



USER MANUAL

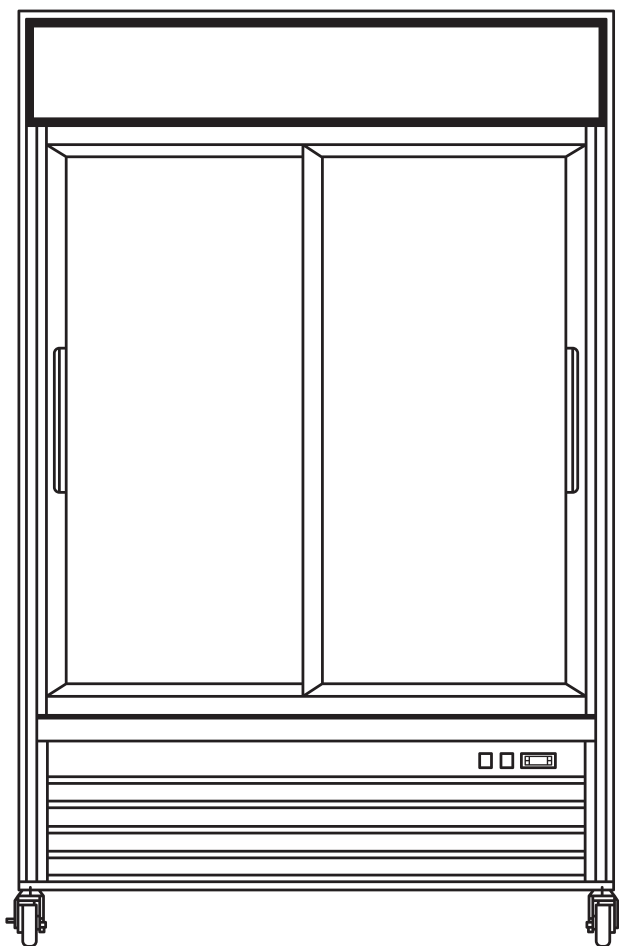
REFRIGERATOR/FREEZER

Merchandiser Refrigerator/Freezer

Models:

Refrigerators: MDR-1GD-23C, MDR-2D-GSLD, MDR-3GD

Freezers: MDF-1GD-9C-WH, MDF-1GD-13C-WH, MDF-1GD-23C-WH,
MDF-2GD-45C-WH, MDF-3GD-52C-WH



MDR-2D-GSLD

Before use, please read this manual carefully to ensure proper installation and operation.

For any service related issues, please contact us:

☎ 718-576-6342

✉ support@koolmore.com

Stay informed with the latest information for your KoolMore appliance.

Scan the QR code below to access the most up-to-date user manual on our website.



**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 User Manual carefully to help you install, use, and maintain your unit.

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

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Safety

Important Safety Instructions

Your safety and the safety of others are very important.

This manual contains important safety information. Read and follow all instructions before installing, operating, or servicing this appliance.

Failure to follow these instructions may result in fire, explosion, electrical shock, injury, or death.

Safety Definitions

DANGER

Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

WARNING

Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

CAUTION

Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury or property damage.

WARNING - Electrical Safety

- Plug the appliance into a properly grounded dedicated outlet.
- Do not remove the grounding prong from the power cord.
- Do not use extension cords, adapters, or power strips.
- Do not connect the grounding wire to gas pipes, water pipes, or telephone lines.
- Disconnect power before cleaning, servicing, or moving the appliance.
- Never unplug the appliance by pulling the power cord. Always grip the plug firmly and pull straight out.
- Do not use the appliance if the power cord or plug is damaged.
- Keep the power cord away from heated surfaces and sharp edges.

WARNING - Installation Safety

- Install the appliance on a stable, level surface capable of supporting the fully loaded unit.
- Maintain proper ventilation clearances around the appliance.
- Do not block ventilation openings in the appliance enclosure or surrounding structure.
- Allow proper clearance between the appliance and surrounding walls.
- If installed within an enclosure, adequate airflow and ventilation must be provided.
- Do not seal the appliance enclosure completely airtight.
- Keep all packaging materials away from children to prevent suffocation hazards.
- During transportation or installation, do not tilt the appliance more than 45°.
- Use caution when moving the appliance to avoid damage to the refrigeration system.

WARNING - Flammable Refrigerant (R600a)

This appliance uses R600a refrigerant, which is environmentally friendly but flammable.

To reduce the risk of fire or explosion:

- Do not damage refrigerant tubing.
- Do not use mechanical devices or other means to accelerate the defrosting process unless recommended by the manufacturer.
- Do not pierce, weld, or burn refrigerant components.
- Do not store or use gasoline or other flammable vapors or liquids near the appliance.
- Keep ventilation openings clear of obstruction at all times.

WARNING

Servicing of refrigerant systems must be performed only by factory-authorized service personnel.

General Safety

- Use this appliance only for its intended purpose as described in this manual.
- Do not store flammable, explosive, or corrosive materials inside the appliance.
- Do not attempt to repair, modify, or disassemble the appliance yourself.
- Refer all servicing to qualified technicians.
- If the appliance malfunctions, disconnect power and contact authorized service personnel.
- Do not operate the appliance if it has been damaged during transportation or installation.
- Children should be supervised to ensure they do not play with the appliance.

CAUTION - Ventilation

- Keep all ventilation openings clear and unobstructed.
- Ensure proper airflow around the appliance to maintain safe operating temperatures and efficient performance.
- Failure to maintain adequate ventilation may result in overheating, poor performance, or fire hazards.

CAUTION - Service and Maintenance

- Disconnect the appliance from the power supply before cleaning or maintenance.
- Use only manufacturer-approved replacement parts.
- Improper servicing may increase the risk of fire, electrical shock, or refrigerant ignition.
- Do not use steam cleaners, abrasive cleaners, or flammable cleaning agents.

In Case of Refrigerant Leak

If refrigerant leakage is suspected:

1. Avoid open flames and sparks.
2. Disconnect the appliance from power immediately.
3. Ventilate the room thoroughly.
4. Contact KoolMore Customer Support or an authorized service technician.

Disposal Instructions

Dispose of the appliance in accordance with local, state, and federal regulations.

Before disposal:

- Disconnect the appliance from power.
- Remove doors where applicable.
- Prevent access by children.
- Dispose of refrigerant and insulation materials through authorized recycling or waste disposal facilities.

WARNING

This appliance contains flammable refrigerant and insulation materials. Improper disposal may create fire or environmental hazards.

Installation

Location Requirements

For best performance, install the appliance in a cool, dry, and well-ventilated indoor location.

- Maintain the required clearance on both sides and at the rear of the cabinet for proper airflow.
- Keep the appliance away from heat-producing equipment such as ovens, ranges, grills, or direct sunlight.
- Install the unit on a level, stable surface capable of supporting the appliance when fully loaded.
- Indoor use only. Do not install or operate the appliance outdoors or in wet environments.

Electrical Requirements

WARNING

- To reduce the risk of fire or electrical shock:
- Plug the appliance into a properly grounded 3-prong outlet.
- Do not remove the grounding prong.
- Do not use extension cords or adapters.
- Do not overload the electrical outlet or circuit.

The appliance is equipped with a grounded power cord for protection against electrical hazards.

Installation Precautions

- Do not spray water directly onto the appliance.
- Do not use or store flammable sprays, gasoline, or other combustible materials near the unit.
- After unplugging the appliance, wait at least 6 minutes before reconnecting power to prevent compressor damage.
- Ensure ventilation openings remain unobstructed at all times.

Cleaning Precautions

WARNING

- Disconnect the power cord before cleaning or servicing the appliance.
- Do not unplug the power cord with wet hands.
- Do not use abrasive cleaners, solvents, or polishing agents on plastic surfaces.
- Use a soft cloth and mild detergent for cleaning.
- Dry all surfaces thoroughly after cleaning.

Extended Non-Use or Storage

If the appliance will not be used for an extended period:

1. Disconnect the power cord from the outlet.
2. Remove all contents from the appliance.
3. Clean and dry the interior thoroughly.
4. Leave the door slightly open to prevent odor and moisture buildup.

NOTE

Leaving the door slightly open during storage helps prevent mold, mildew, and unpleasant odors.

Operation

Loading the Appliance

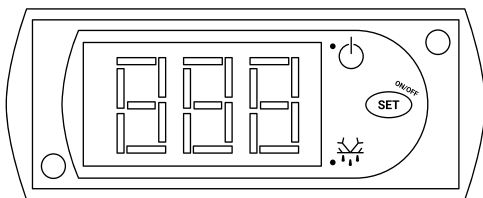
For proper airflow and cooling performance, load products carefully and avoid blocking internal air circulation areas.

- Do not block the rear air duct or the ceiling-mounted circulation fan with stored contents.
- Restricted airflow may reduce cooling performance and cause uneven temperature distribution.
- Maintain at least 4 in. (10 cm) clearance between stored products and the rear air duct to allow proper air circulation.
- Arrange shelves as needed to accommodate product size and storage requirements.

NOTE

Proper airflow inside the cabinet is essential for maintaining consistent temperatures and efficient operation. Avoid overloading the appliance.

Refrigerators:



Controller Operation Guide

Adjusting the Temperature (Setpoint)

1. Press and hold the **SET** button for about 2 seconds.
2. The current set temperature will appear.
3. Use the ▲ / ▼ buttons to adjust the temperature.
4. Press SET again to confirm, or wait a few seconds to save automatically.

Viewing Current Temperature

- The display shows the current internal temperature during normal operation.
- This updates automatically and requires no action.

Automatic Defrost

- This unit features **automatic defrost**.
- Defrost cycles run as needed during normal operation.
- No user action is required.

Display Indicators

The controller may show the following indicators:

- ❄️ **Snowflake (Cooling)**
 - **On:** Compressor is running
 - **Flashing:** Anti-short cycle delay is active (normal)
- 💧 **Drip (Defrost)**
 - **On:** Unit is in defrost cycle
 - **Flashing:** Dripping stage after defrost (normal)

- °C/°F **Temperature Unit**
 - **On:** Displays the current temperature unit
 - **Flashing:** Unit is in programming mode

Changing Temperature Units (°F / °C)

1. Press and hold the **SET** button for about 3 seconds to enter settings.
2. Use the ▲ / ▼ buttons to find the temperature unit setting (°C / °F).
3. Press **SET**, then use ▲ / ▼ to select your preferred unit.
4. Press **SET** again to confirm, or wait a few seconds to save and exit.

Basic Operation Notes

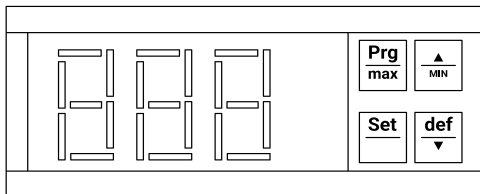
- The unit will automatically cycle on and off to maintain the set temperature.
- Keep the door closed as much as possible for best performance.
- Avoid placing hot items inside, as this can affect cooling efficiency.

Important Tips

- Allow time for the unit to reach the new temperature after adjusting settings.
- Do not block internal air circulation.
- If the display shows unusual readings or the unit is not cooling properly, contact support.

Freezers:

Freezer Control



Controller Operation Guide

Adjusting the Temperature (Setpoint)

1. Press and hold the SET button for about 2 seconds.
2. The set temperature will appear and begin blinking.
3. Use the/ buttons to adjust the temperature.
4. Press SET again to confirm, or wait a few seconds to save automatically.

Viewing the Set Temperature

- Press and release the SET button once to view the current set temperature.
- The display will return to normal automatically after a few seconds.

Viewing Current Temperature

- The display shows the current internal temperature during normal operation.
- This updates automatically and requires no action.

Automatic Defrost

- This unit features automatic defrost cycles.
- Defrost runs periodically based on internal settings.
- No user action is required.

Manual Defrost (If Needed)

- Press and hold the Defrost (❄️) button for about 2 seconds.
- A manual defrost cycle will begin.

- The unit will return to normal operation automatically when finished.

Display Indicators

The controller may show the following indicators:

-  **Snowflake (Cooling / Compressor)**
 - **On:** Cooling is active
 - **Flashing:** Anti-short cycle delay (normal)
-  **Drip (Defrost)**
 - **On:** Defrost in progress
 - **Flashing:** Drip time after defrost (normal)
-  **Fan**
 - **On:** Fans are running
 - **Flashing:** Fan delay after defrost
- **°C/°F Temperature Unit**
 - **On:** Displays current unit
 - **Flashing:** Unit is in programming mode

Changing Temperature Units (°F/°C)

1. Press and hold **SET** + **▲** together for about 3 seconds.
2. The display will enter settings mode (°C or °F will blink).
3. Use **▲** / **▼** to select your preferred unit.
4. Press **SET** to confirm, or wait a few seconds to save and exit.

 After changing units, temperature values may need adjustment.

Basic Operation Notes

- The unit automatically controls cooling, fans, and defrost cycles.
- Fans may stop during defrost and restart after a short delay—this is normal.
- Keep the door closed as much as possible for best performance.
- Avoid placing hot items inside the unit.

Important Tips

- Allow time for the unit to reach the set temperature after changes.
- Do not block air circulation inside the cabinet.
- If unusual messages (such as error codes) appear or cooling is not normal, contact support.

Maintenance

Proper cleaning and maintenance will help extend the life and performance of your unit.

Cleaning the Interior and Exterior

- Disconnect the power cord before cleaning.
- Clean interior and exterior surfaces with a soft cloth and mild soap solution.
- Do not use abrasive cleaners, solvents, or sharp tools, as they may damage surfaces and finishes.
- Wipe spills immediately to prevent odors and staining.

Condenser Maintenance

- Periodically inspect the condenser area for dust or debris buildup.
- Clean the condenser with a soft brush or vacuum to maintain proper airflow and cooling performance.

Door Gasket Care

- Keep door gaskets clean and free from dirt or residue.
- Inspect gaskets regularly for wear or damage to ensure a proper seal.

Storage and Non-Use

- **If the unit will not be used for an extended period:**
 - Disconnect the power supply.
 - Remove all contents.
 - Clean and dry the interior thoroughly.
 - Leave the door slightly open to help prevent odor and moisture buildup.

Service

- Repairs and servicing should be performed only by qualified service personnel.
- Contact KoolMore Customer Service for technical support or replacement parts.

Troubleshooting

If the unit is not operating properly, review the following troubleshooting information before contacting KoolMore Customer Service.

Problem	Possible Cause	Recommended Solution
Compressor will not start	• Power cord is unplugged • Blown fuse or tripped circuit breaker	• Verify the power cord is securely plugged into a grounded outlet. • Replace the fuse or reset the circuit breaker.
Poor cooling performance	• Unit exposed to direct sunlight or nearby heat source • Insufficient ventilation clearance • Condenser is dirty • Air duct blocked by stored contents • Incorrect temperature setting • Low refrigerant charge	• Move the unit away from direct sunlight and heat-generating equipment. • Install the unit in a well-ventilated location with at least 6 in. (15 cm) clearance at the rear. • Inspect and clean the condenser if dust buildup is present. • Rearrange contents to keep air ducts unobstructed. • Verify the temperature controller is set correctly. • Contact an authorized service technician.
Interior light not operating	• Door not fully closed • Light switch malfunction • Bulb not installed correctly • Burned-out bulb	• Ensure the door is completely closed. • Turn the light switch off and back on. • Confirm the bulb is properly installed. • Replace the bulb with the correct type.
Unit is noisy	• Unit not level • Insufficient wall clearance • Loose components or mounting hardware • Refrigerant tubing vibration	• Install the unit on a level surface. • Maintain a minimum 6 in. (15 cm) clearance from walls. • Inspect and tighten loose parts as necessary. • Ensure tubing is not contacting other components or surfaces.
Condensation on cabinet or floor	• High ambient humidity • Door gasket not sealing properly	• Reduce humidity in the installation area. • Inspect, repair, or replace the gasket as necessary.

Service Notice

Repairs and sealed refrigeration system service must be performed by authorized service personnel only. Contact KoolMore customer service for assistance if the issue persists.



WARRANTY

LIMITED WARRANTY

KoolMore Supply Inc. extends a limited warranty to the original purchaser, guaranteeing that this KoolMore product is free from manufacturing defects in material or workmanship for one year from the date of purchase.

Should you discover any such defect within the warranty period, KoolMore Supply Inc. reserves the right to repair or replace the product without charge, or to cover the cost of replacement parts and repair labor needed to correct defects present at the time of purchase or resulting from regular usage, when the appliance has been installed, operated, and maintained as per the instructions provided.

At its sole discretion, KoolMore Supply Inc. may decide to replace the product. In such an event, your replacement appliance will carry the warranty for the remaining term of the original unit's warranty period.

This warranty is valid exclusively to the original purchaser of the product and only applicable within the United States. The warranty commences from the date of original consumer purchase. Proof of the original purchase date will be required to obtain service under this warranty.

Under this limited warranty, your sole and exclusive remedy will be product repair, as outlined above. All services must be provided by a KoolMore designated service company.

KoolMore shall not be responsible or liable for any loss, spoilage, or damage to food, beverages, pharmaceuticals, medical supplies, or any other contents stored in the unit resulting from failure, malfunction, defects, improper installation, improper use, power interruption, or any other cause. Any such losses are expressly excluded from coverage under this warranty.

To claim warranty or request repair service:

Email support@koolmore.com. Please include your name, address, phone number, warranty repair request, and a copy of your proof of purchase receipt. Alternatively, visit koolmore.com and use the Contact Us page. A KoolMore customer service representative will promptly arrange service for your appliance.

We thank you for choosing KoolMore.

WARRANTY EXCLUSIONS

This limited warranty will not cover:

1. Failure of the product to perform during power failures or interruptions, or due to inadequate electrical service.
2. Damage incurred during transportation or handling.
3. Damage caused by accidents, vermin, lightning, winds, fire, floods, or acts of God.
4. Damage resulting from accidents, alterations, misuse, abuse, improper installation, repair, or maintenance. This includes using any external device that alters or converts the voltage or frequency of electricity.
5. Unauthorized product modifications, repairs by unauthorized centers, or use of non-approved replacement parts.
6. Abnormal cleaning and maintenance not aligned with the user's manual.
7. Use of incompatible accessories or components.
8. Any costs associated with repairs or replacements under these excluded circumstances shall be the responsibility of the consumer.

