KoolMore

INSTALLATION GUIDE

REFRIGERATOR / FREEZER

Commercial Refrigerator / Freezer

Models:

Refrigerators	Freezers
KM-RMD12WH	KM-FMD12WH
KM-RMD20WH	KM-FMD12WGD
	KM-FMD12SGD
	KM-FMD20WH
	KM-FMD20WGD
	KM-FMD20SGD
	KM-MDF46GD

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

For any service-related Issues, please contact us: Phone Number: 718-576-6342
Email address: support@koolmore.com

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I. INTRODUCTION

Thank you for choosing KoolMore Commercial Refrigerator/Freezer. We're confident that this advanced, installer-friendly appliance will provide you with exceptionally reliable service for many years. This Installation Guide is intended to facilitate a smooth and secure installation of your new appliance.

Within this guide, you will find detailed instructions on the installation process, initial operation, and necessary pre-use procedures like defrosting and maintenance. It also contains critical safety information that you should read thoroughly to ensure a successful and safe installation.

To ensure that your appliance operates at its full potential and longevity, we encourage you to familiarize yourself with this guide. The correct installation and preparation of your new machine are essential to its optimal performance and efficiency.

II. SAFETY GUIDELINES

- Always place the appliance on a level and stable surface.
- Engage a service agent or qualified technician for installation and any necessary repairs. Do not attempt self-servicing.
- Adhere to Local and National Standards, which include:
  - Occupational Health and Safety Act
  - ASTM Standards
  - Fire Safety Regulations
  - NEC Electrical Codes
  - Building Regulations
- Do not clean the appliance using high-pressure washers.
- The appliance is designed for indoor use only.
- It is not suitable for storing medical supplies.
- Using electrical appliances inside this unit is not recommended.
- Avoid standing or supporting your weight on the appliance's base, drawers, or doors.
- Keep plastic components and door seal clean from oil or fat. In case of contact, clean immediately.
- Store alcohol-containing bottles upright and well-sealed.
- When moving the appliance, always handle it upright from its base.
- Always disconnect the power supply before cleaning.
- Dispose of packaging responsibly and keep out of children's reach.
- If the power cord is damaged, it must be replaced by a certified technician to avoid potential hazards.
- Do not store explosive substances like aerosol cans with flammable propellants inside.
- Keep all ventilation openings clear of obstructions.
- Do not use mechanical devices or methods not recommended by the manufacturer to speed up defrosting.
- Avoid damaging the refrigerant circuit.
- The maximum shelf capacity is 66lbs per layer.

III. PACKAGE CONTENTS

- Commercial Refrigerator or Freezer
- Shelves (standard or as agreed)
- Two Keys
- Door handle with fixing screws (as per request)
- Instruction manual

We guarantee a fully functional, damage-free product at the time of packing.
In case of any transit damage, please contact your dealer immediately.

IV. INSTALLATION

Before you begin the installation process, we would like to remind you that if the appliance has been transported or stored in a non-upright position, please ensure to leave it standing upright for approximately 12 hours before operation. This allows the refrigerant inside the appliance to settle, ensuring optimal performance. Failing to follow these guidelines could negatively affect the appliance's performance and lifespan.

APPLIANCE SETUP

1. **Unpack the appliance:** After removing the appliance from its packaging, make sure all protective film and coatings are completely removed from all surfaces.
2. **Location:** Select a spot for your appliance where the floor is both level and firm. To ensure adequate ventilation, maintain at least a 4-inch clearance between the unit and any walls or other obstructions. If the unit is placed near a heat source, this distance should be increased to avoid overheating.
   Please remember to install the rubber spacer on the back of the appliance as guided in the “Rubber Spacer Installation Section” (Page 8).
3. **Pre-cleaning:** Before the first use, thoroughly clean the interior shelves with soapy water. This removes any residues from the manufacturing process and helps maintain hygiene.
4. **Securing the unit:** If your appliance is equipped with castors, set the brakes to keep it stable in its position. If it has adjustable screw feet, level the appliance by turning these as needed.

Remember, these appliances should only be operated in environments with ambient temperatures no higher than 90°F (32°C) as per Climate Class 4 specifications.

SHELF INSTALLATION

Your appliance is designed to offer flexibility in the arrangement of your items.
For your convenience, it comes with adjustable shelves that allow you to customize the interior space according to your needs.

Here's how to install the shelves:

1. **For Refrigerators:** Your refrigerator comes with adjustable shelves that can be placed in different plastic layers within the appliance. To adjust the height of a shelf, carefully lift it and reposition it into the desired plastic layer.
2. **For Freezers:** In our freezers, the evaporator itself serves as shelves.
   The number of these shelves varies depending on the model's capacity.
   Be careful when handling the evaporator/shelves to avoid damaging the pipes with excessive force.
3. **Damage or Defects:** If you notice any damage or defects with the shelves upon delivery or during use, please contact your dealer immediately for assistance.

By tailoring the layout of your appliance to suit your needs, you can optimize its storage capacity and efficiency. Please handle the shelves carefully during installation and adjustment to prevent damage.

V. OPERATION

Proper operation of your Commercial Refrigerator or Freezer is essential for ensuring the best performance and longevity of the appliance. This section provides detailed guidelines on operation and door management for maximum efficiency.

STORING FOOD

The key to maintaining the freshness and quality of your food is proper storage.

Here are a few tips:

- Allow the appliance to reach its operating temperature before storing food items in it.
- Hot food or liquids should be cooled to room temperature before being placed in the appliance.
- Wrap or cover food whenever possible to prevent the spread of odors and maintain food quality.
- Avoid blocking the fans inside the appliance as they are essential for maintaining consistent internal temperatures.
- Try to minimize the time the doors are open to reduce the loss of cold air.

DOOR OPERATION

Your appliance is equipped with a lock to secure the contents and maintain a stable internal environment.

Here are a few tips:

- **Locking the Door:** Use one of the provided keys to lock the door when the appliance is not in use. This is crucial in commercial settings for security and to maintain the internal temperature.
- **Unlocking the Door:** To access the contents, insert the key into the lock and turn. Always remove the key after unlocking the door and ensure the door is fully closed after use.

TURNING ON THE APPLIANCE

1. Ensure the doors of the appliance are securely closed.
2. Check that the power switch is set to 'Off' [0] and plug the unit into a socket.
3. Turn the power switch to 'On' [I]. The current temperature inside the appliance will be displayed on the screen.

VI. DEFROSTING

Your appliance is equipped with an automatic defrosting feature that helps maintain optimum cooling efficiency. However, there are instances when you may need to manually initiate a defrost cycle.

AUTOMATIC DEFROSTING

- Your appliance will automatically initiate a defrost cycle every six hours.
- The cycle begins from the time the appliance is initially powered up.
- This automatic defrosting process contributes significantly to the optimal operation of the appliance and should not be interrupted.

MANUAL DEFROST

There might be occasions where manual defrosting is necessary.

To manually defrost your appliance:

1. Press and hold the 'DEFROST' button for five seconds.
2. The defrost cycle will commence immediately, with the Defrost LED indicator illuminating. This manual defrost cycle will continue for a maximum of 30 minutes.

Remember, initiating a manual defrost also resets the automatic defrost timer.
The next automatic defrost will start six hours after the completion of the manual defrost.

Proper defrosting is crucial to the efficient operation of your appliance. It helps maintain ideal temperature and humidity levels, ensuring your stored items remain at their best quality. Please ensure to follow the defrosting procedure as outlined above.

VII. CLEANING AND MAINTENANCE

Maintaining the cleanliness and overall performance of your Commercial Refrigerator or Freezer requires regular cleaning and maintenance.

These practices not only ensure the appliance operates at peak efficiency but also prolong its life and functionality.

GENERAL CLEANING:

1. Always disconnect the appliance from the power source before cleaning.
2. Frequently clean the interior with a gentle cleaning agent to prevent bacterial growth and odor.
3. Do not use abrasive or harsh cleaning agents as they can leave harmful residues or damage the surface.
4. Avoid using sharp tools which may damage the ABS plastic liner of the cabinets.
5. Clean the door seal with water only. Wipe dry after cleaning to prevent mold growth.
6. Do not let cleaning water run into the drain hole, as it could overflow into the evaporation pan.
7. Be cautious when cleaning the rear of the appliance as it may have sharp edges.

CONDENSER CLEANING:

The condenser is an essential part of the appliance and should be cleaned every 30 days. A clean condenser can extend the lifespan of the appliance.
We recommend having our service agent or a qualified technician perform this task.

Important Note: All repair and maintenance requiring the removal of panels or parts should be performed by a service agent or a qualified technician.

Regular cleaning and maintenance practices are crucial for the longevity and proper operation of your appliance. Remember, an investment in routine maintenance can save you from costly repairs in the future.

VIII. TROUBLESHOOTING GUIDE

Occasionally, your appliance may encounter issues affecting its performance. Before reaching out to your retailer or a technician, refer to the troubleshooting guide below. We've compiled common issues, their likely causes, and recommended actions.

Understanding these common issues can help you address minor problems without professional assistance. However, if the problem persists or if you are not comfortable performing these tasks, don't hesitate to call your dealer or a qualified technician. It's always better to seek professional help than to risk damaging the appliance or voiding your warranty.

Issue	Recommended Actions
Appliance Does Not Operate Possible Causes: 1. The unit isn't switched on. 2. Damaged plug or lead. 3. Blown fuse in the plug. 4. Power supply issue. 5. Internal wiring fault	1. Confirm that the unit is plugged in correctly and switched on. 2. If the plug or lead is damaged, call a service agent or qualified technician. 3. Replace the blown fuse. 4. Check the power supply. 5. If there's a suspected internal wiring fault, call a service agent or qualified technician.
Inconsistent Internal Temperature Possible Causes: 1. Too much ice on the evaporator. 2. Condenser blocked with dust. 3. Doors are not shut properly. 4. Appliance located near a heat source, or airflow to the condenser is obstructed. 5. High ambient temperature. 6. Storage of unsuitable or excessive hot foodstuffs in the appliance. 7. Overloading of the appliance.	1. Defrost the appliance. 2. Call a service agent or qualified technician to clean the condenser. 3. Ensure doors are closed properly and check for any damages to the seals. 4. Move the appliance to a more suitable location away from heat sources or clear obstructions for better airflow. 5. Increase ventilation or relocate the appliance to a cooler area. 6. Remove any excessive hot foodstuffs and ensure stored items are suitable for refrigeration. 7. Reduce the quantity of food stored in the appliance.
Appliance is Leaking Water Possible Causes: 1. The appliance is not properly levelled. 2. The external discharge outlet is blocked. 3. Obstruction of water flow to the drain. 4. Damaged water container. 5. Overflowing drip tray.	1. Level the appliance by adjusting the screw feet, if applicable. 2. Clear the discharge outlet. 3. Clear any obstructions from the floor of the appliance. 4. If the water container is damaged, call a service agent or qualified technician. 5. Empty the overflowing drip tray, if applicable.
Appliance is Unusually Noisy Possible Causes: 1. Loose nuts or screws. 2. The appliance has not been installed in a stable or level position.	1. Check and tighten all nuts and screws. 2. Recheck the installation position and adjust if necessary.

IX. ELECTRICAL WIRING

Your appliance comes equipped with a standard 3-pin, BS1363 plug and lead, fitted with a 13-amp fuse. This plug should be connected to a suitable mains socket.

The wiring arrangement is as follows:

- Live wire (brown) is connected to the terminal marked 'L'
- Neutral wire (blue) is connected to the terminal marked 'N'
- Earth wire (green) is connected to the terminal marked 'E'

All appliances must have a dedicated earthing circuit for safety purposes. Should you have any doubt, we recommend consulting a qualified electrician.

Please ensure that electrical isolation points are clear of any obstructions. They must be readily accessible in case of an emergency disconnection.

X. RUBBER SPACER INSTALLATION

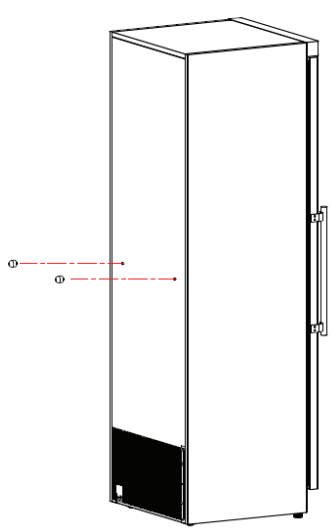
To guarantee proper ventilation and performance of the appliance, especially when positioned against a wall, it is crucial to install the included rubber spacer onto the backside of the cabinet, as illustrated in the below diagram.

Follow the steps below to install the rubber spacer:

1. Identify the correct location for the rubber spacer on the back of the cabinet (as per the diagram).
2. Align the holes on the rubber spacer with the corresponding screw holes on the cabinet.
3. Using a suitable screwdriver, screw the rubber spacer into place.

Ensure that the rubber spacer is securely attached. Failing to install this spacer can result in the compressor malfunctioning and may void your appliance's warranty.

Always prioritize safety and efficiency by installing all provided components as directed.



XI. HANDLING REFRIGERANT AND PRODUCT DISPOSAL

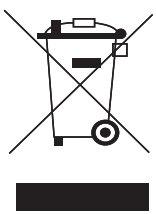


WARNING
This appliance operates using either R600a or R290 refrigerant.
These are hydrocarbon gases used as a refrigerant in modern appliances,
which are environmentally friendly and have excellent thermodynamic properties.
This ensures optimal performance while reducing the appliance's environmental impact.

CAUTION!
Before attempting to service or install this unit, thoroughly consult the repair manual or owner's guide. Strict adherence to all safety precautions is required. When disposing of this unit, comply with federal or local regulations. Be aware, puncturing the refrigerant tubing may result in a fire or explosion. Handle this product with utmost care.

DANGER!
This product contains flammable refrigerant, posing a risk of fire or explosion. Repair services must be conducted by trained professionals only. To defrost the refrigerator, avoid the use of mechanical devices and never puncture the refrigerant tubing.

PRODUCT AND PACKAGING DISPOSAL

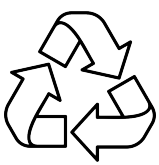


As per EU regulations, the disposal or recycling of refrigeration products, including all the constituent glass, metal, and plastic components, should be entrusted to professional recycling companies.

Reach out to your local waste collection authority for guidance on disposing of your appliance. Note, local authorities are not responsible for commercial refrigeration equipment disposal, but they may offer advice on locally available disposal options.

Dispose of all packaging materials responsibly. The cardboard can be repurposed, and the protective foil and foam cushions are CFC-free. Keep children away from the packaging and dispose of plastic bags safely.

PROMOTING ENVIRONMENTAL RESPONSIBILITY



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WARRANTY

LIMITED WARRANTY

LIMITED WARRANTY KOOLMORE SUPPLY, INC. warrants to the original consumer or purchaser this KOOLMORE product is free from defects in material or workmanship for a period of One (1) year from the date of purchase. If any such defect is discovered within the warranty period, KOOLMORE SUPPLY, INC., at its discretion, will repair or replace the product at no cost or pay for replacement parts and repair labor to correct defects in materials or workmanship that existed when this major appliance was purchased or that are the result of normal usage when this major appliance is installed, operated and maintained according to instructions attached to or furnished with the product, At its sole discretion. Koolmore Supply Inc may determine to replace the product. In the event of product replacement, your appliance will be warranted for the remaining term of the original unit's warranty period.

This limited warranty is good only to the original purchaser of the product and effective only when used in the United States.

This limited warranty is effective from the date of original consumer purchase. Proof of original purchase date is required to obtain service under this limited warranty.

YOU'RE SOLE AND EXCLUSIVE REMEDY UNDER THIS LIMITED WARRANTY SHALL BE PRODUCT REPAIR AS PROVIDED HEREIN.
Service must be provided by a Koolmore designated service company.

For warranty or repair service: Email us at support@koolmore.com include your name, address, phone number, warranty repair request, and a copy of your proof of purchase receipt.
You can also visit us at koolmore.com and use the contact us page.
KOOLMORE customer service will contact you and arrange prompt service for your appliance.

Thank you for choosing KOOLMORE.

THIS LIMITED WARRANTY DOES NOT APPLY TO

1.Failure of product to perform during power failures and interruptions or inadequate electrical service
2.Damage caused by transportation or handling.
3.Damage caused to the product by accident, vermin, lightnin winds, fire, floods, or acts of God.
4.Damage resulting from accident, alteration, misuse, abuse, or improper installation, repair, or maintenance. Improper use includes using an external device that alters or converts the voltage or frequency of electricity
5.Any unauthorized product modification, repair by unauthorized repair center, or use of non-approved replacement parts.
6.Abnormal cleaning and maintenance as described in the user's manual.
7.Use of accessories or components that are not compatible with this product.

The cost of repair or replacement under these excluded circumstances shall be borne by the consumer.


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