



**RANGE HOOD INSTALLATION
& OPERATIONS MANUAL**



THANK YOU

We hope that your new range hood beautifully complements your home and your cooking. Be sure to check out our blog for some awesome tips:

prolinerangehoods.com/blog

BEFORE YOU INSTALL

- Open your hood upon receiving it from us. Make sure your hood was not damaged during shipping.
- Plug the hood in to make sure it is working correctly.
- If there is anything wrong with your hood please let us help you personally. You can use any of the contact methods on the right.

AFTER YOU INSTALL

Take some pictures of your kitchen for the chance to be featured on our blog and social media!

Send photos to ***support@prolinerangehoods.com***



CUSTOMER SUPPORT

877.901.5530

Monday-Friday

8:00 AM – 5:00 PM MST



prolinerangehoods.com

support@prolinerangehoods.com



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VENTING REQUIREMENTS

FOR CORRECT VENTING

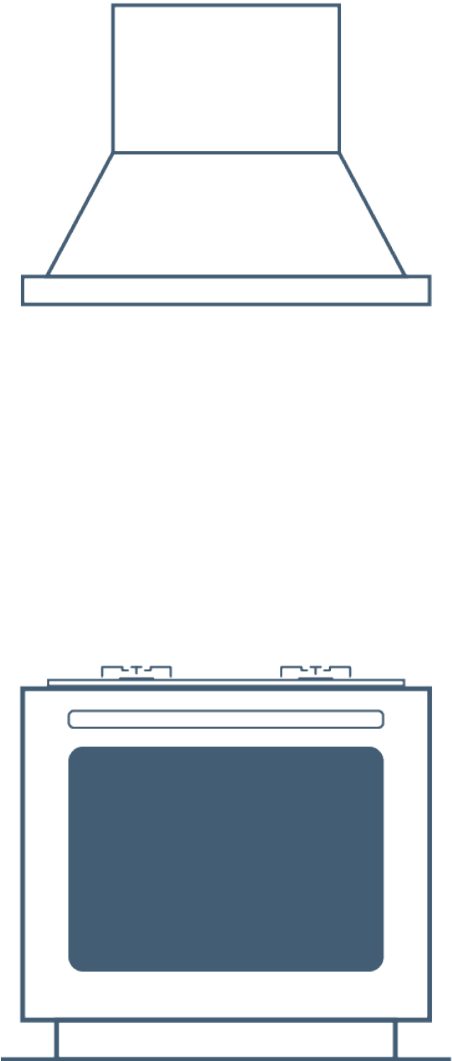
- Allow 28-36" between the top of the cooking surface and the bottom of hood. Allow 36-40" for venting over a BBQ grill.
- The best option is to vent vertically through the roof if possible; vent through a side wall if you cannot vent directly above your hood.
- Use galvanized steel or metal HVAC ducting only.
- For best performance use as few elbows as possible, with no more than three 90° elbows. Include at least 18" straight from the transition piece before using an elbow in the duct and make sure there is at least 24" of straight vent between any elbows.
- Use duct tape or HVAC tape to seal all joints in the vent system.
- Use caulking to seal exterior openings around the cap
- Always keep the duct clean to ensure proper airflow

NEVER

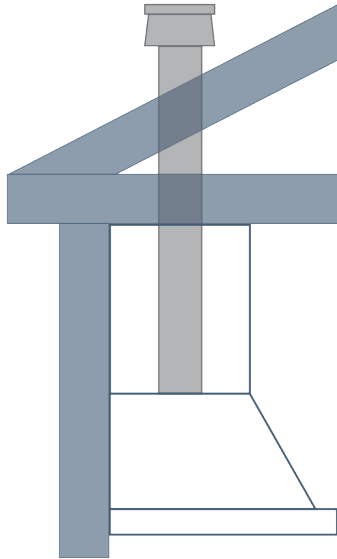
- Terminate the vent system into an attic or other enclosed area.
- Mount the range hood outside of the 28"-36" height above the cooking surface. Hoods mounted too low may be susceptible to heat or fire damage. Hoods mounted too high will perform poorly and become inefficient.
- Use 4" (10.2 cm) laundry-type wall caps.
- Use plastic venting or plastic ducting.
- Use more than 40' of ductwork.
- Install a range hood lower than 36" over a BBQ.
- Reduce the diameter of your duct work from the hood outlet size.

**28-36" Distance
Cooktop to Hood**

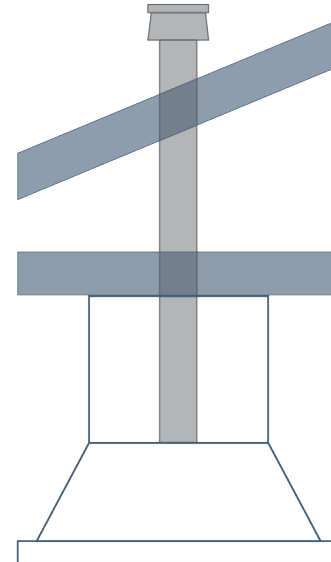
36" Countertop



VENTING OPTIONS



Wall Mounted



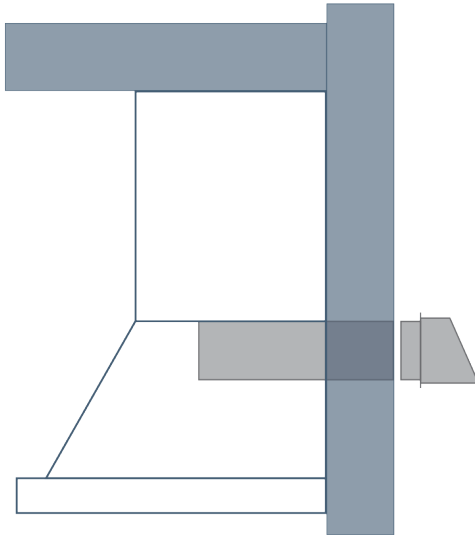
Island

VERTICAL ROOF VENTING

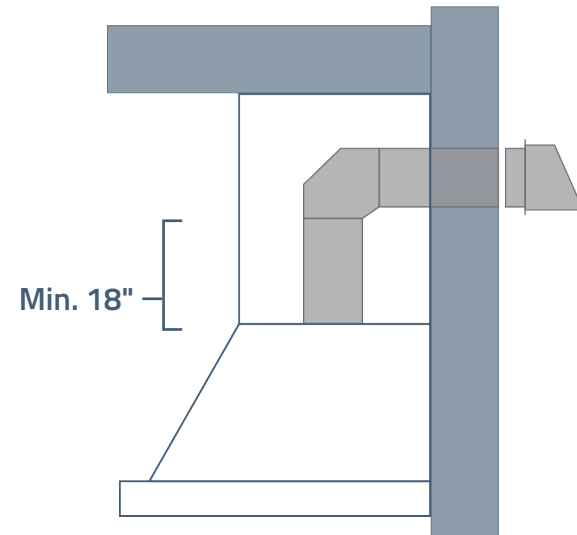
- Ducting goes vertically above the range hood through the house's roof. This is the most efficient way to vent and the preferred venting option for all Wall mounted or Island hoods.
- A roof cap is needed to protect the ducting from the exterior. Seal the roof cap with caulking.

VENTING OPTIONS

1



2

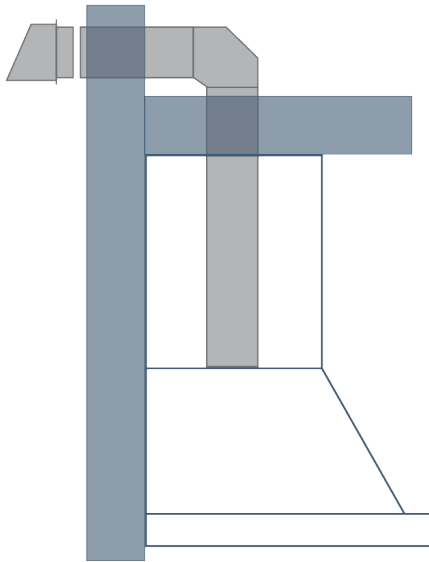


HORIZONTAL WALL VENTING

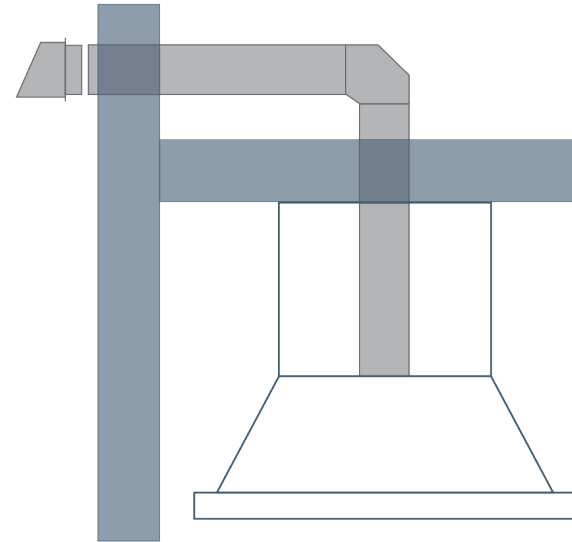
- This is an alternative option to vertical venting. Ducting goes horizontally from the range hood through the house's side wall. Depending on the model of hood, venting can go straight through an exterior wall from the back of the hood if the hood has an option to rotate the blower panel (**Option 1**). This option is only available on specific models.

- The second option is to vent off the top of the blowers and elbow off of the top of the hood, through the wall (**Option 2**). For correct venting please allow at least 18" of straight vertical travel off the top of the transition piece before attaching the elbow. (As seen)
- A side wall cap is needed to protect the ducting from the exterior. Seal the side wall cap with caulking.

VENTING OPTIONS



Wall Mounted



Island

HORIZONTAL WALL VENTING

- This is a second, alternative option to vertical venting. Ducting goes through the kitchen ceiling from the top of the hood and then through a nearby exterior wall.
- For wall hoods it is recommended venting out of the wall that the hood is mounted on, allowing the shortest exit. For island hoods the nearest exterior wall in any direction is recommended for venting.

- A side wall cap is needed to protect the ducting from the exterior. Seal the side wall cap with caulking.

WALL HOOD PREPARATION

WHAT YOU WILL NEED

Power Drill	Pencil/Marker
Screwdrivers	Metal or Aluminum HVAC Tape
Drill Bits	Level
Tape Measure	Wall Anchors*
Masking Tape	Scissors/Box Cutter

INSPECT RANGE HOOD

- Check the contents of your box. They should include:
 - Range Hood
 - Wall or Ceiling Mounting Bracket
 - Hardware
 - Chimney (Applies to Specific Models)
 - Support Brackets (Applies to Specific Models)
 - Transition Duct (Applies to Specific Models)
- Plug in and test controls, lights, and fan.
- Inspect for any damage caused during shipping.
- Report any damage to Proline Customer Service within **14 days of receipt** of hood by calling **877.901.5530** or emailing **support@prolinerangehoods.com**
- Do not install if the hood is damaged or you are unsatisfied with it.

**Range hood needs to be installed to secure studs or supports. Wall anchors can be used for additional support and will vary depending on wall material and the weight of the range hood being installed.*

PREPARE DUCTWORK

Plan where your ductwork will be located. Install the proper sized ductwork and exterior roof or wall cap, depending on where you will be venting your hood to the exterior. Ductwork should already be punched through the ceiling (or wall if the ceiling is not an option) and ready to hook up to the range hood before beginning installation. See venting requirements above.

WALL HOOD INSTALLATION

First draw these markings on the installation area wall

- Center line of installation area.
- Location of wall studs nearest to the center line. (One on each side)
- Horizontally level line 28-36" above the cook top surface. (Location of the bottom of the range hood.)

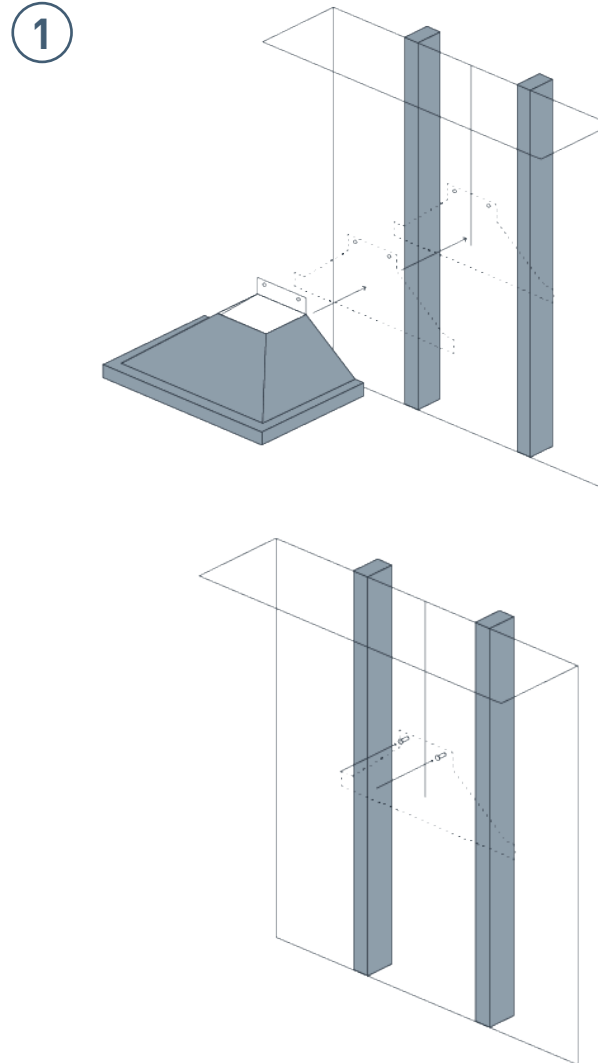
STEP 1

Find location for mounting the range hood

- Trace the outline of your hood on a panel of its cardboard box.
- Find the mounting holes and center point of the hood (directly between the mounting holes) and mark them on the cardboard panel.
- Carefully cut out the cardboard outline.
- Tape the cardboard cutout panel to the wall lining it up with the horizontal line (bottom of hood location) and matching the center point with the center line of the installation area.
- Poke holes through the mounting points on the cardboard marking the locations on the wall and remove the cardboard.
- If using wall anchors, pre-drill the mounting holes where your marks are with the correct size bit and insert the wall anchors.*
- Screw in mounting screws to the marked studs and or wall anchors, leaving roughly a 1/4" gap. This gap will be used to hang the hood in

STEP 3.

**Range hood needs to be installed in secure studs or supports. Wall anchors can be used for additional support and will vary depending on wall material and the weight of the range hood being installed.*



WALL HOOD INSTALLATION

STEP 2

Install Ceiling Chimney Bracket:

- Place the chimney bracket against the ceiling, matching the center point of the bracket with the center line of the installation area.
- Mark the locations of the bracket holes on the wall and drill the holes where the locations are marked.
- Insert wall anchors in the drilled holes and screw the bracket into place. The chimney will mount to the bracket.

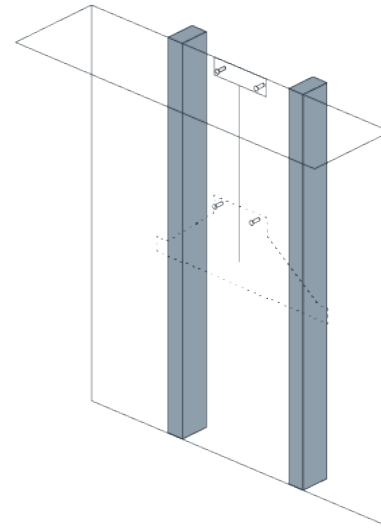
STEP 3

Hang Range Hood and Connect:

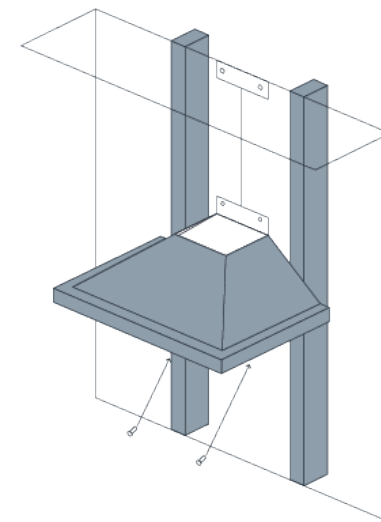
- Hang the hood on the mounting screws in place from **Step 1**. Tighten the mounting screws to secure the hood. The bottom of the hood should match up with the horizontal line marked on the wall.
- Drill holes in the back of the hood lining up with the wall studs that have been previously marked.
- Secure the hood to the wall studs using the screws included in the hardware bag.
- Attach the previously installed ductwork to the hood's blowers, taping it in place using duct tape or HVAC tape.
- Power the hood by connecting the three pronged plug to a nearby electrical outlet or by hardwiring the hood to a power source.*

**Always consult an electrician before directly wiring a hood to a power source.*

2



3



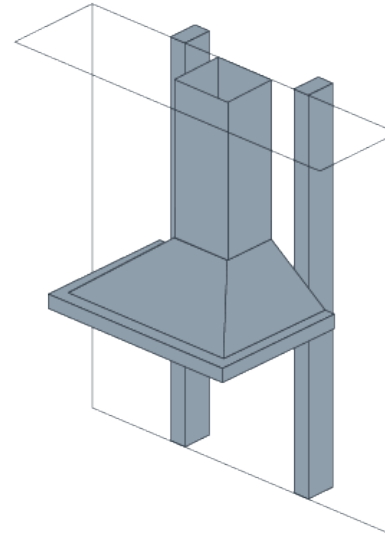
WALL HOOD INSTALLATION

STEP 4

Install Chimney*

- Remove protective film coating.
- Place the two pieces of chimney on top of the range hood, making sure the vent in the upper section is towards the top and the upper section slides inside the lower section in a telescoping manner.
- Attach the top section of the chimney to the mounting bracket, allowing the bottom section of the chimney to rest securely on the top of the hood.
- Screw the base of the chimney to the top of the hood (if there are mounting holes available).

4



**Not all styles of wall mount range hoods have chimneys (Undercabinet & Insert styles are typically without a chimney). Chimneys usually come in two telescoping pieces unless they are custom cut.*

This concludes the installation of a wall hood. If you have any questions about the installation process please call Proline Customer Service at 877.901.5530 or visit prolinerangehoods.com.

ISLAND HOOD PREPARATION

WHAT YOU WILL NEED

Power Drill	Pencil/Marker
Screwdrivers	Metal or Aluminum HVAC Tape
Drill Bits	Plumb Bob/Laser Level
Tape Measure	Scissors/Box Cutter
Masking Tape	2x4s or Appropriate Framing Material*

PREPARE DUCTWORK

Plan where your ductwork will be located. Install the proper sized ductwork and exterior roof cap, depending on where you will be venting your hood to the exterior. Ductwork should be ready to hook up to the range hood before beginning installation. See venting requirements above.

INSPECT RANGE HOOD

- Check the contents of your box. They should include:
 - Range Hood
 - Ceiling Mounting Bracket
 - Hardware Bag
 - Chimney
 - Support Brackets
 - Transition Duct (Applies to Specific Models)
- Plug in and test controls, lights, and fan.
- Inspect for any damage caused during shipping.
- Report any damage to Proline Customer Service within **14 days of receipt** of hood by calling **877.901.5530** or emailing **support@prolinerangehoods.com**
- Do not install if the hood is damaged or you are unsatisfied with it.

** 2x4s and other additional framing material may be required if installing extra supports, or if ceiling joists are not available in installation location*

ISLAND HOOD INSTALLATION

First draw these markings on the installation area ceiling

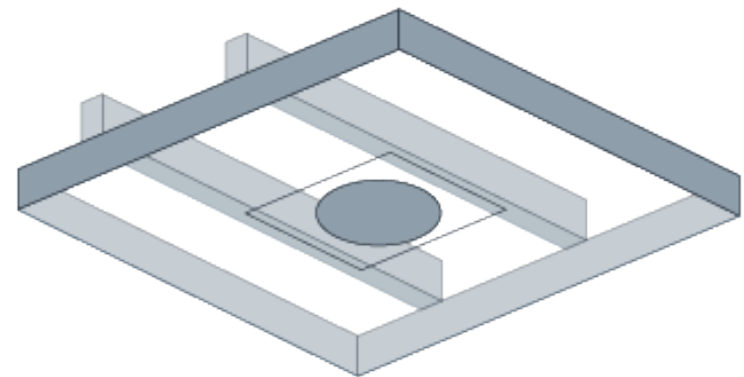
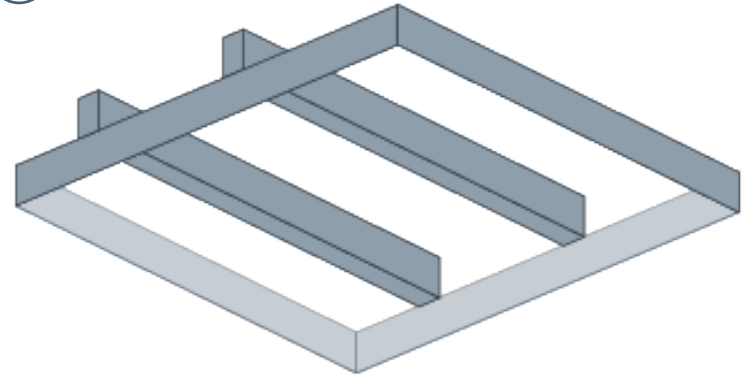
- Center square of installation area
- Location of ceiling joists nearest to the installation area.
(One on each side)

STEP 1

Mark ceiling

- Find the joists in your ceiling.
- Find and mark the center point directly above your cooktop using a plumb bob or laser level to line them up accurately.
- Place the ceiling bracket on the ceiling around the center point. (Make sure it is square with your cooktop.) Ensure that the bracket intersects the joists in your ceiling. If it doesn't, you must frame supports for securing the ceiling bracket.*
- Trace the outline of the ceiling bracket onto the ceiling.
- Trace a circle where the ducting will go.
- Mark the 4 corners where you will drill the holes.

1



**For best results, consult a building professional.*

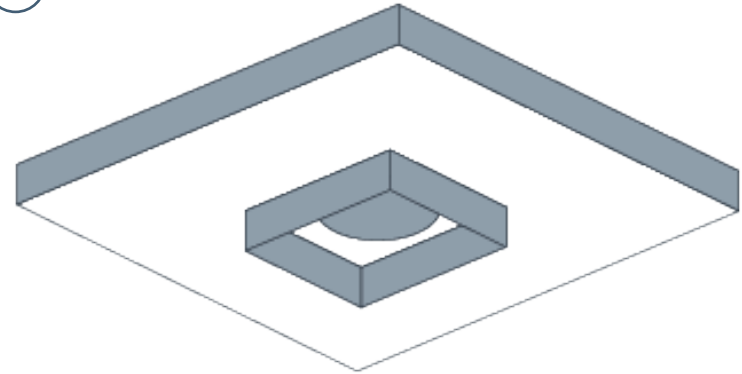
ISLAND HOOD INSTALLATION

STEP 2

Install Ceiling Bracket:

- Drill holes into four ceiling marks from *Step 1*. These holes should hit ceiling joists or the added framing.
- Cut out a hole in the ceiling where the ducting will go and finish preparing the ductwork.
- Place chimney bracket against ceiling and screw securely into place.
- Drop the ducting and electrical work through the ceiling.

2

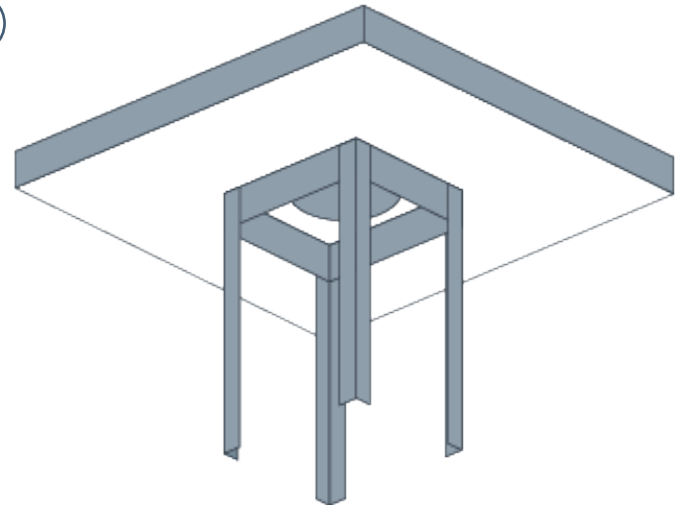


STEP 3

Install Support Brackets:

- Place brackets vertically inside the four corners of the ceiling bracket.
- Extend the brackets to the appropriate length. (The bottom of the hood should be 28"-36" above the cooktop).
- Screw all support brackets to the ceiling mounting bracket securing them tight.

3



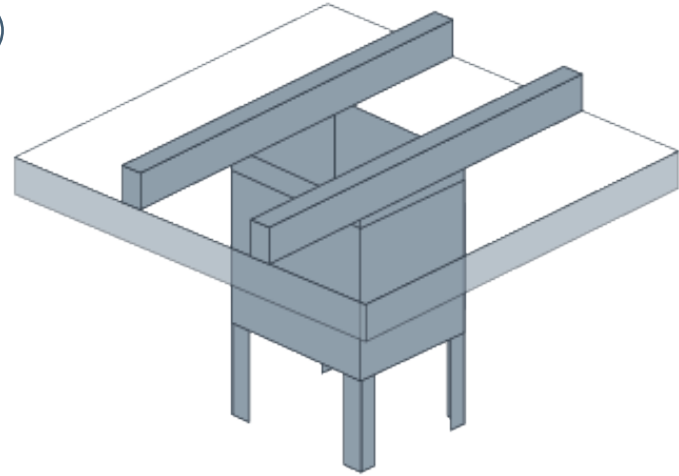
ISLAND HOOD INSTALLATION

STEP 4

Install Chimney

- Slide inner chimney sleeve over support brackets, covering the ceiling bracket.
- Screw into place at the top of ceiling bracket.
- Slide outer chimney sleeve over inner chimney sleeve.
- Adjust until the bottom chimney sleeve is a few inches above the bottom of the support brackets.
- You may want to use masking tape to help hold the chimney in place while you proceed to **Step 5**.

4

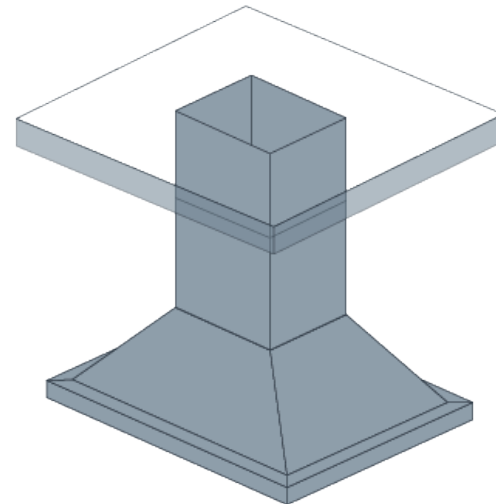


STEP 5

Attach Hood

- If your hood comes with a transition ducting piece, secure it to the base of your hood before mounting.
- Place the base of the hood directly under the chimney.
- Screw hood to the support brackets on all four corners.
- Feed electrical and ducting work through chimney.
- Power your hood by hardwiring your hood to a power source or by plugging it in to a nearby electrical outlet if there happens to be one available.*
- Slide outer chimney sleeve down into place, meeting the top of the hood.

5



**Always consult an electrician before directly wiring a hood to a power source.*

ISLAND HOOD INSTALLATION

This concludes the installation of an island hood. If you have any questions about the installation process please call Proline Customer Service at 877.901.5530 or visit prolinerangehoods.com.

UNDER CABINET HOOD PREPARATION

WHAT YOU WILL NEED

Power Drill	Pencil/Marker
Screwdrivers	Metal or Aluminum HVAC Tape
Drill Bits	Level
Tape Measure	Wall Anchors*
Masking Tape	Scissors/Box Cutter

INSPECT RANGE HOOD

- Check the contents of your box. They should include:
 - Range Hood
 - Wall Mounting Bracket
 - Hardware Bag
 - Transition Duct (Applies to Specific Models)
- Plug in and test controls, lights, and fan.
- Inspect for any damage caused during shipping.
- Report any damage to Proline Customer Service within **14 days of receipt** of hood by calling **877.901.5530** or emailing **support@prolinerangehoods.com**
- Do not install if the hood is damaged or you are unsatisfied with it.

**Range hood needs to be installed to secure studs or supports. Wall anchors can be used for additional support and will vary depending on wall material and the weight of the range hood being installed.*

PREPARE DUCTWORK

Plan where your ductwork will be located. Install the proper sized ductwork and exterior roof or wall cap, depending on where you will be venting your hood to the exterior. Ductwork should already be punched through the ceiling and above cabinet, or back wall and ready to hook up to the range hood before beginning installation. See venting requirements above.

UNDER CABINET HOOD INSTALLATION

First draw these markings on the installation area wall

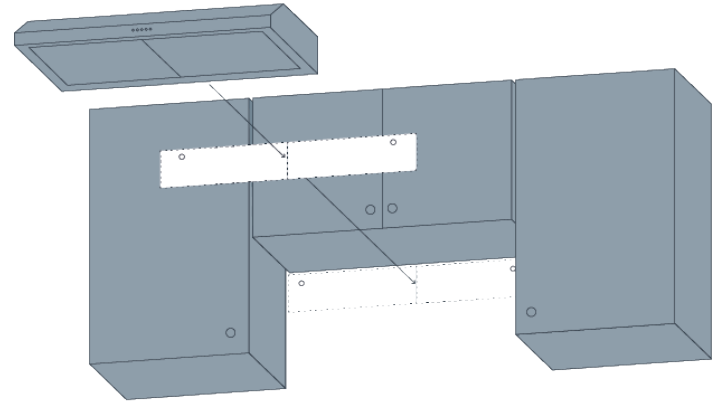
- Center line of installation area
- Location of wall studs nearest to the center line. (One on each side)

STEP 1

Find location for mounting the range hood

- Trace the outline of your hood on a panel of its cardboard box.
- Find the mounting holes and center point of the hood (directly between the mounting holes) and mark them on the cardboard panel.
- Carefully cut out the cardboard outline.
- Tape the cardboard cutout panel to the wall leaving a small gap (roughly 1/8") below the bottom of the cabinet. Match the center point with the center line of the installation area.
- Poke holes through the mounting points on the cardboard marking the locations on the wall and remove the cardboard.
- Pre-drill the mounting holes where your marks are with the correct size drill bit.
- Screw in mounting screws, leaving roughly a 1/4" gap. This gap will be used to hang the hood in **Step 3**.

1



UNDER CABINET HOOD INSTALLATION

STEP 2

Hang & Secure the Range Hood and Connect:

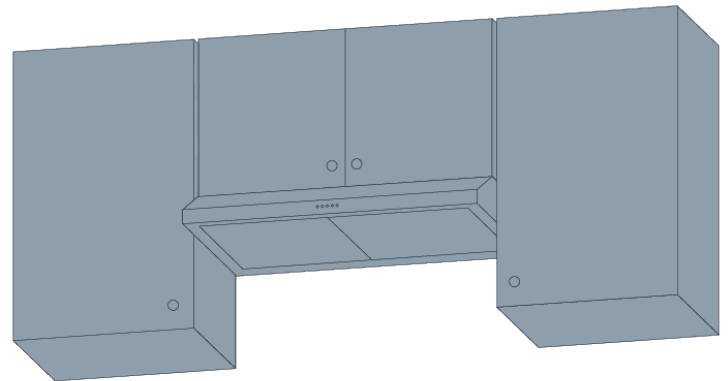
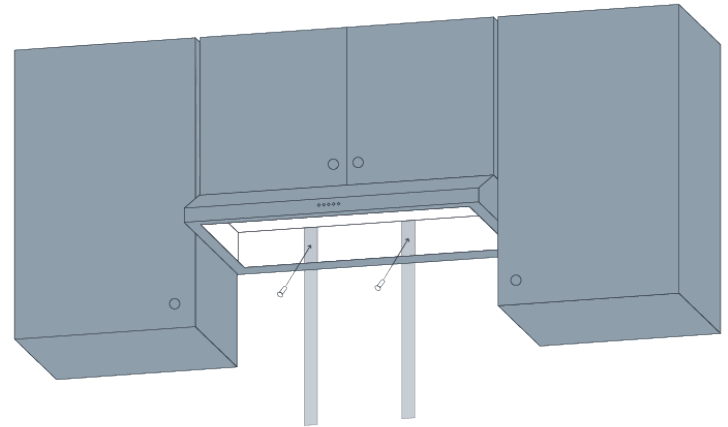
- Carefully hang the hood on the mounting screws in place from **Step 1**. Tighten the mounting screws to secure the hood. The bottom of the hood should match up with the horizontal line marked on the wall.
- Using the knockouts in the top of the hood, screw the top of the hood in to the bottom of the cabinet above
- Drill holes in the back of the hood lining up with the wall studs that have been previously marked,*(If the knockouts in the back of the hood do not match up).
- Secure the hood to the wall studs using the screws included in the hardware bag. Additionally, you may use the knockouts in the back of the hood to add more screws
- Attach the previously installed ductwork to the hood's blowers, taping it in place using aluminum or HVAC tape.
- Power the hood by connecting the three pronged plug to a nearby electrical outlet or by hardwiring the hood to a power source**.

* Use an appropriate drill bit for the mounting screws included in the hardware bag.

**Always consult an electrician before directly wiring a hood to a power source.

This concludes the installation of an undercabinet hood. If you have any questions about the installation process please call Proline Customer Service at 877.901.5530 or visit prolinerangehoods.com.

2



RECIRCULATING KIT PREPARATION

WHAT YOU WILL NEED

Power Drill	(6-8) Self-Tapping Metal Screws
Wood Screws	Double Sided Foam Tape
Tape Measure	Pencil

INSPECT RECIRCULATING KIT

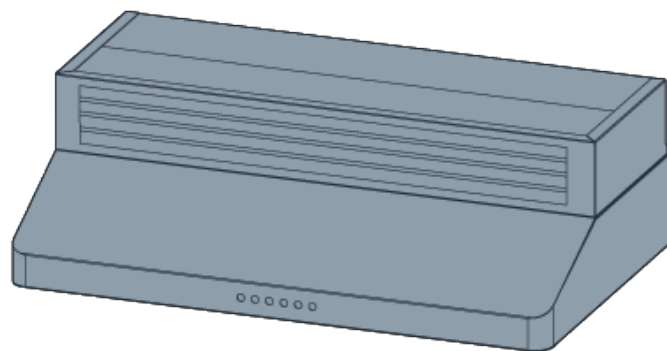
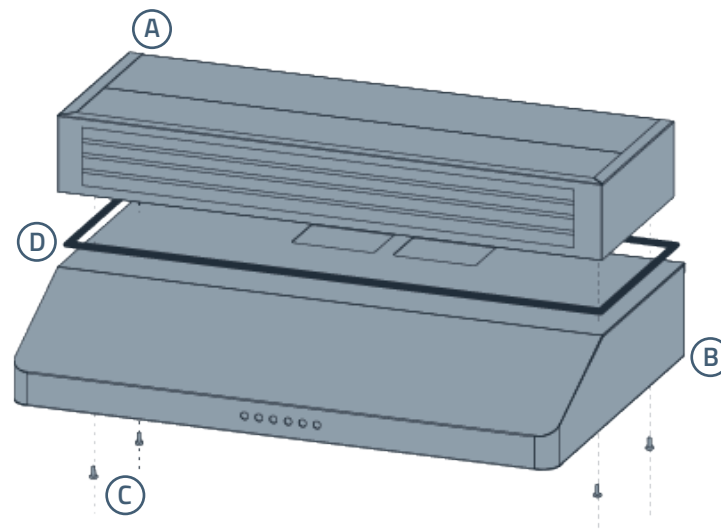
- Check the contents of your box. They should include:
 - Recirculating Kit
 - Charcoal Filter (Pre-installed)
- Inspect for any damage caused during shipping.
- Report any damage to Proline Customer Service within **14 days of receipt** of hood by calling **877.901.5530** or emailing **support@prolinerangehoods.com**
- Do not install if the recirculating kit is damaged or you are unsatisfied with it.

RECIRCULATING KIT INSTALLATION

OPTION 1

Wall Installation:

- Fasten the bottom of the recirculating kit (A) to the top of your range hood (B) by using 4-6 evenly spaced self-tapping screws (C).
 - Join the top panel of the hood to the bottom flange of the recirculating kit by drilling and placing these screws from the under side of the hood.
 - *Optional: Apply strips of self-stick, double sided foam tape (D) around the bottom perimeter of the recirculating kit before joining with screws to provide more adhesion, minimize rattling, and dampen noise.*
 - Finish installation by mounting the hood and recirculating kit, through the back of the hood, to the desired location on the wall.
- Follow the detailed instructions in the previous section, *Under Cabinet Hood Installation pg 20*.

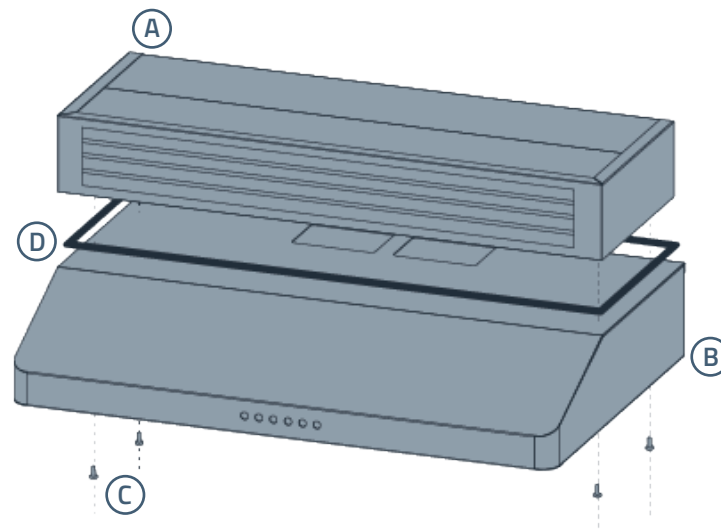


RECIRCULATING KIT INSTALLATION

OPTION 2

Under Cabinet Installation:

- Mount the Recirculating Kit (A) in its desired location to the bottom of your cabinet, using wood screws or other appropriate hardware.
 - Fasten the top of your hood (B) to the bottom of the recirculating kit (A) by using 6-8 evenly spaced self-tapping screws (C).
 - Join the top panel of the hood to the bottom flange of the recirculating kit by drilling and placing these screws from the under side of the hood.
 - *Optional: Apply strips of self-stick, double sided foam tape (D) around the bottom perimeter of the recirculating kit before joining with screws to provide more adhesion, minimize rattling, and dampen noise.*
 - Finish installation by mounting the hood and recirculating kit, through the back of the hood, to the desired location on the wall.
- Follow the detailed directions in the previous section, *Under Cabinet Hood Installation pg 20*.



This concludes the installation of an inline blower. If you have any questions about the installation process please call Proline Customer Service at 877.901.5530 or visit prolinerangehoods.com.

INLINE BLOWER INSTALLATION

WHAT YOU WILL NEED

Power Drill	(12) Self Tapping Metal Screws
Screwdriver	(2) Wood Screws or Lag Bolts*
Drill Bits	Aluminum HVAC Tape
(2) Duct Transition Pieces**	2x4s or Appropriate Framing Material***

INSPECT INLINE BLOWER

- Check the contents of your box. They should include:
 - Inline Blower
 - Mounting Bracket
 - Hardware Bag
- Plug in and test controls, lights, and fan.
- Inspect for any damage caused during shipping.
- Report any damage to Proline Customer Service within **14 days of receipt** of hood by calling **877.901.5530** or emailing **support@prolinerangehoods.com**
- Do not install if the hood is damaged or you are unsatisfied with it.

** Use 1/4" Diameter Lag Bolts or #14 Wood Screws to fix the blower mount bracket to the wall. Length will vary depending on material you are fastening to.*

*** Duct transitions may be required to step down the intake and exhaust openings of the blower to match the size of ducting you are using. Transition pieces can be purchased at any HVAC or home improvement store.*

** 2x4s and other additional framing material may be required if installing extra supports.*

FIND BLOWER MOUNTING LOCATION

Find an area along the desired path of your duct work where you have enough room to mount the inline blower and is sturdy enough to support the weight of your blower. This should be either a solid wall, a stud, part of your home's structure, or a framed area within your attic that is structurally sound enough to mount the blower to. Both points on the mounting bracket should be mounted to a stud, rafter, or joist.

PREPARE DUCTWORK

After finding your inline blower's mounting location, plan where your duct work path will run. This includes where it will leave your range hood, run through the inline blower, and exit your home. Install the proper sized duct work along your planned route and the exterior roof or wall cap, depending on where you will be venting your hood to the exterior. Duct work should already be run through the ceiling or back wall behind your range hood and ready to hook up to the range hood and inline blower before beginning installation on them. See venting requirements above.

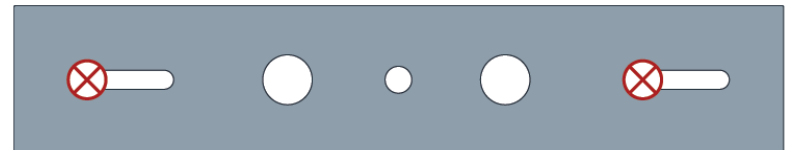
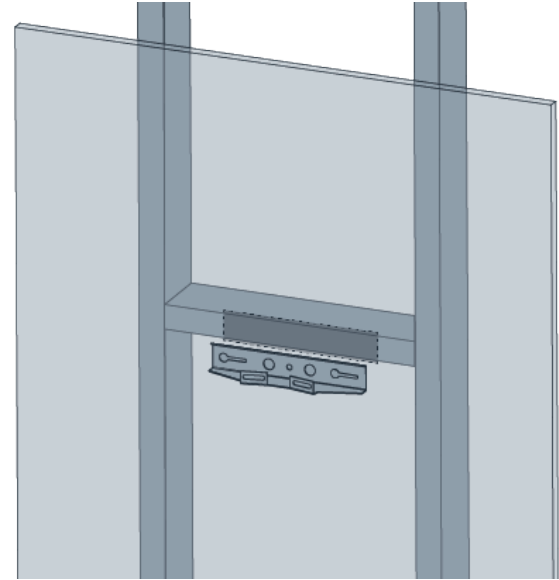
INLINE BLOWER INSTALLATION

STEP 1

Insert Mounting Screws to the Wall:

- After finding a location where you are going to mount your inline blower, find the specific location where your inline blower mounting bracket will go. Remember, the mounting bracket needs to be mounted to solid studs or rafters in the framing of your home or attic.
- Trace the location of the large circle in the two channels of the flat side of the mounting bracket on the wall. This is where the bracket will be mounted to the screws. See illustration for **Step 1** (locations marked in red.)
- Using the appropriate drill bit for the hardware you are using, pre-drill and insert the screws in your marked locations. Leave the screw head a 1/4" out from the wall for now. This gap will be used to hang the blower and bracket while mounting them to the wall in **Step 3**.

1

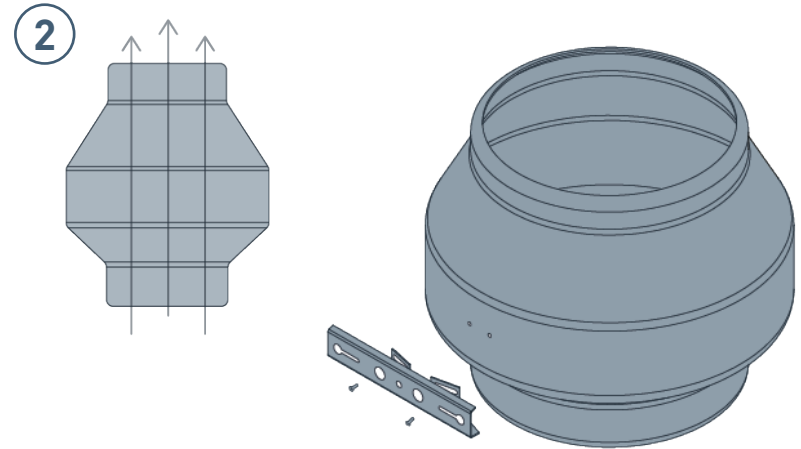


INLINE BLOWER INSTALLATION

STEP 2

Install the Mounting Bracket to the Blower:

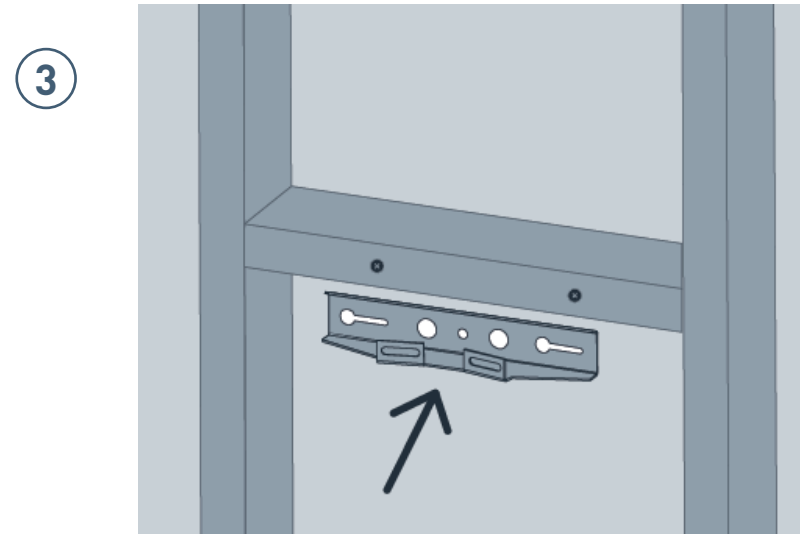
- Line up the two holes on the blower to the two curved channels on the mounting bracket that are facing away from the wall. Orient the blower so that the longer tapered side is facing up and toward the direction that the air will be forced. See Illustration for **Step 2**.
- Fasten the blower to the mounting bracket using the machine screws provided with the blower.



STEP 3

Mount the Blower + Bracket to the Wall:

- Once the mounting bracket is securely fastened to the blower, hang the blower by its bracket on the screws that have been installed in the mounting location from **Step 1**. See Illustration for **Step 3** (Blower omitted for clarity.)
- Slide the blower and bracket on its channel to the left and finish fastening the two screws to securely fix the blower to its installation location.

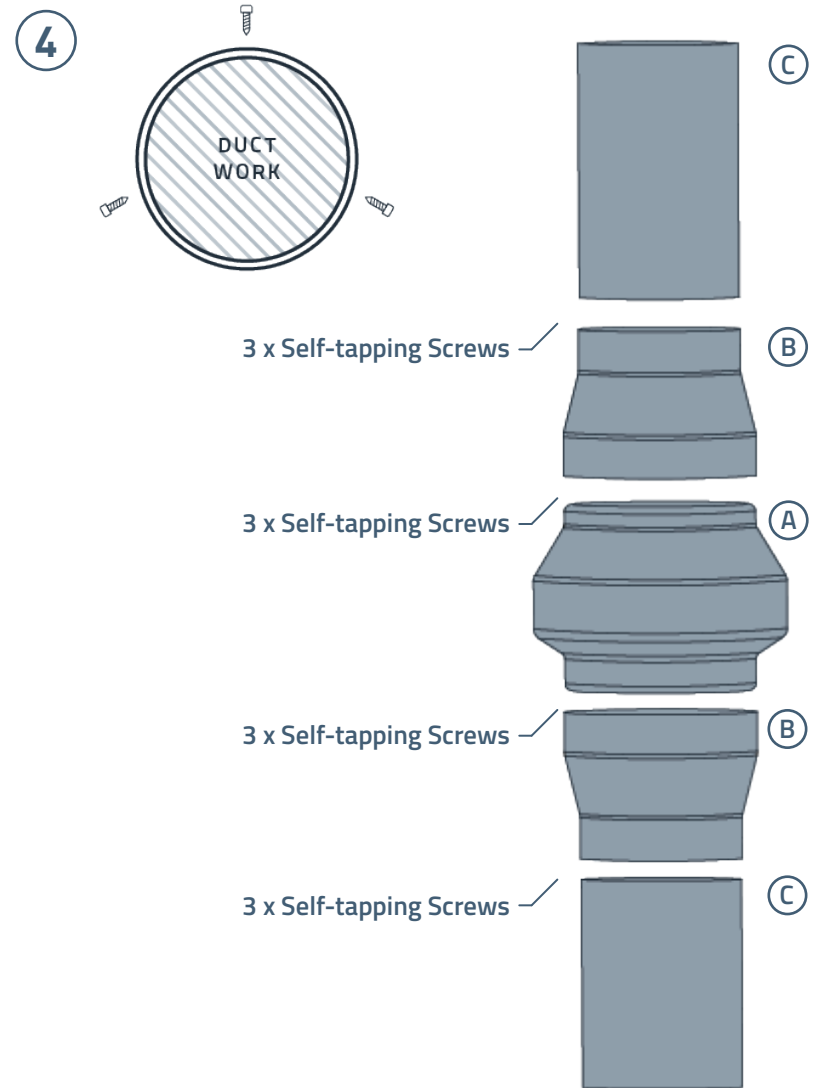


INLINE BLOWER INSTALLATION

STEP 4

Attach Duct Work to the Blower:

- After installing the blower to the bracket, it is now time to install the previously installed duct work to the blower. This may require transition pieces (B) if your inline blower (A) does not match the diameter size of ducting (C) you are using. See diagrams for **Step 3**.
- If your duct work set up does not require transition pieces proceed to the next bullet point. Place the transition pieces (B) on both ends of the blower (A). Using your drill, screw three self-tapping screws, spaced evenly around the circumference of the transitions, through the transitions into the blower. Generously wrap the seams of the connections with Aluminum HVAC tape to seal any airflow that may escape.
- Place the duct work (C) on both ends of the blower (A), or pre-transitioned blower. Using your drill, screw three self-tapping screws, spaced evenly around the circumference of the ducting, through the ducting and in to the blower or transition pieces. Generously wrap the seams of the connections with aluminum HVAC tape to seal any airflow that may escape.



INLINE BLOWER INSTALLATION

STEP 4

Run Power to the Blower:

- Once the blower is installed, the final step is connecting the inline blower to your range hood and getting power to them both.
- This process will depend on where you live and what your home's electrical code entails. Always consult a professional electrician before powering your inline blower and range hood.
- The inline blower comes with a 110v plug which should be plugged in to the corresponding outlet in the back of your range hood. Run the cord down the outside of your ductwork and to the back of your range hood to be plugged in

This concludes the installation of an inline blower. If you have any questions about the installation process please call Proline Customer Service at 877.901.5530 or visit prolinerangehoods.com.

CARE & CLEANING

WARNING

- Never put your hand into the area housing the fan while the fan is operating.
- Turn off power to the hood before cleaning.
- Make sure your cooktop and hood are cool before cleaning.
- Use only the types of cleaning solutions mentioned in this manual.
- Completely dry the filter(s) immediately after cleaning.

CLEANING EXTERIOR SURFACES

- Regular care will help preserve the appearance of your range hood.
- Always wipe stainless steel surfaces with the grain to avoid scratches
- Clean periodically with hot soapy water and clean cotton cloth.
- For heavier soil, use a liquid degreaser such as 409™ or Fantastic™.
- If the hood looks splotchy, use a stainless steel cleaner on the surface. Promptly and gently remove cleaner with a soft towel or wipe.
- After cleaning, you may use non-abrasive stainless steel polish (such as 3m™ or ZEP™) to buff out stainless luster. Always scrub lightly and with a clean cotton cloth.

DO NOT

- Use corrosive or abrasive detergent (eg, Comet Power Scrub™ or EZ-Off™ oven cleaner).
- Use steel wool or scouring pads, which will scratch and damage the stainless steel surface.
- Leak cleaning solution onto or into the control panel.
- Allow deposits to accumulate or remain on the hood.
- Allow salt solutions, disinfectants, bleaches, or cleaning compounds to remain in contact with the stainless steel for extended periods.

CARE & CLEANING

CLEANING THE FILTER

All Proline hoods come with either an aluminum mesh or stainless steel baffle filter. Both types of filters are dishwasher safe for easy cleaning. If handwashing your filter, follow the instructions in the "Cleaning Exterior Surfaces" section above.

TROUBLESHOOTING

NOTHING WORKS

- Turn on power at circuit breaker panel or fuse box. Check for tripped breaker or blown fuse.
- Make sure hood main power switch is on.
- Check the hood's wiring.

LIGHTS NOT TURNING ON

- See "NOTHING WORKS"
- Swap out lights to determine if bulbs are defective.

RANGE HOOD VIBRATES WHEN BLOWER IS ON

- Make sure the range hood has been secured properly to the wall.

BLOWER SYSTEM SEEMS WEAK

- Increase the fan speed, ensure that it is at a high enough setting.
- Make sure the ducting is sized correctly. Range hood will not function efficiently with insufficient duct size (IE, 9" duct over 8" hole)
- Check to see if duct is clogged or if damper unit (half-circular flapper) is installed incorrectly. A tight mesh on a side wall cap unit might also cause restriction to the air flow.

AIR NOT VENTING OUT PROPERLY

- Make sure there is at least 28" (71 cm) between the stove top and the bottom of the hood
- Reduce the number of elbows and length of duct work. Check to ensure all joints are properly connected, sealed, and taped.
- Make sure power is on High speed for heavy cooking.

WARRANTY

THREE YEAR WARRANTY

Parts- *3 Years*

For three years from the date of original purchase, we will replace any parts or components that failed due to manufacturing defects.

WHO IS COVERED

Only the original purchaser for residential products purchased in the continental United States (limited warranty in Canada, Hawaii, and Alaska).

WHAT ISN'T COVERED

- Consumable parts such as light bulbs and filters (stainless, aluminum, or charcoal).
- Damage due to natural wear, improper mounting, improper maintenance, or use of abrasive cleaning products.
- Chips, dents, or cracks due to abuse, misuse, or improper installation.
- Damage caused by accident, fire, floods, or natural disaster.

RETURNS & EXCHANGES

UPON RECEIPT OF HOOD

- Inspect your hood for any damage in shipping.
- Plug in and test controls (lights, fan).
- Please report any damage to Proline Customer Service within **14 days of receipt** of blower by calling 877.901.5530.
- Do not install if the hood is damaged or you are unsatisfied with it.

RETURNS

Damaged Returns

- You must report damage directly to Proline within 14 days to receive a full refund.
- Send a photo or video showing the damage via email. We need this before we can approve your damage claim.
- Once your claim is approved, we will arrange for a damage pickup.
- A new replacement hood will be sent to you after the damaged hood has been picked up and is returning to us in transit.

Please Note Free returned shipping only applies to 48 contiguous United States. Hawaii, Alaska and Canada must pay regular shipping rates.

Undamaged Returns

- Contact Proline Customer Support within 30 days with your intent and reason for refund
- You will pay a 20% factory restocking fee
- You will be responsible for all returned shipping costs. We can help arrange for a pickup if requested.

EXCHANGES

- You must request an exchange directly to Proline within 14 days.
- Notify us of your reason for the exchange. Provide a photo if your hood is damaged.
- We will help arrange for returned shipping of your hood.
- Once we receive your original hood, we will send the replacement hood.

Please Note:

- We will only allow one undamaged exchange per purchase.
- Your replacement hood must be of equal or lesser value.
- If the value of your replacement hood is higher, you will be responsible for paying the difference in price.

RETURN CLAIMS NOT ACCEPTED IF

- Hood has been installed.
- Hood has been custom cut or otherwise altered.
- Damage is reported after 14 days.
- Original packaging or parts are missing.