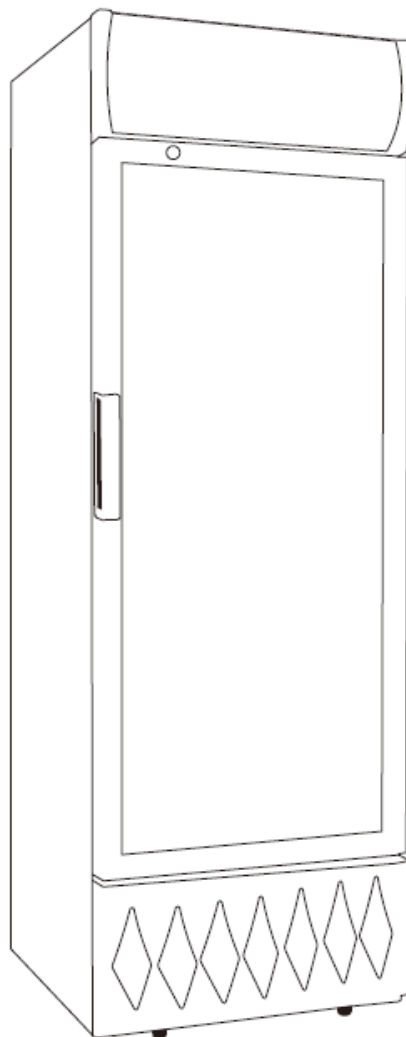




One Door Merchandiser Refrigerator

Model: MDR-9CP, KM-MDR-9CPWH, MDR-1GD-12C,
KM-MDR-1GD-12CWH

Merchandiser



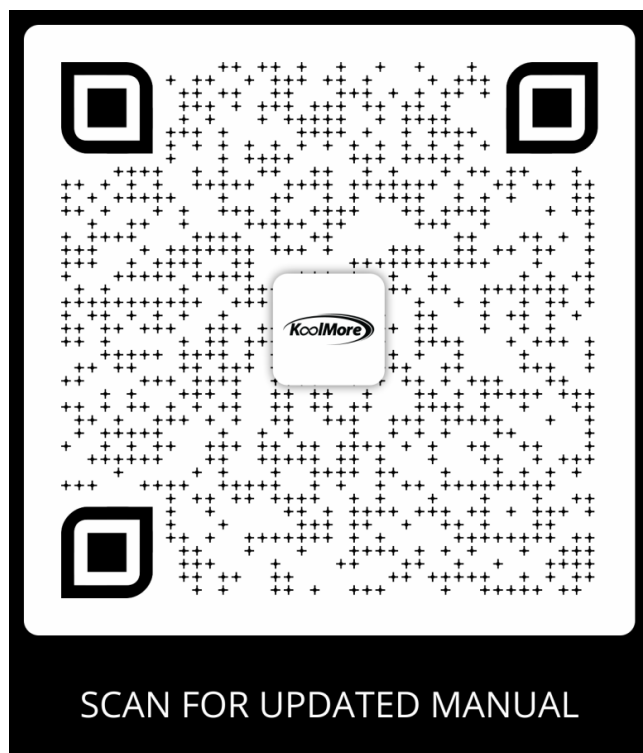
Before using, please read the operating instructions carefully to ensure proper application and achieve satisfactory results.

For any service related issues, please contact us:

☎ 718-576-6342 ✉ support@koolmore.com

Stay informed with the latest information for your KoolMore Appliance.

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



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

Phone- 718-576-6342 Email- Support@koolmore.com

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 instruction manual carefully to help you install, use, and maintain your unit.

Refer to the Troubleshooting section of this manual as it will help you diagnose and solve many common issues.

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Safety and Usage

Intended Use

This appliance is designed for the **storage and display of packaged foods** that do not require time or temperature control, such as bottled or canned products.

It is intended for **commercial and retail applications only**, including:

- Staff kitchen areas in shops, offices, and other workplaces
- Hotels, motels, and other non-residential service environments
- Farmhouses used for commercial purposes
- Catering and similar professional applications

General Safety Precautions

- This appliance must **not be used by persons with reduced physical, sensory, or mental capabilities** without supervision.
- Children must be supervised to ensure they do **not** play with or misuse the appliance.
- Cleaning and maintenance must not be performed by unsupervised children.
- Do not store explosive substances (e.g., aerosol cans with flammable propellants).
- Keep all **ventilation openings** clear of obstruction.
- Do not damage the refrigerant circuit.
- Only use electrical appliances inside the food compartments if recommended by the manufacturer.
- Always install in accordance with national safety standards and codes.

Flammable Refrigerant Safety (A3 per ANSI/ASHRAE 34)

- **⚠ Risk of Fire / Explosion:** This appliance uses flammable refrigerant.
- Do not pierce or burn refrigerant tubing.
- Do not use mechanical devices to accelerate defrosting except those recommended by the manufacturer.
- Dispose of refrigerant properly in accordance with local or federal regulations.
- Never mix refrigerants in recovery units or cylinders.
- Keep fire-extinguishing equipment (CO₂ or dry chemical extinguisher) adjacent to the work area.
- "No Smoking" signs must be displayed in service areas.

Installation Guidelines

- Place the unit in a **well-ventilated area**, away from direct sunlight, open flames, and ignition sources.
- Maintain at least **4 inches** of clearance behind and on the sides of the cabinet for proper ventilation.
- Do not tilt the appliance more than **45°** during transport.
- Use a single-phase socket, reliably connected to a grounded wire.
- Do not connect the grounding wire to water or gas pipes.
- Remove all packaging from the bottom to prevent blocked heat radiation.
- Do not install in damp or polluted areas.

Servicing and Maintenance

- Servicing must be carried out by a qualified technician trained in handling flammable refrigerants.
- Before decommissioning, disconnect electrical power and follow all refrigerant handling safety protocols.
- Recovery equipment must be in good condition and suitable for all applicable refrigerants.
- When recovering refrigerant:
 - Take an oil/refrigerant sample for case analysis if re-use is planned.
 - Return recovered refrigerant to the supplier in the proper recovery cylinder with correct waste transfer documentation.
- Always check cabling for wear, corrosion, vibration, or pressure points.
- Maintain continuous ventilation during service work.
- Never use ignition sources (including cigarette smoking or naked flames) near refrigerant systems.
- Only manufacturer-approved replacement components may be used.

Operational Safety

- Do not overload shelves. Maximum loading per shelf: 49.3 lbs (22.4 kg).
- Keep the appliance stored and operated in a stable environment to prevent mechanical or refrigerant damage.
- Ensure the unit stabilizes after installation before placing food inside.

Technical Data

These parameters are for reference by qualified technicians when assessing unit performance.

Test room climate class	Dry bulb temperature (°F)	Relative humidity (%)	Dew point (°F)	Water vapour mass in dry air (gr/lb)
0	68	50	48.74	5.00342
1	60.8	80	54.68	6.23714
2	73.22	65	57.74	6.99108
3	77	60	62.06	8.2248
4	86	55	68	10.14392
5	80.6	70	69.98	10.82932
6	104	40	75.02	12.88552
7	95	75	86	18.71142

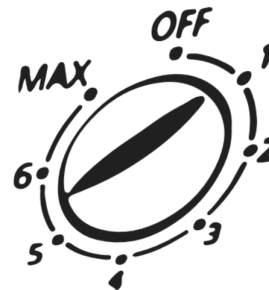
Note: The water vapour mass in dry air is one of the main points influencing the performance and the energy consumption of the cabinets. Therefore, the order of the climate class in the table is based on the water vapour mass column. See also Annex B to compare lab and store conditions.

Installation

- Do not tilt the unit more than **45°** during transport.
- For best performance, install the refrigeration system in a location with **cool, dry air circulation**.
- Maintain at least **4 inches of clearance** on both sides and at the back of the cabinet.
- Keep the unit away from heat sources and moisture-generating appliances such as stoves, ovens, and dishwashers.
- Avoid placing the unit in **direct sunlight**.
- Install the unit on a **strong, level floor** that can support the weight of the appliance and its contents.
- To reduce the risk of shock and fire, the unit must be **properly grounded**. All units are equipped with a three-prong grounding plug for safety.
- This appliance is designed for **indoor use only**. Outdoor installation may cause serious damage.

Temperature Control

The temperature is regulated using the temperature control knob.



Rotate the knob clockwise to adjust the temperature. A higher number corresponds to a cooler temperature. It is recommended to set the knob to '4' or '5' for standard refrigeration. Turning the knob to the 'OFF' position will halt the compressor. Conversely, setting it to 'MAX' allows the compressor to run continuously. Do not leave the knob on 'MAX' for more than 4 to 5 hours to avoid overworking the compressor.

Precautions

- To minimize shock and fire hazards, be sure not to overload the outlet.
- To minimize electric shock and malfunction, do not spray the unit with water.
- To minimize fire hazards, do not use flammable spray products near the unit.

Operation

After unplugging the unit, wait at least 6 minutes before plugging it back in. Plugging in too soon may cause compressor failure.

When the unit is not in use:

- Unplug the power cord.
- Wipe inside with dry cloth, and leave the door slightly open to eliminate moisture and odor.

Cautions for cleaning:

- Unplug the power cord before cleaning.
- Do not unplug/plug the power cord with wet hands.
- Do not use abrasive cleaners, solvents, or polishing agents on plastic parts. Doing so might cause cracking or discoloration.

When loading the unit:

- Be careful not to block the air duct located at the back and the fan on the ceiling of the unit with contents.
- Blocking the airflow may cause a decrease in performance.
- For best performance, maintain at least 4 inches of clearance between the contents and the air duct.
- Set the shelves that come with the unit to fit your needs.

Temperature control:

- The controller is located at the right, front corner of the ceiling.
- Temperature is set as "4" at default.
- Do not leave the unit door open for a long period of time. For the most efficient operation, close the door immediately after use.

Maintenance:

Regular cleaning of the refrigerator is essential. Before cleaning, disconnect the power, empty the appliance, and wipe the interior with water or a mild detergent.

Avoid the use of harsh chemicals such as boiling water, acids, strong solvents, petroleum-based products, or abrasive powders.

After cleaning, thoroughly dry the interior and exterior surfaces.

To maintain the door seal and prolong its life, lightly apply talcum powder to the seal after it has dried naturally.

For external surfaces, use a soft cloth dampened with water or a small amount of detergent. Ensure that the power source is not exposed to water during cleaning.

Troubleshooting

Problem	Remedy
Compressor Will Not Start	<ul style="list-style-type: none">• Check if the power cord has been plugged in.• Check for blown fuse.
Poor Performance	<ul style="list-style-type: none">• Move the unit from direct sunlight, and avoid installing heating devices near the unit.• Install the unit in a well ventilated place with a minimum of 4" clearance in the back.• Check the condenser, and clean if heavy dust is collected.• Check if contents are blocking the air duct.• Check the temperature controller for possible incorrect temperature setting.• Check if refrigerant charge is low.• Make sure the door is completely closed.
Interior Light Not Working	<ul style="list-style-type: none">• Make sure the bulb is correctly inserted into the sockets.• Check the bulb, and replace it if blown.
Noisy Unit	<ul style="list-style-type: none">• Make sure to install the unit on a level surface.• Make sure to maintain the minimum clearance of 4" from the wall.• Check for loose parts or mounting.• Make sure the tubing is free from any contact to avoid tubing rattle.
Condensation On Cabinet And/ Or Floor	<ul style="list-style-type: none">• Reduce the relative humidity in the area where the unit is installed.• Gasket on door or head section is not sealing properly. Repair or replace gasket as necessary.



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.

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