



USER MANUAL

REFRIGERATOR / FREEZER

REACH-IN REFRIGERATOR AND FREEZER

Models:

REFRIGERATOR

RIR-1D-SS-12C | RIR-1D-SS-19C | RIR-1D-SS | RIR-1D-SSHD | RIR-2D-SS |
RIR-2D-SS35C | RIR-3D-SS | RIR-1D-GD | RIR-2D-GD | RIR-3D-GD |
RIR-2D-SSHD

FREEZER

RIF-1D-SS12C | RIF-1D-SS-19C | RIF-1D-SS | RIF-2D-SS | RIF-2D-SS35C |
RIF-2D-GD | RIF-3D-SS | RIF-1D-SSHD | RIF-2D-SSHD | RIF-1D-GD |



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

For any service-related issues, please contact us:



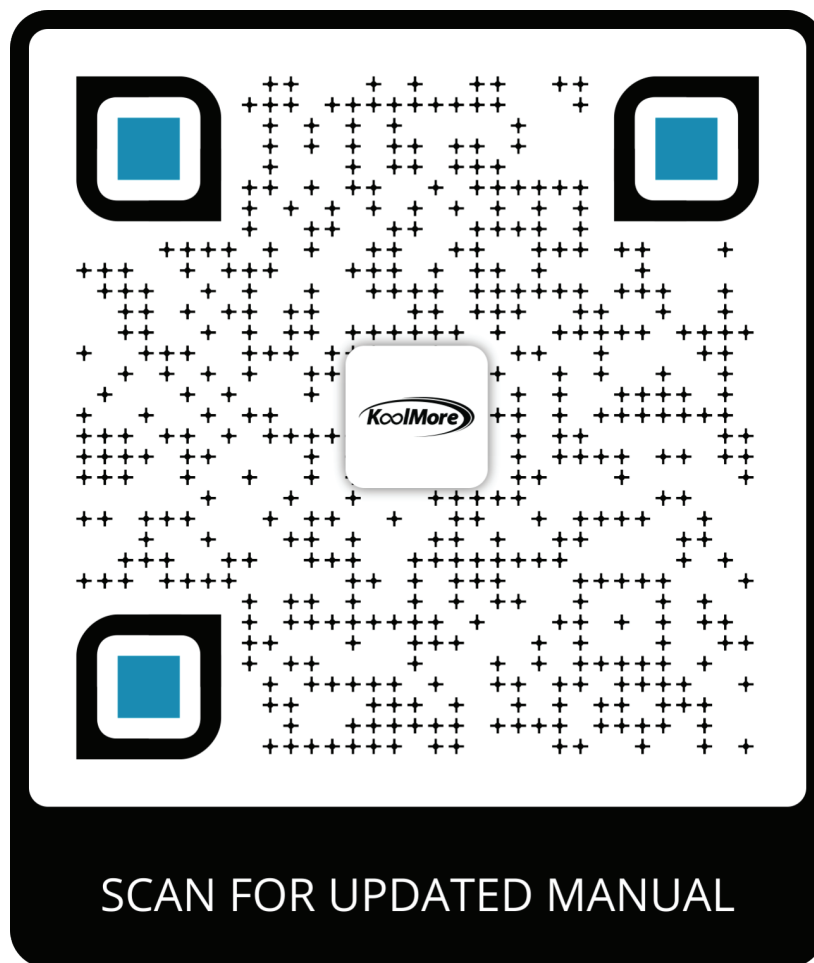
718-576-6342



support@koolmore.com

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

Scan the QR code above 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.

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I. SAFETY

- Make sure to leave at least 8 in. of space between the cabinet and the wall, and do not seal the back part of the cabinet completely. Instead, prepare an air vent that leads to the outside.
- Remove all packaging from the bottom of the appliance to allow for heat radiation and prevent fire.
- Do not store flammable or volatile chemicals near the appliance, as this could lead to an explosion.
- Use an individual single-phase socket that is reliably connected to a grounding wire. Do not connect the grounding wire to a water or gas pipe.
- When transporting the appliance, avoid hard collisions or excessive vibrations. Do not tilt the cabinet more than 45 degrees.
- If you encounter any problems with the unit, please refer to the Trouble Shooting section of this manual. Do not attempt to solve the problem on your own; instead, contact a certified technician for assistance.



DANGER: This appliance uses a flammable refrigerant, which poses a risk of fire or explosion. Do not use mechanical devices to defrost the refrigerator, and do not puncture the refrigerant tubing.

DANGER: Only trained service personnel should repair this appliance, as it uses a flammable refrigerant. Do not puncture the refrigerant tubing.

CAUTION: This appliance uses a flammable refrigerant. Before attempting to service the product, consult the repair manual or owner's guide and follow all safety precautions.

CAUTION: Dispose of this appliance properly in accordance with federal or local regulations, as it uses a flammable refrigerant.

CAUTION: There is a risk of fire or explosion if the refrigerant tubing is punctured. Handle the appliance carefully and follow all handling instructions. This appliance uses a flammable refrigerant.

CAUTION: Keep all ventilation openings in the appliance enclosure or in the structure for building-in clear of obstructions.

CAUTION: Only factory authorized service personnel should service this appliance to minimize the risk of ignition due to incorrect parts or improper service.

II. INSTALLATION

IMPORTANT: Please read before installation

- If the unit has recently been transported, let it stand still for at least 24 hours before plugging it in.
- Before loading the unit with products, make sure it has reached the desired temperature.
- Ensure proper ventilation around the unit in the area where it will operate.
- Install all accessories (such as shelves, shelf clips, and casters) before plugging in the unit.
- Read the Operation/Owner's Manual in its entirety.

Cabinet Location Guidelines:

- Install the unit on a strong and level surface. If the surface is uneven, the unit may make unpleasant noises or malfunction.
- Install the unit indoors in a well-ventilated area. The unit will perform more efficiently in a well-ventilated area. For best performance, maintain at least 4 inches of clearance at the back of the unit. Using the unit outdoors may decrease its efficiency and cause damage.
- Avoid installing the unit in a high humidity or dusty area. High humidity can cause the unit to rust and decrease its efficiency, while dust on the condenser coil can cause it to malfunction. Clean the condenser at least once a month with a brush or clean cloth.
- Choose a location away from heat and moisture-generating equipment. High ambient temperatures can cause the compressor to overwork, leading to higher energy bills and gradual breakdown of the unit.

Electrical Requirements:

- Ensure that the compressor is supplied with the required voltage at all times. Low or high voltage can harm the refrigeration unit.
- Plug the unit into a grounded electrical outlet of the proper size, with appropriate overcurrent protection.
- Refer to the electrical requirements on the nameplate of the unit.
- Make sure that the unit has its own dedicated outlet and do not use an extension cord.
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III. FIRE WARNING

Please pay close attention to the following safety notices. Ignoring these may lead to serious injury and/or damage to the unit.

ATTENTION:

- To prevent shock and fire hazards, do not overload the outlet. Dedicate one outlet for your unit and avoid using extension cords.
- Do not place your hands under the unit when moving it.
- If the unit is not in use for a long period of time, unplug it from the outlet. Wait at least 10 minutes before plugging it back in to prevent damage to the compressor.

UNPLUG CORD:

- To prevent shock and fire hazards, do not plug or unplug the cord with wet hands.
- Unplug the unit during maintenance and cleaning.

PROPER GROUNDING REQUIRED:

- Ensure that the unit is properly grounded to prevent shock and fire hazards.

PROHIBITION:

- Do not attempt to remove or repair any component unless instructed by the factory.
- Ensure that the unit is not resting on or against the electrical cord and plug.
- To prevent personal injury, do not hang on the doors.
- Do not store any flammable and explosive gases or liquids inside the unit.
- Do not attempt to alter or tamper with the electrical cord.

IV. REGULAR MAINTENANCE

Cleaning the Condenser Coil:

- For efficient operation, keep the condenser surface free of dust, dirt, and lint.
- We recommend cleaning the condenser coil and fins at least once per month.
- Use a commercial condenser coil cleaner, available from any kitchen equipment retailer. Brush the condenser fins from top to bottom, not side to side.
- After cleaning, straighten any bent condenser fins with a fin comb.

Cleaning the Fan Blade and Motor:

- If necessary, clean the fan blades and motor with a soft cloth. If you need to wash the fan blades, cover the fan motor to prevent moisture damage.

Cleaning the Interior of the Unit:

- To clean the cabinet interior, use a solution of warm water and mild soap.

- Do not use steel wool, caustic soap, abrasive cleaners, or bleach as these may damage the stainless steel surface.
- Wash door gaskets on a regular basis, preferably weekly. Remove the door gasket from the frame of the door and soak it in warm water and soap for 30 minutes. Dry with a soft cloth and replace it.
- Check that door gaskets are properly sealed after replacing them.
- Periodically remove shelves and pilasters from the unit and clean them with mild soap and warm water. To remove pilasters, first remove shelves and shelf brackets. Then lift the pilaster up and out.

WARNING

Disconnect power cord before cleaning any parts of the unit.

V. TROUBLE SHOOTING

Before requesting any service on your unit, please check the following points. Please note that this guide serve only as a reference for solutions to common problems.

Symptom	Possible Cause	Corrective Action
Compressor not running	Fuse blown or circuit breaker tripped	Replace fuse or reset circuit breaker
	Power cord unplugged	Plug in power cord
	Thermostat set too high	Set thermostat to lower temperature
	Cabinet in defrost cycle	Wait for defrost cycle to finish
Condensing unit runs for long periods of time	Excessive amount of warm product placed in cabinet	Allow adequate time for product to cool down
	Prolonged door opening or door ajar	Ensure doors are closed when not in use; avoid opening doors for long periods of time
	Door gasket(s) not sealing properly	Ensure gaskets are snapped in completely; remove gasket and wash with soap and water; check condition of gasket and replace if necessary
	Dirty condenser coil	Clean the condenser coil
	Evaporator coil iced over	Unplug unit and allow coil to defrost; make sure thermostat is not set too cold; ensure that door gasket(s) are sealing properly
Cabinet temperature is too warm	Thermostat set too warm	Set thermostat to lower temperature
	Blocking air flow	Re-arrange product to allow for proper air flow; make sure there is at least four inches of clearance from evaporator
	Excessive amount of warm product placed in cabinet	Allow adequate time for product to cool down
	Fuse blown or circuit breaker tripped	Replace fuse or reset circuit breaker
	Dirty condenser coil	Clean the condenser coil
	Prolonged door opening or door ajar	Ensure doors are closed when not in use; avoid opening doors for long periods of time
	Evaporator coil iced over (see above)	
Cabinet is noisy	Loose part(s)	Locate and tighten loose part(s)
	Tubing vibration	Ensure tubing is free from contact with other tubing or components



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.

