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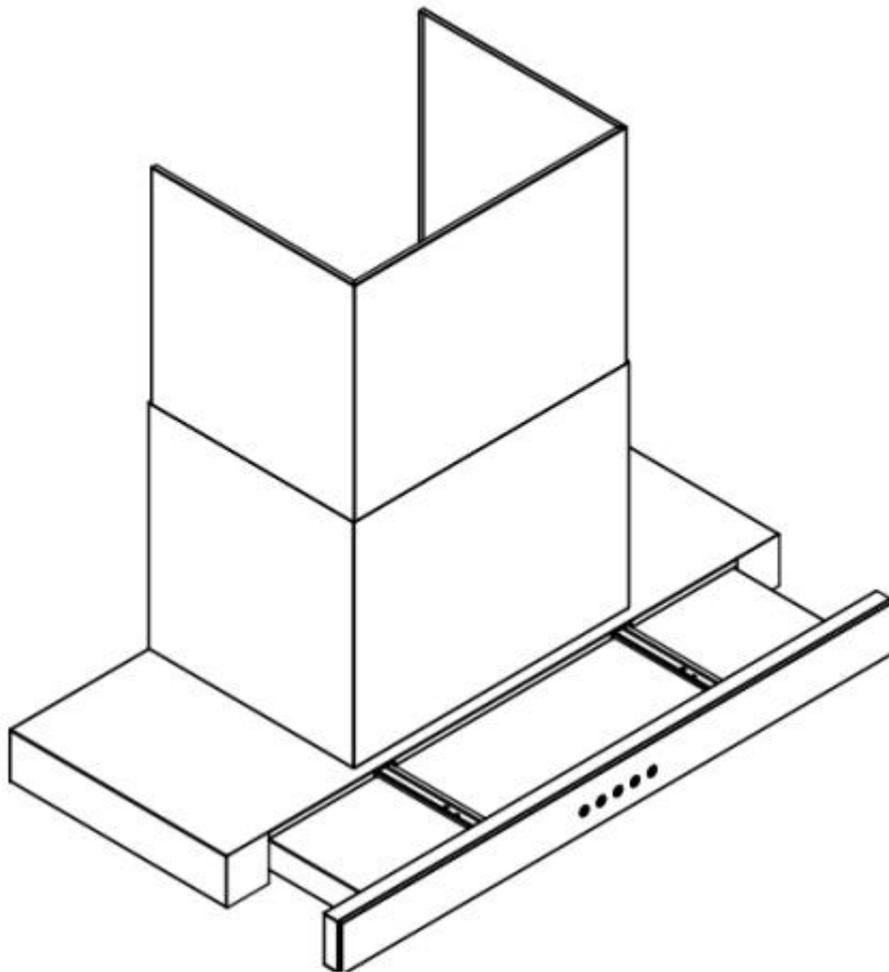


INSTRUCTION MANUAL

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# 30" SLIDE-OUT HOOD FAN

SKU: 35-30-SL-M-SS



# Under Cabinet and Wall-Mount Range Hood

User Manual  
And  
Installation Instruction

**IMPORTANT SAFTY INSTRUCTIONS**  
Carefully read the important information  
Regarding installation, safety and maintenance  
Keep these instructions for future reference

# Table of Contents

Important Safety Notice .....	1
Included Parts .....	3
Venting requirements.....	4
Height&Clearance.....	4
Calculating Vent System Length.....	5
Venting Methods.....	6
Electrical Requirements.....	7
Preparations.....	8
Installation.....	9
Operations.....	11
Trouble Shooting.....	12
Use and Care Information.....	13
Measurement and Diagram.....	14
Wiring Diagram.....	15
Range Hood Assembly.....	16
Maintenance.....	17
Warranty.....	18
Disclaimer & Contact Us.....	19

# Important Safety Notice

## Read all Instructions before Installing and operating this appliance

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- 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

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- 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:**

- SMOTHER 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:**

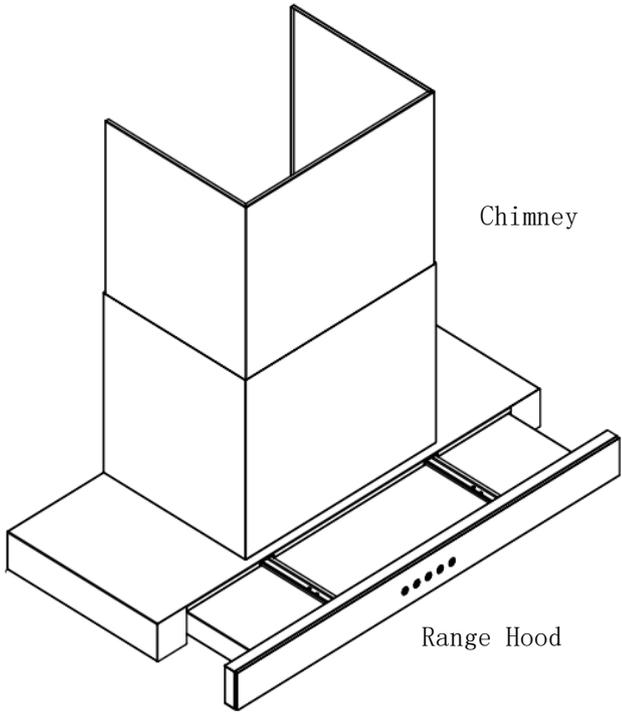
- Extinguish any open flame.
- DO NOT turn on the lights or any type of appliance.
- Open all doors and windows to disperse the gas. If you still smell gas, call the gas company and fire department.

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.

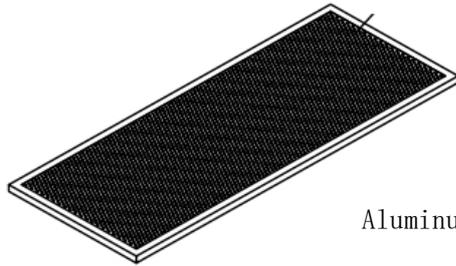


This is the safety alert symbol. This symbol alerts you to potential hazards that can hurt you and others. All safety messages will follow the safety alert symbol and the word “WARNING”.

# Parts Included



-  A - 4 P C S
-  B - 4 P C S
-  C-6 PCS



## Venting Requirements

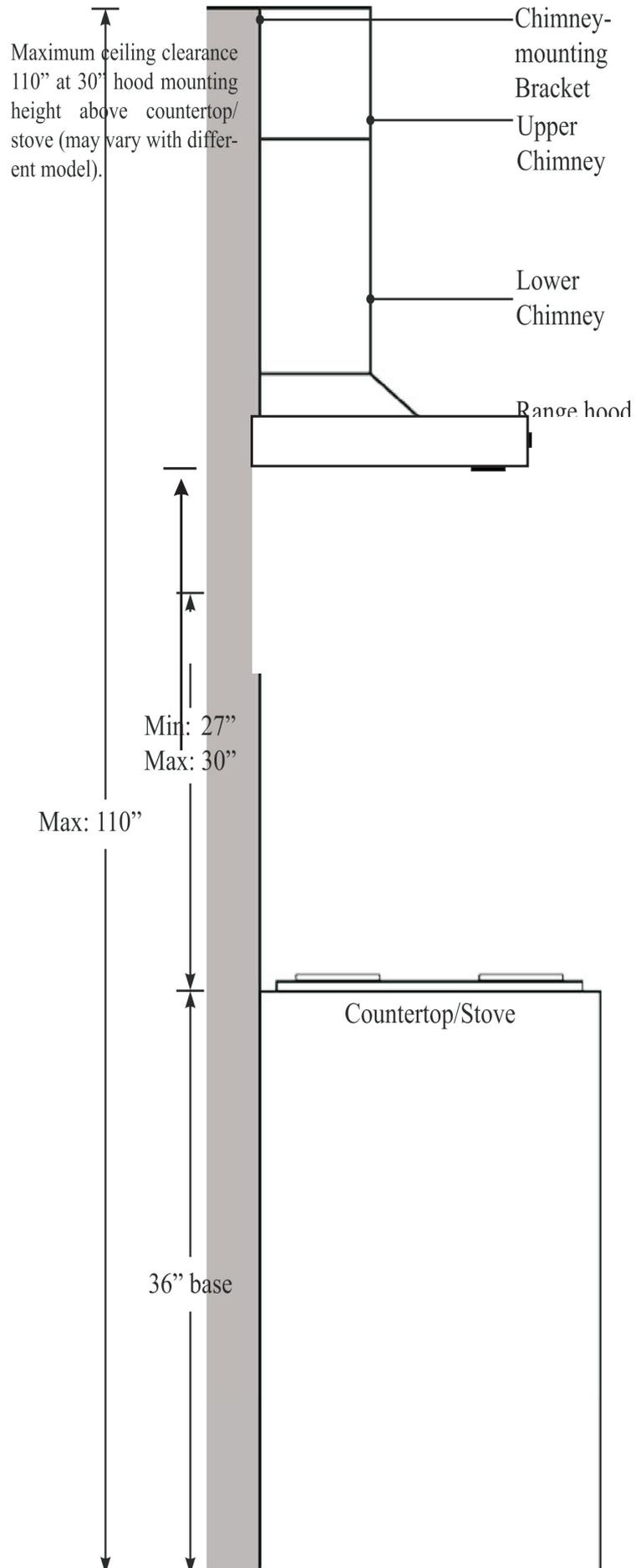
- Vent system must terminate to the outside (roof or side wall).
- DO NOT terminate the vent system in an attic or other enclosed area.
- DO NOT use 4" (10.2 cm) laundry-type wall caps.
- Use metal/aluminum vent only. Rigid metal/aluminum vent is recommended.
- DO NOT use plastic vent.
- Always keep the duct clean to ensure proper airflow.
- Calculate the following figures before installation:
  1. Distance from the floor to the ceiling.
  2. Distance between the floor to the countertop/stove (recommend\* 27" to 30").
  3. Distance between the countertop/stove to the range hood.
  4. Height of hood and duct cover.

### For the most efficient & quiet operation:

- A distance of 27" to 30" is recommended\* between stove top and the bottom of range hood.
- It is recommended that the range hood be vented vertically through the roof through 6" (15.3 cm) or bigger round metal/aluminum vent work.
- The size of the vent should be uniform.
- Use no more than three 90° elbows.
- Make sure there is a minimum of 24" (61 cm) of straight vent between the elbows if more than one elbow is used.
- DO NOT install two elbows together.
- The length of vent system and number of elbows should be kept to a minimum to provide efficient performance.
- The vent system must have a damper. If roof or wall cap has a damper, DO NOT use damper (if supplied) on top of the range hood.
- Use silver tape or duct tape to seal all joints in the vent system.
- Use caulking to seal exterior wall or roof opening around the cap.

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

## Height & Clearance



**IMPORTANT:**

- A minimum of 6” round (standard for this range hood) or 3-1/4 x 10” rectangular duct (purchased separately) must be used to maintain maximum airflow efficiency.
- Always use rigid type metal/aluminum ducts if available to maximize airflow when connecting to provided duct.
- Please use *Duct Run Calculation* below to compute total available duct run when using elbows, transitions and caps.
- ALWAYS, when possible, reduce the number or transitions and turns. If long duct run is required, increase duct size from 6” to 7” or 8”. If a reducer is used, install a long reducer instead of a pancake reducer. Reducing duct size will restrict airflow and decrease airflow, thus reduce duct size as far away from opening as possible.
- If turns or transitions are required: Install as far away from opening and as far apart, between 2, as possible.
- Minimum mount height between stove top to hood bottom should be no less than 27-inch\*.
- Maximum mount height between stove top to hood bottom should be no higher than 30-inch\*.
- It is important to install the hood at the proper mounting height. Hoods mounted too low could result in heat damage and fire hazard; while hoods mounted too high will be hard to reach and will lose its performance and efficiency.
- If available, also refer to stove top manufacturer’s height clearance requirements and recommended hood mounting height above range.

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

**Minimum Duct Size:**

- Round - 6” minimum
- Rectangular - 3-1/4 x 10” minimum (requires a 6” to 3-1/4x10” adaptor, not supplied)

**Calculating Vent System Length**

To calculate the length of the system you need, deduct the equivalent feet for each vent piece used in the system from the recommended maximum duct run.

<b>Duct Run Calculation:</b>	
Recommended maximum run	
6” or 3-1/4 x 10” duct	50 ft
Vent piece deduction	
Each 90° elbow used	9 ft
Each 45° elbow used	5 ft
Each 6” to 3/14 x 10” transition used	7 ft
Side wall cap with damper	0 ft
Roof cap	0 ft

***Duct Run Calculation example:***

*One roof cap, two 90° elbow, and one 45° elbow used:*

*0ft + 9ft + 9ft + 5ft = 23ft used.*

*Deduct 23ft from 50ft, 27ft maximum available for straight duct run.*

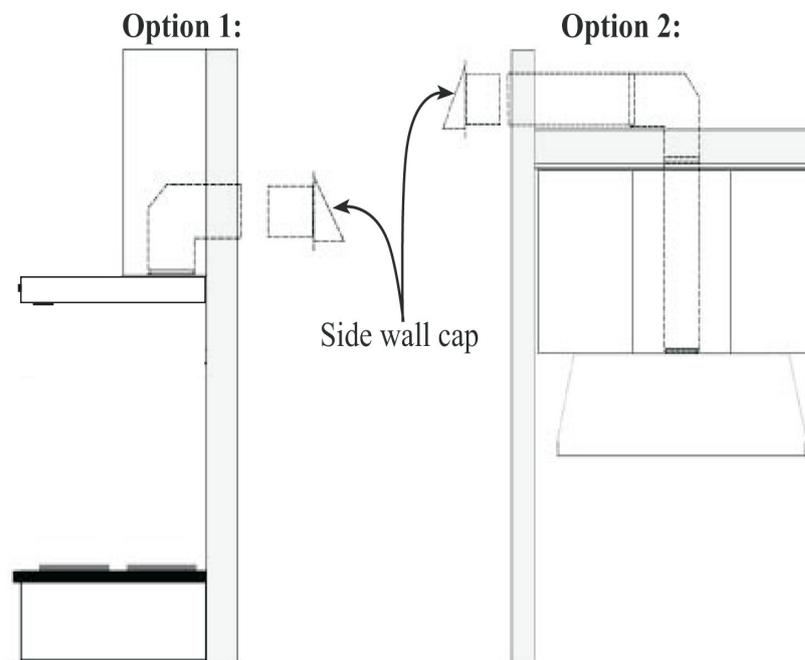
## Venting Methods

- This range hood is factory set for venting through the roof or wall.
- Vent work can terminate either through the roof or wall. To vent through a wall, a 90° elbow is needed.

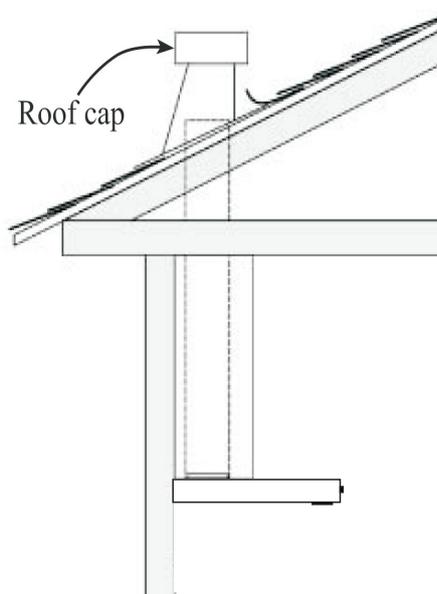
### IMPORTANT:

- NEVER exhaust air or terminate duct work into spaces between walls, crawl spaces, ceiling, attics or garages. All exhaust must be ducted to the outside.
- Use metal/aluminum duct work only.
- Fasten all connections with sheet metal screws and tape all joints with certified Silver Tape or Duct Tape.
- Use caulking to seal exterior wall or roof opening around the cap.

### Horizontal wall venting



### Vertical roof venting



# Electrical Requirements

**IMPORTANT:** Observe all governing codes and ordinances.

**It is the customer's responsibility:**

- To contact a qualified electrical installer.

If codes permit and a separate ground wire is used, it is recommended that a qualified electrician determine that the ground path is adequate.

A 120-Volt, 60 Hz, AC-only, fused electrical supply is required on a separate 15-amp circuit, fused on both sides of the line.

DO NOT ground to a gas pipe.

Check with a qualified electrician if you are not sure that the range hood is properly grounded.

DO NOT have a fuse in the neutral or ground circuit.

**IMPORTANT:** Save this Installation Guide for electrical inspector's use.

The range hood must be connected with copper wire/plug only.

The range hood should be connected directly to the fused disconnect (or circuit breaker) box through flexible armored or non-metallic sheathed copper cable. ETL- listed strain relief must be provided at each end of the power supply cable.

# Preparation

## Advanced Preparations:

- Be familiar with the controls of the range hood by reading through *Range Hood Operations*, Page 12.
- Place the range hood on a flat, stable surface. Connect the range hood to a designated standard outlet (120-Volt, 60Hz, AC only) and turn on the range hood. Verify all operations of the range hood by referring to *Range Hood Operations*, Page 12.
- Place all supplied parts and required hardware on a flat, stable surface and verify the existence of all supplied parts listed on Page 4.
- Carefully remove the white plastic protective coat from the range hood.

## Preparations:

**NOTE: To avoid damage to your hood, prevent debris from entering the vent opening.**

- Determine and mark the center line on the ceiling where the range hood will be installed. Make sure there is proper clearance within the ceiling or wall for exhaust vent.
- Due to the weight and size of this unit, please make sure that the support system or framework being used is stable and secure in the wall.
- Put a thick, protective covering over counter top, cook top or range to protect from damage or dirt. Remove any hazardous objects around the area when installing.
- Mark the locations of the support mounting bracket holes, vent cutout (if used) and power supply cable cutout on the ceiling. Use drill and saber saw or keyhole saw to cut openings for power supply cable and vent (see *Venting requirements* and *Electrical requirements*, Pages 6-8).
- If venting to the outside install vent system (see *Venting Requirements*, Page 5). Use caulking to seal exterior wall or roof openings.
- Disconnect main electrical supply, prepare and run electrical wiring through ceiling or wall. Leave approximately 12" of electrical cord hanging from the ceiling. Do not restore power until wiring is completed.
- Disconnect power cord, remove the baffle filter by sliding the knob toward the metal filter handle.
- Set aside the baffle filters until the range hood is properly installed.

**CAUTION: If moving the cooking range is necessary to install the hood, turn OFF the power on an electric range at the main electrical box. SHUT OFF THE GAS BEFORE MOVING A GAS RANGE.**

# Installation

## Installations (refer to Page 4 for parts):

1. Measure the distance between stove top and the bottom of range hood. A distance of 27" to 30" is recommended\*.  
*\*Due to different ceiling height configurations, recommended height may not be applicable.*
2. Using references in *Height & Clearance* on Page 5 and *Measurements and Diagrams* on Page 16, mark the leveling point of the hood. Position two mounting screws on the wall, leaving 1/8" space away from the wall.
3. Position the chimney-mounting bracket **directly** above the hood-mounting bracket, mark the leveling points and secure it using two mounting screws.

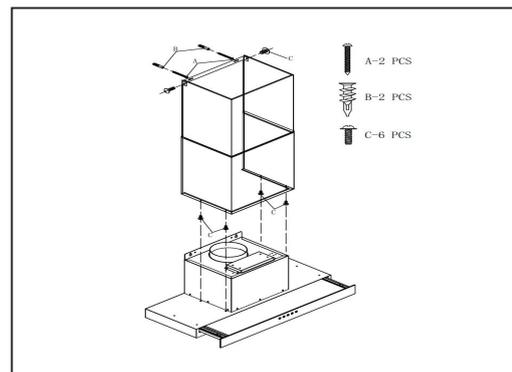
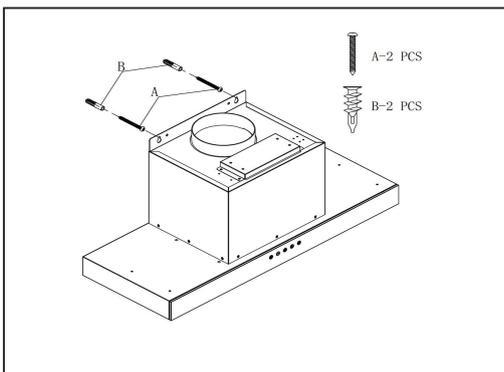
**NOTE: Use threaded drywall anchors only when mounting the hood on sheet rock. Mounting the hood on wall studs or lumbar is highly recommended.**

4. Attach the hood-mounting bracket to the back of the hood with 4 screws as shown
5. Align hood-mounting bracket to the screws on the wall and hook hood into place as shown. Tighten screws to secure hood to the wall.

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

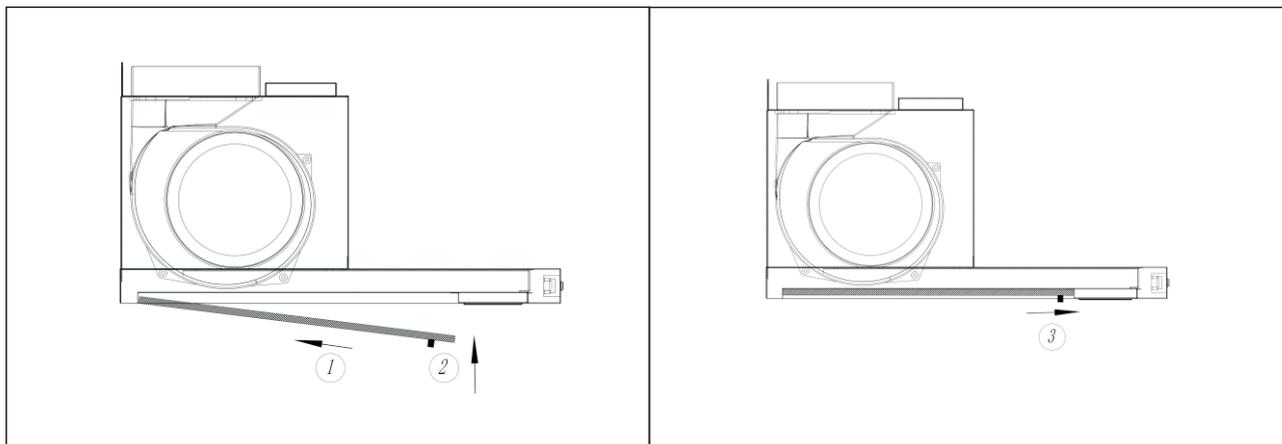
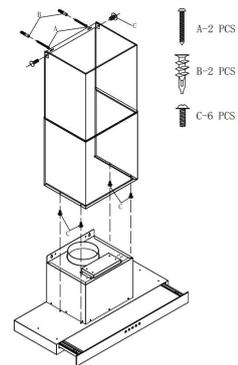
6. For safety purpose, pre-drilled mounting holes are provided through the back of the hood. For a more secure installation, use as many mounting holes as needed to secure from the inside of hood.
7. Use 6" round steel pipe (follow building codes in your area) to connect the exhaust on the hood to the duct-work above. Use silver tape or duct tape to make all joints secure and air tight.

**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.**



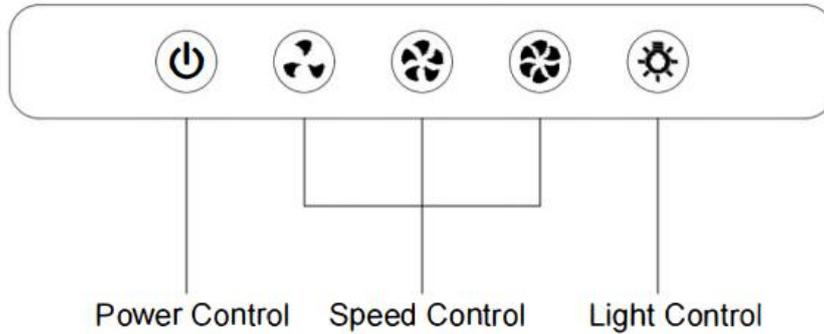
## Installation (Continued)

8. Connect the range hood to a designated standard outlet (120-Volt, 60Hz, AC only) 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) as shown in Figure 6.
9. Store excess wires in the wiring box.
10. Install both chimneys and tighten screws to secure the lower chimney to the range hood as shown
11. To avoid scratching the chimney, extend the upper chimney **slowly** and **carefully** to the chimney-mounting bracket and tighten screws as shown
12. To install baffle filters
  - ① Angle baffle filter toward back of hood.
  - ② Slide the knob toward the metal filter handle and push up.
  - ③ Release the knob until it fits into resting positions.
13. Repeat Step 12 to install all baffle filters.
14. Turn power ON in control panel. Check all lights and fan operations.
15. Make sure to leave this Installation Guide for the homeowner.



## Range Hood Operations

Control Panel Layout and Buttons Configurations:



Lights:

Press the light button  to turn LED lights on and off.

Power Settings:

Press the  button to turn the fan On/Off.

Press the  button once and the motor starts to operate at Low speed.

Press the  button once and the motor will reach Medium speed.

Press the  button once and the motor will reach High speed.

# 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*
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 6” or 3-1/4 x 10”. Range hood WILL NOT function efficiently with insufficient duct size. For example: 7” duct over 6” 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.

# Use and Care Information

## Operations:

- Read and understand all instructions and warnings in this manual before operating the appliance. Save these instructions for future reference.
- Always leave safety grills and filters in place. Without these components, operating blowers could catch on to hair, fingers and loose clothing.
- NEVER dispose cigarette ashes, ignitable substances, or any foreign objects into blowers.
- NEVER leave cooking unattended. When frying, oil in the pan can easily overheat and catch fire. The risk of self combustion is higher when the oil has been used several times.
- NEVER cook on “open” flames under the range hood. Check deep-fryers during use: Superheated oil may be flammable.

## Cleaning:

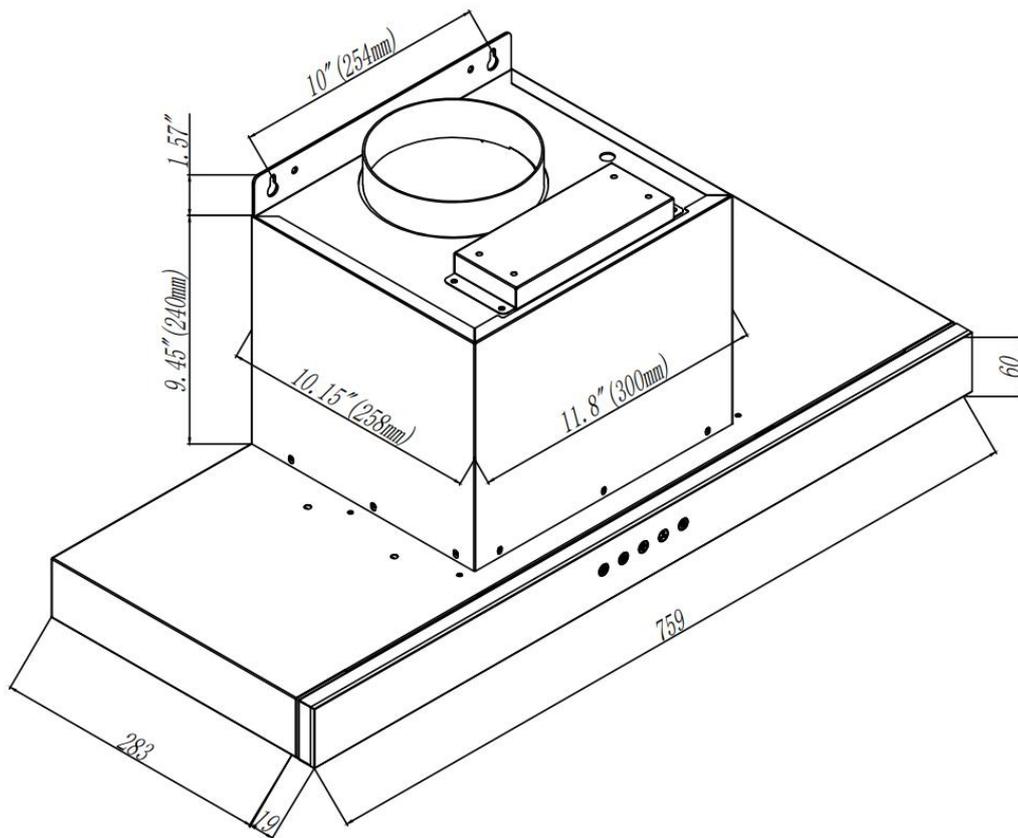
- The saturation of greasy residue in the blower and filters may cause increased inflammability. Keep unit clean and free of grease and residue build-up at all times to prevent possible fires.
- Filters must be cleaned periodically and free from accumulation of cooking residue (see *cleaning instructions*). Old and worn filters must be replaced immediately.
- DO NOT operate blowers when filters are removed. Never disassemble parts to clean without proper instructions. Disassembly is recommended to be performed by qualified personnel only. Read and understand all instructions and warnings in this manual before proceeding.

Specifications	
Body design	Stainless Steel Black Finish
Power Rating	120V/60Hz(USA&Canada Standard)
General Input Power	218W(215W+2X1.5W)
Motor Input Power	215W
Ampere	2.5A
Speed Control Levels	3 Speeds
Number of Motors	Single Motor
Control Type	Soft Touch Sensor Control
Filtration Type	Aluminum Filter
Illumination	2x1.5W LED
Venting size	Top ,6 Inches(15.3cm) Round

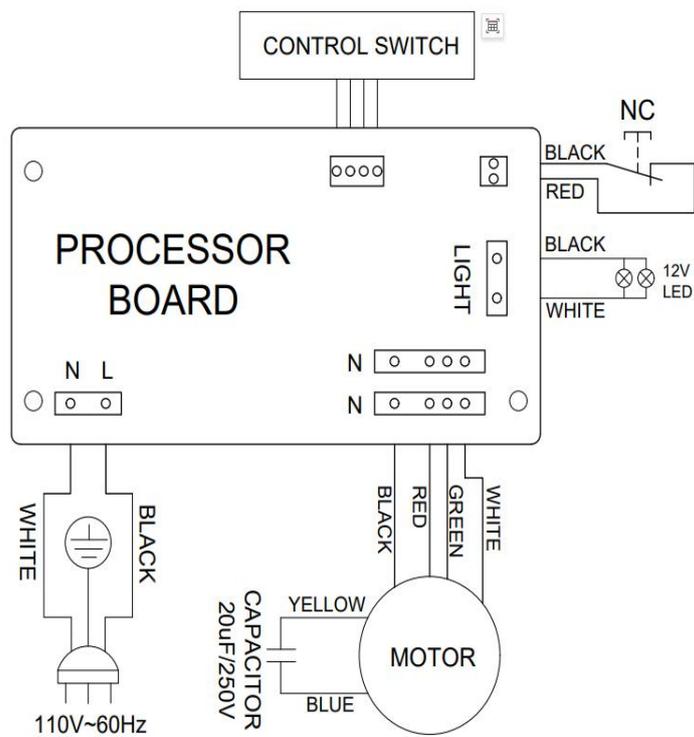
## Measurements and Diagrams

All measurements in parenthesis are in inch.

All inch measurements are converted from millimeters, thus inch measurements are estimated.

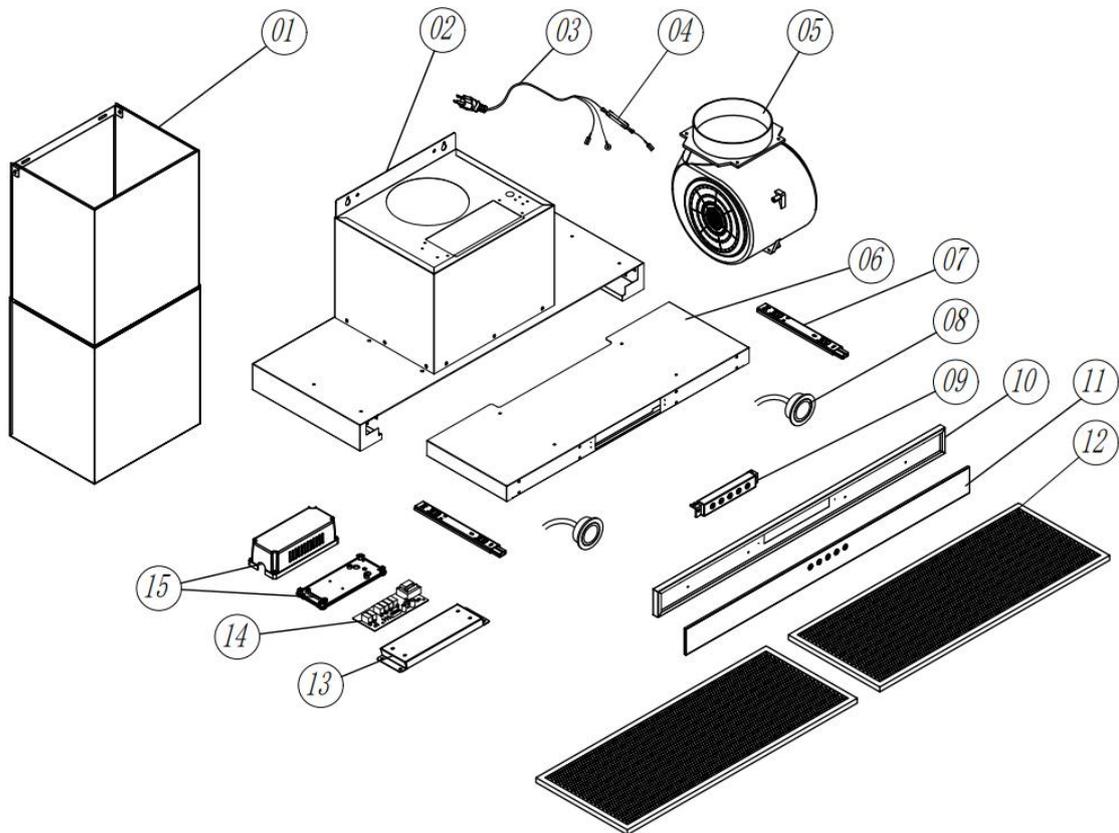


# Wiring Diagram



# Range Hood Assembly

No	Description
1	Chimney
2	Hood Casing
3	Power Cable
4	Fuse
5	Blower Assembly
6	Slides Out Panel
7	Guide Rail
8	Led Light
9	Switch
10	Lamp Panel
11	Glass Panel
12	Aluminum Filter
13	Electrical Box Base
14	Processor Board
15	Electrical Box Cover



## 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 “Formula 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.

#### **Cleaning Stainless Steel Baffle Filter:**

**IMPORTANT:** Drain oil from baffles, spacers, filters, oil tunnels, oil containers before oil and residue overflow!

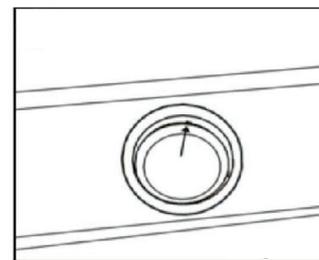
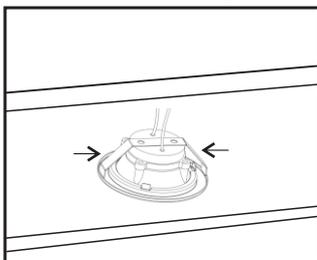
- Remove all baffles, spacers, filters, grease tunnel, and oil containers and discard oil and residue.
- Wash with warm soapy water. NOTE: Stainless steel baffles, spacers and oil tunnel are top rack dishwasher safe.
- Dry thoroughly before replacing and follow directions for installation in reverse.
- Filters should be cleaned after every 30 hours of use.

#### **Replacing Filters:**

- Should filters wear out due to age and prolonged use, replace with following part number:

#### **Replacing the light bulb:**

- This range hood uses LED Lights.
- Make sure the range hood is unplugged or turn OFF breaker.
  1. Wear a cotton glove (DO NOT handle with bare fingers)  
Squeeze both bulb “legs” as shown gently.
  2. Gently push 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.
- Turn ON breaker and range hood to test for operation.



# 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.

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## Contact Us

If you need any assistance, please call us or email us . Please have your order number and model of the range hood ready. This information will help us better respond to your request.

If you need replacement parts, we recommend that you only use our genuine parts. Our accessories and parts are engineered and designed specifically for our range hoods, each is rigorously tested assuring the utmost in durability and reliability, providing a factory match, factory-installed appearance and functionality tailored to each individual range hood model.

To obtain warranty service, you may contact its dealer or distributor from which you purchased

Please confirm the terms of your dealer's or distributor's policies prior to contacting.

Typically, you must include product identification information, including model number and batch number (if applicable) with a detailed description of the problem you are experiencing. You must also include proof of the date of original retail purchase as evidence that the product is within the applicable warranty period.

# Thank You for Choosing FORM+

For additional support, please visit our  
website.

[www.formplusdesign.com](http://www.formplusdesign.com)