



## Installation Guide and Users Manual

**Wall Mount Chimney  
Style**

**Island Mount Chimney  
Style**

**Wall Mount Professional  
Style**

**Insert Mount Professional  
Style**



**IMPORTANT:**  
Read and save these instructions.



**NOTICE:**

**Installer:** Leave this guide with the homeowner  
**Homeowner:** Keep this guide for future reference

# **Important Safety Notice**

## **Read all Instructions before Installing and operating this appliance**

- The installation in this manual is intended for qualified installers, service technicians or persons with similar qualified background. Installation and electrical wiring must be done by qualified professionals and in accordance with all applicable codes and standards, including fire-rated construction.
- DO NOT attempt to install this appliance yourself. Injury could result from installing the unit due to lack of appropriate electrical and technical background.
- Range hood may have very sharp edges; please wear protective gloves if it is necessary to remove any parts for installing, cleaning or servicing.
- Activating any switch ON before completing installation may cause ignition or an explosion.
- Due to the size and weight of this range hood, two people installation is recommended.

### **To reduce the risk of fire, electric shock, or injury to persons:**

- For general ventilating use only. DO NOT use to exhaust hazardous or explosive materials and vapors.
- The combustion air flow needed for safe operation of fuel-burning equipment may be affected by this unit's operation. Follow the heating equipment manufacturer's guideline and safety standards such as those published by the National Fire Protection Association (NFPA), and the American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE), and the local code authorities.
- Before servicing or cleaning unit, switch power OFF at service panel and lock service panel to prevent power from being switched ON accidentally.
- Clean grease laden surfaces frequently. To reduce the risk of fire and to disperse air properly, make sure to vent air outside. DO NOT vent exhaust into spaces between walls, crawl spaces, ceiling, attics or garages.
- Ducted fans MUST always be vented to the outdoors.
- Use only metal ductwork and this unit MUST be grounded.
- Sufficient air is needed for proper combustion and exhausting of gases through the duct to prevent back drafting.
- When cutting or drilling into wall or ceiling, be careful not to damage electrical wiring or other hidden utilities.
- All electrical wiring must be properly installed, insulated and grounded.
- Old duct work should be cleaned or replaced if necessary to avoid the possibility of a grease fire.
- Check all joints on duct work to insure proper connection and all joints should be properly taped.
- Use this unit only in the manner intended by the manufacturer. If you have questions, contact the vendor.

### **To reduce the risk of a stove top grease fire:**

- Keep all fan, baffle, spaces, filter, grease tunnel, oil container and grease-laden surfaces clean. Grease should not be allowed to accumulate on fan, baffle, spaces, filter, grease tunnel and oil container.
- Always turn range hood ON when cooking at high heat or when cooking flaming foods.
- Use high settings on cooking range only when necessary.
- Never leave surface units unattended at high settings. Boil overs cause smoking and greasy spillovers that may ignite. Heat oils slowly on low or medium settings.

# **Important Safety Notice**

## **Read all Instructions before Installing and operating this appliance**

- Clean ventilating fan frequently.
- Always use appropriate cookware and utensils size.
- Always use cookware appropriate for the size of the surface element.

### **To reduce the risk of injury to persons in the event of a stove top grease fire:**

- SMOOTHER FLAMES with a close-fitting lid, cookie sheet, or metal tray, then turn OFF the burner. BE CAREFUL TO PREVENT BURNS. NEVER PICK UP A FLAMING PAN—you may be burned. KEEP FLAMMABLE OR COMBUSTIBLE MATERIAL AWAY FROM FLAMES. If the flames DO NOT go out immediately, EVACUATE AND CALL THE FIRE DEPARTMENT .
- DO NOT USE WATER, including wet dishcloths or towels — a violent steam explosion will result.
- Use an extinguisher ONLY if:
  - You know you have a Class A, B, C extinguisher, and you already know how to operate it.
  - The fire is small and contained in the area where it is started.
  - The fire department is being called.
  - You can fight the fire with your back to an exit.

### **To reduce the risk of injury to persons in the event of a gas leaks:**

- Extinguish any open flame.
- DO NOT turn on the lights or any type of appliance.
- Open all doors and windows to disperse the gas. If you still smell gas, call the gas company and fire department.

Your safety and the safety of others is very important. We have provided many important safety messages in this manual and on your appliance. Always read and obey all safety messages. All safety messages will tell you what the potential hazard is, tell you how to reduce the chance of injury, and tell you what can happen if the instructions are not followed.



This is the safety alert symbol. This symbol alerts you to potential hazards that can hurt you and others. All safety messages will follow the safety alert symbol and the word “WARNING”.

# Installation:

## PREPARATION

Do not cut a joist or stud unless absolutely necessary. If a joist or stud must be cut then a supporting frame must be constructed.

Before making cutouts make sure there is proper clearance within the ceiling or wall for exhaust vent.

Hood installation height above cook top is the user's preference. The lower the hood is above the cook top the more efficient it will be in drawing out cooking odours, grease and smoke.

THE HOOD SHALL BE INSTALLED AT 28" MINIMUM TO 36" ABOVE THE COUNTERTOP.

Check your ceiling height and the hood height maximum before you select your hood.

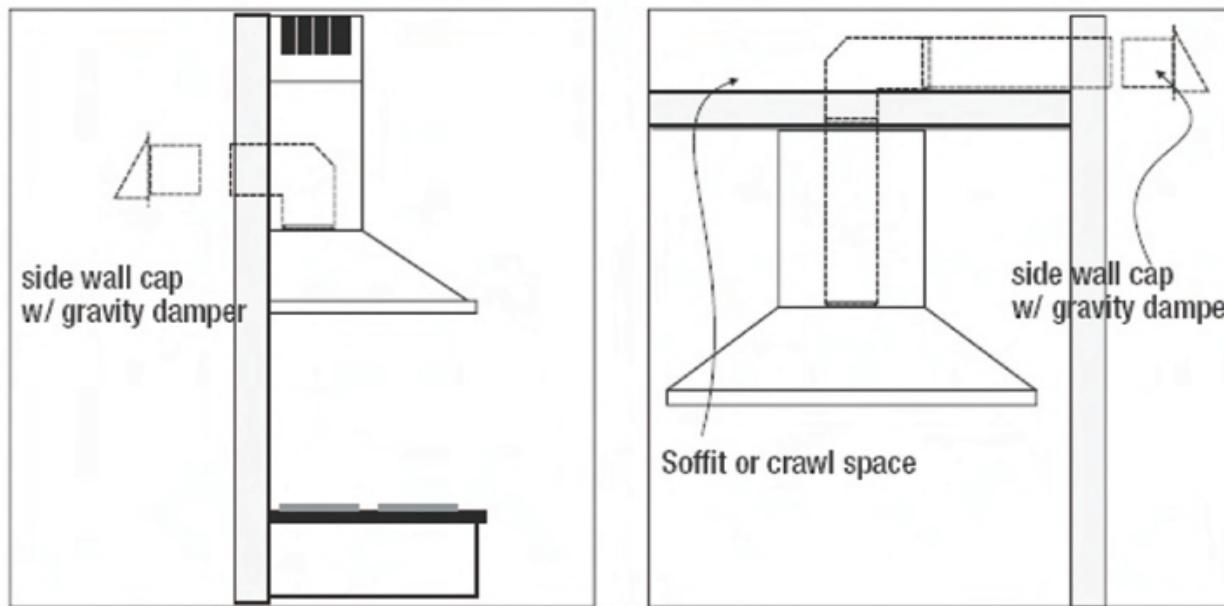
## Ducting

Always use rigid type metal ducts. Flexible ducts can restrict airflow by more than 50%.

6" round ductwork must be used to maintain maximum air flow efficiency with the  $840 \pm 60 \text{ M}^3/\text{hr}$  motor.

Reduce the number of transitions and turns as much as possible. If a reducer is used, install a long reducer instead of a pancake reducer. Reduce duct size as far away from the opening as possible. If turns and transitions are required install them as far away from the opening as possible and as far apart between two as possible.

Here are some examples of different types of ventilation:



## **BEFORE INSTALLING THE HOOD**

1. For the most efficient airflow exhaust use a straight run or as few elbows as possible. Vent unit to the outside only.
2. Two people are required for installation

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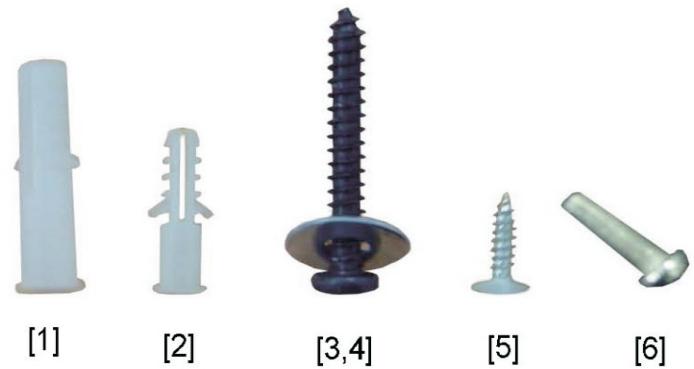
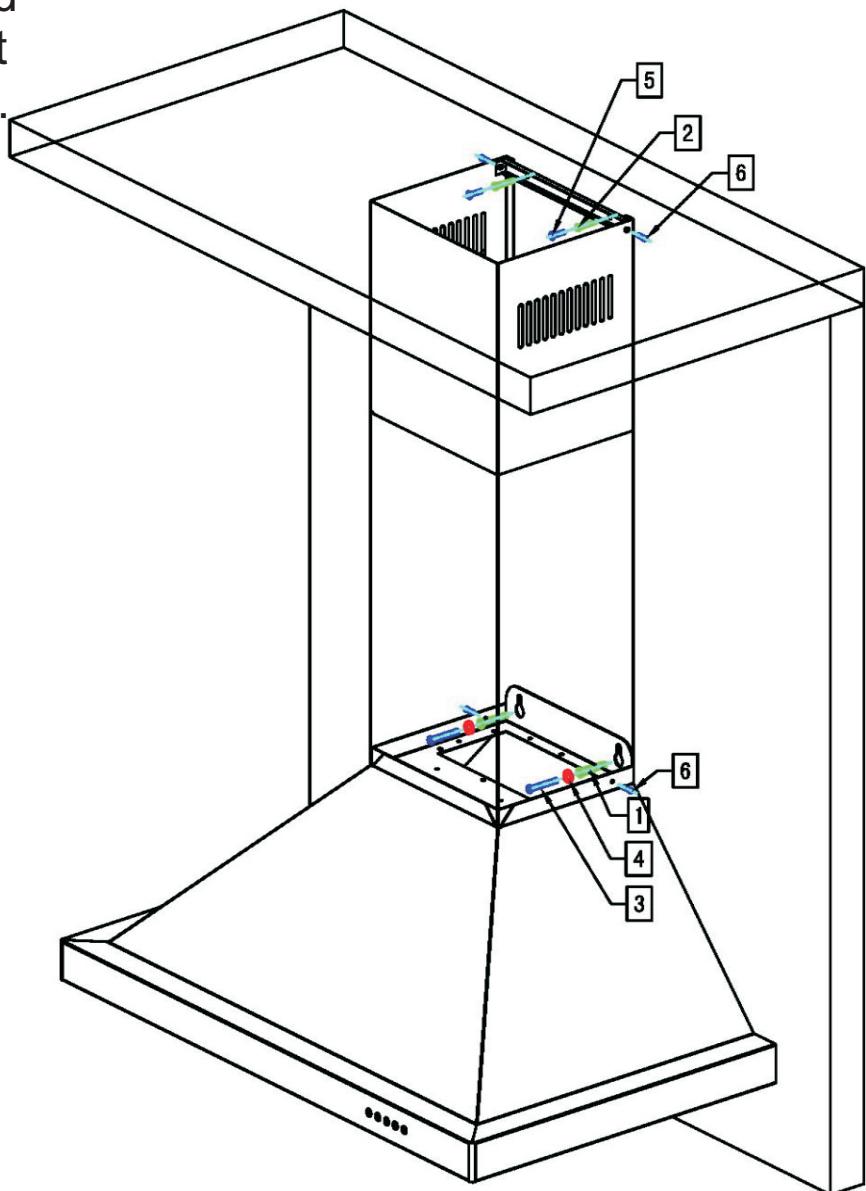
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# Wall Installation

## Parts Supplied:

Please unpack your range hood when it is delivered and inspect to ensure all parts are included.

1. Main Hood with all lights and button banks pre-installed.
2. Adjustable Stainless Chimney Cover
3. Flexible duct (not pictured)
4. Packet of screws and anchors
5. Top mounting bracket



## **Seven Easy Steps to Installing Wall Hoods**

**Step one:** Find the center of the wall where you are installing the hood. Make sure there is sufficient bracing to hold the weight of the hood. Mark your center line and measure out from center to find your two mounting points. Make sure your mounting points are level when you mark them. It is recommended to install the hood directly into wood supports. fig 1

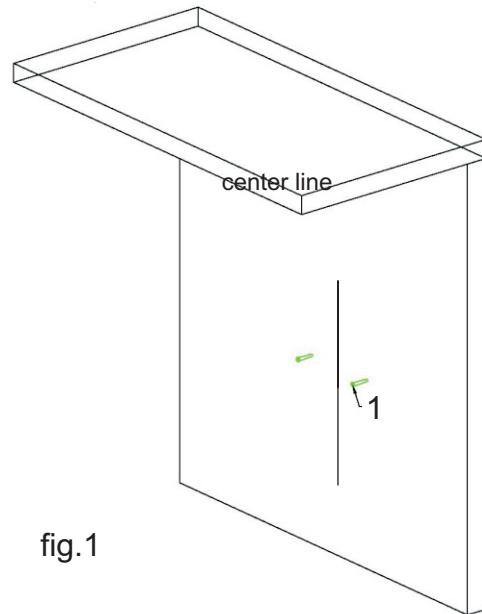


fig.1

**Step two:** Mark your mounting points and install the two mounting screws provided leaving the heads out  $1/4"$  to mount hood. fig 1

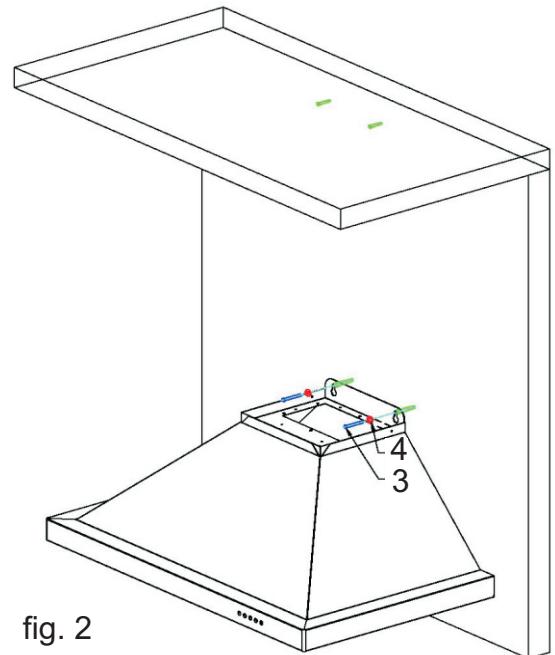


fig. 2

**Step three:** Mount the main body of the hood to the two screws and screw into place. fig 2

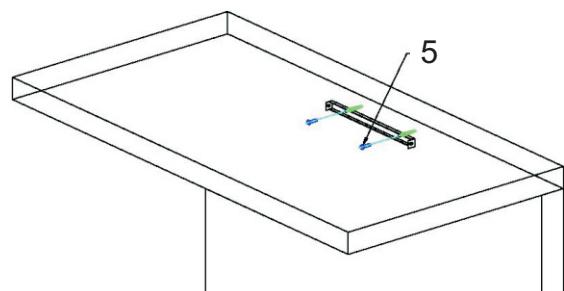


fig. 3

**Step four:** Mount the top chimney mounting bracket centering it above the hood. fig.3

**Step 5:** Make your electrical and ducting connections. Use 6" rigid duct wherever possible. Try and minimize the use of elbows. More elbows and longer runs create higher static pressure. The hood comes with a grounded three prong plug that can either be direct wired or plugged into a 20 amp. circuit. fig. 4

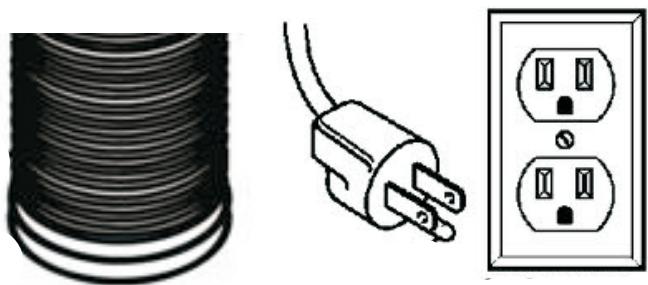


fig. 4

**Step 6:** Install the 2 part chimneys on top of the hood by sliding the inside section up until the vertical vent slots are visible. Then put both pieces on top of the hood and secure the lower portion with the provided screw at the bottom. fig. 5

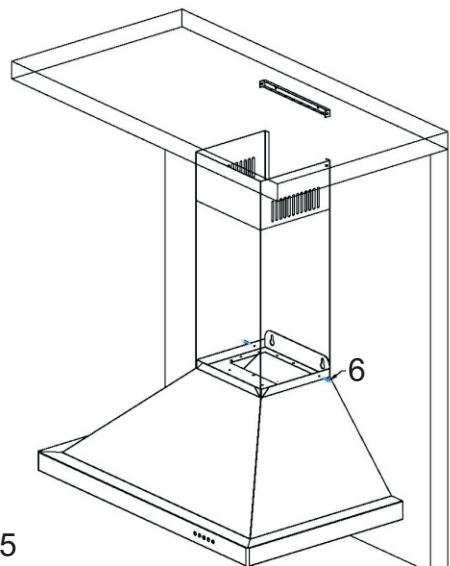


fig. 5

**Step 7:** Slide the upper portion up and over the top mounting bracket aligning the holes and securing with the screws provided. fig. 6

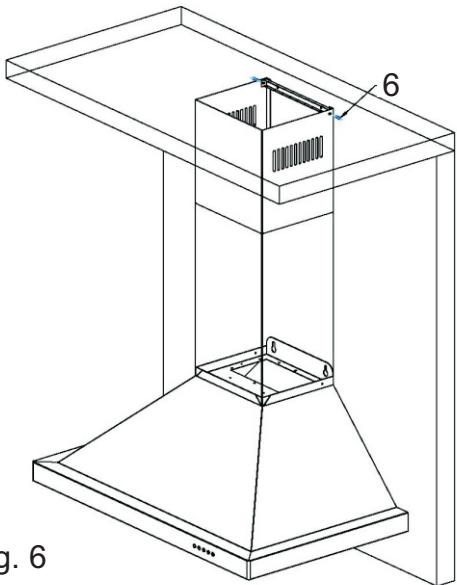


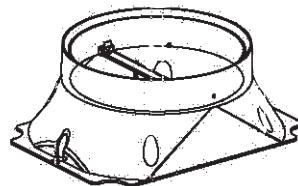
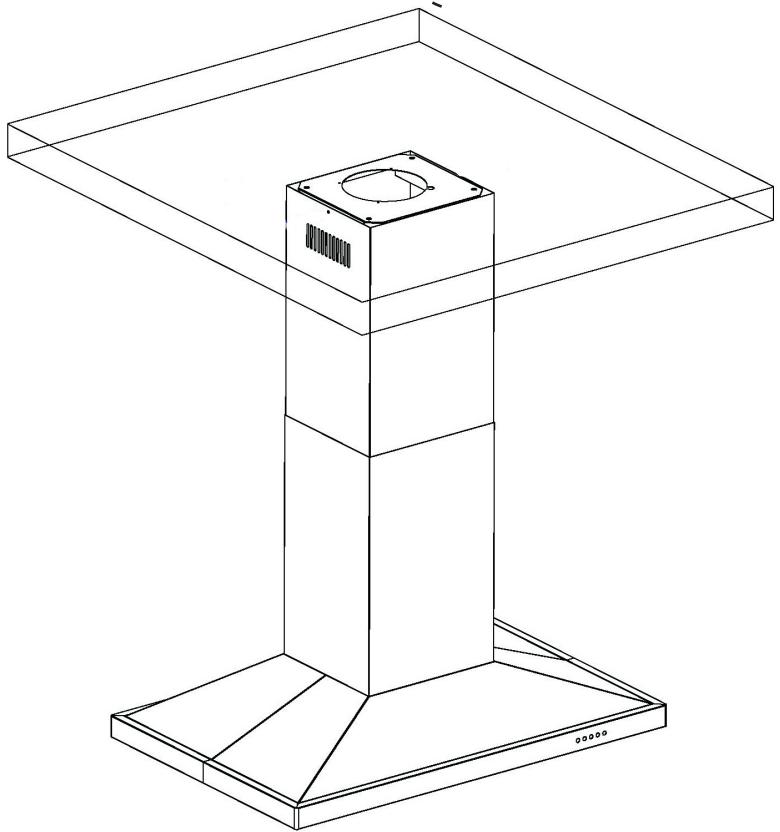
fig. 6

## Island Installation

### Parts Supplied:

Please unpack your range hood when it is delivered and inspect to ensure all parts are included.

1. Main Hood with all lights and button banks pre-installed.
2. Adjustable Stainless Chimney Cover
3. Flexible duct (not pictured)
4. Packet of screws and anchors
5. Island style mounting bracket
6. Backdraft Damper



## Five Easy Steps to Installation

**Step one:** Locate the center above the stove where the hood is to be installed. Ensure that the bracket will be secured to solid wood backing. Install the duct work in the center of the bracket. Secure the upper end of the bracket to the ceiling as shown in fig.1.

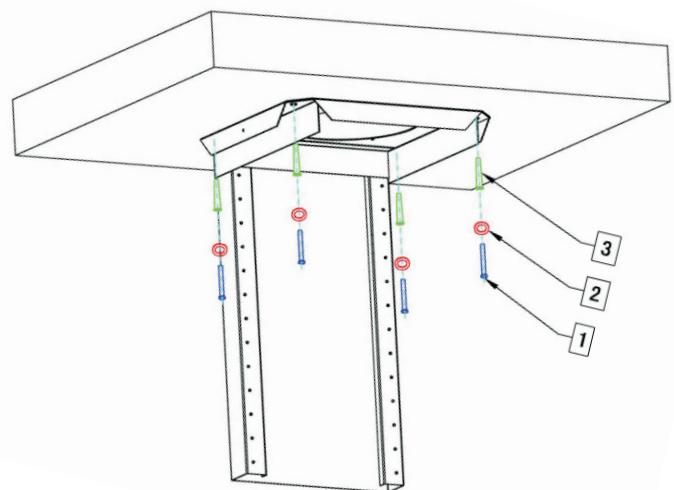


fig.1

**Step two:** Attach back draft damper to top of hood to prevent outside air from entering. fig.2

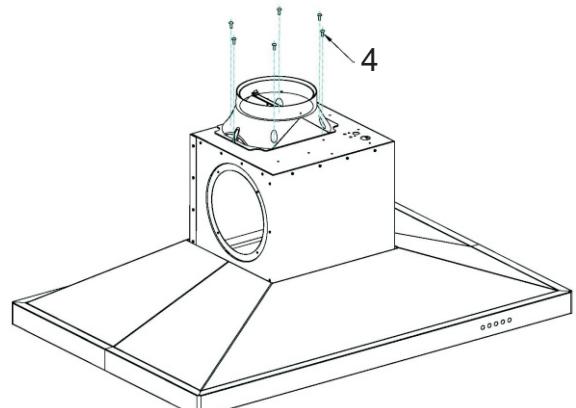


fig.2

**Step three:** Attach the lower portion of the chimney to the motor housing with the screws provided. fig.3

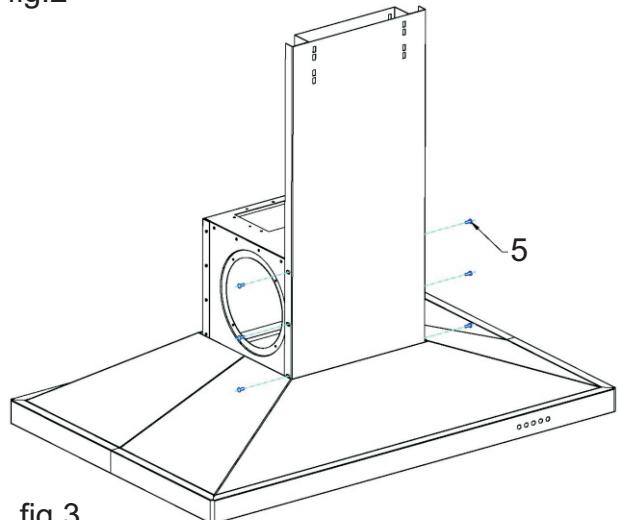


fig.3



**Step four:** Attach the duct to the top of the back draft damper. Place the chimney sections over the lower bracket section and on top of the main unit. Pull the plug to the top of the chimney sections. Attach lower bracket to upper bracket at desired height using screws provided. fig.4

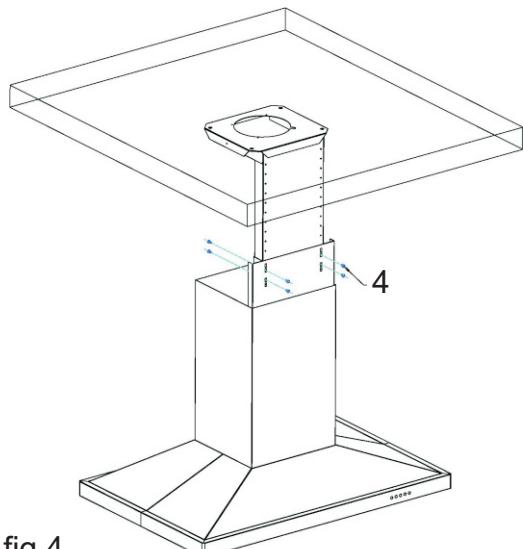


fig.4

**Step 5:** Make your electrical and ducting connections. Use 6" rigid duct wherever possible. Try and minimize the use of elbows. More elbows and longer runs create higher static pressure. The hood comes with a grounded three prong plug that can either be direct wired or plugged into a 20 amp. circuit. Next slide the inner portion of the chimney up around the upper bracket and secure using the screws provided. fig.5-6

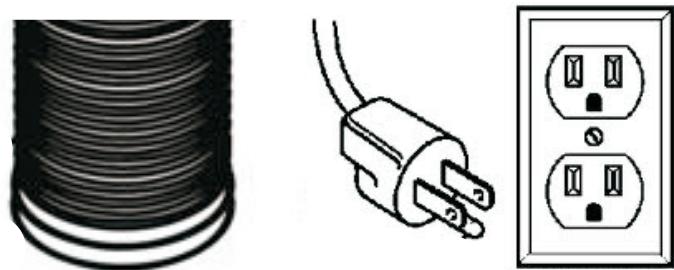


fig.5

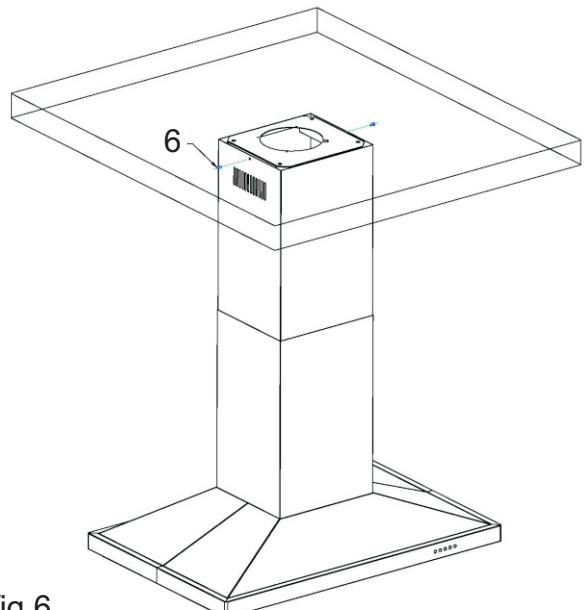


fig.6



## Professional Series Wall Installation

**Step one:** Find the center of the wall where you are installing the hood. Make sure there is sufficient bracing to hold the weight of the hood. Mark your center line and measure out from center to find your two mounting points. Make sure your mounting points are level when you mark them. It is recommended to install the hood directly into wood supports. fig 1

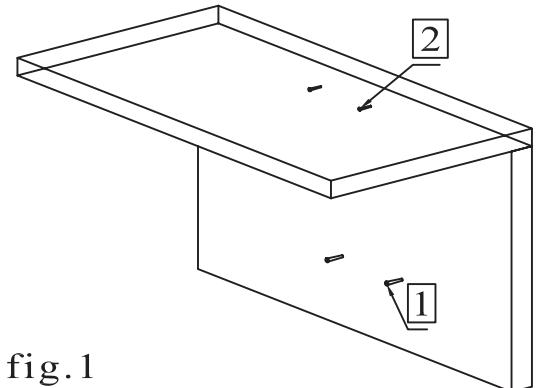


fig. 1

**Step two:** Mark your mounting points and install the two mounting screws provided leaving the heads out 1/4" to mount hood. fig 1

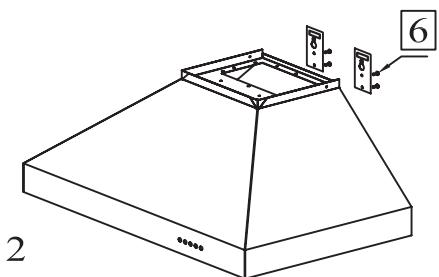


fig. 2

**Step three:** If your hood comes with separate mounting brackets, they must be installed to the back of the hood at this point. fig.2 Otherwise your mounting points are integrated into the construction of the hood.

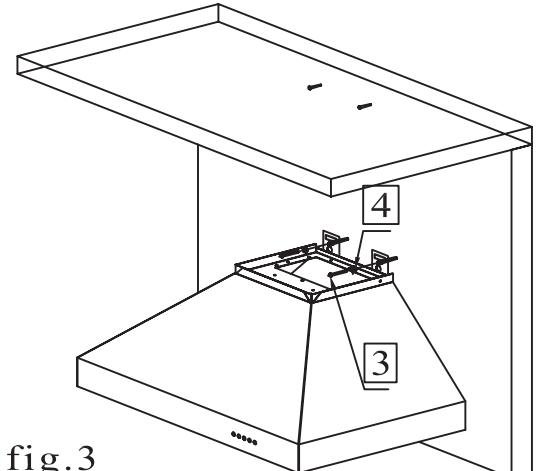


fig. 3

**Step four:** Mount the main body of the hood to the two screws and screw into place. fig 3

**Step 5:** Make your electrical and ducting connections. Use 8" rigid duct wherever possible. Try and minimize the use of elbows. More elbows and longer runs create higher static pressure. The hood comes with a grounded three prong plug that can either be direct wired or plugged into a 20 amp. circuit. fig. 4

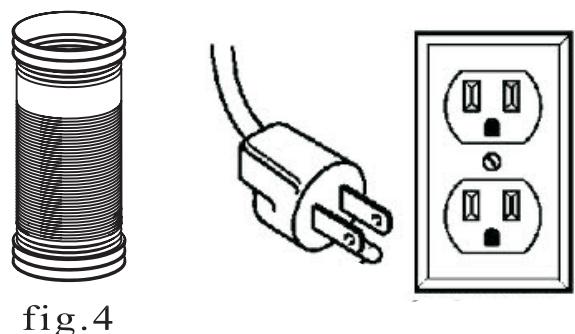


fig. 4

**Step six:** Mount the top chimney mounting bracket centering it above the hood. fig.5

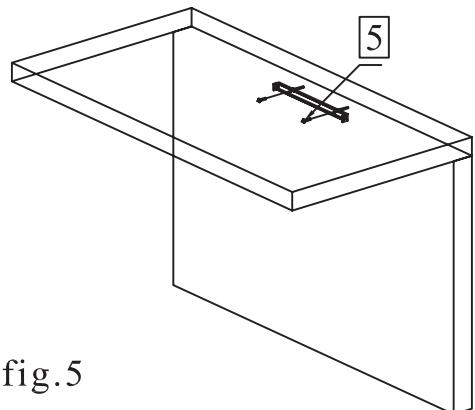


fig.5

**Step seven:** Install the 2 part chimneys on top of the hood by sliding the inside section up until the vertical vent slots are visible. Then put both pieces on top of the hood and secure the lower portion with the provided screw at the bottom. fig. 6

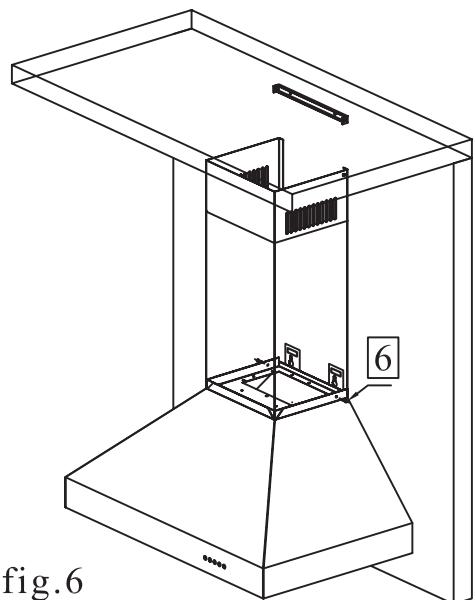


fig.6

**Step 8:** Slide the upper portion up and over the top mounting bracket aligning the holes and securing with the screws provided. fig. 7

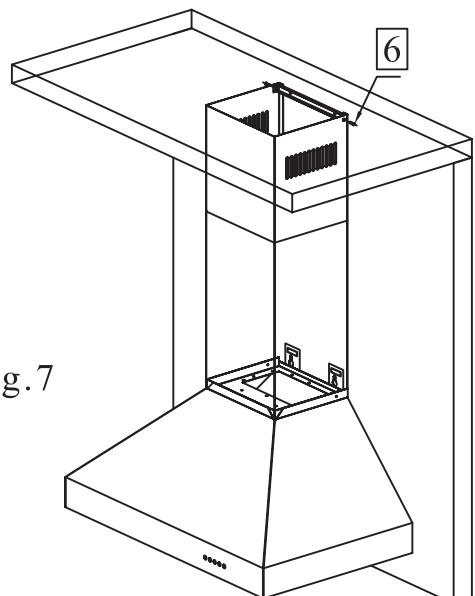


fig.7

# Professional Series Island Installation

1.   
Ø7.5 Plastic gecko  
Qty: 8PCS
2.   
M5\*40 Qty: 8PCS
3.   
M4\*12 Qty: 36PCS

4.   
M4\*20 Qty: 2PCS
5.   
M4 Qty: 32PCS
6.   
Ø5.2\*15 Qty: 8PCS

**Step one:** Position your mounting plate centered above your range. Mark the mounting holes. Take the mounting plate down and screw your mounting screws into place. fig.1

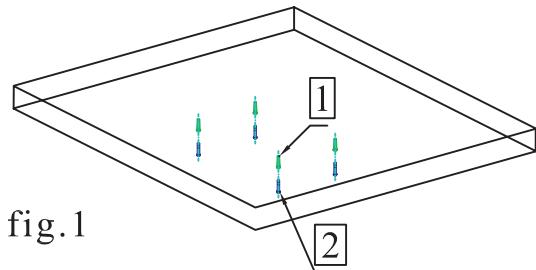


fig.1

**Step two:** Measure how far off the range you would like to mount the hood. Adjust the brackets provided to the desired height. Connect the top mounting plate, mounting legs, and the main hood using the screws provided. fig 2.

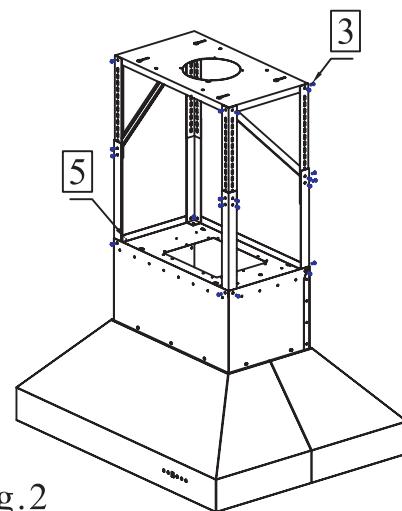


fig.2

**Step three:** Take the chimney sections and separate slightly to reveal the vent slots. Next take the hood and slide the top mounting bracket over the mounting screws and slide back into position. fig 3. Make your electrical and duct connections at this point using 8 inch rigid ducting wherever possible.

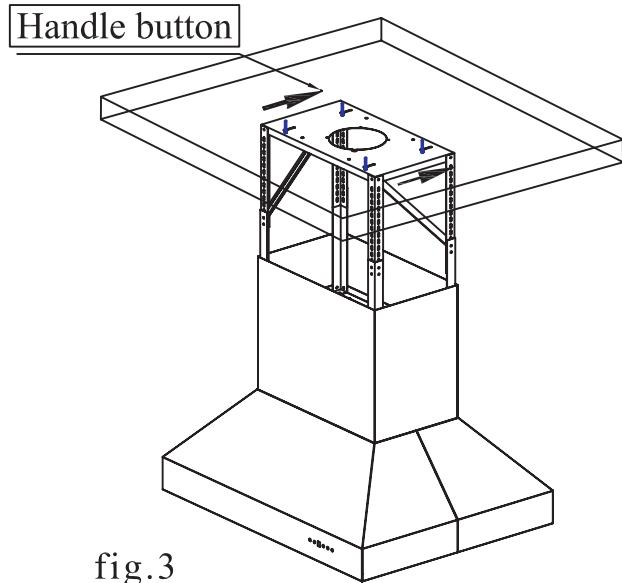


fig.3

**Step four:** Tighten the top mounting screws, securing the top mounting plate to the ceiling. fig 4.

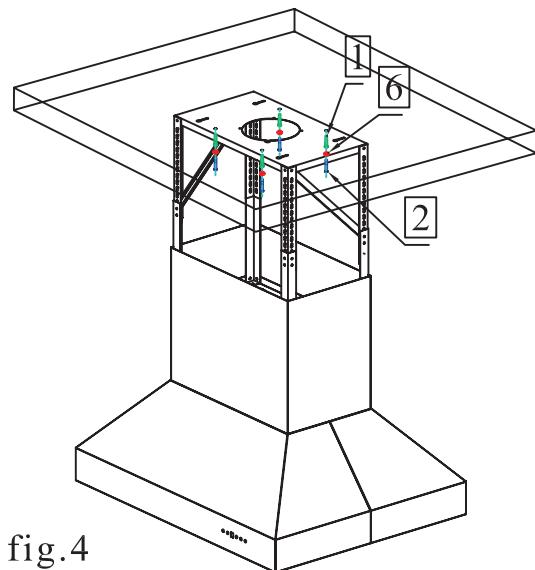


fig.4

**Step five:** Slide the inner chimney up over the top mounting plate securing with two screws provided. Pull the lower section down to rest on top of the main hood. fig 5.

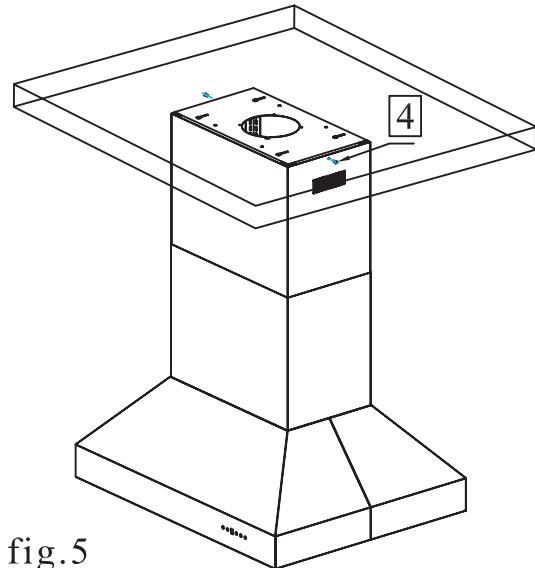


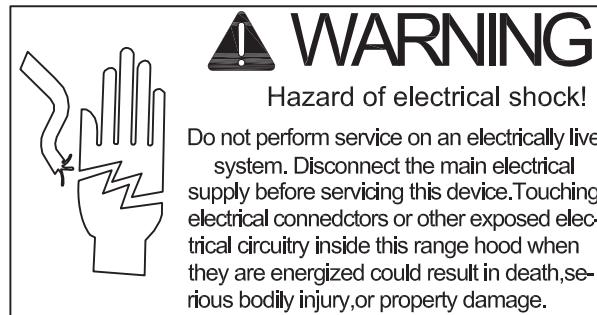
fig.5

# Professional Series Insert Installation

## Installations

Measure the distance between stove top and the bottom of range hood. A distance of 30" to 36" is recommended\*.

\*Due to different ceiling height configurations, recommended height may not be applicable.



## Installation of Metal Liner Inserts

1. Unpack the contents of the hood and decide which way you would like to install the hood. There are several ways to install the hood. L bracket mounting screw are provided for convenience. See Figure 4.
2. Lift the Metal Hood Liner into the decorative hood structure. Due to the weight of the assembly three people may be required for proper installation.
3. Install #6 x 1/2" screws through the pre-drilled EZ mount holes into the decorative hood structure. Tap chrome cap into EZ mount holes for flush appearance See Figure 5.
4. Additional mounting fasteners may be used to secure to the back wall and top (from inside).

### **CAUTION: Make certain the range hood is secure before releasing!**

5. For safety purpose, pre-drilled mounting holes are provided through the back of the hood. For a more secure installation, use as many mounting holes as needed to secure from the inside of hood.

6. Use 8" round steel pipe (follow building codes in your area) to connect the exhaust on the hood to the duct-work above. Use silver tape or duct tape to make all joints secure and air tight. Refer to Figure6.

**SAFETY WARNING: Risk of electrical shock. this range hood must be properly grounded. Make sure this is done by qualified electrician in accordance with all applicable national and local electrical codes. Before connecting wires, switch power off at service panel and lock service panel to prevent power from being switched on accidentally.**

7. Connect the range hood to a designated standard outlet or cut off the plug and connect three wires (black, white and green) to house wires and cap with wire connectors. Connect according to colors (i.e. black to black, white to white, and green to green)

Figure 4.

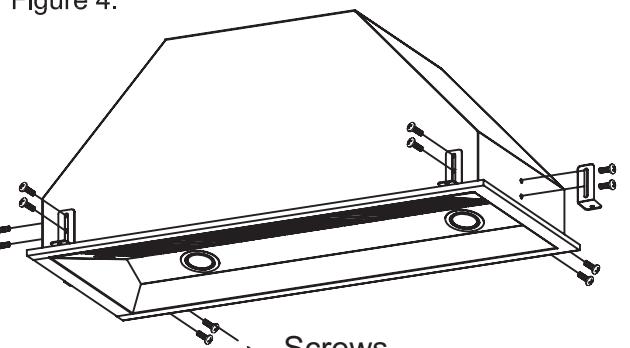
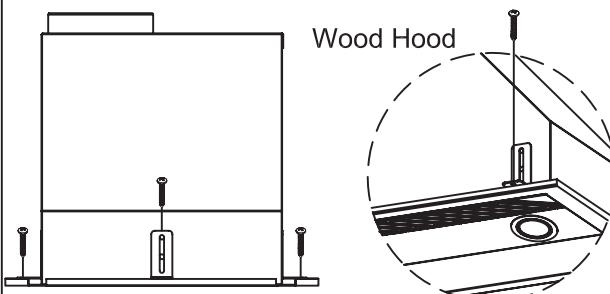
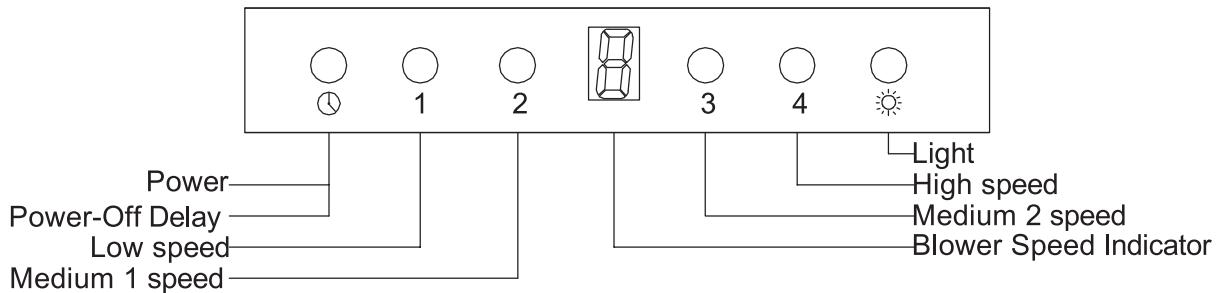


Figure 5



# Range Hood Operations

Control Panel Layout and Buttons Configurations:



Button functions:

Power: Power ON/OFF the range hood and activate power-off delay timer.

Light: Turns ON/OFF and dim halogen lights.

Blower Speed Indicator: Shows current blower (motor) speed ( 1-4).

Low speed – light frying/boiling

Medium speed – frying/wok cooking/heavy boiling

High – grilling, intensive frying and wok cooking

Controls:

Adjusting the blower (motor) speed:

Press Power button once to turn on the system.

Press the speed buttons for the desired speed. Speed may be increased, decreased,

The Blower Speed Indicator shows the blower (motor) speed level. next to

the speed button selected will increase the speed of the blower (motor) from 1 to 4 (quietest to strongest).

Adjusting the timer function:

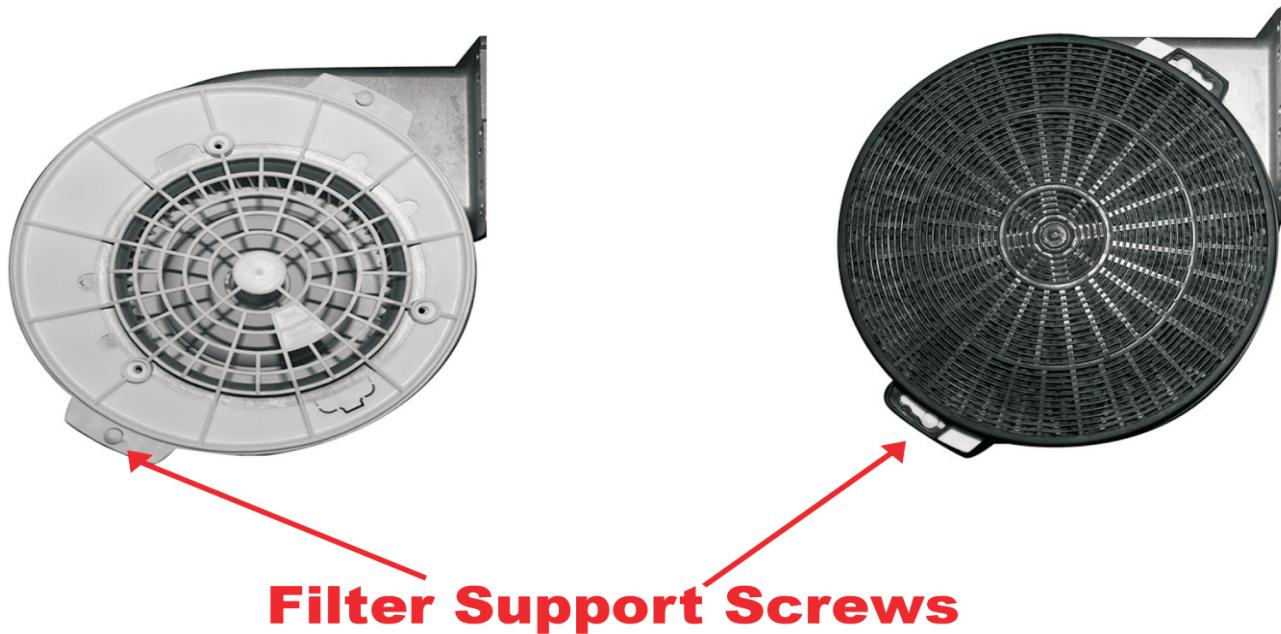
Turn the hood on at any speed ,press the Power-Off Delay button to enter timer mode . a "colon (:) followed by two dashes (---)" flashes in the display ,Power-Off Delay Digital Timer begin to countdown, After approx. 3 minutes when it reaches zero, the blower (motor) will shut down.

Adjusting the light:

Press Light button once to turn on the lights, and once again to turn off the lights.

It is recommended to direct vent the hood whenever possible. If your situation does not allow for a direct vent install carbon filters are available to recirculate the air through your hood.

### **CHARCOAL FILTER INSTALLATION INSTRUCTIONS**

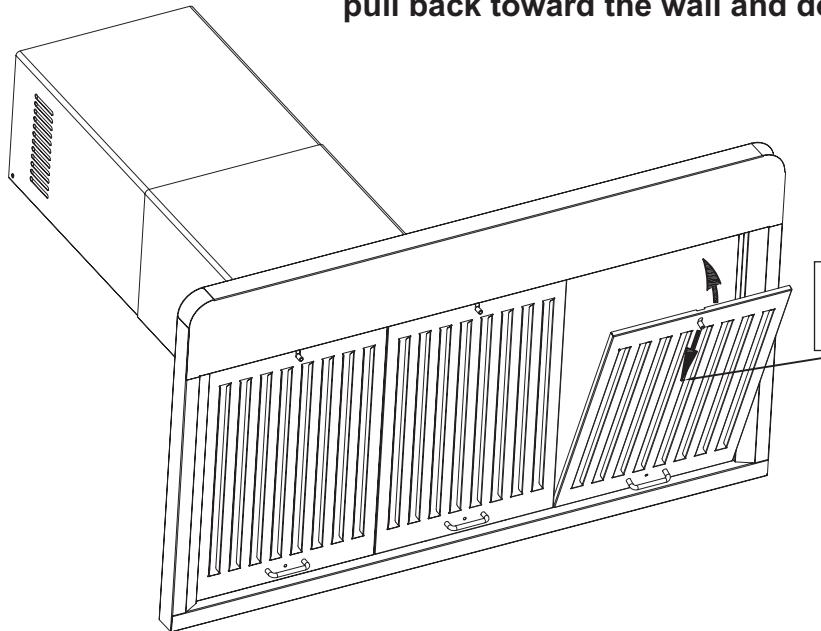


- (1) Remove the stainless steel or aluminum filters from the bottom of the hood.**
- (2) Locate the existing raised support screws on each side of the internal motor(s).**
- (3) For each motor side, position filter over its support screw and rotate to lock into place**

**Note:** Replacement is recommended after 130 hours of cooking or six months of operation. Replace more often if your cooking habits generate more grease.

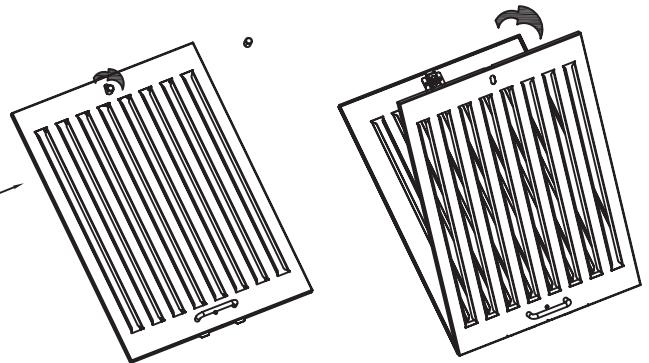
## Baffle Filter

The baffle filter is equipped with a spring loaded handle. To remove from the hood pull back toward the wall and down.



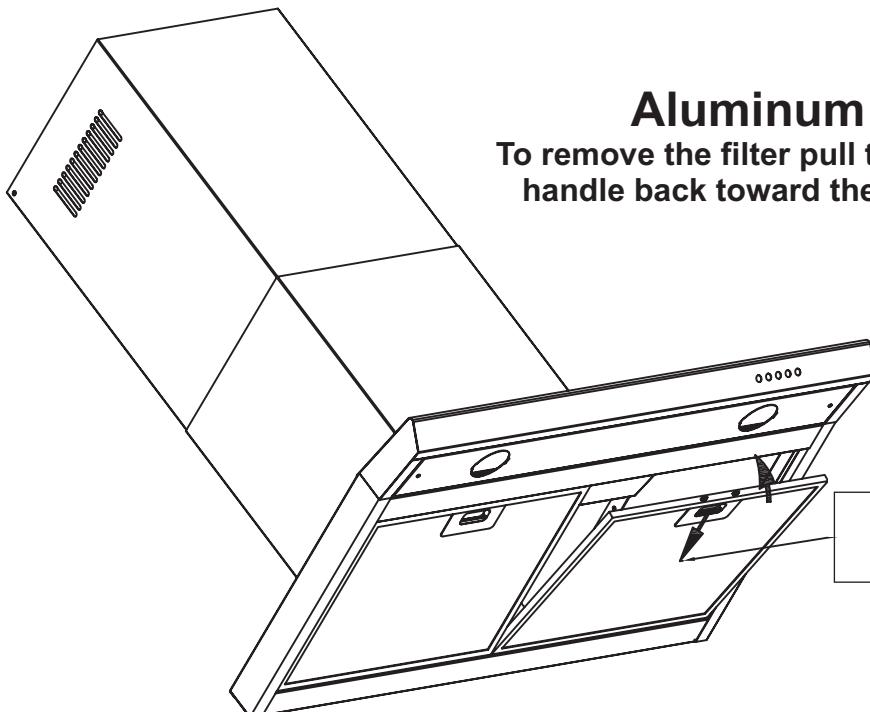
Release

The baffle filter can also be opened for easy cleaning. To open unscrew the cylindrical handle and separate the layers to clean.



## Aluminum Filter

To remove the filter pull the spring loaded handle back toward the wall and down



Release

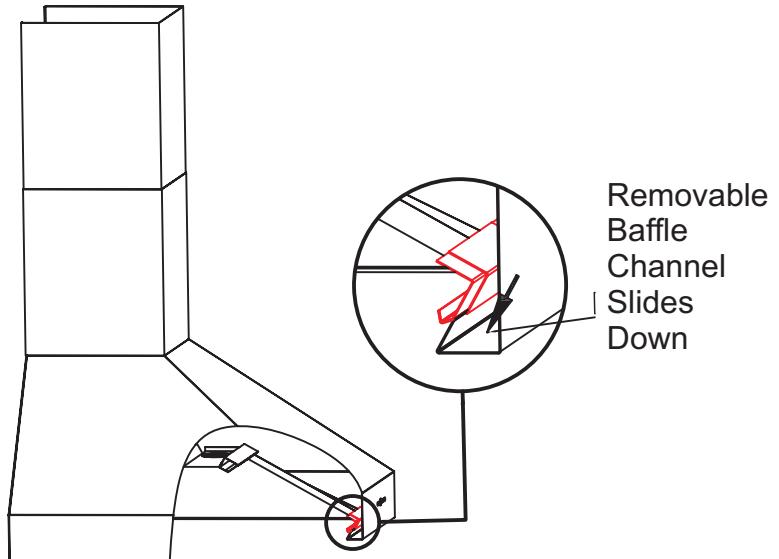
# Professional Series Baffle Installation

Covering Models:

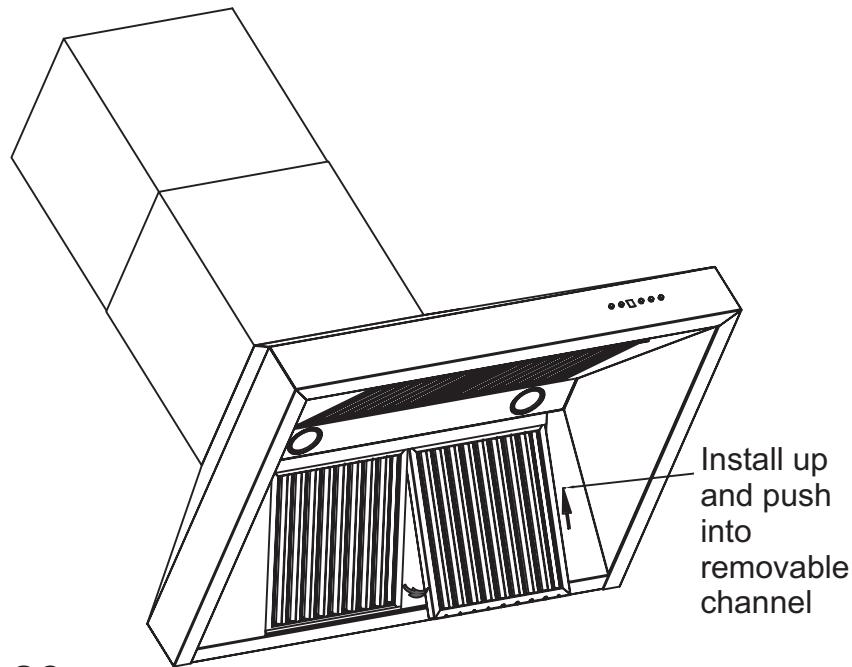
696 / 697 / 697 Island / KECOM / KECOM Island / 695, 698, 721 inserts /

The following diagrams illustrate filters specific to the professional series of range hoods and inserts:

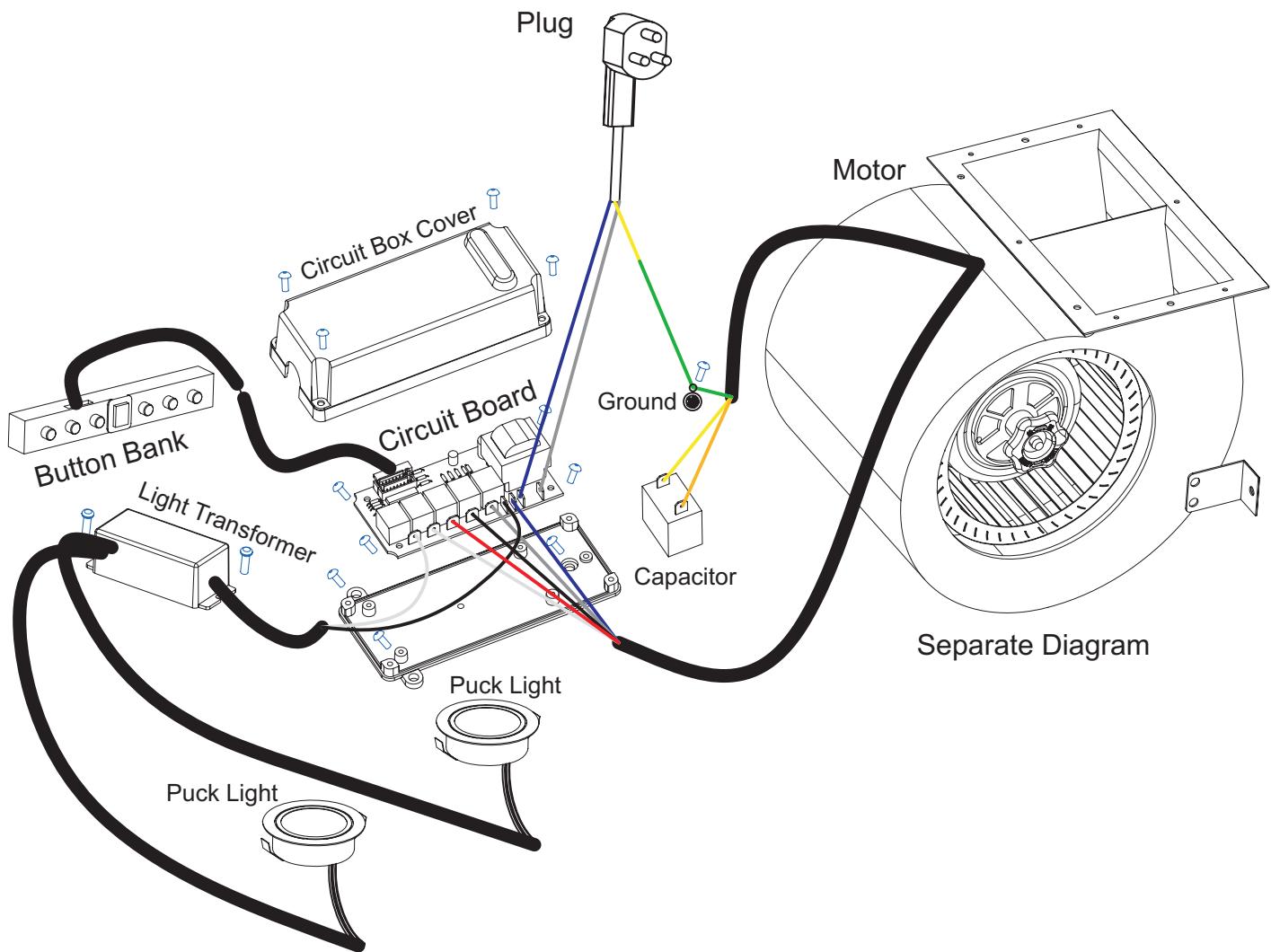
Professional series hoods are equipped with 2 removable dishwasher safe baffle channels (one for series 695 & 698 inserts) that the baffle filters sit into. To install the channel, place inside the hood and slide into place with the edge of the hood fitting in between the channel and the installation pieces installed on the back of the channel.



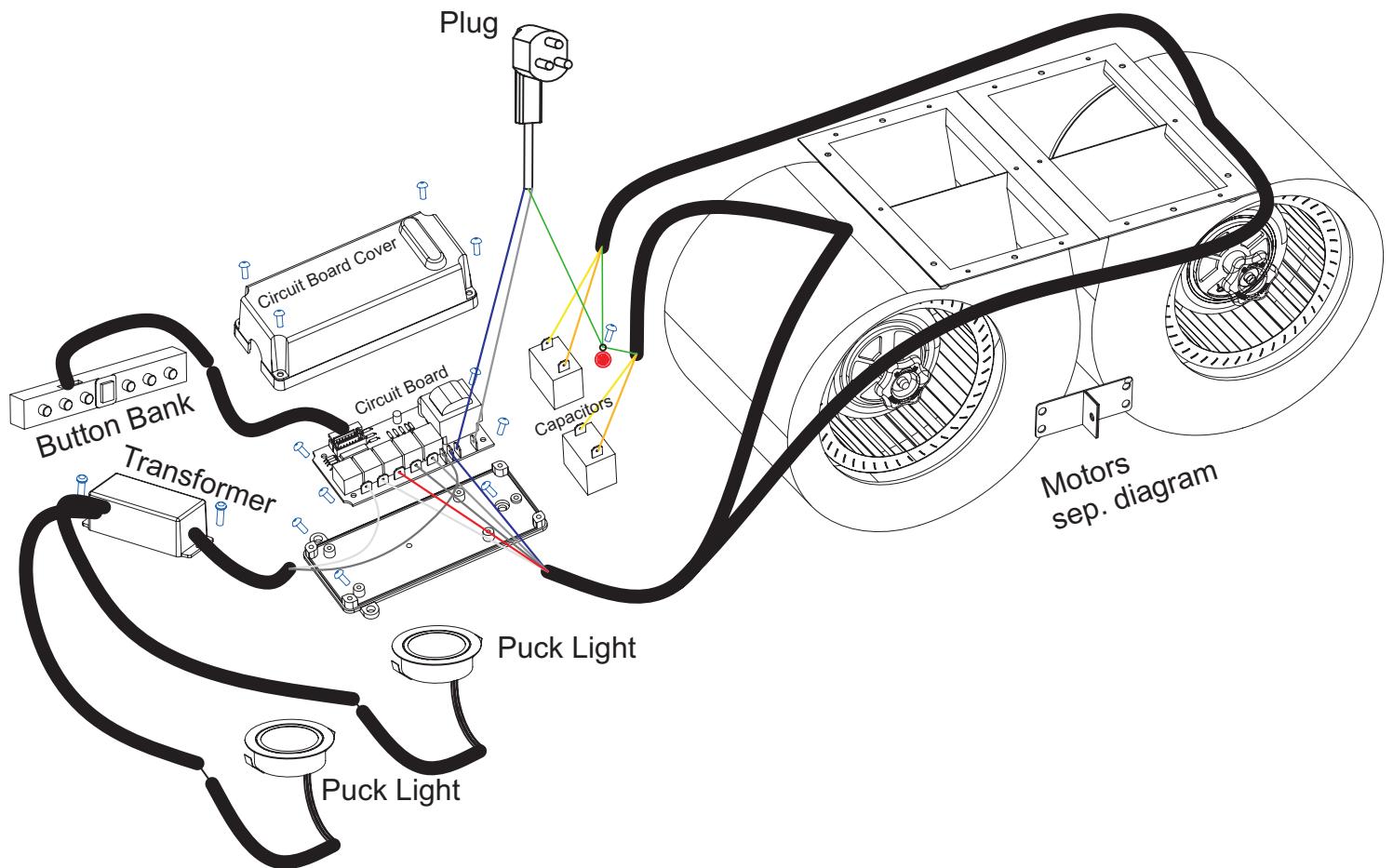
To install filters first install the removable baffle channel. Next take the filter and put one end into the permanent baffle channel push back into place and pull down sliding the bottom of the filter into



## Electrical Diagram Single Motor

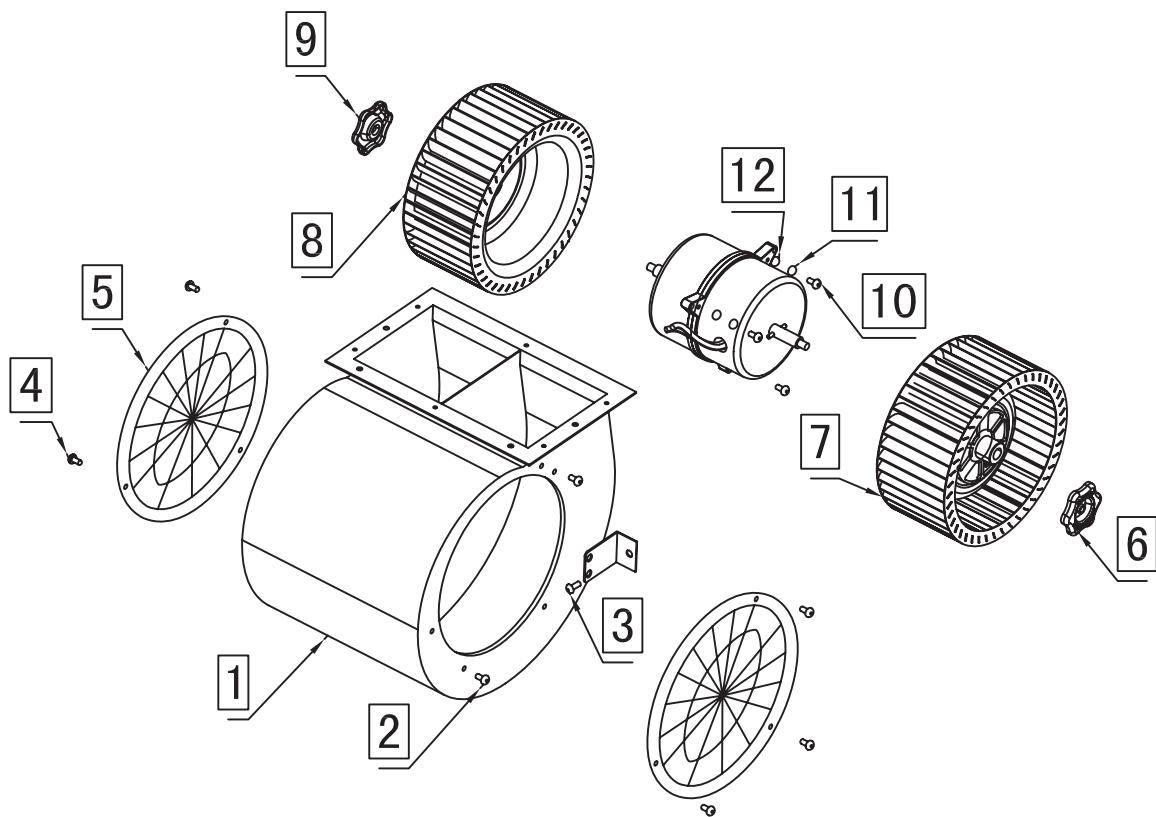


## Electrical Diagram Double Motor



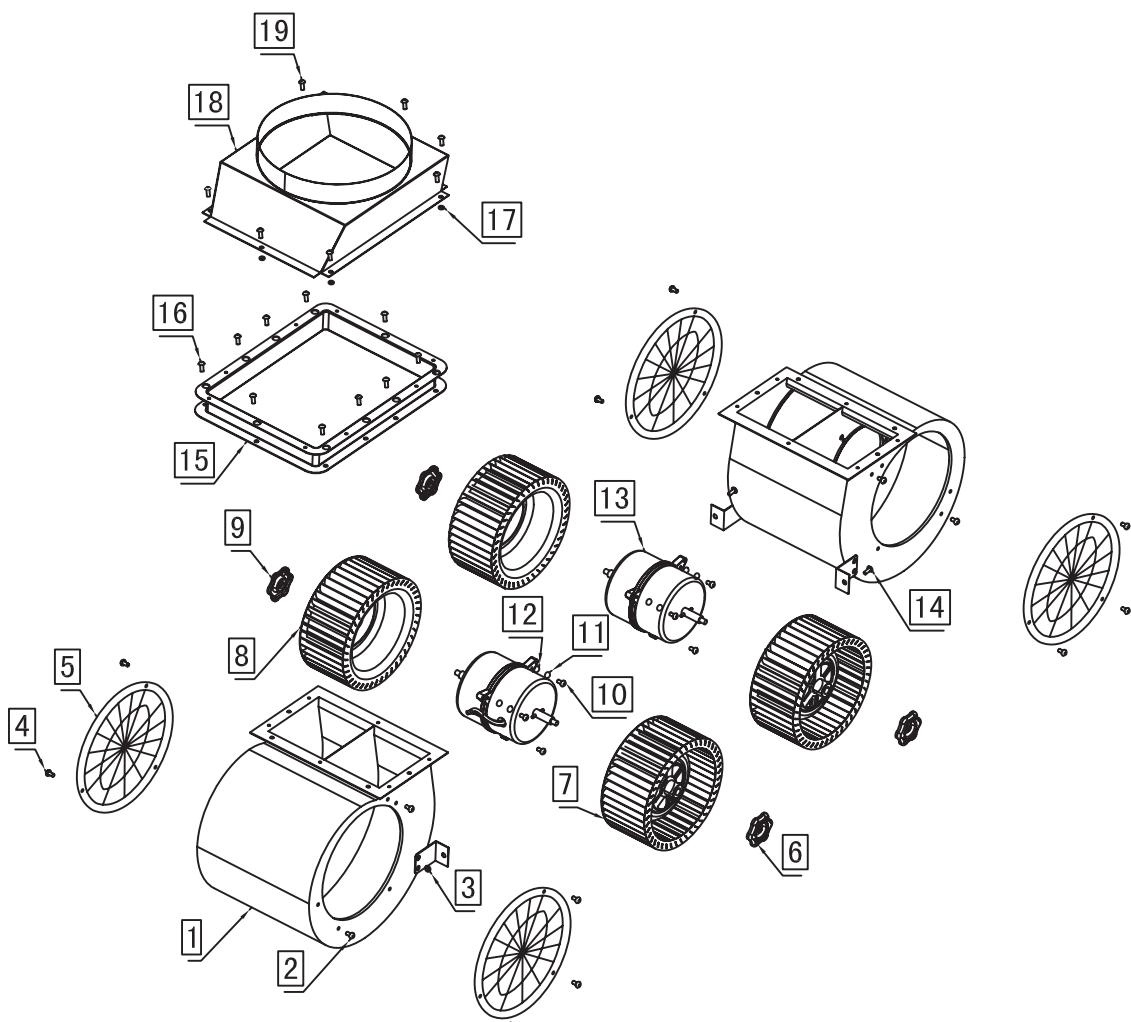
## Motor Diagram

NO.	Description	QTY	NO.	Description	QTY
1	Motor assembly	1	11	$\phi 5 \times 8$ Gasket nut	3
2	M4x8 Screw	4	12	$\phi 5 \times 10$ Gasket nut	3
3	M4x8 Screw	2	13	Motor	1
4	M4x8 Screw	6			
5	Motor protective cover	1			
6	Right hand nut	1			
7	Right fan	1			
8	Left fan	1			
9	Left hand nut	1			
10	M5x18 Screw	3			



## Double Motor Diagram

NO.	Description	QTY	NO.	Description	QTY
1	Motor assembly	2	11	$\phi 5 \times 8$ Gasket nut	6
2	M4x8 Screw	8	12	$\phi 5 \times 10$ Gasket nut	6
3	M4 Nut	2	13	Motor	2
4	M4x8 Screw	12	14	M4x10 Screw	2
5	Motor protective cover	4	15	Motor connector board	1
6	Right hand nut	2	16	M4x10 Screw	10
7	Right fan	2	17	M4 Nut	10
8	Left fan	2	18	Vent exit	1
9	Left hand nut	2	19	M4x10 Screw	6
10	M5x18 Screw	6			



## Maintenance

### **SAFETY WARNING:** Never put your hand into area housing the fan while the fan is operating!

For optimal operation, clean range hood and all baffle/spacer/filter/grease tunnel/oil container regularly. Regular care will help preserve the appearance of the range hood.

#### Cleaning Exterior surfaces:

- Clean periodically with hot soapy water and clean cotton cloth. DO NOT use corrosive or abrasive detergent (e.g. Comet Power Scrub®, EZ-Off® oven cleaner), or steel wool/scoring pads, which will scratch and damage the stainless steel surface. For heavier soil use liquid degrease such as "Forumla 409®" or "Fantastic®" brand cleaner.
- If hood looks splotchy (stainless steel hood), use a stainless steel cleaner to clean the surface of the hood. Avoid getting cleaning solution onto or into the control panel. Follow directions of the stainless steel cleaner. **CAUTION: DO NOT leave on too long as this may cause damage to hood finish.** Use soft towel to wipe off the cleaning solution, gently rub off any stubborn spots. Use dry soft towel to dry the hood.
- After cleaning, you may use non abrasive stainless steel polish such as 3M® or ZEP®, to polish and buff out the stainless luster and grain. Always scrub lightly, with clean cotton cloth, and with the grain.
- DO NOT allow deposits to accumulate or remain on the hood.
- DO NOT use ordinary steel wool or steel brushes. Small bits of steel may adhere to the surface and cause rusting.
- DO NOT allow salt solutions, disinfectants, bleaches, or cleaning compounds to remain in contact with stainless steel for extended periods. Many of these compounds contain chemicals, which may be harmful. Rinse with water after exposure and wipe dry with a clean cloth.

#### Replacing the light bulb:

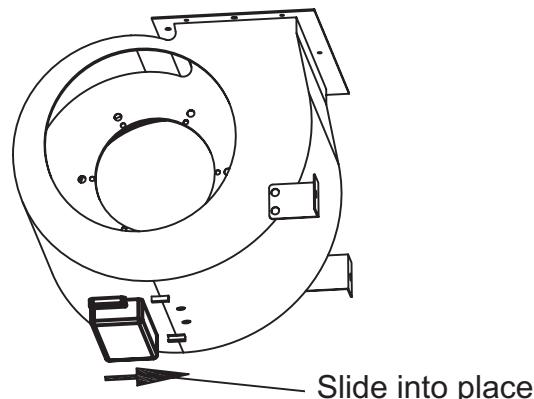
- This range hood uses halogen bulb: 20W 12V.

- Make sure the range hood is unplugged or turn OFF breaker.
  1. Place a flat-head screwdriver between light cover and housing to remove cover.
  2. Gently pull defective bulb straight out and discard.
  3. Wear a cotton glove or use a cloth to handle the replacement bulb (DO NOT handle with bare fingers as this may shorten the life of the bulb). Push gently but securely into light socket. NOTE: DO NOT push too hard as bulb "legs" may break off.
  4. Replace light cover.
- Turn ON breaker and range hood to test for operation.



#### Grease cup installation:

A removable grease cup is provided to catch any excess grease at the bottom of the motor. Remove every 2-3 months wash and re-install.



## Troubleshooting

1. If the range hood or halogen light does not operate after installation:
  - Check if the range hood has been plugged in, make sure that all power has been turned back ON, fused not blown and all electrical wiring are properly connected.
  - Swap out light assembly to working ones to determine whether it is caused by defective bulbs. See *Replacing the light bulbs* on Page 23.
2. The range hood vibrates when the blower is on:
  - The range hood might not have been secured properly on to the ceiling or wall.
3. The blower or fan seems weak:
  - Check that the duct sized used is at least 8" or 3-1/4 x 10". Range hood WILL NOT function efficiently with insufficient duct size. For example: 9" duct over 8" hole and loosely secured.
  - Check if duct is clogged or if damper unit (half-circular flapper) is not installed correctly or opening properly. A tight mesh on a side wall cap unit might also cause restriction to the air flow.
4. The lights work but the blower is not spinning at all, is stuck or is rattling.
  - The blower might be jammed or scraping the bottom due to shipping damage. Please contact us immediately.
5. The hood is not venting out properly:
  - Make sure the distance between the stove top and the bottom of the hood is within\* 27" and 30" in distance. \*Due to different ceiling height configurations, recommended height may not be applicable.
  - Reduce the number of elbows and length of duct work. Check if all joints are properly connected, sealed, and taped.
  - Make sure the power is on high speed for heavy cooking.

## **Warranty**

### **TO OBTAIN SERVICE UNDER WARRANTY:**

You must present proof of original purchase date.

Please provide an original dated proof of purchase (sales receipt / invoice) in order to obtain service under warranty.

#### **One Year Parts Warranty:**

For one year from the date of original purchase, we will provide free of charge, non-consumable replacement consumable replacement parts or components that failed due to manufacturing defects. Subject to the conditions and limitations set forth below, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. Repaired parts or replacement products will be provided by us on an exchange basis, and will be either new or refurbished to be functionally equivalent to new. The consumer is responsible for all shipping costs. Consumable parts not covered by this warranty include but not limited to: Light bulbs, metal, aluminum and charcoal filters.

#### **Who is Covered:**

This warranty is extended to the original purchaser for products purchased for ordinary home use in the continental US. (Customer in Canada, Hawaii and Alaska, this warranty is limited).

#### **This Warranty Will Be Voided When:**

Product damaged through negligence, improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, modification, or failure to follow installation instructions. When product is used commercially or other than its intended purpose. Damaged because of improper connection with equipment of other manufacturers. Repaired or modified by anyone other than our authorized agents. This limited warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold as second-hand or has been resold contrary to the US export regulations.

#### **What is Not Covered:**

Consumable parts such as light bulbs, metal and charcoal filters. The natural wear of finish, and wear due to improper maintenance, use of corrosive and abrasive cleaning products, pads, and oven cleaner products. Chips, dents or cracks due to abuse, misuse, freight damage, or improper installation. Damage of product caused by accident, fire, floods or act of God. we are not liable for, and does not cover under warranty, any loss of properties or any costs associated with removing, servicing, installing, or determining the source of problems with our products.

This warranty is valid in the United States and Canada. It is non-transferable and applies only to the original purchaser and does not extend to subsequent owners of this product. Any applicable implied warranties, including the warranty of merchantability, are limited in duration to a period of express warranty as provided herein beginning with the date of original purchase at retail and, no warranties, whether express or implied, shall apply to this product thereafter.

## **Disclaimer**

Carefully inspect all items for damages before accepting delivery. Note any damages on the freight bill or express receipt. Request name and signature of the carrier's agent and keep copy to support your claim. Upon acceptance of items, owner assumes responsibility for its safe arrival. Report damages to the carrier and file a claim immediately. Failure to do so may result in the denial of your claim. The carrier will furnish you with necessary forms for filing a claim.

Damages caused during transit are not covered under our warranty. Please contact us to file an insurance claim.

Please inspect contents of package(s) carefully upon receiving! We must be notified of any damages and/or missing parts within five (5) days upon your receipt of package(s). Claims will not be accepted after five (5) days. NOTE: Items were thoroughly tested and carefully packed in our factory before shipping.

Products must be returned in good working condition with ALL original parts and documentation packed in ALL original cartons, fillers and shipping cartons. A restocking fee of 15% will be charged for all approved return(s). Exchanges or returns may not be accepted if any packaging is missing.

Make sure to inspect the hood for damages and defects before installation. Appearance flaws of the hood found after installation and not affecting hood performance is not covered under our warranty for returns or exchanges. Service visits not covered under warranty will carry a service charge.

Before Installation: Return for exchange or refund (please see above for acceptable returns).  
After Installation: **NO** exchange or refund.



The Range Hood Store 2276 Westbrooke Drive Clolumbus , OH 43228