

# Installation Guide and User Manual

Version: RH-IT-201903

## *Split Insert Series*

Insert Hood Unit + Attic Blower Unit

Models: RH-IT (30", 36")

4" High, 6" or 8" Top Vent, 1mm Thickness



## **STOP and read! Test before installing**

1. Please unpack the range hood and remove the baffle filters.
2. And then remove the vent out adapter, screws, user manual; check any dent or damage inside and outside.
3. Place the Insert Hood unit and the Blower unit on a flat stable surface; connect the Connection Cord from the Hood unit to the Blower unit according to the Speed Numbers/Colors inside the top connection box.
4. Plug in 120V AC power source. Press the speed buttons to turn on.
5. Check if any unusual metal touching noise, check the speed variation, and press the Light button to check the lights.
6. Verify all functions per Section 9 RANGE HOOD OPERATIONS.
7. Refer to Section 10 TROUBLESHOOTING if any malfunction was found.

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

### **NOTICE:**

**Installer:** Leave this guide with the homeowner

**Homeowner:** Keep this guide for future reference

**PLEASE READ AND SAVE THESE INSTRUCTIONS.**

**Strongly recommend to test the units before installation for any defective or damage during shipment.**

**WARNING – TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK, OR INJURY TO PERSONS, READ THE FOLLOWING CAREFULLY before attempting to assemble, install, operate or maintain the product.**

- A. Always disconnect, lock and tag power source before installing or servicing product. Failure to disconnect power source can result in fire, shock or serious injury.**
- B. Installation work and electrical wiring must be done by qualified person(s) in accordance with all applicable codes and standards, including fire-rated construction.**
- C. When cutting or drilling into wall or ceiling, do not damage electrical wiring and other hidden utilities.**
- D. Verify and ensure the rated voltage and frequency (please refer to the rating label) of the range hood is in compliance with the mains supply.**

## **CONTENTS**

1. KNOW BEFORE INSTALLATION .....	2
2. INCLUDED PARTS & ACCESSORIES .....	2
3. IMPORTANT SAFETY NOTICE.....	3
4. VENTING HEIGHT REQUIREMENTS.....	5
5. VENTING METHODS .....	6
6. ELECTRICAL REQUIREMENTS & SPECIFICATIONS .....	7
7. INSTALLATION PREPARATION .....	8
8. INSTALLATION INSTRUCTIONS .....	9
9. RANGE HOOD OPERATIONS .....	10
10. TROUBLESHOOTING .....	10
11. MAINTENANCE AND CLEANING .....	11
12. WARRANTY.....	12
13. SUPPORT AND CONTACT.....	13

## 1. KNOW BEFORE INSTALLATION

**Research, plan and prepare the optional accessories & tools.**

### **Duct venting and accessories (NOT INCLUDED)**

- If for new installation or your old range hood doesn't have exhaust duct, prepare to cut the openings through the bottom of the cabinet, wall, or top cabinet to ceiling. The ducts are NOT included. Refer to Section 5 VENTING METHODS for detail.
- Check the existing exhaust duct size. If not the right size of the duct, try to get the converter / reducer / adapter / elbow as shown in the pictures.



- The damper is on the top vent of the split 6" Blower unit. But no damper in the split 8" Blower unit, recommend installing the damper on the wall or roof vent out. Don't install the damper on the top of the Hood unit, because the big noise is generated from the damper with strong air flow.
- Also prepare the cutting tools (jig saw or reciprocating saw), screw drivers or power drill, level, measuring tape, knife, duct/foil tape, screws, marker/pencil, etc.



- 2 people are required for the installation.



## 2. INCLUDED PARTS & ACCESSORIES

- 1 of Insert Hood unit, with 2 LED lights, control buttons. No motor/blower inside the Hood unit.
- Removable stainless steel baffle filters.
- 1 of round top vent adapter (6" or 8") inside the Hood unit, please take it out and attach it to the top of the Hood unit with provided screws.

- 1 of Blower unit (6" or 8" vent) with 2 mounting bars.
- Electric connection nuts and mounting screws are included.

**Note: The split Blower unit is not water proof; it must be kept inside the home, attic or crawl space etc. Never try to install the split Blower outside of the home. The supplied are subjected to change without notice due to product development.**

### 3. IMPORTANT SAFETY NOTICE

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

#### **Installation Cautions:**

- 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.
- Before installation, turn on the range hood to test for any damage / defect due to shipping.
- Due to the size and weight of this range hood, two people installation is required.

#### **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, unplug the power cord or switch power OFF at service panel and lock service panel to pre-vent 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 outdoors. **DO NOT** vent exhaust into spaces between walls, crawl spaces, ceiling, attics or garages.
- 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, and 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 (countertop/stove) unattended at high settings. Boil overs cause smoking and greasy spillover that may ignite. Heat oils slowly on low or medium settings.
- 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 or 911.
- 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 leak:**

- 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, or 911 immediately.

Your safety and the safety of others are 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”.

You hold all responsibility in the event of failure to observe the instructions given here for installation, maintenance and suitable use of the product. Further declines all responsibility for injury due to negligence and the warranty of the unit automatically expires due to improper maintenance.

It will not be held responsible for any damages to personal property or real estate or any bodily injuries whether caused directly or indirectly by the range hood.

## 4. VENTING HEIGHT REQUIREMENTS

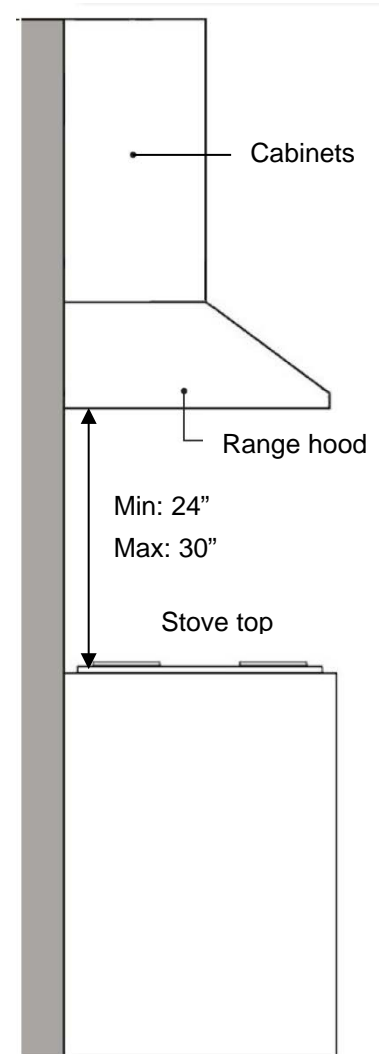
- Vent system must terminate to the outside (roof or side wall).
- DO NOT terminate the vent system in an attic or other enclosed area.
- DO NOT use 4" (10.2 cm) laundry-type wall caps.
- Use metal/aluminum vent only. Rigid or flexible metal / aluminum vent duct is recommended.
- DO NOT use plastic vent.
- Always keep the duct clean to ensure proper airflow.
- Measure and estimate the following figures before installation:

1. *Distance between the countertop/stove to the bottom of the range hood. Recommend 24" to 30".*

2. *Height of hood and duct.*

### For the most efficient & quiet operation:

- A distance of 24" to 27" is recommended between stove top and the bottom of range hood.
- The vent duct isn't included. It is recommended that the range hood be vented vertically through the roof through 6" (15.24 cm) or bigger round metal/aluminum vent work, such as 6 in. x 8 ft. semi-rigid aluminum flexible duct.
- 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 damper is on the top vent of the split 6" Blower unit. But not in the 8" Blower unit.
- Use duct tape to seal all joints in the vent system.
- Use caulking silicone to seal exterior wall or roof opening around the cap.



### IMPORTANT:

- Please use Duct Run Calculation below to compute total available duct run when using elbows, transitions and caps.
- ALWAYS, when possible, reduce the number of transitions and turns. If long duct run is required, increase duct size from 6" to 7", 8" or 9". 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 24-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 reduce its performance and efficiency.
- If available, also refer to stove top manufacturer’s height clearance requirements and recommended hood mounting height above range.

**Minimum Duct Size:**

- Round - 6” minimum for 6” vent.
- Round - 8” minimum for 8” vent.

## 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.

Duct Run Calculation	
Recommended maximum straight duct run	
6” round 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.*

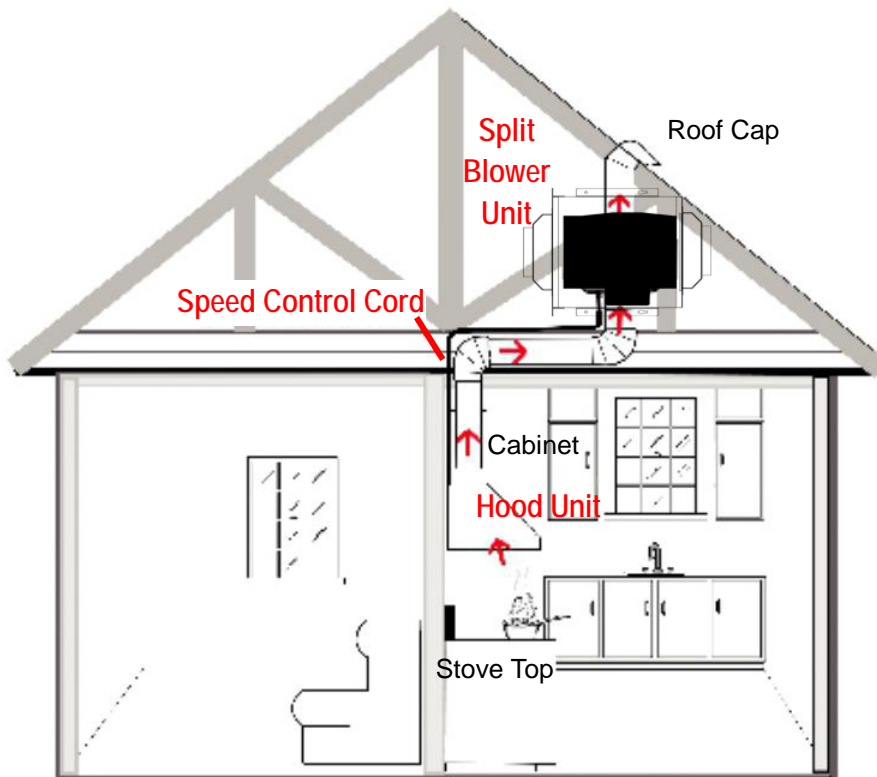
*Deduct 23ft from 50ft, 27ft maximum available for the duct run.*

## 5. VENTING METHODS

- The split blower unit must be kept inside the home, attic or crawl space etc. Never try to install the split blower unit outside of the home.
- This range hood is 6” or 8” top venting through the roof or wall.
- Vent work can terminate either through the roof or wall as shown below.
- Always use rigid or semi-rigid type metal/aluminum ducts if available to maximize airflow.
- Decide the location of the venting pipe from the hood to the outside.
- A straight, short vent run will allow the hood to perform more efficiently. Try to avoid as many transitions, elbows, and long run as possible. This may reduce the performance of the hood.

## IMPORTANT:

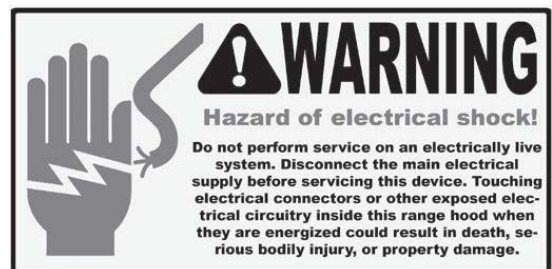
- NEVER exhaust air or terminate duct work into spaces between walls, crawl spaces, ceiling, attics or garages. All exhaust must be ducted to the outside.
- Fasten all connections with sheet metal screws and tape all joints with certified Silver Tape or Duct Tape.
- Use caulking to seal exterior wall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



## 6. ELECTRICAL REQUIREMENTS & SPECIFICATIONS

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

- **It is the customer's responsibility** to contact a qualified electrical installer.
- A 120 Volt, 60 Hz, AC only, fused electrical supply is required on a 15-amp circuit.
- DO NOT have a fuse in the neutral or ground circuit.
- The 3-prong outlet should be grounded. If the power cord plug is not used, the power cord's green wire should be connected to ground. Check with a qualified electrician if you are not sure that the range hood is properly grounded.
- DO NOT ground to a gas pipe.
- 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.





# Specifications

Specifications:	
Body Design	Seamless Stainless Steel, Satin Finish
Power Rating	120V / 60Hz (USA & Canada standard)
General Input Power	236W (230W + 2x3W)
Motor Input Power	230W
Ampere	2.5 A
Levels Of Speed Control	3 Levels
Airflow (L/M/H)	490CFM / 650CFM / 800CFM
Noise Level (/L/M/H)	50dB / 56dB / 60dB
Number Of Motors	1 Motor
Motor Type	Single Chamber Ultra Quiet
Fan Type	Centrifugal Squirrel Cage
Control Type	Push Button
Filtration Type	Stainless Steel Baffle Filter
Illumination	3W 12V Maximum
Venting Size	Top, 6 inches or 8 inches Round

## 7. INSTALLATION PREPARATION

### Test before installing:

- Please unpack the range hood and accessories carefully. Remove the baffle filters.
- Check for any dent or damage inside and outside. If found any losing parts, please remove them.
- Place the range hood and the split blower unit on a flat stable surface; **connect the Unit Connection Cord from the Insert Hood unit to the split Blower unit according to the Speed Numbers/Colors inside the top connection box (refer to page 9, section 8 – 7) for wiring connection table.**
- Connect the power cord to a designated standard outlet (120-Volt, 60Hz, AC only). Press the the speed buttons to turn on.
- **Check if any unusual metal touching noise, check the speed variation, and press the Light button to check the lights.** Verify all functions by referring to Section 9 RANGE HOOD OPERATIONS. Refer to Section 10 TROUBLESHOOTING if any malfunction was found.
- Place all supplied parts and required hardware on a flat stable surface and verify the existence of all supplied parts listed on Section 2 INCLUDED PARTS & ACCESSORIES.

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

**CAUTION:** If moving the cooking range is necessary to install the hood, unplug the power on an electric range. **SHUT OFF THE GAS VALVE BEFORE MOVING A GAS RANGE.**

## 8. INSTALLATION INSTRUCTIONS

### 1) Installation planning

- Minimum 2 people are required for the installation due to safety concern.
- Measure the distance between stove top and the bottom of range hood. A distance of 24" to 27" is recommended. Minimum 24" is required for safety concern.
- Decide the venting method and the location of the venting pipe from the hood to the outside.
- Purchase any necessary accessories from a hardware store, such as ducts, elbow, reducer, duct tape, screws, etc.
- Plan the mounting locations firmly.

### 2) Remove the bottom decorative panel from the range hood to view the screw holes. Install the top vent adapter on the top of the Hood unit.

### 3) Cut a hole in the bottom of the cabinet, using the dimensions shown in the table below (refer to Fig. A).

Model No.	X	Y
RH-IT-30	28-1/4"	10-1/2"
RH-IT-36	34-1/8"	10-1/2"

### 4) Insert the hood in the cabinet and secure with the (4) mounting screws from the inner side of the range hood. (Fig. B). *Note: Wood blocking might need to be built if it's not available in order to secure the mounting screws.*

### 5) Securely mount the Split Blower unit to the lumber inside the attic.

### 6) Connect the 6" ducts (or 8" ducts depends on the vent size).

- Use the 6" (or 8") round aluminum duct to connect the vent adapter on the Hood unit to the bottom of the split Blower unit.
- Use the 6" (or 8") round aluminum duct to connect the top vent on the split Blower unit to the roof/wall cap. 8" Blower unit has no air damper, recommend installing the air damper on the roof/wall vent out.
- Use the duct tape to make all joints secure and air tight.

### 7) Connect the Speed Control Cord from the Hood unit to the top connection box of the Blower unit; make sure the wires are securely connected using the provided electrical nuts according to the colors (or speeds if the colors don't match, refer to below table). *Note: the Speed Q wire in the Blower unit should not be used, please insulate it with electrical nut and tape.*

	Insert Hood unit	6" Blower unit (version A)	6" Blower unit (version B)	8" Blower unit
Speed 3	Orange	Orange	Red	Brown
Speed 2	Red	Red	Green	Green
Speed 1	Pink	Pink	Orange	Orange
Speed Q	(not available)	Blue (not used)	White (not used)	Red (not used)
Neutral wire	White	White	Black	Black
Ground wire	Green	Chassis screw	Chassis screw	Chassis screw

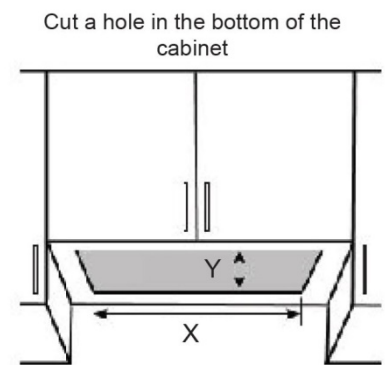


Fig. A

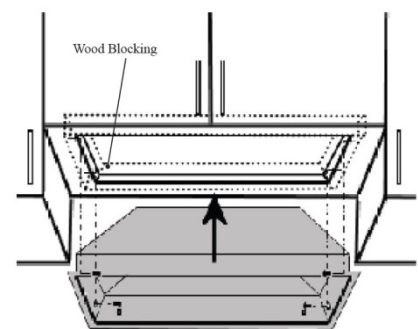
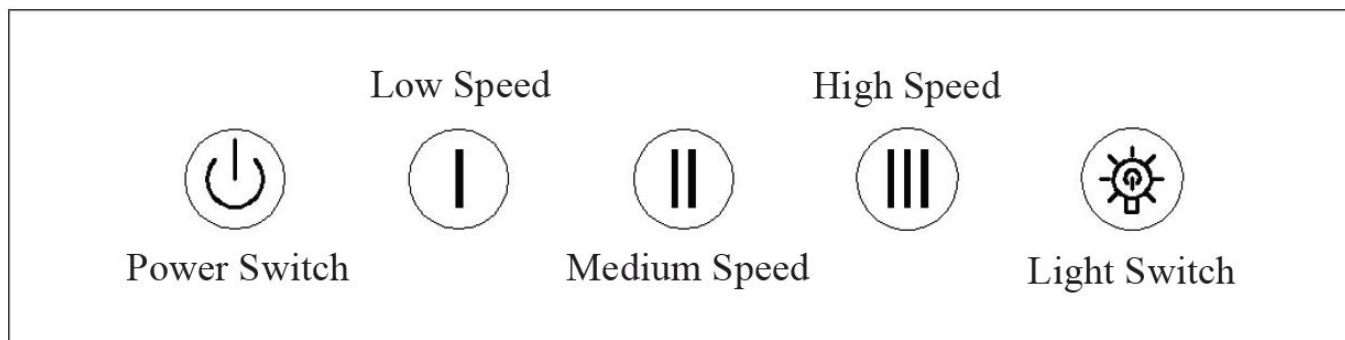


Fig. B

- 8) Connect the Hood unit's power cord to a designated grounded standard 120V outlet.
- 9) Replace the bottom decorative panel on the Hood unit, and install baffle filters.
- 10) Turn on and test each speed. Check all lights and fan operations.

## 9. RANGE HOOD OPERATIONS

### Control Panel Layout and Buttons Configurations:



#### Turn On:

- Press the desired *Speed Control* (Low, Medium, High) switch to turn on the Blower unit. Once the button is pressed, the previous speed mode is cancelled.
- Press the *Light Switch* button to turn on the lights.

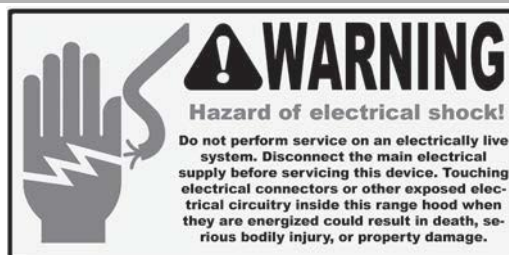
#### Turn Off:

- Press the *Power Switch* to turn off the power.
- Press the *Light Switch* button to turn off the lights.

#### Operation Cautions:

- Read and understand all instructions and warnings in this manual before operating the appliance.
- Always leave safety grills and filters in place.
- NEVER dispose 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.

## 10. TROUBLESHOOTING



If the range hood or LED light does not operate after installation	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Swap out light assembly to working ones to determine whether it is caused by defective bulbs.</li> </ul>
The Blower unit vibrates abnormally	<ul style="list-style-type: none"> <li>• The fan blades might not been securely tightened to the shaft of the motor. Remove the screws and check the Blower unit's motor and fan blades.</li> </ul>
The blower or fan seems weak	<ul style="list-style-type: none"> <li>• Check if the duct size is correct. Range hood WILL NOT function efficiently with insufficient duct size.</li> <li>• 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.</li> <li>• Check if the reducer (3" or 4") was placed anywhere to limit the air flow.</li> </ul>
The lights work but the blower is not spinning at all, is stuck or is rattling	<ul style="list-style-type: none"> <li>• Check the wiring connection according to the colors and speeds.</li> <li>• The blower might be jammed or scraping due to shipping damage.</li> <li>• Disconnect the power cord; use a screw driver to rotate the fan blades through the Blower unit's vent out. You might see the fan blade or/and motor is not in the proper position (offset from the center). Try to fix/adjust it or please contact us immediately.</li> </ul>
The hood is not venting out properly	<ul style="list-style-type: none"> <li>• Make sure the distance between the stove top and the bottom of the hood is within recommended 24" and 27" in distance. <i>*Due to different ceiling height configurations, recommended height may not be applicable.</i></li> <li>• Reduce the number of elbows and length of duct work. Check if all joints are properly connected, sealed, and taped.</li> <li>• Make sure the power is on high speed for heavy cooking.</li> </ul>

## 11.MAINTENANCE AND CLEANING

### 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.
- 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.
- Filters must be cleaned periodically and free from accumulation of cooking residue. 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.

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

### **Cleaning Exterior Stainless Steel Surfaces:**

- Clean periodically with hot soapy water and clean cotton cloth. DO NOT use corrosive or abrasive detergent, or steel wool/scoring pads, which will scratch and damage the stainless steel surface. For heavier soil use liquid degrease cleaner.
- If hood looks splotchy, 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 nonabrasive stainless steel polish, 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 Filters:**

- Remove all baffles, spacers, filters, grease tunnel, and oil containers and discard oil and residue.
- **IMPORTANT:** Drain oil from baffles, spacers, filters, oil tunnels, oil containers before oil and residue overflow!
- 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 the baffle filters immediately.

### **Replacing the Light Bulbs:**

- This range hood uses LED bulbs: 3W 12V.
- Make sure the range hood is unplugged or turn OFF breaker.
  1. Gently pull the defective bulb assembly straight out from the edge, and then disconnect the wires.
  2. Connect the new LED bulb's wires and snap the new LED assembly into the housing hole.
  3. Turn ON breaker/power and to test the range hood for operation.

## **12. WARRANTY**

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

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

- For one year from the date of original purchase, we will provide free of charge, non-consumable replacement parts or components that failed due to manufacturing defects. Subject to the conditions and limitations set forth below, we will, 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, stainless steel baffle filters.

### **Who is Covered?**

- This warranty is extended to the original purchaser for products purchased for ordinary home use in the continental USA.

### **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.

### **What is Not Covered?**

- Consumable parts such as light bulbs, stainless steel baffle 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. It is 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. 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.

To obtain warranty service, you may contact us, its dealer or distributor from which you purchased the product. 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 lot number 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.

## **13.SUPPORT AND CONTACT**

Contact your local seller for exchange or repair.

Visit [www.awoco.com](http://www.awoco.com) for most updated information.

Call 888-412-3428 or email [sales@awoco.com](mailto:sales@awoco.com) for technical support and sales activity.