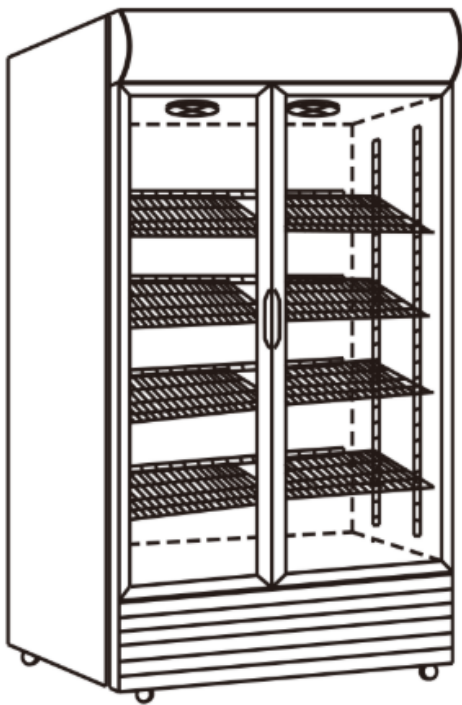


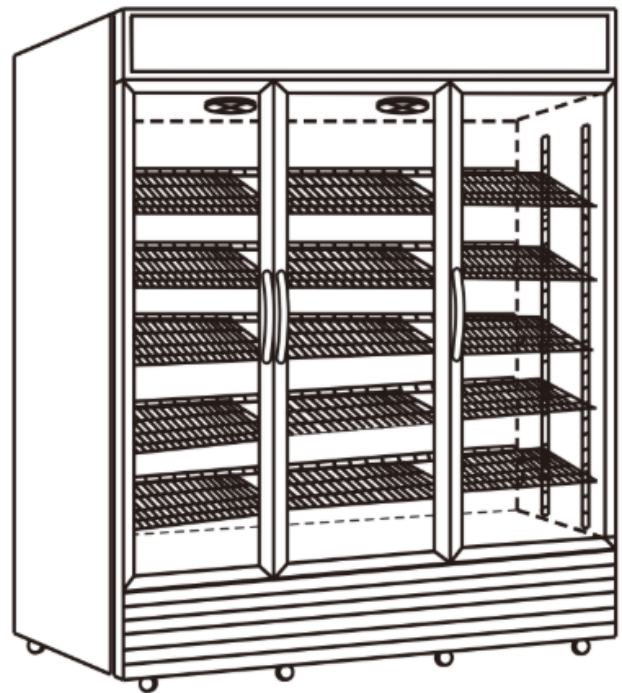
## Commercial Merchandiser Refrigerator

Model: MDR-2GD-35C, MDR-3GD-63C

Merchandiser



MDR-2GD-35C



MDR-3GD-63C

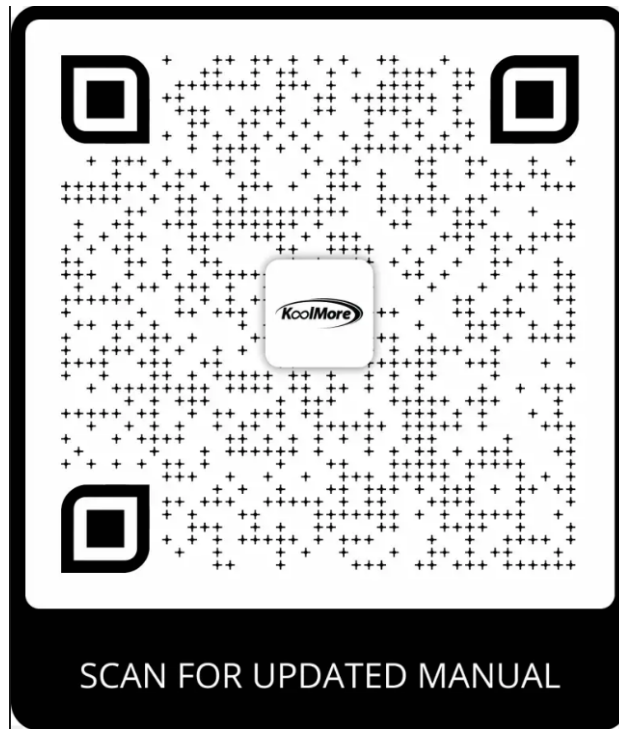
***Before using, please read the operating instructions carefully to ensure proper application and achieve satisfactory results.***

For any service related issues, please contact us:

☎ 718-576-6342    ✉ [support@koolmore.com](mailto: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](mailto: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.

# Contents

<b>Safety .....</b>	<b>4</b>
<b>Operation .....</b>	<b>10</b>
<b>Maintenance .....</b>	<b>13</b>
<b>Troubleshooting .....</b>	<b>15</b>
<b>Warranty .....</b>	<b>16</b>

# Safety

To ensure safe and correct use of your commercial merchandiser, carefully read these safety precautions before operating the unit. This will help prevent serious injury and damage.

The precautions are categorized into WARNINGS and CAUTIONS

**WARNING:** Indicates a potential hazard that could result in death or serious injury.

**CAUTION:** Indicates a potential hazard that could result in minor or moderate injury.

## **Installation:**

- Installation should only be done by a dealer or qualified expert. Improper installation can lead to water leakage, refrigerant leakage, electrical shock, or fire.
- Ensure the floor is sturdy enough to support the load of the unit. Incorrect installation or a weak floor can cause the unit to tip over, resulting in injury from falling shelves or products.

## **Usage:**

- All repairs, disassembly, and modifications should be performed only by qualified technicians to avoid fire, malfunction, or injury.
- Never splash water directly onto the product or wash with water as this could cause short-circuiting and electrical shock.
- Do not put flammable or volatile substances into the unit as it could cause an explosion or fire.
- Avoid damaging, modifying, excessively bending, straining, twisting, or bundling up the power cord. Also, do not place heavy objects on the power cord or squeeze it in a tight place to prevent damage that could result in electrical shock or fire.
- Use a dedicated wall outlet. Do not use extension cords or convenience receptacles to prevent electrical shock, overheating, or fire.

## **Storage and Disposal:**

- Remove all beverages before periods of inactivity or storage. Disconnect from the power supply and clean the appliance thoroughly. Keep the door open to allow humidity to escape, preventing mold and bad odors.
- When disposing of the appliance, refrigerants must be evacuated and disposed of by a qualified specialist in accordance with federal and local regulations. Avoid exposure to fire or similar glowing substances before disposal. Remove the door before disposal to prevent hazards.

## **Ventilation:**

- Keep ventilation openings clear of obstructions.
- Ensure there is more than 10 cm of space between the cooler and the wall for proper cooling.

## **Important Warnings:**

- Do not use mechanical devices or other means to accelerate the defrosting process unless recommended by the manufacturer.
- Avoid damaging the refrigerant circuit.
- Do not use electrical appliances inside the food storage compartments unless recommended by the manufacturer.

## Electrical Hazards:

- The power cord must be replaced by the manufacturer, service agent, or qualified persons to avoid hazards if damaged.
- Disconnect the appliance from the power source during cleaning, maintenance, and part replacement to avoid electrical shocks or injuries.
- **CAUTION:** To prevent any electrical shock hazards, do not disconnect the power cord plug from the wall outlet with wet hands.

## General Use:

- The appliance is not intended for use by children or persons with reduced physical, sensory, or mental capabilities without supervision.
- Keep children supervised to ensure they do not play with the appliance.
- Remember to keep this instruction manual in an easily accessible place for future reference

## Safety Precautions

### Warning



All repairs, disassembly and modifications should only be performed by qualified technicians. Attempting to perform these yourself could result in a fire, malfunction, and injury.



Never put flammable or volatile substances into the unit as explosion and fire could result.



Use a dedicated wall outlet. Do not use extension cords or convenience receptacles as this could result in electrical shock, overheating and a fire.



Never splash water directly onto the product or wash with water as short-circuit and electrical leakage could result.



Do not damage, modify, excessively bend, strain, twist or bundle up the power cord. Also, placing heavy objects on the cord or squeezing it in a tight place could damage it, possibly resulting in electrical shock or fire.



Never use flammable spray cans or leave flammable substances near the unit. Sparks from electrical switches could result in explosion and fire.



The cooler is intended for storage and display of beverages for sale. Do not use for a different purpose than intended as this could adversely affect items placed in the unit.



For indoor use only. Using the unit in a location exposed to rain could result in electrical leakage and electrical shock.



Install the unit in a location where the floor is sturdy enough to support the load of the unit. If the floor is not sturdy enough or installation is incorrectly performed, the unit could tip over and falling shelves and products could cause personal injury.



Leave disassembly and disposal of the unit to qualified experts.



Please make sure there is more than 4 in. space between the commercial merchandiser and the wall. If there is not enough space, cooling capacity can be reduced.



Never insert fingers, sticks, or any objects into the cold air suction outlet. A circulation fan inside rotates at high speed and may cause serious injury. Injury, electrical shock and improper operation could result.



Never place heavy objects or items containing water on top of the unit. Objects could fall down and cause injury and spilled water could deteriorate the insulation of electrical components and result in electrical leakage.



If you find gas leakage, please don't touch the appliance. Turn it off and open the doors and windows for ventilation. Gas leakage could cause explosion, fire and injury.



Keep away from hot air sources, cooling performance is reduced if the unit is placed near heat sources such as hot plates and stoves and if it is exposed to direct sunlight.



Should the unit need temporary storage make sure not to store the unit in a location where children play and take precautions so that the door cannot be completely closed. This will minimize the risk that a child becomes trapped inside the compartment.



If installation in a damp location cannot be avoided, an electrical leakage circuit breaker must also be installed. Failure to install one may result in electrical shock.



Never hang from the door or climb onto the unit. The unit could tip over or fall and cause material damage or injury.



Grasp the handle when closing the door. Holding at other positions could result in pinched fingers and injury.



When disconnecting the power cord plug from the wall outlet, hold at the plug main body close to the outlet. Pulling the cord could cause wire breakage, possibly resulting in overheating and fire.



Do not throw items onto the shelves and do not place items totaling more than 50 lbs. on each shelf. The shelf could fall down, possibly causing injury.



Disconnect the power cord plug from the wall outlet before moving the unit and make sure that the power cord is not damaged during transport. A damaged power cord could result in electrical shock and/or fire.



Do not push against or apply excessive force to glass surfaces as the glass could break and cause injury.



Make sure that the unit does not tip over or fall when it is moved. A falling unit could cause serious injury.



Be sure to attach and secure shelves correctly. An improperly attached shelf could fall down and cause injury.

# Operation

## Before Use

1. Remove the shipping package, tape, etc., and leave the doors open for ventilation.
2. The unit is cleaned before shipment, but clean the compartment interior again after delivery.
3. Plug the power supply cord into a wall outlet (single-phase) with the correct voltage.
4. Allow the unit to run for about 1 hour to cool the compartment before placing items inside.

## Wait 5 Minutes or More Before Re-Starting

- Restarting the unit immediately after it has been turned off may cause fuses to blow and activate the circuit breaker. The compressor may be overloaded, and other damage may occur.


## Temperature Adjustment

- The electronic controller has been factory set to cool the beverages to the lowest temperature approximately 34-41 °F. Should you wish to alter the temperature set point, please adopt the following procedure.

## Operation and Display Panel



## Temperature Adjustment

- To access and adjust user parameters while the controller is in normal temperature measuring and controlling mode, press and hold the **Set** key for 3 seconds. The display will show the code "St" (temperature set value). Press **Set** again to view the current value of St, which can be modified using the ▲ or ▼ keys. Once adjusted, press **Set** to save and return to the menu.
- To enter the administrator menu for advanced settings, press and hold the **Set** key for 3 seconds. Navigate to the code "Po" (password) in the user menu and press **Set**. The display will show "00"; use ▲ or ▼ to enter the password (default is 55, unless modified). Press **Set** to confirm. If the password is correct, you can browse and select parameters like St, Po, C1, C2, up to Cd3 (as listed in the administrator and user menus) using ▲ or ▼. If incorrect, only St and Po will be accessible. For any selected parameter, press **Set** to edit its value with ▲ or ▼, then press **Set** to save and return to the menu. If no key is pressed for 30 seconds or you press  during editing, the controller will exit parameter setting mode and automatically save changes.


## Temperature Viewing

While in normal temperature measuring and controlling mode, press ▲ to display the current temperature measured by the evaporator sensor (if enabled and functioning properly). Press ▼ to display the current temperature measured by the condenser sensor (if enabled and functioning properly). These views provide quick checks on sensor readings without interrupting operations.

## Manually Forced Operation

In normal temperature measuring and controlling mode, press and hold ▼ for 3 seconds to manually cycle between refrigeration, defrost (or defrost delay), and defrost dripping modes. This is useful for testing or overriding automatic cycles. Press ▲ to toggle the light on or off (only if the light/alarm relay is configured for light output and not linked to the door switch).

## Parameter Recovery

To recover default parameters while in normal temperature measuring and controlling mode, press and hold ▼ for 10 seconds. The display will show "H0"; use ▼ to cycle through recovery options (H0 to H7, corresponding to different model defaults as listed in the parameter table). Press  to execute the selected recovery and exit. If no action is taken within 30 seconds, the mode will exit automatically without changes.

## Drain Tray

- Defrosting is performed automatically and water is collected in the drain tray.
- Water in the drain tray is evaporated automatically. In humid environments, there will be a large amount of water in the drain tray, so please empty the drain tray once a day.

## Efficient Use

- To prevent cold air from escaping, open and close the door quickly and keep the door opened for as short a time as possible.
- Please install the unit in a place which is well-ventilated.

## Shelf Height Adjustment

- The shelf height can be adjusted.
- Arrange the shelves in accordance with the dimensions of the items to be placed in the cooler.

## Placing Items in the Showcase

This showcase employs a forced circulation of cold air system. If circulation of cold air is obstructed, the items will not be adequately refrigerated. Pay attention to the following points:

- Do not let items obstruct the cold air inlet and suction outlet.
- Place items so that they do not protrude from the shelves. The gap between the shelves and the door is used for circulation of cold air.
- Place items evenly on all shelves.
- This equipment is intended for the storage and display of non-potentially-hazardous bottled or canned products only.

## Climate Class

- $89.6^{\circ}\text{F} \pm 3.6^{\circ}\text{F}$  on appliances of climatic class 0,1,2,3,4,6 or 8;
- $109.4^{\circ}\text{F} \pm 3.6^{\circ}\text{F}$  on appliances of climatic class 5 or 7.

# Maintenance



To prevent any electrical shock hazards or injury by rotating circulation fan, always disconnect the power cord plug from the wall outlet before cleaning.

## 1. Exterior and Cooler Compartment

Wipe with a soft, dry cloth. If very soiled, wipe with a cloth that has been moistened with a detergent. Then wipe with a cloth that has been dipped in water.



Do not splash water directly onto the cooler and do not wash with water. Short-circuit and electrical shock could result.

- Clean the cooler regularly to keep it clean at all times.
- Never use polishing powder, soap powder, benzene, oil or hot water as it will damage the painted and plastic components.

## 2. Safety Check

To ensure proper safety, perform the following checks after cleaning.

- Is the power cord plug firmly inserted into a dedicated wall outlet? Confirm that the plug is not abnormally hot.
- Check the power cord for cracks and damage. Should the slightest irregularity be observed, contact the dealer from whom you purchased this unit or our customer service.

## In Case of the Following

### 1. Power Failure

- Keep opening and closing of the door to a minimum.
- Avoid placing new items in the cooler as this will raise the temperature inside the compartment.

### 2. When Not Used for a Long Period

- Remove all items from the compartment and disconnect the power cord plug from the wall outlet.
- Clean the compartment interior and wipe away all water.
- To prevent mold formation and bad smell, leave the door open to dry the compartment completely.

### 3. Transportation

- Disconnect the power cord plug from the wall outlet.
- When moving the cooler, make sure that the casters do not damage the power cord.
- Do not let the casters hit against floor steps, thresholds, etc.

#### **4 Temporary Storage**

Affix a piece of wood or something similar between the door and main unit to prevent complete closing of the door.

- Make sure not to store the unused cooler at a location where children play.
- Should a child enter the compartment and the door is closed, the child may not be able to open the door from the inside.

# Troubleshooting

## Before Requesting Service

Please check the following items if you encounter problems with the unit. If the problem continues after taking the proper remedial actions, disconnect the power cord plug from the wall outlet. Transfer the items stored in the cooler to a box or other container. Then contact our customer service team and we will gladly assist you.

Problem	Possible Cause
No refrigeration at all	<ul style="list-style-type: none"><li>• Is the power supply interrupted?</li><li>• Is the power cord plug disconnected from the wall outlet?</li><li>• Is the power fuse blown/ has the circuit breaker been activated?</li></ul>
Inadequate refrigeration	<ul style="list-style-type: none"><li>• Is the temperature setting appropriate?</li><li>• Are items obstructing the cold air inlet and suction outlet?</li><li>• Are stored items packed too tight?</li><li>• Is the door open or is it opened and closed frequently?</li><li>• Is the condenser clogged?</li></ul>
Excessive noise	<ul style="list-style-type: none"><li>• Are all of the casters in firm contact with the floor?</li><li>• Is the rear panel of the cooler contacting the wall or other objects?</li><li>• Are other objects in contact with the cooler?</li></ul>
Condensation on cooler exterior	<ul style="list-style-type: none"><li>• Condensation may form on the exterior and door during hot and humid days or depending on the place of installation.</li><li>• This occurs when the humidity is high and water particles in the air contact cold surfaces. This is normal. Wipe away condensation with a dry cloth.</li></ul>



# WARRANTY

## LIMITED WARRANTY

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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 re-place 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](mailto: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](http://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

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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.

***KoolMore***