


## Warranty (USA)

Code	Description	Action
C446	BLDC Motor or Inverter PBA is not working	Press the <b>POWER</b>  button to restart the product. If the problem persists, disconnect the power plug for more than 30 seconds. Allow the product to cool and restart it. If it is not resolved, please contact a Samsung Electronics Service Center.
C447		
C455		
C478		
C486		
C489		
C493		
C496		
C499		
C654	Electric Damper is not working	Reconnect the electric damper and check if any foreign matter is on the damper.

### SAMSUNG RANGE HOOD

#### LIMITED WARRANTY TO ORIGINAL CONSUMER PURCHASER WITH PROOF OF PURCHASE

This SAMSUNG brand product, as supplied and distributed by Samsung Electronics America, Inc. (SAMSUNG) and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials and workmanship for a limited warranty period of:

#### ONE (1) YEAR PARTS AND LABOR

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in the United States that have been installed, operated, and maintained according to the instructions attached to or furnished with the product. To receive warranty service, the purchaser must contact SAMSUNG at the address or phone number provided below for problem determination and service procedures. Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale must be presented upon request as proof of purchase to SAMSUNG or SAMSUNG's authorized service center to receive warranty service.

SAMSUNG will provide in-home service within the contiguous United States during the warranty period at no charge, subject to the availability of SAMSUNG authorized servicers within the customer's geographic area. If in-home service is not available, SAMSUNG may elect, at its option, to provide transportation of the product to and from an authorized service center. If the product is located in an area where service by a SAMSUNG authorized servicer is not available, you may be responsible for a trip charge or required to bring the product to a SAMSUNG authorized service center for service.

To receive in-home service, the product must be unobstructed and accessible to the service agent.

## Warranty (USA)

During the applicable warranty period, the product will be repaired, replaced, or the purchase price refunded, at the sole option of SAMSUNG. SAMSUNG may use new or reconditioned parts in repairing a product, or replace the product with a new or reconditioned product. Replacement parts and products are warranted for the remaining portion of the original product's warranty or ninety (90) days, whichever is longer. All replaced parts and products are the property of SAMSUNG and you must return them to SAMSUNG.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal household, noncommercial use of this product and shall not cover the following: damage that occurs in shipment, delivery, installation, and uses for which this product was not intended; damage caused by unauthorized modification or alteration of the product; products where the original factory serial numbers have been removed, defaced, changed in any way, or cannot be readily determined; cosmetic damage, including scratches, dents, chips, and other damage to the product's finishing; damage caused by abuse, misuse, pest infestations, accidents, fire, floods or other acts of nature or God; damage caused by use of equipment, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by SAMSUNG; damage caused by an incorrect electrical line current, voltage, fluctuations, and surges; damage caused by failure to operate and maintain the product according to instructions; in-home instruction on how to use your product; and service to correct installation not in accordance with electrical or plumbing codes or correction of household electrical infrastructure or plumbing (i.e., house wiring, fuses, or water inlet hoses). The cost of repair or replacement under these excluded circumstances shall be the customer's responsibility.

Visits by an authorized servicer to explain product functions, maintenance, or installation is not covered by this limited warranty. Please contact SAMSUNG at the number below for assistance with any of these issues.

### EXCLUSION OF IMPLIED WARRANTIES

IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED TO ONE YEAR OR THE SHORTEST PERIOD ALLOWED BY LAW. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty gives you specific rights, and you may also have other rights, which vary from state to state.

### LIMITATION OF REMEDIES

YOUR SOLE AND EXCLUSIVE REMEDY IS PRODUCT REPAIR, PRODUCT REPLACEMENT, OR REFUND OF THE PURCHASE PRICE AT SAMSUNG'S OPTION, AS PROVIDED IN THIS LIMITED WARRANTY. SAMSUNG SHALL NOT BE LIABLE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES INCLUDING BUT NOT LIMITED TO TIME AWAY FROM WORK, HOTELS, AND/OR RESTAURANT MEALS, REMODELING EXPENSES, LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some states do not allow exclusions or limitations of incidental or consequential damage, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

SAMSUNG does not warrant uninterrupted or error-free operation of the product. NO WARRANTY OR GUARANTY GIVEN BY ANY PERSON, FIRM, OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON SAMSUNG.

To obtain warranty service, please contact SAMSUNG at:

**1-800-SAMSUNG (726-7864) or**  
**[www.samsung.com/us/support](http://www.samsung.com/us/support)**

# Warranty (CANADA)

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## SAMSUNG RANGE HOOD

### LIMITED WARRANTY TO ORIGINAL PURCHASER

This SAMSUNG brand product, as supplied and distributed by Samsung Electronics Canada, Inc. (SAMSUNG) and delivered new, in the original carton to the original consumer purchaser, is warranted by SAMSUNG against manufacturing defects in materials and workmanship for a limited warranty period of:

#### ONE (1) YEAR PARTS AND LABOR

This limited warranty begins on the original date of purchase, and is valid only on products purchased and used in CANADA. To receive warranty service, the purchaser must contact SAMSUNG to determine the problem and service procedures. Warranty service can only be performed by a SAMSUNG authorized service center. The original dated bill of sale must be presented upon request as proof of purchase to SAMSUNG or SAMSUNG's authorized service center.

SAMSUNG will repair or replace this product, at our option and at no charge as stipulated herein, with new or reconditioned parts or products if it is found to be defective during the limited warranty period specified above. All replaced parts and products become the property of SAMSUNG and must be returned to SAMSUNG. Replacement parts and products assume the remaining original warranty, or ninety (90) days, whichever is longer.

In-home service will be provided during the warranty labor period subject to availability within the contiguous Canada.

In-home service is not available in all areas. To receive in home service, the product must be unobstructed and accessible to the service agent. If during in-home service repair can not be completed, it may be necessary to remove, repair and return the product.

This limited warranty covers manufacturing defects in materials and workmanship encountered in normal, noncommercial use of this product and shall not apply to the following, including, but not limited to: damage which occurs in shipment; delivery and installation; applications and uses for which this product was not intended; altered product or serial numbers; cosmetic damage or exterior finish; accidents, abuse, neglect, fire, water, lightning, or other acts of nature; use of products, equipment, systems, utilities, services, parts, supplies, accessories, applications, installations, repairs, external wiring or connectors not supplied or authorized by SAMSUNG which damage this product or result in service problems; incorrect electrical line voltage, fluctuations, and surges; customer adjustments and failure to follow operating instructions, cleaning, maintenance, and environmental instructions that are covered and prescribed in the instruction book; problems caused by pest infestations, and overheating by user. SAMSUNG does not warrant uninterrupted or error-free operation of the product.

THERE ARE NO EXPRESS WARRANTIES OTHER THAN THOSE LISTED AND DESCRIBED ABOVE, AND NO WARRANTIES WHETHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, SHALL APPLY AFTER THE EXPRESS WARRANTY PERIODS STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTEE GIVEN BY ANY PERSON, FIRM OR CORPORATION WITH RESPECT TO THIS PRODUCT SHALL BE BINDING ON SAMSUNG. SAMSUNG SHALL NOT BE LIABLE FOR LOSS OF REVENUE OR PROFITS, FAILURE TO REALIZE SAVINGS OR OTHER BENEFITS, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THIS PRODUCT, REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, EVEN IF SAMSUNG HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST SAMSUNG BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT SOLD BY SAMSUNG AND CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, PURCHASER ASSUMES ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO PURCHASER AND PURCHASER'S PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE USE, MISUSE OR INABILITY TO USE THIS PRODUCT SOLD BY SAMSUNG NOT CAUSED DIRECTLY BY THE NEGLIGENCE OF SAMSUNG. THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL PURCHASER OF THIS PRODUCT, IS NONTRANSFERABLE, AND STATES YOUR EXCLUSIVE REMEDY.

## Warranty (CANADA)

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Some provinces or territories may or may not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

To obtain warranty service, please contact SAMSUNG at:

**1-800-SAMSUNG (726-7864) or**

**[www.samsung.com/ca/support](http://www.samsung.com/ca/support) (English),**

**[www.samsung.com/ca\\_fr/support](http://www.samsung.com/ca_fr/support) (French)**

## Memo

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## **2-Year Extended Limited Warranty**

### **Addendum to LIMITED WARRANTY TO ORIGINAL CONSUMER PURCHASER WITH PROOF OF PURCHASE**

This is an addendum to the Limited Warranty to Original Consumer Purchaser with Proof of Purchase (“Limited Warranty”) for the Samsung Hood models listed below (“Addendum”). A copy of your Limited Warranty is available at [samsung.com](https://www.samsung.com) on the product page for your model and in the user manual.

Notwithstanding any terms in the Limited Warranty to the contrary, this Addendum modifies and supplements the Limited Warranty as follows: for hoods purchased between March 1, 2023 and September 30, 2023, the hood is warranted by SAMSUNG against manufacturing defects in materials or workmanship for the limited warranty period of 2 years parts and labor. All other terms, conditions, and limitations in the Limited Warranty apply, including the limitation on implied warranties (where permitted by law). If there is a conflict between this Addendum and the Limited Warranty, the provisions of this Addendum will control and the Limited Warranty will be construed accordingly. Together this Addendum and the Limited Warranty contain the entire manufacturer’s warranty for your product.

Eligible Models Purchased Between March 1, 2023 and September 30, 2023:

Clean White Panel/ Stainless Steel Duct – NK30CB600W12AA

Clean Grey Panel/ Stainless Steel Duct – NK30CB600WCGAA

Clean Deep Charcoal Panel/Black Stainless Steel Duct – NK30CB600W33AA (coming summer 2023)

Clean White Panel/Stainless Steel Duct – NK36CB600W12AA

Clean Grey Panel/Stainless Steel Duct – NK36CB600WCGAA

Clean Deep Charcoal Panel/Black Stainless Steel Duct – NK36CB600W33AA (coming summer 2023)

Clean White Panel/ Stainless Steel Duct – NK30CB700W12AA

Clean Grey Panel/ Stainless Steel Duct – NK30CB700WCGAA

Clean Deep Charcoal Panel/Black Stainless Steel Duct – NK30CB700W33AA (coming summer 2023)

Clean White Panel/ Stainless Steel Duct – NK36CB700W12AA

Clean Grey Panel/ Stainless Steel Duct – NK36CB700WCGAA

Clean Deep Charcoal Panel/Black Stainless Steel Duct – NK36CB700W33AA (coming summer 2023)