

TROUBLE SHOOTING

Issue	Possible Cause	Solution
After installation, both motors and lights are not working.	The power is not on.	Make sure the circuit breaker and the unit's power is ON. Use a voltage meter to check the power supply.
	The wire connection is not secure.	Check and tighten wire connection.
	The control panel and processor board wiring are disconnected.	Check wire continuity from control panel to processor board.
	The control panel or processor board is defective.	Replace the control panel or processor board.
Lights are working, but motor(s) is not.	The motor(s) is defective.	Replace the motor(s).
	The capacitor(s) is defective.	Replace the capacitor(s).
	The control panel or processor board is defective.	Replace the control panel or processor board.
The range hood is vibrating.	The blower system is not secure.	Tighten the turbine impeller/squirrel cage and air chamber.
	The turbine impeller/squirrel cage is not balanced.	Replace the turbine impeller/squirrel cage.
	Hood is not secured in place.	Check the installation of hood, tighten the mounting bracket.
The motor is working, but the lights are not working.	LED driver is defective.	Replace LED driver.
	LED light fixture(s) is defective.	Replace LED light fixture(s).
	The light wiring(s) is loose.	Check wire continuity from processor board to light transformer to LED light fixture(s).
	The control panel or processor board is defective.	Replace the control panel or processor board.
The range hood is not venting out correctly.	The range hood is installed outside of the manufacture recommended clearance.	Adjust the clearance between the range hood and cook top to 26" to 30". For island hood, the clearance between the range hood and cook top is 30" to 36".
	There is no make-up air inside the house.	Open the window to enhance the performance of the range hood by creating a sufficient make-up air.
	Obstacle blocking the pipe work.	Remove all obstacles from the duct work.
	The pipe size is smaller than the suggested pipe size.	Change the ducting according to the manufacture suggestion.
Cold air is coming into the home.	The pipe connection is not properly sealed.	Check the pipe installation.
	The damper is not properly installed or is missing from the installation.	Check the damper installation.
	The damper is not installed.	Installing the damper will help eliminate air backflow.