

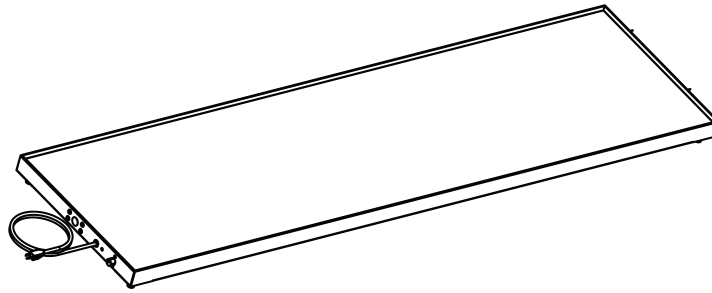


# USER MANUAL

WARMING SHELF

## KoolMore Commercial Stainless Steel Heated Warming Shelf

**Models:** KM-WS24, KM-WS36, KM-WS48, KM-WS60, KM-WS72



***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

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

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

# SAFETY

*Ensure that you have fully read and comprehended the instructions in this manual before operating the equipment. Ignoring the guidelines may lead to severe injury or death. This document contains essential safety information for correct operation and maintenance. If the manual is unclear, seek clarification from a supervisor and keep the manual readily available for future reference.*

## **CAUTION: RISK OF ELECTRIC SHOCK**

- Connect the device to an earthed power outlet with the correct voltage, size, and plug shape. If there's a mismatch, consult a certified electrician to verify and install an appropriate power outlet and plug.
- Before cleaning, making adjustments, or performing maintenance, ensure that the device is turned off and unplugged. Allow the unit to cool down completely first.
- The device should never be immersed or soaked in water as it is not waterproof. Do not use the device if it has been exposed to water in this way.
- The unit is not designed to withstand weather or low temperatures; it should only be used indoors where the air temperature is above 70°F (21°C).
- Avoid using jet spray cleaners or submerging the unit in water as it is not designed to be waterproof.
- Excessive water on the unit or using steam cleaners should be avoided. Don't yank or pull the power cord to disconnect the unit; always unplug it properly.
- If the power cord is damaged, do not use the unit. The power cord should only be replaced by a qualified technician.
- Repairs and servicing should only be performed by qualified service personnel to prevent the risk of electric shock or burns.
- The remote control enclosure for the unit must be mounted vertically to prevent liquid accumulation that could result in electric shock.
- For fire safety, keep the unit at least 1 inch (25 mm) away from combustible materials. Inadequate spacing could lead to discoloration or fire.
- Only preheated food should be placed on the unit; it is not for cooking or heating food from a cold state.
- The unit is not suitable for children or individuals with certain disabilities. Supervision is required to ensure safety.

### *Caution:*

*The exterior surfaces of the unit can get hot, posing a burn hazard. Handle with care to avoid injury.*

### *Notice:*

- The unit is meant to be placed on metallic countertops and areas designed for heat resistance. If placing on other surfaces, ensure the material can withstand temperatures up to 200°F (93°C).
- Avoid modifying the wiring or thermostat as it could lead to damage or malfunction. Only qualified personnel should make any alterations to the unit's electrical components.
- Avoid positioning the unit on its side, especially where the control panel is located, to prevent any damage.
- To maintain the aesthetic and functionality of the unit, only use non-abrasive cleaners and cloths for cleaning. Abrasive materials can scratch and deteriorate the finish, leading to soil buildup.
- Take care when handling the unit to prevent scratches to the hardcoat surface.

## **Product Overview:**

The Heated Shelf is perfectly designed for pass-through sections, buffet lines, or simply as an additional heated surface within a working area.

This practical unit comes with a convenient power On/Off rocker switch that includes an indicator light, providing clear visibility of its operational status.

Temperature control is simple and efficient with the adjustable thermostat.

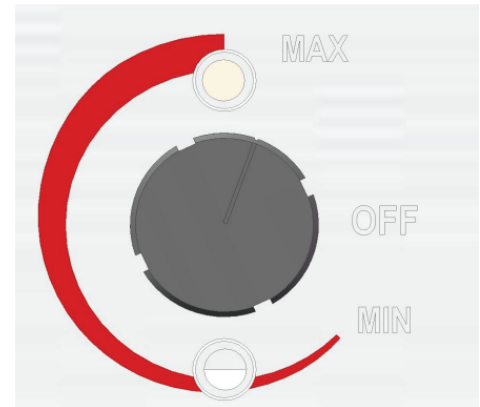
The unit includes a 6-foot (1829 mm) power cord, ensuring easy placement and connectivity.

Heat distribution is even and efficient, thanks to the surface-mounted, blanket-type foil elements beneath the unit's surface.

# OPERATION

- *Keep your buffet offerings, such as chicken wings and mashed potatoes, delectably warm with this sleek stainless steel heated shelf. Its slim design is perfect for buffet lines or pass-through sections of your kitchen.*
- *The unit boasts a lightweight and portable build, making it easy to relocate as needed. Constructed with an extruded aluminum base and a durable stainless steel top, it ensures longevity and ease of cleaning.*
- *Enjoy the benefits of efficient heat retention, thanks to the fiberglass insulation beneath the surface, ensuring that warmth is concentrated where it's most needed.*
- *Customize the warmth for various dishes with the built-in thermostat, adjustable from a gentle 80 to a toasty 200 degrees Fahrenheit.*
- *This heated shelf is especially suitable for buffet lines and catered events, offering a consistent temperature across the entire surface for even and effective heating.*
- *Control is at your fingertips with an adjustable thermostat that spans a range of 80 to 200 degrees Fahrenheit, giving you the flexibility to tailor the heat to different food types.*
- *The foundation of the unit is a robust extruded aluminum base, topped with a high-quality stainless steel surface for a combination of strength and style.*

- Prioritize your safety by thoroughly reviewing the IMPORTANT SAFETY INFORMATION section before using the shelf warmer.
- Start by connecting the unit to a properly grounded electrical outlet that matches the unit's voltage and plug requirements.
- Set your desired temperature by adjusting the thermostat control. Rotate it clockwise to increase or counterclockwise to decrease the temperature.
- After setting the thermostat, give the unit about 30 minutes to reach the set temperature before use.



## Maintenance

The Heated Shelf units are engineered for lasting durability and require minimal upkeep.

### Electrical Safety Warning:

Before any cleaning, adjusting, or maintenance, ensure the unit is off, unplugged, and has cooled down to prevent the risk of electric shock.

The unit should never be immersed in water or subjected to heavy water flow as it is not waterproof. Avoid using jet sprays for cleaning to protect the unit's integrity.

Refrain from steam cleaning or overusing water on the unit.

### Component Safety:

When maintenance is necessary, insist on Genuine Replacement Parts to ensure compatibility and safety.

### Cleaning Guidance:

Regular cleaning is key to maintaining the shelf's appearance. It is advised to clean all surfaces of the Heated Shelf daily to keep it in pristine condition.

For the upkeep of your unit, use only non-abrasive cleaning agents and cloths to avoid scratching the surface and causing soil build-up.

### Before cleaning:

1. Ensure the unit is turned off and the power cord is disconnected.

2. Allow the unit to cool completely.

- If necessary, remove all food pans for more thorough cleaning.
- Gently wipe all metal surfaces with a non-abrasive, slightly damp cloth. For tougher stains, employ a quality stainless steel cleaner or another non-abrasive solution.
- After cleaning, dry all surfaces with a soft, non-abrasive cloth to prevent water spots and maintain the unit's finish.

**Service Warning:**

Maintenance and servicing of the unit should only be carried out by professionals. Attempted service by anyone else could result in electric shock or burns.

**Electrical Safety Warning:**

Always switch off the unit and disconnect it from the power supply before initiating any cleaning, adjustments, or maintenance activities to avoid the risk of electric shock. Ensure the unit is cooled down before handling.

## TROUBLESHOOTING

| Symptom                        | Problem Cause                      | Corrective Action  |
|--------------------------------|------------------------------------|--|
| <b>Unit too hot</b>            | Thermostat control set too high.   | Adjust thermostat control to a lower setting.                                |
|                                | Thermostat stuck in "on" position. | Contact authorized Service agent for assistance.                             |
|                                | Incorrect power supply.            | Verify power supply matches unit specification with a qualified electrician. |
| <b>Unit not hot enough</b>     | Thermostat control set too low.    | Adjust thermostat control to a higher setting.                               |
|                                | Unit exposed to drafts.            | Block air currents or relocate unit.   |
| <b>Unit not working at all</b> | Unit not plugged in.               | Plug unit into proper power supply.  |
|                                | Unit not turned on.                | Turn the thermostat control knob between LO and HI.                          |
|                                | Heating element burnt out.         | Contact authorized Service agent for assistance.                             |
|                                | Thermostat control is defective.   | Contact authorized Service agent for assistance.                             |



# 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 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.

