

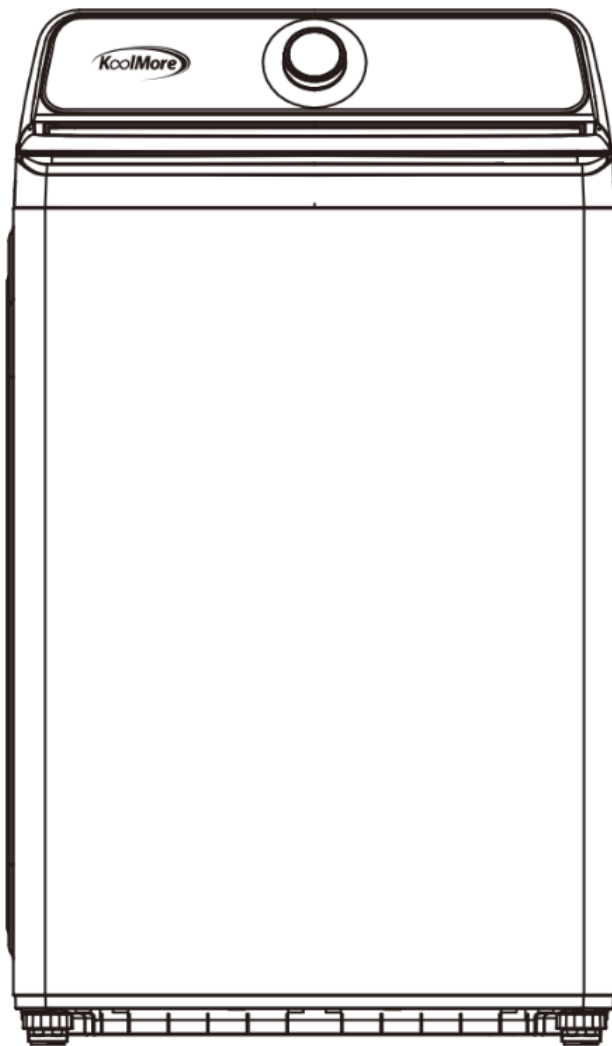


USER MANUAL

TOP-LOAD WASHER

25 Inch 4.1 Cu. Ft. Top Load Washer with Agitator

Model: KM-TLW-4CW



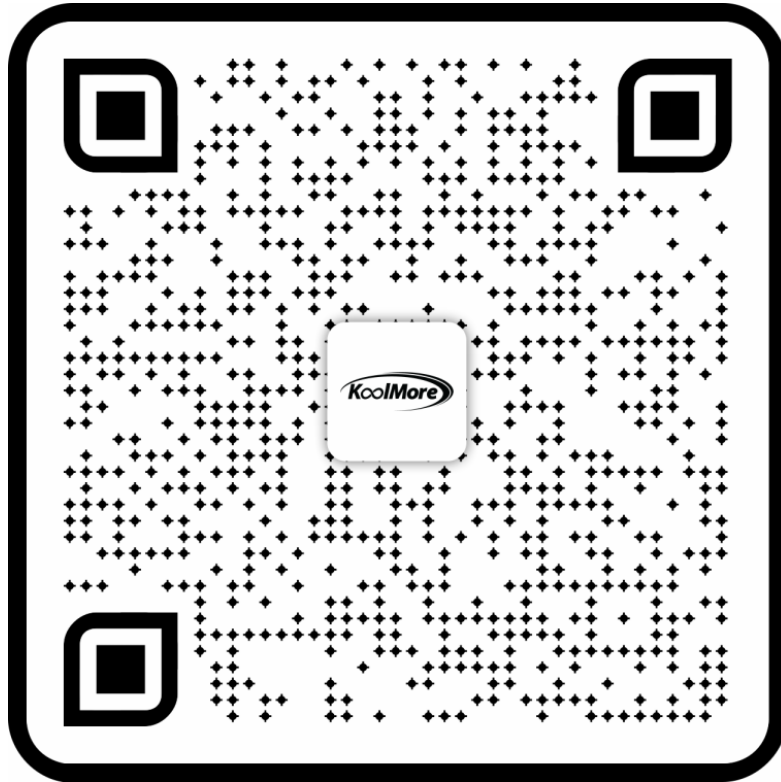
Before use, please read these instructions carefully to ensure proper operation and optimal performance.

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 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

Important Safety Instructions

READ AND SAVE THESE INSTRUCTIONS

Your safety and the safety of others are very important.

This manual contains important safety information. Read and follow all instructions before installing, operating, or servicing this appliance.

Failure to follow these instructions may result in personal injury, property damage, electric shock, fire, or death.

Safety Symbols

WARNING

Indicates a hazardous situation that could result in serious injury or death.

CAUTION

Indicates a hazardous situation that could result in minor injury or product or property damage.

NOTICE

Indicates important installation, operation, or maintenance information.

California Proposition 65 Warning

WARNING

This product may expose you to chemicals including benzene, formaldehyde, and carbon monoxide, which are known to the State of California to cause cancer, birth defects, or other reproductive harm.

For more information, visit:

www.P65Warnings.ca.gov

General Safety Precautions

WARNING

- Read all instructions before using the appliance.
- Use this appliance only for its intended purpose as described in this manual.
- The washer must be properly installed and grounded in accordance with the installation instructions before use.
- Do not install or store this appliance where it will be exposed to weather, moisture, or freezing temperatures.
- Do not tamper with controls or safety devices.

- Do not repair or replace any part of the appliance unless specifically recommended in this manual.
- Disconnect power before servicing, cleaning, or performing maintenance.
- Do not operate the washer if it is damaged, malfunctioning, partially disassembled, or missing components.
- Keep the area around the appliance free of combustible materials, gasoline, and other flammable vapors or liquids.
- Do not add gasoline, dry-cleaning solvents, or other flammable substances to the wash water.
- Do not use an extension cord or adapter plug.
- Plug the power cord into a properly grounded 120V/60Hz outlet rated for 15 amps or greater.
- Do not remove the grounding prong from the power cord.
- Do not pull the power cord to unplug the appliance. Always grasp the plug firmly.
- Do not use a damaged power cord or loose electrical outlet.
- Do not excessively bend, twist, pinch, or place heavy objects on the power cord.
- If the power cord is damaged, it must be replaced by the manufacturer, service agent, or similarly qualified technician.
- Keep packaging materials away from children. Plastic bags and foam materials may cause suffocation.

Child Safety

WARNING

- Close supervision is necessary when the appliance is used near children.
- Do not allow children to play on, inside, or around the washer.
- Do not allow children to operate the appliance without supervision.
- Before discarding or removing the washer from service, remove the lid or door.
- Keep laundry products out of the reach of children.

Installation Safety

WARNING

- Install the washer on a solid, level floor capable of supporting the appliance when fully loaded.
- Do not install the appliance on carpet or unstable flooring.
- The washer is heavy. Two or more people may be required for installation or moving.
- Position the appliance so the power plug remains easily accessible.
- Do not install the washer near heat sources, open flames, or flammable materials.
- Do not install the appliance in areas where gas leaks may occur.
- If relocating the washer, have the unit inspected and reinstalled by qualified service personnel.

Operating Safety

WARNING

- Do not place hands inside the washer while the tub is moving.
- Before loading, unloading, or adding items, press Start/Pause and allow the tub to stop completely.
- Do not force the lid open while the washer is operating.
- Do not operate the washer with wet hands.

- Do not spray water directly onto the appliance.
- Do not stand on top of the appliance or place heavy objects on it.
- Do not place non-laundry items, pets, or food products inside the washer.
- Do not wash items contaminated with gasoline, solvents, oils, waxes, or flammable chemicals.
- Do not wash waterproof mats, rugs, or rubber-backed materials unless specifically approved by the manufacturer.
- Ensure all pockets are empty before washing. Sharp objects may damage the washer or laundry.
- Open the water faucet slowly after long periods of non-use.
- Ensure water supply hoses are properly connected and free from leaks before operation.
- Turn off water faucets when the washer is not in use.

Electrical Safety

⚠ WARNING

- This appliance must be properly grounded.
- Never connect the ground wire to a gas pipe, plastic water pipe, or telephone line.
- Failure to properly ground the appliance may result in electric shock, fire, or explosion.
- Do not use electric transformers or unapproved electrical devices with this appliance.
- Disconnect the appliance from the power supply before attempting maintenance or cleaning.
- The Power button does not disconnect the appliance from the electrical supply.

Maintenance and Cleaning Safety

⚠ CAUTION

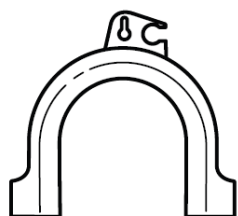
- Use only mild detergents and non-abrasive cleaning products.
- Do not use benzene, thinner, alcohol, or harsh solvents to clean the appliance.
- Do not use metal brushes, steel wool, or abrasive pads.
- Keep the washer clean and dry to prevent odors, mold, and residue buildup.
- If the appliance is flooded, disconnect power immediately and contact qualified service personnel.
- If the washer emits smoke, unusual odors, or abnormal noise, unplug the unit immediately and contact service.

SAVE THESE INSTRUCTIONS

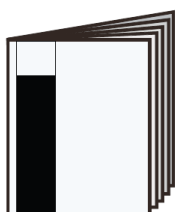
Product Overview

Package Contents

Verify that all parts listed below are included with your washer before installation:



Drain Hose Guide (x1)



User Manual



Hose Tie (x1)

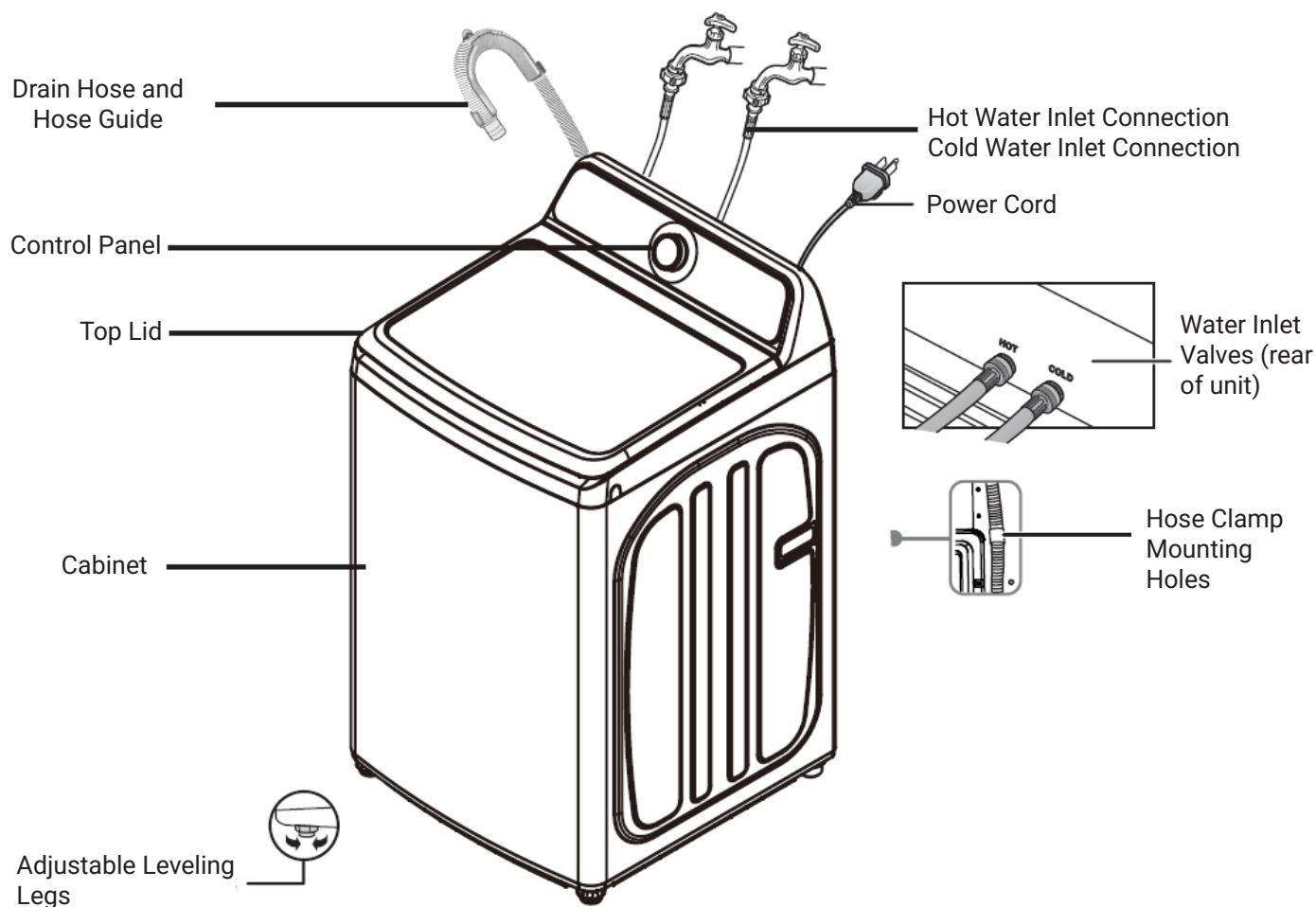


Water Inlet Filters (x2)

NOTE:

Install the supplied inlet filters into the water inlet hose connections on the faucet side before connecting the hoses.

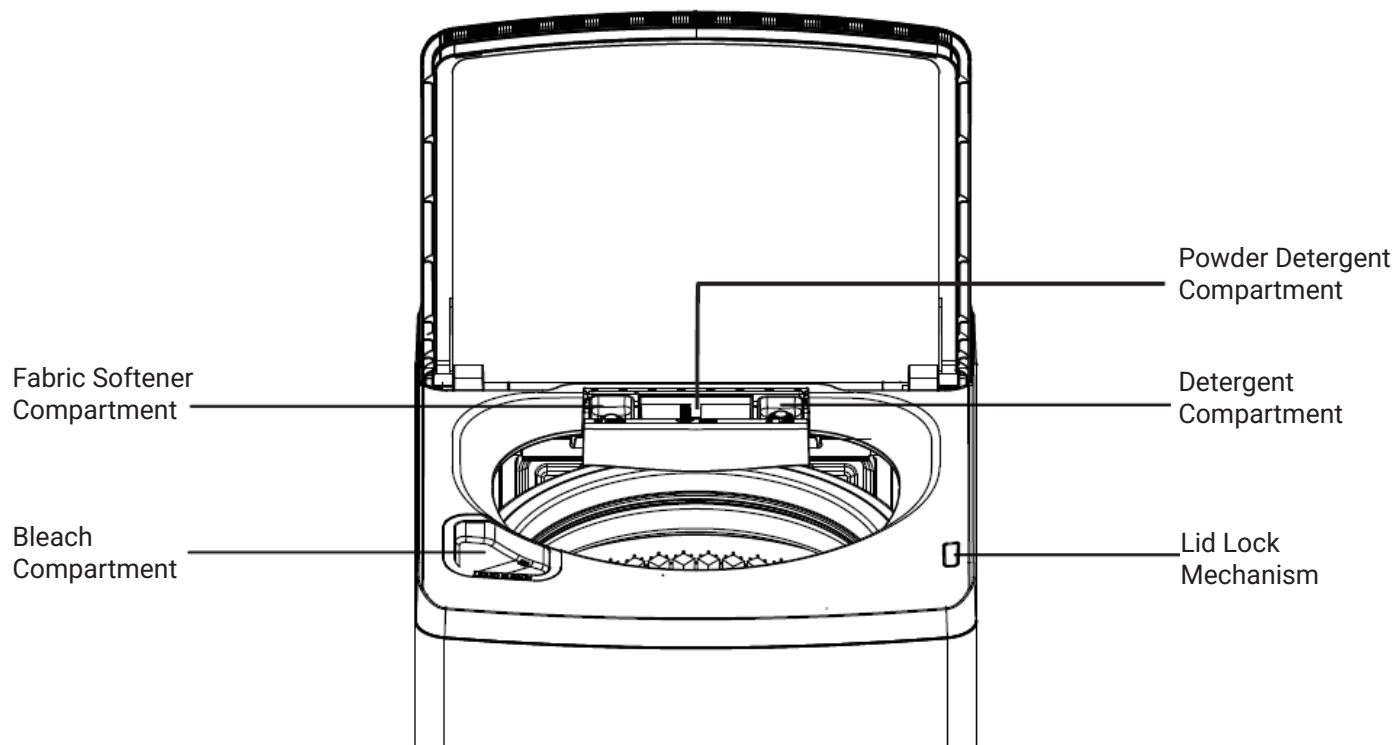
Main Components



NOTE:

Faucets and water supply hoses are not included unless otherwise specified. Use new water supply hoses for installation.

Internal Components



NOTE:

Only use HE (High Efficiency) detergent in the detergent compartments. Follow detergent manufacturer recommendations for proper usage and quantity.

Installation

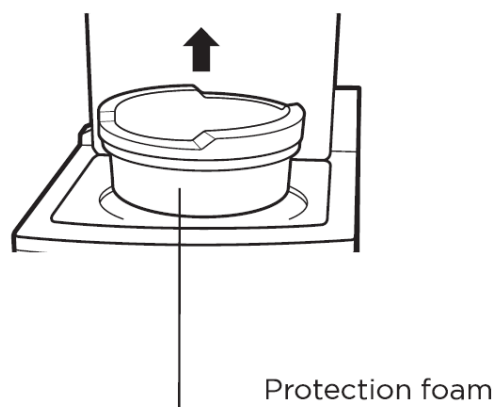
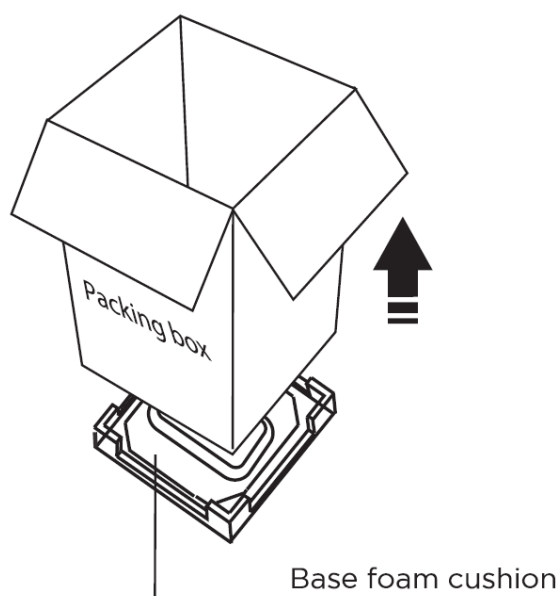
Unpacking Your Washer

⚠ WARNING

- Packaging materials can be dangerous to children. Keep all plastic bags, foam, and packaging materials out of the reach of children.
- Do not operate the washer while it is attached to the foam base. Operating the unit without removing the shipping materials may result in excessive vibration, damage, or injury.

Unpacking Instructions

1. Remove the outer packaging carton from the washer.
2. Lift the washer off the foam base cushion.
3. Open the washer lid and remove all internal packaging materials and accessories, including protective foam inserts.
4. Inspect the unit for shipping damage before installation.



Choosing a Location

⚠ WARNING

- Do not install the washer in areas exposed to freezing temperatures. Residual water inside the valves, pump, or hoses may freeze and cause damage.
- Do not install the washer on weak, unstable, or uneven flooring.

Installation Requirements

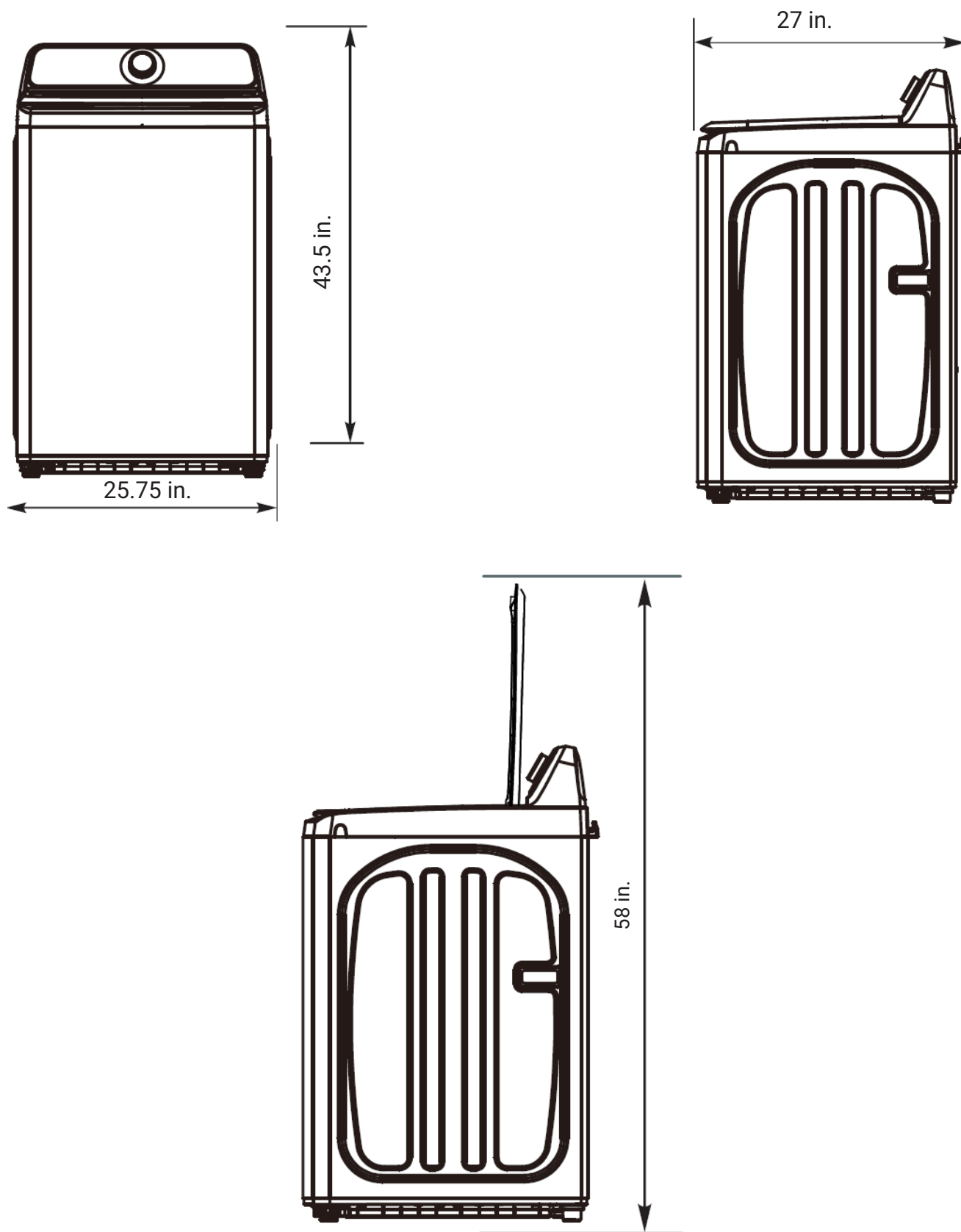
For best performance, install the washer on a solid, level floor capable of supporting the unit when fully loaded.

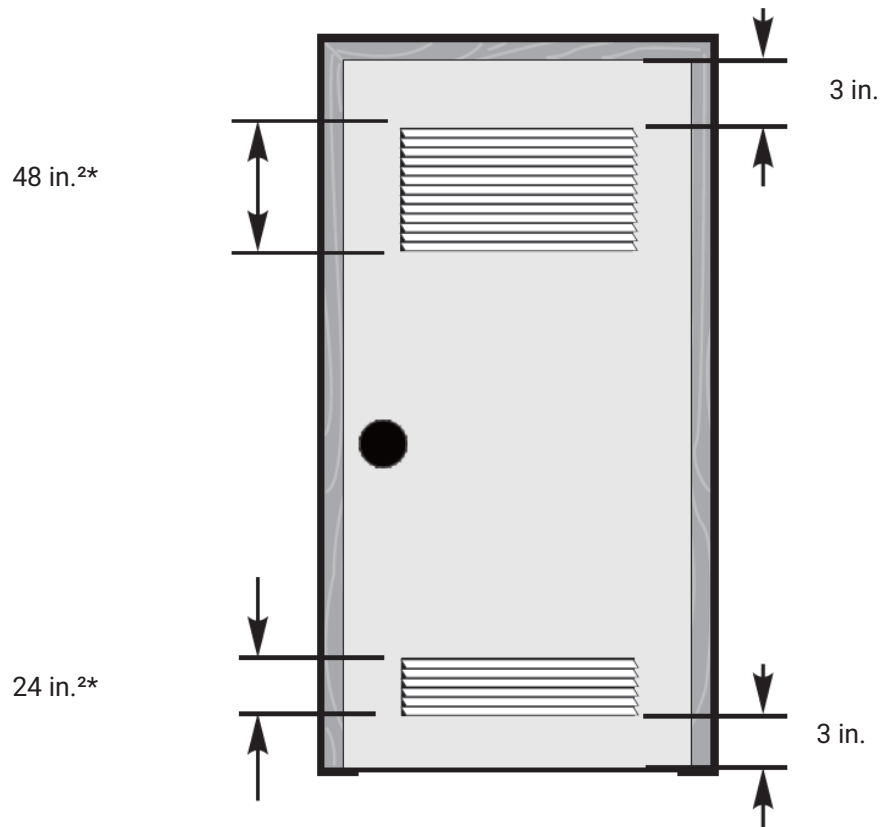
- Wood flooring may require reinforcement to reduce vibration or movement during spin cycles.

- Soft flooring materials, including carpet, may increase vibration and are not recommended.
- Install the washer in a dry indoor location with adequate ventilation.
- Allow sufficient space around the appliance for water connections, drainage, and servicing.
- Keep the washer away from direct sunlight, excessive heat sources, and moisture.

IMPORTANT:

Proper leveling helps reduce vibration, noise, and washer movement during operation.





Installing in an Alcove or Closet

If the washer is installed in an alcove or closet, the installation area must provide adequate airflow for safe and proper operation.

The closet door must include two unobstructed air openings with a combined minimum area of 72 sq. in.

Recommended ventilation openings:

- **Upper Opening:** 48 sq. in. minimum
- **Lower Opening:** 24 sq. in. minimum

A louvered or slotted door with equivalent ventilation openings is acceptable.

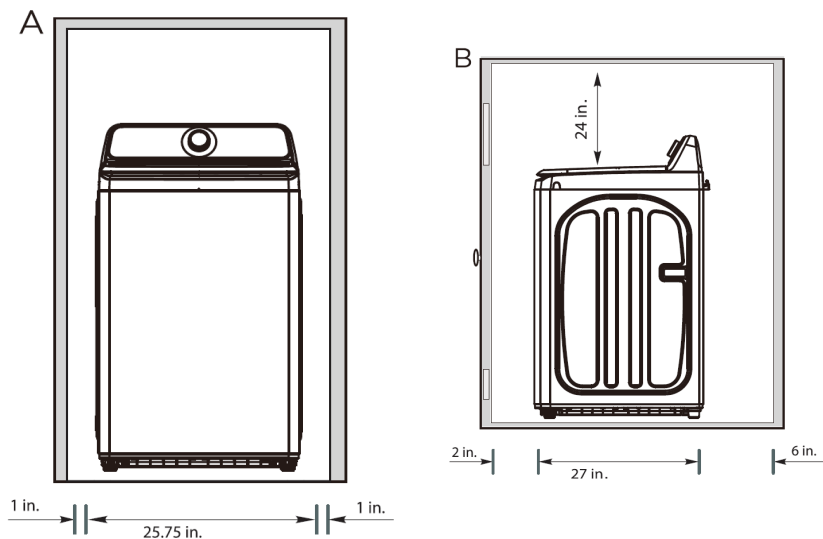
Maintain the following minimum clearances between the washer and surrounding surfaces:

- **Each Side:** 1 in. (2.5 cm)
- **Rear:** 6 in. (15.2 cm)
- **Front:** 2 in. (5.1 cm)
- **Top:** 24 in. (61 cm)
- **Water Valve Clearance to Wall:** 6 in. (15.2 cm)

If installing a washer and dryer side-by-side in a closet, the closet must maintain a minimum unobstructed air opening area of 72 sq. in. (465 cm²).

IMPORTANT

- Do not block ventilation openings.
- Adequate airflow is required for proper washer operation and heat dissipation.
- Install the appliance on a level surface capable of supporting the unit when fully loaded.



Location Requirements

Install the washer in a location that:

- Has a solid, level floor capable of supporting the washer when fully loaded
- Is free of carpet or soft flooring that may obstruct ventilation
- Is protected from direct sunlight
- Provides adequate ventilation
- Is not exposed to freezing temperatures below 32°F (0°C)
- Is away from heat sources such as gas appliances, heaters, or oil burners
- Provides sufficient space so the washer does not rest on the power cord or water hoses

Installation Clearances

A. Recessed Area

Minimum side clearance:

- Left side: 1 in. (2.5 cm)
- Right side: 1 in. (2.5 cm)

Minimum installation width:

- 25.75 in. (65.4 cm)

B. Closet or Confined Area

Minimum installation clearances:

- Front clearance: 2 in. (5.1 cm)
- Rear clearance: 6 in. (15.2 cm)
- Top clearance: 24 in. (61 cm)
- Minimum depth: 27 in. (68.6 cm)

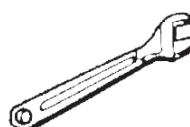
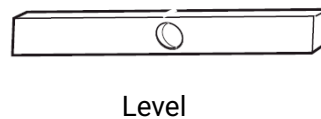
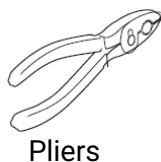
⚠ WARNING

- Do not install the washer on carpet or unstable flooring.
- Do not block ventilation openings.
- Improper installation may result in vibration, noise, or product damage.
- Install the washer only in indoor locations protected from weather and moisture.

Tools Required

The following tools are recommended for installation:

- Pliers
- Level
- Adjustable wrench (1 in. / 25 mm opening)



Connecting the Water Hoses

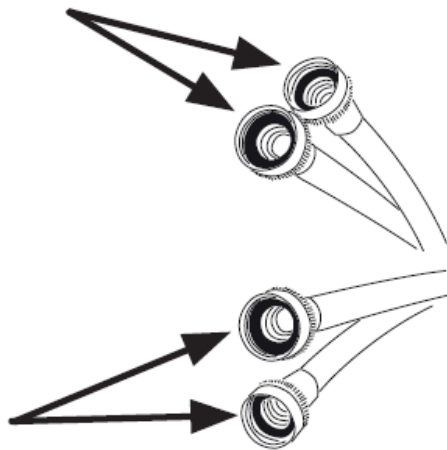
NOTE: Water supply hoses are not included with the washer and must be purchased separately.

⚠ CAUTION

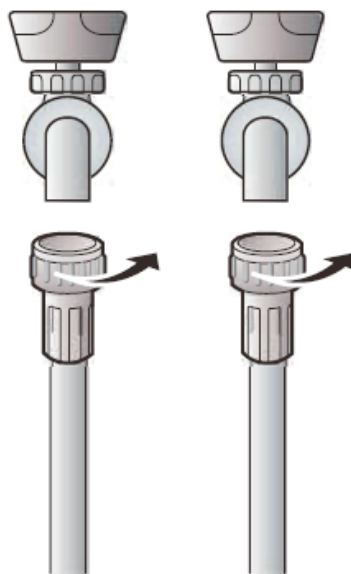
- Use new water supply hoses. Old hoses may leak or burst and cause water damage.
- Do not connect multiple hoses together to extend hose length. Use a longer high-pressure hose if additional length is required.
- Do not overtighten fittings or apply tape or sealant to the water valves or hose connections. Damage to the fittings may result.

Connecting the Inlet Hoses

1. Verify that rubber washers are installed inside both ends of each water supply hose.



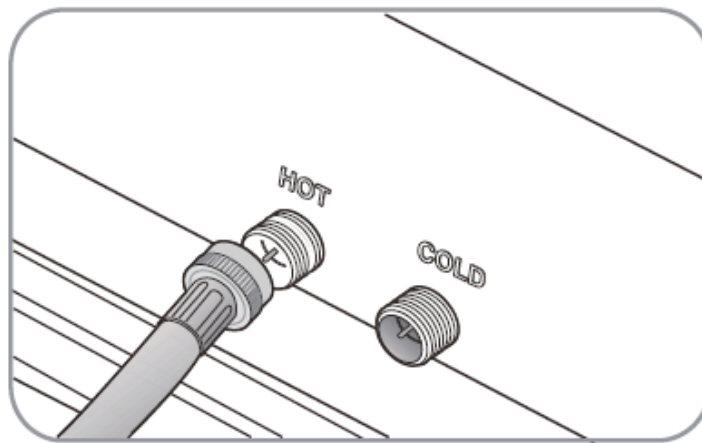
2. Remove the faucet-side rubber washers and install the supplied inlet filters in their place.



3. Connect the water hoses to the hot and cold water faucets.
 - Tighten the fittings by hand until snug.
 - Using pliers or a wrench, tighten an additional 2/3 turn.
 - Do not overtighten.



4. Place the opposite ends of the hoses into a bucket or drain and briefly turn on both water faucets for 10–15 seconds to flush debris from the water lines. Turn the faucets off afterward.



5. Connect the hoses to the washer water inlet valves located on the rear of the unit.
 - Connect the hot water hose to the HOT inlet.
 - Connect the cold water hose to the COLD inlet.
6. Tighten the hose fittings by hand until snug, then tighten an additional two-thirds turn with pliers.
7. Ensure the hoses are not kinked, twisted, or bent.
8. Turn on both water faucets and inspect all connections for leaks.

NOTE

- If hot water will not be used, install a water inlet cap on the hot water inlet and select the Tap Cold setting during operation.
- Water inlet caps are not included and must be purchased separately.

Connecting the Drain Hose

1. Remove the drain hose from the hose clamp.
2. Position the drain hose according to the installation type.

⚠ CAUTION

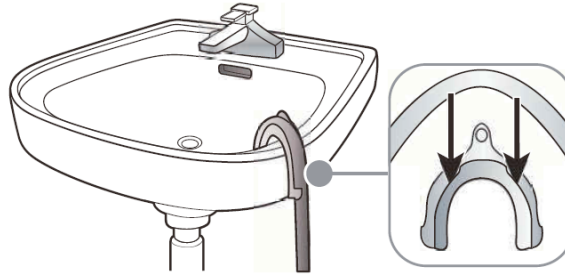
- Do not create an airtight seal between the drain hose and the drain system.

- Secure the drain hose to prevent movement during operation.

Drain Hose Installation Options

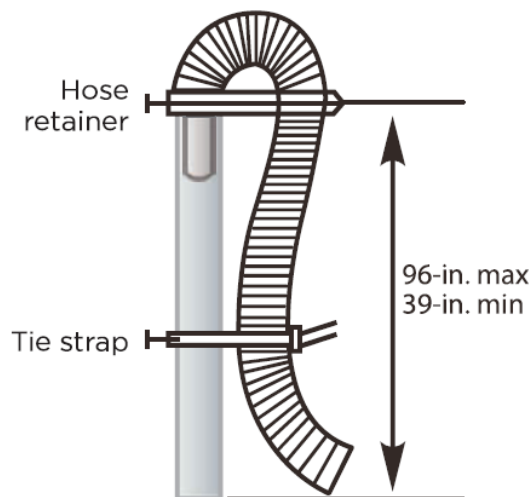
Over the Edge of a Wash Basin

1. Attach the drain hose guide to the side of the basin using a hook, tie strap, or tape.
2. Ensure the hose cannot move during draining.

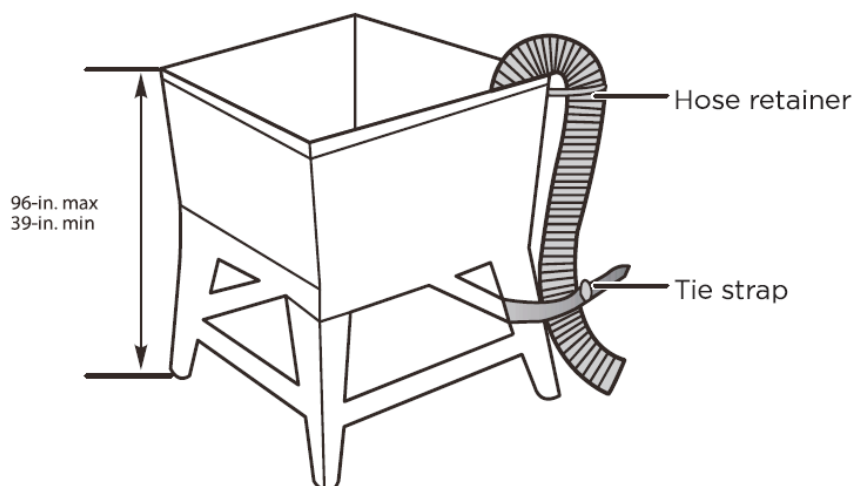


Standpipe Installation

- The standpipe must be:
 - Minimum height: 39 in. (99 cm)
 - Maximum height: 96 in. (244 cm)
- Secure the drain hose using the supplied hose retainer and tie strap.



- The laundry tub height must be:
 - Minimum: 39 in. (99 cm)
 - Maximum: 96 in. (244 cm)
- Secure the hose to prevent movement during draining.



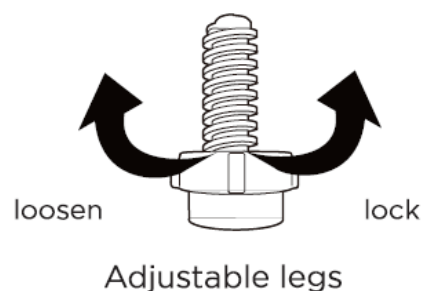
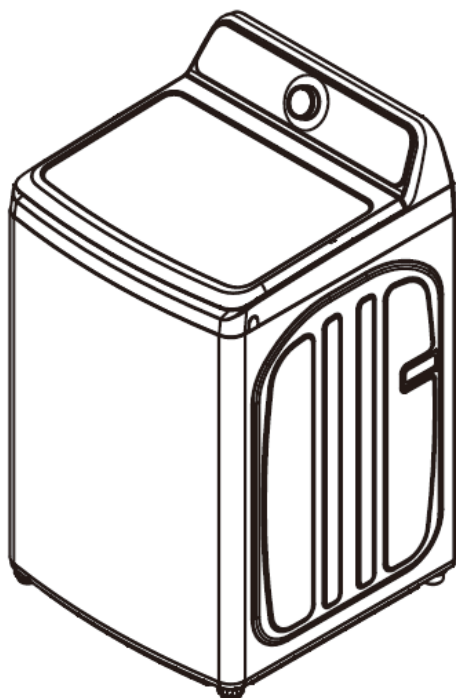
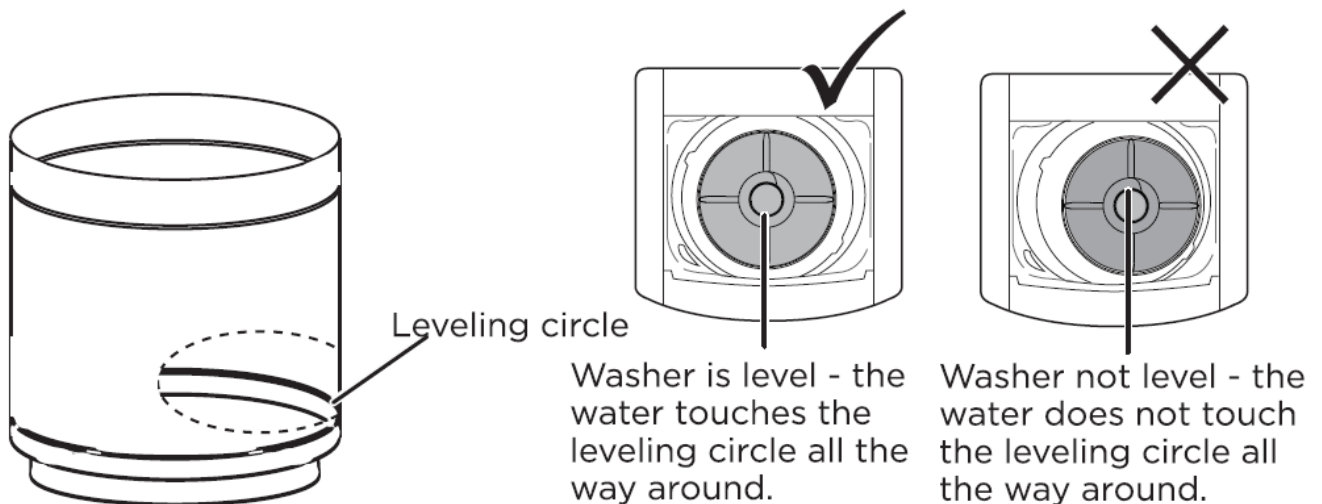
Leveling the Washer

⚠ CAUTION

Do not operate the washer unless it is properly leveled. Improper leveling may result in:

- Excessive vibration
- Excessive noise
- Washer movement during operation
- Unbalanced loads
- Error codes

1. Move the washer into its final installation position.
2. Check that the washer is level using a carpenter's level or by observing the tub leveling indicator.
3. If adjustment is required, carefully tilt the washer and adjust the front leveling feet.
 - Extend the leveling feet only as much as necessary.
 - Overextending the feet may increase vibration.
4. Tighten the locknuts after leveling is complete.



Power Connection

Plug the washer into a properly grounded 3-prong 120V / 60Hz outlet protected by a 15-amp fuse or circuit breaker.

- Do not use an extension cord or adapter.
- The washer must be properly grounded in accordance with local electrical codes.

Running a Test Cycle

Run a test cycle to verify proper installation.

1. Place a small load of laundry (approximately 6 lb. / 2.7 kg).
2. Press the Power button to turn the washer on.
3. Select the Rinse & Spin cycle.
4. Press Start/Pause to begin the cycle.

During the test cycle, confirm that:

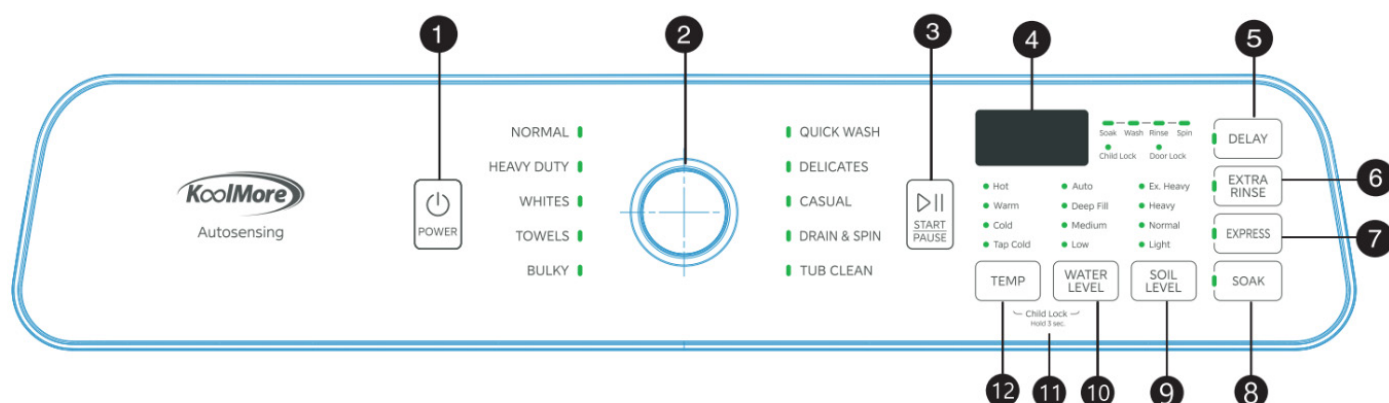
- The washer fills properly
- Water connections do not leak
- The washer drains correctly
- The washer does not excessively vibrate or move during spin operation

CAUTION

- If leaks are detected, stop the washer immediately and inspect all hose connections.
- If excessive vibration occurs, recheck washer leveling and floor stability.
- Do not touch internal electrical components while the washer is energized.

Operation

Control Panel Overview



1. ⏻ POWER

Press the POWER button to turn the washer on or off.

Note: If the washer remains idle for 10 minutes without any operation, it will automatically shut off.

2. CYCLE SELECTOR

Turn the cycle selector knob to choose the desired wash cycle.

The selected cycle determines the wash pattern and operating settings for the load.

3. ▶|| START/PAUSE

Press **START/PAUSE** to begin the selected cycle.

To temporarily stop the cycle, press **START/PAUSE** again. While paused, you may add or remove laundry items; however, cycle settings cannot be changed.

Press **START/PAUSE** once more to resume operation.

4. DIGITAL DISPLAY

The digital display shows the estimated remaining cycle time.

During operation, the display updates to indicate the current cycle status and the time remaining until completion.

5. DELAY

Press **DELAY** to postpone the start of the wash cycle.

Select the desired delay time before the cycle begins automatically.

6. EXTRA RINSE

Press **EXTRA RINSE** to add an additional rinse cycle for improved detergent removal.

7. EXPRESS

Press **EXPRESS** to shorten the wash cycle time for lightly soiled loads.

Cycle duration reduction may vary depending on the selected program.

8. SOAK

Press **SOAK** to add a soaking period before the wash cycle begins.

This feature is recommended for heavily soiled items or garments with stubborn stains.

9. SOIL LEVEL

Press **SOIL LEVEL** to adjust the wash intensity based on the level of soil in the load.

Select from available soil level settings to optimize washing performance.

10. WATER LEVEL

Press **WATER LEVEL** to select the appropriate water level for the load size.

Available settings include:

- **Auto** – Automatically determines the water level based on the load size and weight.
- **Deep Fill** – Provides the maximum water level for large loads.
- **Medium** – Recommended for medium-sized loads.
- **Low** – Recommended for small loads.

Note: The rinse water level will match the selected wash water level.

11. CHILD LOCK

The Child Lock feature prevents accidental changes to the control settings during operation.

To activate Child Lock:

- Press and hold the **WATER LEVEL** and **TEMP** buttons simultaneously for 3 seconds.
- The Child Lock indicator will illuminate.

To deactivate Child Lock:

- Press and hold the **WATER LEVEL** and **TEMP** buttons simultaneously for 3 seconds again.
- The Child Lock indicator will turn off.

When Child Lock is activated, all controls are disabled except the buttons used to deactivate the feature.

12. TEMP

Press **TEMP** to select the desired wash water temperature.

Available temperature options vary by cycle.

Note: The rinse cycle always uses cold water.

Washing a Load of Laundry

CAUTION

To reduce the risk of fire, electric shock, or personal injury, read all safety instructions before operating this appliance.

Selecting Detergent

This washer is designed for use with **High-Efficiency (HE) detergent** only.

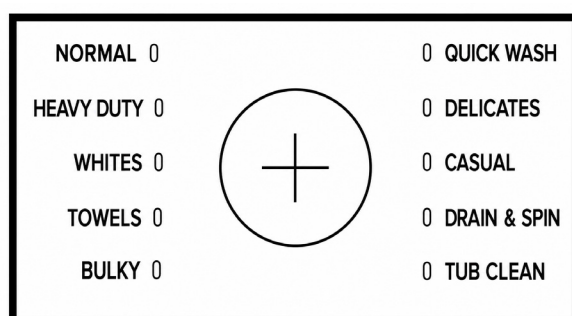
For best results:

- Use HE detergent according to the detergent manufacturer's instructions.
- Do not use excessive detergent.
- Pre-treat stains before washing.
- Sort laundry by fabric type, color, and soil level.
- Avoid overloading the washer.

Step 1: Turn On the Washer

Press the **POWER** button. 

The control panel indicators will illuminate based on the selected cycle and options.



Step 2: Load the Washer

CAUTION

Before loading laundry:

- Remove coins, keys, pins, and other hard objects.
- Close all zippers and fasteners.

Failure to do so may damage clothing or the washer.

Loading Guidelines

- Load laundry loosely and evenly around the tub.
- Do not overload the washer.
- Overloading may reduce cleaning performance and increase wrinkling.
- Wash delicate items such as bras, hosiery, and lingerie using the Delicates cycle.

Load Recommendations

Bulky Items

When washing bulky items such as blankets, rugs, or pillows:

- Use the Bulky cycle.
- Add several towels when washing small bulky loads to improve balance during spin cycles.

Heavy Soil Loads

Do not overload heavily soiled loads to maintain proper wash performance.

Suggested Load Types

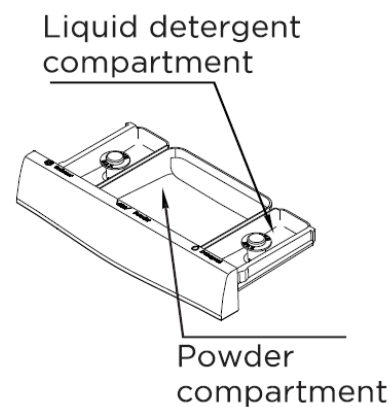
Load Type	Recommended Items
Normal	T-shirts, jeans, casual clothing, mixed fabrics
Heavy Duty	Workwear, heavy cottons, heavily soiled garments
Whites	White cotton garments, underwear, socks
Towels	Bath towels, washcloths, hand towels

Load Type	Recommended Items
Bulky	Blankets, jackets, comforters, pillows
Delicates	Lingerie, hosiery, lightweight fabrics
Quick Wash	Small lightly soiled loads

Step 3: Add Detergent and Laundry Additives

Detergent Compartment

- Add liquid or powder detergent to the designated detergent compartment.
- Follow detergent manufacturer recommendations for quantity.



Color-Safe Bleach

- Add color-safe bleach together with detergent.
- Both products should be the same type (liquid or powder).

NOTE

If the washer does not include a detergent compartment, add detergent directly into the tub before loading laundry.

Using Laundry Detergent Pods

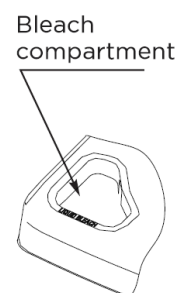
1. Place Laundry Detergent Pods directly into the bottom of the empty wash tub.
2. Add laundry on top of the detergent pods.

NOTE

Placing detergent pods at the bottom of the tub improves detergent dissolution and wash performance.

Bleach Compartment (Liquid Bleach Only)

- Add liquid chlorine bleach to the bleach compartment only.
- Do not overfill the compartment.



⚠ CAUTION

- Do not use color-safe bleach in the bleach compartment.
- Overfilling may cause damage to fabrics.

Fabric Softener Compartment

- Add liquid fabric softener to the designated compartment.
- The washer automatically dispenses softener during the rinse cycle.

⚠ CAUTION

- Use liquid fabric softener only.
- Do not use thickened or concentrated softeners that may not dissolve properly.

Step 4: Select a Wash Cycle

Turn the cycle selector knob to choose the desired wash cycle.

Available cycles may include:

- Normal
- Heavy Duty
- Whites
- Towels
- Bulky
- Quick Wash
- Delicates
- Casual
- Drain & Spin
- Tub Clean

Adjust cycle options such as:

- Water Level
- Temperature
- Soil Level
- Extra Rinse
- Soak
- Express

Depending on the selected cycle.

Step 5: Start the Washer

Press the START/PAUSE button to begin operation.

During operation:

- Cycle indicator lights illuminate as the washer advances through each stage.
- The washer may pause briefly between cycle stages. This is normal operation.

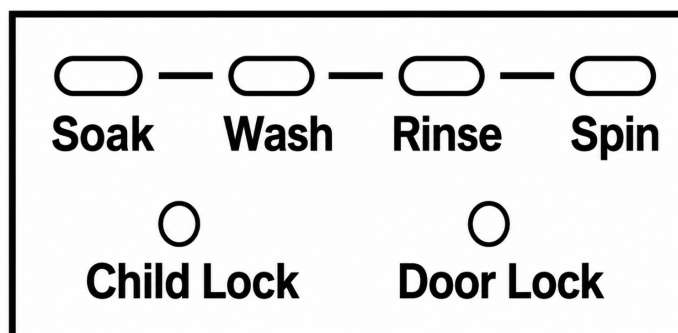
To pause the cycle:

1. Press **START/PAUSE**.
2. Wait for the tub to stop completely.
3. Open the lid if necessary.
4. Close the lid and press **START/PAUSE** again to resume.

Step 6: Unload Laundry

When the cycle is complete:

1. Wait until the washer has fully stopped.
2. Open the lid.
3. Remove laundry promptly to reduce wrinkling and odors.



Washer Options and Settings

NOTE

- A double beep indicates that the selected option is unavailable for the current cycle.
- Available settings vary by wash cycle.

For best washing performance:

- Recommended maximum dry load: 17.64 lb. (8.0 kg)

Cycle Options

Program	Water Level	Water Temperature	Extra Rinse	Soil Level	Soak	Express
Normal	Auto / Deep Fill / Medium / Low	Hot / Warm / Cold / Tap Cold	Yes	Ex. Heavy / Heavy / Normal / Light	Yes	Yes
Quick Wash	Auto / Deep Fill / Medium / Low	Hot / Warm / Cold / Tap Cold	-	Normal / Light	Yes	-
Delicates	Medium / Low	Hot / Warm / Cold / Tap Cold	Heavy / Normal / Light	Heavy / Normal / Light	Yes	Yes
Casual	Auto / Deep Fill / Medium / Low	Hot / Warm / Cold / Tap Cold	Yes	Heavy / Normal / Light	Yes	Yes
Drain & Spin	-	-	-	-	-	-
Tub Clean	Deep Fill	Hot	-	Ex. Heavy	-	-
Bulky	Auto / Deep Fill / Medium / Low	Hot / Warm / Cold / Tap Cold	Yes	Ex. Heavy / Heavy / Normal / Light	Yes	Yes
Towels	Auto / Deep Fill / Medium / Low	Hot / Warm / Cold / Tap Cold	Yes	Heavy / Normal / Light	Yes	Yes
Whites	Auto / Deep Fill / Medium / Low	Hot / Warm / Cold / Tap Cold	Yes	Ex. Heavy / Heavy / Normal / Light	Yes	Yes
Heavy Duty	Auto / Deep Fill / Medium / Low	Hot / Warm / Cold / Tap Cold	Yes	Ex. Heavy / Heavy / Normal / Light	Yes	Yes

Electrical Requirements

WARNING

- Use a properly grounded 120V, 60Hz outlet protected by a 15-amp fuse or circuit breaker.
- Do not use an extension cord or adapter.
- The washer must be properly grounded in accordance with local electrical codes.

Improper grounding may result in electric shock, fire, or equipment damage.

Water Requirements

Proper water pressure is required for correct washer operation.

Recommended water pressure range:

- 14 psi to 116 psi (100–800 kPa)

If water pressure is too low:

- Fill times may increase.
- The washer may display an error code.
- Water valves may not operate correctly.

Drainage Requirements

- Recommended standpipe height: 48 in. (122 cm)
- The standpipe must be large enough to accept the drain hose diameter.
- Route the drain hose through the supplied hose retainer.

Care and Maintenance

Cleaning Your Washer

WARNING

To reduce the risk of electric shock, disconnect the power supply before cleaning or performing maintenance on the washer.

Cleaning the Exterior

- Wipe the cabinet and control panel with a soft, damp cloth.
- Dry surfaces with a clean cloth after cleaning.
- Do not use abrasive cleaners, steel wool, or harsh chemicals.
- Immediately wipe away detergent, bleach, or other spills.

Cleaning the Interior

- Clean the washer tub periodically to help prevent odors, residue buildup, mold, or mildew.
- Leave the lid open after use to allow the interior to dry.
- Use only cleaners labeled safe for washing machines.

NOTE

Failure to maintain the washer properly may result in odors, residue buildup, or reduced performance.

Cleaning the Control Panel

- Use a soft damp cloth only.
- Do not spray water or cleaning products directly onto the control panel.
- Avoid abrasive pads or powdered cleaners, which may damage the finish.

Cleaning the Detergent, Bleach, and Softener Compartments

- Remove any detergent or softener residue regularly.
- Clean compartments using warm water and a soft cloth.
- Do not use abrasive cleaning tools or harsh chemicals.

Tub Clean Cycle

The Tub Clean cycle is designed to remove detergent residue and odors from the washer tub. Running this cycle monthly is recommended for optimal performance.

CAUTION

Do not place laundry in the washer during the Tub Clean cycle.

To Run the Tub Clean Cycle

1. Ensure the washer is empty.
2. Add one cup of liquid chlorine bleach to the bleach compartment.
3. Press the Power button.
4. Select the Tub Clean cycle.
5. Press Start/Pause to begin the cycle.

WARNING

Electrical components inside the washer may retain electrical charge during servicing. Disconnect power before performing maintenance.

Storing the Washer

If the washer will not be used for an extended period:

1. Run a Tub Clean or Quick Wash cycle without laundry.
2. Turn off the water supply faucets.
3. Disconnect the water inlet hoses.
4. Unplug the power cord from the electrical outlet.
5. Leave the lid open to allow the interior to dry completely.

CAUTION

If the washer has been stored in temperatures below freezing, allow all remaining water inside the washer to thaw completely before operating the appliance.

Maintenance Tips

Maintenance Item	Recommended Frequency
Clean Exterior	As needed
Clean Detergent Compartments	Monthly
Run Tub Clean Cycle	Monthly
Inspect Water Hoses	Every 6 months
Replace Water Hoses	Every 5 years

Water Hose Inspection

WARNING

Check water supply hoses regularly for signs of wear, cracking, bulging, or leakage. Replace damaged hoses immediately to reduce the risk of water damage or flooding.

Long-Term Care

- Keep the washer installed in a dry, indoor location.
- Do not expose the washer to freezing temperatures.
- Use only manufacturer-recommended replacement parts.
- Disconnect power before servicing the appliance.

Troubleshooting

Before contacting KoolMore Customer Support, review the troubleshooting information below. Many common issues can be resolved by following these recommendations.

Problem	Possible Cause	Recommended Solution
Washer does not start	- Power cord is unplugged - Lid is open - Water faucets are turned off - Start/Pause button was not pressed - Circuit breaker is tripped or fuse is blown - Washer is performing lid-lock safety check	- Plug the washer into a properly grounded outlet - Close the lid securely - Fully open hot and cold water faucets - Press the Start/Pause button - Reset breaker or replace fuse - Wait briefly for the washer to complete the lid-lock sequence
No water or insufficient water supply	- Water faucets are not fully open - Water inlet hoses are kinked - Water inlet screens are clogged - Low household water pressure - Water level appears low	- Fully open both water supply faucets - Straighten the hoses - Disconnect hoses and clean inlet screens - Verify water pressure is within specifications - High-efficiency washers use lower water levels during operation
Excessive vibration or noise	- Washer is not level - Floor is unstable - Laundry load is unbalanced - Shipping materials remain installed	- Adjust leveling feet until washer is level - Move washer to a firm, level surface - Redistribute laundry evenly in the tub - Remove all shipping and packaging materials
Washer stops during cycle	- Power interruption - Lid opened during operation - Washer paused between cycle stages - Water inlet screens clogged	- Verify electrical supply and restart cycle - Close lid and press Start/Pause - Normal operation — wait for cycle to continue - Clean water inlet screens
Lid is locked or will not open	- Cycle is running - Lid lock delay - Power interruption during operation	- Press Start/Pause and wait for lid to unlock - Wait several seconds after cycle completion - Lid may remain locked temporarily until washer resets
Washer does not drain or spin	- Drain hose is kinked or blocked - Lid is open - Drain standpipe height incorrect - Household drain is clogged	- Straighten or clear the drain hose - Close lid securely - Verify drain installation requirements - Contact a qualified plumber
Washer does not fill properly	- Incorrect temperature selection - Water supply hoses connected incorrectly - Water inlet screens clogged	- Select the appropriate water temperature - Verify hot and cold hose connections - Clean inlet screens
Laundry too wet after cycle	- Load is too small or unbalanced - Excess detergent causing oversudsing	- Add or redistribute laundry - Use HE detergent and reduce detergent amount

Problem	Possible Cause	Recommended Solution
Water leaks	- Loose hose connections - Drain hose improperly installed - Excess detergent or oversudsing	- Tighten all hose connections - Secure drain hose properly - Reduce detergent usage
Oversudsing	- Too much detergent used - Non-HE detergent used	- Reduce detergent amount - Use high-efficiency (HE) detergent only
Odor inside washer	- Washer tub requires cleaning - Moisture trapped inside washer	- Run the Tub Clean cycle - Leave lid open after use to allow ventilation

Service Warning

Repairs should only be performed by qualified service personnel. Unauthorized repairs may result in personal injury, electrical shock, fire, or damage to the appliance.

If the issue cannot be resolved using this troubleshooting guide, disconnect power to the washer and contact KoolMore Customer Support or an authorized service technician 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.

