



ISLAND AND WALL MOUNT TROUBLESHOOTING GUIDE

ISSUE	CAUSE	SOLUTION
Unit doesn't work after installation.	1. The power source is not turned ON.	1. Ensure power is ON for the circuit breaker and unit.
	2. The power line and the cable locking connector are not connected properly.	2. Check the power connection with the unit is connected properly.
	3. The switch button seized.	3. Loosen the switch mounting screws from back of the switch.
	4. The control panel and motherboard wirings are disconnected.	4. Make sure wiring between the control panel and motherboard are connected properly.
	5. The control panel or motherboard is defective.	5. Change the control panel or motherboard board.
Light indicates power ON but motor doesn't turn.	1. The motor is defective, possibly seized.	1. Change the motor. Servicing may be required.
	2. The switch button seized..	2. Loosen the switch mounting screws from back of the switch.
	3. The control panel or motherboard is defective.	3. Change defective part. Servicing may be required.
The unit vibrates.	1. The motor is not secured.	1. Tighten the motor in place.
	2. Damaged blower wheel.	2. Replace the blower wheel. Servicing may be required.
	3. The hood is not secured in place.	3. Check the installation of the hood.
	4. Venting duct too small or blockage in the duct opening or ductwork.	4. Check the venting duct and the wall cap or roof cap.
Motor works but lights do not turn on.	1. Defective light bulb.	1. Change the light bulb.
	2. The light bulb is loose.	2. Tighten the light bulb.
	3. The wire connector for lights is loose.	3. Call for assistance.
	4. Defective light transformer.	4. Change transformer. Servicing may be required.
The hood is not venting out properly.	1. The hood might be hanging too high from the cook top.	1. Adjust the distance between the cook top and the bottom of the hood within 28" - 36" above the range.
	2. Blockage in the duct opening or ductwork.	2. Remove all the blocking from the duct work or duct opening.
	3. Using the wrong size of ducting.	3. Use at least 6" duct work.