



CUSTOM COPPER HOODS, INC.

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Contact Us: (224) 577-900 or Info@MetalVENTHoods.com

Installation Guide and User's Manual

For Your New Custom Range Hood



Honeywell Residence, feat. in Cliqstudios

THANK YOU FOR YOUR PURCHASE! - H. Salinas - Owner & Main Fabricator

Custom Copper Hoods, Inc. started in a small garage in a Chicago suburb with an idea and determination. He envisioned metal sheets being molded and formed to shape what we know as kitchen range hoods. Initial renderings were made and mock ups were created. Today, at nearly 200+ yearly custom made hoods, we strive to achieve our highest quality at affordable costs for luxurious handcrafted designs. We are grateful for your patronage.



Michael Lee

We love our hood from Custom Copper Hoods! We have received so many compliments about how beautiful the hood is and most people believe the hood was made by the manufacturer of the range because it is such a perfect match. We quickly let them know that it is from Custom Copper Hoods! The cost is nearly 1/2 of other hoods that were not nearly as beautiful as ours! We would definitely order another hood from them on our next project!



Congratulations!

And welcome to the custom range hood family! Now that you are a proud owner of a completely custom metal hood, know that there is not one like yours in existence.

This manual is designed to assist you in the delivery, installation, use, and care of your new custom handcrafted range hood.

Our manual contains a few helpful hints as well as technical information that should be provided to your installer/contracting team. Additionally, it will help you identify the included accessories and parts with your new range hood, as well as their intended use or installation location.

By reviewing this material you will ensure a seamless transition from receiving your range hood, to installing, to using it in no time!

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DELIVERY INFORMATION

Here at Custom Copper Hoods, inc. we strive to meet your estimated lead time as much as possible. Our office will keep you updated with any changes on your ETA and will be in touch with you for the shipping process. The delivery company (UPS Freight) will contact you with at least a 24-hours notice to set up an exact date and specifics on delivery.

Additionally, you will be notified by email when your range hood is in transit from our facility.

With ground freight, expect 2-6 business days for transit on delivery. Shipments to Canada, please allot for extra days due to customs.

Before arrival, make sure you are ready to accept delivery! If circumstances on your side prevent you from receiving your range hood as scheduled, there are viable options:

1) Storage with the freight company can be set up for a fee for a short period of time.

Unfortunately we are not able to provide storage in our facility due to space constraints.

**Storage costs at client expense.*

2) Storage in a facility near you. If you will be storing your unit for a long period of time, please inspect your unit thoroughly before storing. Must be in a humid free facility.

**Storage costs at client expense.*

Curbside Delivery does not include in home delivery nor installation. Due to the specific needs and site considerations for each project, we recommend utilizing your own building/remodeling crew and/or professionals that are familiar with your home and project needs. Your local HVAC supplier may have a list of recommended installers.

We typically recommend using the following tools for moving your range inside your home: a hand pallet jack or Forearm Forklift™ arm straps. (Please see:

www.forearmforklift.com, not sponsored)



IMPORTANT! The truck driver can only deliver your crated range hood to a flat curbside, sidewalk or end driveway.

Confirm that a delivery truck up to 28-feet can access your house without any problems. If you anticipate any difficulty with a truck of this size, call us at 224-577-9000.

Briefly review the uncrating procedures found on pages **10-11** of this manual. This information will save time (and money) for you and your crew. Upon Arrival please note: because the freight company is not a moving service, only delivery is available, they will not uncrate your unit. While the driver is there, inspect the outside of the crate and note any damage on the bill of lading stating 'subject to inspection.'

On extremely rare occasions, damage to the crate can occur during transit. If damage is evident, you are not required to accept delivery. Please call us at 224-577-9000 immediately.

If minor damage is apparent to your crate, please let the driver go and uncrate the range hood (following the instructions on pages **10-11**). Remove all plastic to inspect for damage or discrepancies and notify us immediately if damage has been found.

If you intend to store your range hood for an extended period of time while your project progresses, please ensure your unit is clear of debris, chemical or humidity during the storage process.

Please inspect your unit thoroughly before storing.

The freight company only allows twenty-four (24) hours after delivery to report concealed freight damage.

NOTE: Delivery is only available to a flat curbside, sidewalk or end driveway. Uphill or placement in the garage is not accepted due to liability the courier will not take.

UNCRATING AND INSPECTION

Important: Please read the following information carefully

- Physical damage to range hood must be reported prior to installation! Please photograph and report damage to info@metalventhoods.com. Damage must be reported within twenty-four (24) hours of delivery to be covered under the shipper's insurance.
- Parts and accessories shipped with your range hood are inventoried, tested/inspected in our facility. In the unlikely event that a part or accessory is missing, please report to info@metalventhoods.com. Missing parts or accessories must be reported within 7 days of delivery to be covered under part warranty.
- Storage of range hood: Please note that the bottom of the pallet is not sealed. The range should be kept in a temperate, dry, humid-free, pest-free location. Damage occurred to your range from improper storage is not covered under warranty.

Example image of a crated range hood ready for shipment.
(will vary depending on the size of your custom hood)



NOTE: Delivery is only available to a flat curbside, sidewalk or end driveway. Uphill or placement in the garage is not accepted due to liability the courier will not take.

UNCRATING YOUR RANGE

Below are the **six (6) steps** to uncrating your range hood. Please complete a thorough inspection of your range hood within twenty-four (24) hours after delivery.

Required Tools

- A box knife or sharp tool
- A hammer with claw, or claw

STEP 1 With a box knife or sharp tool, remove the outer protective plastic wrap.

STEP 2 With a hammer or claw, remove the nails on the sides and bottom of one of the side panels.

STEP 3 Remove the side panel.

STEP 4 Repeat steps 2 & 3, until all four panels are undone.

STEP 5 With the box knife, cut the straps that are surrounding the unit. These are fastened to the pallet, please ensure to stand on the opposite side of the strap to avoid kickback.

STEP 6 **IMPORTANT!**

Remove all plastic to inspect for any freight damage to the range hood itself.

With the box knife, starting from the top and making your way towards the back, cut through the layers of the plastic to unveil the back of the unit. Remove the entire wrap.

**If you have an island unit, please be careful removing the plastic wrap as your unit is decorative on all sides.*

Inspect Your Crate Carefully Upon Delivery

If applicable, note any damage to the crate on the bill of lading before the driver leaves. If major damage is evident, you are not required to accept delivery. Please call Custom Copper Hoods, Inc. immediately at 224-577-9000.



After opening the crate, remove all plastic to inspect for damage or discrepancies to the hood. The freight company only allows twenty-four (24) hours after delivery to report concealed freight damage.



Do not use any of the handles/pot rails or accessories to pick up or move your hood.

If you intend to store your range hood for an extended period of time while your project progresses, please ensure your unit is clear of debris, chemical or humidity during the storage process.

Cover the unit once again with plastic wrap, clear wrap or a clean construction sheet (or similar) to avoid damage.

MOVING YOUR RANGE HOOD INTO YOUR HOME

NOTE: Make sure that you have enough people and proper equipment to physically lift the range. We recommend appliance dollies or a pair of Forearm Forklift™ arm straps to move the range hood.

STEP 1 Remove as much weight from the range hood as possible. Lighten by removing the crate, motor/insert and accessories (*see pages 16-17, for motor/insert removal*). Skip the motor/insert removal if desired to move all as one piece.

STEP 2 Lift with your knees. *Practice safe lifting habits.*

STEP 3 The range hood should be placed directly in front of the range hood nook or surrounding area.

APPROXIMATE WEIGHTS/DIMENSIONS

Dimensions below are of the crates, including the range hood.

Hood Size	Width & Depth (height varies)	Weight Crated/Uncrate (varies by height)
36" wide	42"w x 34"d	180 lb / 80 lb
42" wide	48"w x 34"d	220 lb / 90 lb
48" wide	54"w x 34"d	250 lb / 100 lb
54" wide	60"w x 34"d	320 lb / 110 lb
60" wide	66"w x 34"d	380 lb / 120 lb
66" wide	72"w x 34"d	400 lb / 150 lb

*Due to the customizable nature of our hoods, as well as accessories purchased, these weights are approximate.

*Height of the crate will vary depending on the height of your hood. Please inquire if needed.

INSTALLING & SETTING UP YOUR CUSTOM RANGE HOOD

Each range hood is tested and adjusted in our facility, but may require further “adjustments” after installation, due to elevation, duct pressure, and electrical components. Complete the following steps for optimal results.

Installation Checklist

- **POWER:** These range hoods require a 110v / 60 Hz / 20 amp, three (3) prong plug in wire power supply. Ensure proper installation of the power cord to the motor/insert cavity connections on the motor/insert of your range hood. The power cord has been installed by the importer/distributor. DO NOT remove this cord. The electrical outlet can be placed anywhere on the wall, preferably after the 20” height as of the bottom.

- Exceptions may apply such as: standard motors below 250 CFM, may require hardwired plug in (request spec sheet if needed). For client supplied motor/inserts, please see the owner manual your provider has offered.

- **VENTILATION:** The range hood must be installed under or in front of an exhaust opening or duct. The motor will occupy approximately 20" of the bottom height space of the unit and will be centered. It is able to vent through the top directly, or the back, only with a placement of a forty-five or ninety degree elbow (exceptions may apply for standard and custom client supplied motor/inserts).

Proper Venting Regulations

Please verify with your local, city and state regulations on the proper venting method for your hood. Many of these agencies have CFM rating specifications for your hood as well. You may have to purchase additional items on your own to vent the hood in accordance with your local, city and state specifications.

Our upgraded motors come with a 6" and/or 8" transition piece, and a portion of ducting, yet does not include a backdraft damper. Our standard single motor units do not come with additional accessories.



- MANDATORY ACCESSORIES: Measure and purchase the necessary installation parts as these are not included.

- Fastening supplies: 2"x4" (one 6' or 8', depending on your range hood size you may require more) and 3.5"-5" lag screws (8-12 pieces, may require more depending on your range hood size).

- Some state codes do not allow for wood fastening inside the hood, and if that is the case, you should consider using only lag screws with 2"-3" washers. Again, please confirm with your local HVAC provider or general contractor.

- Ventilation supplies: Flue Pipe, Aluminum Foil Tape. *May require a damper if transitioning from a small duct diameter to a larger one. Size will vary on the motor/insert you have been provided or purchased.*

- MOVING THE RANGE HOOD INTO POSITION: We highly recommend using gloves (foam latex if possible) when handling the outer layer of the range hood during installation or moving around. Avoid permanent damage to your hard earned custom design. Consider this a piece of art.

After Final Checklist

- Check the proper ductwork is in place.
- Check the proper electrical outlet is in place and in functioning order.
 - Test both the outlet and the motor/insert separately to ensure function.
- Confirm all the accessories, parts and tools are on hand.

ARE YOU READY TO INSTALL?

NOTE: Range hood installation should be performed by a licensed and bonded electrician, HVAC provider or general contractor.

STEP 1: Ensure proper cabinet preparation.

Ensure there is enough space allotted between the cabinets for your range hood. Measure the space and the hood accordingly.

- We always recommend waiting to install the upper cabinets before installing the range hood, however we understand this is not always possible. If the width measurement is critical, we must be informed and this must be stated on your invoice prior to placing the order and/or preferably before starting fabrication.

STEP 2: Are the electrical specs and duct rough-in correct?

The majority if not all the range hoods that leave our facility require a 110 volt / 60 Hz / 20 amp, three (3) prong plug in wire power supply, and the proper diameter ventilation duct. Work should be performed by a licensed and bonded electrician, HVAC provider or general contractor familiar with your local code requirements.

STEP 3: Do you have the proper hood and ventilation system?

The recommended hood width dimension we suggest is one that is actually wider than the range width, generally 6"-8". As deep as the tabletop of range, generally 23"-24". But of course this is not always possible in every design/remodel. Building Codes differ throughout the USA and Canada for ventilation, mounting and CFM's, please check your local codes.

Always refer to your local HVAC technician/contractor for your unique range hood installation.

STEP 4: How high will the range hood need to be for final installation?

A recommended clearance of 30"-36" from the range/stove to the bottom of the hood. If you know your ceiling height, deduct the height of your range (you may or may not include burners height; a typical range height is 36") followed by that of your preferred

clearance off the range/stove. The remaining space is the hood height. Take into consideration any moldings, soffits or other decor if you will be adding, as this will reduce the height of your range hood.

The width and height of your unit are extremely important to us. If after placing your order, a request for changing any dimension is made, please know that we will do everything possible to meet these new measurements, however due to the high volume of orders, we may not be able to guarantee. We suggest all final dimensions, details, finishes or additional information be stated on the invoice. Please help us build your unit right the first time around to avoid additional costs.

Note: Anti-Tip Brackets

You may or may not receive anti-tip brackets. These are designed to prevent accidental tipping forward of the range hood, however, this only applies for under cabinet mounting of the motor/insert directly. This step will **not** be needed, as your custom range hood motor/insert is fastened to the custom liner of the hood itself.

Please see the next page for installation instructions.

INSTALLATION OF YOUR RANGE HOOD

NOTE: Range hood installation should be performed by a licensed and bonded electrician, HVAC provider or contractor.

WALL RANGE HOOD INSTALLATION

STEP 1

Lay hood on back. Remove the motor/insert that is fastened underneath the hood to it's custom liner. Set aside. Unpack other contents of the hood, keep together and set aside.

If an island hood, cushion and protect the hood before laying down.

STEP 2

Properly measure the inside height and width of the hood, to align with the fastening you will be doing to the wall (island hood to ceiling).

With two or more people, lift the hood to the wall and/or ceiling space.

Taking the 2"x4"s and lag screws, use these to fasten the hood to the wall. We recommend one towards the lower portion of the hood and another towards the higher end. If your hood is extremely tall, add more. Placement of all 2"x4"s should be horizontal.

STEP 3

Attach the transition piece and ducting to the top of the range hood motor/insert.

STEP 4

Move the range hood motor/insert into proximity of the custom hood structure.

STEP 5

Connect the electrical plug into the outlet.

Note: Upgraded motors, electrical cord is 26" in length. Make certain to connect the electrical cord to the outlet to test the unit before all fastening and securing is done.

STEP 6

Connect the duct work to the proper ducting system.

STEP 7

Lift the range hood motor/insert into the cavity of the custom hood structure.

STEP 8

Using the screws that initially were taken off the motor/insert, fasten once again into the preset openings of the motor/insert.

STEP 9

Attach grease traps and filters.

*Standard and custom client provided motors may vary, having mesh filters and no grease traps. Please consult your providers owner manual.

STEP 10

Test all the features before walking away. Ensure lights and motor function.

INLINE BLOWER INSTALLATION

When installing your new inline blower (also commonly known as remote), follow the instructions for the type of range hood you are installing. If you are installing a wall or island range hood, then you will follow those instructions first. This portion of the manual will explain how to install the inline blower for your range hood.

Step 1 Run duct work into the area that you will install the motor from your range hood.

Step 2 Fasten ducting to the range hood using a hose clamp and silver/duct tape.

Step 3 Use the least amount of elbows as possible.

Step 4 Mount the inline blower to studs only.

Step 5 Run electrical cord (provided) back to the range hood (up to 26”).

Step 6 Install a regular outlet with a 20 amp circuit.

Step 7 The hood comes with a grounded 3 prong plug.

Step 8 Run ductwork to the outside of the house and add a back draft damper outside.

NOTE: The inline blower must be kept inside the home, attic or crawl space etc. Never try to install an inline blower outside of the home. If you have a custom purchased remote blower, see your owner’s manual for installation. Inline or Remote blower installation should be performed by a licensed and bonded electrician, HVAC provider or contractor.

SETTING UP YOUR RANGE HOOD

Now that you have your ductwork and electrical in place and range hood installed, we have provided the following tips to ensure that you set up your range and its parts correctly.

Grease Cups & Filters

Grease Cups and Filters can be removed on your custom range hood for clean up. Minimum yearly cleaning recommended. If you are an avid cook, please consider twice a year. Custom client provided or standard motors may not include grease cups. Please consult your owner's manual.

They are equipped with 1 removable dishwasher safe baffle channel that the baffle filters sit into. To install the channel, place inside the motor and slide into place with the edge of the motor fitting in between the channel and the installation pieces installed on the back of the channel.

Baffle Filters

Each motor/insert can be equipped with one to four baffle filters. To install filters, first install the removable baffle channel. Next, take the filter and put one end into the permanent baffle channel. Push back into place and gently pull down sliding the bottom of the filter into the removable baffle channel. Repeat as needed with each filter.

The amount of filters will be based on the size of your motor/insert. These are dishwasher safe. ([installing upgraded baffle channel and filters](#))

Standard and Custom Client Provided Motors

Standard motors only include a mesh filter that is also the face of the motor/insert. Install this with it's provided clips or screws.

Custom client provided motors, please follow your owners manual, as you may have baffle filters, mesh filters, grease traps, remotes and other accessories included.

Note: upon providing your own motor/insert, any additional accessories included in the box that we do not install will be sent back to you along with the completed range hood.

RANGE HOOD ACCESSORIES

Your custom range hood comes included with the following:

- Stainless Steel custom liner
 - This is not a removable part.
- Fully functional motor/insert (options for standard, upgraded, specialty or custom client provided)
 - No custom hood will leave our facility without a fully functional motor/insert.

OPTIONAL ACCESSORIES:

Here at Custom Copper Hoods, Inc. we are all about making your custom range hood completely custom. We offer pot rails with the respective holders, finials or end caps (also known as towel bars). Also available are metal ornaments.

Please inquire if desired ahead of time, as these come at an additional cost and we will need to ensure they accommodate to the space where they are to be placed.

STANDARD OPERATION OF YOUR RANGE HOOD

Our upgraded models are powerful motors with maximum air flow ranging from 280 CFM to 1200 CFM. Four (4) fan speed settings to choose the best airflow for each time. Ultra-quiet motor design rated at fewer than 56 decibels on the maximum air flow setting. Built-in lighting to illuminate your stove and adjacent counter-top areas.

Button functions: (upgraded models)

Power: ON/OFF the range hood and activate power-off delay timer.

Light: Turns ON/OFF and dim lights.

Blower Speed Indicator: Shows current blower (motor) speed (1-4).

Low Speed-Light frying/boiling; Medium Speed-Frying/wok & cooking/heavy boiling; High-Grilling, intensive frying and wok cooking.

RANGE HOOD CLEANING INSTRUCTIONS

NOTE: Before cleaning, be sure to turn off the electrical supply and/or is isolated from the main electrical supply.

Regular Cleaning

In order to remove grease splatter, simply clean with a non-abrasive sponge or cloth (such as a microfiber cloth) using dish soap and water. Dry with non-lint paper towels or a microfiber cloth.

Occasionally dust the unit with a microfiber cloth or feather duster. **No cleaning agent.**

Caring for Chrome, Copper or Zinc Hoods & Trims

Wash all hood and trim parts with soap diluted in water using a sponge or a soft cloth such as microfiber to gently clean any surface residue, then dry with a clean soft and dry microfiber cloth or non-lint/non-abrasive paper towel. **DO NOT USE ANY CLEANING AGENTS ON THESE METALS!** When in doubt, ask.

Caring for Brass

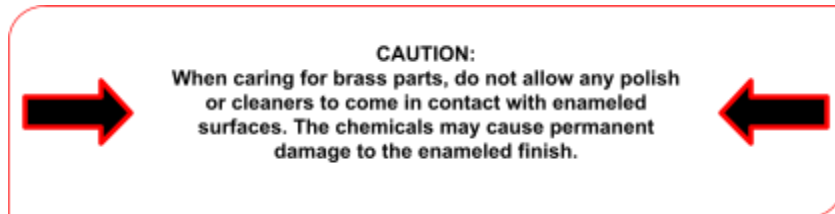
Brass Range Hoods, Trims and Accessories

The brass parts come available in different finishes. Even though the cosmetic look is appealing, brass is ultimately a material that after much use may lose its shine, become bronzed, and/or patina in appearance. Most of our brass finishes are sealed in lacquer or wax to endure and avoid tarnishing (excludes polished brass). Unless requested, your brass features will always have one of the above mentioned sealants.

To remove heavier tarnish, grease or other impurities. Use a metal cleaner and polish, such as Brasso Cleaner & Polish. When retouching or polishing any polished trims and the pot rail (also



known as the towel bar) holders and finials, you may use masking tape to protect the surrounding metal finish if not brass.

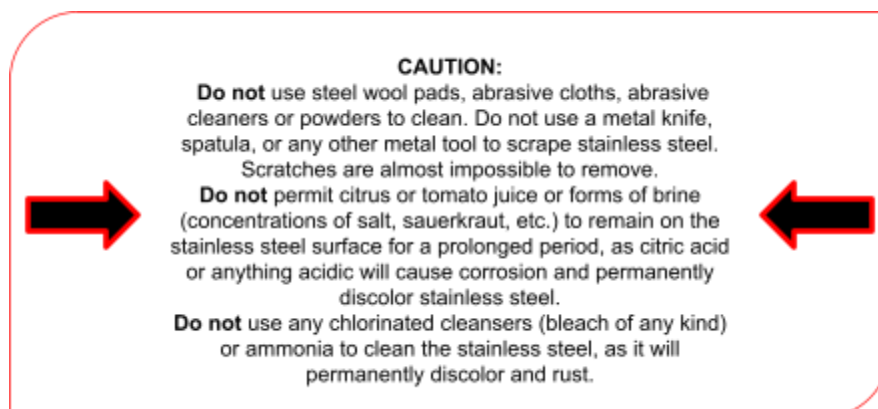


Caring for Stainless Steel

All stainless steel parts should be cleaned regularly with hot, soapy water (regular cleaning mentioned above). To remove the haze left from this step of cleaning, use a good stainless steel cleaner (Sprayway for Stainless Steel is our preferred brand; Simple Green Stainless Steel Cleaner and ZEP are also good brands). Wiping with the grain will keep hazing less visible and the possibility of scratches minimal.



These special-purpose, industrial-strength products made just for stainless steel can be purchased at your local hardware or kitchen store. (Avoid stainless cleaning products from the grocery store. Some cheaper brands will give inferior results.)



Caring for Enameled Surfaces

All enamel painted surfaces should be gently cleaned regularly with hot, soapy water (regular cleaning mentioned above).

We also recommend after cleanup using Mothers California Gold Instant Detailer for occasional surface polishing. This will keep your enameled finish looking as new. Use with a clean and dry microfiber cloth or non-lint/non-abrasive paper towel.

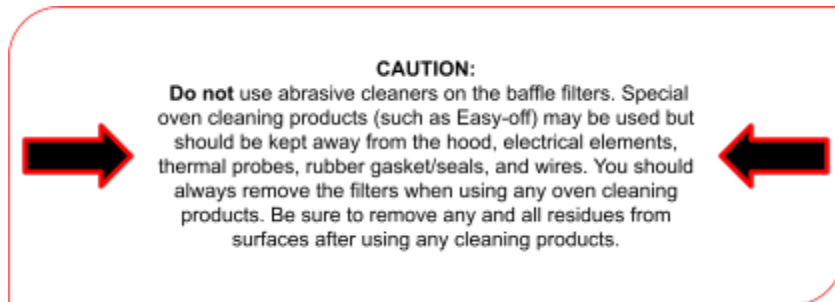


CAUTION:
Never use any abrasive cleaners. Avoid excessive or harsh rubbing when cleaning, which can leave permanent marks on the enamel.
Do not allow any metal, cast iron, or brass polish/cleaners (Brasso, Copper Brite, Flitz, etc.) to come in contact with any enameled surfaces. The chemicals may cause permanent damage to the enameled finish.

Caring for the baffle filters

The baffle filters provided with our upgraded motors are dishwasher safe. After removing from the range hood motor/insert, place in a dishwasher and run a cycle.

You may clean by hand using a grease cleaner. Be sure to wear appropriate cleaning gloves, as the edges may cut if cleaning rapidly. A standard motor comes with mesh filters and should be cleaned by hand for best results.



WARRANTY AND SERVICE

Although Custom Copper Hoods, Inc. range hoods are designed with simplicity and longevity in mind, there will come a time when service may become necessary for your motor/insert.

Your upgraded motor/insert comes with **Three (3) Year Parts Warranty:**

For three years from the date of original purchase, we will provide free, non-consumable replacement parts for the 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 material. Repaired parts or replacement products will be provided by 'Zline Kitchens' on an exchange basis and will be either new or refurbished to be functionally equivalent to new. Consumable parts not covered by this warranty include but are not limited to: light bulbs, metal, aluminum and charcoal filters.

Our provider has facilities based in various states throughout the USA, however they do **not** offer in home service. This provider company typically will send replacement parts to the address indicated. If you experience an issue with your range hood motor/insert within the warranty period, please contact us to approve all repairs and issue any necessary parts. If you have a preferred service company with whom you are comfortable, our service team can work with them providing any technical information or parts. We strive to make repairs as quick and easy for all of our clients and their beloved range hoods. Our range hoods are considered to be timeless, and with proper care and repair when needed, they will live on as an heirloom grade appliance in your kitchen.

To reach a service department, please send an email to info@metalventhoods.com or call Zline Kitchens directly at 1-877-901-5530. They may require some additional information on our behalf.

This Warranty Will be Void 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, modifications or failure to follow the installation instructions or when the product is used commercially or other than its intended purpose or damaged because of improper connection with equipment of other manufacturers. Repaired or modified by anyone other than authorized agents This limited warranty 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 resold contrary to the US 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 cleaning products. Chips, dents or cracks due to abuse, misuse, freight damage (not reported), or improper installation. Damage of product caused by accident, fire, flood or act of God, we are not liable for and is not covered by warranty, any loss of properties or any cost associated with removing, servicing, installing or determining the source of problems with our products.

This warranty is valid in the USA and Canada. It is non-transferable and applies only to the 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 be applied to this product. All shipping charges for returns are the responsibility of the purchaser.”

Disclaimer

Carefully inspect all items for damages before accepting delivery. Customers should note any damages on the freight bill, and thus proceed in calling or emailing us. Request the name and signature of the courier's agent and keep a copy to support your claim. Upon acceptance of items, the owner assumes responsibility for its safe arrival. Report any and all damages to Custom Copper Hoods, Inc. so we may file a claim immediately, and refuse delivery. To be covered by the courier insurance for damage, we must file claims within a twenty-four hour period (24 hrs) after refusing delivery. The courier may furnish you with necessary forms for filing a claim. However please contact us to file an insurance claim.

Failure to do so may result in the denial of your claim, and will incur in additional shipping costs. Please inspect the contents of package(s) carefully upon receiving them! We must be notified of any damages within a twenty-four hour period (24 hrs) after refusing delivery. Claims will not be accepted after twenty-four hours (24 hrs) after the scheduled delivery.

NOTE: Items were thoroughly tested and carefully packed in our facility before shipping. In the extremely rare case of a return, products must be returned in good working condition with ALL original parts and documentation packed in original or similar crate, fillers and shipping equipment. A restocking fee will be charged for all approved returns. Exchanges or returns may not be accepted if any packaging is missing. Make certain to inspect the range hood for damages and defects before installation.

In the extremely rare case appearance flaws of the hood found after installation and not affecting the hood's performance is not covered under our warranty for returns or exchanges. Service visits are not offered, nor under warranty.

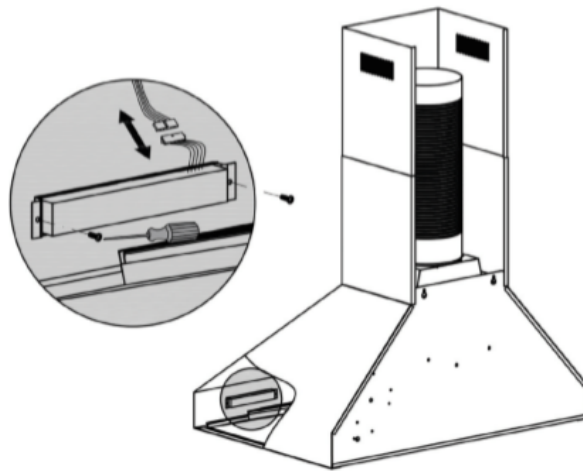
Before Installation: Return for exchange or corrections.

After Installation: No exchange or recorrections.

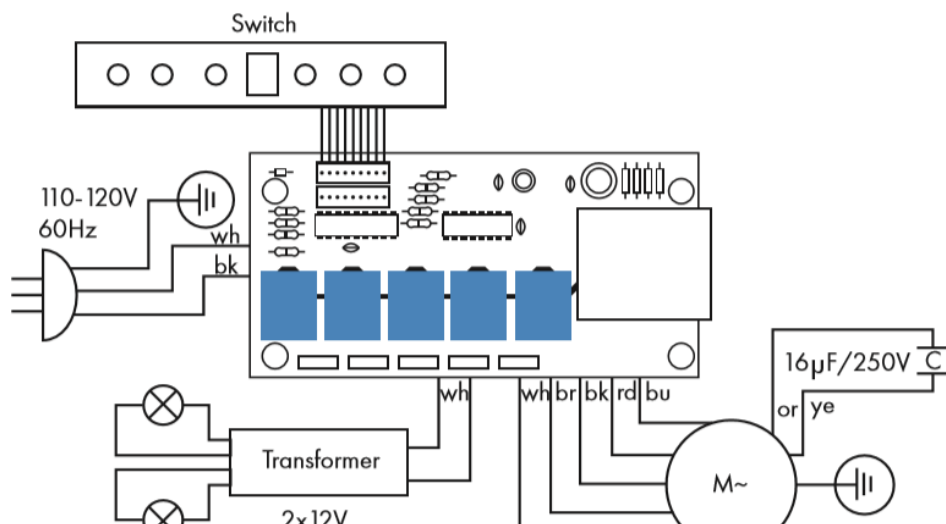
How to Change Parts

How to Change Out the Button Panel

1. Remove baffle/aluminum filters.
2. Locate the back of the button panel.
3. Remove screws from each side of the button panel.
4. Disconnect button panel from cord connecting to circuit board. Note: Never work on or clean the range hood while power is ON. Always unplug the unit or switch the electrical breaker to the off position.



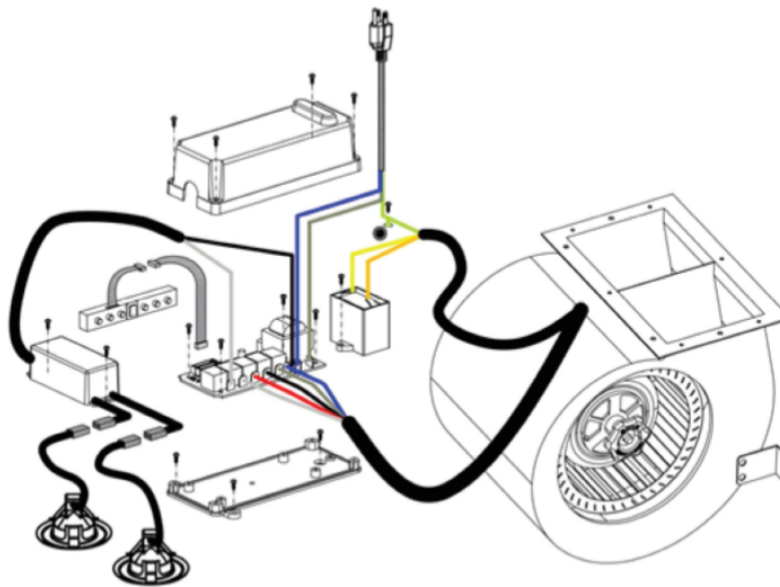
Installation
Tutorial
Video



How to Replace the Circuit Board:

1. Turn the power off at the breaker and unplug the Range Hood.
2. Remove all screws from the top of the circuit board cover.
3. Take a picture of the wiring layout (this will help you put the circuit board back together properly).
4. Remove the wiring connected to the circuit board.
5. Remove the screws from the circuit board.
6. Replace the wiring and screws to reassemble the new circuit board per the diagram below.

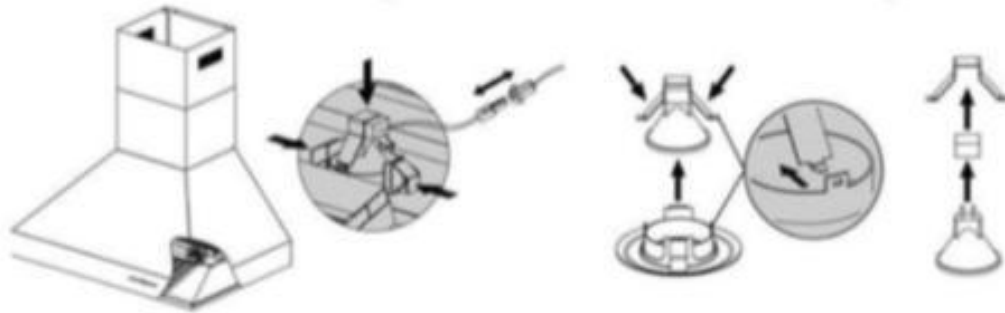
Note: Never work on or clean the range hood while power is ON. Always unplug the unit or switch the electrical breaker to the off position.



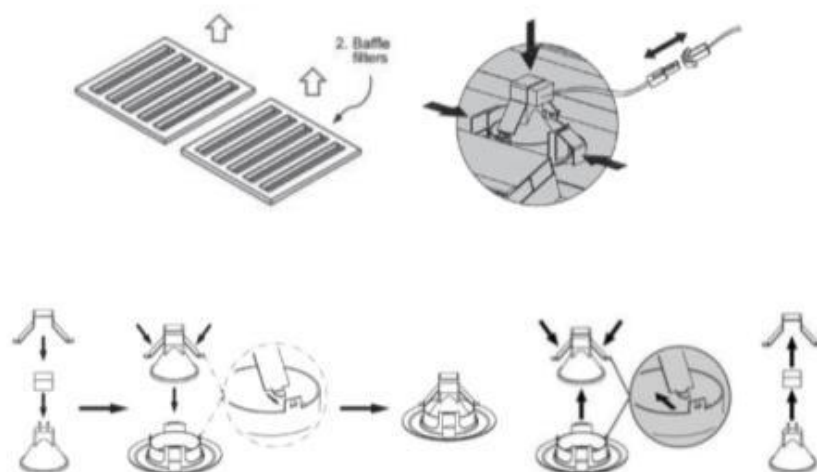
Installation Tutorial Video

Replacing the Light Bulbs in Your Range Hood:

Use 20 watt MR11 Halogen Bulb or a 2.5 watt LED Bulb for replacement.

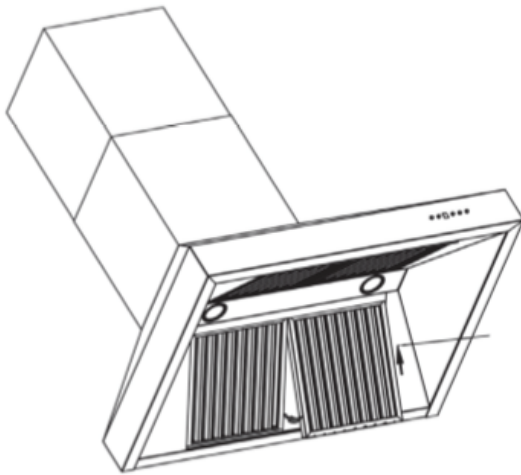
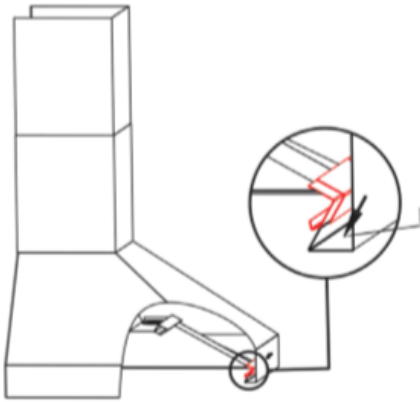


1. Remove baffles.
2. Gently press light casting out until it falls out of the socket, disconnect the plug wires.
3. Press both sides of the mounting clip to remove the light bulb (be certain not to touch the bulb).
4. Pull light from the receptacle plug.
5. Press mounting clip back into position.
6. Reconnect light plug connection.
7. Press light assembly into the socket. Note: Never work on or clean the range hood while power is ON. Always unplug the unit or switch the electrical breaker to the off position.



Professional Series Baffle Filter Change:

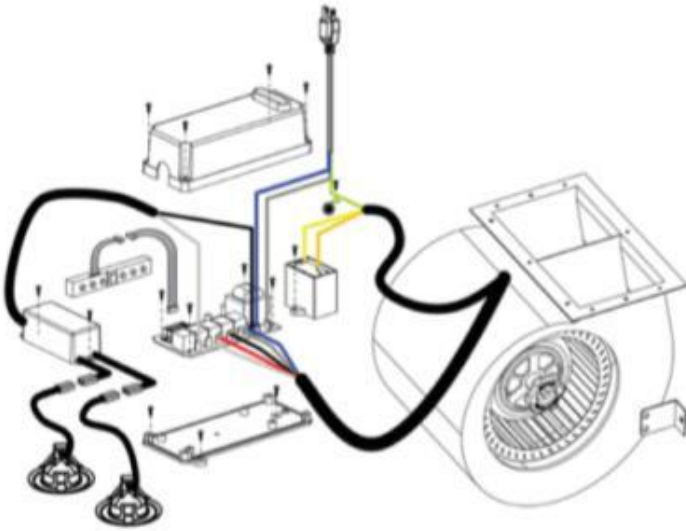
Covering Models 695 , 698, and 721 Inserts Professional series hoods are equipped with 1 removable dishwasher safe baffle channel that the baffle filters sit into. To install the channel, place inside the hood and slide into place with the edge of the hood fitting in between the channel and the installation pieces installed on the back of the channel. To install filters, first install the removable baffle channel. Next, take the filter and put one end into the permanent baffle channel. Push back into place and pull down sliding the bottom of the filter in. Note: Never work on or clean the range hood while power is ON. Always unplug the unit or switch the electrical breaker to the off position.



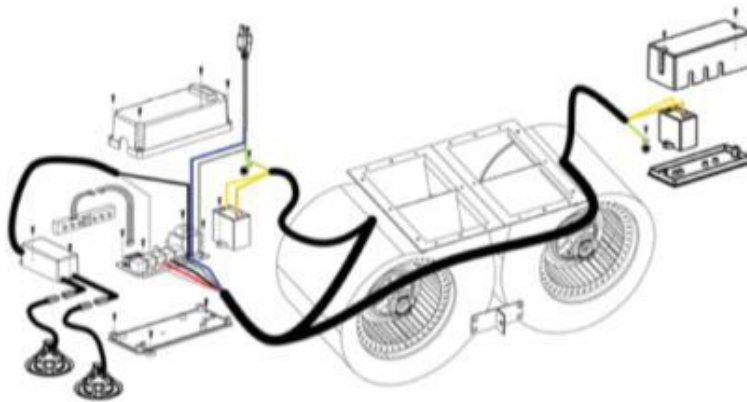
Installation
Tutorial
Video

Change/Replace Capacitor:

1. Remove screws from the circuit board cover.
2. Remove screws from the capacitor.
3. Remove both wired connections from the capacitor.
4. Connect new capacitor with wire connectors.
5. Replace screws in cover.
6. Repeat operation if dual motor. Note: Some units have more than one motor. If you have a unit with dual motors, there will be two capacitors. Note: Never work on or clean the range hood while power is ON. Always unplug the unit or switch the electrical breaker to the off position.

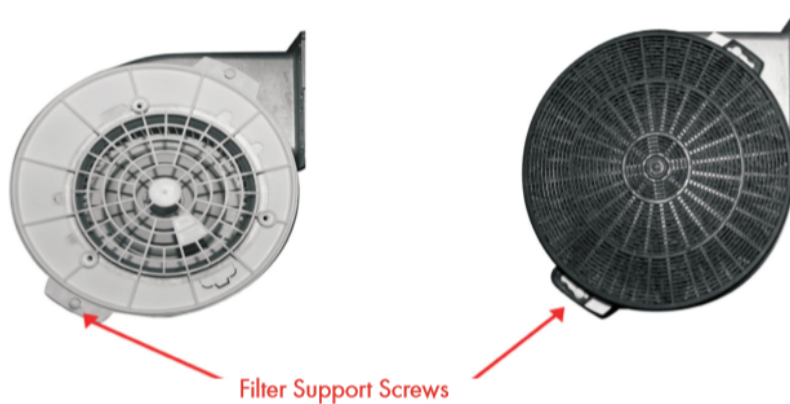


Installation
Tutorial
Video



Replace or Change Charcoal Filters:

It is recommended to directly vent the hood whenever possible. If your situation does not allow for a direct vent install, carbon filters are available to recirculate the air through your hood.
(additional costs will apply)



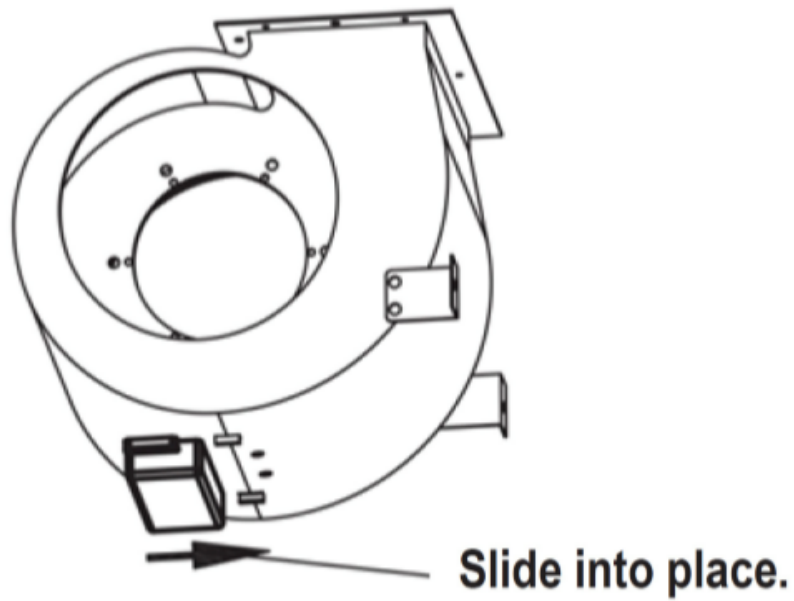
1. Remove the stainless steel or aluminum filters from the bottom of the hood.
 2. Locate the existing raised support screws on each side of the internal motor(s).
 3. For each motor side, position the filter over its support screw and rotate to lock into place.
- Note: Replacement is recommended after 130 hours of cooking or 6 months of operation. Replace more often if your cooking habits generate more grease. Note: Never work on or clean the range hood while power is ON. Always unplug the unit or switch the electrical breaker to the off position.



Installation Tutorial Video

How to Clean, Install, or Replace the Grease Cup:

A removable grease cup is provided to catch any excess grease at the bottom of the motor. Remove it every 2 to 3 months, wash it, then re-install it. Note: Never work on or clean the range hood while power is ON. Always unplug the unit or switch the electrical breaker to the off position.

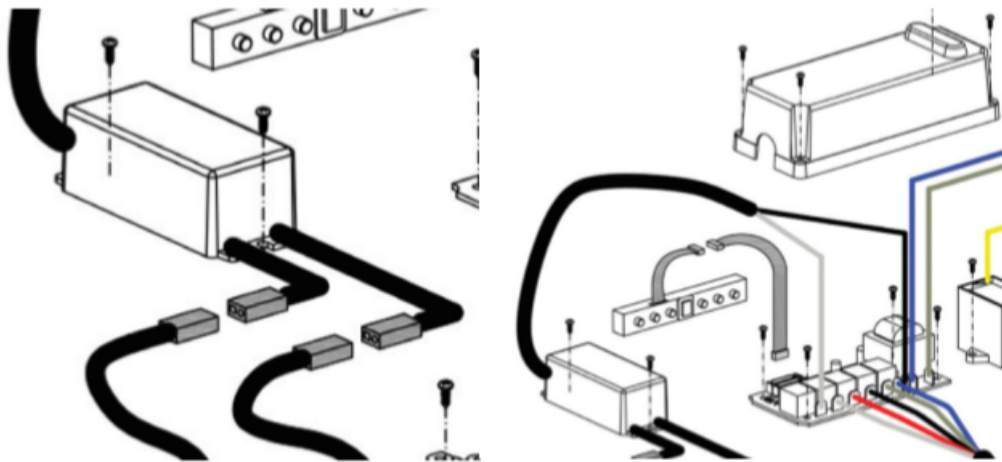


Installation Tutorial Video

Replace or Change Transformer:

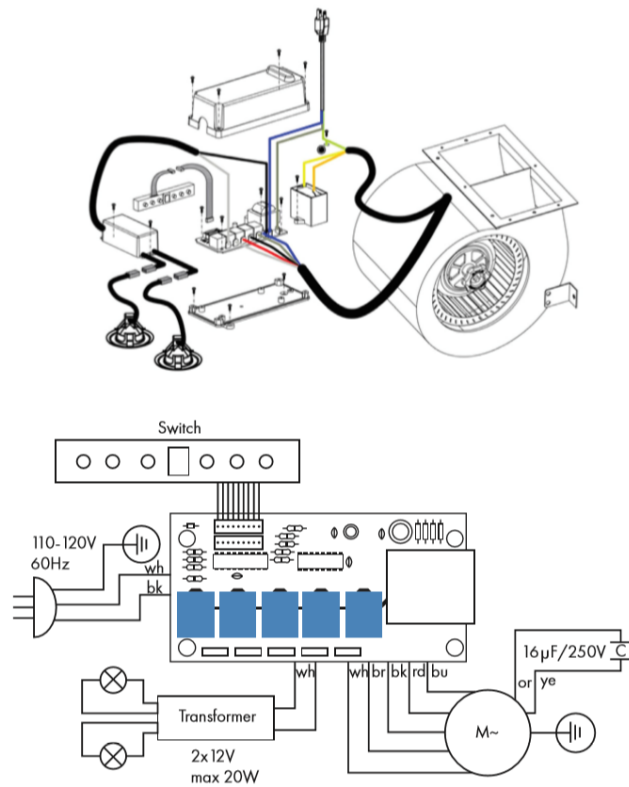
1. Remove the screws from the transformer.
2. Remove the two connections to the lights.
3. Remove the two wired connections from the circuit board (you must remove the circuit board cover).

4. Install the new connections from your new transformer (be certain the correct wires are connected).
5. Reinstall the cover for the circuit board with screws.
6. Replace all screws in the transformer.
7. Reconnect the lights to the transformer. Note: On Units with three or more lights, there will be dual transformers. Note: Never work on or clean the range hood while power is ON. Always unplug the unit or switch the electrical breaker to the off position.

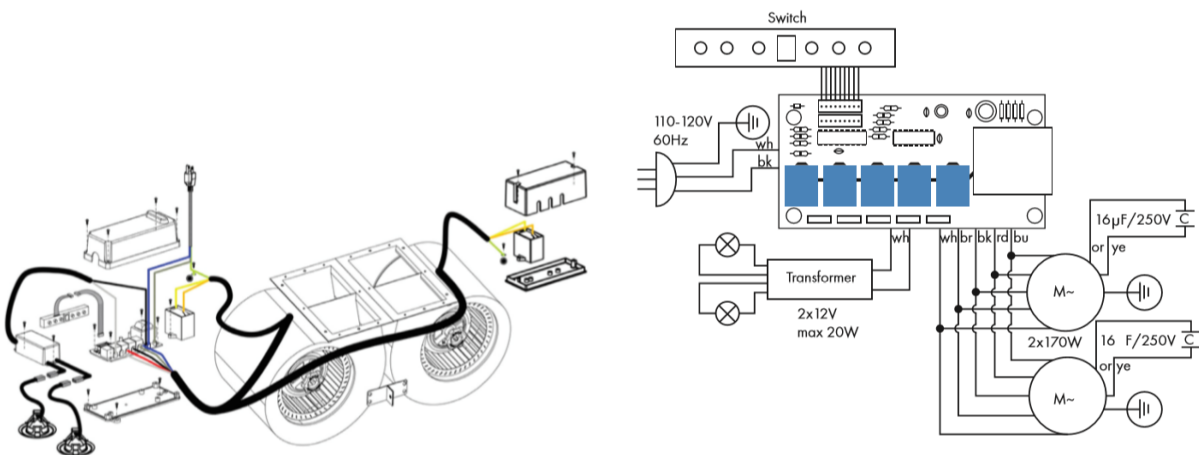


Installation Tutorial Video

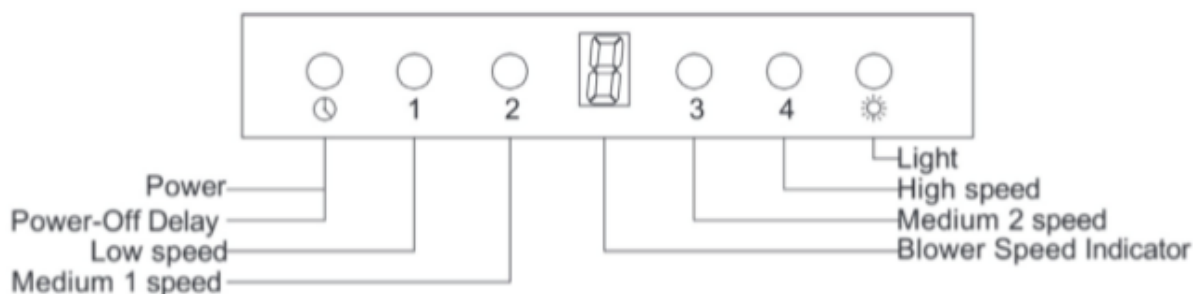
Single Motor Electrical Diagram:



Dual Motor Electrical Diagram:



Button Control Panel Operation:



Button functions

Power:

- Power ON/OFF the range hood and activate power-off delay timer.
- Light: Turns ON/OFF and dim lights.
- Blower Speed Indicator: Shows current blower (motor) speed (1-4).
 - Low Speed-Light frying/boiling
 - Medium Speed-Frying/wok cooking/heavy boiling
 - High-Grilling, intensive frying and wok cooking

Controls:

Adjusting the blower (motor) speed:

- Press the power button once to turn on the system. Press the speed buttons for the desired speed. Speed may be increased and decreased. The blower speed indicator shows the blower (motor) speed level next to the speed button selected will increase the speed of the blower (motor) from 1 to 4 (quietest to strongest).

Adjusting the timer function:

- Turn the hood on at any speed, press the power-off delay button to enter timer mode, a 3 flashes in the display, power-off delay digital timer will begin countdown. After approximately 3 minutes when it reaches zero, the blower (motor) will shut down.

Adjusting the light:

- Press the light button once to turn on the lights, and once again to turn off the lights.

Troubleshooting and FAQs

No Power

1. Check electrical connections.
2. Check that all connections to the circuit board are secure.
3. If a problem still exists, the circuit board needs to be replaced.

What size hood should I choose for CFM purposes?

1. You must determine the output of the cooktop burners of your range; this is measured in British Thermal Units (BTU's).
2. You should provide 100 CFM of airflow per linear foot of range. To determine this, divide the BTU rating of your range by 100. This will give you the rating of the Cubic Feet per Minute (CFM's) rating needed for your range hood. For example: If your range is 35,000 BTUs, your range hood should have a rating of 350 CFM's or greater.
3. To determine the size of the range hood for satisfactory capture, it is recommended to go at least one size larger than your range, about 3" to 6" wider. At minimum, it should be the same size of your range. The range hood width should cover 100% of the back burners and 50% of the front burners.
4. The height of your range hood should be between 30" to 36" above your cooktop. Example: 60,000 BTU's = 600CFM's

How loud is the range hood?

A sone is a measure of loudness, the higher the sone rating, the louder the sound of the hood. The sound of one sone is comparable to that of a quiet refrigerator. Keep in mind that other factors such as the size of the blowers can affect the loudness of the range hood. The higher the CFM, the louder the sone rating will be.

Can my hood be ductless?

Ideally, it is better to duct your range hood to the outside, but if this is not possible, ductless is a great alternative. Many of our range hoods do have the capability to be converted to ductless. Ductless is when the air circulates through the carbon filter removing odors, grease, smoke etc. The clean air is recirculated back into your home through carbon/charcoal filters. These filters are not reusable and will need to be changed out once every six months, depending on the cooking style and frequency.

What type of stainless steel are our hoods made of?

Our indoor stainless steel hoods are made with 430 stainless steel. Our outdoor hoods are made of 304 stainless steel, this type is stronger and more resistant to rust and corrosion.

Do I need a chimney extension or shortening kit when I purchase my hood?

Your hood will come with a default chimney that has a telescoping chimney to allow for an ad-justable mounting height for a ceiling of up to 9 to 9.5 feet. An extension is needed for a ceiling from 10' to 12' tall. A short chimney is recommended for a ceiling height of 8ft, however mea-sure to be certain. All extensions and short kits will come with brackets that go specifically with that chimney.

How many amps?

For dual motors it is up to 6amps. For single motors it is 3 amps. Plan for a total of 20 amps.

What type of motor is in the range hoods?

Our hoods have a squirrel cage motor.

Is the width of my range hood motor description, the actual size?

No, the actual size of the range hood motor/insert will be slightly less than the generic description of the range hood. For instance: a 36" range hood will most likely be a 29-7/8" motor/insert.

How do I clean my grease filter and how often?

Your grease filter should be washed with hot water and detergent once per month or placed in a dishwasher for cleaning. Make certain the filter is completely dry before reinstalling. Replace the grease filter if it becomes damaged or too dry to clean.

Can I clean my charcoal odor filter?

No, charcoal odor filters cannot be washed and must be discarded and replaced when they become noticeably dirty, have stopped filtering the odors, or at least once per year.

What is the best way to duct my range hood?

To maximize your range hood's performance, match your duct size to the original size of the fan's ducting or allow for an extra 2" duct diameter. Use the shortest amount of ducting as possible and keep the ducting as straight as possible. Do not exceed 40 feet of ducting. For every elbow deduct five feet from the total.

Do I have to exhaust the range hood to the outdoors?

Yes. If installing a range hood that has ductwork connected to it (any hoods that do NOT recirculate the air back into the room), to properly exhaust the air, be sure to duct the air outside. DO NOT vent exhaust air back into the spaces within the walls, ceilings, attics, crawl spaces, or garages. A buildup of humidity and grease could cause damage and/or a fire risk to your home.

My hood is operating but the air is moving slower than normal.

Check the filter for buildup and clean or replace it if needed. If the difficulty still persists, check for obstructions in the ductwork. A common obstruction is buildup in the roof or wall cap, such as: bird nests or other debris.

My hood is making a rattling noise.

This is probably attributed to one of the following:

1. The motor is loose—Turn off the power and remove the filter and check that all screws are secure and tight around the motor.
2. The ductwork connection is loose—Turn off the power to the unit and check that the ductwork connection to the pipe is tight. Add duct tape or foil tape if necessary.

What is make-up air?

When the range hood ventilates the air out of the room, the air vented must be replaced, this is called make-up air. We do not currently provide a make-up air unit, however we can recommend compatible kits. NOTE: Always consult any applicable building codes in your area in regards to minimum and maximum air flow rates. Certain states may require additional items such as make-up air for larger CFM range hoods (typically over 300 CFM).

How do I order replacement parts?

Replacement parts can be ordered by contacting us. All hoods with upgraded motors/inserts have a three year warranty on parts. Have your invoice number available when calling.

My range hood will not operate.

1. Check that there is power to the range hood. The most common issue is that the circuit breaker is off or the fuse has blown.
2. Make sure the speed has been selected at the range hood controls.
3. Turn off the power to the range hood and check that all wires are properly connected. Refer to your specific model's installation instructions for proper wiring.

CHECK OUT OUR SOCIAL MEDIA OUTLETS

Here at Custom Copper Hoods, Inc. we very much enjoy actively participating with current owners, fans, and members of the community via social media. Social media is one of the best ways to engage with our community. We provide much visual inspiration. You can find us on:

Instagram: [Follow Us](#)

Houzz: [Check out our reviews!](#) Can't wait for yours!

Pinterest: [See our inspirations!](#)

Facebook: [Custom Copper Hoods, Inc.](#)

We look forward to seeing your project complete and shared with our community soon!

