

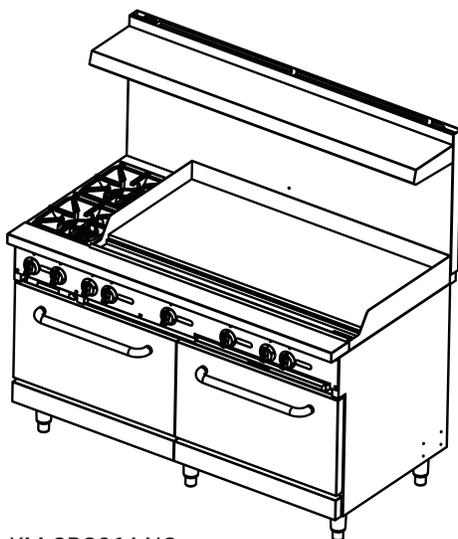


# USER MANUAL

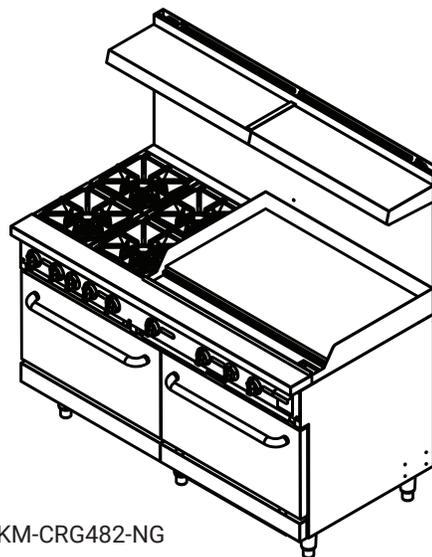
COMMERCIAL RANGE

## KoolMore Commercial Range with Griddle & Burners

**Models:** KM-CR24-NG, KM-CR24-LP, KM-CR36-NG, KM-CR36-LP, KM-CR60-NG, KM-CR60-LP, KM-CRG36-NG, KM-CRG36-LP, KM-CRG60-NG, KM-CRG60-LP, KM-CRG364-NG, KM-CRG482-NG, KM-CRGB60-NG, KM-CRGB60-LP



KM-CRG364-NG



KM-CRG482-NG

***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 Range.**

**If you need any assistance or have questions, our customer support  
team is here to help.**

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# Safety

- Any self-modification, incorrect installation, adjustment, or maintenance may result in property loss or injury. Please contact the manufacturer for any adjustments or maintenance, and ensure that the work is done by a trained and qualified person.
- For your safety, keep the machine away from any liquids, gases, or other objects that are flammable or explosive.
- Do not obstruct the flow of combustion and ventilation air.
- The installation must comply with local codes, or in the absence of local codes, with the National Fuel Gas Code, ANSI Z223.1/NFPA 54, or the Natural Gas and Propane Installation Code, CSA B149.1. The appliance must be isolated from the gas supply piping system by closing its individual manual shut-off valve during any pressure testing of the gas supply piping system at test pressures equal to or less than 1/2 psi (3.5 kPa).
- The installation must be made with a connector that complies with the Standard for Connectors for Movable Gas Appliances, ANSI Z21.69
- CSA 6.16, and a quick-disconnect device that complies with the Standard for Quick-Disconnect Devices for Use With Gas Fuel, ANSI Z21.41
- CSA 6.9. Adequate means must be provided to limit the movement of the appliance without depending on the connector and the quick-disconnect device or its associated piping to limit the appliance movement, and the location(s) where the restraining means may be attached to the appliance shall be specified.
- Ensure adequate clearance for air openings into the combustion chamber.
- Ensure adequate clearances for servicing and proper operation.
- This appliance should not be operated by those with physical, sensory, or mental disabilities, or those with insufficient experience or knowledge (including children). Only those who have been given sufficient supervision and guarantees of personal safety, as well as proper instructions and guidance, may perform specific operations on this device.
- Keep children away from the device.
- Keep this manual safe. When passing on or selling the device to a third party, the manuals must be handed over along with the device. All users must operate the device in compliance with the user manual and related safety guidelines.
- If the appliance is placed near walls, partitions, or kitchen furniture, it is advisable to make these facilities with non-combustible material. Otherwise, cover them with non-combustible heat-resistant material and pay attention to fire prevention regulations.
- The appliance should be installed in a well-ventilated area with exhausting facilities that ensure all burnt gases produced during the combustion process are completely exhausted.
- The appliance is only suitable for use with low-pressure gas regulating valves. Using other types of regulating valves may result in property loss and injury.
- Do not seal the screw on the gas valve with seal welding.
- Fire warning: If you smell gas, move away from any source of fire. Do not light any device or touch any electronic switches. Do not use any phones inside the building. Close the main gas valve immediately and call a professional to carry out maintenance. Operating or maintaining the appliance by force or improperly may result in large gas leaks or deflagration. The manufacturer will not be held responsible for any fire accidents caused by improper operation or maintenance.

# Product features

- The bracket, exterior finish, and adjustable feet are all stainless steel.
- The control panel features a convenient design with a knob control switch for operating the device.
- The device is equipped with cast-iron burners. If the burner accidentally goes out, the safety valve will shut off automatically.
- The oven is insulated with black cast-iron frameworks and stainless steel slag collectors.
- The oven temperature is adjustable from 250°F to 550°F.
- The oven is equipped with a flame self-stabilizing function. If the burner goes out accidentally, the gas valve will shut off automatically.
- The burner power is 30000Btu, designed with a pilot flame for standby.
- The enamel base plate is designed to be removable, high-radiant, and heat-resistant.

# Set up

## Transportation and Storage

Transportation: Handle the machine carefully and do not turn it upside down to avoid damaging the exterior and internal parts. Store the packaged machine in a well-ventilated warehouse away from corrosive gases. If storing outside, protect it from rain.

## Installation

Professional Installation: This device should be installed by professional technicians.

Elevation Suitability: This device works best at elevations below 6562 feet above sea level. For higher elevations, consult the manufacturer.

## Special Notice

- Professional Handling: Only trained professionals should install, first use, or maintain this device.
- Safety First: Keep the device in its original packaging until installed to maintain its integrity. When using, follow all safety guidelines.
- First Use of Ignition: If the ignition switch doesn't work the first time, turn it off, wait 3 minutes, and try again.
- Gas Pressure: Only use the specified gas type and pressure for this device. High or unregulated gas pressure can damage the appliance or cause accidents. Ensure the gas regulator matches the device's requirements.
- Gas Leaks: If you smell gas, do not operate any electrical switches. Turn off the gas supply, ventilate the area, and contact a professional for assistance.
- Professional Maintenance: This is a commercial appliance designed for trained cooks. It requires professional installation and maintenance. Do not attempt to use or repair it without proper training.
- Usage: This device is intended for commercial cooking only. It should not be used for any other purpose.
- Operation: Always operate the device as instructed. Unauthorized modifications or tampering can lead to malfunction or safety hazards.
- Assembly: Do not disassemble or modify the appliance. Any unauthorized changes or repairs might compromise its safety and performance.
- Load Limits: Avoid placing heavy objects on the appliance. Overloading can cause damage or dangerous operation.
- Ventilation: Keep the appliance's vents clear of obstructions to ensure proper airflow. Blocked vents can lead to overheating and fire hazards.
- Cleaning: Clean the appliance regularly, especially after spills. Use a damp cloth for cleaning and avoid abrasive materials that could scratch the surface.
- Surface Contact: Avoid direct contact with hot surfaces to prevent burns. Use handles or oven mitts when necessary.
- Spillage: In case of a spill, especially flammable liquids, clean immediately to prevent fire risks.
- Electrical Safety: Ensure the electrical connection conforms to local codes. If the appliance is not functioning correctly, contact the manufacturer or a qualified technician.
- Installation Environment: Install the appliance in a well-ventilated area, away from flammable materials. Follow all local building and fire codes during installation.
- Object Placement: Do not place objects like towels or utensils on the appliance or its surfaces to avoid fire risks.
- Emergency Response: If you suspect a gas leak, do not use the appliance. Turn off the gas supply and ventilate the room.
- Troubleshooting: If the appliance does not work, check the power supply and ensure all switches are on before calling for service. If it still doesn't function, contact a professional.

## Installation Tips

- Gas Connection: Follow local gas safety and installation regulations when connecting the device.

- **Clearance:** Keep at least 4 inches away from combustible objects on the sides and 8 inches at the back. Ensure there's enough space around the motor for ventilation, especially if installed near walls or other enclosures.
- **Weight and Stability:** Install on a stable, level floor. Use adjustable feet to level the device if necessary.
- **Ventilation:** Make sure there's good airflow to remove any combustion gases.
- **Secure Installation:** After setting up, ensure the device is stable and doesn't wobble.
- **Emergency Shutoff:** Install an easily accessible shutoff valve near the device for safety.
- **Gas Type Compatibility:** Verify that the gas supply matches what the device is designed for. If unsure, don't use the device.
- **Pressure Regulation:** Use only the recommended low-pressure gas regulator for this device.
- **Leak Prevention:** After connecting gas pipes, check for leaks with soapy water or a leak detector. Do not use open flames to check for leaks.
- **Final Checks:** After installation, verify the gas pressure to ensure it's correct.

## **Griddle Seasoning**

**Caution:** The griddle plate is made of steel, which has a relatively soft surface. Be careful not to dent, scratch, or gouge the plate surface with spatulas or scrapers. Use tools gently and avoid tapping the edge of the spatula on the griddle, as it could cause damage.

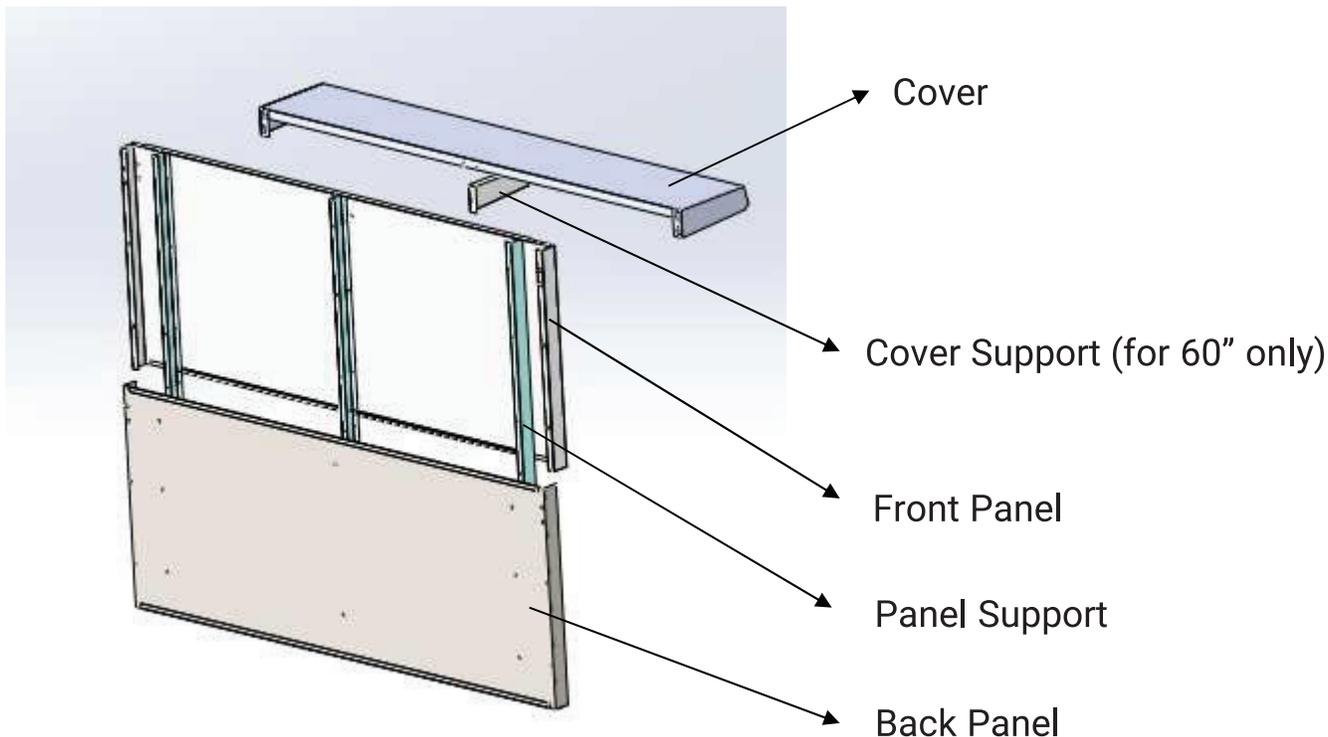
**Why Season the Griddle?** Seasoning is essential to maintain the griddle's surface by filling its pores with oil. This process creates a slick, hard finish that helps food release easily during cooking.

### **How to Season the Griddle:**

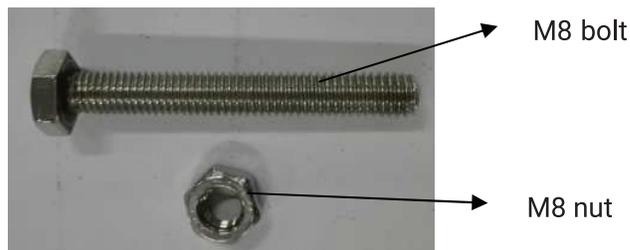
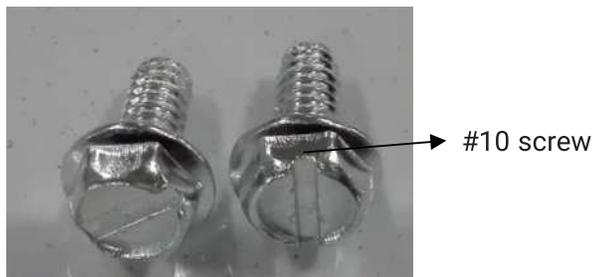
1. **Initial Cleaning:** Clean the griddle surface to remove any manufacturing residues or debris.
2. **Heating:** Heat the griddle top section at a low burner setting.
3. **Oil Application:** Pour one ounce of cooking oil onto the center of the griddle surface.
4. **Spreading the Oil:** Use an insulated cloth, spread the oil evenly across the griddle to form a thin film.
5. **Removing Excess Oil:** Wipe off any excess oil with a dry cloth to avoid pooling.
6. **Repeat:** Repeat this process 2 to 3 times or until the griddle achieves a slick surface.

This seasoning process not only prepares the griddle for cooking but also helps in maintaining its longevity by protecting the surface from rust and wear.

# Backsplash Assembly

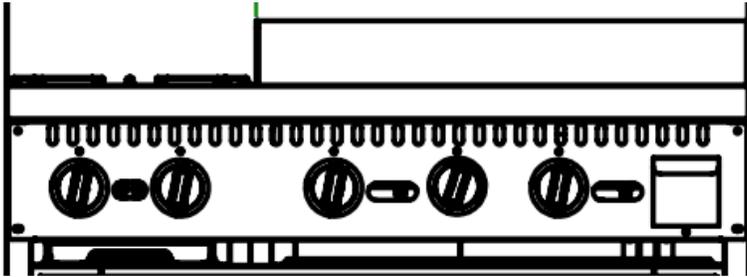


1. Open the package and remove the backsplash components.
2. Assemble the required components according to the above image.
3. Slide the back panel into the front panel from the bottom of the front panel.
4. Align the holes and use four #10 sheet metal screws to fasten the front and back panels together firmly from the backside.
5. Insert the sliding panel support into the panel from the openings on top of the front panel, align the holes, and use eleven #10 sheet metal screws to fasten them together firmly from both the back and front.
6. Attach the cover to the front panel using four sets of M8 bolts and nuts, making sure that the M8 nut is at the backside.
7. Assemble the cover support (for 60" only), and use a #10 sheet metal screw to fasten it firmly.



# Operation

## Control Panel:



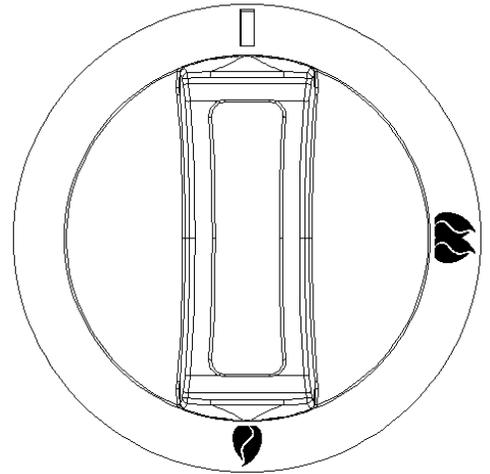
## Using the Gas Range:

### Turning on the Gas:

Turn on the gas valve and light the pilot flame with an igniter. If the appliance has been idle for an extended period or is used for the first time, the ignition process might take longer (about 2-3 minutes).

### Adjusting the Burner:

Press the valve knob slightly and rotate it counterclockwise to light the burner. To turn the flame up to MAX, align the knob with the double flame symbol. To turn it down to MIN, rotate the knob counterclockwise to single flame symbol.



Need use a long lighter to ignite the Griddle pilot through the pilot holes, see below figure:



### Shutting Down:

After using the main burner, turn off by rotating the knob clockwise back to its original position.

**Caution!** When not in use, ensure the quick-acting shut-off valve is turned off for safety.

## Initial Cleaning and Preparation:

Before first use, thoroughly clean the oven to remove any packaging materials and manufacturing residues. Also, clean the stainless steel surfaces with a suitable detergent, then dry the device completely to avoid any moisture inside.

- **First Use and Smell:** It's normal to experience an unpleasant smell during the first few uses. Ensure this smell is not due to gas leakage. Any smell from overheating is typically from the insulation material curing or oil residue from manufacturing heating up. If the oven is new, do not put any food inside until the smell has dissipated, which might take about 30 to 60 minutes.
- **Ignition Duration:** The first ignition might take slightly longer as air needs to be purged from the gas lines.
- **Temperature Control:** The oven can reach temperatures between 250°F and 550°F. Use the temperature knob to set your desired temperature.
- **Igniting the Oven:** To ignite the oven, open the oven door slightly, press the temperature control knob down, and rotate it counterclockwise to the ignite position. Keep pressing for about 10 seconds until the pilot light ignites, then release the knob. If the pilot doesn't light, repeat the process. Ensure the oven door is closed after ignition.
- **Setting the Timer:** Use the timer to set the cooking duration. The oven will automatically turn off once the timer reaches zero.
- **Using the Oven:** Place your dishes inside the oven on the appropriate rack level. For baking, the middle rack is often ideal unless the recipe specifies otherwise. For roasting, the lower rack might be preferable.
- **Cooking Modes:** Most standard ovens come with different cooking modes like bake, broil, and sometimes convection. Choose the mode based on your cooking needs. For instance, use the broil setting for top-down cooking to brown the top of dishes, or bake for even heat distribution from all sides.
- **Safety Precautions:** Always use oven mitts when handling hot dishes. Never leave the oven unattended for long periods when in use, especially when cooking at high temperatures or with oils that could overheat.
- **Post-Use:** Once cooking is complete, turn the oven off and let it cool down before cleaning. This helps in preventing burns and allows for safer cleaning.
- **Cleaning the Oven:** After it has cooled, clean the oven interior with a damp cloth or sponge with a mild detergent. Avoid using abrasive cleaners or steel wool which can scratch

# Maintenance

## Routine Inspection

### Daily Checks:

- **Regular Maintenance:** It's crucial to inspect the machine daily to prevent accidents or unexpected issues.
- **Stop Use:** Immediately stop using the machine if any abnormalities are detected or if there are unusual vibrations.

### Before and After Use:

- **Machine Stability:** Ensure the machine is not tilted.
- **Control Panel:** Check for any damage to the control panel.
- **Grease Tray:** Make sure the grease tray is clean and properly placed.

### During Use:

- **Strange Smells or Vibrations:** Be alert for any unusual smells or vibrations which could indicate a malfunction.
- **Flame Status:** Monitor the burner's flame for normality. Look out for issues like flameouts or light-backs.
- **Power Supply:** Verify that the power supply to the machine is stable and functioning correctly.

## Cleaning & Maintenance

- **Preparation:** Before cleaning, ensure the device is turned off and cool. Also, turn off the gas valve.
- **Daily Cleaning:** Use warm soapy water to clean surfaces. Avoid using hot water directly on the device.
- **Avoid Abrasives:** Do not use abrasive materials or steel wool for cleaning as these can scratch surfaces. Instead, use a soft cloth or sponge.
- **Cleaning Agents:** For tough stains, use a mild chlorine cleaner or a similar non-abrasive substance. Avoid harsh chemicals like hydrochloric acid, which can damage the device.
- **Electrical Components:** Do not clean electrical parts with water or any liquid. Use a dry cloth for these areas.
- **Burner Maintenance:** Regularly check and clean the burners to avoid gas flow issues. Ensure no food residue or grease blocks the burner ports.
- **Ventilation:** Keep the ventilation system clean to prevent fire hazards. Clear any grease buildup regularly.
- **Rust Removal:** If rust appears, use an industrial rust remover. Follow up with a water rinse and dry thoroughly. For persistent rust, a professional might be needed.
- **Storage:** If not using the device for an extended period, clean it thoroughly and store it in a dry,

ventilated space

- Spillage: Clean spills immediately to prevent staining or damage to the device. Use a scraper for solid food but avoid metal tools that could scratch surfaces.
- Long-term Storage: If storing the device for a long time, ensure it's completely dry to avoid rust. Consider using a protective cover.
- Regular Inspection: Check the device periodically for any signs of wear or damage. This includes looking for dents, leaks, or any malfunctioning parts.
- Professional Servicing: If any part of the device seems damaged beyond simple cleaning or if there are issues with gas flow, consult a professional for repairs.
- Final Check: After cleaning, ensure all parts are dry before reassembling or using the device again. Check that all knobs and switches are functioning correctly.
- Safety First: Always disconnect the device from the power source before cleaning. If gas-powered, ensure the gas supply is turned off.
- Disposal: When the device reaches the end of its life, dispose of it according to local environmental regulations. Many parts can be recycled, so check with local recycling programs.

***Note: Regular cleaning and maintenance not only ensure the longevity of your kitchen appliances but also maintain hygiene and safety standards in your cooking environment.***

# Troubleshooting

**Please note:**

- The troubleshooting guide provided here is for informational purposes only.
- If you encounter any issues or failures with your appliance, stop using it immediately. Contact professional technicians to diagnose and repair the problem.
- Always prioritize safety. Ensure that both the power supply and gas supply are turned off before any maintenance or repair work begins.

Symptom	Causes	Solutions
The pilot flame cannot be ignited.	1. The gas pressure is not enough.	1. Adjust the relief valve to get a proper pressure.
	2. The nozzle is blocked.	2. Unblock the nozzle.
	3. The connection of the thermocouple is loose.	3. Please screw the thermocouple.
	4. The thermocouple is defective.	4. Replace the thermocouple.
	5. The gas control valve is malfunctioning.	5. Please replace the gas control valve.
The pilot flame is on, but the main burner cannot be ignited.	1. The gas pressure is not enough.	1. Adjust the relief valve to get a proper pressure.
	2. The main burner nozzle is blocked.	2. Unblock the nozzle.
	3. The gas control valve is defective.	3. Replace the gas control valve.
It has a lightback sound when the gas supply is turned off.	1. The diameter of nozzle does not match with the gas supply.	1. Please adjust the nozzle diameter.
	2. The damper is too large.	2. Adjust the damper.
	3. The gas pressure is too low.	3. Adjust the relief valve.
	4. The flow of the connected pipe is not enough.	4. Increase the permitted flow.
It has red flame, and black smoke.	1. The diameter of nozzle does not match with the gas supply.	1. Please adjust the nozzle diameter.
	2. The damper is too small.	2. Adjust the damper.
	3. The gas is dirty.	3. Replace the gas.
	4. The gas ingredient reduces. Please replace the gas.	4. Decrease the gas flow and increase it after the peak demand of the gas.



# 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](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***