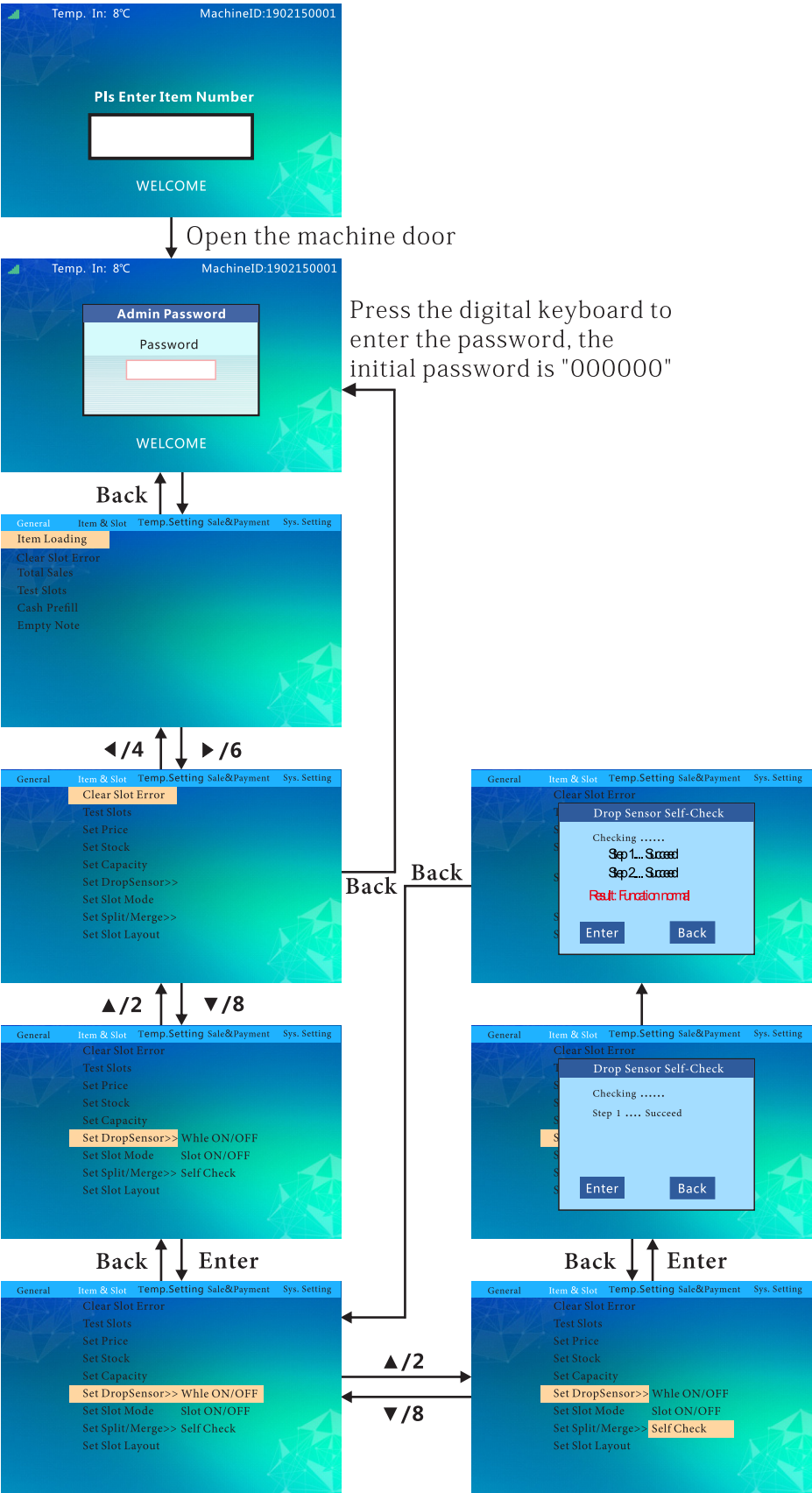


Enter

Back

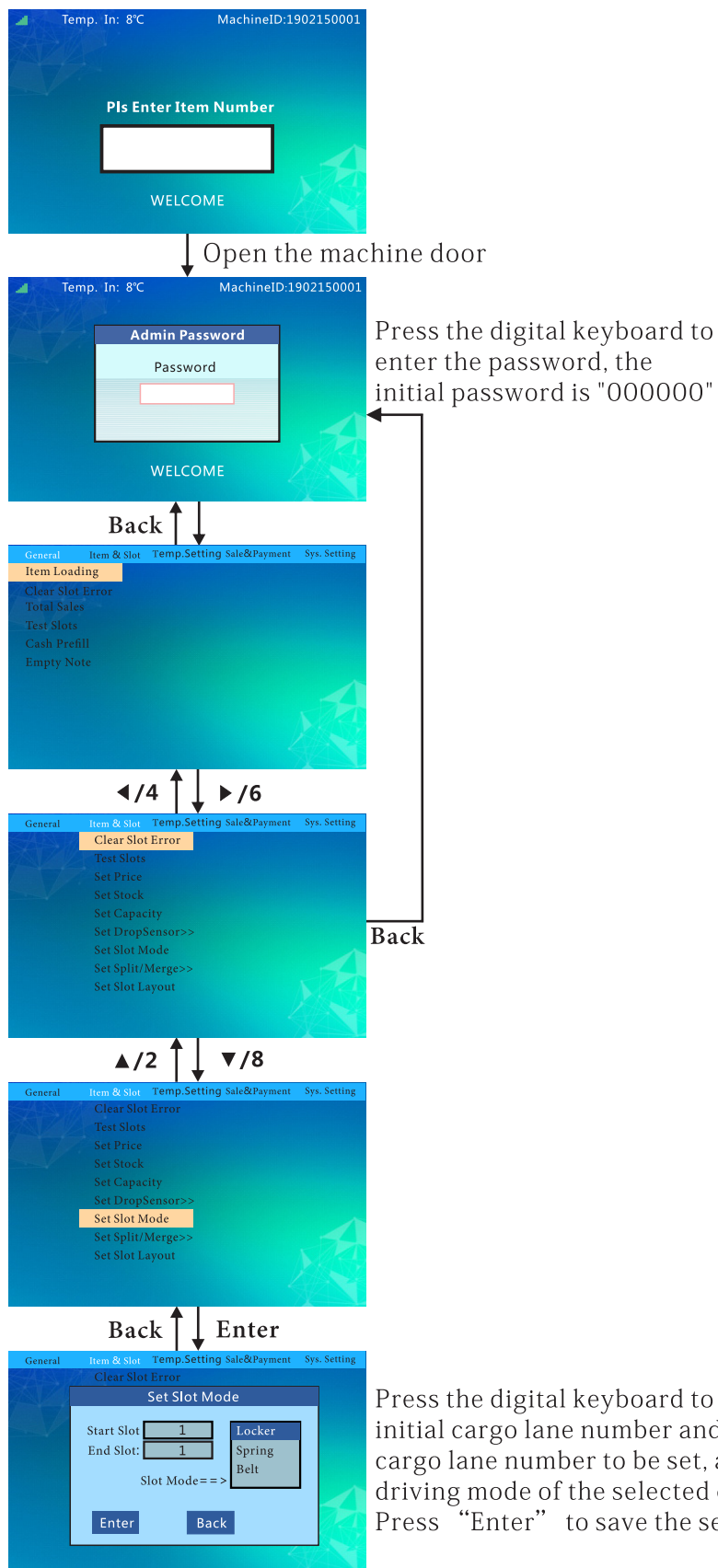


Drop Sensor Self Check:



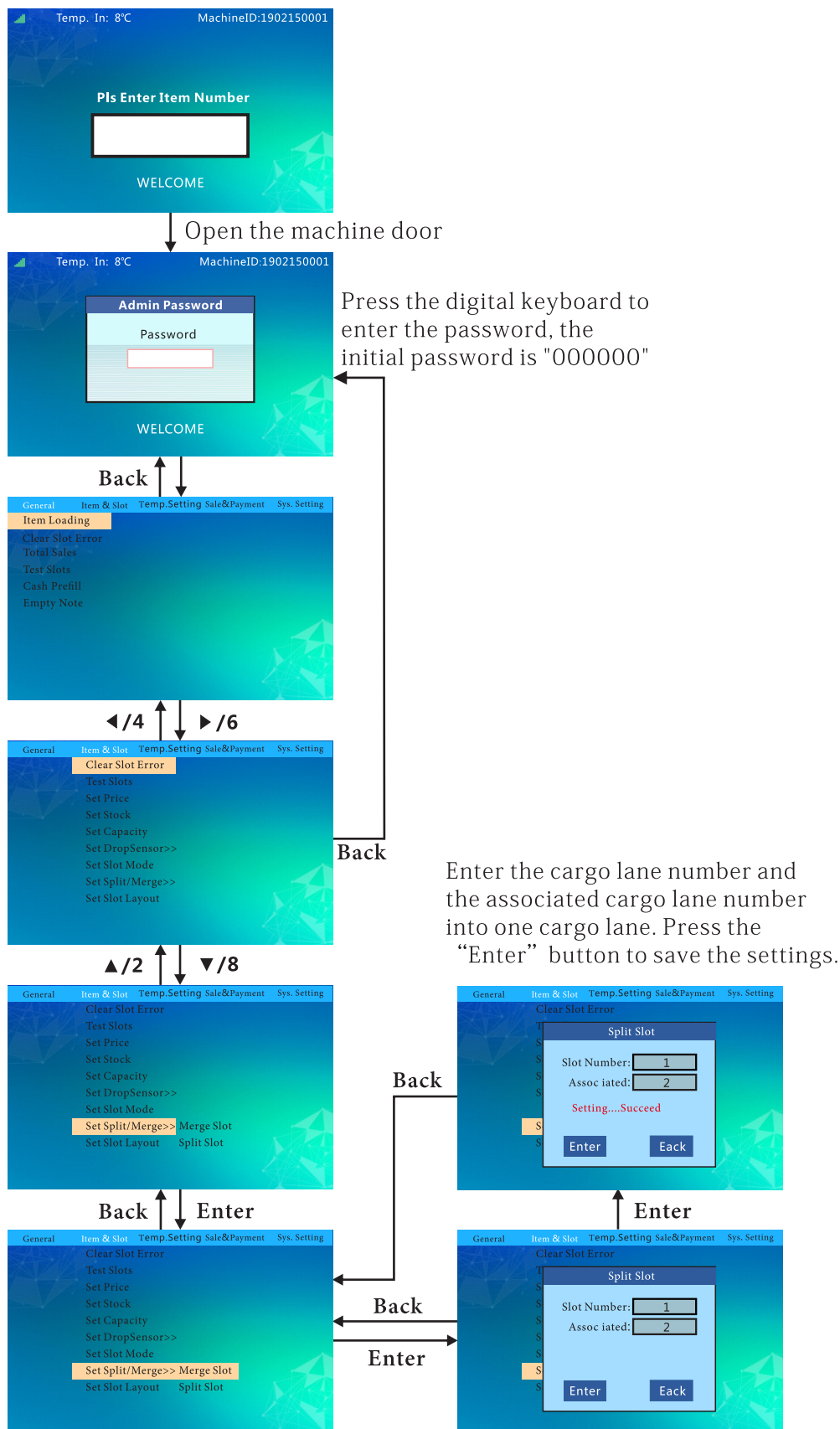
To Set The Slot Mode:

follow this flow chart to switch the slot to locker, spring or belt.



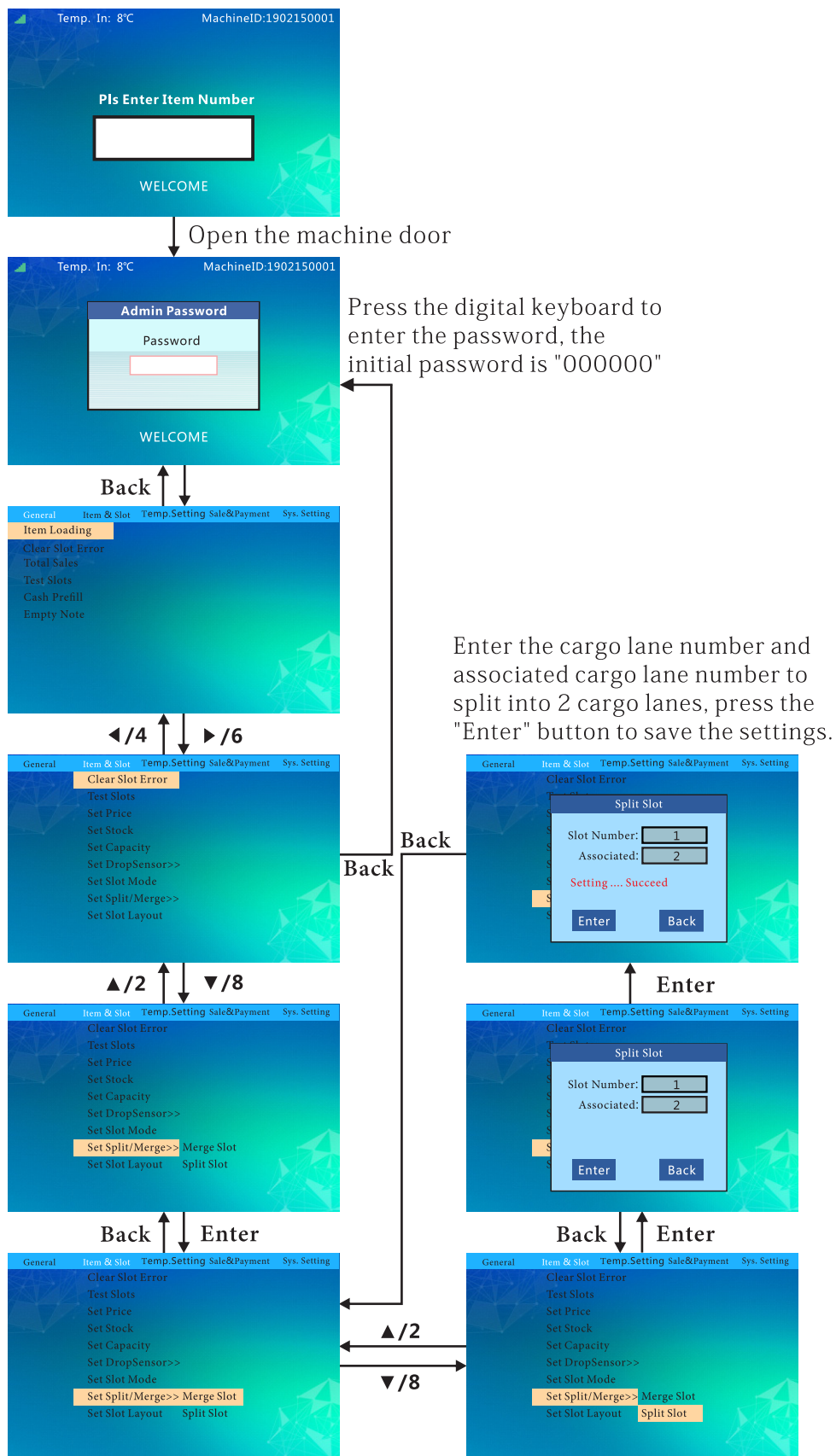
To Merge Slots:

follow this flow chart to merge or split slots.



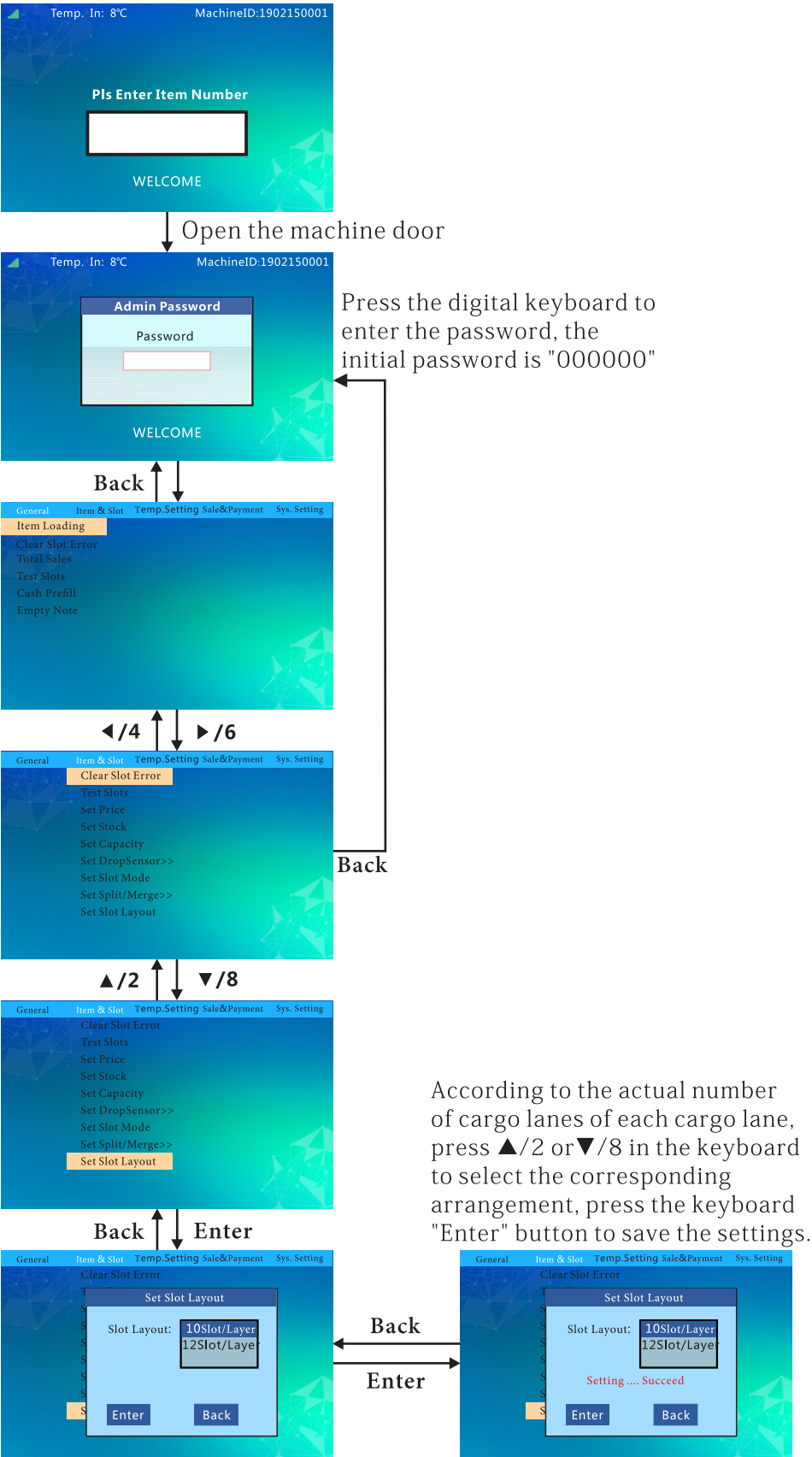
To Split Slots:

follow this flow chart to merge or split slots.



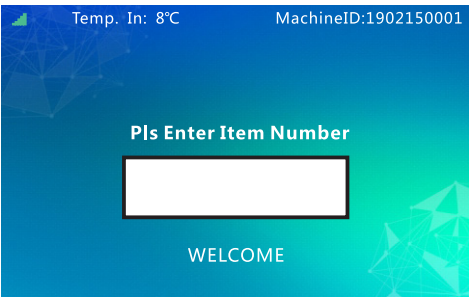
To Set Slot Layout:

follow this flow chart to set the layout of the slots.

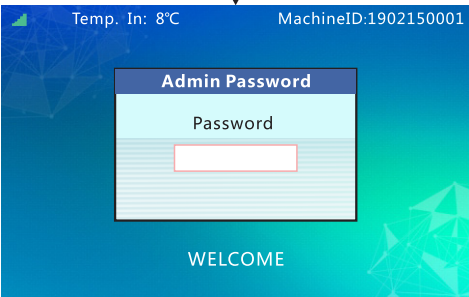


Temperature Control Mode:

follow this flow chart to set the temperature.

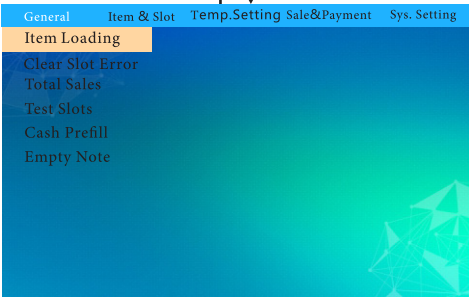


Open the machine door

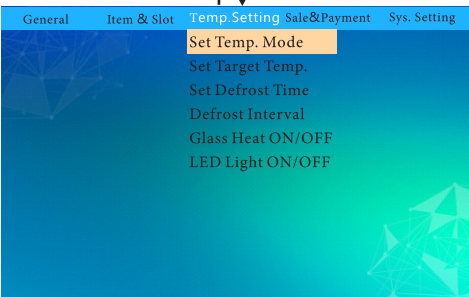


Press the digital keyboard to enter the password, the initial password is "000000"

Back

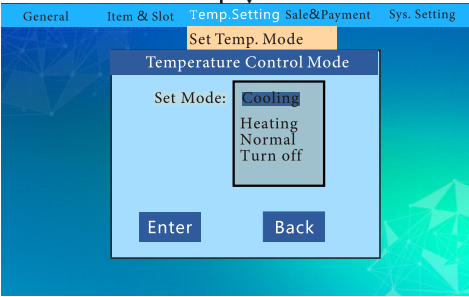


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Back

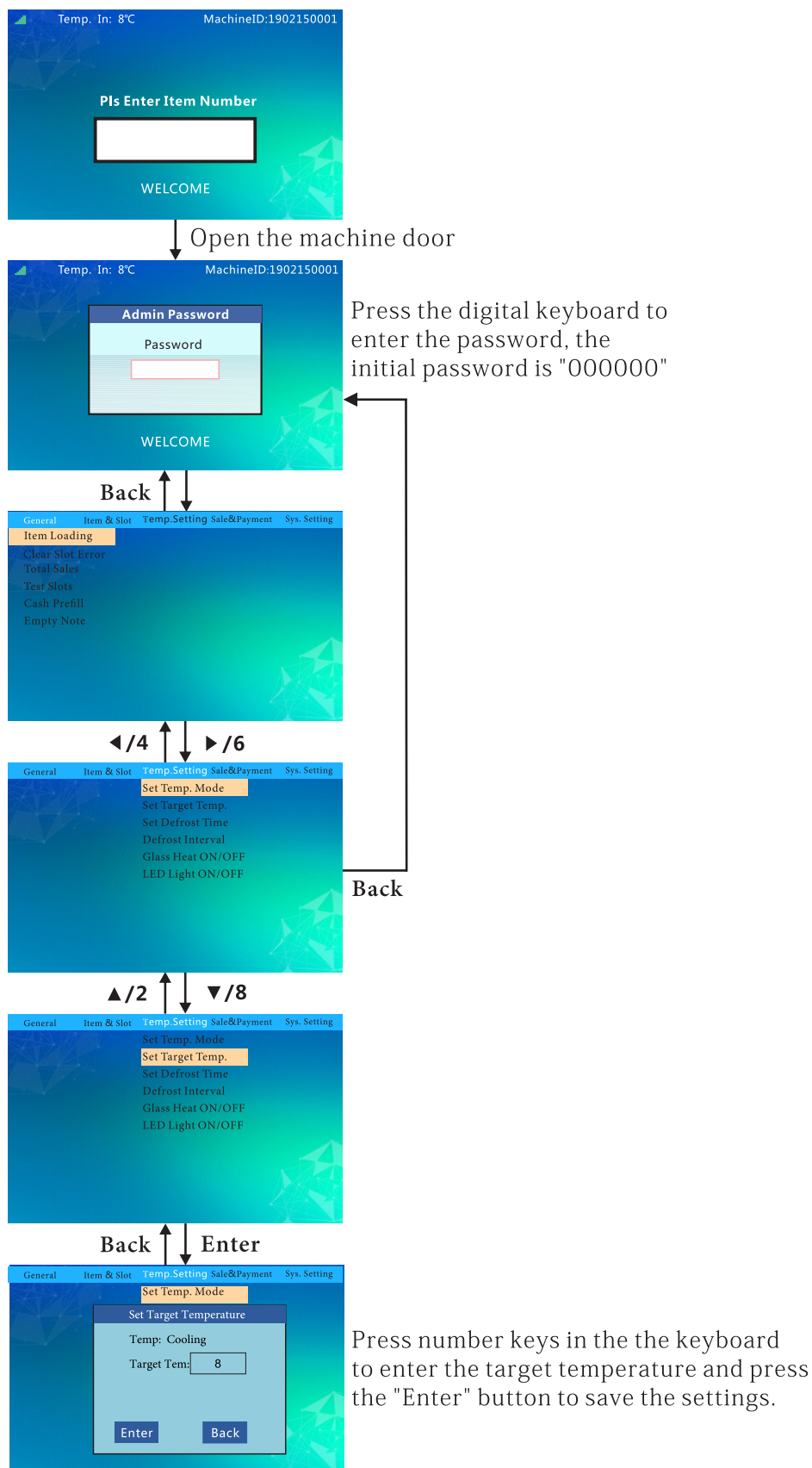
Back Enter



According to the actual needs of the machine, press ▲/2 or ▼/8 in the keyboard to select the corresponding temperature control mode, press the keyboard “Enter” to save the settings; Note: When the constant temperature mode is selected,the machine will automatically switch the temperature control mode. The temperature control mode is automatically switched when the machine detects the difference between the ambient temperature and the setting temperature by 6 degrees.

Set Target Temp:

follow this flow chart to set the target temperature.



Set Defrost Time & Intervarals:



↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back

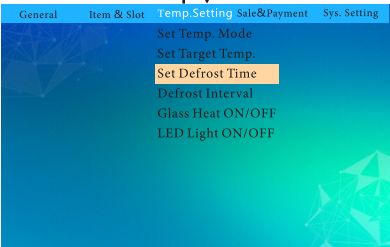


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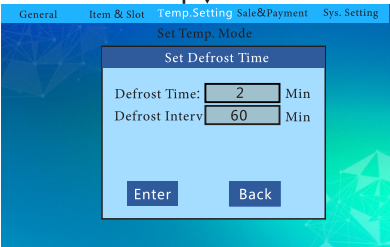


Back

▲/2 ⬆ ⬇ ▼/8



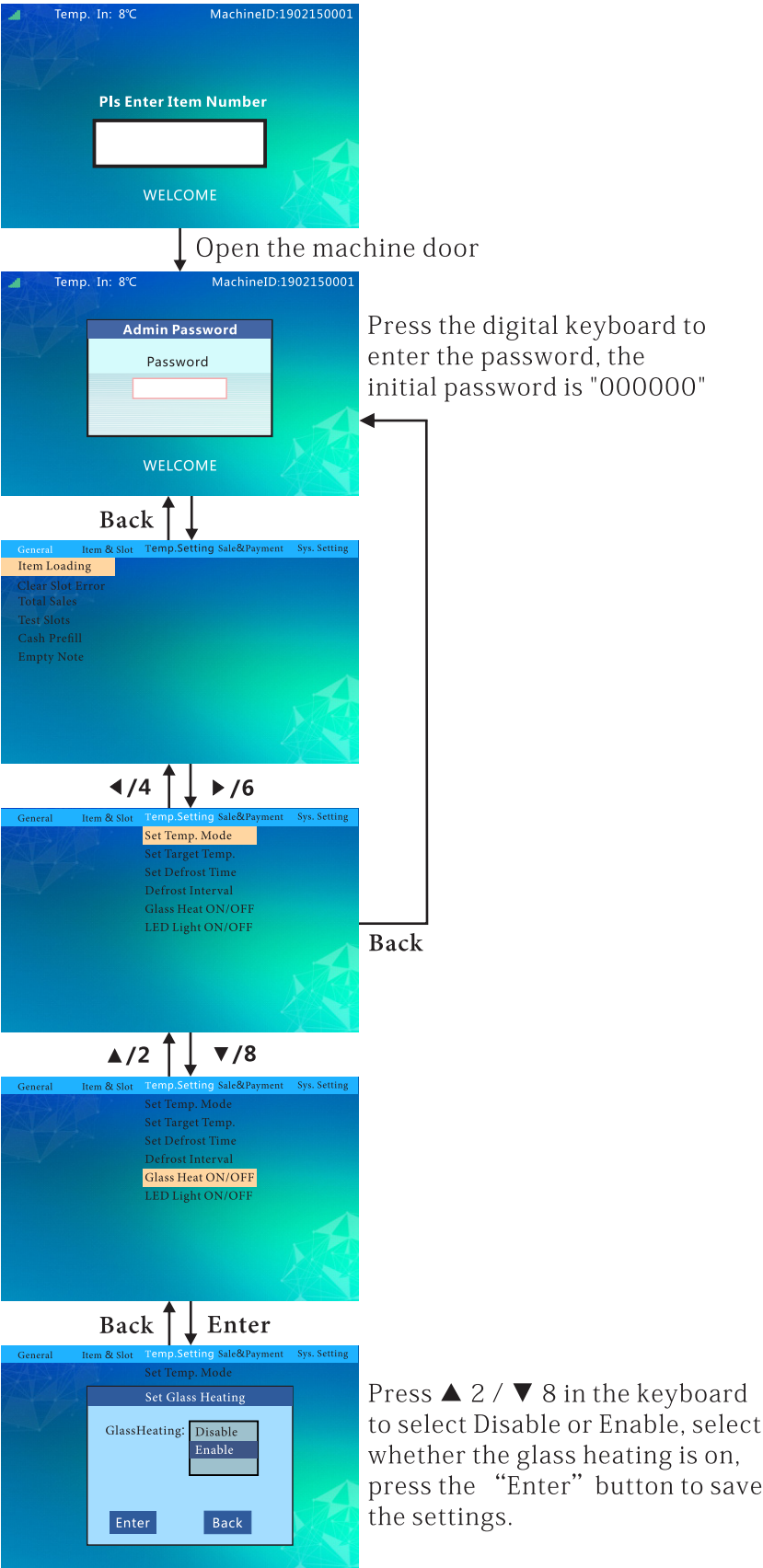
Back ⬆ ⬇ Enter



Set the defrosting time and downtime defrosting cycle (defrosting time interval), press the "Enter" button to save the settings.

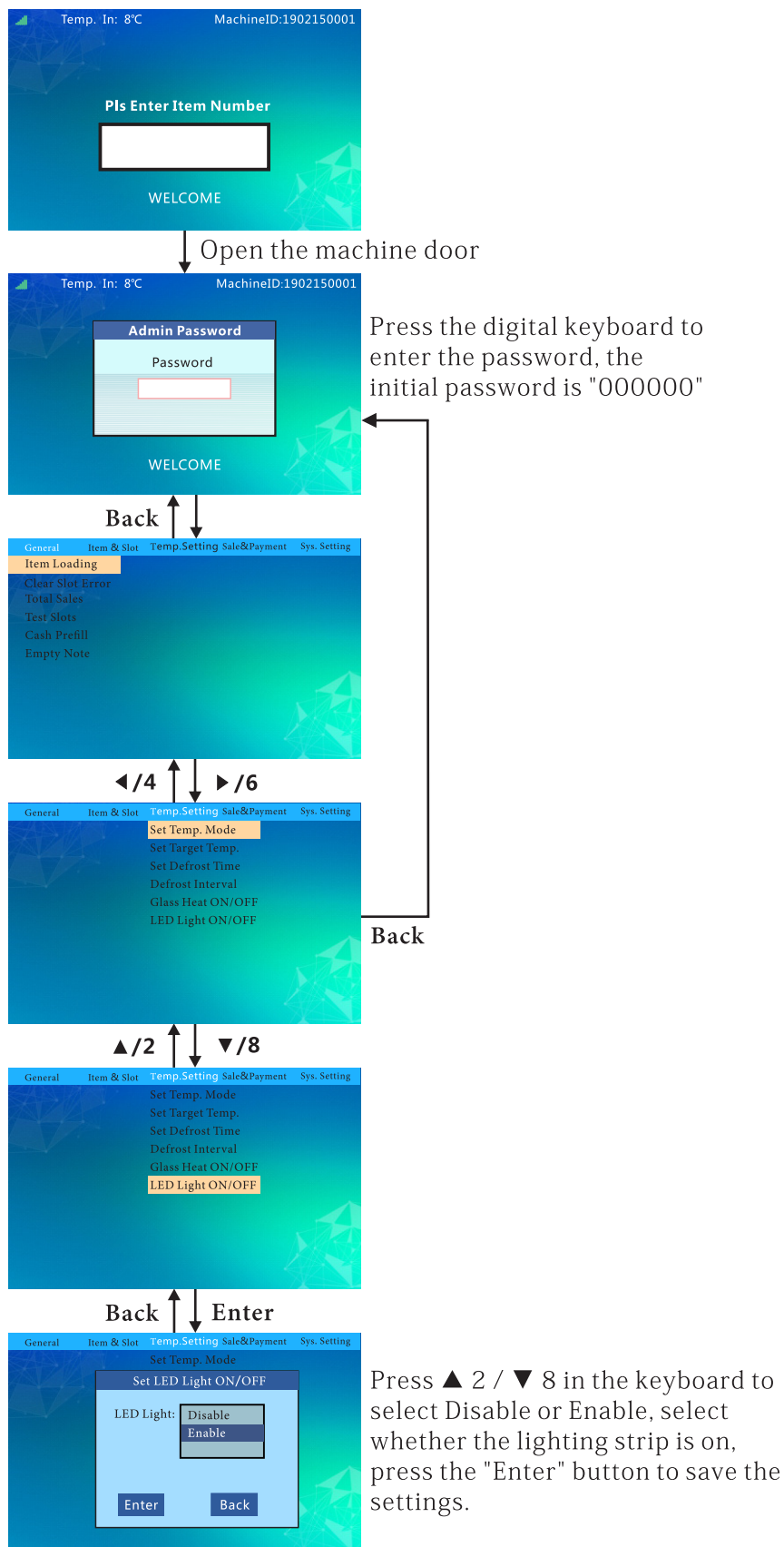
Glass Heat ON/OFF:

follow this flow chart to set up the glass heating feature.



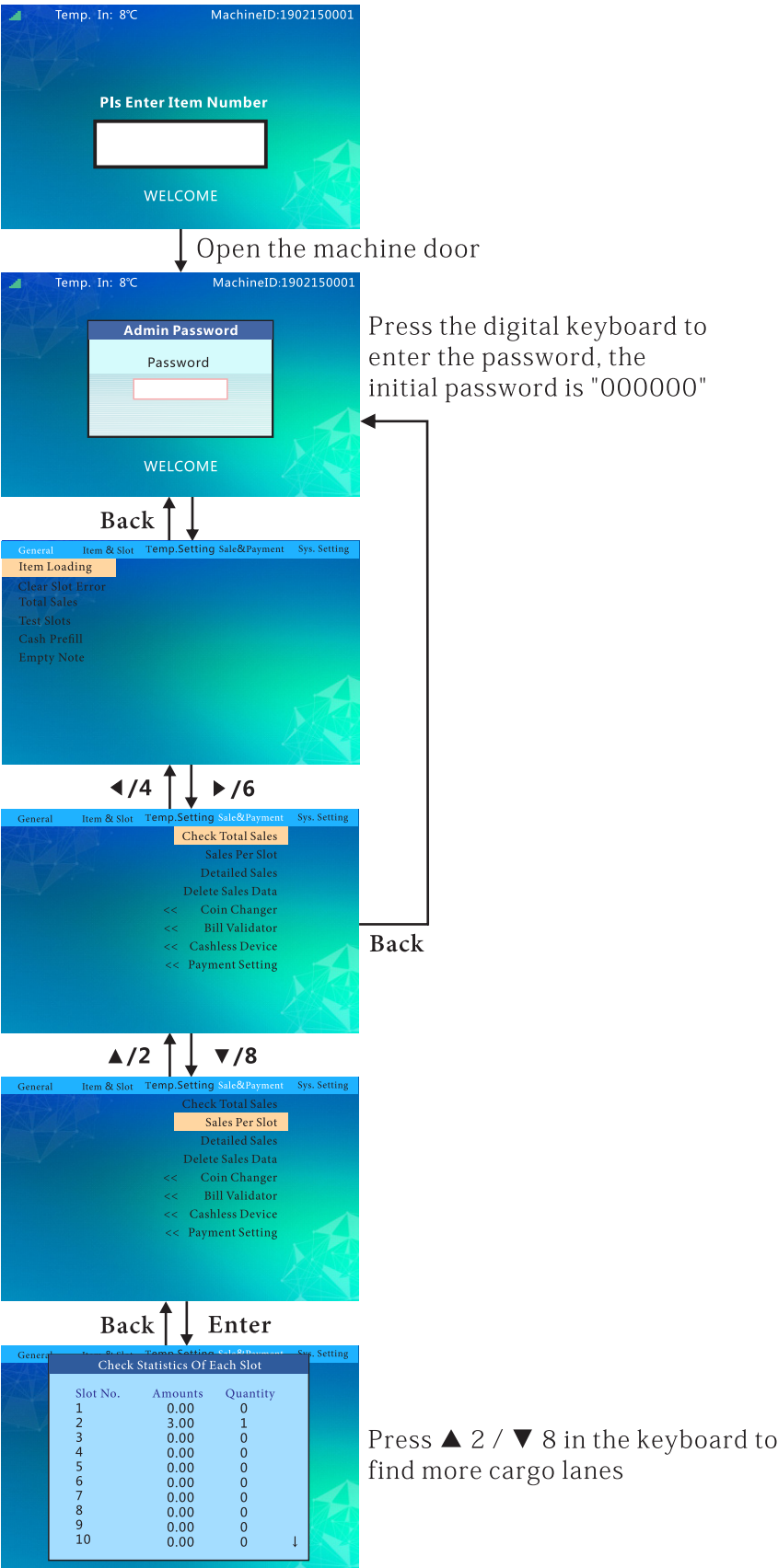
LED Light ON/OFF:

follow this flow chart to set up the LED Light feature.



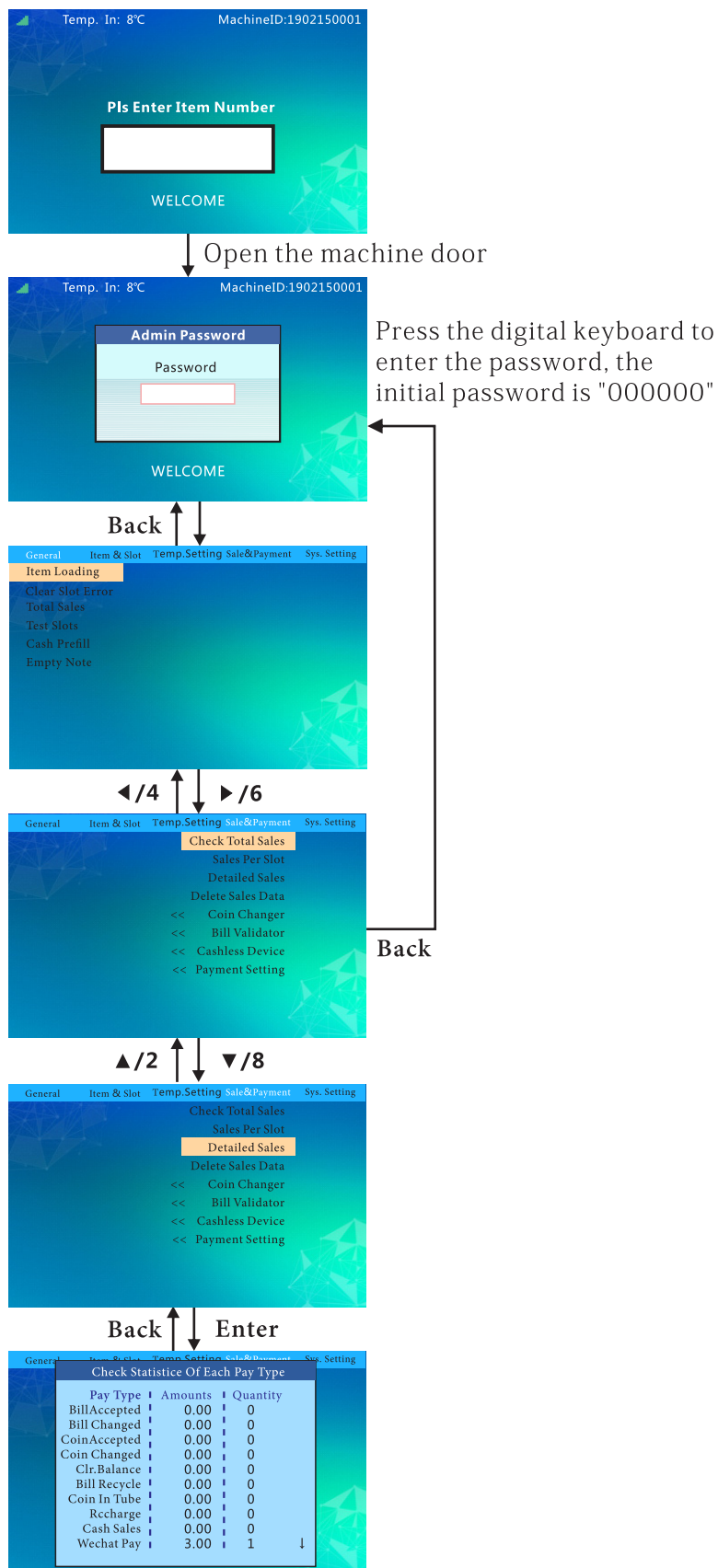
Sales Per Slot:

follow this flow chart to check the sale stats of individual slots.



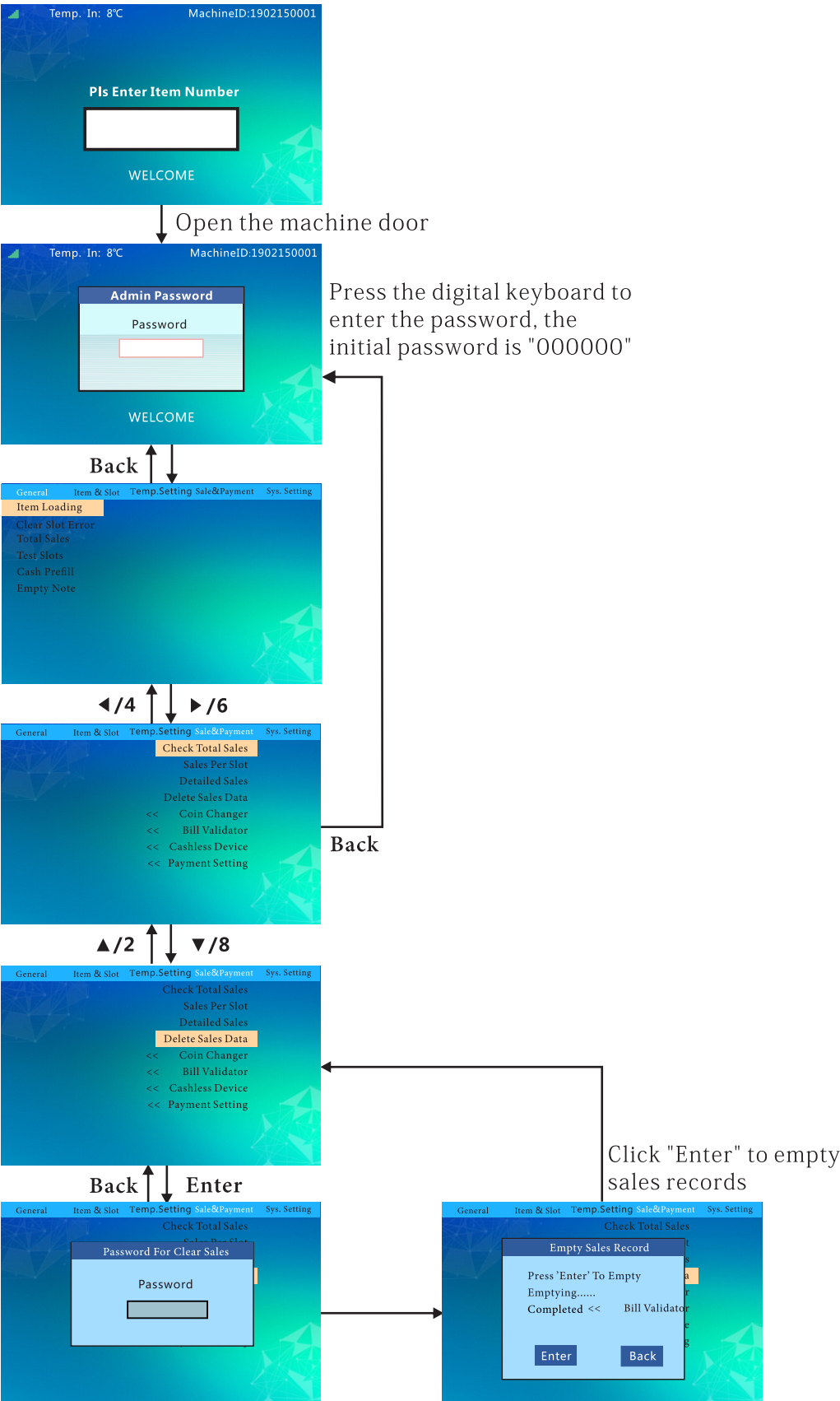
Pay Type Stats:

follow this flow chart to check the sale stats per payment type.

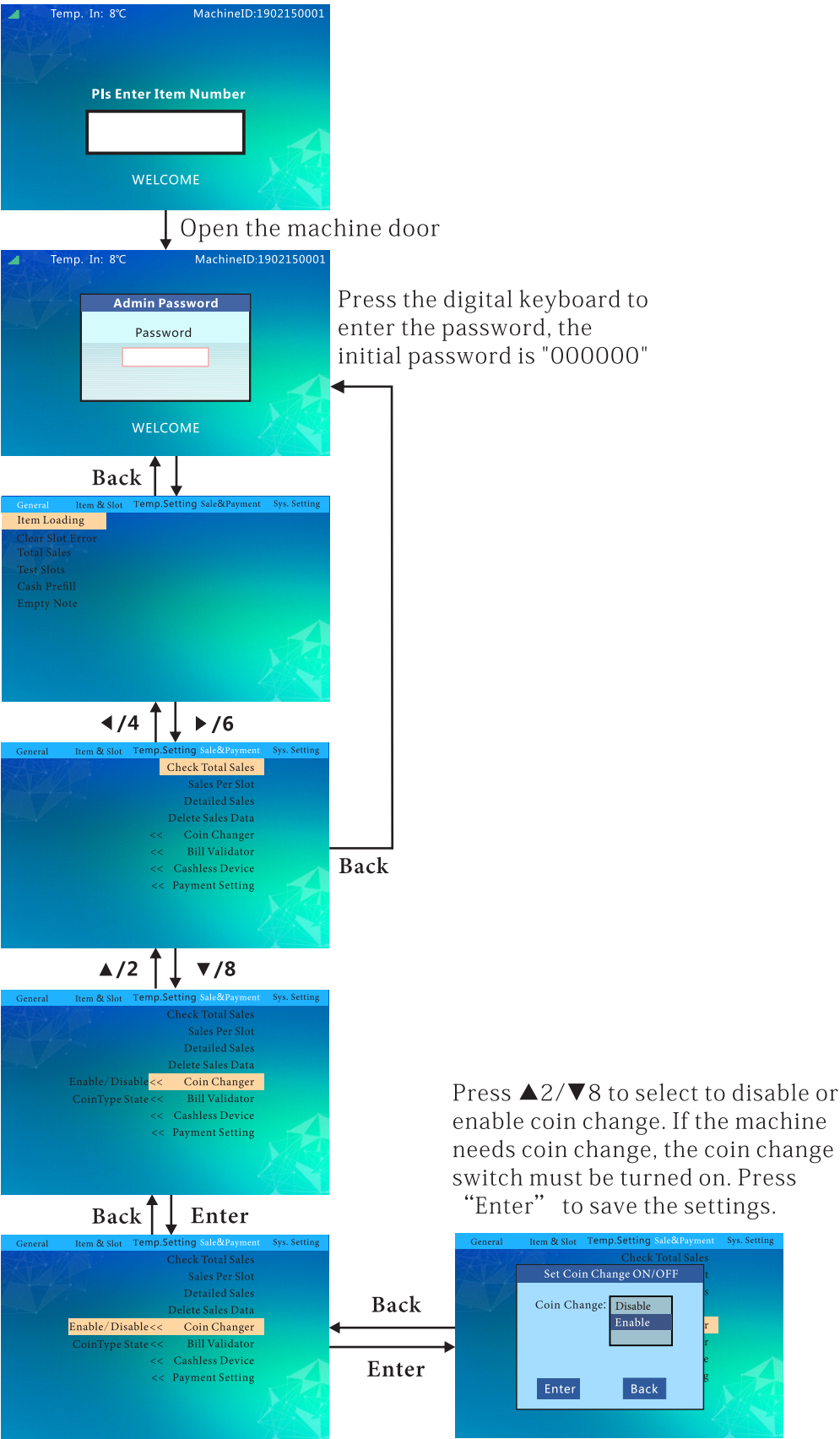


Delete Sales Data:

follow this flow chart to delete sales data.

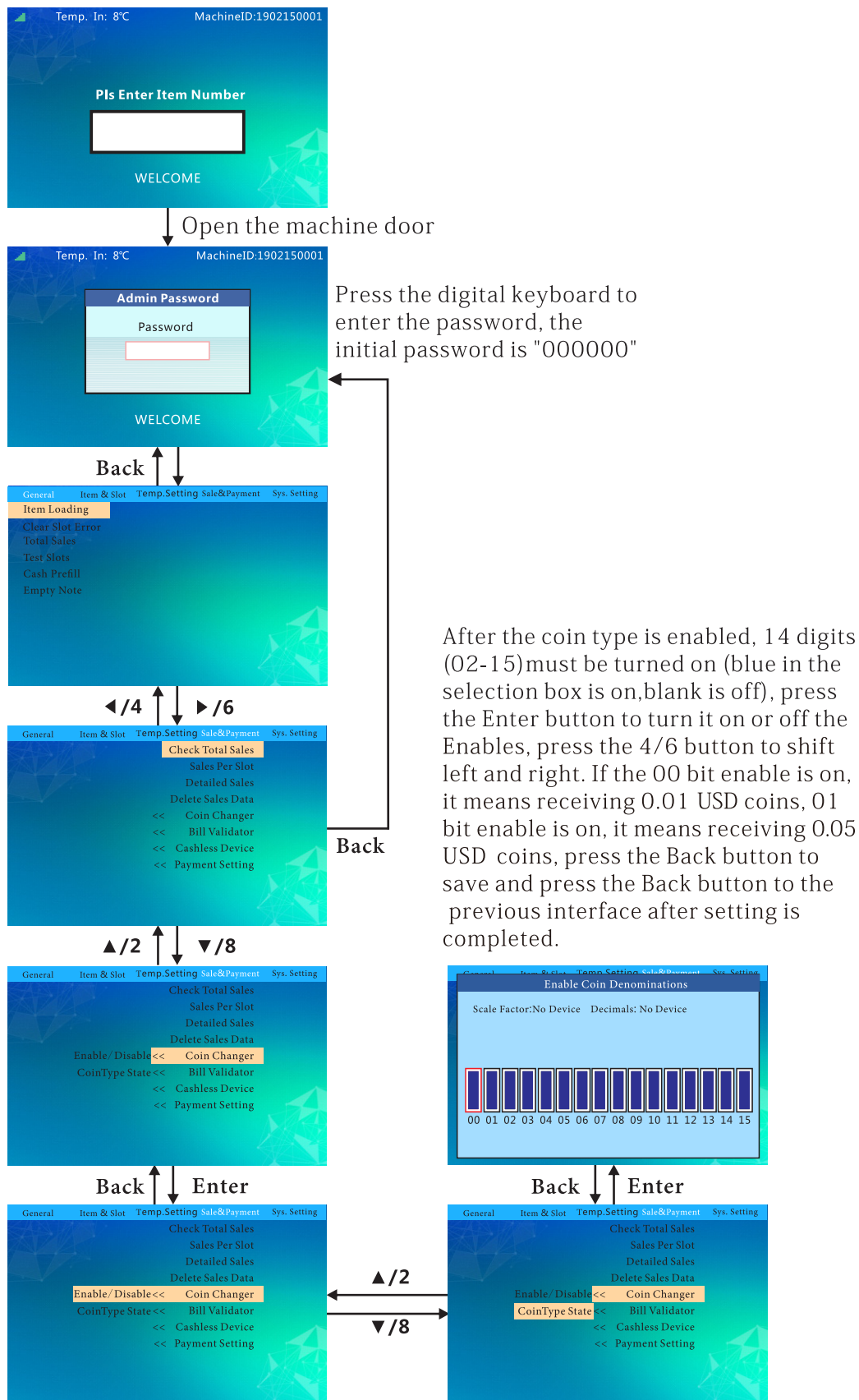


Set Coin Change ON/OFF:



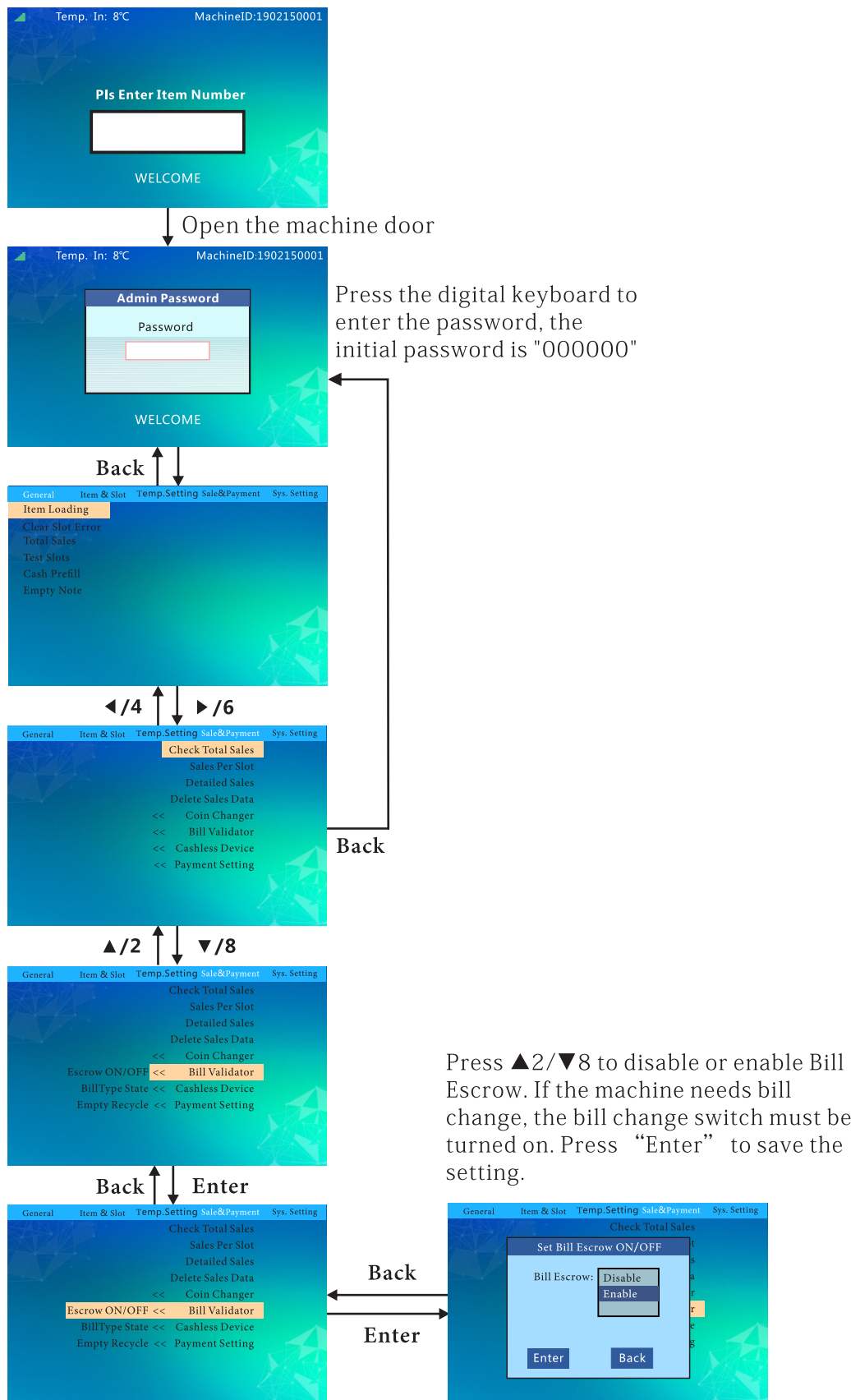
Coin Denominations:

follow this flow chart to allow/disable certain coin denominations.



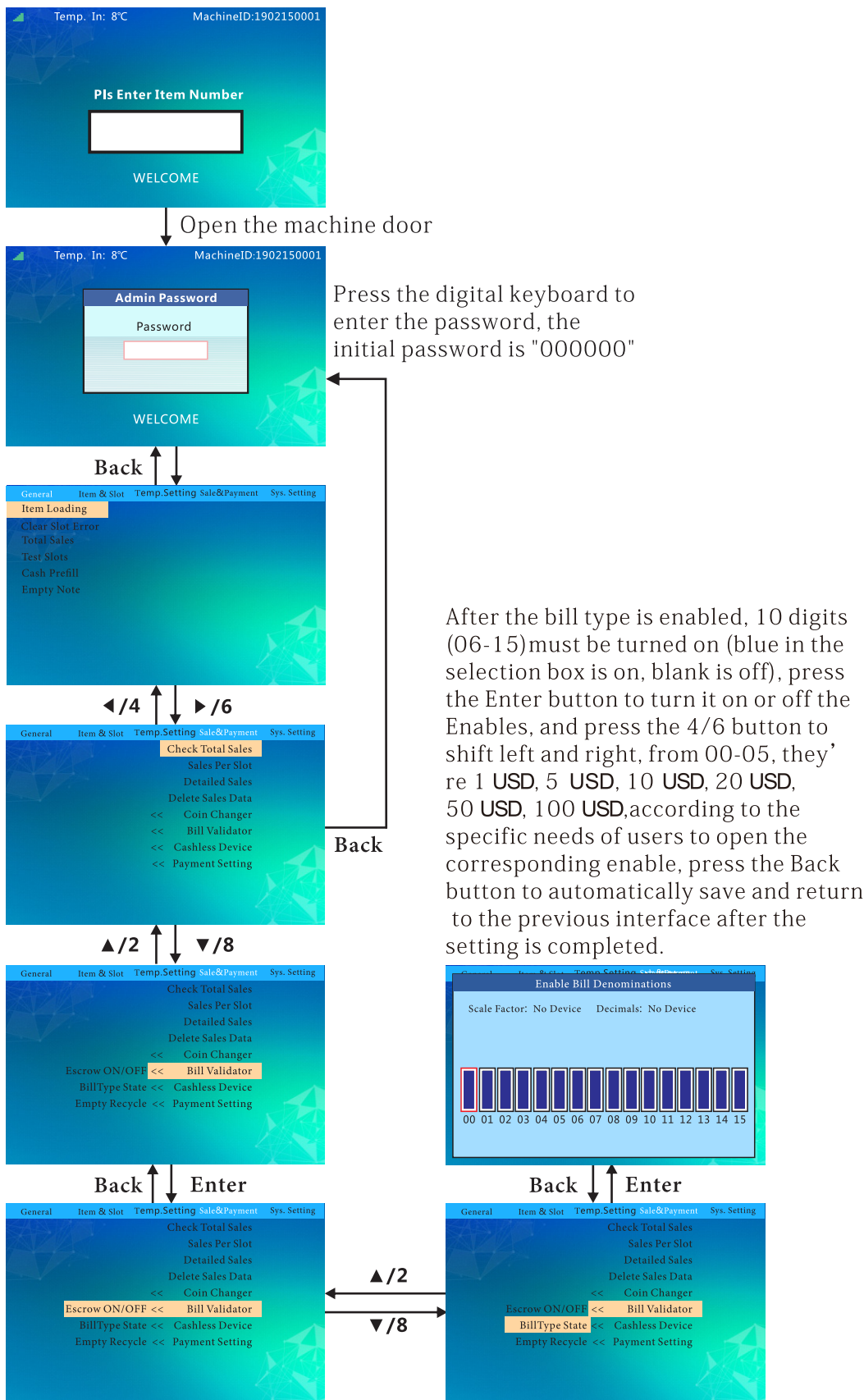
Set Bill Escrow ON/OFF:

follow this flow chart to set bill escrow.



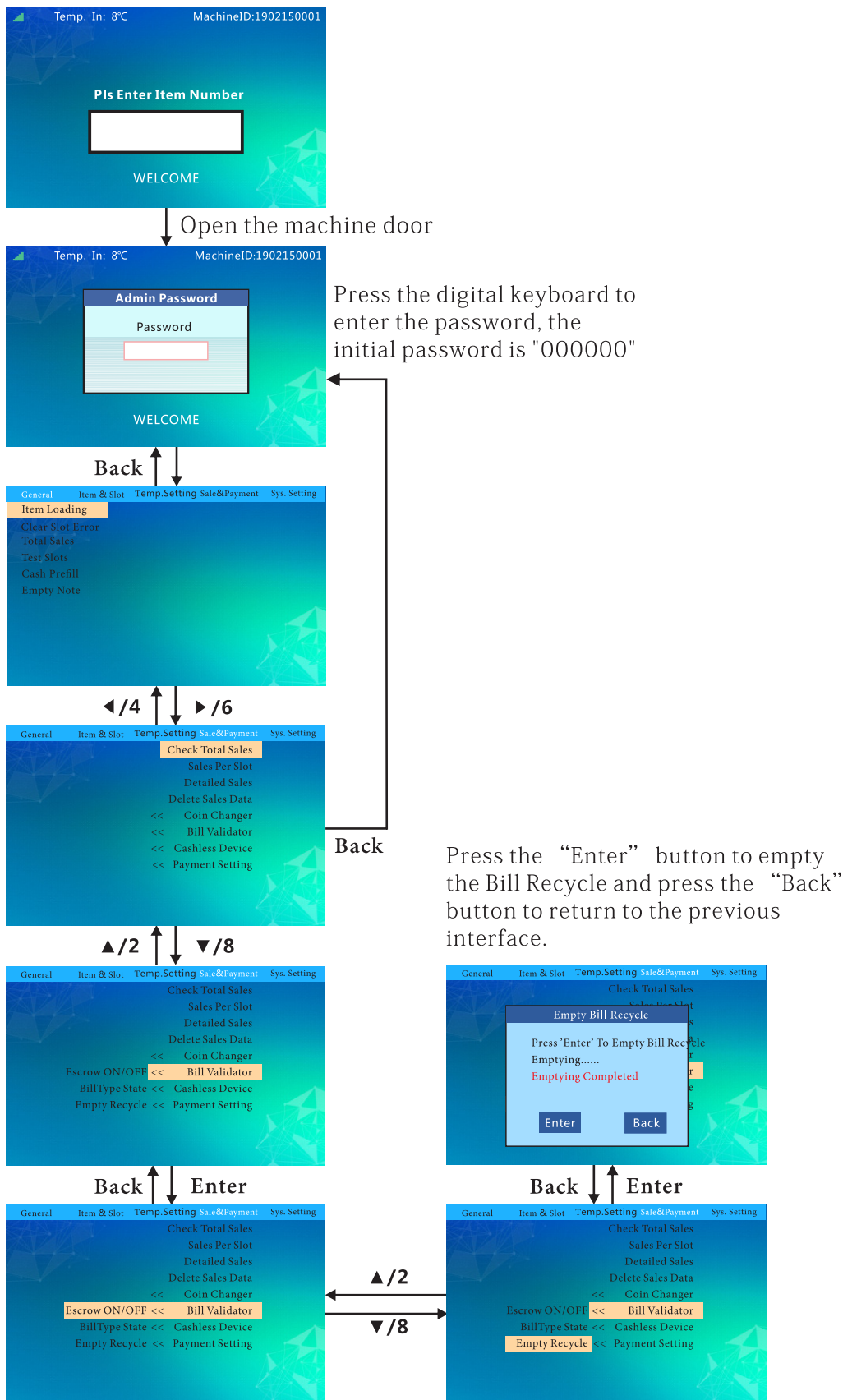
Bill Denominations:

follow this flow chart to allow/disable certain bill denominations.

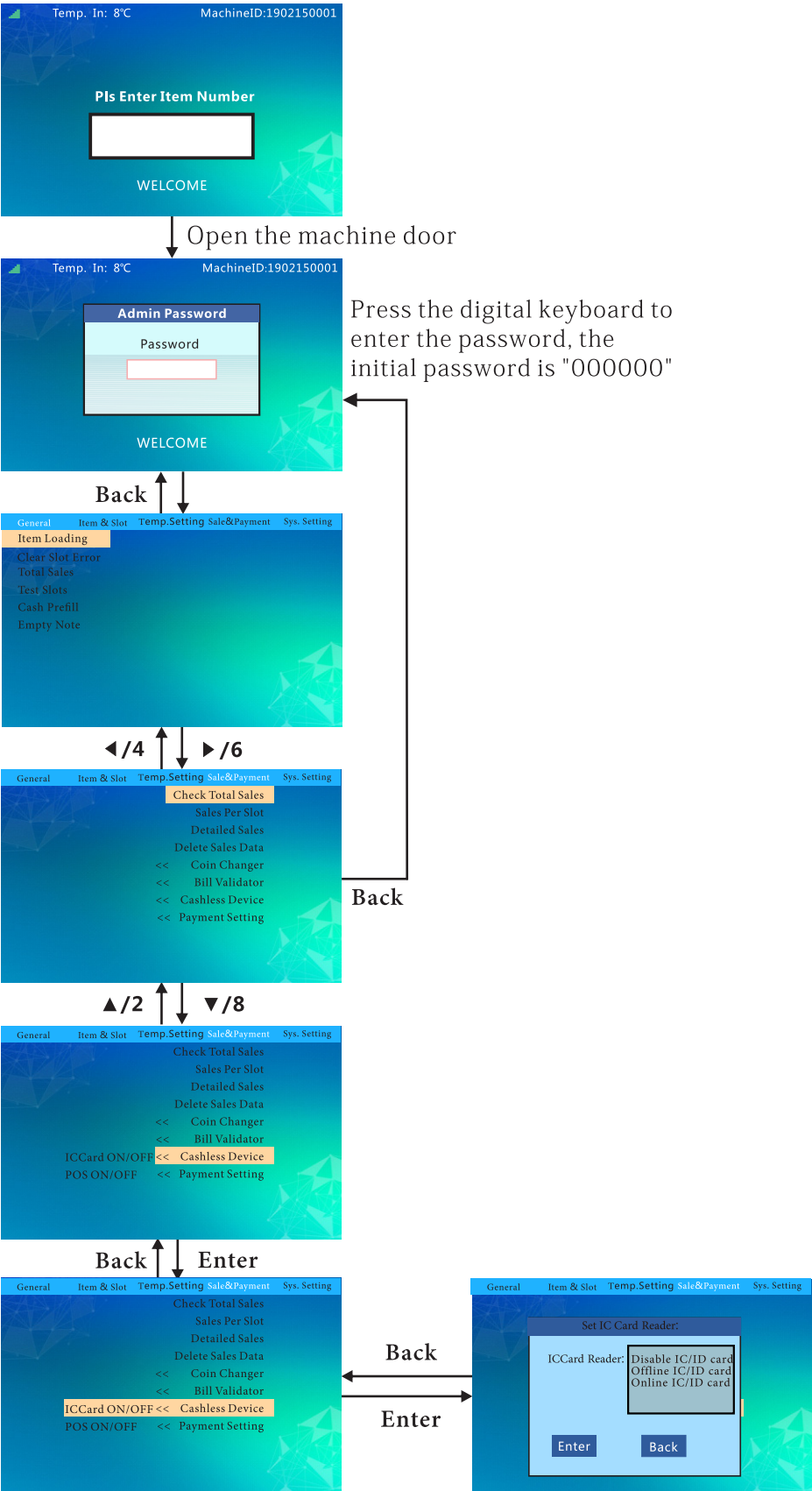


Empty Bill Recycle:

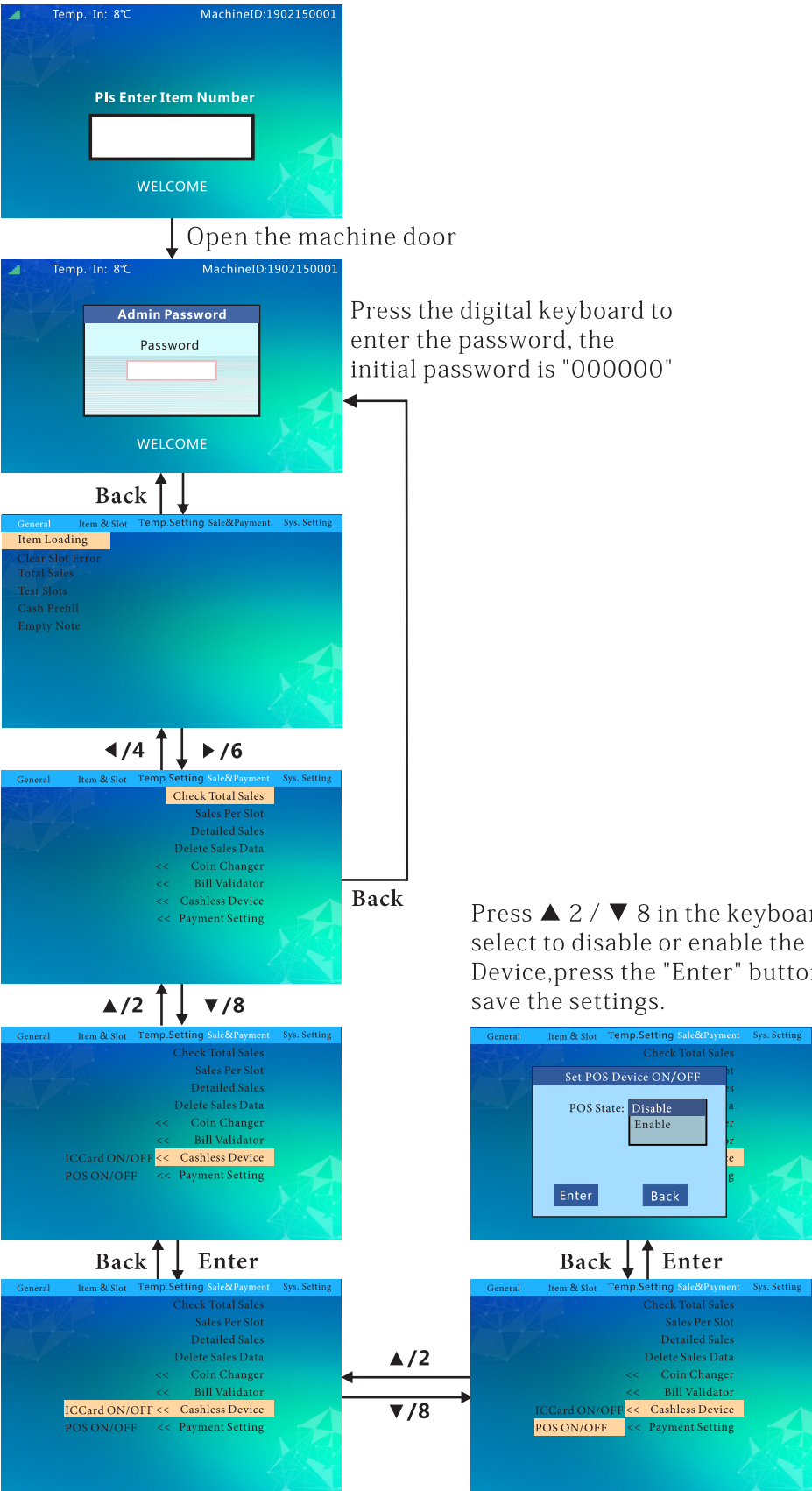
follow this flow chart to empty the bills.



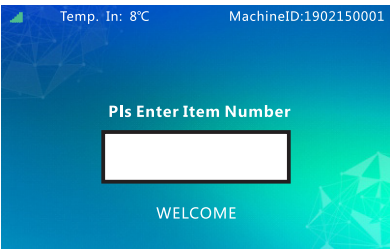
Set IC Card Reader:



Set POS Device ON/OFF:



Set Max Credit:

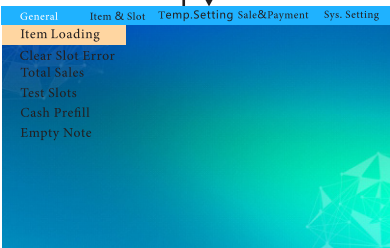


Open the machine door

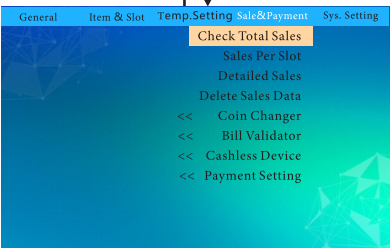


Press the digital keyboard to enter the password, the initial password is "000000"

Back

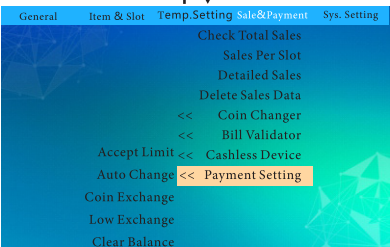


◀/4 ▶/6

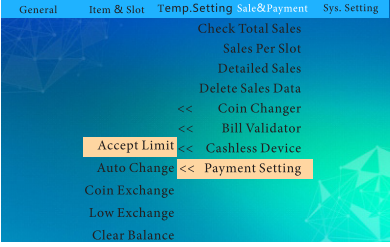


Back

▲/2 ▼/8

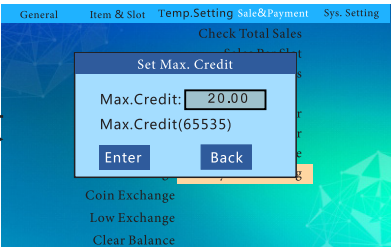


Back Enter



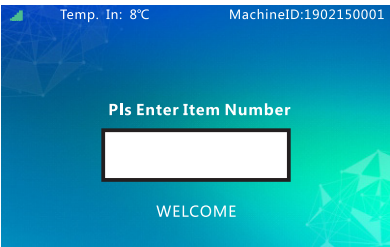
Back

Enter



Set the maximum receiving amount, too low will cause the machine not to accept large denomination notes. If the machine is set 20, the 50 and 100 denomination notes will not be accepted.

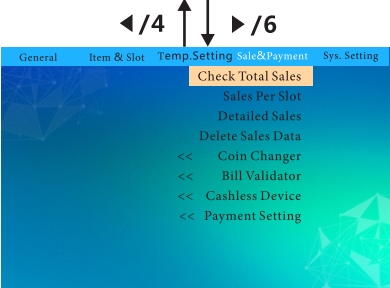
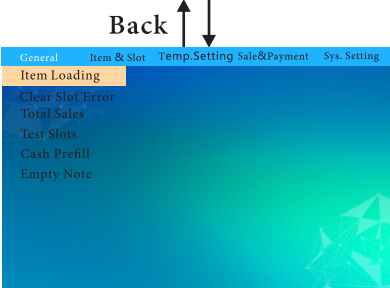
Set Auto Change Dispensing:



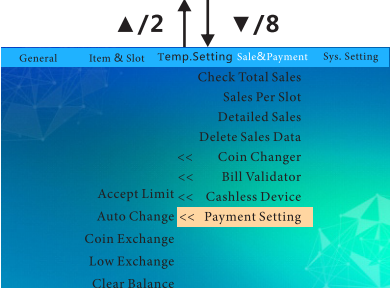
Open the machine door



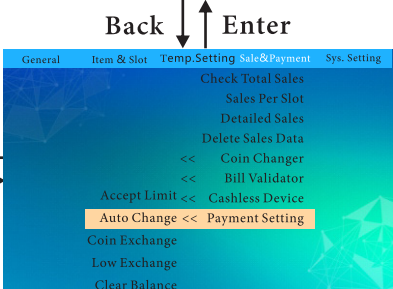
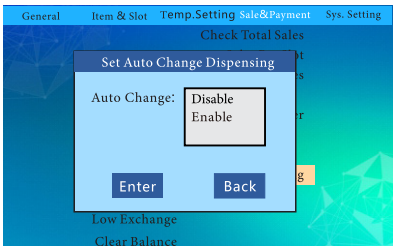
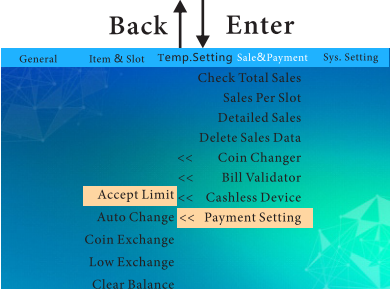
Press the digital keyboard to enter the password, the initial password is "000000"



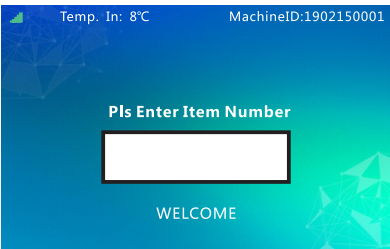
Back



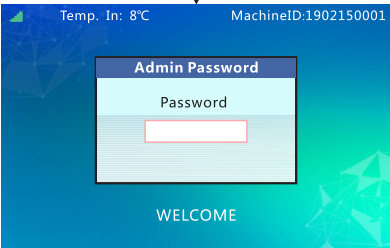
Press ▲ 2 / ▼ 8 in the keyboard to select to disable or enable the Auto Change switch, press the "Enter" button to save the settings.



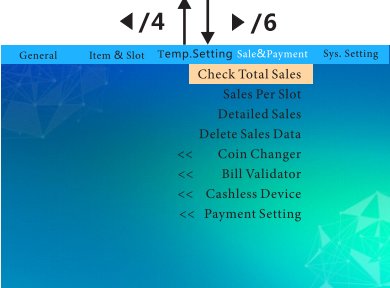
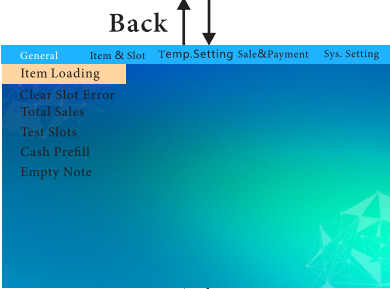
Set Coin Exchange Without Sale:



Open the machine door

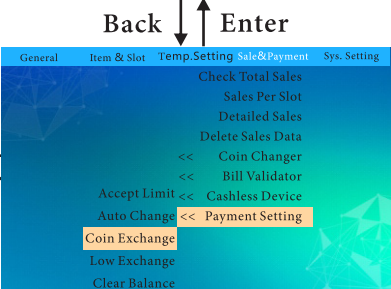
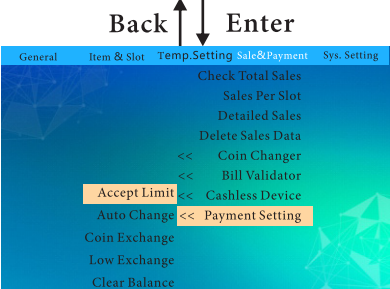
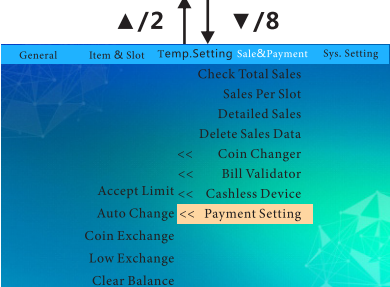


Press the digital keyboard to enter the password, the initial password is "000000"

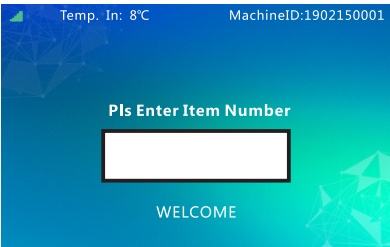


Back

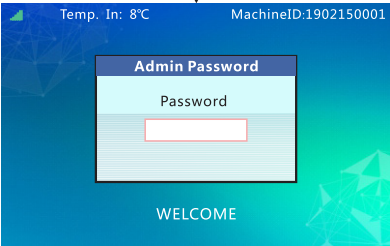
Press ▲ 2 / ▼ 8 in the keyboard to select to disable or enable the Coin Exchange Without Sale switch, press the “Enter” button to save the settings.



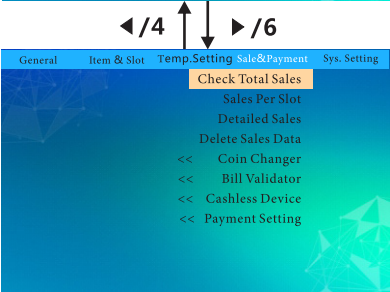
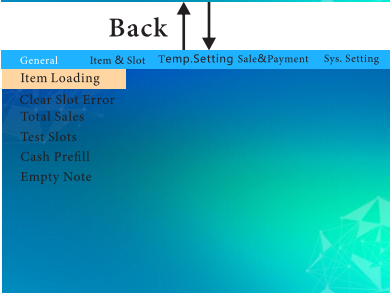
Set Minimum Change:



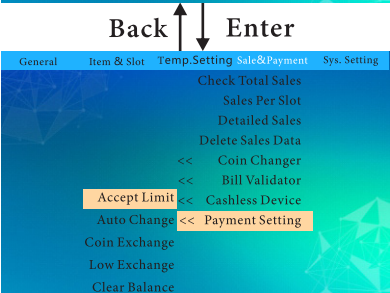
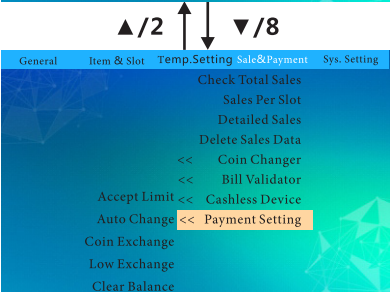
Open the machine door



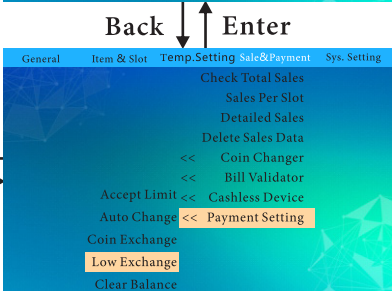
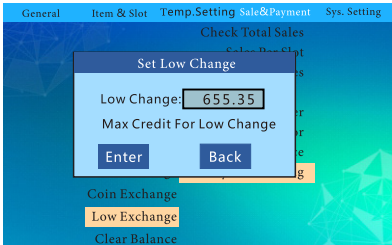
Press the digital keyboard to enter the password, the initial password is "000000"



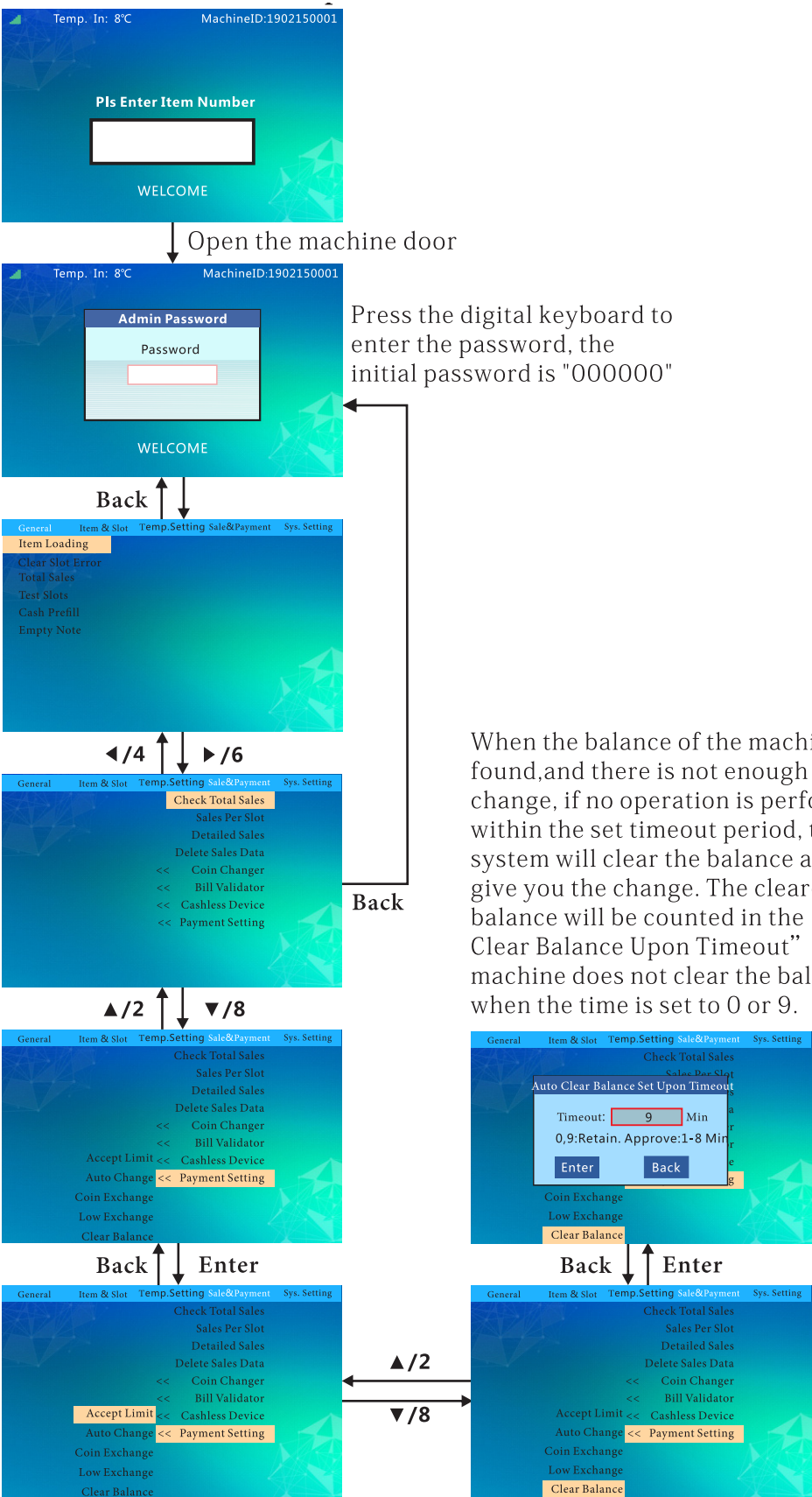
Back



When the low value of no change is set to 0,even if the machine has no change, the machine purchase interface will not prompt "insufficient change". When the machine prompts that the change is insufficient, the purchase of goods needs to be invested in coins equal to the price of goods. Otherwise, it may not give the change after the purchase of goods.

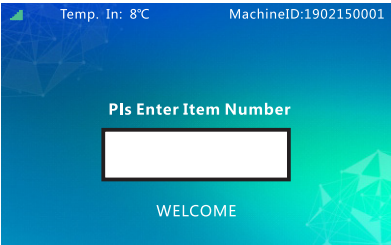


Auto Clear Balance Set Upon Timeout:

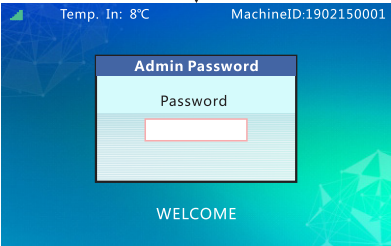


When the balance of the machine is not found, and there is not enough for change, if no operation is performed within the set timeout period, the system will clear the balance and not give you the change. The cleared balance will be counted in the "Auto Clear Balance Upon Timeout". The machine does not clear the balance when the time is set to 0 or 9.

Set Multi-Vend ON/OFF:

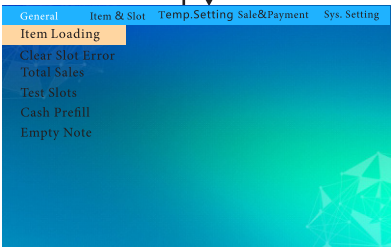


↓ Open the machine door

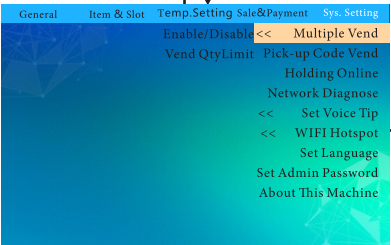


Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓

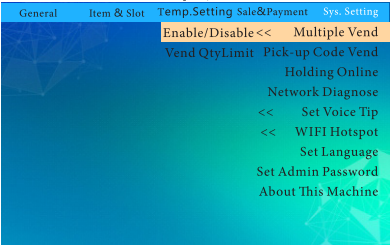


◀/4 ↑ ↓ ▶/6

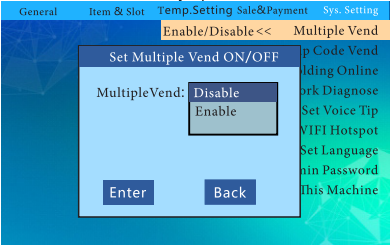


Back

Back ↑ ↓ Enter



Back ↑ ↓ Enter



Press ▲ 2 / ▼ 8 in the keyboard to select to disable or enable the shopping cart, press the "Enter" button to save the settings.

Set Multi-Vend Qty Limit:

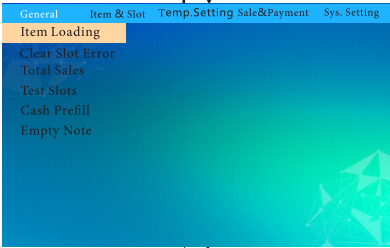


Open the machine door

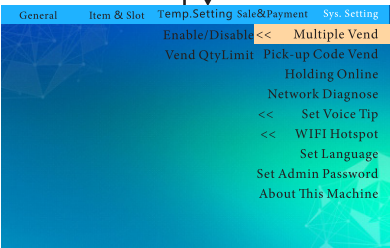


Press the digital keyboard to enter the password, the initial password is "000000"

Back

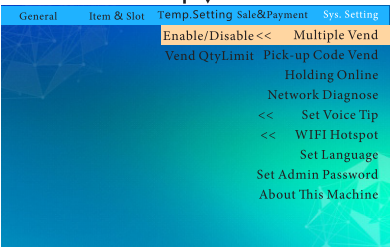


◀/4 ▶/6



Back

Back Enter

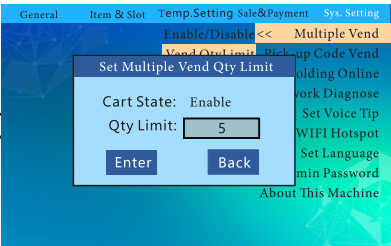


▲/2 ▼/8



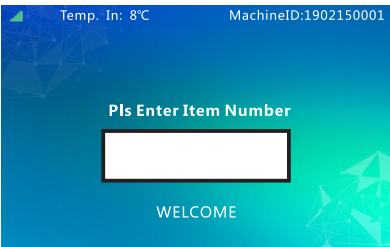
Back

Enter



The shopping cart switch must be enabled before setting the number of shopping carts. The maximum number of shopping carts can be set to 5. After the setting is completed, press the "Enter" button to save the settings.

Set Pick Up Code ON/OFF:

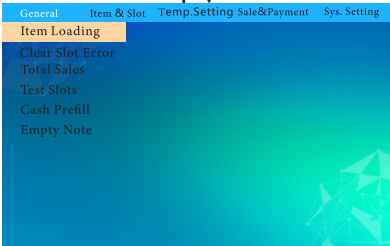


↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓

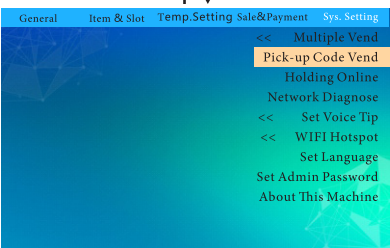


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Back ↑ ↓ Enter



Press ▲ 2 / ▼ 8 in the keyboard to select to disable or enable the pick-up code switch, press the "Enter" button to save the settings.

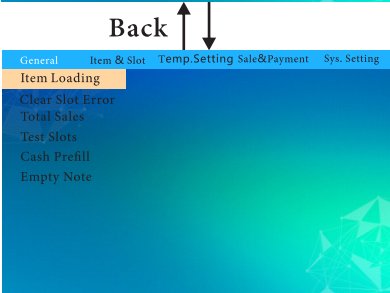
Inquiry Server Frequency:



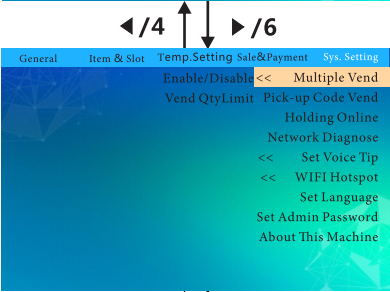
Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

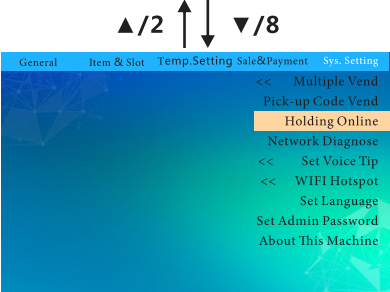


Back

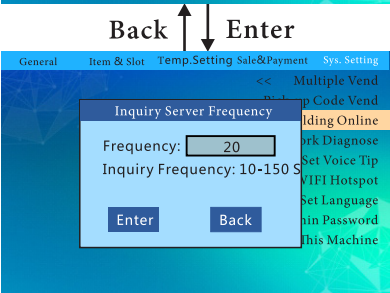


◀/4

Back



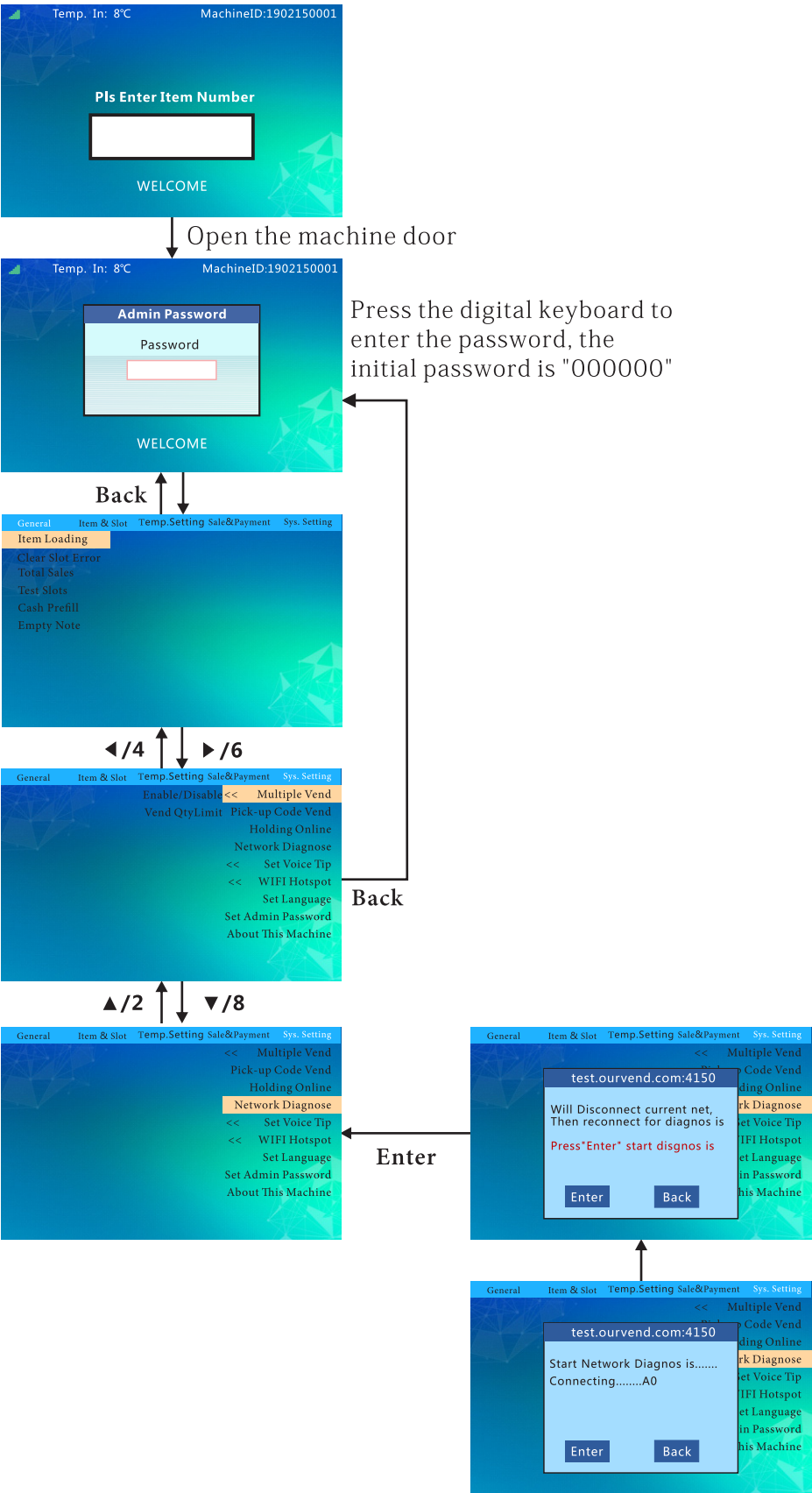
▲/2



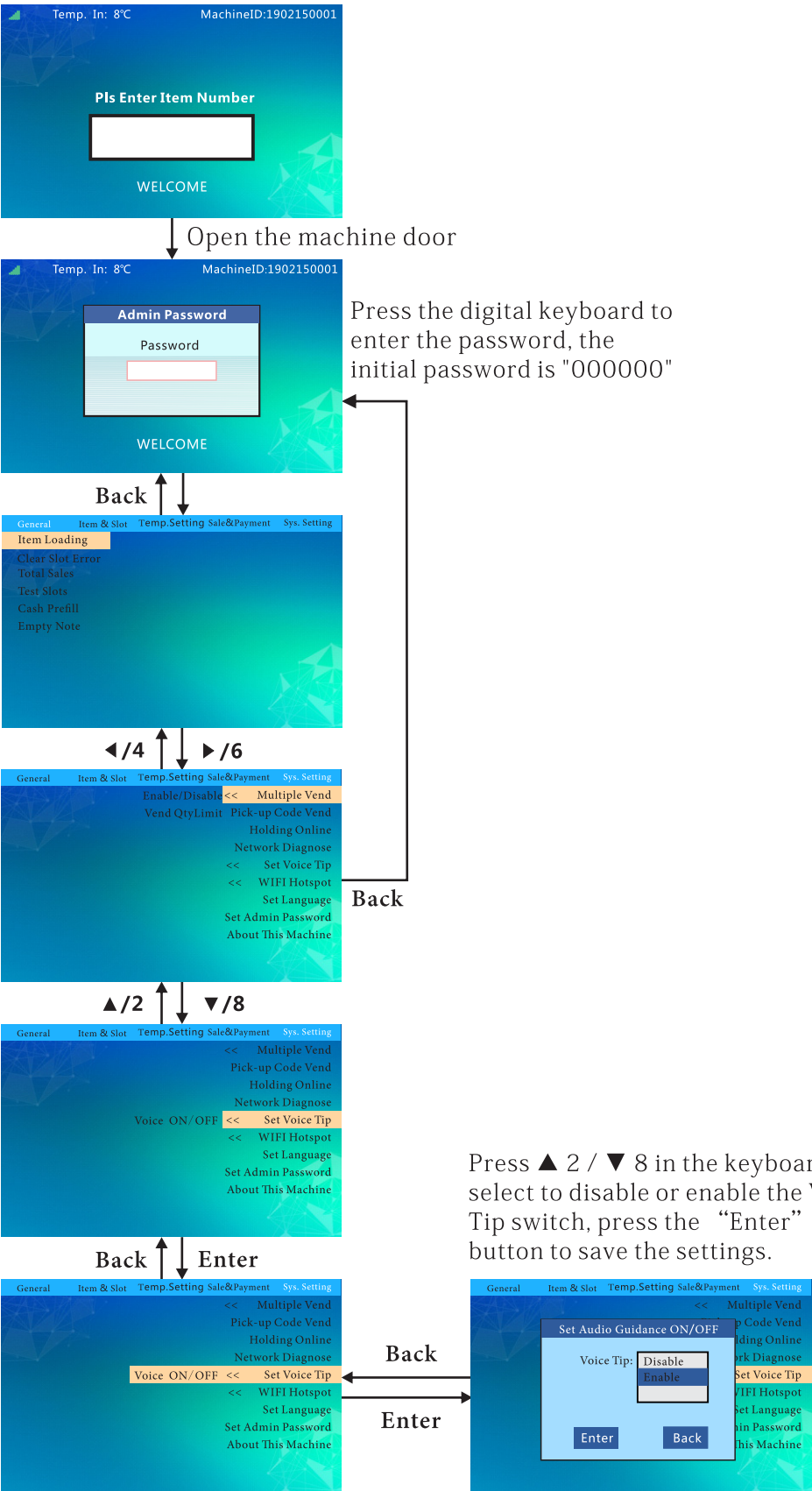
Back

Enter

Network Diagnoses:



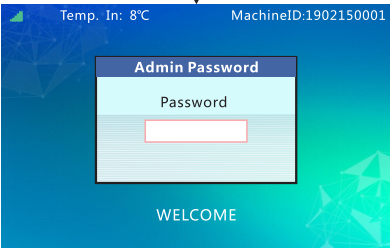
Set Audio Guidance ON/OFF:



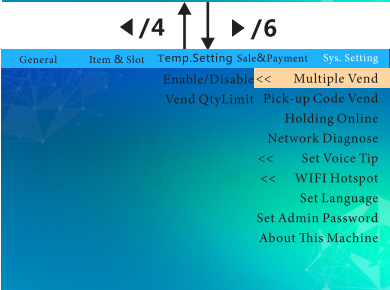
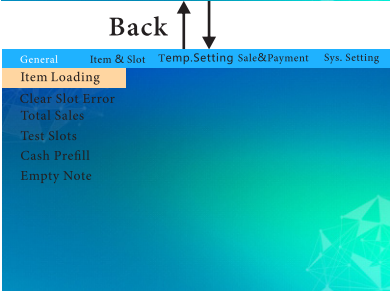
Set WIFI Hotspot ON/OFF:



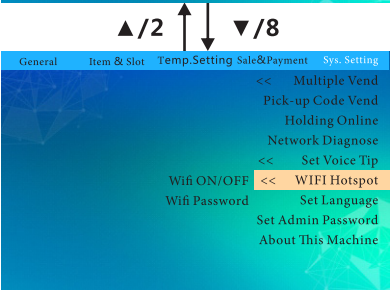
Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"



Back

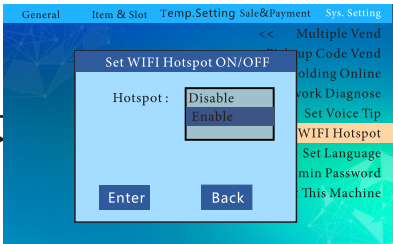


Press ▲ 2 / ▼ 8 in the keyboard to select to disable or enable the WIFI ON/OFF switch, and press the “Enter” button to save the settings.

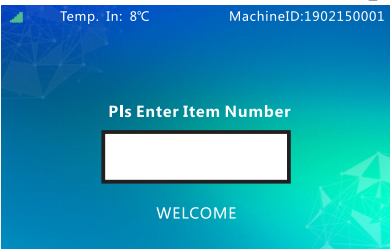


Back

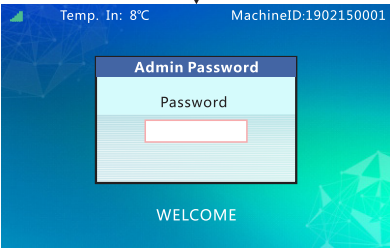
Enter



Reset Modem WIFI Hotspot Password:

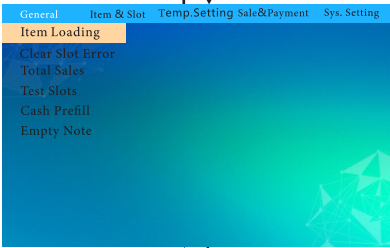


Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back

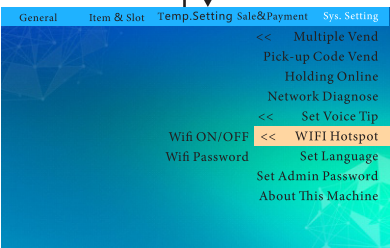


◀/4 ↑ ↓/6 ▶

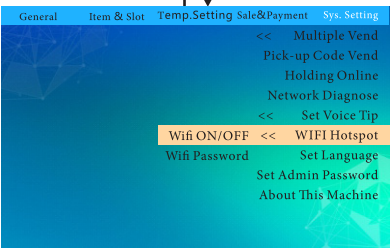


Back

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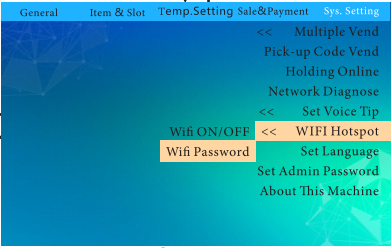
Back Enter



Press the keyboard to input the new WIFI password and press the "Enter" button to save the settings.



Back Enter



▲/2

▼/8

Set Display Language:

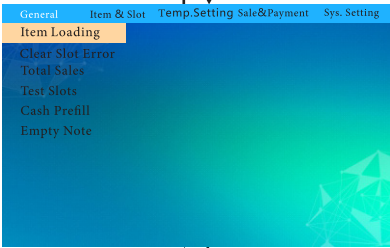


↓ Open the machine door

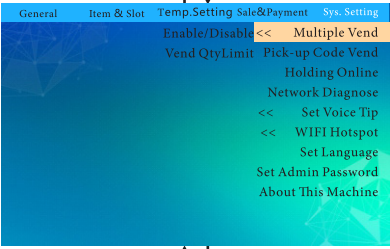


Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓

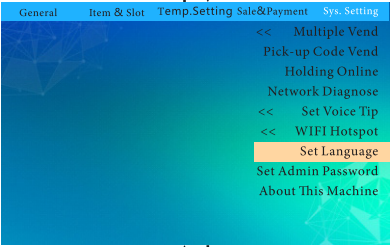


◀ /4 ↑ ↓ ▶ /6

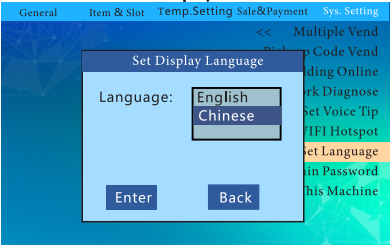


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Back ↑ ↓ Enter

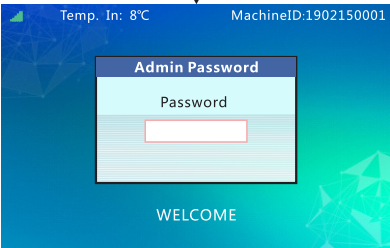


Press ▲ 2 / ▼ 8 in the keyboard to select the language you want to set (currently only supports Chinese and English), press the "OK" button to save the settings.

Machine Info:

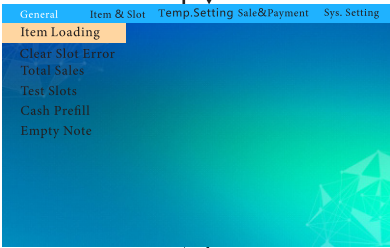


↓ Open the machine door

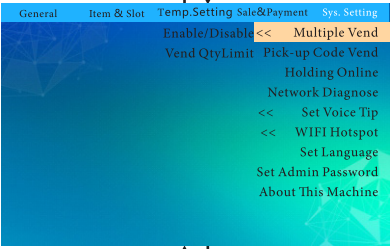


Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓

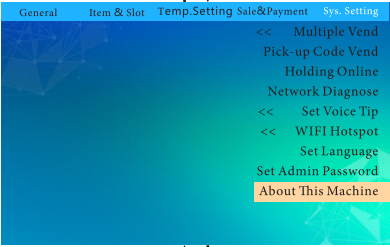


◀/4 ↑ ↓ ▶/6

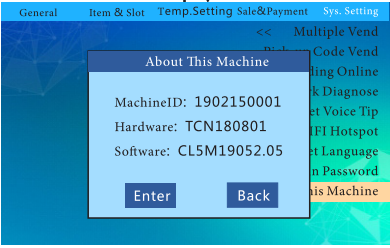


Back

▲/2 ↑ ↓ ▼/8



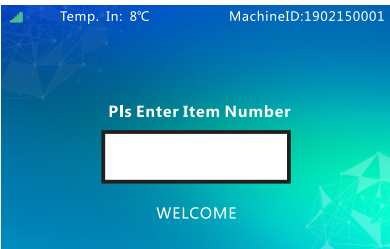
Back ↑ ↓ Enter



The local number (local ID number), hardware version information and software version information can be queried.

Reset Admin Password:

Reset Admin Password

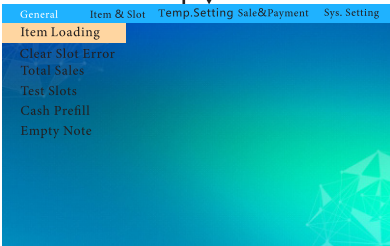


↓ Open the machine door



Press the digital keyboard to enter the password, the initial password is "000000"

Back ↑ ↓

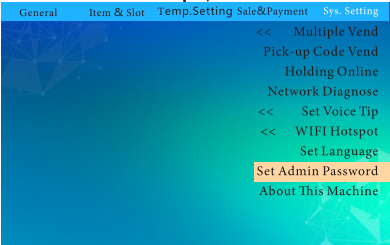


◀/4 ↑ ↓ ▶/6

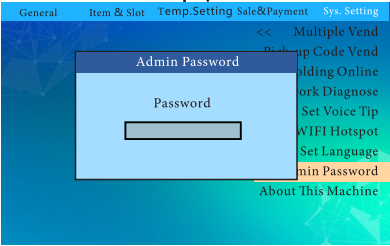


Back

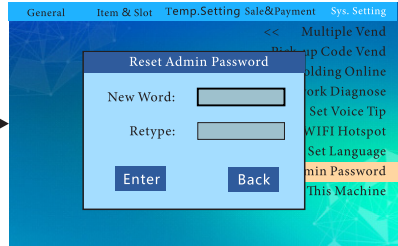
▲/2 ↑ ↓ ▼/8



Back ↑ ↓ Enter



Enter



Adjustments

Merge the Cargo Lanes:

Disconnect the Tray:

- Cut the tie-up cable.
- Pull out the tray and disconnect the terminal behind it.



Remove the Baffle:

- Unscrew the spring on the right side of the cargo lane to be merged.
- Disassemble the middle baffle screw (the plastic baffle can be pushed directly inward and removed).
- Ensure the baffle fixed by rivets does not support the merged cargo lane.



Replace the Spring and Price Tag:

- Disassemble the right spring and replace it with the left-handed spring.
- Remove the price tag of the right cargo lane and use the price tag of the left lane (e.g., after merging lane 141 and lane 142, the merged lane is 141).

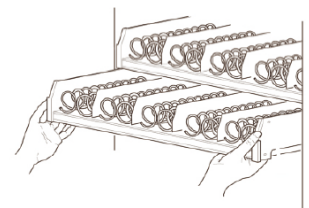
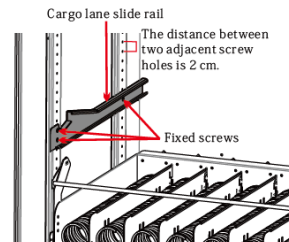
Reconnect the Motor Wire:

- Pull out the plug of the motor wire on the right side of the cargo lane and insert it into another jack.
- Connect the merged tray to the terminal.
- Arrange and bind the wiring harness and push it into the main cabinet.
- In the software menu, set the corresponding lane into the merged lane.

Adjustment of Layer Height

Disconnect the Tray:

- Cut the tie-up cable.
- Pull out the tray and disconnect the terminal behind it.



Adjust the Slide Rail:

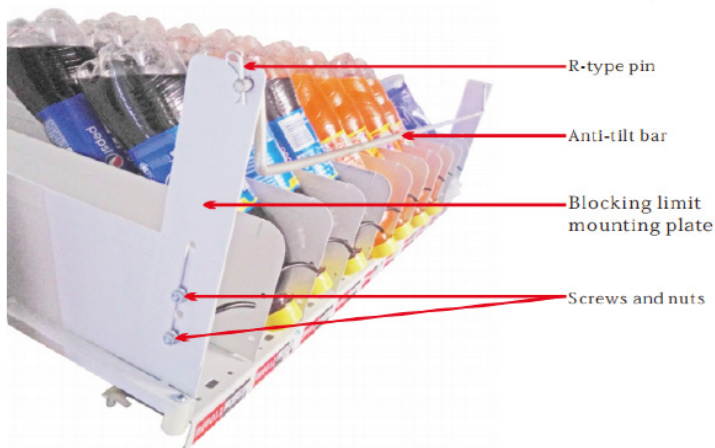
- Use a screwdriver to loosen and remove the screws of the cargo lane slide rail.
- Adjust the slide rail to the appropriate height and fix it with screws (ensure the height of the slide rail on both sides is the same).
- Reconnect the Tray:

Connect the tray terminals.

- Tie up and bind the lane wiring harness.
- Push the lane into the main cabinet.

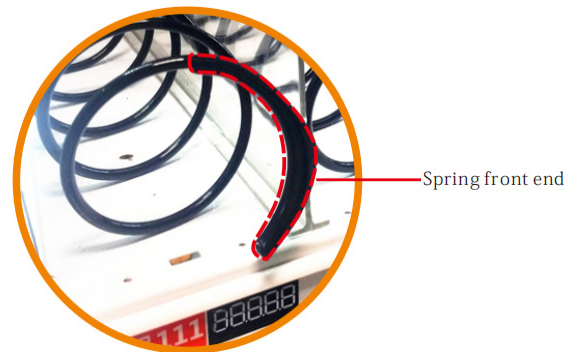
Installation of Blocking Device

Installation of the blocking device is to prevent taller products from falling forward, and the upper end of item leaning against the glass, which causes the spring to be unable to push the product out of the lane.



Installation of spring front end

The front end of the spring is used for some cargo lanes with thinner products when the goods can not be pushed out at one time.



Maintenance

Vending Machine Daily Management, Maintenance, and Cleaning

Cleaning Schedule

- **Every Time You Replenish Goods:**
 - Wipe the exterior of the vending machine.
- **Monthly:**
 - Clean the pickup slot.
 - Clean the cargo lane.
 - Clean the metal keyboard.
 - Clean the delivery device.
 - Clean the panel.
 - Inspect the LED light.
- **Every Six Months:**
 - Clean the evaporator.
 - Clean the condenser.
 - Test the leakage protection.
 - Inspect the overall installation status.

How to Clean the Vending Machine

- Regular Dusting:
Use a dry cloth to wipe away dust from the machine.
- Removing Dirt:
For light dirt, use a cloth dampened with water.
For heavier dirt, use a cloth with diluted neutral detergent.
- Avoid Damage:

Do not use organic solvents or acidic/alkaline liquids to clean the machine; these can damage the panel.
Avoid chemical solvents like paint thinners and banana water.
- Safe Cleaning Practices:
Avoid using solvents that can cause accidents.
Clean the evaporator and condenser with water every six months. For detailed instructions, refer to

the "Refrigerator Cleaning Guide" on the machine.

Radiator Cleaning:

- Open the machine door and unplug the machine.
- Remove the bezel or cargo bucket.
- Use a non-metallic brush to clean the dust from the radiator's gaps.
- Testing the Leakage Protection Switch

Perform the Test:

- Press the test switch on the power plug.
- If the power indicator turns off and the machine powers down, the test is successful.

Restarting the Machine:

If the test is normal, plug the machine back in and wait three minutes before turning it on.

Troubleshooting

Issue	Possible Causes	Solution
The machine has no power.	The power switch is not turned on.	Turn on the machine power switch.
	The fuse burned out.	Check the machine to make sure it is not short-circuited and replace the fuse with the same specifications.
	The circuit breaker is OFF.	Check the machine to ensure no short circuits and turn on the circuit breaker.
	The power plug is damaged.	Seek professional help to replace power plugs.
	110V power is not connected.	Check the power supply to ensure the 110V power supply is normally connected.
Not connected to the Internet.	No signal.	Power off and restart the machine.
	Excessive traffic or downtime of the card.	Check if the antenna connection is properly installed and the antenna extension cable is intact. Confirm that the antenna is placed on top of the machine. Replace the SIM card with one from a different operator. Change the position of the machine (there might be no network signal in that area). Recharge the SIM card.
	SIM card locked.	Contact technical support to unlock; the SIM card can only be bound to the specified machine, otherwise, the card may be locked.
Lighting strip does not illuminate.	The power switch is not turned on.	Turn on the lighting strip.
	Loose connection of the lighting strip.	Check the sockets of the lighting strip and re-plug them.
	The lighting strip is damaged.	Contact technical support to replace the lighting strip.
Unable to choose a cargo lane.	Cargo lane failure not cleared up.	Clear up cargo lane failures.
Delivery failure.	The cloud background is inconsistent with the product code set in the machine.	Synchronize the cloud background and the machine's product encoding.
	The goods do not match the cargo lane.	Replace the goods to match the cargo lane or adjust the cargo lane to accommodate the size of the goods.
	Cargo lane capacity setting error.	Clear cargo lane failures and set the correct cargo lane.
The machine does not refrigerate.	Refrigeration not turned on.	Turn on the refrigeration (see the "Set Temperature Control Mode" section in the manual).
	Long-term use of the machine.	Contact technical support to add refrigerant.
	Too much dust in the condenser.	Clean the dust in the condenser at the back (ensure regular maintenance and cleaning).
Failure to reach the preset temperature.	High ambient temperature due to product sources and the machine.	Pre-cool goods in advance when they are popular. Change the placement environment of the machine.
	Poor ventilation of the machine.	Ensure a clearance of 8 inches or more from the rear and left and right sides of the machine to ensure good ventilation.
Machine won't accept coins	Power issue with the coin system	1. Check if the MDB line is connected properly.
		2. Make sure there's 24V power going to the coin changer and bill validator.
	Software not enabled	1. Make sure the coin type is enabled in the software settings.
		2. Make sure the bill type is enabled in the software settings.
	Interference from high frequency	Remove any nearby high frequency devices (like antennas).
	Coin system not installed correctly	1. Make sure the coin changer is mounted properly.
		2. Check if the coin return button is stuck and fix it so it can move freely.
	Coin passage is dirty	Clean the coin passage.
	Coin recycler not detected	If reinstalling doesn't work, send the machine for repair.
	Large bills not accepted	1. Check if the machine is set to accept large bills and adjust the settings if needed.
No change given		2. If the coin hopper is full, empty it so users can get their change.
	Bill is jammed	Clear the jammed bill.
	Power issue	1. Check if the MDB line is connected properly.
		2. Make sure there's 24V power going to the coin system.
	Software not enabled	1. Make sure the coin change switch is on.
		2. Make sure the bill storage switch is on.
	No money in the coin recycler	Pre-fill the coin recycler with coins.
	Low exchange setting is wrong	Adjust the setting for change so it matches the bill value.
	No change for bills	Refill the coin and bill areas.
	Bill jam (indicator light flashing)	1. Check for jammed coins and reload if necessary.
		2. Inspect coins for deformation or foreign objects and remove them.
		3. Make sure the coin recycler is properly attached.
		4. Check if the coin return mechanism is damaged and fix or replace it.
		5. Ensure the coin changer base is correctly installed.



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.

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.

