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MASTER SERIES

PLEASE READ & RETAIN USER MANUAL FOR FUTURE REFERENCE

USER MANUAL

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Important Notices

- The cooler box is designed for insulation only—it will not generate heat or cooling.
- Avoid placing the cooler near heat sources such as open flames, heaters, or hot surfaces.
- To maximise cooling efficiency, fill unused space with ice cubes or ice packs. Increased ice volume enhances thermal retention and overall performance.
- Keep the cooler out of direct sunlight whenever possible to maximise ice retention.
- Reduce how often and how long you open the lid to prevent cold air from escaping and to maintain optimal cooling efficiency and stable internal temperature.
- Do not use dry ice.
- Avoid direct contact of hard or sharp objects to the inner and outer surface of the cooler, Ice bricks and gel-packs can be easily scratched.
- Do not place hot and cold items in the cooler at the same time.
- Do not put heated food or boiling food directly in the cooler. Keep the food in containers before putting them in the cooler.
- Please keep the cooler clean. Wash the cooler with a wet towel or neutral detergent. Don't use, alkaline or oxidizing detergents and disinfectants. Store your cooler and ice bricks/gel-packs in the shade when you are not using them.
- Be cautious to avoid trapping your hands or fingers in the hinges, handle, wheels, or lid.
- Child Entrapment Risk: Exercise caution to prevent the risk of child entrapment.
- Do not use the cooler for storing perishable foods for prolonged periods without sufficient ice or cooling packs.
- Do not use the cooler as a step, seat, or for any purpose other than cooling storage to prevent damage.
- Ensure the lid is securely closed when transporting to prevent spills and maintain internal temperature.

Preparing Your Cooler for Use

To get the best performance from your cooler:

- Store in a cool area before use.
- Preload with a bag of ice to cool the interior before adding contents.
- Use a 2:1 Ice-to-contents ratio for maximum ice retention, more ice equals longer cooling times.
- Use larger ice blocks or frozen gel packs, as they melt slower than cubed or crushed ice.
- Ensure stored items are pre-chilled or frozen before placing them inside to reduce initial cooling demand.
- Layer ice strategically, placing ice at the bottom and between items to evenly distribute cold air.
- Avoid packing warm items, as they increase internal temperature and accelerate ice melting.

Cleaning & Maintenance

- After each use, empty and wipe down the cooler with mild soap and warm water.
- Do not use bleach, solvents, or abrasive cleaners.
- Leave the lid open to air dry fully before storing to prevent odours and mould.
- Avoid harsh chemicals or abrasive materials when cleaning, as they may damage the cooler's interior and exterior.
- Clean the drain plug regularly (if applicable) to prevent clogs and ensure smooth drainage.
- Check seals and hinges regularly to ensure they are intact and functioning properly, replacing them if necessary.
- Remove lingering odours by wiping the interior with a solution of baking soda and water or placing a bowl of baking soda inside overnight.

Storage Tips

- Store the cooler in a dry, cool place when not in use to prevent degradation.
- Keep the lid slightly open to allow airflow and prevent odours from developing.
- Ensure the cooler is completely dry before storing to avoid mould and mildew.
- Store ice packs separately to prevent condensation build-up inside the cooler.

Operating Instructions

A cooler is designed to insulate, meaning it will retain both heat and cold. For this reason, it is best to store your cooler in a cool environment before loading it with ice. If the cooler is stored in direct sunlight, a warm garage, or a hot vehicle prior to use, a significant amount of ice will be wasted cooling the cooler itself. To help lower the internal temperature, consider preloading it with a bag of ice. The starting temperature of the cooler is one of the most commonly overlooked factors affecting ice retention.

Sunlight is a heat source

Whenever possible, keep your cooler out of direct sunlight, as ice will last significantly longer when the cooler is in the shade. Some experienced users cover their coolers with towels or tarps when shade is unavailable to help maintain lower temperatures.

Block Ice vs. Cube Ice

Block ice has the advantage of melting much more slowly than cubed or shaved ice. While smaller pieces of ice cool the cooler and its contents more quickly, they do not last as long.

Air is the enemy

Large air pockets inside your cooler will accelerate ice melt, as some of the ice will be used to cool the air instead of keeping your contents cold. To minimise air gaps, fill empty spaces with extra ice whenever possible. However, if weight is a concern, follow the example of experienced users and use materials such as towels or crumpled newspaper to fill the gaps and improve insulation.

Freeze or pre-chill contents

Chilling or even freezing the items you plan to place in your cooler is an often-overlooked way to extend ice retention.

More ice is better

It is recommended that you fill your cooler with as much ice as possible. Ideally, aim for an ice-to-contents ratio of 2:1. Keep in mind that when two cooler models are completely filled with ice, the larger one will retain ice for longer.

Don't drain the water

Once your cooler is in use, avoid draining the cold water if possible. The water will be nearly as cold as the ice and will help insulate the remaining ice, extending its lifespan. However, it is advisable to keep exposed food and meat out of the water to maintain hygiene.

Operating Instructions

Not all ice is created equal

Ice can be much colder than its freezing point. Warm ice (close to 0°C) is typically wet to the touch and dripping with water, while colder, sub-zero ice remains relatively dry and lasts significantly longer.

Limit cooler access

Frequent lid opening will accelerate ice melt, as cold air escapes each time the cooler is opened. To maximise ice retention, limit cooler access and minimise the time the lid remains open, especially in warm conditions. In extreme cases, professionals restrict cooler access to just a few times per day.

Drain Plug

The cooler features a built-in drain plug for quick and efficient water drainage from the bottom of the unit. This is particularly handy when using ice cubes, as they will gradually melt. Before use, ensure the external cap on the drain plug is securely closed.

- **To close:** Press the cap firmly into place.
- **To drain:** Open the cap and tilt the cool box to allow water to flow out. Once fully drained, securely replace the cap.

Troubleshooting Guide

PROBLEM	POSSIBLE CAUSES & SOLUTIONS
Ice melts too quickly	<p>Excessive lid opening, direct sunlight exposure, low ice-to-contents ratio.</p> <p>Keep the cooler shaded, limit lid openings, and use a higher ice-to-contents ratio.</p>
Cooler retains odour	<p>Improper cleaning or drying, residual food particles.</p> <p>Wash thoroughly with baking soda and warm water, then air dry completely.</p>
Lid does not close properly	<p>Dirt or obstruction in the seal, warped lid.</p> <p>Clean the seal, check for misalignment, and avoid exposure to extreme heat.</p>
Drain plug leaks	<p>Loose or damaged drain plug.</p> <p>Tighten or replace the drain plug as needed.</p>
Exterior scratches or dents	<p>Rough handling or impact damage.</p> <p>Handle with care and avoid placing heavy objects on top of the cooler.</p>

Product Specification

Model	MASTER24	MASTER38-W
Colours	Grey	Grey
Net Volume	24QT	38QT
External Dimensions (WxDxH)	420x335x400 (mm)	468x400x455 (mm)
Internal Dimensions (WxDxH)	310x210x327 (mm)	370x225x375 (mm)
Packing Dimensions (WxDxH)	440x365x435 (mm)	475x420x475 (mm)
Gross Weight	4.8kg	7kg
Net Weight	3.4kg	5.5kg
Material (Lid)	HDPE	HDPE
Certification	ROHS	ROHS



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