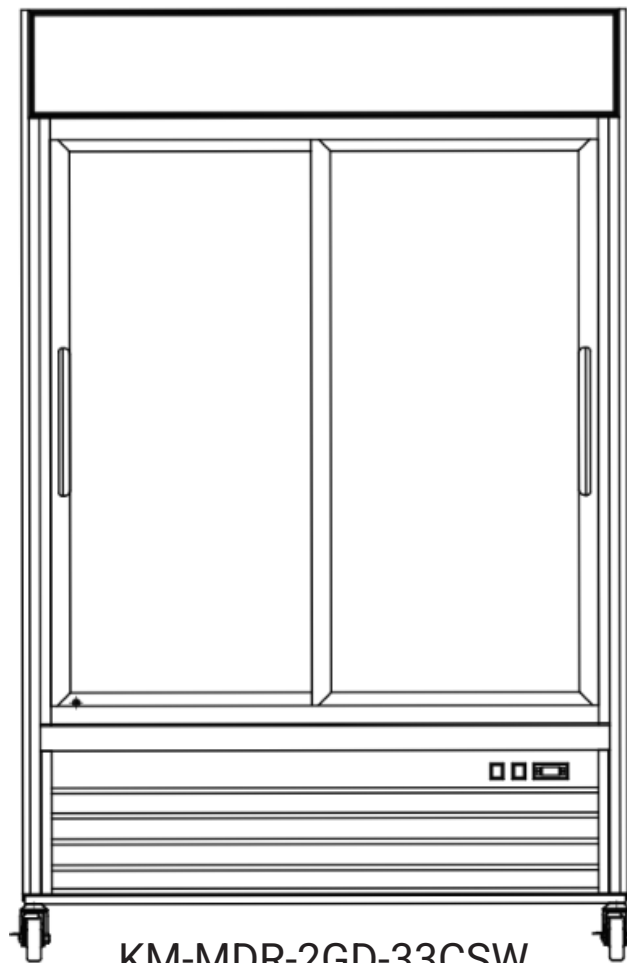


Glass Door Merchandiser Refrigerator

Models: KM-MDR-2GD-33CSW, KM-MDR-2GD-33CSL

MERCHANDISER



KM-MDR-2GD-33CSW

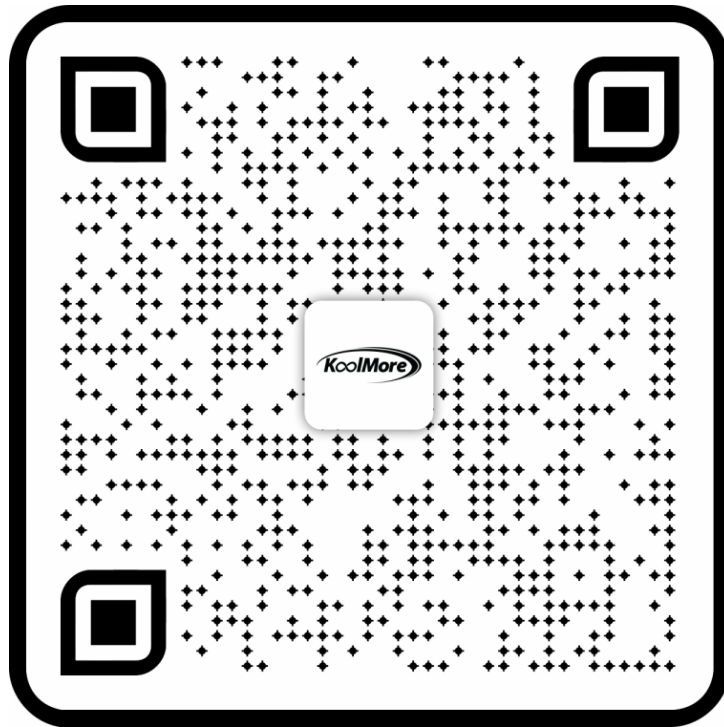
Please read all instructions carefully before using this appliance to ensure proper operation and optimal performance.

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.



**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

Safety Precautions

- Ensure adequate clearance around the appliance for proper ventilation. Do not enclose the back of the unit completely. Maintain a minimum clearance of 2 inches between the cabinet and the wall, and allow space above for airflow.
- Remove all packaging materials before operation. Keep the area around the unit clear to allow proper heat dissipation and reduce fire risk.
- Do not store or use flammable, explosive, or volatile substances inside or near the appliance.
- Connect the appliance to a dedicated single-phase grounded outlet. Ensure the outlet is properly grounded.
- Do not connect the grounding wire to water or gas pipes.
- Avoid strong impacts or excessive vibration during transportation. Do not tilt the appliance more than 45°.
- If the appliance malfunctions, refer to the troubleshooting section. Do not attempt to repair the unit yourself. Contact a qualified service technician.

Refrigerant Safety Warnings

DANGER: Risk of fire or explosion. Flammable refrigerant used.

- Do not use mechanical devices or other means to accelerate the defrosting process.
- Do not puncture refrigerant tubing.

DANGER: Risk of fire or explosion. Flammable refrigerant used.

- Repairs must be performed only by trained and qualified service personnel.

CAUTION: Risk of fire or explosion. Flammable refrigerant used.

- Consult the service manual or owner's guide before attempting any service.
- Follow all safety instructions carefully.

CAUTION: Risk of fire or explosion.

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

CAUTION: Risk of fire or explosion due to punctured refrigerant tubing.

- Follow handling instructions carefully.

Additional Safety Information

- Keep all ventilation openings in the appliance enclosure or built-in structure clear of obstruction.
- Servicing must be performed by factory-authorized service personnel to reduce the risk of ignition due to incorrect parts or improper service.

Installation

- For optimal performance, install the appliance in a well-ventilated area with cool, dry air circulation.
- Maintain a minimum clearance of 2 inches on both sides and at the back of the unit.
- Install the unit away from heat and moisture sources such as stoves, ovens, or steam-producing equipment.
- Avoid direct exposure to sunlight.
- Place the appliance on a level, stable surface capable of supporting the full weight of the unit and its contents.
- Ensure the appliance is properly grounded. All units are equipped with a three-prong grounding plug for safety.
- This appliance is designed for indoor use only. Do not install or operate outdoors.

Precautions

- Do not overload the electrical outlet to reduce the risk of fire or electric shock.
- Do not spray water directly onto the appliance to avoid electrical hazards or malfunction.
- Do not use flammable sprays or products near the unit.
- After unplugging the appliance, wait at least **6 minutes** before plugging it back in to prevent compressor damage.

Cleaning Precautions

- Always unplug the appliance before cleaning.
- Do not plug or unplug the appliance with wet hands.
- Do not use abrasive cleaners, solvents, or polishing agents on plastic components, as they may cause damage or discoloration.

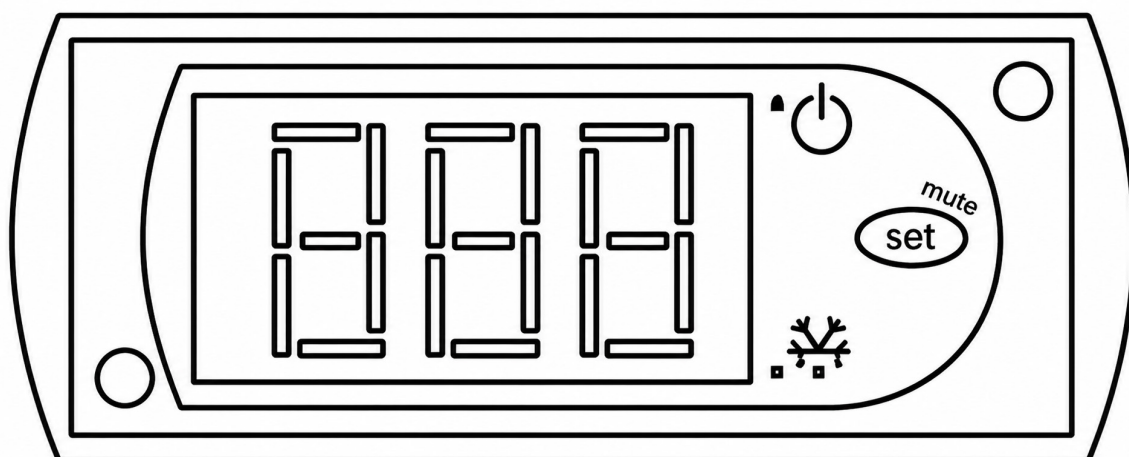
When Not in Use

- Disconnect the power supply.
- Clean and dry the interior with a soft cloth.
- Leave the door slightly open to prevent moisture buildup and odors.

Operation

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 air flow may cause a decrease in performance.
- For the 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.



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.

Troubleshooting

Problem	Possible Cause / Solution
Compressor Will Not Start	• Ensure the power cord is properly plugged in. • Check for a blown fuse or tripped circuit breaker.
Poor Performance	• Move the unit away from direct sunlight and heat sources. • Install in a well-ventilated area with at least 6 inches (152 mm) of clearance. • Clean the condenser if dust has accumulated. • Ensure air vents are not blocked by contents. • Verify the temperature setting is correct. • Check for possible low refrigerant (service required). • Ensure the door is fully closed.
No Interior Light	• Turn the light switch off and on again. • Ensure the bulb is properly installed. • Replace the bulb if it is defective.
Unit is Noisy	• Ensure the unit is placed on a level surface. • Maintain at least 6 inches (152 mm) of clearance from walls. • Check for loose components or mounting. • Ensure tubing is not in contact with other parts to prevent vibration noise.
Condensation on Cabinet or Floor	• Reduce humidity in the surrounding area. • Check that the door gasket is sealing properly. • Repair or replace the gasket if necessary.

Customer Support

If the issue persists after performing the above checks, do not attempt to repair the appliance yourself.

Please contact KoolMore customer service for assistance.



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.

