

# VIKIO

H O M E

PURE AIR. CLEAN KITCHEN.



## INSTALLATION USER MANUAL

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Model Name: RC10      Available Sizes: 30 "   36 "





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# IMPORTANT SAFETY INSTRUCTIONS

**WARNING:** If the information in this manual is not followed exactly, a fire or explosion may result causing property damage, personal injury, or loss of life.

- Before beginning installation, please read and follow these important instructions for the safety of your home and the people living in it.
- The instructions in this manual are intended for qualified installers and certified service technicians. Installation and electrical wiring must be completed by qualified professionals and in accordance with applicable codes and standards.
- DO NOT attempt to install this appliance yourself. Injury could result from installing the unit due to lack of appropriate electrical and technical background.
- The installer should leave these instructions with the consumer who should retain for local inspectors' use and for future reference.
- Due to the size and weight of VIKIO range hoods, two-person installation is highly recommended.
- Use care when handling the range hood, chimney cover, baffle filters, and any parts or accessories, as sharp edges may lead to injury. Use of gloves during installation is highly recommended.
- The manufacturer will not be responsible for any damage to property or to persons caused by incorrect installation, improper use of the appliance, or failure to heed the warnings listed.
- The manufacturer reserves the right to make changes to its products when considered necessary and useful, without affecting the essential safety and operating characteristics.
- This appliance is designed for general ventilating use only. DO NOT use to exhaust hazardous or explosive materials and vapors.
- The combustion airflow needed for safe operation of fuel-burning equipment may be affected by this unit's operation. Follow heating equipment guidelines and safety standards such as those published by the National Fire Protection Association (NFPA), American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE), and local code and government authorities.
- Sufficient air is needed for proper combustion and exhausting of gases through the ducting installed with range hoods to prevent back drafting.
- Before servicing or cleaning the unit, fully disconnect the hood from power to avoid risk of electric shock and injury.

# IMPORTANT SAFETY INSTRUCTIONS

- Ducted range hoods **MUST ALWAYS** be vented to the outdoors or in some instances converted to recirculate the air.
- Some existing installations may already have an external damper at the exit point of the home. In this case, the damper in the transition piece of your hood needs to be removed, as these two dampers work against each other and will reduce the performance of the hood.
- Please consult an HVAC or installation professional for advice to comply with local regulations and ensure appropriate ventilation.
- When cutting or drilling into a wall or ceiling, be careful not to damage electrical wiring or other hidden utilities.
- All electrical wiring must be properly installed, insulated, and grounded. VIKIO range hoods come with a grounded 3-prong plug that must be plugged into a dedicated 15-amp circuit. Manipulating the plug or cutting the electrical cord will void your warranty.
- Electrical installation must be in accordance with the National Electrical Code ANSI/ NPA70- latest edition and/ or local codes.
- Old duct works should be cleaned or replaced, if necessary, to avoid the possibility of a grease fire or other hazard. Check all joints on duct work to ensure proper connection; all joints should be properly taped/secured.
- When a range hood ventilates air out of the room, the vented air must be replaced; this is called makeup air. If a makeup air system is needed, but not used, a hood may not function as expected due to negative air pressure.
- VIKIO does not currently provide makeup air units. Always consult applicable building codes regarding minimum and maximum airflow rates. Certain states may require additional items such as makeup air for larger CFM range hoods.
- Keep the motor, fans, baffle channels, filters, tunnels, grease cups, and grease-laden surfaces clean. Grease should not be allowed to accumulate inside or on the surface of the range hood; clean surfaces frequently.
- Take care when cleaning the range hood in spray form: never direct spray of water or cleaners onto the electrical wiring, motor, button panel, or light bulbs.
- After installation, use a stainless steel cleaning product or wipe to eliminate any residues from protective film after removal.

# ELECTRICAL REQUIREMENTS

**IMPORTANT: Observe all governing codes and ordinances.**

It is the customer's responsibility:

- To contact a qualified electrician
- To assure that the electrical installation is adequate and in conformance with National Electrical Code, ANSI/NFPA 70 - latest edition\*, or CSA Standards C22.1-94, Canadian Electrical Code, Part 1 and C22.2 No. 0-M91 - latest edition\*\* and all local codes and ordinances.

If codes permit and a separate ground wire is used, it is recommended that a qualified electrician determine that the ground path is adequate. A 120-Volt, 60 Hz, AC-only, fused electrical supply is required on a separate 15-amp circuit.

DO NOT ground to a gas pipe.

Check with a qualified electrician if you are not sure that the range hood is properly grounded.

DO NOT have a fuse in the neutral or ground circuit.

**IMPORTANT: Save this Installation Guide for electrical inspector's use.**

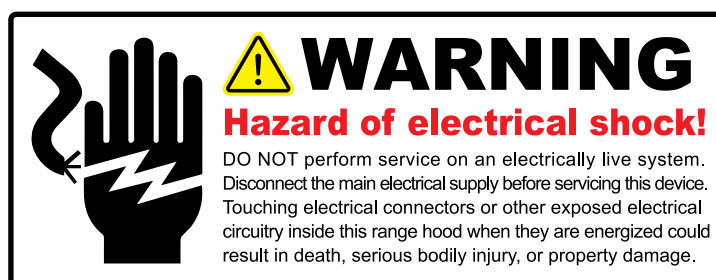
The range hood must be connected with copper wire/plug only.

The range hood should be connected directly to the fused disconnect (or circuit breaker) box through flexible armored or non-metallic sheathed copper cable.

A U.L. - or C.S.A. - listed strain relief must be provided at each end of the power supply cable.

Wire sizes (copper wire only) and connections must conform with the rating of the appliance as specified on the model/serial rating label. Wire sizes must conform to the requirements of the National Electrical Code ANSI/NFPA 70 - latest edition\*, or CSA Standards C22.1-94, Canadian Electrical Code Part 1 and C22.2 No. 0-M91 - latest edition\*\* and all local codes and ordinances. A U.L. - or C.S.A. - listed conduit connector must be provided at each end of the power supply cable (at the range hood and at the junction box).

- Duct system must terminate to the outside (roof or side wall).
- DO NOT terminate the duct system in an attic or other enclosed area.
- DO NOT use 4" (10.2 cm) laundry-type wall caps.
- Use metal/aluminum duct only. Rigid metal/aluminum vent is recommended.
- DO NOT use plastic duct.
- Always keep the duct clean to ensure proper airflow.
- Calculate the following figures before installation:
  1. Distance from the floor to the ceiling.
  2. Distance from countertop/stove to range hood (recommend\* 24" to 30").
  3. Height of hood and duct cover.



# VENTING REQUIREMENTS

For the most efficient & quiet operation:

- A distance of 24" to 30" is recommended\* between stove top and the bottom of range hood.
- It is recommended that the range hood be vented vertically through the roof through 6" or bigger round metal/aluminum duct work.
- The size of the duct should be uniform.
- Use no more than three 90° elbows.
- Make sure there is a minimum of 24" (61 cm) of straight duct between the elbows if more than one elbow is used.
- **DO NOT** install two elbows together.
- The length of duct system and number of elbows should be kept to a minimum to provide efficient performance.
- The duct system must have a damper. If roof or wall cap has a damper, **DO NOT** use damper (if supplied) on top of the range hood.
- Use aluminum foil tape to seal all joints in the duct system.
- Use caulking to seal exterior wall or roof opening around the cap.  
**USE 6" ROUND ROOF OR RECTANGULAR WALL VENT CAP.**

## IMPORTANT:

- Use a rectangular to circular transition to connect range hood to ducting system.
- A minimum of a 6" round duct (standard for this range hood) must be used to maintain maximum airflow efficiency.
- Always use rigid type metal/aluminum ducts if available to maximize airflow when connecting to provided duct.
- Please use Duct Run Calculation below to compute total available duct run when using elbows, transitions and caps.
- ALWAYS, when possible, reduce the number of transitions and turns in the duct run. If a reducer is used, install a long reducer instead of a pancake reducer. Reducing the duct size will restrict airflow and decrease efficiency.
- If turns or transitions are required: Install as far away from opening and as far apart, between 2, as possible.
- Minimum mount height between stove top to hood bottom should be no less than 24".
- Maximum mount height between stove top to hood bottom should be no higher than 30".
- It is important to install the hood at the proper mounting height. Hoods mounted too low could result in heat damage and fire hazard; while hoods mounted too high will be hard to reach and will lose its performance and efficiency.
- If available, also refer to stove top manufacturer's height clearance requirements and recommended hood mounting height above range.

## Minimum Duct Size:

- Round - 6" (use Aluminum foil tape to properly seal)
- 9 3/4" x 3 1/8" Rectangular Exhaust (use Aluminum foil tape to properly seal)

*\* Due to different ceiling height configurations, recommended height may not be applicable.*

# CALCULATING VENT SYSTEM LENGTH

To calculate the length of the duct system you require, subtract the equivalent feet for each “Duct piece” (Table Below) used in the system from the “Recommended maximum run” (Table Below). The longest duct run that is acceptable (if completely straight) is 50 feet. The number of duct pieces (elbow, transition, etc.) installed in your duct run will determine the maximum length the duct run can be. Please refer to the example below:

Duct Run Calculation:	
Recommended maximum run	
6” round duct	50 ft
Duct piece deduction	
Each 90° elbow used	9 ft
Each 45° elbow used	5 ft
Each round to rectangle transition used	7 ft
Side wall cap with damper	7 ft
Roof cap	7 ft

Duct Run Calculation example:

One roof cap, two 90° elbows, and one 45° elbow used:

$7\text{ft} + 9\text{ft} + 9\text{ft} + 5\text{ft} = \underline{30\text{ft}}$  used.

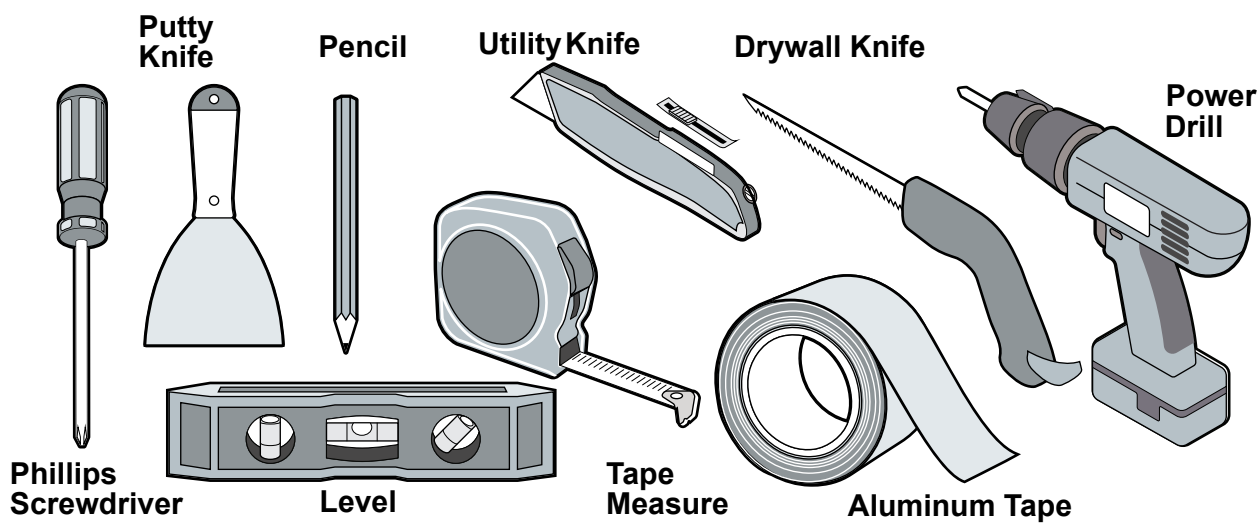
The above duct pieces used are equivalent to 30ft of a straight duct run. Subtract 30ft from the allowable 50ft. The remaining distance of 20ft is the longest that the straight ducting (in addition to the vent pieces) can be.

## SPECIFICATIONS

Body	Stainless Steel
Power Rating	120V/60Hz (USA & Canada standard)
General Input Power	140W + 6W for LED Lights
General Input Current	1.3A
Motor Input Power	140W
Motor Revolution	500 RPM (±10%) to 1350 RPM (±10%)
Levels Of Speed Control	3 Levels
Air Pressure	150 Pa (200 Pa Maximum)
Noise Level (Q/M/H)	1.0 Sone (40 dB) / 4.0 Sone (55 dB) / 6.5 Sone (60 dB)
Motor Type	Double Motor
Power Connection Type	Plug-in Wire (120V)
Control Type	Digital Display Panel
Filtration Type	Stainless Steel Baffle Filters
Illumination	2 x 3W LED (4000K)
Venting Size	Top or Back, 10" x 3 ¼" Rectangular Exhaust
Warranty	2 Year Parts Warranty

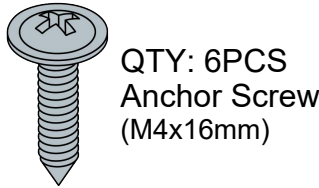
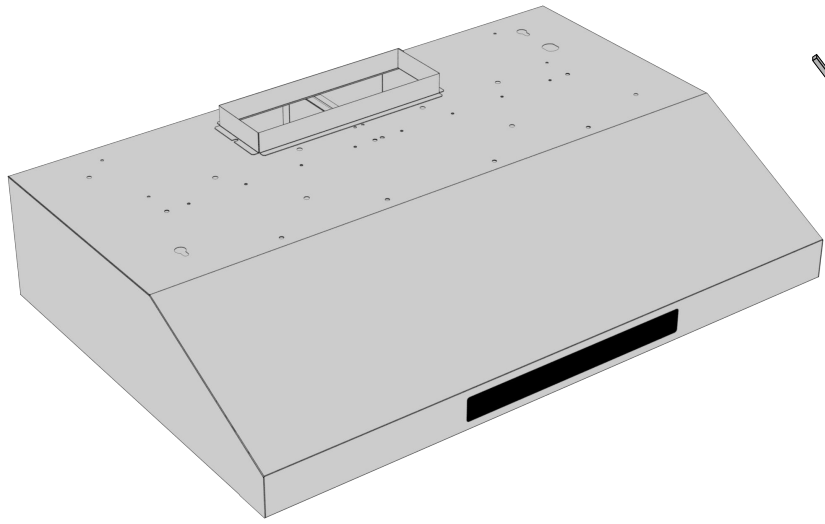


REQUIRED TOOLS

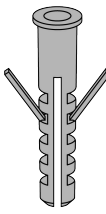


PARTS SUPPLIED

**Includes Rectangular 10"x 3 1/4"**  
**Exhaust Connector option**  
**(with plate adaptor)**

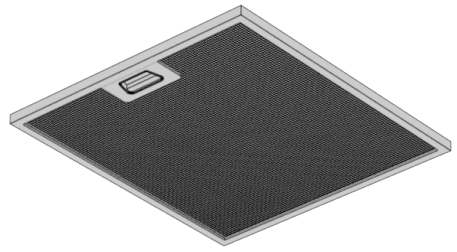


QTY: 6PCS  
Anchor Screw  
(M4x16mm)



QTY: 6PCS  
Self-Drilling  
Plastic  
Drywall  
Anchor

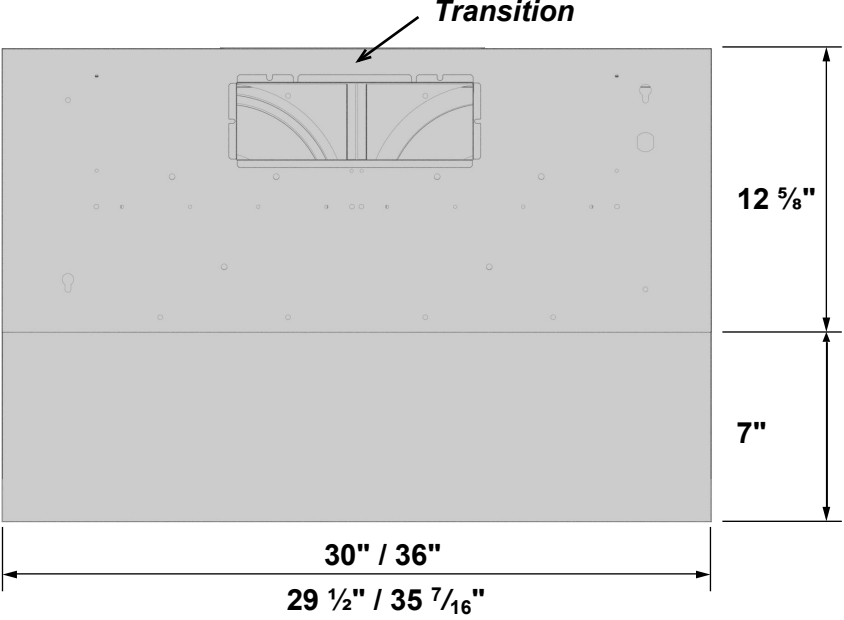
Aluminum Filters



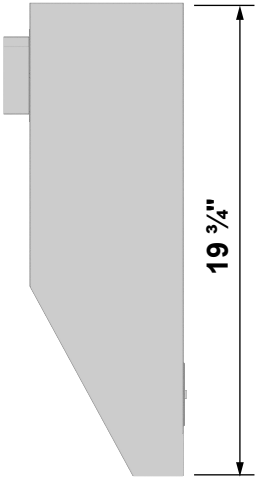
**NOTE:**  
Where necessary, additional screws will be needed for installation and added support, but is not included. Please review contents before installation.

DIMENSIONS

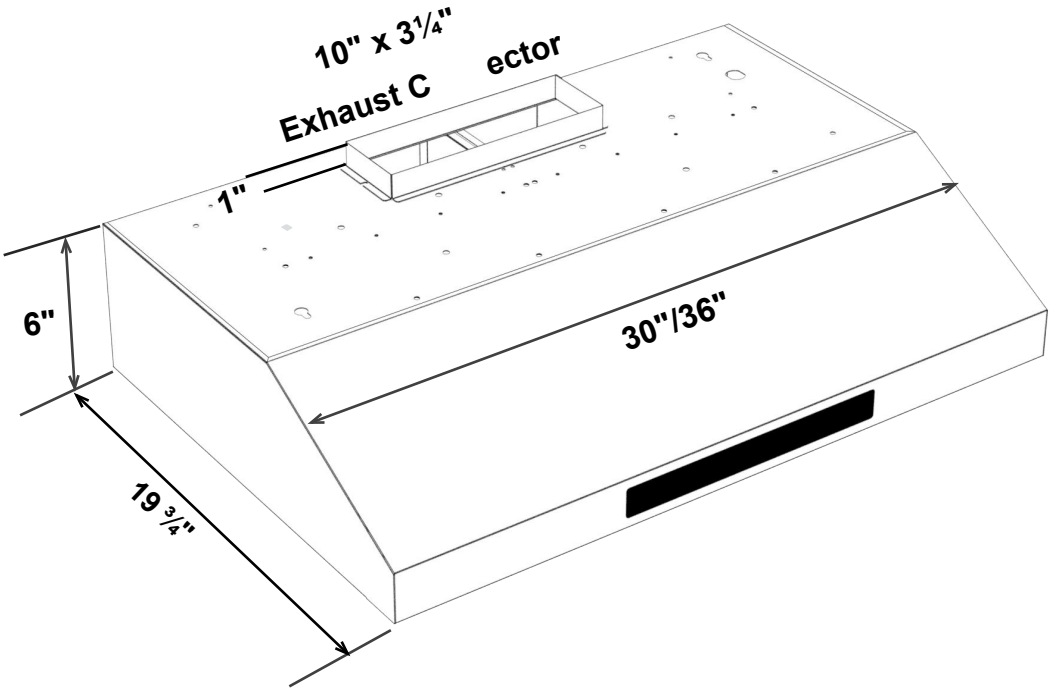
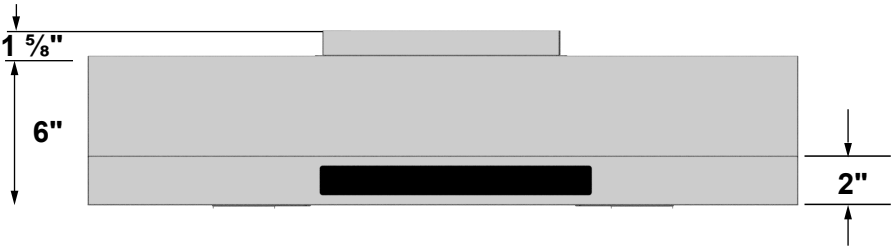
TOP VIEW



SIDE VIEW



FRONT VIEW



PREPARATION

**WARNING**  
**Excessive Weight**  
Require three or more persons to move and install this range hood. Spinal or other bodily injuries could occur if it is not followed.

**WARNING**  
**Severe Injury**  
Rotating fan can cause severe injury. Stay clear of fan when motor is running.

Advanced Preparations:

- Be familiar with the controls of the range hood by reading through Range Hood Operations.
- Place the range hood on a flat, stable surface. Connect the range hood to a designated standard outlet (please refer the product label for the suitable voltage of this unit) and turn on the range hood. Verify all operations of the range hood by referring to Range Hood Operations. Place all supplied parts and required hardware on a flat, stable surface and verify the existence of all supplied parts.
- Carefully remove the white or blue plastic protective coat from the range hood.

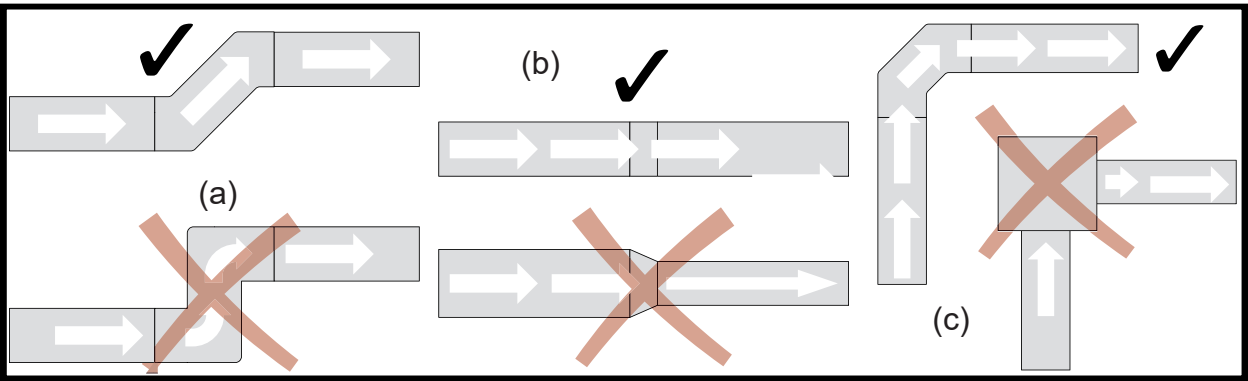
Preparations:

**NOTE: To avoid damage to your hood, prevent debris from entering the vent opening.**

- Decide the location of the venting pipe from the hood to the outside. Refer to Venting Methods.
- A straight, short vent run will allow the hood to perform more efficiently.
- Try to avoid as many transitions, elbows, and long run as possible. This may reduce the performance of the hood.
- Using 45 degree elbows is better than using 90 degree elbows.
- IMPORTANT: Peel white plastic protective coat off the hood, if any.
- Use aluminum tape to seal joints between pipe sections.

DO’S AND DON’TS FOR DUCT VENTING

- a. Avoid the use of sharp elbows. Use 45 degrees instead, if possible.
- b. DO NOT use REDUCERS. Keep the size of the duct the same, as per the manual. A reducer will reduce the CFM of the hood and increase the noise.
- c. DO NOT use plenum boxes. Boxes create turbulence and make the hood inefficient. Use a smooth elbow to guide the air outdoors.



**THE HOOD MUST BE TESTED BEFORE INSTALLATION.**

*Vikio will not be responsible for additional labour costs related to installation of the hood due to transportation internal damage or wiring issues.*

PRE-INSTALL

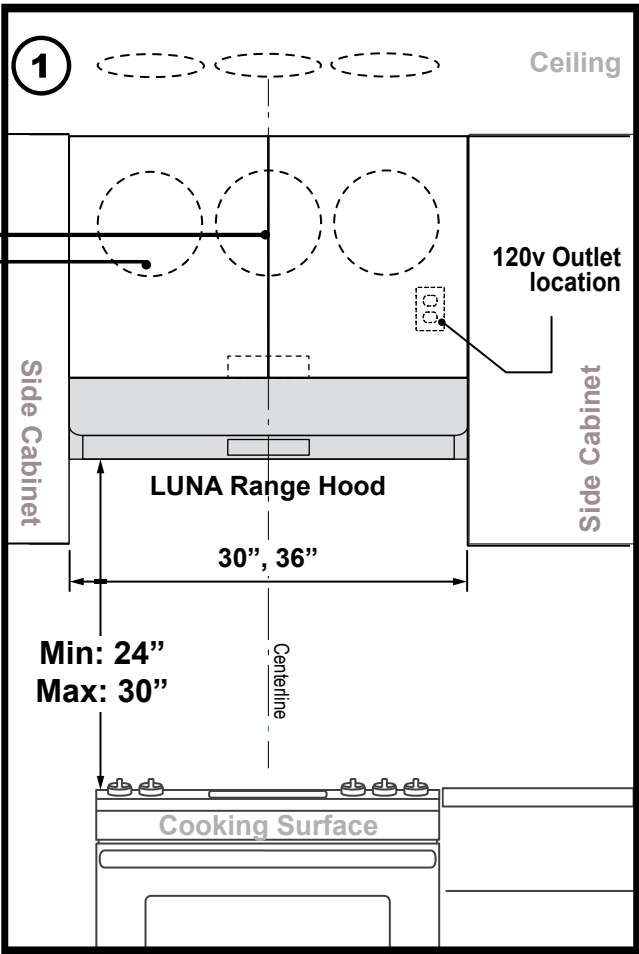
**FRONT VIEW**

(1) Measure the distance between the stove top and the bottom of range hood. A distance of 24" to 30" is recommended\*.

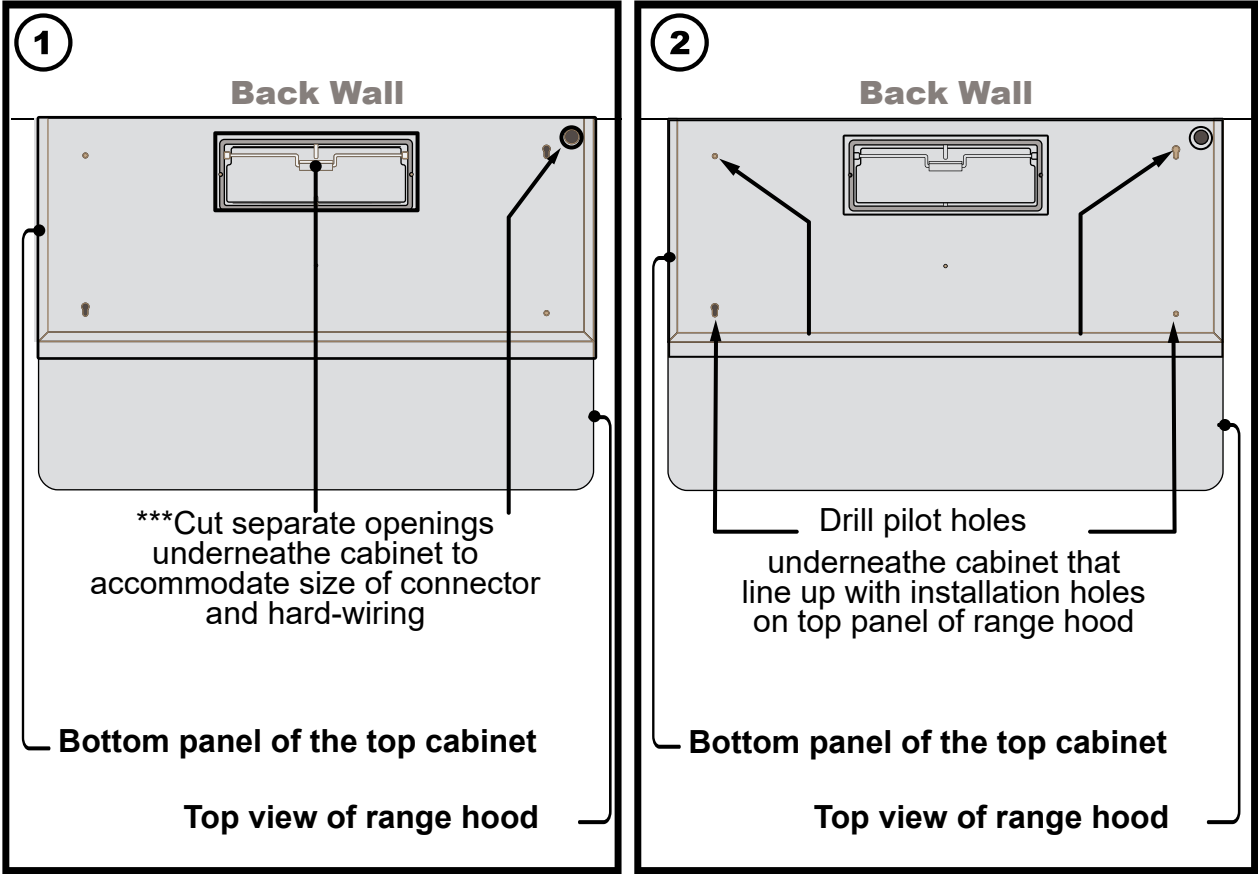
*\*Due to different ceiling height configurations, recommended height may not be applicable.*

**Preferred areas to install wall or roof vent ducting.**

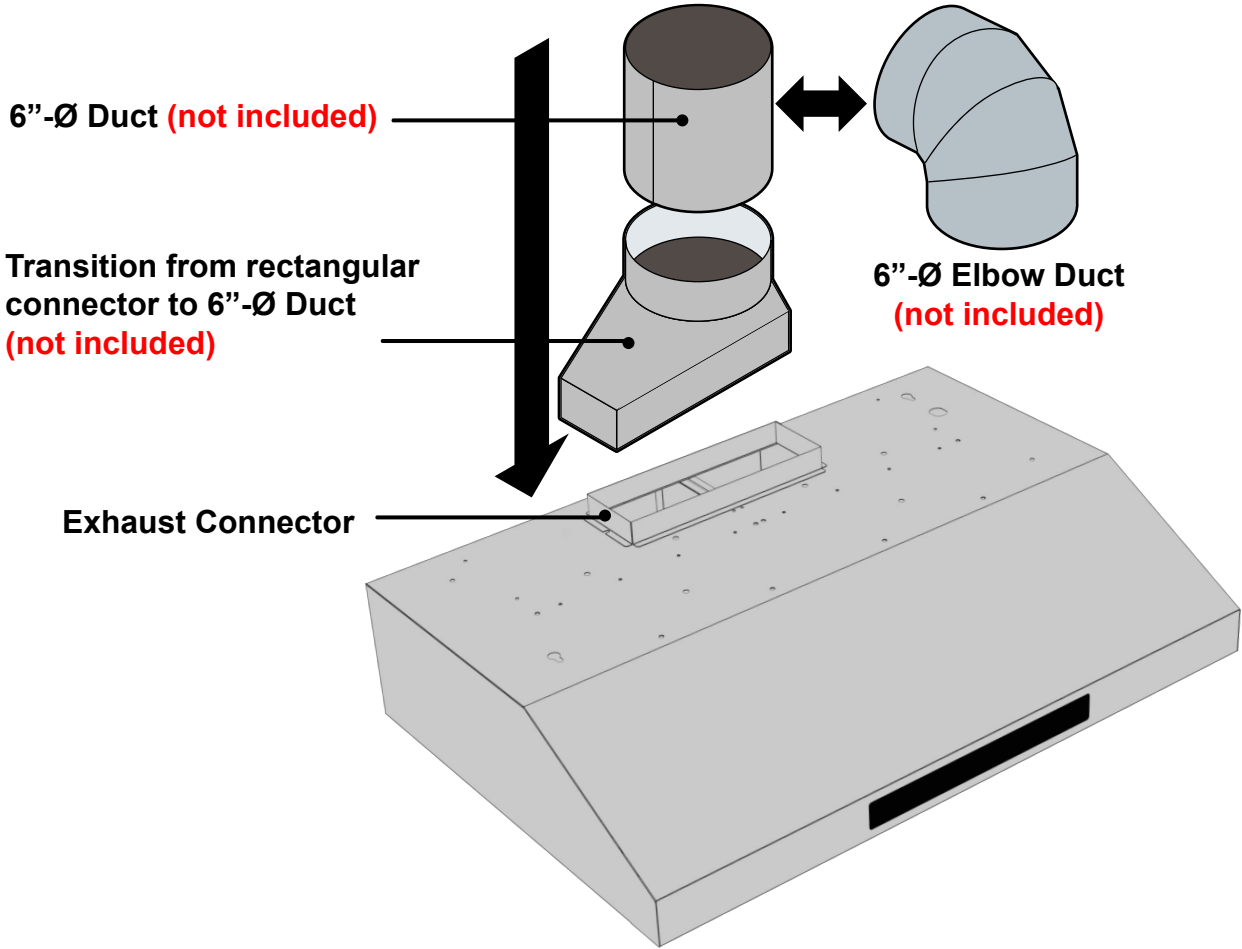
**Wall or roof vent may be installed in these areas but not recommended.**



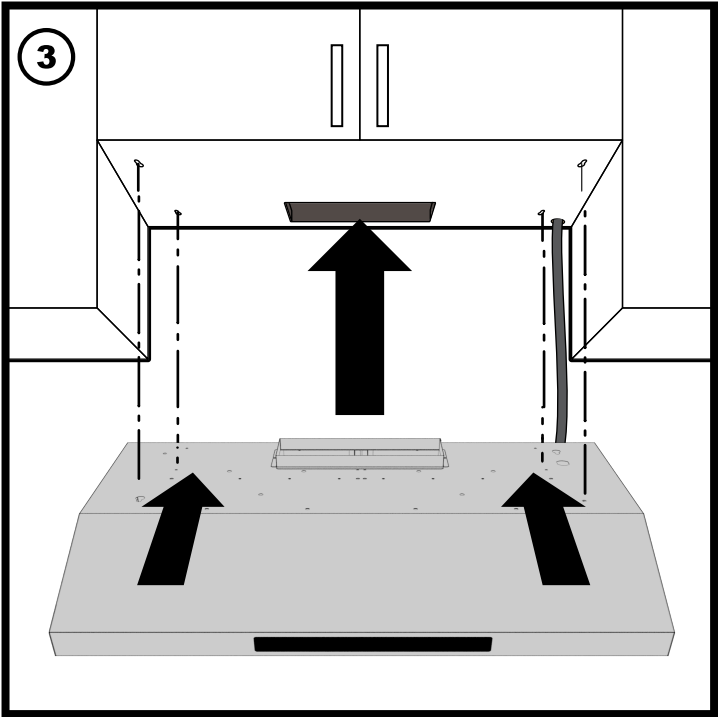
INSTALLATION



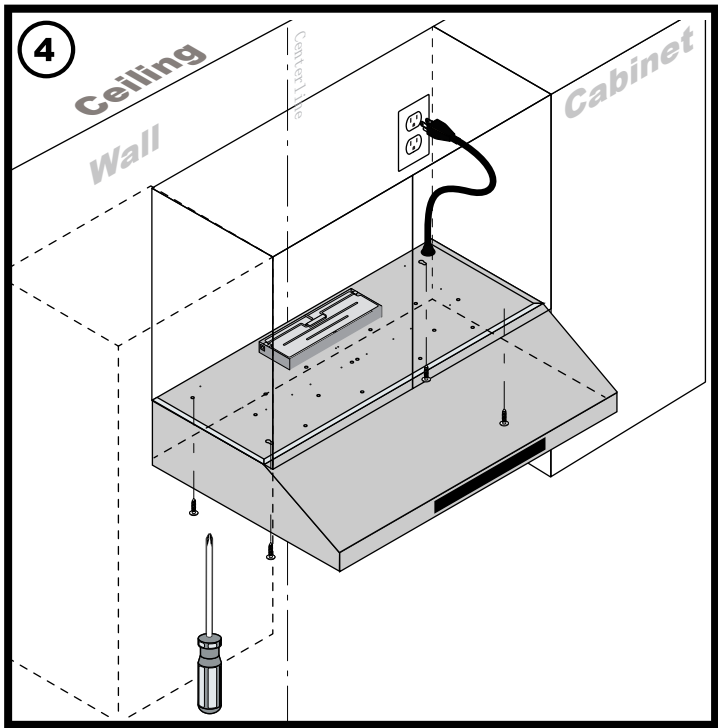
\*\*\*Ensure you have  $\frac{7}{8}$ " space from wall to your cut out to accommodate size of connector for ducting.



INSTALLATION(continued)



(3) Lift and insert the range hood underneath the cabinet. Ensure the wiring passes through the opening created below the cabinet.





(4) Secure with 4 screws(M4) from the inner side of the range hood.

**CAUTION:** Make certain the range hood is secure before releasing!

Connect the range hood’s electrical wiring and check the fan motor and lights are functioning.

Be alert of any electrical hazards and refer to the product label for the suitable voltage of this unit.



**WARNING**

**Hazard of electrical shock!**

DO NOT perform service on an electrically live system. Disconnect the main electrical supply before servicing this device. Touching electrical connectors or other exposed electrical circuitry inside this range hood when they are energized could result in death, serious bodily injury, or property damage.

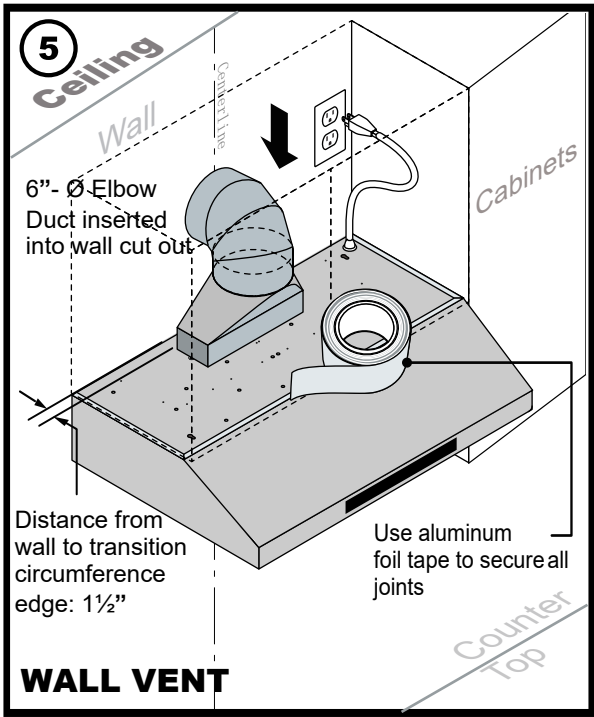


**WARNING**

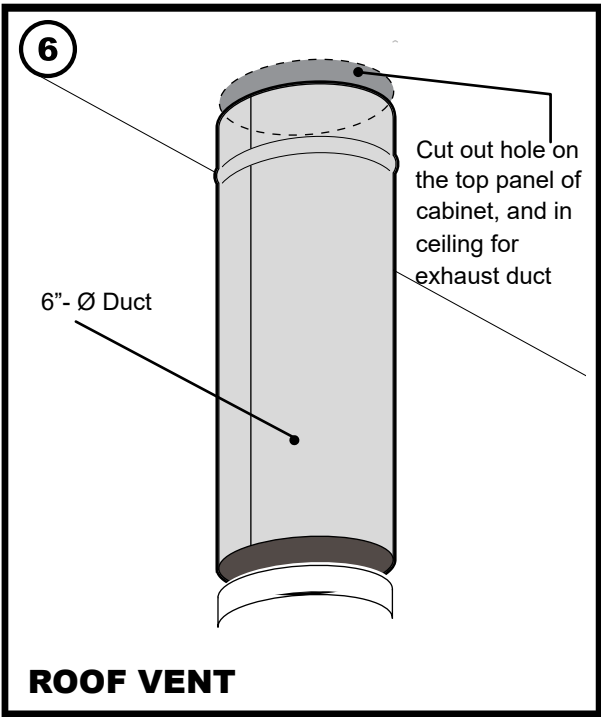
**Severe Injury**

Rotating fan can cause severe injury. Stay clear of fan when motor is running.

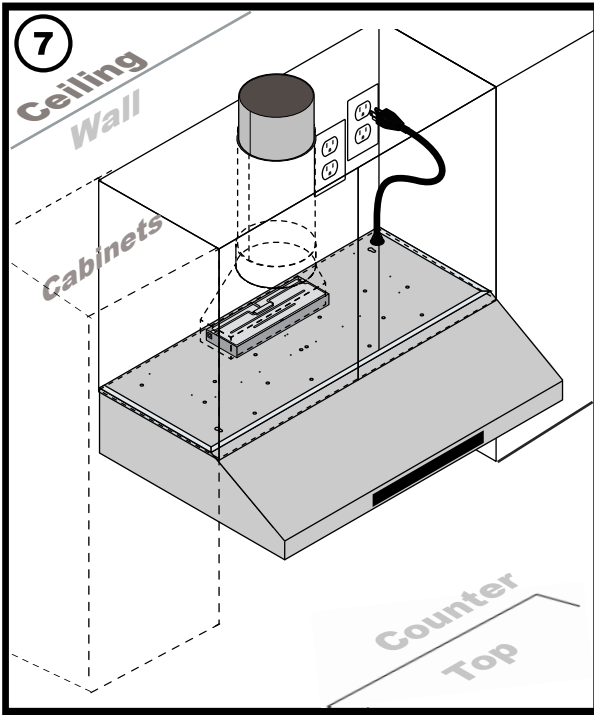
# INSTALLATION(continued)



Use aluminum foil tape to make all joints secure and air tight.

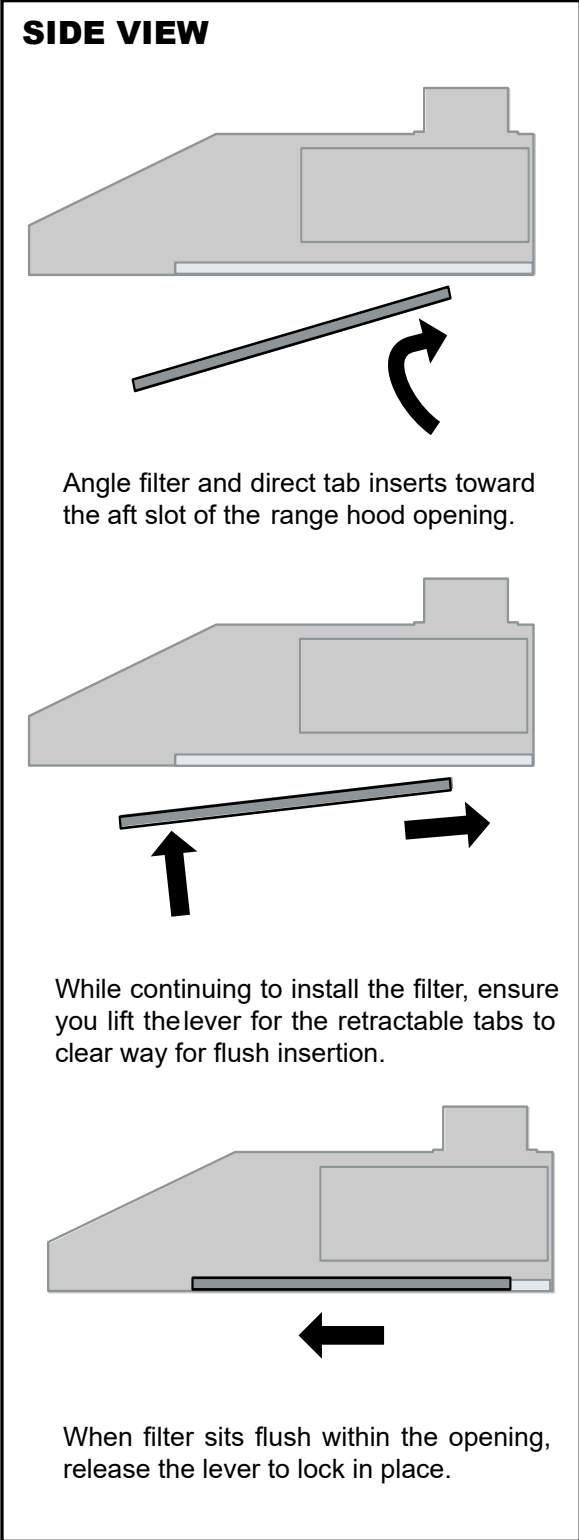
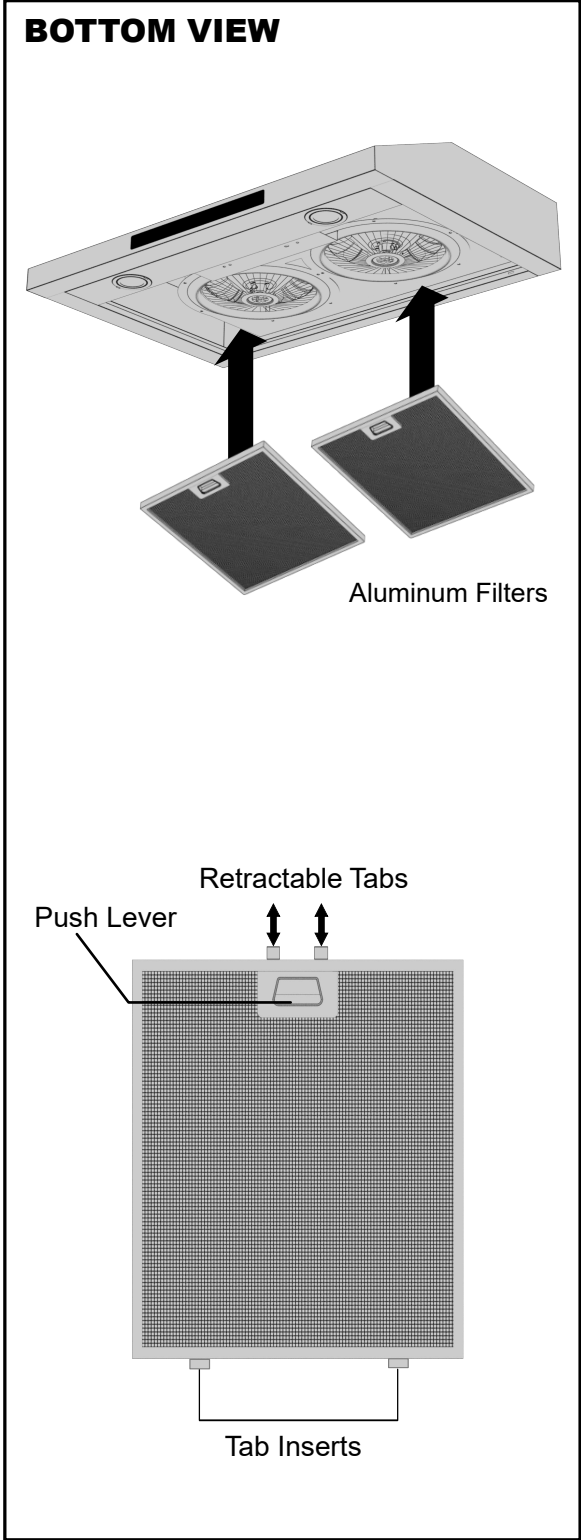


Use 6" round steel pipe to connect the exhaust on the hood to the ductwork above. Use aluminum foil tape to make all joints secure and air tight.



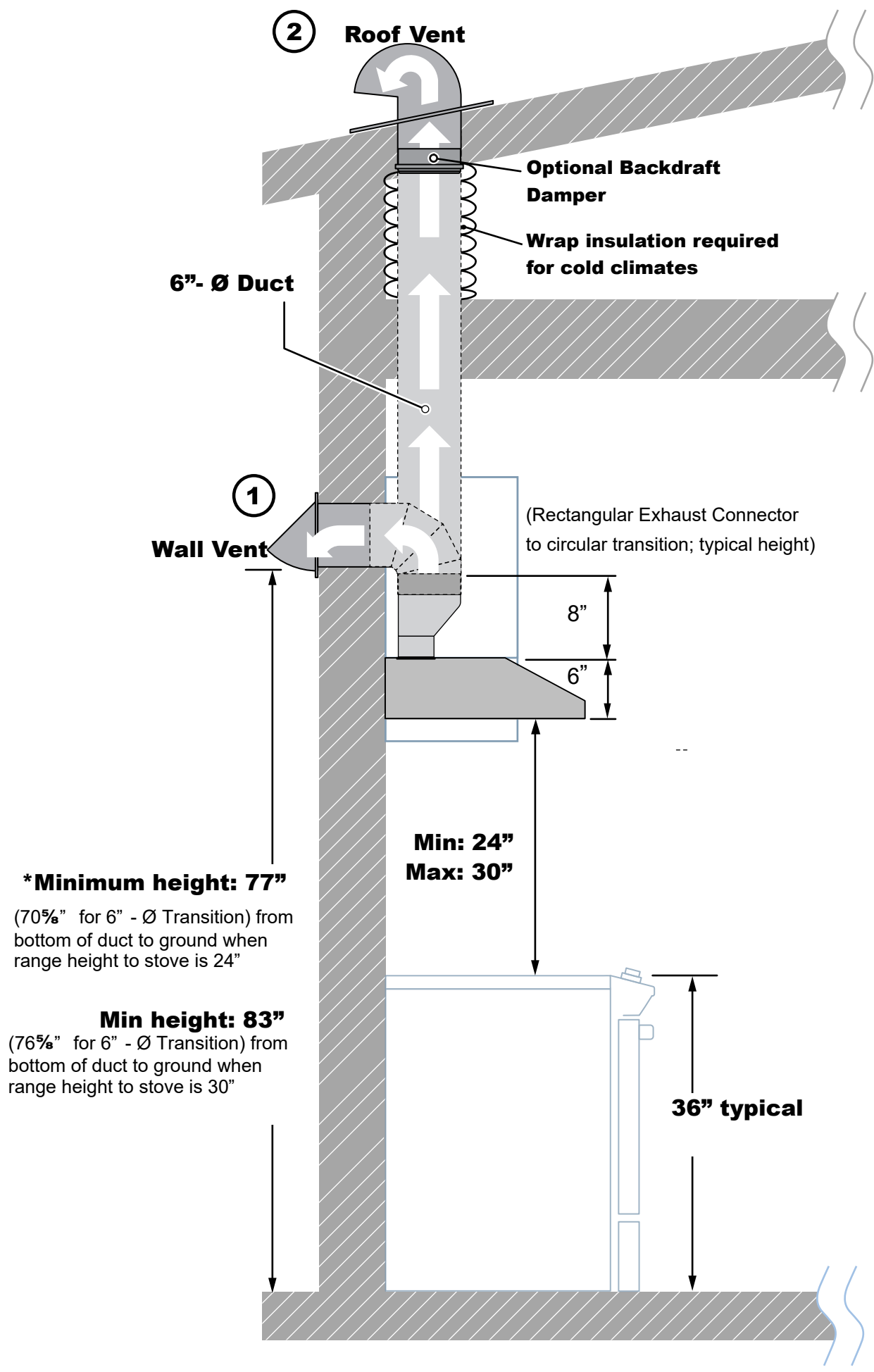
Ensure the cylinder duct passes through, leading to the roof cut out for exhaust connecting duct.

# INSTALLATION OF FILTERS

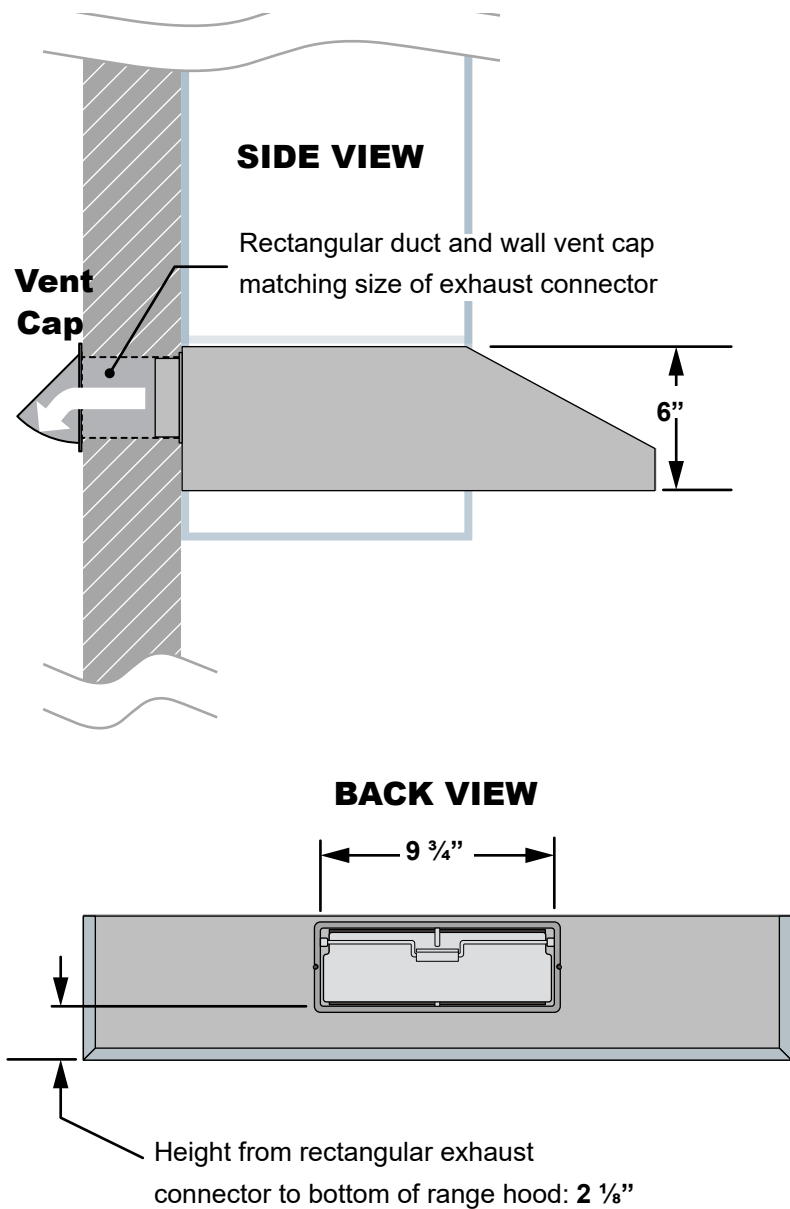




VENTING METHODS

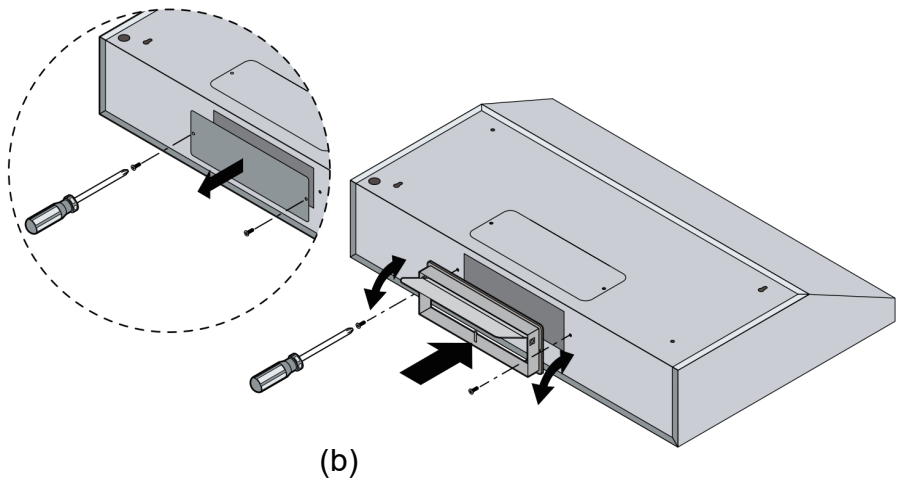


# BACK VENT OPTION



NOTE: Only the Rectangular Exhaust Connector can be used for Back Vent.

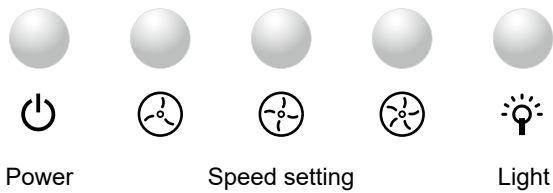
(a) Unfasten screws to remove existing cover plate.







(b) Fasten the exhaust connector (using the existing screws from the cover plate) at the back of the range hood and ensure that the damper (fap) hinge is at the top.

NOTE: Remove damper if you will be using a roof or wall cap that already has a built-in damper included.

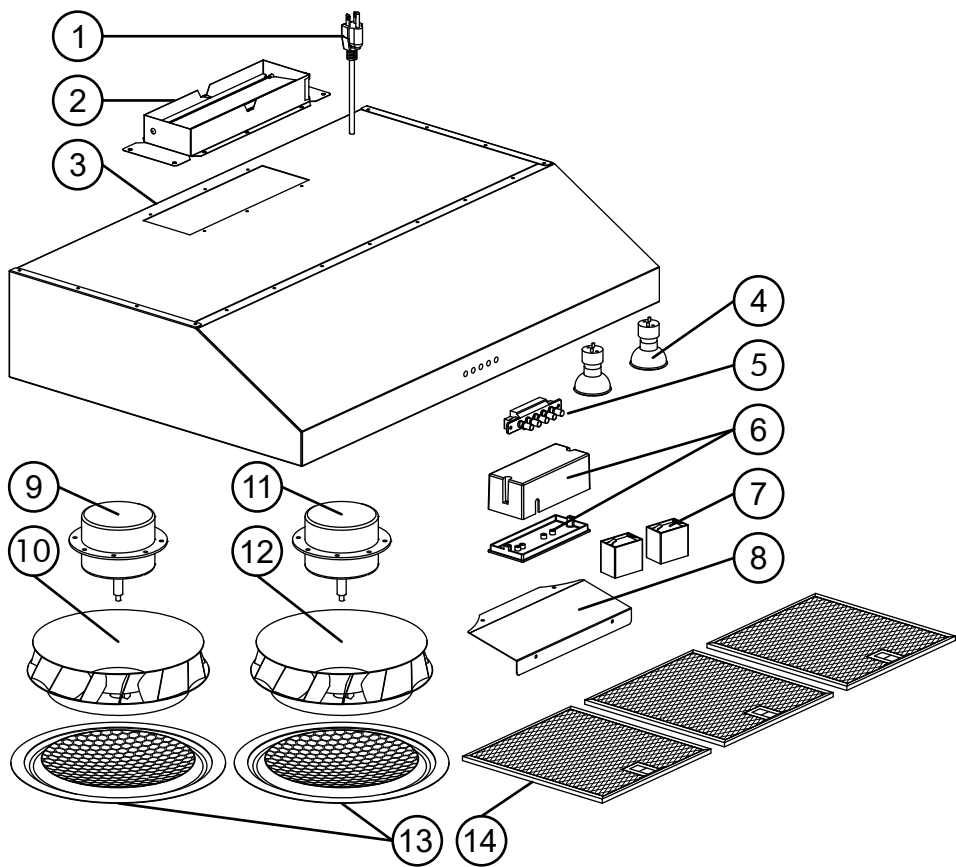
RANGE HOOD OPERATIONS (Mechanical)



FUNCTION	OPERATION	INDICATE	REMARK
OFF	Press  Power button to turn off the system.	 When the switch is off, the speed off.	
SPEED	Press  Speed button to choose the speed.		
LIGHT	Press  Light button to turn on or off the lighting function.		LED lights are individually controlled

EXPLOSION DIAGRAM

No.	Description	Quantity
1	Power Cord	1
2	Rectangle Duct Connector	1
3	Hood Body	1
4	Light	2
5	Control Panel	1
6	Plastic Box	1
7	Capacitor	1
8	Protective Panel	1
9	Left Motor	1
10	Left Fan Blade	1
11	Protective Grill	2
12	Right Motor	1
13	Right Fan Blade	1
14	Aluminum Filter	3



# TROUBLESHOOTING

ISSUE	POSSIBLE CAUSE	SOLUTION
The blower or fan seems weak.	A large amount of oil has accumulated on the baffle filter.	Clean or replace the baffle filters.
	Use the wrong duct size.	Use the right duct- 3-1/4x10" or 6" round type.
	The distance between the range hood and the stove is too far. The duct is clogged or if damper unit(half-circular flapper) is not installed correctly.	Adjust the distance between the range hood and the stove top  Clear the blockage of the duct. Install the flapper correctly.
Range hood does not work.	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.
		Make sure the speed has been selected at the controls.
		Turn off the power and check that all wires are properly connected. Refer to your specific model's installation instructions for proper wiring.
Range hood is making a rattling noise.	The motor is loose.	Turn off the power and remove the filter and check that all screws are secure and tight around the motor.
	The duct work connection is loose.	The ductwork connection to the pipe is tight. Add duct tape if necessary.
	The hood is not secured in place.	Check the installation of the hood.
	If it is stuck, it will sound like motor noise but it's really the damper.	Check whether the air outlet is blocked by foreign matter or air duct deformation, and the damper is opened normally.
The motor is working, the light is not on.	The light connector is not connected	Check whether the LED connector is connected
	Light out of order	Contact customer service to replace the lamp.
	The circuit or switch board is out of order.	Contact customer service to eplace the switch board or circuit board.
The lights cannot be turned off.	The circuit board is out of orderoff.	Contact customer service to replace the circuit board

# MAINTENANCE

## Operations:

- Read and understand all instructions and warnings in this manual before operating the appliance. Save these instructions for future reference.
- Always leave safety grills and filters in place. Without these components, operating blowers could catch on to hair, fingers and loose clothing.
- Never dispose cigarette ashes, ignitable substances or any foreign objects into blowers.
- Never leave cooking unattended. When frying, oil in the pan can easily overheat and catch fire. The risk of self combustion is higher when the oil has been used several times.
- Never cook on “open” flames under the range hood. Check deep-fryers during use: Superheated oil may be flammable.
- The saturation of greasy residue in the blower and filters may cause increased inflammability. Keep unit clean and free of grease and residue build-up at all times to prevent possible fires.
- Filters must be cleaned periodically and free from accumulation of cooking residue. Old and worn filters must be replaced immediately.
- **DO NOT operate blowers when filters are removed. Never disassemble parts to clean without proper instructions. Disassembly is recommended to be performed by qualified personnel only. Read and understand all instructions and warnings in this manual before proceeding.**
- **SAFETY WARNING:**  
**Never put your hand into area housing the fan while the fan is operating!**

## Cleaning Exterior surfaces:

- Clean periodically with stainless steel cleaner and clean cotton cloth. Do not use corrosive or abrasive detergent (e.g. Comet Power Scrub<sup>®</sup>, EZ-Off<sup>®</sup> oven cleaner), or steel wool/scoring pads, which will scratch and damage the stainless steel surface. For heavier oil use liquid degrease such as “Formula 409<sup>®</sup>” or “Fantastic<sup>®</sup>” brand cleaner.
- If the hood looks splotchy (stainless steel hood), use a stainless steel cleaner to clean the surface of the hood. Avoid getting cleaning solution onto or into the control panel. Follow directions of the stainless steel cleaner. CAUTION: Do not leave on too long as this may cause damage to the hood finish. Use a soft towel to wipe off the cleaning solution, gently rub off any stubborn spots. Use a dry soft towel to dry the hood.
- After cleaning, you may use non abrasive stainless steel polish such as 3M<sup>®</sup> or ZEP<sup>®</sup>, to polish and buff out the stainless luster and grain. Always scrub lightly, a with clean cotton cloth, and with the grain.
- DO NOT allow deposits to accumulate or remain on the hood.
- DO NOT use ordinary steel wool or steel brushes. Small bits of steel may adhere to the surface and cause rusting.
- DO NOT allow salt solutions, disinfectants, bleaches, or cleaning compounds to remain in contact with stainless steel for extended periods. Many of these compounds contain chemicals, which may be harmful. Rinse with water after exposure and wipe dry with a clean cloth.

## Cleaning Grease Filter:

- Filters should be cleaned after every 30 hours of use.
- **Baffle filters are NOT dishwasher safe.** Spray “Formula 409<sup>®</sup>” or equivalent degreasing detergent and leave to soak if very dirty. Dry the filters and re-install before using the hood.

## Replacing Filters:

- Should filters wear out due to age and prolonged use, please contact Vikio Range Hoods to order replacement filters.

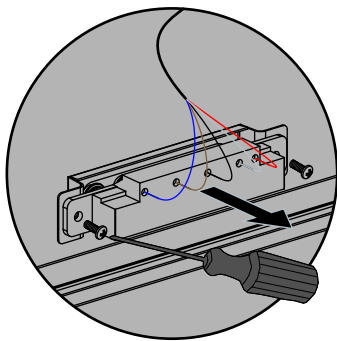
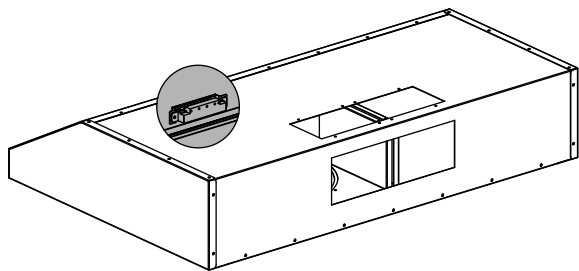
## Replacing the light bulb:

- This range hood uses LED bulbs (please refer to the actual specification of the hood purchased):  
USA/Canada: LED 3W 120V

# CONTROL PANEL REPLACEMENT

## Replacing Control Panel:

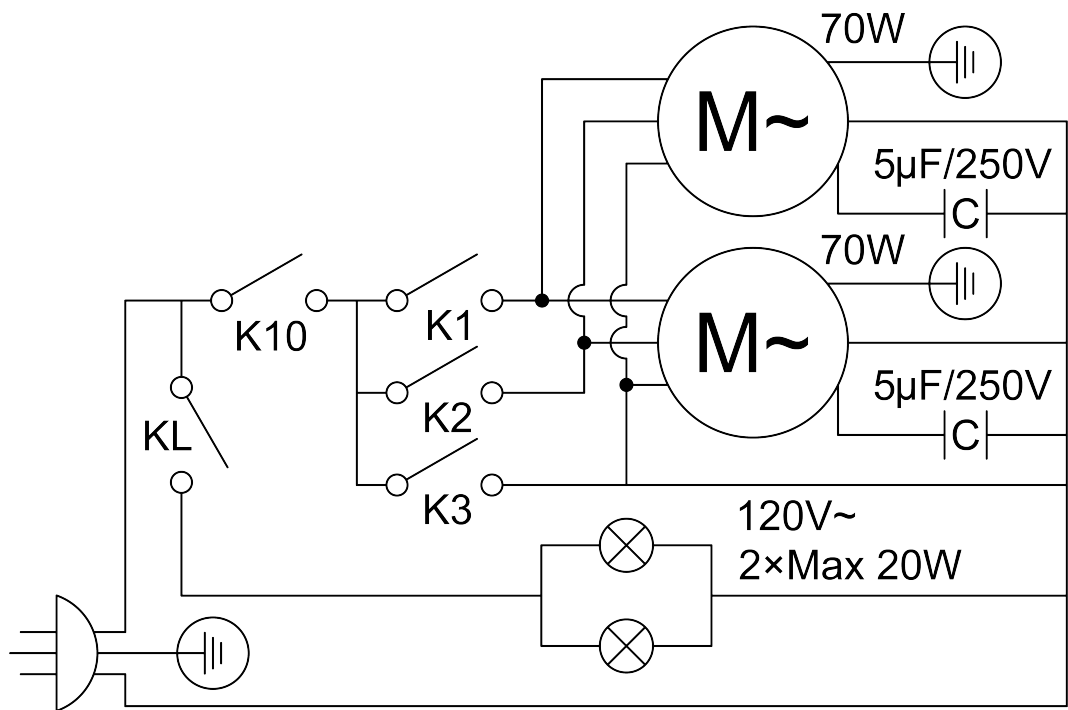
- 1. Make sure the range hood is unplugged or turn OFF breaker.
- 2. Remove the baffle filters.
- 3. Remove the screws on the LED Light panel
- 4. Remove the screws securing the switch, insert a pointed tool into the switch wire hole, and disconnect the wires. Replace with a new switch..
- 5. Fix the screws holding the control panel.
- 6. Fix the screws of LED Light panel.



**WARNING**

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

## WIRING DIAGRAM



Scan for a button panel  
installation tutorial video.

## BULB REPLACEMENT



### WARNING

#### Hazard of Burns

Light bulb can become extremely hot when turned on.  
DO NOT touch bulb until switched off and cooled.  
Touching hot bulbs could cause serious burns.



### WARNING

#### Hazard of electrical shock!

DO NOT perform service on an electrically live system.  
Disconnect the main electrical supply before servicing this device.  
Touching electrical connectors or other exposed electrical circuitry inside this range hood when they are energized could result in death, serious bodily injury, or property damage.

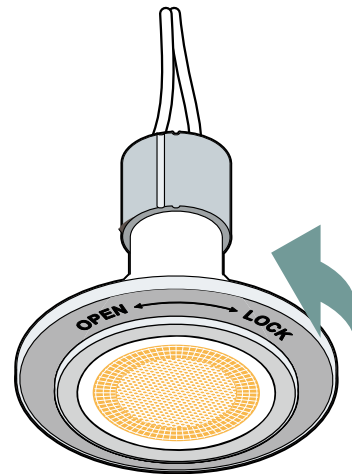
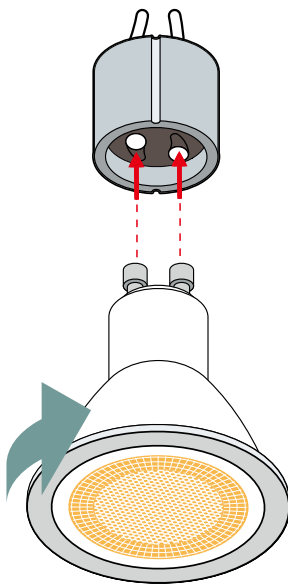
### Replacing *LED 3W* Light Fixture:



#### WARNING

Make sure the range hood is unplugged or turn OFF breaker and the lights are cool to touch.

1. Turn the light to the left and it will loosen.



2. Take a new LED light, the light leg is aligned with the hole on the lamp holder, and then turn to the right, and the replacement is completed.



Scan for a light bulb  
installation tutorial video.



# WARRANTY

## TO OBTAIN SERVICE UNDER WARRANTY:

**You must present proof of original purchase date.**

*Please provide an original dated proof of purchase (sales receipt / invoice)  
in order to obtain service under warranty.*

### **Two Year Parts Warranty:**

For two years from the date of original purchase, Vikio Range Hoods will provide free of charge, non-consumable replacement parts or components that failed due to manufacturing defects. Subject to the conditions and limitations set forth below, Vikio Range Hoods will replace any part of its products that prove defective by reason of improper workmanship or materials. Replacement parts or products will be provided by Vikio Range Hoods on an exchange basis, and will be either new or refurbished to be functionally equivalent to new.

### **Who is Covered:**

This warranty is extended to the original purchaser for products purchased for ordinary home use.

### **This Warranty Will Be Voided When:**

Product is 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, modification, or failure to follow installation instructions. When product is used commercially or other than its intended purpose. Damaged because of improper connection with equipment of other manufacturers. Repaired or modified by anyone other than Vikio Range Hoods. This limited warranty also 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 or has been sold as second-hand.

### **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 oven cleaner products. Chips, dents or cracks due to abuse, misuse, freight damage, or improper installation. Damage of product caused by accident, fire, floods or acts of God. The manufacturer and/or distributor/reseller is not liable for, and does not cover under warranty, any loss of properties or any costs associated with removing, servicing, installing, or determining the source of problems with this product.

This warranty is valid in Canada and the United States of America. It is non-transferable and applies only to the original 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 and, no warranties, whether expressed or implied, shall apply to this product thereafter. To obtain warranty service, you may contact Vikio Range Hoods. Please confirm the terms of Vikio Range Hood's policies prior to contacting us. Typically, you must include product identification information, such as the model number/name with a detailed description of the problem you are experiencing. You must also include proof of the date of original purchase as evidence that the product is within the applicable warranty period, and that it is a genuine range hood from Vikio Range Hoods.

*The information in this document is subject to change without notice, please contact Vikio Range Hoods for updated details.*

## **DISCLAIMER**

Carefully inspect all items for damages before accepting delivery. Note any damages on the freight bill or express receipt. request name and signature of the carrier's agent and keep a copy to support your claim. Upon acceptance of items, owner assumes responsibility for its safe arrival. Report damages to the carrier and file a claim immediately. Failure to do so may result in the denial of your claim. The carrier will furnish you with necessary forms for filing a claim.

Damages on any returns or exchanges caused during transit are not covered under our warranty (the customer must insure the return with the shipping company). If your range hood is damaged in transit, please contact us within 14 days of receiving your new order to report the damages. Vikio Range Hoods will, to the best of its ability, file a damage claim and investigate the matter.

Please inspect contents of package(s) carefully upon receiving! We must be notified of any damages and/or missing parts within fourteen (14) days upon your receipt of the package(s). Claims will not be accepted after fourteen (14) days. NOTE: Items are thoroughly tested and carefully packed in our facility before shipping.

Products must be returned in good working condition with ALL original parts and documentation packed in all original cartons, fillers and shipping cartons. A restocking fee of 10% will be charged for all approved return(s). Exchanges or returns will not be accepted if the unit has been installed, and may be rejected if parts are missing.

Make sure to inspect the hood for damages and defects before installation. Appearance flaws of the hood found after installation and not affecting hood performance are not covered under our warranty for returns or exchanges. Service visits are not covered under warranty and will carry a service charge.

## **CONTACT US**

If you require assistance, please contact Vikio Range Hoods. Please have your order number and model of the range hood ready.

You must have this information in order to receive a response to your request.

If you need replacement parts, we recommend using only genuine parts. Our accessories and parts are engineered and designed specifically for VIKIO range hoods. Each part is rigorously tested assuring the utmost in durability and reliability, providing a factory match, factory-installed appearance and functionality tailored to each individual range hood model.

[info@vikiohome.com](mailto:info@vikiohome.com)

[www.vikiohome.com](http://www.vikiohome.com)

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## **FAQ**

### **Can my hood be ductless?**

No, It must be duct your range hood to the outside.

### **Is the width of my range hoods description, the actual size?**

No — the actual width of the range hood will be slightly less than the generic description of the range hood in order to better fit cabinet cutouts. For instance, a 30" (762 mm) range hood will actually measure 29 1/2" (750 mm).

### **Why is my range hood white/blue?**

This is a protective layer that is placed on all range hoods to prevent shipping damage.

### **How do I clean my baffle filters and how often?**

Your baffle filters should be washed with hot water and soap once per month or placed in a dishwasher for cleaning. Make sure filters are completely dry before reinstalling.







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— H O M E —

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